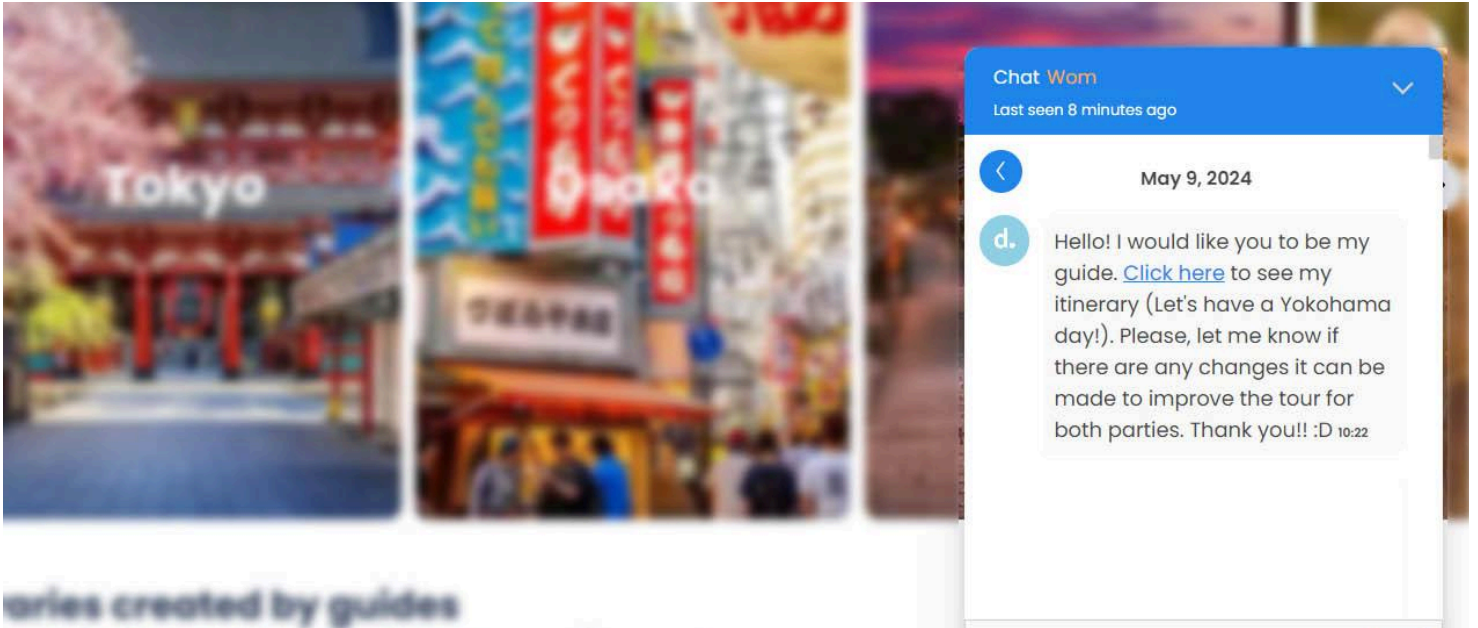# After Booking Manual

After a customer books a tour with you, you will receive an automatic message on the dekitabi chat.
You can click on the link "Click here" to learn more about the details of the itinerary.

!

You have a new tour request

Hello Yamada Taro,

Thank you for using dekitabi! You have a new tour request. If you don't respond the request within the next 48 hours, it will be automatically canceled.

Feel free to contact the traveler and suggest changes to the itinerary if necessary. Don't forget travelers will also review you based on your response.

For reference, this is your order ID: **R81-9773-1716-7733-5512**.

Go to your dekitabi account page to see all your tours.

My account

Tour information

View itinerary

Traveler contact:	**dekitabi Chat: Wom Smitth**
Private car included:	✕ No
Primary language:	● 日本語
Date:	05/31/2024
Start time:	08:00
Duration:	03h30min
Person(s):	1
Meeting place:	Yokohama Station View with Google Maps
Price:	**JPY25,000**

You can accept or reject tours on your dekitabi page: Go to account. Or use the buttons below:

Accept **Reject**

You will receive an automatic email for every new booking. You can "Accept" or "Reject" the tour from the email. Or you can do it from your account page.

1. Go to the Menu at the top right of your screen and click on Tours.

Tours

1. The tab "Pending" will show the tours you haven't Confirmed or Rejected yet.
2. The tab "Waiting for payment" will show the tours that haven't been paid yet by the customer.
3. The tab "Confirmed" will show all your confirmed tours.
4. The tab "Waiting review" will show all the tours that haven't been reviewed by the customer yet.
5. The tab "Completed" will show all the tours that have been paid and finished.
6. The "Sort" menu will show the options available that you can filter your tours.
7. The remaining time the guide has to Accept or Reject a tour will appear in this section.
8. Itinerary details.
9. Use the "Reject tour" button to reject the tour.
10. Use the "Confirm tour" button to confirm the tour.
11. "Pending" shows the status of the tour.