



Internal Hospitality Software Manual

Client Side

Last updated: March 2023

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Registration

To be able to place orders at the Internal Hospitality Portal for Rangers FC (Ibrox Stadium), you need to have a registered account.

The system does not have open registration, so only an administrator can register account for the user. If you do not have an account, please get in touch with the event planner or administrator who will register an account for you.

Once an account has been registered, you will receive an email with instructions on how to set up your password. Please check your 'Spam/Junk' folder if you haven't received the email despite admin confirming that they have set up your account.

Greetings Test User!

A new account has been created for you in the new Internal Box Booking system.

Ready to set up your password?

To create your password, please click the button below and follow the instructions on the screen.

Create Password

This create password link will expire in 24 hours.

If you have not requested creating an account with us, please contact your service provider at once.

If you're having trouble clicking the 'Create Password' button, copy and paste the URL below into your web browser:

<https://rangers.internal-hospitality.co.uk/password/reset/JrZSzje7bKdWeeYVi4YzmkU6uNppgh1HsatzJbdcU4gGClyCanoElVWK0to0jwBW?email=klinta.puce%2Btest%40xela.co.uk>

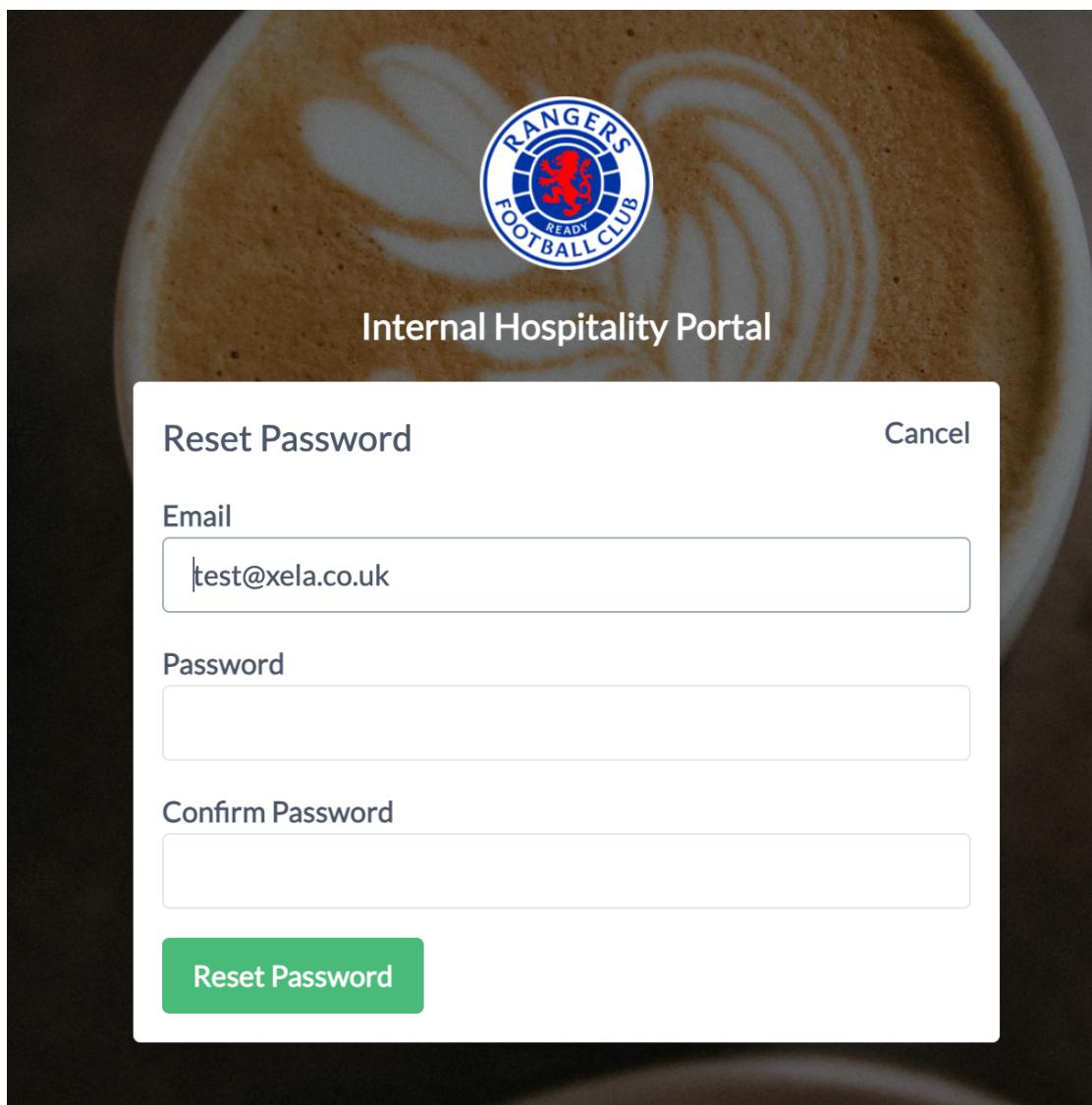
Once the registration email has been received, click the ‘Create Password’ button. If this does not work, copy the URL at the bottom of the email and paste it into your browser. When this has loaded, you should see a screen with a pre-filled email and fields to set a password.

