

## Business Portal User Guide

# Louvre Abu Dhabi



# Business Portal User Guide

## 1.Introduction

Welcome to Louvre Abu Dhabi business portal user guide, this comprehensive document has been crafted to provide you with all the information you need to make the most of our product/service and maximize your user experience. Whether you are a beginner or an advanced user, this guide will serve as your go-to resource for understanding the Business Portal features and functionalities.

In this guide, we will walk you through step-by-step instructions and tips to ensure that you have a smooth and seamless journey. We have designed this guide to be user-friendly, providing clear explanations and illustrations to help you navigate and explore all the capabilities and possibilities available to you.

# Business Portal User Guide

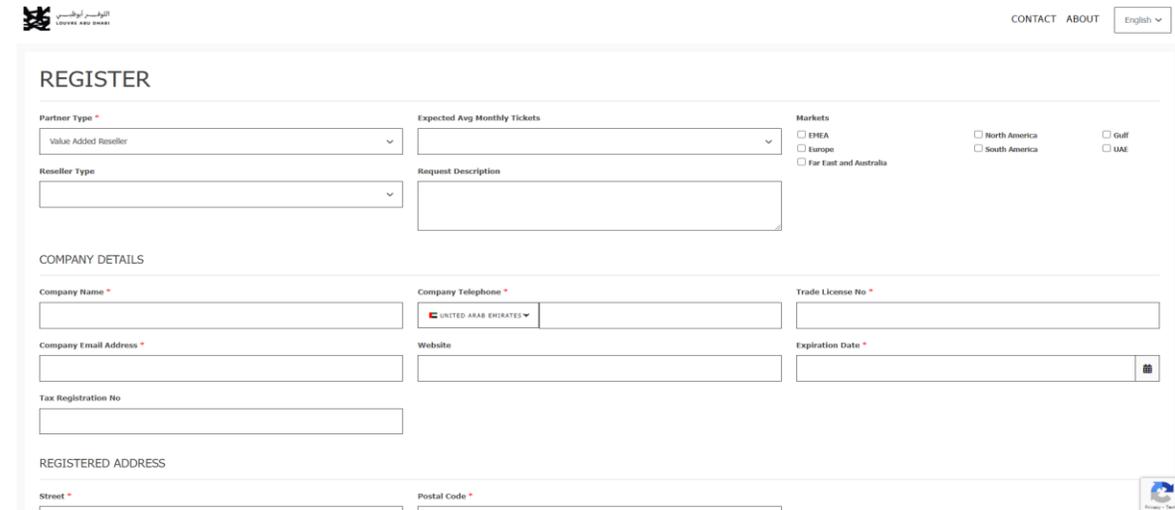
## 2. Sign-Up

The Sign-Up page allows partners to request to register to the Business Portal. Users will have to complete this form and click the *Sign-up* button. Both the internal team and the user will receive an email regarding the registration request. The internal team will review the request and will decide whether to grant access to the portal or not.

## 3. Login

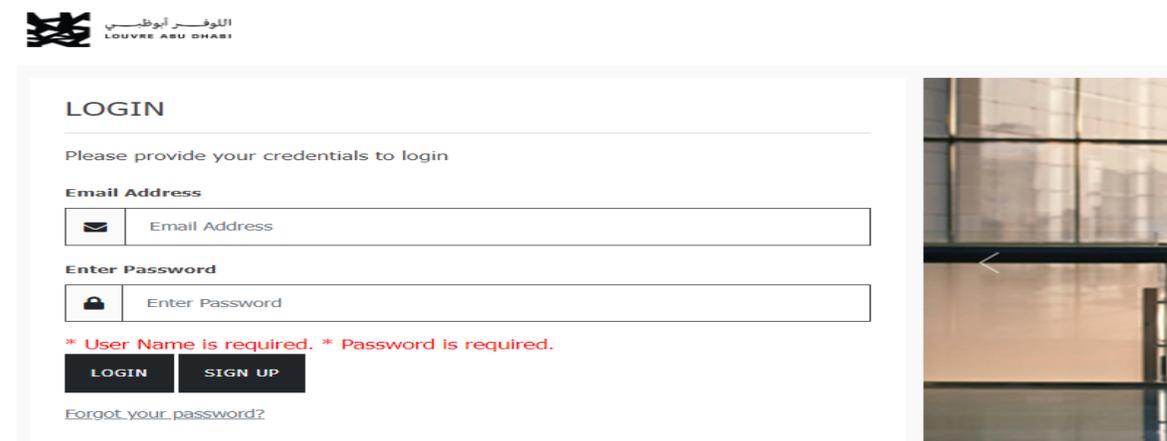
Once the registration request is reviewed and portal access is activated, the partner will receive a Welcome email which will include their credentials. By default, the username will be the requestor's email address and the password will be automatically generated.

## Sign-Up



The screenshot shows the 'REGISTER' form on the Louvre Abu Dhabi Business Portal. The form is divided into several sections: 'Partner Type' with a dropdown menu (currently showing 'Value Added Reseller'), 'Expected Avg Monthly Tickets' with a dropdown menu, and 'Markets' with checkboxes for EMEA, Europe, Far East and Australia, North America, South America, Gulf, and UAE. Below this is the 'Request Description' text area. The 'COMPANY DETAILS' section includes fields for 'Company Name', 'Company Telephone' (with a dropdown for 'UNITED ARAB EMIRATES'), 'Trade License No.', 'Company Email Address', 'Website', and 'Expiration Date'. There is also a 'Tax Registration No.' field. The 'REGISTERED ADDRESS' section includes 'Street' and 'Postal Code' fields. The Louvre Abu Dhabi logo and navigation links are visible at the top.

## Login



The screenshot shows the 'LOGIN' page on the Louvre Abu Dhabi Business Portal. It features a header with the Louvre Abu Dhabi logo and name. Below the header, there is a prompt: 'Please provide your credentials to login'. The form has two main input fields: 'Email Address' and 'Enter Password'. Below the password field, there is a red error message: '\* User Name is required. \* Password is required.'. At the bottom of the form, there are two buttons: 'LOGIN' and 'SIGN UP'. A link for 'Forgot your password?' is also present. On the right side of the page, there is a vertical image showing a view through a window or glass partition.

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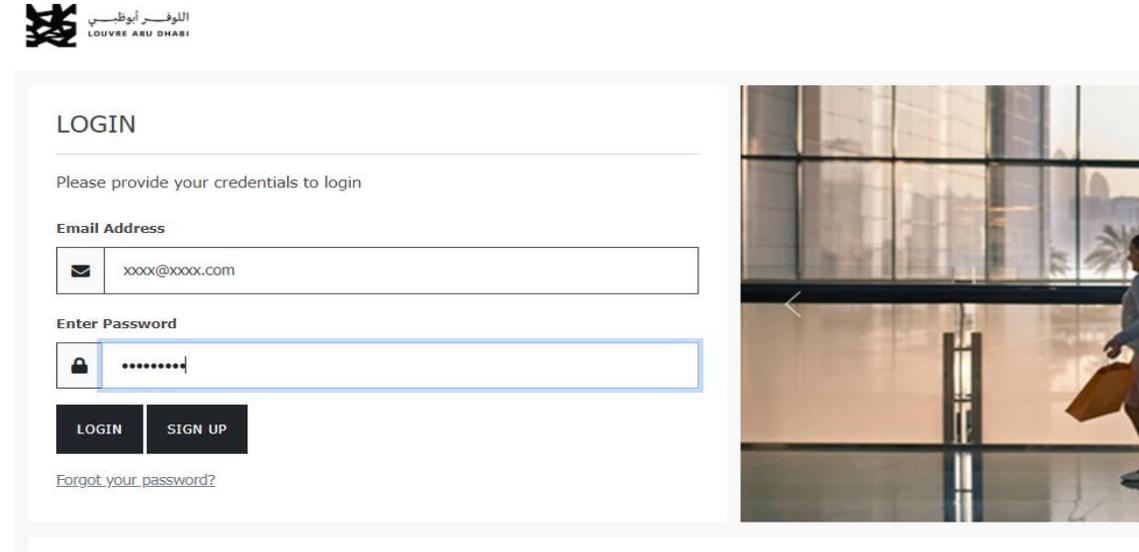
## 3. Login

When someone visits the Business Portal they will be requested to Login or to Sign-Up. If they have no credentials to login they will only be allowed to see the Contact and About sections.

The Contact page contains the address, telephone, email addresses. Google maps is included as well. By clicking on the logo they will be redirected to the home page.

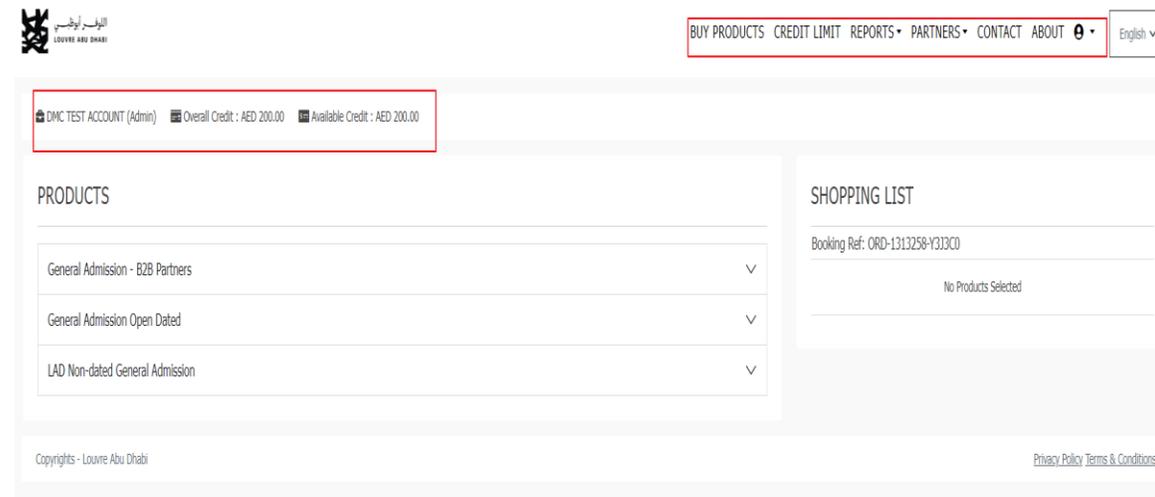
After login the portal user will be able to see more options in the top menu. The Available credit limit and advance balance sections, The Product list, The Buy Products, credit limit, Reports, Partners and contact. The Sign-Up page is no longer accessible. User can click on the Sign-Out button to logout from the portal or the Change Password button to view the change password page.

