Managing seat assignments

Last updated: February 24, 2021

Content

Admin Notes

> **The information on this page relates to FareHarbor's Seating Assignment feature.** If you're not currently using this feature and are interested in trying it out, contact FareHarbor Support.

Once customers requiring seats have been booked, you may need to choose or change their seating assignments. You can change a customer's seat assignment directly from their booking, from the related availability, or from the Manifest section of your Dashboard.

Click into the sections below for more information on how to manage seat assignments.

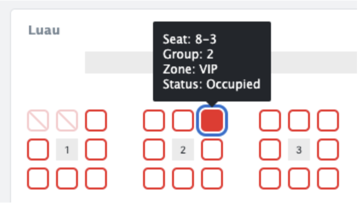
Understanding seat statuses

If you're new to managing seat assignments in FareHarbor, review the information in this section to get familiar with seat statuses and what they look like.

Note: Colors will vary depending on the zones used in your seat map.

Status	Description	Appearance
Occupied	Seats that are occupied by the current booking(s) you're viewing.	🟪
Available	Seats that are unoccupied and available to be assigned.	□
Closed	Seats that cannot be booked online because they are in an exclusive group that is already in use (only applicable if using exclusive seating groups).	⬚
Unavailable	Seats that are in use by another booking during the same time range, or an overlapping time range.	☒
Zone unavailable	Seats that are unoccupied but can't be assigned because they're in a zone that's not allowed for the selected customer type.	□
Blocked	Seats that are not occupied by a booking but have been made unavailable for a given time range. Learn more about blocked seats.	⧅

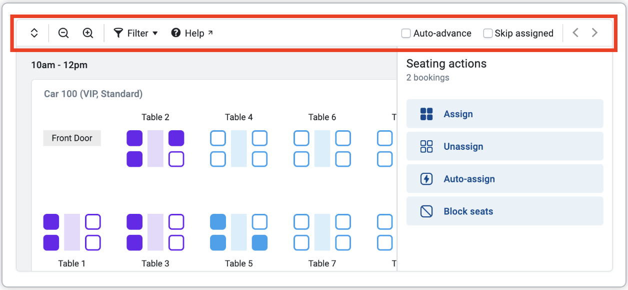
When viewing your seat maps, you can also hover your cursor over any seat to see its status and information.



Seat: 8-3
Group: 2
Zone: VIP
Status: Occupied

Seat assignment settings

The following options are available whenever you're working with seat assignments, using the toolbar above the seat map viewer.


Filter
Help
Auto-advance
Skip assigned
10am - 12pm
Car 100 (VIP, Standard)
Front Door
Table 1
Table 2
Table 3
Table 4
Table 5
Table 6
Table 7
Seating actions
2 bookings
Assign
Unassign
Auto-assign
Block seats

- **Expand map view:** Click the ⇕ icon to expand the seat map view. To return to the previous height, click the icon again.
  - The expanded view depends on the height of your browser window. If your window is minimized, the seat map view may not expand fully.
- **Zoom out/in**: Use the magnifying glasses ⊖ ⊕ to zoom in and out of your seat map.
  - Your zoom settings are saved while you're working on a specific set of bookings, but once you refresh the page or open the seating tool somewhere else, the seat map will return to the default size (which is determined by the default cell size in the seat map's settings).
- ▽ **Filter**: If you have more than one seat map that can be displayed (for example, an item that requires an outbound *and* inbound seat assignment), you can use the **Filter** dropdown to filter which seat maps you see in the seating tool at one time (*Note: You may not see the* ▽ **Filter** *option depending on your setup*).
- **Auto-advance after selection:** When this setting is on, you'll automatically be taken to the next seat in the list after assigning or changing a seat. This allows you and your staff to quickly assign seats with fewer clicks.