If the URL doesn’t work, the link might expire; request a new one then.



Do not change the email address in this step!

Choose a strong and unique password of at least ten characters and click ‘Reset Password’.

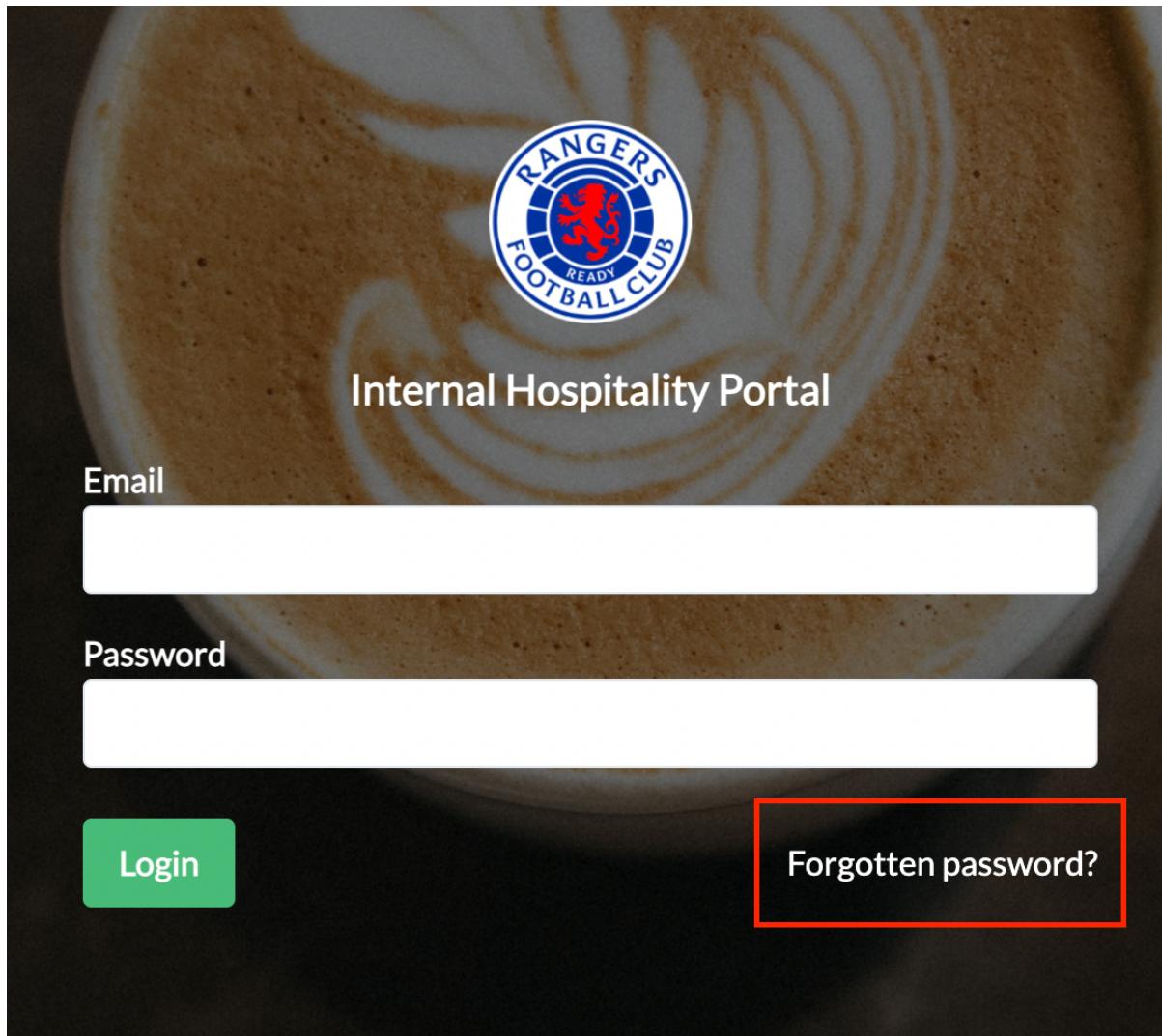


Once you have set your password, you will be automatically logged in and able to place an order immediately.