## Home Page – Before Login



The screenshot shows the Louvre Abu Dhabi logo at the top left. Below it is a 'LOGIN' section with the text 'Please provide your credentials to login'. There are two input fields: 'Email Address' with the placeholder 'xxxx@xxxx.com' and 'Enter Password' with a masked password '.....'. Below the fields are two buttons: 'LOGIN' and 'SIGN UP'. A link for 'Forgot your password?' is located below the buttons. On the right side of the page, there is a large image of a modern building entrance with glass doors and a person walking.

## Home Page – After Login



The screenshot shows the Louvre Abu Dhabi logo at the top left. The top navigation menu is highlighted with a red box and contains the following items: 'BUY PRODUCTS', 'CREDIT LIMIT', 'REPORTS', 'PARTNERS', 'CONTACT', 'ABOUT', and 'English'. Below the navigation menu, there is a user profile section with a red box around it, showing 'DMC TEST ACCOUNT (Admin)', 'Overall Credit : AED 200.00', and 'Available Credit : AED 200.00'. The main content area is divided into two columns. The left column is titled 'PRODUCTS' and contains a list of three items: 'General Admission - B2B Partners', 'General Admission Open Dated', and 'LAD Non-dated General Admission', each with a dropdown arrow. The right column is titled 'SHOPPING LIST' and shows 'Booking Ref: ORD-1313258-Y313C0' and 'No Products Selected'. At the bottom of the page, there is a footer with 'Copyrights - Louvre Abu Dhabi' on the left and 'Privacy Policy Terms & Conditions' on the right.

# Business Portal User Guide

## 4. Portal Users Types

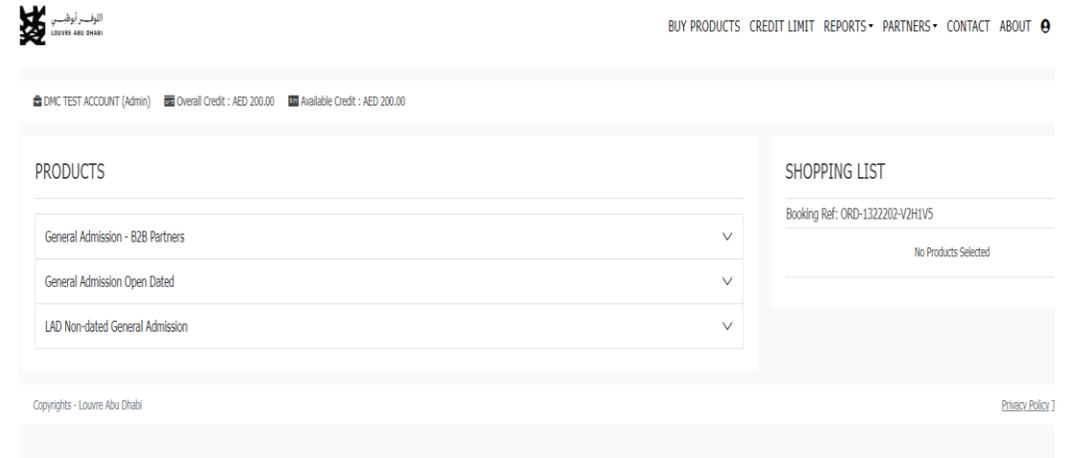
### Partner Primary:

The partner primary is granted complete portal access, including the ability to view statements and reports. They also have the authority to create or revoke access for other portal users. Additionally, only the partner primary is authorized to make payments for credit limit purchases.

### Booking Agent:

Booking Agent have access to buy tickets only.

## Partner Primary Access



اللوفر أبوظبي  
LOUVRE ABU DHABI

BUY PRODUCTS CREDIT LIMIT REPORTS PARTNERS CONTACT ABOUT

DMC TEST ACCOUNT (Admin) Overall Credit : AED 200.00 Available Credit : AED 200.00

PRODUCTS

- General Admission - B2B Partners
- General Admission Open Dated
- LAD Non-dated General Admission

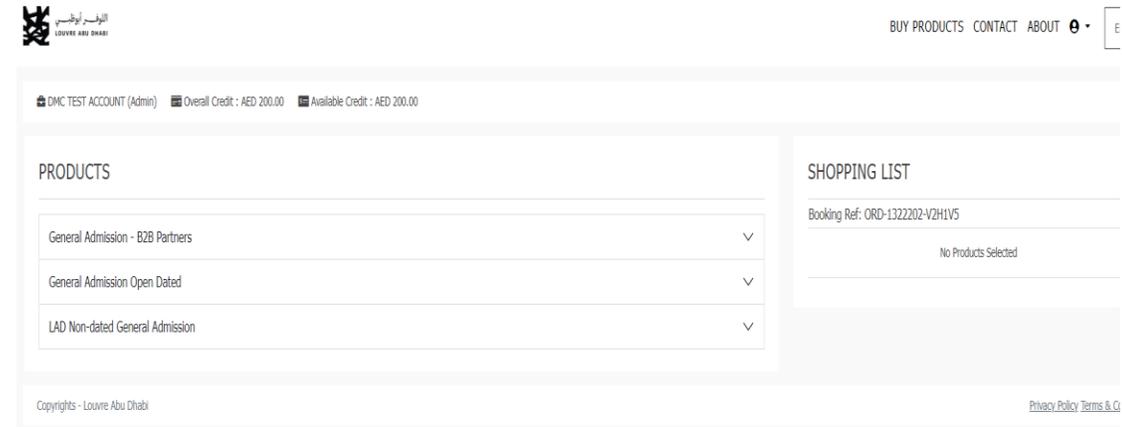
SHOPPING LIST

Booking Ref: ORD-1322202-V2H1V5

No Products Selected

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## Booking Agent Access



اللوفر أبوظبي  
LOUVRE ABU DHABI

BUY PRODUCTS CONTACT ABOUT

DMC TEST ACCOUNT (Admin) Overall Credit : AED 200.00 Available Credit : AED 200.00

PRODUCTS

- General Admission - B2B Partners
- General Admission Open Dated
- LAD Non-dated General Admission

SHOPPING LIST

Booking Ref: ORD-1322202-V2H1V5

No Products Selected

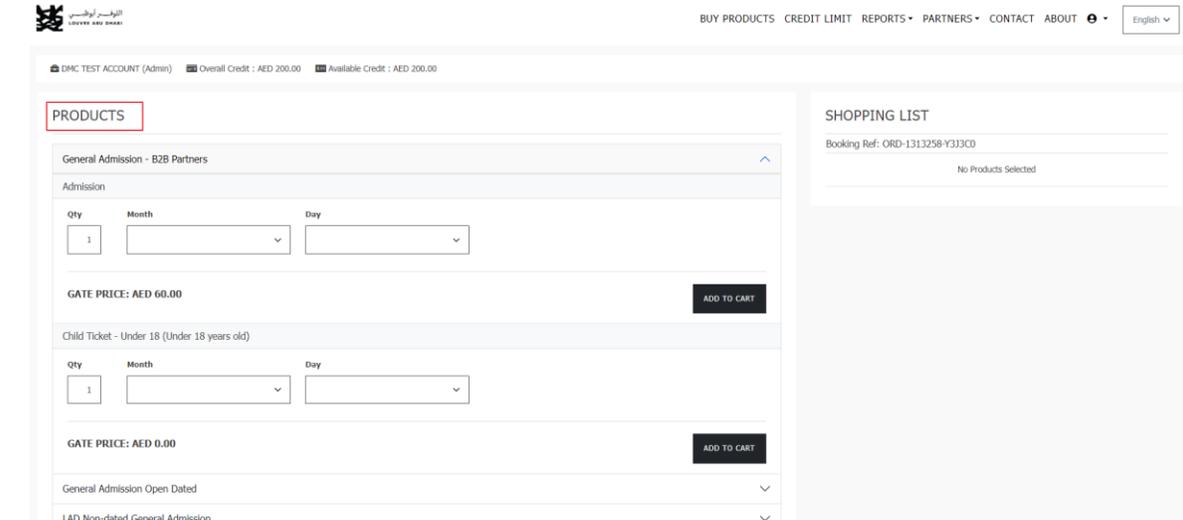
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# Business Portal User Guide

## 5. Buy Products

1. In order to make online bookings click on the *Buy Products* from the top menu.
2. Under *Products* section the products available for portal will be listed. You can type in the required quantity. The minimum and maximum quantity allowed are controlled by the *Product Variants* in CRM.
3. The next step is to set the admission date. When you select the month, the day dropdown will be filled with the working days for that month. If the product is an open dated ticket or event entry ticket only the quantity needs to be set.
4. Click the *Add to Cart* button to add the selected product in your shopping list. If you wish to buy more tickets for a different day just change the quantity and date and click the *Add to Cart* again.
5. Under *Shopping List* the section, you can see the items selected for purchase. The quantity and admission date for each selected product will be displayed along with the total amount.
6. You can remove items from the shopping list by clicking the X button next to the required item.
7. When you select all required products and you wish to complete the booking you can click on the *Review Your Order* button.