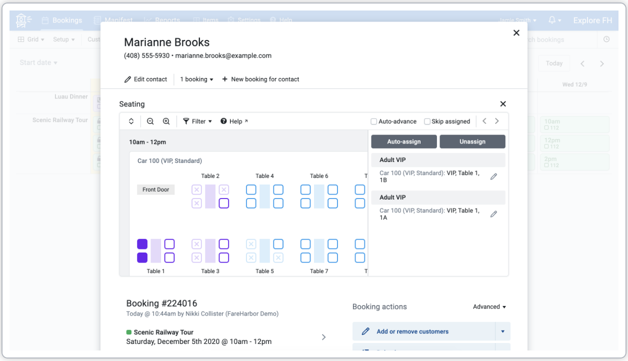
- **Skip assigned:** When this setting is on, seats that are already assigned will be skipped when auto-advancing through seats or using the **Previous** and **Next** arrows.
- **Previous** and **Next** arrows: These arrows move through each seat assignment so you can view or change them. Depending on the “Skip assigned” setting, the arrows may or may not skip over already-assigned seats.
  - These arrows will be disabled if you’re looking at the seating overview for a booking or list of bookings. They become clickable once you’ve selected an individual customer’s seat, so that you can start moving through customers’ seats.
  - When you get to the last seat on a booking, clicking the “Next” arrow will take you to the first seat of the next booking. Similarly, if you’re on the first seat of a booking, clicking the “Previous” arrow will take you to the last seat of the previous booking. (Keep in mind if “Skip assigned” is on, you will be taken to the previous or next *unassigned* seat.)
  - If “Skip assigned” is on and all seats have already been assigned, the arrows will be disabled.

> **Note:** To learn more about what **seating actions** you can take when managing seat assignments, continue reading below. These actions vary depending on what part of the Dashboard you’re managing seats from.

Managing seat assignments from a booking

You can manage seat assignments directly from a customer’s booking by clicking the **Seating** button. This opens the seating tool at the top of the booking.

If the customers on the booking have been assigned seats, the seat map will scroll to the first assigned seat on the booking.



Marianne Brooks
(408) 555-5930 • marianne.brooks@example.com

Seating

☐ Auto-advance ☐ Skip assigned

10am - 12pm

Car 100 (VIP, Standard)

Adult VIP
Car 100 (VIP, Standard): VIP, Table 1, 1B

Adult VIP
Car 100 (VIP, Standard): VIP, Table 1, 1A

Booking #224016
Today @ 10:44am by Nikki Collister (FareHarbor Demo)

Scenic Railway Tour
Saturday, December 5th 2020 @ 10am - 12pm

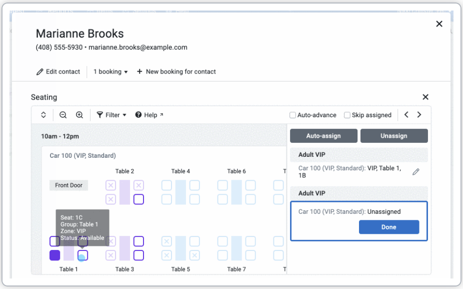
Bookings
Manifest
Reports
Items
Settings
Help
Jamie Smith
Explore FH
Grid
Setup
Start date
Luau Dinner
Scenic Railway Tour
Today
Wed 12/9
10am
112
12pm
112
2pm
112
Edit contact
1 booking
New booking for contact
Filter
Help
Auto-assign
Unassign
Front Door
Table 1
Table 2
Table 3
Table 4
Table 5
Table 6
Table 7
Booking actions
Advanced
Add or remove customers

Available options

- **Auto-assign**: Auto-assigns all customers on the booking, including customers who have already been assigned a seat.
- **Unassign**: Removes seat assignments for all customers on the booking.

Assigning seats

To manually assign a customer who has not yet been given a seat, click on the row below the customer type and select an available seat on the map. The seat will be assigned and saved. Depending on your settings, you may be auto-advanced to the next customer in the booking. Click “Done” when finished.



Marianne Brooks
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Seat: 1C
Group: Table 1
Zone: VIP
Status: Available

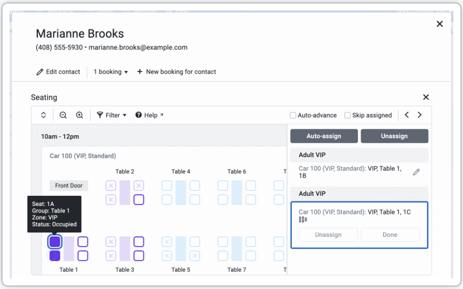
Adult VIP
Car 100 (VIP, Standard): VIP, Table 1, 1B

Adult VIP
Car 100 (VIP, Standard): Unassigned

Edit contact
1 booking
New booking for contact
Seating
Filter
Help
☐ Auto-advance
☐ Skip assigned
10am - 12pm
Auto-assign
Unassign
Car 100 (VIP, Standard)
Table 2
Table 4
Table 6
Front Door
Table 1
Table 3
Table 5
Table 7
Done

Changing seats

To change a customer’s seat, you can either click on their seat in the map, or click on the row below the customer type. Move the customer to a new seat by selecting an available seat on the map. Depending on your settings, you may be auto-advanced to the next customer in the booking. Click “Done” when finished.