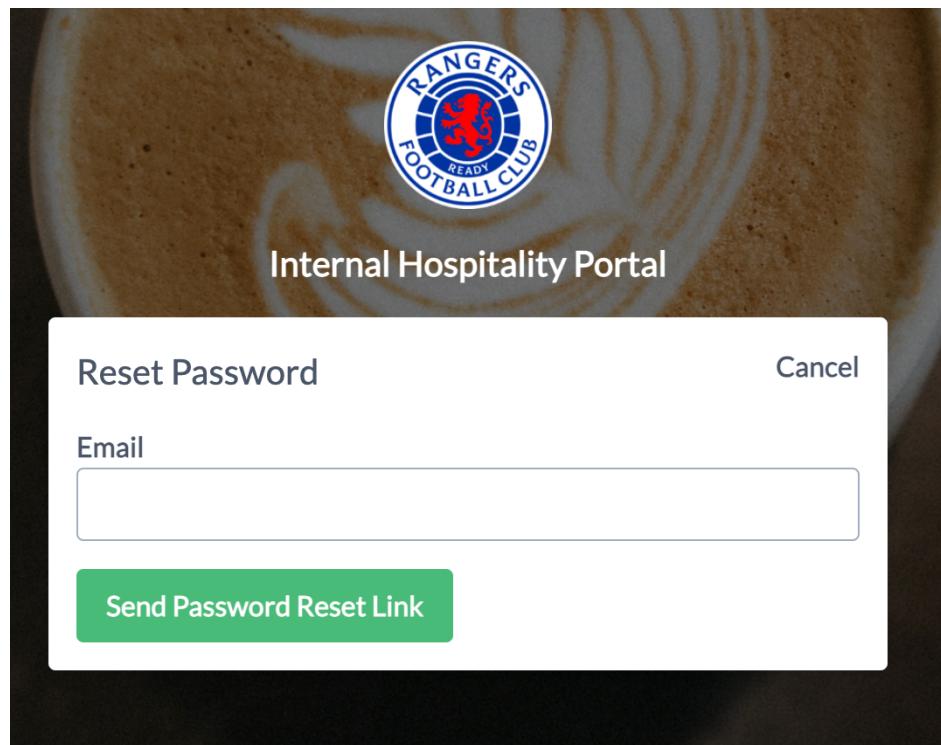
Forgotten Password

If you have forgotten your password, visit the home page:

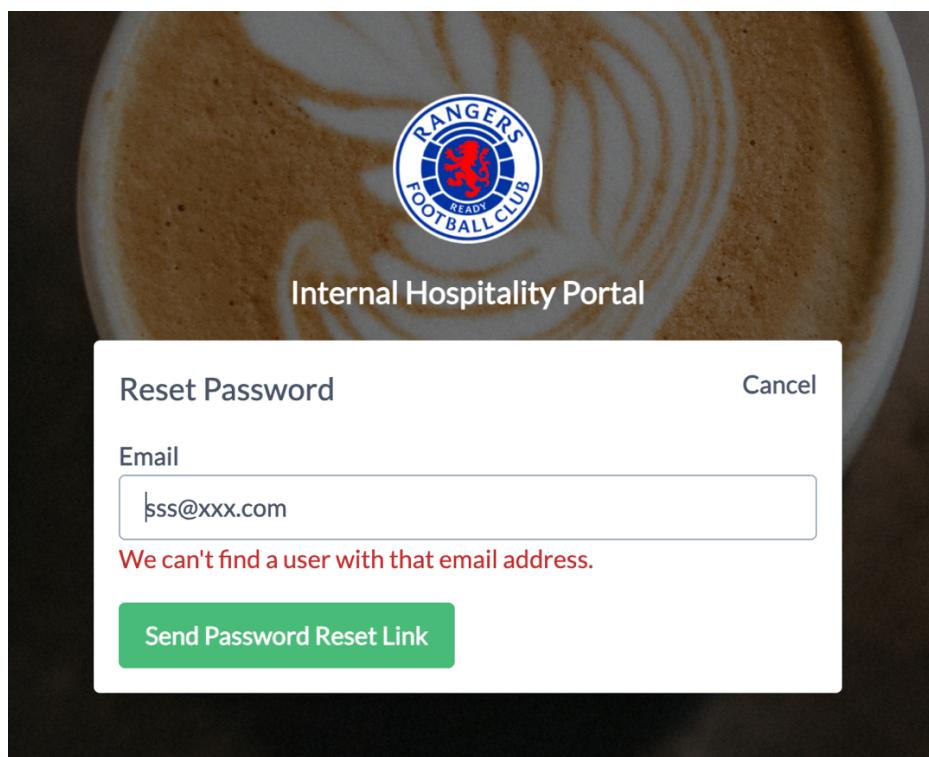
<https://rangers.internal-hospitality.co.uk> and click 'Forgotten Password?'.