## Buy Products



DMC TEST ACCOUNT (Admin) Overall Credit : AED 200.00 Available Credit : AED 200.00

PRODUCTS

General Admission - B2B Partners

Admission

Qty: 1 Month: [dropdown] Day: [dropdown]

GATE PRICE: AED 60.00

ADD TO CART

Child Ticket - Under 18 (Under 18 years old)

Qty: 1 Month: [dropdown] Day: [dropdown]

GATE PRICE: AED 0.00

ADD TO CART

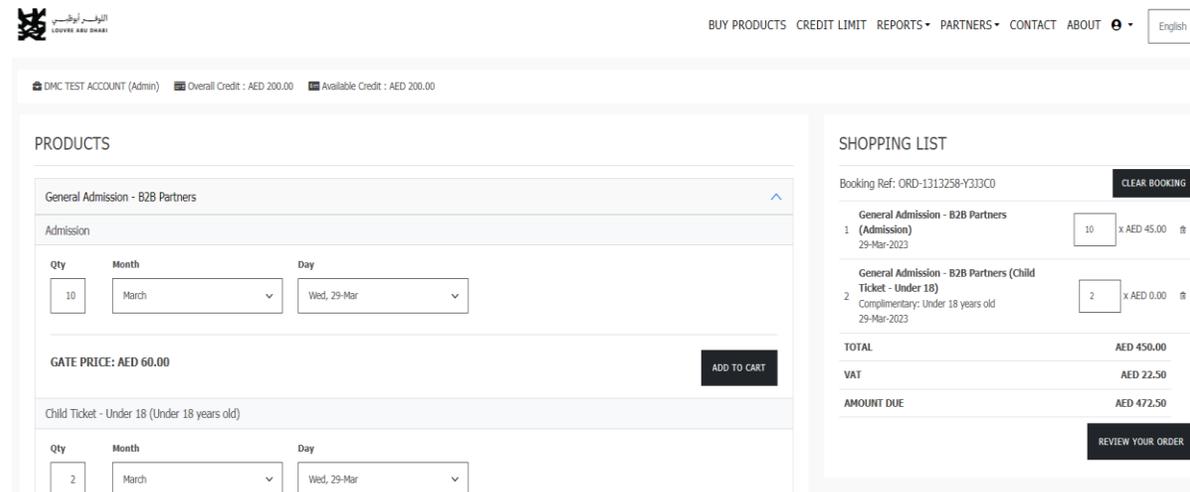
General Admission Open Dated

1 AED Non-Student General Admission

SHOPPING LIST

Booking Ref: ORD-1313258-Y313CD

No Products Selected



DMC TEST ACCOUNT (Admin) Overall Credit : AED 200.00 Available Credit : AED 200.00

PRODUCTS

General Admission - B2B Partners

Admission

Qty: 10 Month: March Day: Wed, 29-Mar

GATE PRICE: AED 60.00

ADD TO CART

Child Ticket - Under 18 (Under 18 years old)

Qty: 2 Month: March Day: Wed, 29-Mar

SHOPPING LIST

Booking Ref: ORD-1313258-Y313CD

General Admission - B2B Partners (Admission) 29-Mar-2023 x AED 45.00

General Admission - B2B Partners (Child Ticket - Under 18) Complimentary: Under 18 years old 29-Mar-2023 x AED 0.00

TOTAL AED 450.00

VAT AED 22.50

AMOUNT DUE AED 472.50

REVIEW YOUR ORDER

# Business Portal User Guide

## 6. Review Order

Before completing the payment, the portal users can review their order. This page will list the products and quantity selected for purchase. The quantity, price, gross amount, discount amount and net amount for each product along with tax and final amount will be displayed. The portal user can review the order and check the 'Accept the Terms & Conditions' to proceed with payment. Also, the portal user can optionally add their own booking customer reference number and use the booking comments to specify any special requests they might have in relation to their booking.

DMC TEST ACCOUNT (Admin) Overall Credit : AED 200.00 Available Credit : AED 200.00

### SHOPPING LIST

Product	Qty	Price	Total
General Admission - B2B Partners (Admission) 29-Mar-2023	10	AED 45.00	AED 450.00
General Admission - B2B Partners (Child Ticket - Under 18) Complimentary: Under 18 years old 29-Mar-2023	2	AED 0.00	AED 0.00
TOTAL			AED 450.00
VAT			AED 22.50
AMOUNT DUE			AED 472.50

### TERMS & CONDITIONS

Tickets shouldn't be taken back, exchanged or reimbursed (even in the event of loss or theft).  
No refund will be made to after the payment has been done  
Cancellation of a given activity due to force majeure or the action of a third party to the contract will in no way result in the payment of compensation to the buyer by the Louvre Abu Dhabi

Accept the Terms & Conditions

### CUSTOMER REFERENCE

### BOOKING COMMENTS

### AMOUNT TO BE PAID

AED	472.50
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### PAYMENT METHOD

Credit Card

[RETURN TO BOOKING](#) [PROCEED TO PAYMENT](#)

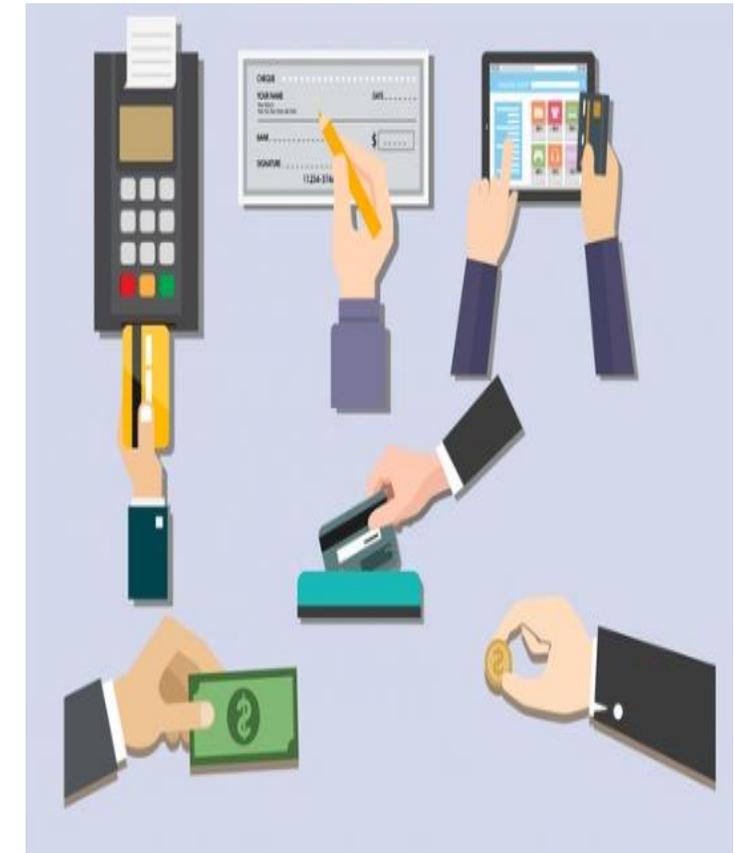
# Business Portal User Guide

## 7. Payment Methods

Louvre Abu Dhabi offers a variety of convenient payment methods to cater to different partner requirements. These methods include:

- 1- Advance Balance: Partners have the option to transfer funds to Louvre Abu Dhabi, which will be credited to their account. This balance can be utilized for new booking payments or to settle any outstanding dues.
- 2- Credit Limit: Based on the mutually agreed agreement between the partner and Louvre Abu Dhabi, a specific credit amount is allocated to the partner's account. This credit can be utilized as a payment method for new bookings.
- 3- Credit/Debit Card: Partners have the flexibility to complete new bookings using their debit or credit cards. Louvre Abu Dhabi accepts various credit card options to facilitate the payment process.
- 4- Wire Transfer: Partners can utilize wire transfer as a payment method. They can create a wire transfer payment in the portal to either top up their advance balance or settle any outstanding credit amounts. After completing the transfer, partners need to create the payment in the B2B portal and email the deposit slip to [B2Bsupport@louvreabudhabi.ae](mailto:B2Bsupport@louvreabudhabi.ae). The payment status will be pending until it is approved by Louvre Finance.

Please note that the availability of these payment methods may vary depending on the specific partner's agreement and requirements.



# Business Portal User Guide

## 7.Payment – Wire Transfer

The partner has the option to transfer funds to Louvre Abu Dhabi for two purposes: either to top up their advance balance or to clear an outstanding credit amount.

If the partner chooses to add the transferred amount to their account's advance balance, they should email the wire transfer slip, along with the wire transfer form, to B2B support at [B2Bsupport@louvreabudhabi.ae](mailto:B2Bsupport@louvreabudhabi.ae) once the transfer is completed.

For clearing outstanding dues, once the wire transfer is finished, the partner should access the portal and go to the unsettled credit limit section. From there, they can select the invoices they wish to settle, choose wire transfer as the payment method, and proceed with the transaction.

Please note that this transaction will be pending approval from Louvre Abu Dhabi finance department.

Louvre Abu Dhabi Bank account Details:

Bank Details: First Abu Dhabi Bank (FAB)

Account name: TCA - LOUVRE ABU DHABI Bank

AC Number: 4021003897821014

IBAN: AE800354021003897821014

Swift Code: NBADAEAXXX



### Bank Transfer/Advance Payment Request Form

<b>Company Name:</b> <b>Name of Requester:</b> <b>Email:</b>	<b>Date of Request:</b> <b>Type of Request:</b> Advance Payment for Admission Tickets
<b>Bank Name:</b> <b>Account Name:</b> <b>IBAN:</b> <b>Swift or Sort Code:</b>	<b>Transfer amount (AED):</b> <b>Transfer Reference:</b> (attach the proof of payment)

- Any charges associated with the transfer is the responsibility of the requester.
- This form must be submitted along with proof of payment within 24 hours of the transfer.
- Once payment is accepted by Louvre Abu Dhabi, advanced paid sums are non-refundable.

Please fill out and sign the form to be sent to the following email: [B2Bsupport@louvreabudhabi.ae](mailto:B2Bsupport@louvreabudhabi.ae)

On Behalf of \_\_\_\_\_  
Name of signatory: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

*(Internal Use Only)*

**Company CRM number:**  
**Company CRM Name:**  
**Amendment Letter Signed:**

**Louvre Abu Dhabi Sales Team (Approval)**

Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Louvre Abu Dhabi Finance Department (To Check)**

Actual Amount cleared in account \_\_\_\_\_

Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

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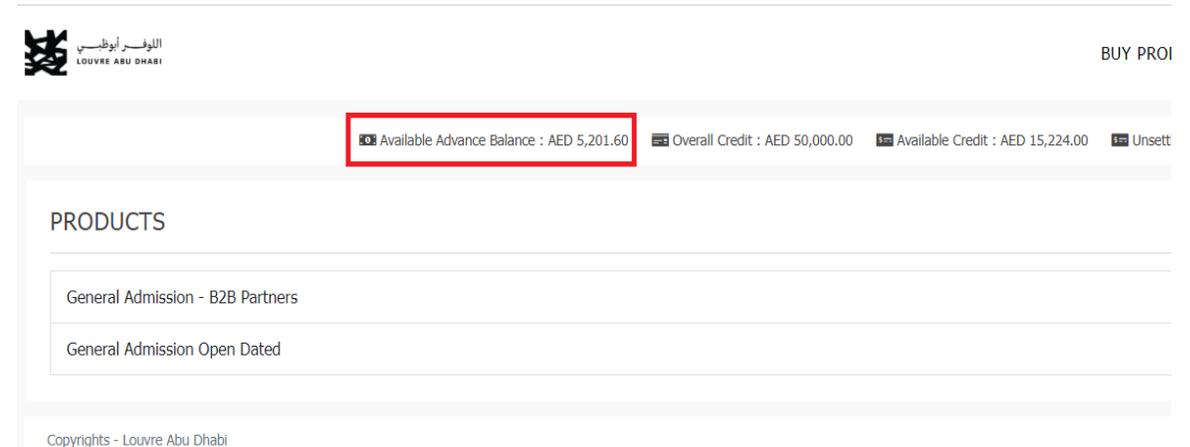
## 8.Payment – Advance Payment

If a partner performs a wire transfer, the advance balance will be credited to their account. This advance balance can be utilized for two purposes: making new bookings or settling outstanding dues. The partner can view their available advance balance on the home page after logging in. When completing new bookings, they can select the advance balance as the preferred payment method on the Review Order page.