Marianne Brooks
(408) 555-5930 • marianne.brooks@example.com

Seat: 1A
Group: Table 1
Zone: VIP
Status: Occupied

Adult VIP
Car 100 (VIP, Standard): VIP, Table 1, 1B

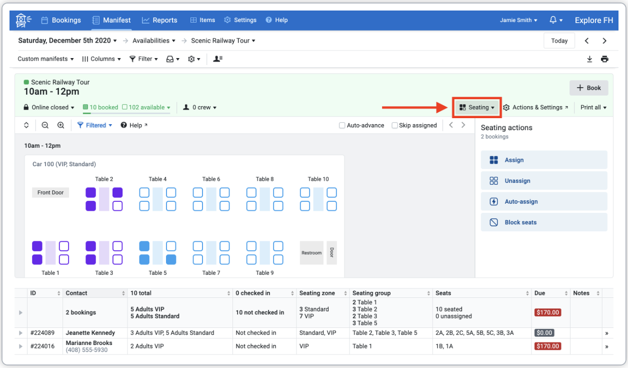
Adult VIP
Car 100 (VIP, Standard): VIP, Table 1, 1C

Edit contact
1 booking
New booking for contact
Seating
Filter
Help
☐ Auto-advance
☐ Skip assigned
10am - 12pm
Auto-assign
Unassign
Car 100 (VIP, Standard)
Table 2
Table 4
Table 6
Front Door
Table 1
Table 3
Table 5
Table 7
Unassign
Done

Managing seat assignments from the manifest

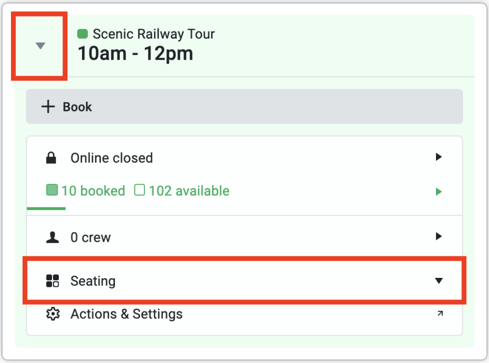
If you want to manage seat assignments across multiple bookings (for example, all customers aboard a sightseeing cruise), you can open the seat assignment tool directly from the manifest by clicking the **Seating** button.

Note: Depending on what kind of manifest you’re looking at, your view may be different from the one below.


Bookings
Manifest
Reports
Items
Settings
Help
Jamie Smith
Explore FH
Saturday, December 5th 2020
Availabilities
Scenic Railway Tour
Today
Custom manifests
Columns
Filter
Scenic Railway Tour
10am - 12pm
Book
Online closed
10 booked
102 available
0 crew
Seating
Actions & Settings
Print all
Filtered
Help
Auto-advance
Skip assigned
Seating actions
2 bookings
Assign
Unassign
Auto-assign
Block seats
10am - 12pm
Car 100 (VIP, Standard)
Front Door
Table 2
Table 4
Table 6
Table 8
Table 10
Table 1
Table 3
Table 5
Table 7
Table 9
Restroom
Door

ID	Contact	10 total	0 checked in	Seating zone	Seating group	Seats	Due	Notes
	2 bookings	5 Adults VIP 5 Adults Standard	10 not checked in	3 Standard 7 VIP	2 Table 1 3 Table 2 2 Table 3 3 Table 5	10 seated 0 unassigned	$170.00	
#224089	Jeanette Kennedy	3 Adults VIP, 5 Adults Standard	Not checked in	Standard, VIP	Table 2, Table 3, Table 5	2A, 2B, 2C, 5A, 5B, 5C, 3B, 3A	$0.00	
#224016	Marianne Brooks (408) 555-5930	2 Adults VIP	Not checked in	VIP	Table 1	1B, 1A	$170.00	

To open the seating tool from a mobile device or the FareHarbor app, tap the arrow to the left of the availability time, then tap the **Seating** button. Scroll down to view the seat map.