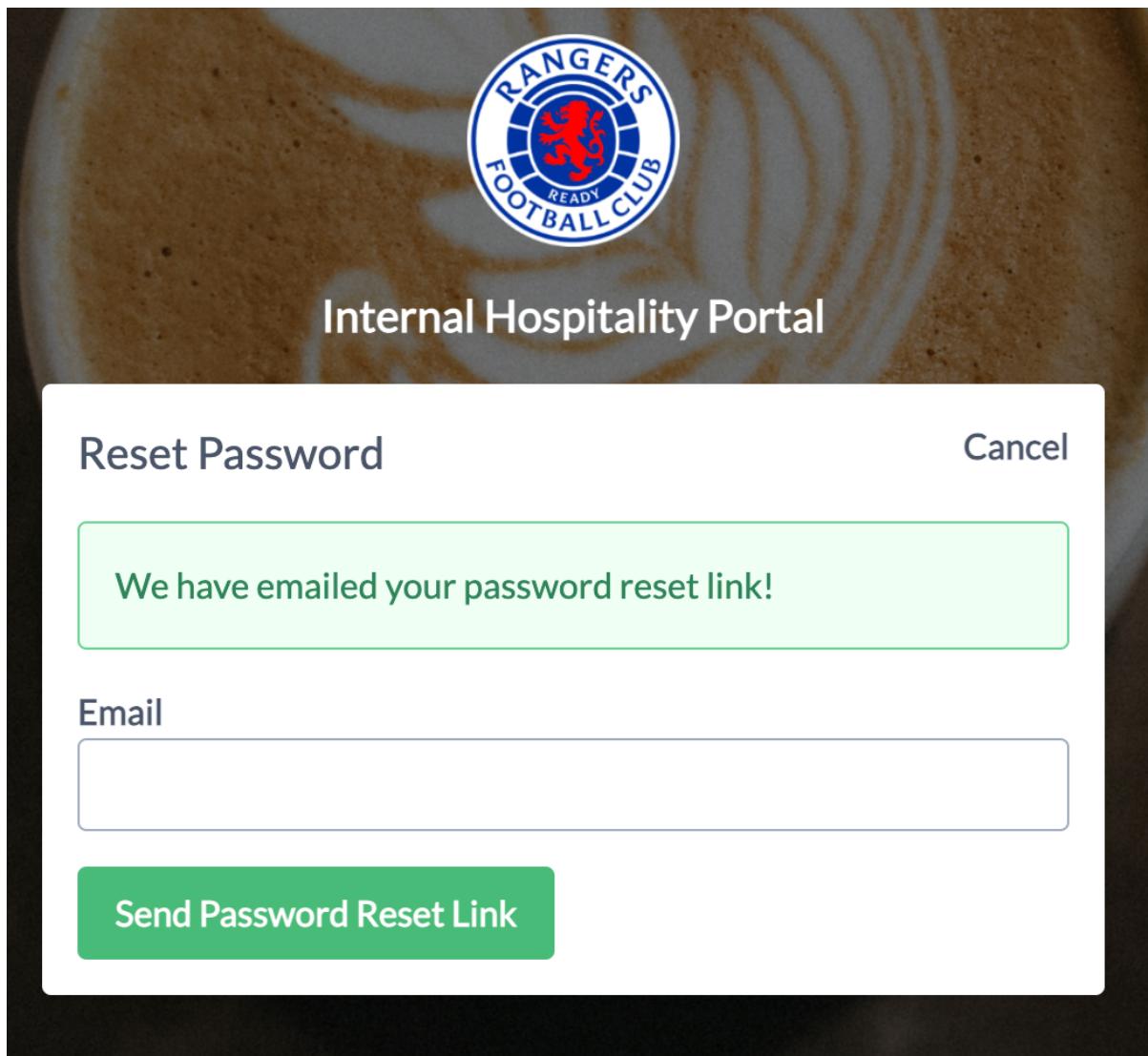


On the following screen, input your email address and click 'Send Password Reset Link'. If you do not receive an email, double-check with an admin that you have input the correct email address. Take care not to include any additional spaces.



If you receive a message that you do not have registered account your user might be deactivated, or there might be a mistake in the email address. Please get in touch with admin for support. If the password email was successful, the message 'We have emailed your password reset link!' will be displayed.





To continue with the password reset, please follow the instructions in this manual's ['Registration'](#) section.

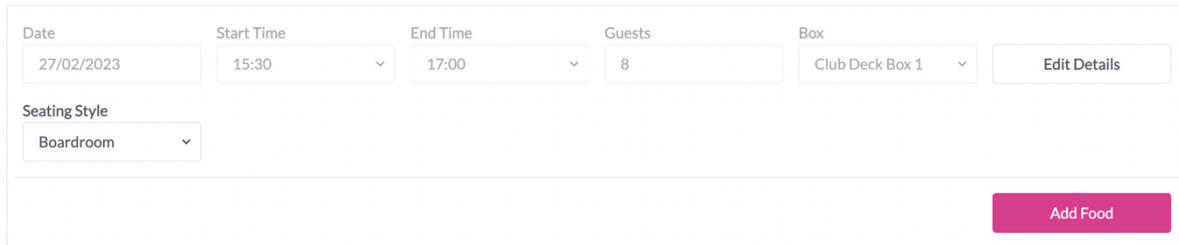
Please note the URL will expire in 24 hours.

