



Helio Supplier Messages & Important Booking Notifications

Suppliers may communicate with you about your booking, either via a "Message" or an "Important Booking Notification". These are both done within the Helio platform. It's important that you log in to Helio regularly to check these.

- **Messages** - You'll receive messages from suppliers for day-to-day things with regards to your booking; i.e. a confirmation or request for more information
- **Important Booking Notifications** - **An Important Booking Notification will be sent to you for things that may have an impact on your client's reservation; i.e. a Pool closure, or when renovations are occurring at the hotel.**

Emailed Booking Notifications

While the Notifications Bell on your Helio Dashboard keeps you informed of any important booking updates, we understand the demands of your business may prevent you from staying current. You will receive reminders via email when a new notification is available in Helio.

Hi Anita Breakaway,

You have 01 new notification!



[View Notifications](#)

You have 01 Important Booking Notification

048446

Booking ID

7599436

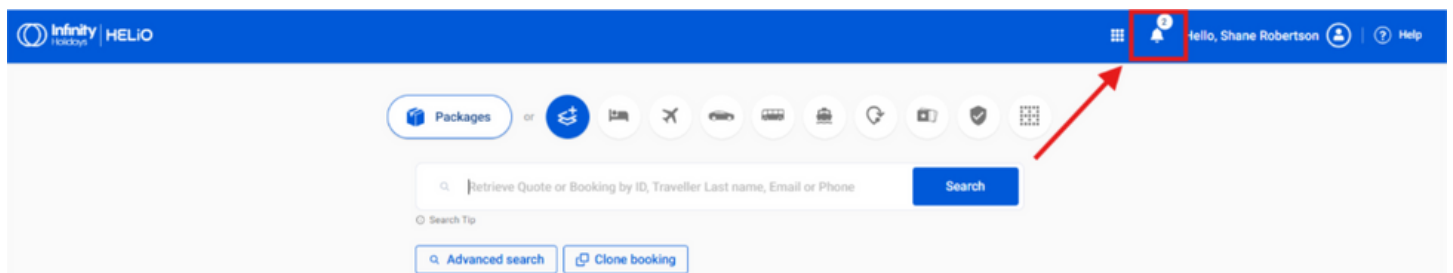
11 Sep 2025, 14:22 (GMT)

Important Booking Notification: The Edgewater Resort & Spa – Renovations: Please note The Edgewater Resort & Spa will begin renovations from the 1st of November 2025 - 30th of April 2026. Cancellation Policy: Standard Policy Applies Action: Please ensure the clients are made aware of the above. Please contact Helio Support or your Wholesale Support team for any questions. Posted Date: 11 September 2025

High

You will receive an email that includes the number and type of notifications, as well as details about the booking or message available to view in Helio.

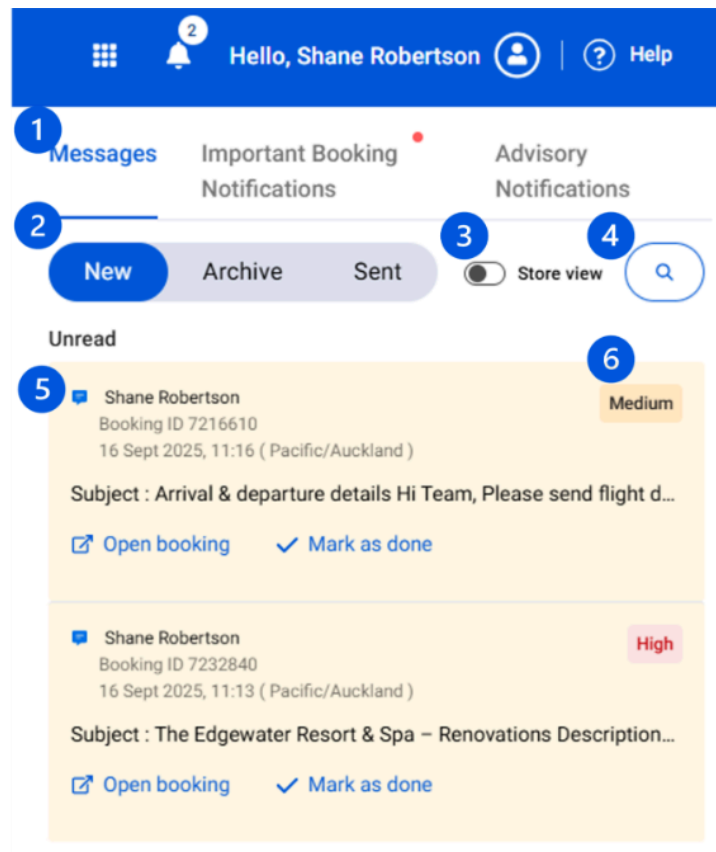
Viewing Messages or Important Booking Notifications