To settle any outstanding dues using the advance balance, please refer to the "Credit Settlement" section in this guide for detailed instructions.

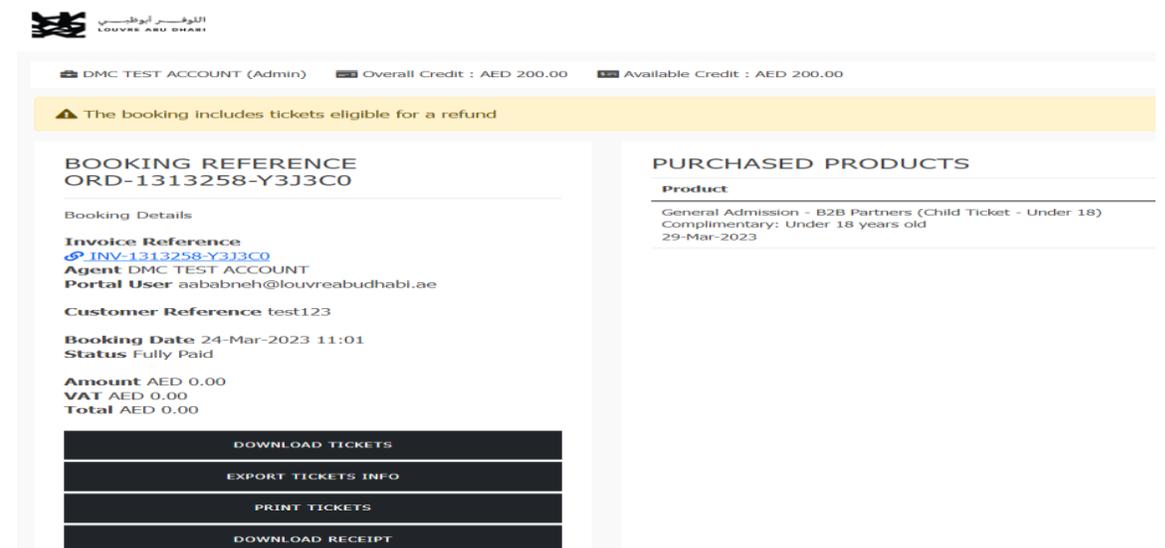
Once the payment is successfully processed, users will have access to the "Download Tickets and Receipt" button, enabling them to obtain the tickets in PDF format. Additionally, there is an option to export the tickets, which provides the partner with the ticket barcode that can be utilized in their preferred ticket format.

## Available Advance Balance



The screenshot shows the Louvre Abu Dhabi Business Portal home page. At the top right, there is a "BUY PROI" link. Below the header, a red box highlights the "Available Advance Balance : AED 5,201.60". Other financial metrics are displayed: "Overall Credit : AED 50,000.00", "Available Credit : AED 15,224.00", and "Unsett". The "PRODUCTS" section lists "General Admission - B2B Partners" and "General Admission Open Dated". The footer contains "Copyrights - Louvre Abu Dhabi".

## Booking Completed Page



The screenshot shows the "Booking Completed Page" for a test account. At the top, it displays "DMC TEST ACCOUNT (Admin)" and financial metrics: "Overall Credit : AED 200.00" and "Available Credit : AED 200.00". A yellow banner states: "The booking includes tickets eligible for a refund". The page is divided into two main sections: "BOOKING REFERENCE" and "PURCHASED PRODUCTS".

**BOOKING REFERENCE**  
ORD-1313258-Y3J3C0

**Booking Details**  
**Invoice Reference**  
[INV-1313258-Y3J3C0](#)  
**Agent** DMC TEST ACCOUNT  
**Portal User** aababneh@louvreabudhabi.ae  
**Customer Reference** test123  
**Booking Date** 24-Mar-2023 11:01  
**Status** Fully Paid  
**Amount** AED 0.00  
**VAT** AED 0.00  
**Total** AED 0.00

**PURCHASED PRODUCTS**

Product
General Admission - B2B Partners (Child Ticket - Under 18) Complimentary: Under 18 years old 29-Mar-2023

At the bottom, there are four buttons: "DOWNLOAD TICKETS", "EXPORT TICKETS INFO", "PRINT TICKETS", and "DOWNLOAD RECEIPT".

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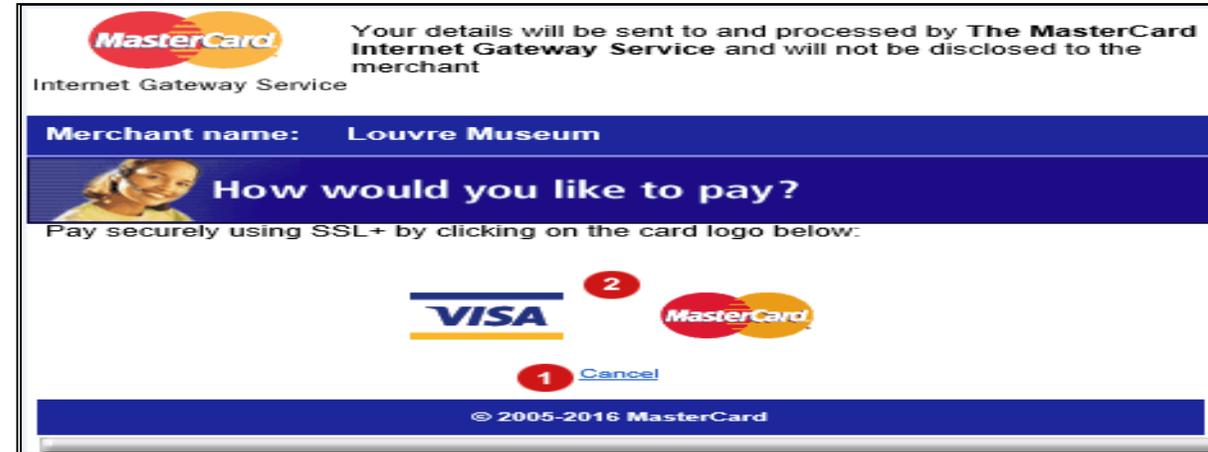
## 9.Payment – Credit Card

Once the user selects the *Credit Card* payment method and clicks on the *Proceed to Payment* button, they will be redirected to the bank's payment service.

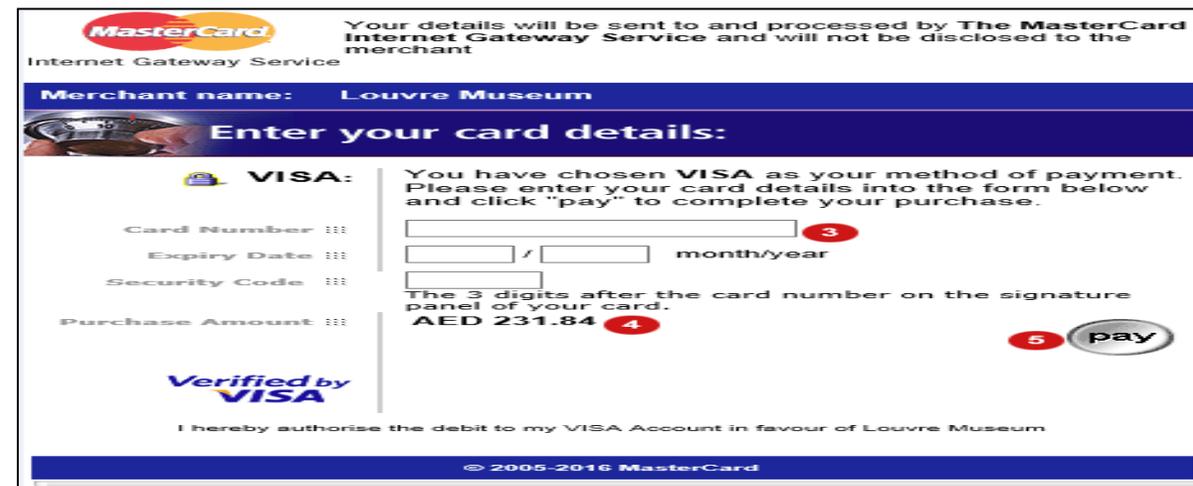
- Portal users can click the *Cancel* link if they decide they do not wish to proceed with payment.
- If they wish to proceed, they have to select the card type by clicking on one of the card icon.
- After that, they will be asked for their cards details to complete the payment.

Once the payment is successfully processed, users will have access to the "Download Tickets and Receipt" button, enabling them to obtain the tickets in PDF format. Additionally, there is an option to export the tickets, which provides the partner with the ticket barcode that can be utilized in their preferred ticket format.

### Card Payment Method



### Card Payment Method



# Business Portal User Guide

## 10.Payment – Credit Limit

The credit limit is an agreed-upon amount between Louvre Abu Dhabi and its partners. Which added under partner account. The partner is given a specific number of days to settle any outstanding balance, typically 60 or 90 days from the first transaction in the billing period. If a partner's portal account has a credit limit balance, the account homepage in the portal will display the Overall Balance, Available Limit, and the unsettled credit limit.

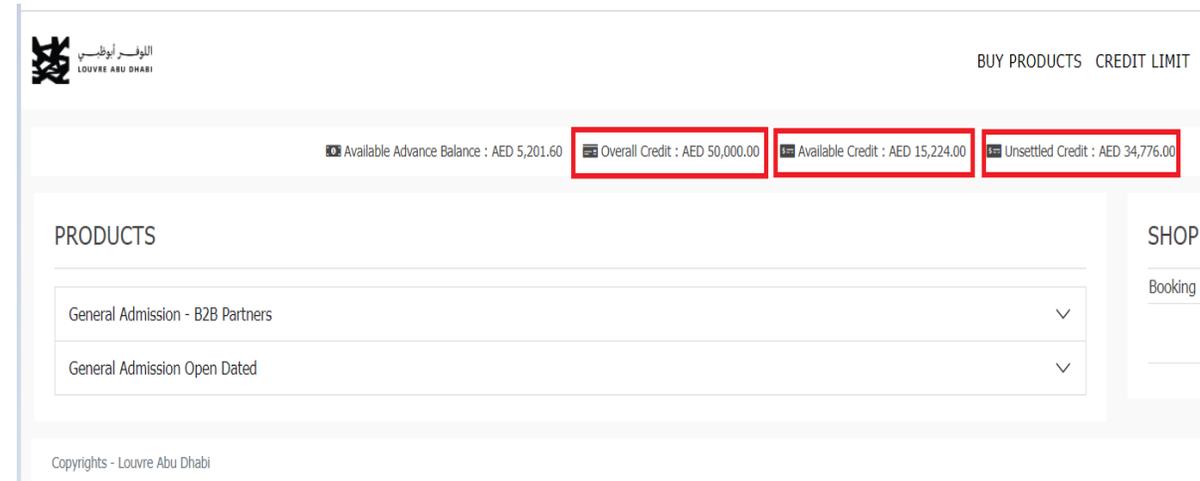
Partners with enabled credit limits can choose from the following invoicing options:

- 1- Invoice per booking.
- 2- Consolidated Daily.
- 3- Consolidated Weekly.
- 4-Consolidated Monthly

The consolidated daily, weekly, and monthly invoices only include transactions made through credit limit payments and exclude any transactions made using other payment methods.