Scenic Railway Tour
10am - 12pm
Book
Online closed
10 booked
102 available
0 crew
Seating
Actions & Settings

> **Tip:** The seating assignment tool will take into account any filters that have been applied to the current manifest. So, for example, if you're filtering to only show checked in customers, then only the seat assignments for checked-in customers will be shown as "occupied" (all other occupied seats for that time range will be marked with an X), and any bulk actions you take will be for those bookings only.

Available options

When opening the seating tool from the manifest, you'll see several options to the right of your seat map.

- **Assign**: This option lets you manually assign seats by entering the "change seat" mode for the first seat in the list. Based on the settings you've selected in the toolbar, this might be the first customer's seat on the first booking, or the first unassigned seat in the list of bookings. You can then change the seat and progress through each seat assignment using auto-advance or the Previous and Next arrows.
- **Unassign**: This option comes in handy if you want to unassign seats for all customers on the manifest at once, or if you have multiple seat maps and want to unassign all customers in a specific seat map or time range.
- **Auto-assign**: This option will auto-assign *all seats for all currently-visible bookings* on the manifest, including seats that have already been assigned.
  - Remember, if you are using filters to hide bookings on the manifest, hidden bookings will not be auto-assigned. If you want to auto-assign *all* bookings on the manifest, be sure to clear any filters you may have in place.
  - If you only want to auto-assign seats for a specific booking, you can do so by opening the booking directly and use the auto-assign option located below the booking information.
  - Bookings will be auto-assigned in the order they are currently sorted on the manifest. For example, if you've sorted bookings by Contact Name, that is the order they will be assigned.
- **Block seats**: Use this option to make one or more seats unavailable for booking. Learn more about blocking seats.

Assigning seats for individual bookings

There are two ways to manage seat assignments for an individual booking when you're viewing the manifest:

1. Click on an occupied seat in the seat map. From here, you can view or change that customer's specific seat, or click "Done" to review all seat assignments on the booking.
2. Find the booking in the manifest table and click on the **Seat** column. This will load the seat assignments for that booking so you can view or change them as needed.

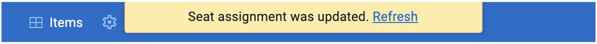
> Learn more about assigning or changing seats for a booking.

FAQs

Why can't I change seat assignments?

Certain actions, like assigning and unassigning seats, may not be available based on your user permissions. If you would like to update your permissions, contact your administrator or FareHarbor Support.

In a less common scenario, you may not be able to change a seat assignment if another user is editing the same seat assignment on another computer or device. When more than one user is making changes to the same collection of seat assignments, you'll see a notification at the top of the screen whenever an update has been made:



Seat assignment was updated. Refresh

Click "Refresh" to make sure the most recent changes are reflected in your browser window.

Why do I see the message "No seating assignments required"?

If you're seeing this message, it means the resource requirements related to that seat have changed. **Resource requirements** are used to determine which customers require seats, and where in the seat map they can be assigned. These requirements are most often managed by director-level users or members of FareHarbor's staff.

Usually, if you see this message, you should use the **auto-assign** option to ensure that the correct resources are being accounted for. Then, adjust the seat assignments as needed.

If you're unsure why your resource requirements have changed, or need help reapplying resources, contact FareHarbor Support.

Why does the seat map move when I'm not scrolling? Can I turn it off?

When opening the seat assignments for a specific booking, the seat map will automatically scroll to the first customer's seat. If you have a slower Internet connection, this scrolling action might appear delayed. At the moment, there is not an option to turn this off.

Additionally, after assigning a seat, seat maps may appear to move or change when you have the "Auto-advance after seat selection" option turned on. This is because the seating tool automatically moves to the next seat in the list after a seat has been assigned. If you prefer to review a seat assignment before moving to the next one, or if you'd rather choose which seat you want to assign next, you may want to consider turning the auto-advance option off.