Placing an Order

You must be logged in to place an order on the Internal Hospitality Portal. To place an order, input 'Booking date', 'Start time', 'End Time', 'Number of Guests', 'Box', and 'Seating Style' if applicable.

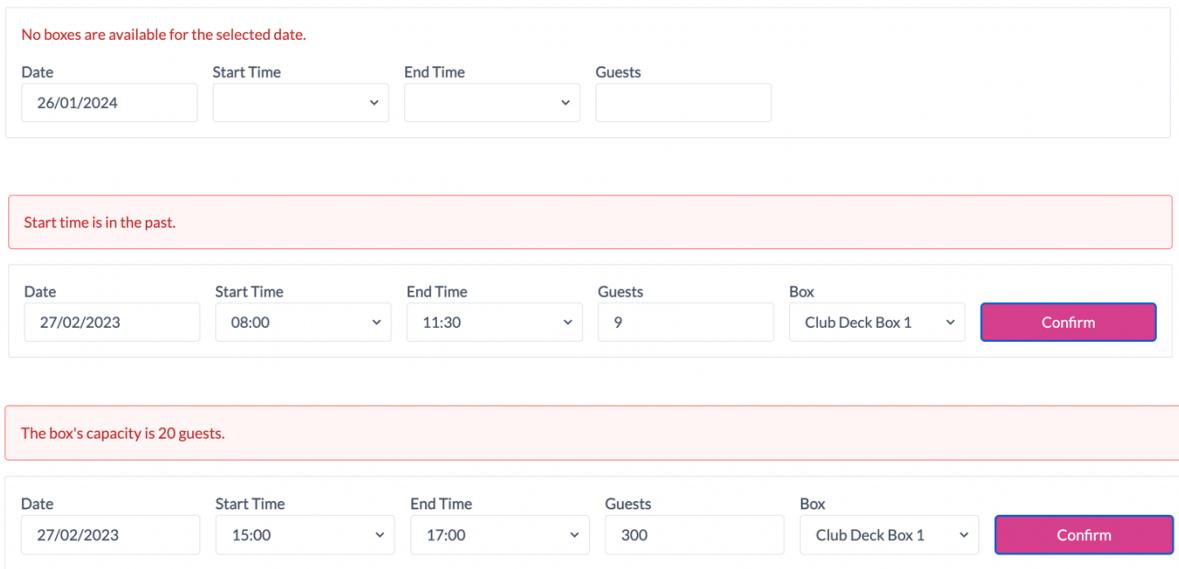
When you have filled in the appropriate input fields, click 'Confirm' to check the box availability. If the box is available, you will be offered a 'Seating Style' choice (if there's

an available choice for a box), and you will be able to add enhancements by clicking the 'Add Food' button.



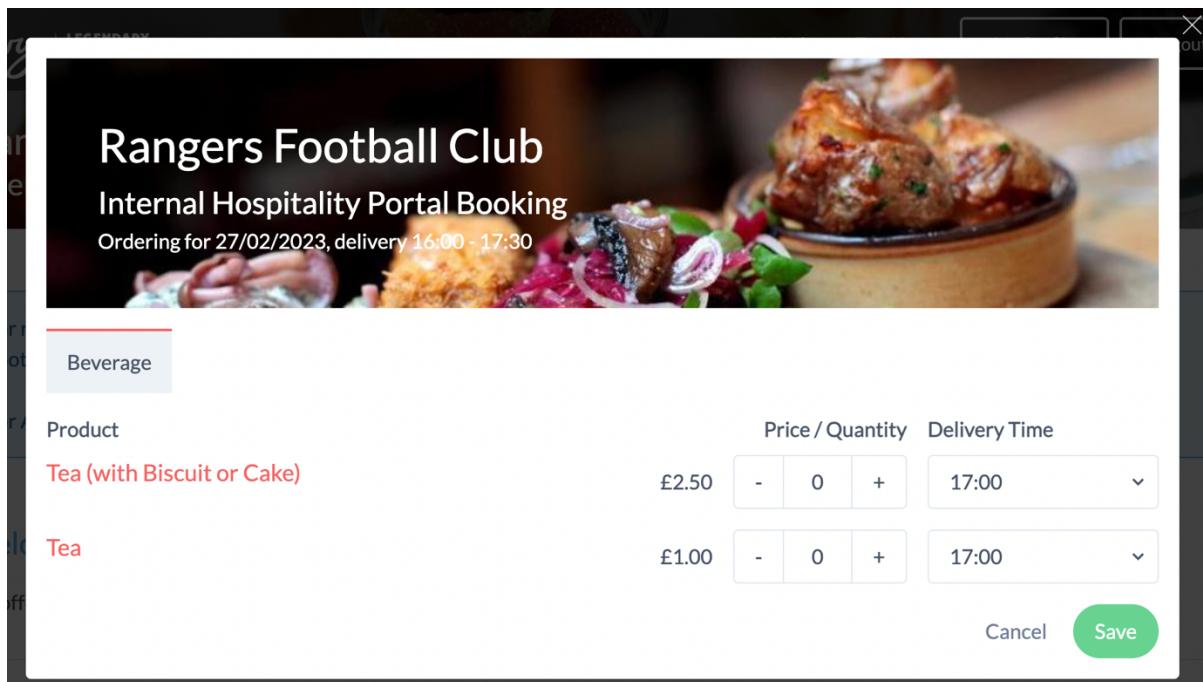
A message will be displayed if no boxes are available for your chosen date or time. If you believe this is wrong, please contact an administrator.