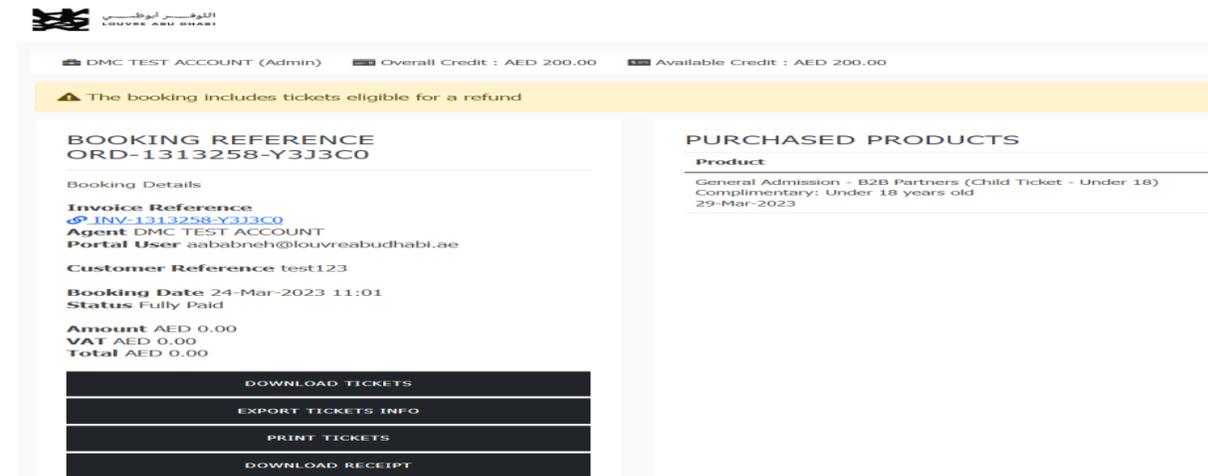
A credit limit breach occurs when one or both of the following conditions are met: the entire credit limit amount is used up, and the settlement due date has passed. In such cases, the payment method associated with the credit limit will be blocked.

## Credit Limit Balance Info



The screenshot shows the Louvre Abu Dhabi Business Portal interface. At the top right, there are links for "BUY PRODUCTS" and "CREDIT LIMIT". Below the header, a summary bar displays four credit-related metrics, each in a red-bordered box: "Available Advance Balance : AED 5,201.60", "Overall Credit : AED 50,000.00", "Available Credit : AED 15,224.00", and "Unsettled Credit : AED 34,776.00". The main content area is titled "PRODUCTS" and contains two dropdown menus: "General Admission - B2B Partners" and "General Admission Open Dated". On the right side, there is a "SHOP" menu with a "Booking" option. At the bottom left, it says "Copyrights - Louvre Abu Dhabi".

## Credit Limit Method



The screenshot shows the Louvre Abu Dhabi Business Portal interface for a booking. At the top, it displays "DMC TEST ACCOUNT (Admin)" and "Overall Credit : AED 200.00" and "Available Credit : AED 200.00". A yellow banner at the top states "The booking includes tickets eligible for a refund". The main content is divided into two columns. The left column is titled "BOOKING REFERENCE" and shows "ORD-1313258-Y3J3C0". Below this, it lists "Booking Details", "Invoice Reference" (INV-1313258-Y3J3C0), "Agent DMC TEST ACCOUNT", "Portal User aababneh@louvreabudhabi.ae", "Customer Reference test123", "Booking Date 24-Mar-2023 11:01", "Status Fully Paid", and "Amount AED 0.00", "VAT AED 0.00", "Total AED 0.00". The right column is titled "PURCHASED PRODUCTS" and shows "Product" as "General Admission - B2B Partners (Child Ticket - Under 18)", "Complimentary: Under 18 years old", and "29-Mar-2023". At the bottom, there are four buttons: "DOWNLOAD TICKETS", "EXPORT TICKETS INFO", "PRINT TICKETS", and "DOWNLOAD RECEIPT".

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## 11. Credit Limit Settlement Payments

The Unsettled Credit Limit Purchase section of the portal allows a portal user to view the unsettled credit limit payments related to their account. This page is only visible and accessible to Business Portal users with 'Partner Primary' portal access role.

To pay off your outstanding dues, follow these steps:

- 1- Click on "Credit Limit" in the top menu.
- 2- Select "Unsettled Credit Limit" from the options.
- 3- On the displayed page, you will see a list of unsettled credit limit invoices.
- 4- Choose the invoices you need to settle by selecting them.
- 5- The corresponding amount will be automatically added to the "Amount to be Paid" field.
- 6- Select your preferred payment method.
- 7- Proceed with the transaction to complete the payment.

Credit Limit settlement Payment methods:

- Credit Card.
- Advance balance.
- Wire Transfer ( for more info refer to the wire transfer section).



## Credit Limit Settlement Payments

### CREDIT LIMIT PURCHASES

Please note that the oldest unsettled credit limit purchase past its due date is required to be selected for payment. Multiple credit limit purchases can be selected to be submitted for a settlement payment by clicking on the checkbox of each purchase you would like to settle. Alternatively, you can specify the payment amount you would like to submit and credit limit purchases will be automatically selected for you based on the payment amount you entered.

It is important to note that for each purchase, the amount specified under the "Remaining" column is required to be paid as it is possible that a partial payment has already been submitted for a purchase. If a payment has been submitted but has not been confirmed yet, the payment amount will appear in the "Under Process" column until the payment is confirmed.

If a credit limit purchase has been paid in full but has any payment amount under processing, the purchase will be displayed until the payment is confirmed having remaining amount set as 0.00 and the purchase will be highlighted in grey color and will not be possible to be selected to submit another payment against.

#	Invoice Reference	Due Date	Amount	Outstanding	Under Process	Remaining	Select for Payment	Amount To Pay
1	<a href="#">INV-1045380-25H7L1</a>	25-Dec-2024	AED 1,370.25	AED 1,304.73	AED 0.00	AED 1,304.73	<input type="checkbox"/>	AED 0.00
2	<a href="#">INV-1067500-31Z1Z2</a>	24-Jan-2025	AED 369.18	AED 336.32	AED 0.00	AED 336.32	<input type="checkbox"/>	AED 0.00
3	<a href="#">INV-1082182-Y757V9</a>	24-Feb-2025	AED 1,984.50	AED 326.34	AED 0.00	AED 326.34	<input type="checkbox"/>	AED 0.00
4	<a href="#">INV-1120655-D4V2L5</a>	27-May-2025	AED 330.75	AED 283.50	AED 0.00	AED 283.50	<input type="checkbox"/>	AED 0.00

### PAYMENT DETAILS

AMOUNT TO BE PAID

PAYMENT METHOD

PROCEED TO PAYMENT

## Credit limit purchase amounts breakdown

### CREDIT LIMIT PURCHASES

Please note that the oldest unsettled credit limit purchase past its due date is required to be selected for payment. Multiple credit limit purchases can be selected to be submitted for a settlement payment by clicking on the checkbox of each purchase you would like to settle. Alternatively, you can specify the payment amount you would like to submit and credit limit purchases will be automatically selected for you based on the payment amount you entered.

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#	Invoice Reference	Due Date	Amount	Outstanding	Under Process	Remaining	Select for Payment	Amount To Pay
1	<a href="#">INV-1045380-25H7L1</a>	25-Dec-2024	AED 1,370.25	AED 1,304.73	AED 0.00	AED 1,304.73	<input checked="" type="checkbox"/>	AED 1,304.73
2	<a href="#">INV-1067500-31Z1Z2</a>	24-Jan-2025	AED 369.18	AED 336.32	AED 0.00	AED 336.32	<input type="checkbox"/>	AED 0.00

### PAYMENT DETAILS

AMOUNT TO BE PAID

PAYMENT METHOD

PROCEED TO PAYMENT

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## Advance Balance Top Up

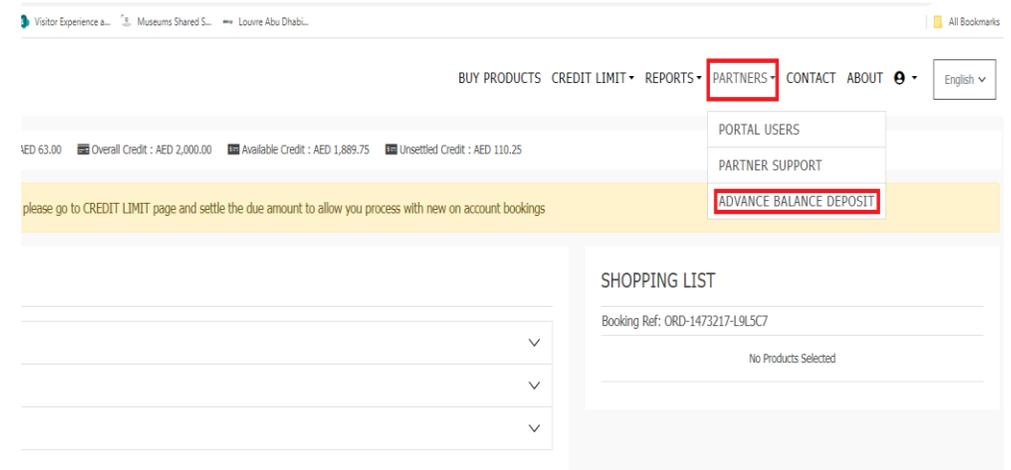
To Ease the process and time Louvre Abu Dhabi Enabled it is Business Portal users with 'Partner Primary' portal access role to add advance balance using credit card, this will enable the partner to settle out standing dues or to pay for new bookings.