A number attached to the "Notifications Bell" in your Helio Dashboard acts as a notification that you have a Message and/or Important Notification.

You can click on the "**Notifications Bell**" to view messages for all bookings assigned to you.

Notifications Dashboard



Clicking on the "Notifications Bell" will display a Notifications sidebar in the Helio platform

1. **Messages / Important Booking Notifications Toggle** - A red dot indicates the type of Notifications you need to read. You can click on Messages or Important Booking Notifications to switch between them. Note: The Advisory Notifications tab is not currently used.
2. **New / Archived / Sent Notifications Toggle**
 - c. **New** - Notifications that are yet to be acknowledged by clicking "**Mark as Done**"
 - d. **Archived** - Once a booking has been "**Marked as Done**", it will no longer show in the New Dashboard and will be archived.
 - e. **Sent** - On occasion, you may reply to a supplier message; the most common scenario for this would be responding to a request for Flight information for transfers.
6. **Store View** - Select the Store View Toggle to switch between your personal notifications and those of your store or business.
7. **Search** - Search for bookings either by Date, User or Booking Number.
8. **Notification preview** - Your Dashboard will display a preview of the Notification, you can click on the notification to expand. You may also open the booking or Mark it as done.
9. **Priority** - Each notification will be assigned a priority either **Low**, **Medium** or **High** - Low and Medium should be viewed before being Marked Done, High Priority require your immediate attention.

Store View

With the Store View Toggle, you can now view all booking Notifications for your store/business.

Messages

Important Booking Notifications

Advisory Notifications

New

Archive

Sent

 Store view



Unread

- 

Shane Robertson

Booking ID 7216610

16 Sept 2025, 11:16 (Pacific/Auckland)

Medium

Subject : Arrival & departure details Hi Team, Please send flight d...

 Open booking

 Mark as done
- 

Shane Robertson

Booking ID 7232840

16 Sept 2025, 11:13 (Pacific/Auckland)

High

Subject : The Edgewater Resort & Spa – Renovations Description...

 Open booking

 Mark as done

Messages

Important Booking Notifications

Advisory Notifications

New

Archive

 Store view



 Open booking

Assigned to - Shane Robertson



Vicki Harris

Booking ID 4446293

4 Jul 2024, 13:14 (Australia/Queensland)

Important Booking Notification: Discova Thailand Important Book...

 Open booking

Assigned to - Jono Riki



Claudia Morejon

Booking ID 3647193

26 Feb 2024, 10:11 (Australia/Queensland)

Important Booking Notification: DISCOVA JAPAN Please note tha...

 Open booking

Assigned to - Jono Riki

Within a booking

← Back to Dashboard

1

Read linked messages

Create message

Itinerary View

Booking ID 7216610 Firm

Trip to Queenstown

8 Nov - 16 Nov 8 Nights 2 Travellers

TotalNZD 4,588.33

Payment due on 28 Oct 2025NZD 400.83

Add Payment to Booking

Trip ContactMs. Kennedy Wilson

Traveller 2Ms. Olivia McIntyre

Review all traveller details

Booking created on 10 May 2025, 14:17 (Pacific/Auckland)

Shane Robertson NZ Infinity Helio Direct (762788)

Internal Notes 1

Customer Documentation

Grab Product

If you have retrieved a booking from the Helio Dashboard, you will notice that there is another "Notification Bell" this time, located lower in the Helio Platform. A Notification displayed here will indicate that there is a notification pertaining to this particular booking. Clicking on this Notification Bell will take you directly to messages regarding the booking you are viewing.