You will also be informed should you choose an invalid time (for example, time in the past) or an invalid number of guests.



When you click the 'Add Food' button, a pop-up will open with the currently available offerings. To close the pop-up, click anywhere on the dark background or on the 'X' on the upper right corner. Closing the pop-up in this way will not save the changes. To save the changes click on 'Save' button on the bottom right corner.

When selecting a product to order, you must input the quantity and delivery time. If the product has options, this will be indicated by 'Choose Options' button. In this case click on the button and choose the options you would like for each of the item ordered.

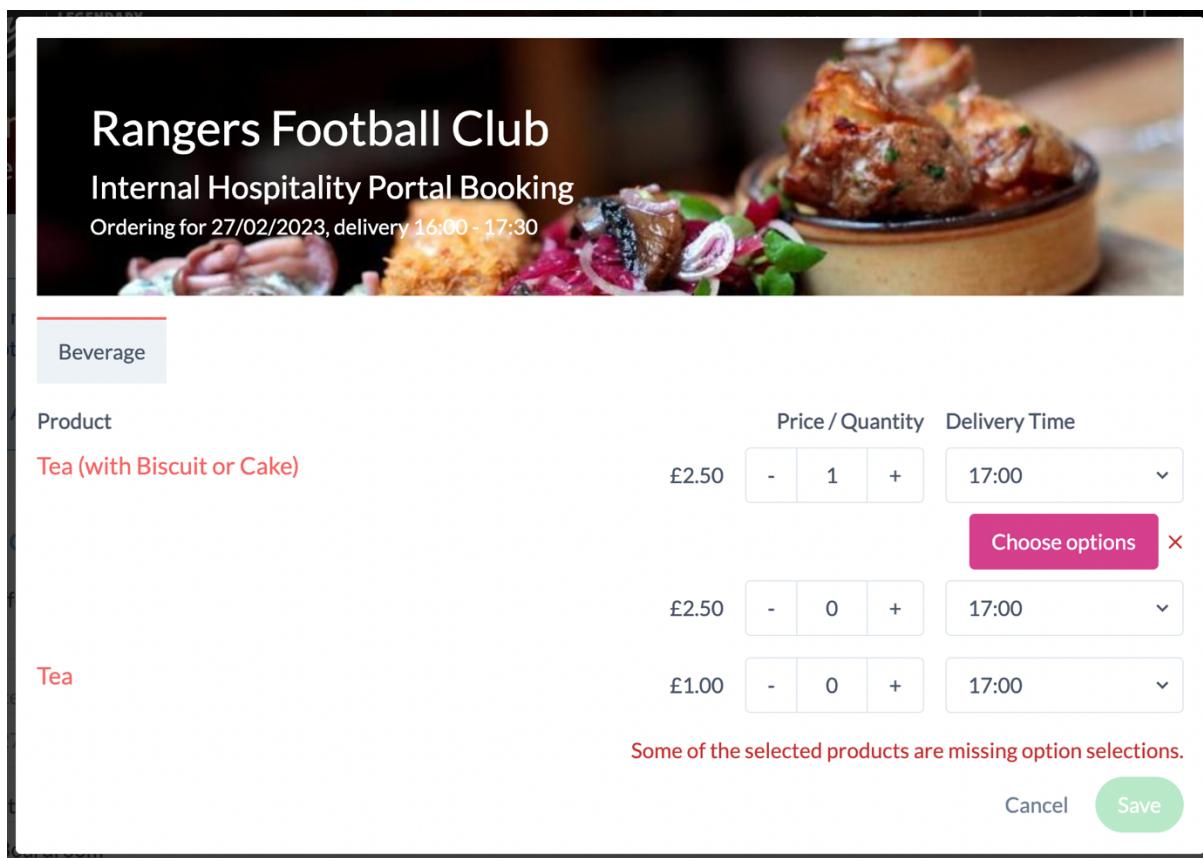


Rangers Football Club
Internal Hospitality Portal Booking
Ordering for 27/02/2023, delivery 16:00 - 17:30