Adding advance balance by credit / debit card

- Login to the portal
- From the top right menu click on PARTNER
- Click advance balance deposit
- Complete the form
- Proceed to credit card payment
- Advance balance will be visible in the top left menu

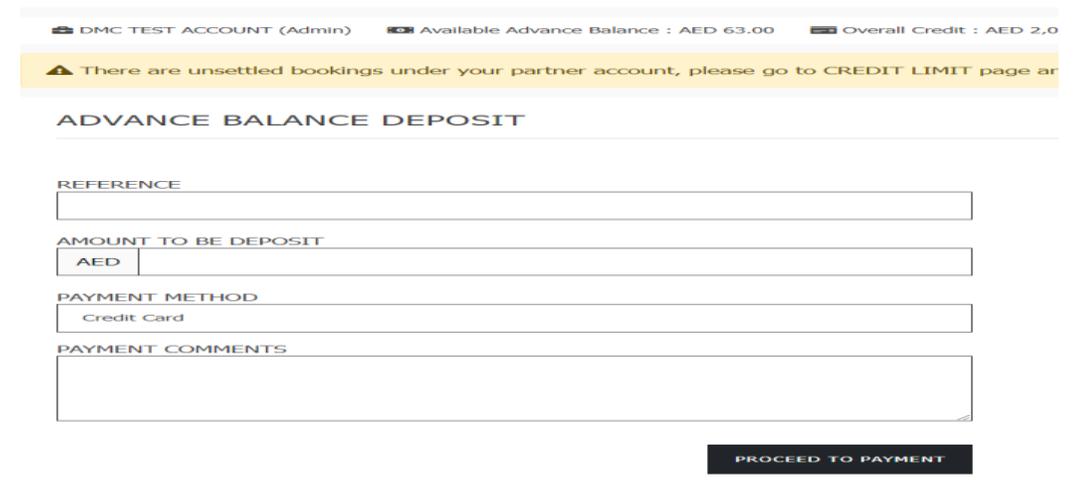
Note: All successful payments will reflect the account statement

## Advance Balance Top Up



The screenshot shows the top navigation bar with 'PARTNERS' highlighted. A dropdown menu is open, showing 'PORTAL USERS', 'PARTNER SUPPORT', and 'ADVANCE BALANCE DEPOSIT' (highlighted with a red box). Below the navigation, there is a status bar with 'Overall Credit : AED 2,000.00', 'Available Credit : AED 1,889.75', and 'Unsettled Credit : AED 110.25'. A yellow banner contains the message: 'please go to CREDIT LIMIT page and settle the due amount to allow you process with new on account bookings'. On the right, there is a 'SHOPPING LIST' section with 'Booking Ref: ORD-1473217-L9L5C7' and 'No Products Selected'.

## Advance balance deposit form



The screenshot shows the 'ADVANCE BALANCE DEPOSIT' form. At the top, it displays 'DMC TEST ACCOUNT (Admin)', 'Available Advance Balance : AED 63.00', and 'Overall Credit : AED 2,000.00'. A yellow banner contains the message: 'There are unsettled bookings under your partner account, please go to CREDIT LIMIT page and settle the due amount to allow you process with new on account bookings'. The form fields are: 'REFERENCE' (empty), 'AMOUNT TO BE DEPOSIT' (with a dropdown set to 'AED'), 'PAYMENT METHOD' (with a dropdown set to 'Credit Card'), and 'PAYMENT COMMENTS' (empty). A 'PROCEED TO PAYMENT' button is located at the bottom right.

# Business Portal User Guide

## 12.Payment – Partial Payments

The Business Portal supports the ability to create partial payments when a booking is created to allow portal users to fully utilize their available credit limit balance or advance payment balance or to simply combine two or more payment methods to pay for a purchase.

- If the portal user wants to use credit limit or advance payment as the payment method and the purchase total amount is greater than the credit limit/advance payment available balance, then the payment amount cannot be greater than the credit limit/advance payment available balance.
- After the payment is completed, the portal user will see the booking information including the current status (in progress) and amount due. To submit an additional payment to complete the booking, the portal user must click on 'Proceed to Payment'.

### Partial Payment

Products	Qty	Price	Total
General Admission (Admission) 14-Feb-2019 02:00	1	AED 52.84	AED 52.84
TOTAL			AED 52.84
WAT			AED 2.64
<b>AMOUNT DUE</b>			<b>AED 55.48</b>

**TERMS & CONDITIONS**  
Tickets shouldn't be taken back, exchanged or reimbursed (even in the event of loss or theft). No refund will be made to after the payment has been done.  
 Accept the Terms & Conditions

CUSTOMER REFERENCE  
BOOKING COMMENTS

**AMOUNT TO BE PAID**  
AED 20

PAYMENT METHOD  
Advance Payment

PROCEED TO PAYMENT

### Partial Payment

**BOOKING REF ORD-275893-P0H8**  
Details of the order.

Agent: test  
Portal User: test2@dotcy.com.cy

Booking Date: 14-Feb-2019 11:32  
Status: In Progress

Amount: AED 52.84  
WAT: AED 2.64  
Total: AED 55.48

Amount Paid: AED 20.00  
Amount Due: AED 35.48

**PURCHASED PRODUCTS**

Product	Qty	Price	Total
General Admission (Admission) 14-Feb-2019 02:00	1	AED 52.84	AED 52.84

PROCEED TO PAYMENT OPEN CASE

# Business Portal User Guide

## 13.Invoices Download

### Invoice Types:

#### Consolidated:

For users with admin privileges on the portal, you can download consolidated invoices by following these steps:

- 1- Navigate to the "Reports" section.
- 2- Select "Statements" and choose the desired statement period.
- 3- Once the page loads, click on the invoice reference number.
- 4- You will then see a download button to obtain the consolidated invoice.

#### Per Booking:

For users with admin privileges, you can download per booking invoices by following these steps:

- 1- Navigate to the "Reports" section.
- 2- Select "Bookings" and choose the desired booking period.
- 3- Click on the specific booking details.
- 4- Once the page loads, you will find a download button to obtain the per booking invoice.

## Invoices

### STATEMENT

#	Reference No	Type	Category	Description	Date	Amount
1	<a href="#">INV-1356909-Z0B9M6/A1/R</a>	Invoice	Invoice	Posted - Invoice Period 5/9/2023 12:00:00 AM - 5/9/2023 8:00:00 PM - Pending Settlement Amount: -63.0000	5/11/2023 2:32:21 AM	0
2	<a href="#">PAY-1356909-Z0B9M6/A1/R-1</a>	Invoice	Invoice	Open - Invoice Period 5/10/2023 8:00:00 PM - 5/10/2023 8:00:00 PM - Pending Settlement Amount: 0	5/10/2023 8:00:00 PM	0
3	<a href="#">PAY-1356310-N2X0X2/A1/R-1</a>	Invoice	Invoice	Posted - Invoice Period 5/10/2023 12:00:00 AM - 5/9/2023 8:00:00 PM - Pending Settlement Amount: 0	5/10/2023 7:54:10 AM	0
4	R-2023-131453	Payment	CreditSettlement	Credit Limit Settlement Refund	5/10/2023 2:27:38 AM	-63.0000
5	<a href="#">INV-1356310-N2X0X2/A1/R</a>	Invoice	Invoice	Posted - Invoice Period 5/8/2023 12:00:00 AM - 5/8/2023 8:00:00 PM - Pending Settlement Amount: -63.0000	5/10/2023 2:27:35 AM	0
6	<a href="#">PAY-1355893-W1W4L3/A1/R-1</a>	Invoice	Invoice	Posted - Invoice Period 5/9/2023 12:00:00 AM - 5/8/2023 8:00:00 PM - Pending Settlement Amount: 0	5/9/2023 10:23:26 AM	0
7	R-2023-130537	Payment	CreditSettlement	Credit Limit Settlement Refund	5/9/2023 2:22:56 AM	-63.0000

## consolidated invoice

DMC TEST ACCOUNT (Admin) Overall Credit : AED 200.00 Available Credit : AED 137.00 Unsettled Credit : AED 63.00

⚠ There are unsettled bookings under your partner account, please go to CREDIT LIMIT page and settle the due amount to allow you process w

### INVOICE REFERENCE

INV-1356310-N2X0X2/A1/R

Invoice Details

**Invoice Date** 10-May-2023 06:27  
**Invoice Period** 08-May-2023 - 08-May-2023  
**Status** Posted

**Gross** (60.00)  
**Commission** N/A  
**Tax** (3.00)  
**Amount** (63.00)  
**Amount Paid** AED 63.00  
**Amount Due** (63.00)

**Carry Forward Credit** AED 0.00  
**Credit Limit Used** (63.00)  
**Credit Settled** AED 0.00

[EXPORT LIST OF BOOKINGS](#)

[DONLWAD INVOICE](#)

### INVOICED BOOKINGS

#	Booking Reference	Channel
1	ORD-1356310-N2X0X2/A1/R	CRM

# Business Portal User Guide

## 15. Portal Reports

The Business Portal provides the ability to portal users with *Partner Primary* roles to view the *Reports*

section. The Business Portal reports include the *bookings, Number of tickers sales , Statement, Credit Limit Aging Report.*

The reports can be accessed through the Business Portal's header by clicking on *Reports* and then selecting the report to view on screen.

## Bookings

The “*Bookings*” report will display all bookings created in the past (date filters are available) which enabled user to search for a specific booking or by duration. By clicking in the booking details user will be able to download or print tickets

## Portal Reports

BUY PRODUCTS CREDIT LIMIT **REPORTS** PARTNERS CONTACT ABOUT English

- BOOKINGS
- NUMBER OF TICKET SALES
- STATEMENT
- CREDIT LIMIT AGING REPORT
- ATTENDANCE

with new on account bookings

## Bookings Report

### PAST BOOKINGS STATEMENT

Booking/Customer Reference Number	Status	Product Type	Booking Payment Date							
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	SEARCH	EXPORT					
#	Booking Reference	Invoice Reference	Customer Reference	Portal User	Date	Gross	VAT	Net	Status	DETAILS
1	ORD-1316104-Y4X080			aaabneh@louvreabudhabi.ae	27-Mar-2023 11:35	AED 45.00	AED 2.25	AED 47.25	In Progress	DETAILS
2	ORD-1313363-M4W4P2	INV-1313363-M4W4P2	test1212	aaabneh@louvreabudhabi.ae	24-Mar-2023 11:05	AED 45.00	AED 2.25	AED 47.25	Credit Purchase	DETAILS
3	ORD-1313363-M4W4P2/A1/R	INV-1313363-M4W4P2	test1212	aaabneh@louvreabudhabi.ae	24-Mar-2023 00:00	(45.00)	(2.25)	(47.25)	Reverse	DETAILS
4	ORD-1297427-X7J7G0	INV-1297427-X7J7G0	1236544	aaabneh@louvreabudhabi.ae	09-Mar-2023 10:48	AED 45.00	AED 2.25	AED 47.25	Credit Purchase	DETAILS
5	ORD-1297427-X7J7G0/A1/R	INV-1297427-X7J7G0	1236544	aaabneh@louvreabudhabi.ae	09-Mar-2023 00:00	(45.00)	(2.25)	(47.25)	Reverse	DETAILS

# Business Portal User Guide

## 17. Portal Reports

### Number of tickets

The ‘*Number of Ticket Sales*’ report allows a portal user to retrieve bookings using the “*Booking Fulfilment Date from*”, “*Booking Fulfilment Date to*” and “*Products*” criteria.

If no criteria are set, the report will retrieve all bookings related to the logged in portal user’s account. It is also possible for portal users, to retrieve their own bookings by enabling the “*My bookings only*” flag.

### Credit Limit Aging Report

The “*Credit Limit Aging*” report will display all credit limit purchases that have not been settled yet and divide them into buckets based on their due date. Also, for each ‘bucket’ the total due amount is calculated. Any credit limit purchases due amounts in the past up to the current date are calculated in the “*Current*” bucket.

### Number of tickets Reports

#### SEARCH CRITERIA

Booking Payment Date From: 01 Feb 2023

Booking Payment Date To: 27 Mar 2023

Products: General Admission - B2B Partners, General Admission Open Dated

My bookings only

SEARCH CLEAR

Booking No	Payment Status	Payment Type	Product	Issuance Date	Visit Date	Expiry Date	Price Per Unit	Qty	Amount Before VAT	VAT	Total Amount
ORD-1257696-T8S2J5	Credit Purchase	Credit Limit	General Admission - B2B Partners	01-Feb-2023 11:22	01-Feb-2023 00:00		AED 60.00	2	AED 120.00	AED 4.50	AED 94.50
ORD-1257850-W0K7R6	Credit Purchase	Credit Limit	General Admission - B2B Partners	01-Feb-2023 12:38	11-Mar-2023 00:00		AED 60.00	2	AED 120.00	AED 4.50	AED 94.50
ORD-1257959-N7L2N4	Credit Purchase	Credit Limit	General Admission - B2B Partners	01-Feb-2023 13:30	12-Feb-2023 00:00		AED 60.00	2	AED 120.00	AED 4.50	AED 94.50

### Credit Limit Aging Report

Payment Reference	Current	1-30 Days	31-60 Days	61-90 Days	91-120 Days	121-150 Days	151-180 Days	Above 180 Days	Total
		AED 55.48		AED 418.48		AED 55.48		AED 55.48	AED 584.92
ORD-275928-M9Q0/P1		AED 55.48							AED 55.48
ORD-275926-Q7P1/P1				AED 55.48					AED 55.48
ORD-275927-D4D9/P1				AED 300.00					AED 300.00
ORD-275948-P9C8/P1				AED 63.00					AED 63.00
ORD-275930-C1C0/P1						AED 55.48			AED 55.48
ORD-275929-Q4K9/P1								AED 55.48	AED 55.48

# Business Portal User Guide

## 16.Statement

The Statement option from the top menu will provide a list of the partner's past bookings. By default, the Statement page will apply the "Booking Fulfilment Date" filter to "Last Seven Days" option and display bookings created in the last 7 days. The user however can use the available filters (combined or stand-alone) to retrieve bookings. The below filters are available to be used:

The bookings retrieved in the Statement page can be exported to an excel file. To export the bookings information from the Statement page the "Export" button can be used.

### Bookings Statement Page Filters

PAST BOOKINGS STATEMENT

Booking/Customer Reference Number

Status

Product Type

Booking Payment Date

Last Seven Days

SEARCH EXPORT

### Bookings Statement Export

PAST BOOKINGS STATEMENT

Booking/Customer Reference Number

Status

Product Type

Booking Payment Date

Last Seven Days

SEARCH EXPORT

#	Booking Reference	Customer Reference	Portal User	Date	Gross	VAT	Net	Status	
1	ORD-06844-K054G4		test2@abc.com	18-Sep-2019 15:25	AED 2,100.00	AED 0.00	AED 2,100.00	Fully Paid	DETAILS
2	ORD-06840-M2T0T4	:OSAMA EID REF	test2@abc.com	18-Sep-2019 13:50	AED 120.00	AED 0.00	AED 120.00	Fully Paid	DETAILS

# Business Portal User Guide

## 18. Create or delete portal users

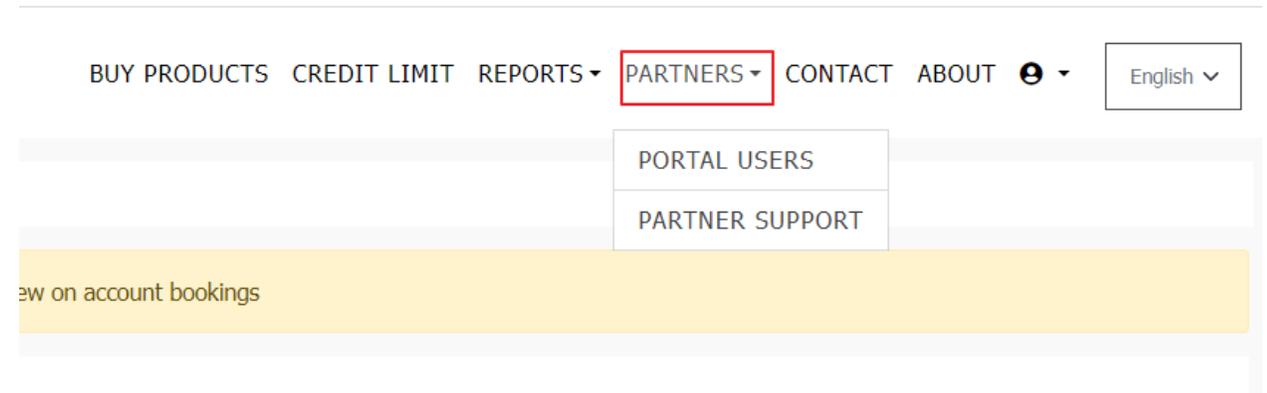
The Portal support 2 types of users

- 1- Primary Admin, Admin access to all menu items.
- 2-Booking agent, access to buy products only.

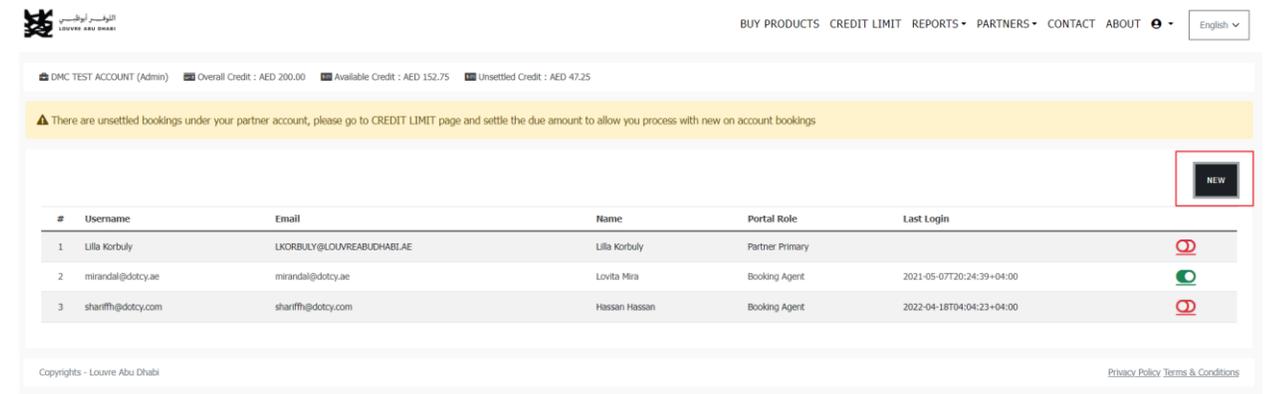
As an admin user you will be able to create new booking agents or another admin users by clicking in partners and then portal users.

A list of portal user will appear the green are enabled and red are disabled. To create new user, click new and complete the entry form.

### Portal user



### New Portal user creation



# Business Portal User Guide

## 18. Create or delete portal users

To create new portal user please complete the form with required field and click ok.

Note: Portal role is the access right you wish to provide to the new user, and it have 2 selection primary (Admin) or booking agent.

New Portal User

Salutation

First Name \*

Last Name \*

Portal Role \*

Email Address \*

Mobile Phone \*  UNITED ARAB

Position/Title

Phone  UNITED ARAB

OK CANCEL

## 21. Language Options

The business portal offers the option to change the portal language by selecting the required language from the available languages. The language selection is available from the top right corner of the business portal's screen by clicking on the language name.

### Language Options

BUY PRODUCTS CREDIT LIMIT REPORTS PARTNERS CONTACT ABOUT English

SHOPPING LIST

Booking Ref: ORD-1313258-Y3J3C0

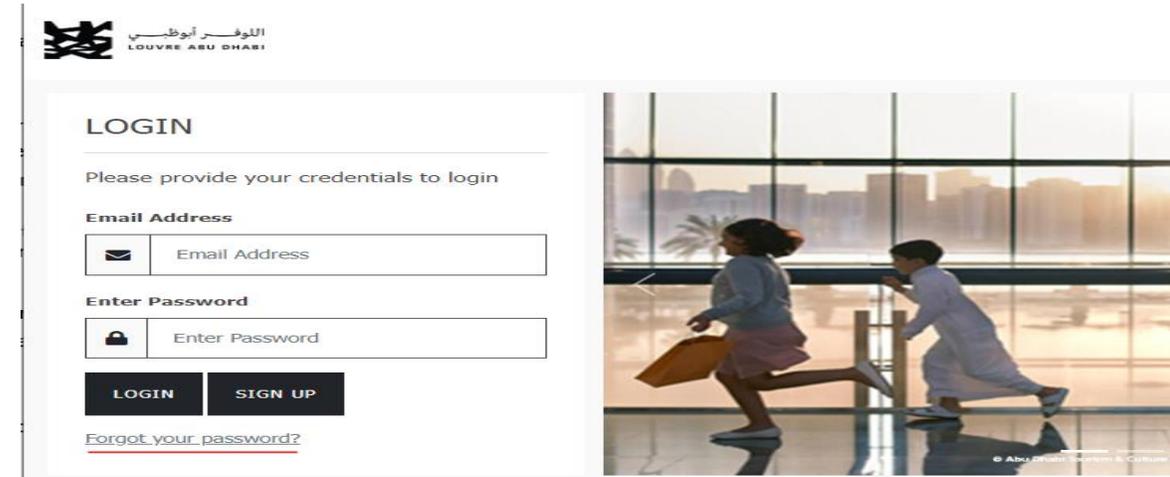
# Business Portal User Guide

## 19. Portal User- Reset Password

Reset password works for users that are not logged in to the portal by clicking the *Forgot yourpassword?* link.