Beverage

Product	Price / Quantity	Delivery Time
Tea (with Biscuit or Cake)	£2.50	- 0 + 17:00
Tea	£1.00	- 0 + 17:00

Cancel **Save**



Rangers Football Club
Internal Hospitality Portal Booking
Ordering for 27/02/2023, delivery 16:00 - 17:30

Beverage

Product	Price / Quantity	Delivery Time
Tea (with Biscuit or Cake)	£2.50	- 1 + 17:00
Tea	£1.00	- 0 + 17:00

Choose options **X**

Some of the selected products are missing option selections.

Cancel **Save**



Rangers Football Club
Internal Hospitality Portal Booking
 Ordering for 27/02/2023, delivery 16:00 - 17:30

Tea (with Biscuit or Cake)

You have ordered 1 of this product (and each has 1 choices). **Choices complete, please click the 'Save' button.**

Biscuit	-	1	+
Cake	-	0	+

Cancel **Save**



Rangers Football Club
Internal Hospitality Portal Booking
 Ordering for 27/02/2023, delivery 16:00 - 17:30

Beverage

Product	Price / Quantity	Delivery Time
Tea (with Biscuit or Cake)	£2.50	- 1 + 17:00
		Edit options ✓
	£2.50	- 0 + 17:00
Tea	£1.00	- 0 + 17:00

Cancel **Save**

When you click 'Save', your order summary will be displayed below with any options you have chosen.

Date 27/02/2023	Start Time 16:00	End Time 17:30	Guests 9	Box Club Deck Box 1	Edit Details
Seating Style Boardroom					
17:00 4 x Tea (with Biscuit or Cake) 2 x Biscuit 2 x Cake					Edit Food

If the delivery time you would like to choose is not available, most likely the product is out of lead time and to order it you must contact an administrator.

Tea (with Biscuit or Cake) is not available for the selected delivery time.					
Date 27/02/2023	Start Time 16:00	End Time 17:30	Guests 9	Box Club Deck Box 1	Edit Details
Seating Style Boardroom					Add Food

To proceed and place the order, fill in the 'Contact Details on the Day' below. All fields marked with asterisk (*) are mandatory. These details should be for the person who will be receiving the order on the day. If the information is different from the currently logged in user, please fill in their details, including email.

Contact Details on the Day

Contact Name* <input type="text"/>	Telephone* <input type="text"/>	Email <input type="text"/>
Meeting Name* <input type="text"/>	Charge Back Code <input type="text"/>	
Dietary Requirements <input type="text"/>		

Accept [Terms and Conditions](#) and confirm that order details are correct.
 Send email confirmation to the contact on the day

If you wish to send an email to the contact on the day in addition to the booker (you), tick the checkbox “Send email confirmation to the contact on the day”. Note: the email field must be filled for this.

In order to proceed with the order, you must read and agree to the Terms and Conditions.

Lastly before proceeding to place the order, double check the order summary and the amount. When you are confident the order is correct, click ‘Continue’, this will place the order.

ORDER TOTAL**£10.00**

Order total includes VAT of £1.67 at 20%

27/02/2023

GUESTS

16:00 - 17:30

9

4 x Tea (with Biscuit or Cake)

£10.00

£2.50 price per item

£10.00

Includes VAT of £1.67 at 20%

Continue

When a booking has been placed, you will see ‘Booking accepted’ message together with the order summary. Here you also can click on ‘View PDF’ to view the Order Confirmation for this booking.

Booking accepted!

You will receive an email confirmation with the details of your order soon. Please check your spam folder if you haven't received a confirmation within 15 minutes.

Thank you for booking.

[Place another order](#)

Order Summary

ORDER NUMBER	CONTACT ON THE DAY:		View PDF
RFC-BOX23-0050	TEST ignore		
ORDER TOTAL	000 0000 0000		
£10.00	Order total includes VAT of £1.67 at 20%		
<hr/>			
28/02/2023 16:00 - 17:30	GUESTS	9	
4 x Tea (with Biscuit or Cake) £2.50 price per item	£10.00		
	£10.00		
Includes VAT of £1.67 at 20%			

The Order Confirmation PDF can also be viewed in 'My Profile'.