1. The user will have to type their username (email address) and submit the form.
2. If the username (email address) is correct, a notification will be displayed informing the user that they will receive an email with a link to reset their password.
3. An email is generated and sent to portal user's email address with the link to navigate to the portal page where they can reset their password.
4. The user will have to open the link sent to them and submit a new password and password confirmation to reset their password. The new password must meet the password creation rules as stated to the portal user on the password reset page.
5. When the user clicks on *Update Password* button they will receive a confirmation message if the form was filled correctly. Else an error will appear asking the user to try again.

## Home Page – Forgot Password Link



## Password Rest Page

### PASSWORD RESET

Enter your username, or the email address that you used to register. We'll send you an email with your username and a link to reset your password.

Username or Email Address

SEND

# Business Portal User Guide

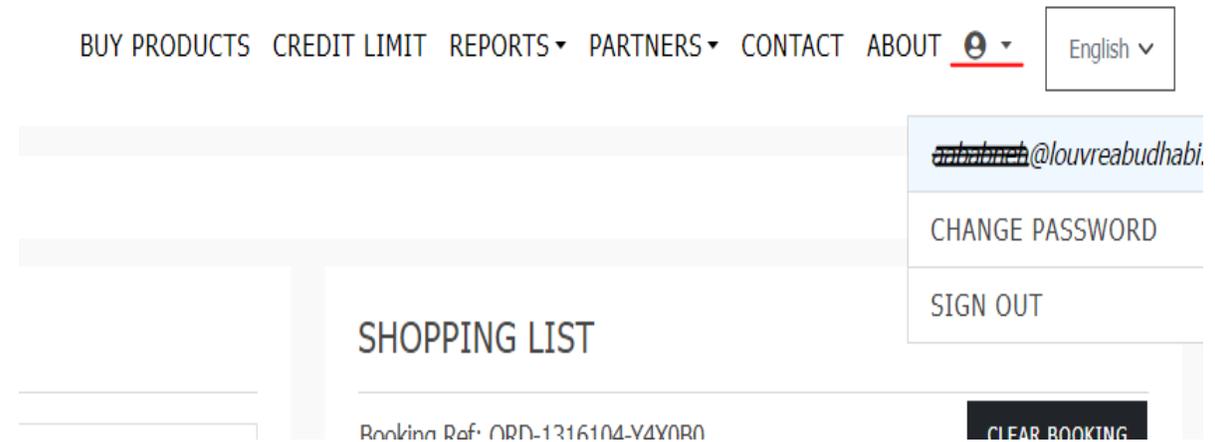
## 20. Portal User- Change Password

The *Change Password* option is available to portal users once they login to the portal by clicking on the *Profile image* on the top right corner of the screen.

Once a portal user clicks on the *Change Password* link, they will be redirected to the change password page where a new password can be set.

1. The user will have to type their current password, the new password required and confirm the new password.
2. The password set must follow the password creation rules as specified on the screen.
3. When the user clicks on *Update Password* button, they will receive a confirmation message if the form was filled correctly. Else an error will appear asking the user to try again.

## Home Page – Change Password Link



The screenshot shows the top navigation bar with links: BUY PRODUCTS, CREDIT LIMIT, REPORTS, PARTNERS, CONTACT, ABOUT, and a user profile icon. The user profile icon is highlighted, and a dropdown menu is open, showing the user's email address, a **CHANGE PASSWORD** link, and a SIGN OUT link. Below the navigation bar, there is a 'SHOPPING LIST' section with a 'Booking Ref: ORD-1316104-V4Y0R0' and a 'CLEAR BOOKING' button.

## Change Password Page

### CHANGE PASSWORD

Please enter your current password and the new password.

Password should be 8 to 15 characters in length with at least one lower case character, one upper case character and one number.

Current Password

New Password

Confirm New Password

UPDATE PASSWORD

# Business Portal User Guide

## 22. Communication

Any communication pertaining to partner portal activities will be directed to the email address associated with the account, including but not limited to emails containing tickets and receipts as attachments, credit limit warnings, and other relevant notifications.

Furthermore, a new feature has been implemented which allows partners to add multiple contacts. For instance, Mr. X to receive the invoices , Mr. Y to receive the tickets ..

To enable this option, please send your request to:  
[B2Bsupport@louvrebudhabi.ae](mailto:B2Bsupport@louvrebudhabi.ae)



# Business Portal User Guide

## 23.Partner Support – Contact us

Louvre Abu Dhabi Customer Service

If you required any assistant please contact Louvre Abu Dhabi Customer service.

Contact number +971600565566

Or

email to [B2Bsupport@louvreabudhabi.ae](mailto:B2Bsupport@louvreabudhabi.ae)

[Tourism@louvreabudhabi.ae](mailto:Tourism@louvreabudhabi.ae)



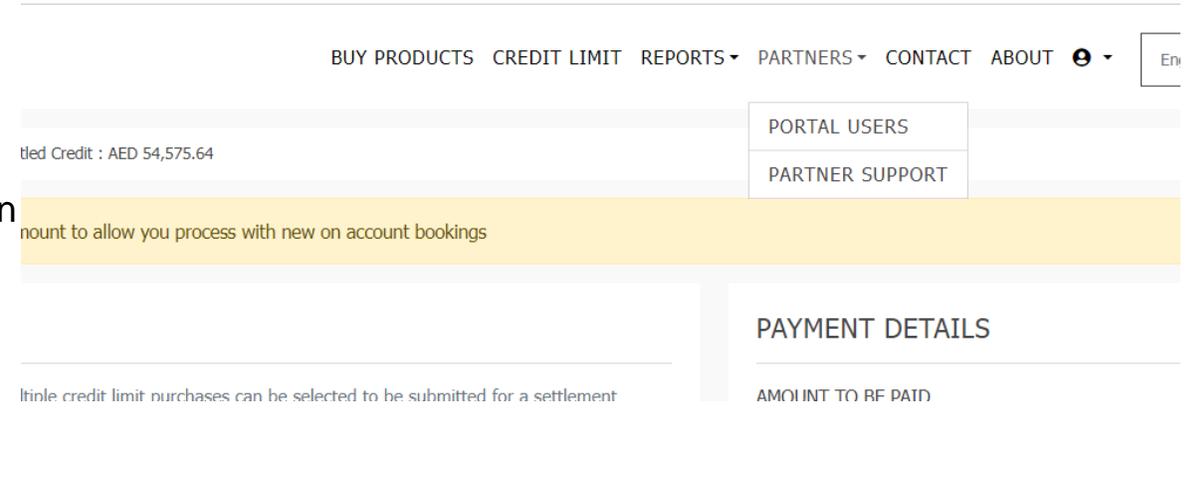
# Business Portal User Guide

## 14. Partner Support Cases Management

The business portal partner support section allows portal users to create new cases or view existing cases and their status by clicking partners then partner support

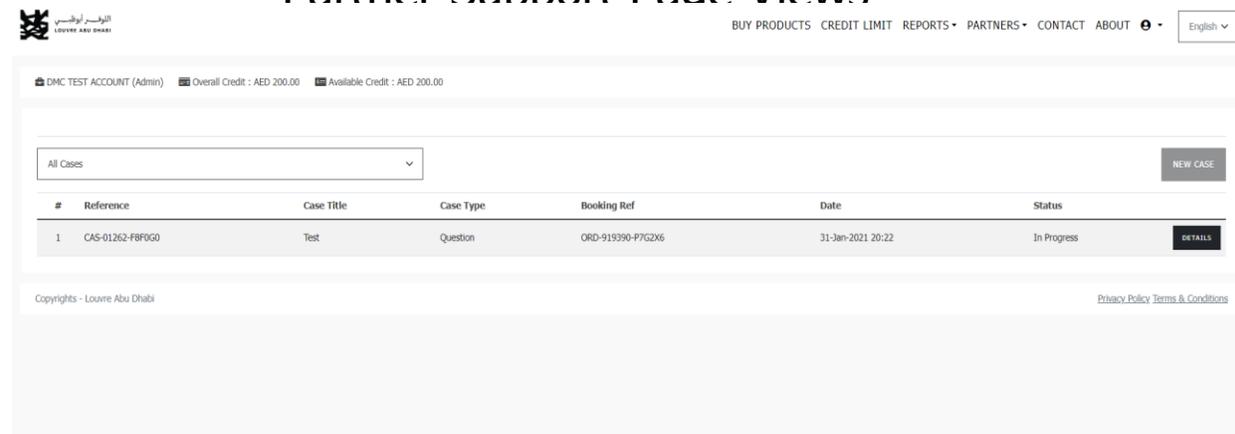
The portal user can retrieve all cases related to business partner's account or select one of the other available views.

## Partner Support Page



The screenshot shows the top navigation bar of the business portal. It includes links for BUY PRODUCTS, CREDIT LIMIT, REPORTS, PARTNERS, CONTACT, and ABOUT. A dropdown menu is open under PARTNERS, showing options for PORTAL USERS and PARTNER SUPPORT. Below the navigation, there is a section for 'Credit Limit' with a value of AED 54,575.64 and a yellow warning banner that reads 'Amount to allow you process with new on account bookings'. A 'PAYMENT DETAILS' section is also visible, with a sub-section for 'AMOUNT TO BE PAID'.

## Partner Support Page Views



The screenshot displays the 'Partner Support Page Views' section. It features a header with the Louvre Abu Dhabi logo and navigation links. Below the header, there is a summary for 'DMC TEST ACCOUNT (Admin)' showing 'Overall Credit : AED 200.00' and 'Available Credit : AED 200.00'. A dropdown menu is set to 'All Cases', and a 'NEW CASE' button is present. The main content is a table with the following data:

#	Reference	Case Title	Case Type	Booking Ref	Date	Status
1	CAS-01262-F8FG0	Test	Question	ORD-919390-P7G2X6	31-Jan-2021 20:22	In Progress

At the bottom of the page, there are links for 'Privacy Policy' and 'Terms & Conditions'.