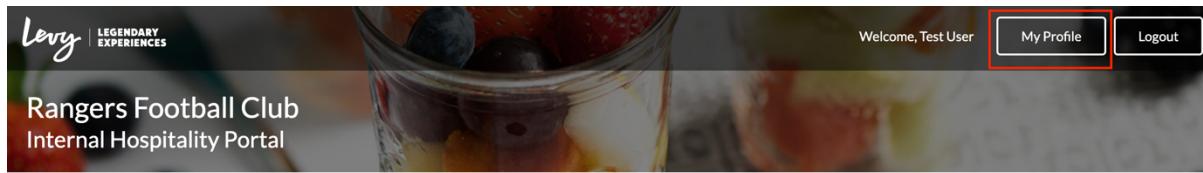


Order History

Filter by date range	<input type="text" value="Search..."/>	Edit Order View PDF
ORDER NUMBER	CONTACT ON THE DAY:	
RFC-BOX23-0050	TEST ignore	
ORDER DATE	000 0000 0000	
27/02/2023		
CHARGE BACK CODE		
ORDER TOTAL		
£10.00		
Order total includes VAT of £1.67 at 20%		
<hr/>		
BOX		
Club Deck Box 1		
28/02/2023		
16:00 - 17:30		

Editing or Cancelling an Order

To edit an order visit 'My Profile'. If you scroll down you should be able to see all orders placed by your account, including any orders administrators have placed for you.



My Profile

Name
Test User

Email
klinata.puce+test@xela.co.uk

[Save](#)

[Change Password](#)

Order History

Filter by date range		Search...	View PDF
ORDER NUMBER	RFC-BOX23-0050	CONTACT ON THE DAY:	TEST ignore
ORDER DATE	27/02/2023	000 0000 0000	BOX Club Deck Box 1 28/02/2023 16:00 - 17:30
CHANGE BACK CODE			

In the 'Order History' section of the page you will be able to see your past orders. On the right hand side, you will have an option to 'View PDF' which will open the Order Confirmation. Additionally, you might be presented with an 'Edit Order' button if the order is within its lead time to be edited and is not placed for a shared box. Orders that do not have 'Edit Order' button can only be edited by administrators.

To edit order click on 'Edit Order' and follow the same steps as for [Placing an Order](#).

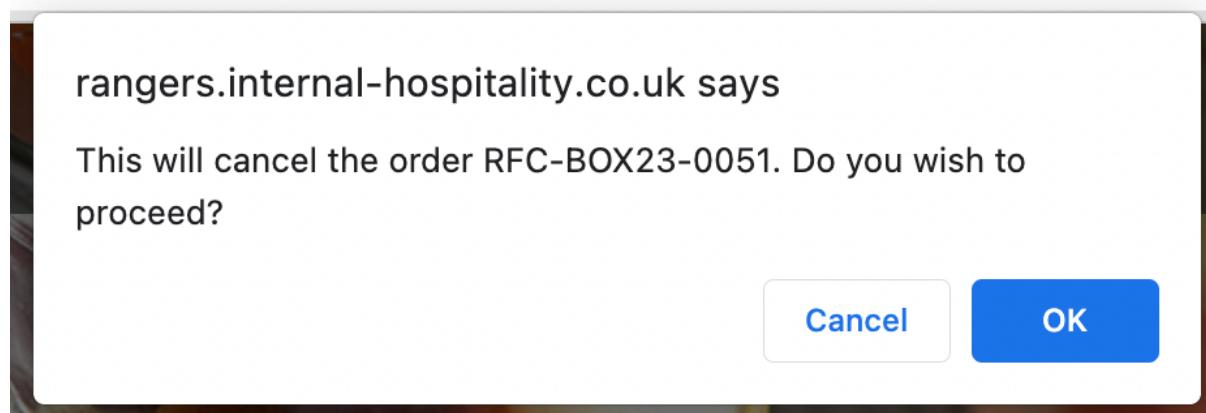
To cancel an order, click on 'Edit Order' button and then on 'Cancel Order' button.

[Edit Order RFC-BOX23-0052](#) [Cancel Order](#)

Date 29/03/2023	Start Time 08:00	End Time 15:00	Guests 9
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Once 'Cancel Order' button has been pressed, you will be asked if you are sure and want to proceed with the cancellation. If 'OK' is pressed, you will receive a message

that the order has been cancelled and the order status will indicate that the order has been cancelled.



Order Cancelled.

ORDER STATUS
Cancelled
ORDER NUMBER
RFC-BOX23-0051

ORDER DATE
08/03/2023

CHARGE BACK CODE

CANCELLATION FEE
£0.00
Cancellation fee includes VAT of £0.00 at 20%

CONTACT ON THE DAY:
Test User
000 0000 0000

BOX
Club Deck Box 1
29/03/2023
13:00 - 16:00

[View PDF](#)

Please note, some charges might still be incurred when cancelling order, please check terms and conditions or contact the administrator to confirm this.