

How to Book on Line

1. How to Access online bookings

- Go to www.fraserexplorertours.com.au
- Click on **AGENTS LOGIN** at the bottom of the page (add this page to your Web Favourites, to take you straight to the login page)
- Enter User Name and Password, Click the **LOGIN** button

2. Agent Home (page)

- Home page for Agents from which you can make bookings, search/edit existing bookings, change **FAVOURITES**.
- Return to this page at anytime by clicking on the **AGENT HOME** link, found at the top of every page.

3. Favourites

- Click on **EDIT/ADD FAVOURITES** in System Maintenance
- Tick all tours you will use regularly (These will appear on Agent Home)
- **SAVE** then **EXIT**

Each Tour listed within Favourites feature the following icons:



NEW BOOKING: Click on this icon to make a new booking



AVAILABILITY: Click on this icon to check availability on this tour for specific dates. Then continue through to make a booking by clicking on the appropriate **PRICE/DATE** cell.



INFORMATION: Click on this icon for further information about this tour

4. Book Tours

Tours can be either book by:

- clicking on the **BOOKING** icon or the [tour name](#) from within **FAVOURITES** or
- if you know the tour code entering the tour code into the **QUICK BOOK** box and click **Go**

4.1 Using Favourites

- Click on **AVAILABILITY** icon for the tour
- Click on the **DATE & BASIS** of your choice from the grid
- This will take you to either the **VOUCHER** Booking or the **BOOKING WIZARD** screen

4.2 Using Quick Book

- Click in the **ENTER TOUR CODE** box, type in the tour code and click **Go**
- Select the required date on **CALENDER**
- This will take you to either the **VOUCHER** Booking or the **BOOKING WIZARD** screen

4.3 VOUCHER Booking

- This screen is used for most day tours i.e. those without accommodation
- Complete the **NAME** and contact details
- Select the appropriate tour date from the **CALENDER**
- Select the correct **TOUR TIME & FARE TYPE**
- Select a **PICK-UP LOCATION** if needed
- Under **COMMENTS BOX**: Input info relating to dietary requirements, medical conditions etc.
- Review details for accuracy, **TICK** the "Confirm Terms & Condition" Box and click on **COMMIT VOUCHER**
- Click Print Friendly **CONFIRMATION**
- Record the Confirmation number if needed for your records. From this screen you can **EDIT** or **CANCEL** the booking. When finished click **EXIT**

4.4 BOOKING Wizard

- All accommodated tours will utilise the Booking Wizard due to it's additional functionality, including the capture of individual passenger names
- It is possible to move between steps by clicking **NEXT & BACK**.
- Enter the number and type of passengers, your voucher or reference (i.e. sales person)
- Under **COMMENTS BOX**: input info relating to dietary requirements, medical conditions, sharing accommodation etc.
- Enter **PASSENGER NAMES** and **CONTACT DETAILS**. (Note: Please enter title i.e. Mr/Ms etc to indicate gender. This will assist with accommodation arrangements)
- Select a **PICK-UP LOCATION** if needed
- Review details for accuracy, **TICK** the "Confirm Terms & Condition" Box and click on **COMMIT**
- This will bring you to the Booking Confirmation screen Click Print Friendly **CONFIRMATION**

5. Changing an Existing Booking

If travel date is within 24 hours & or paid by credit card:

Please contact our Reservations Department by telephone (within Aust) 1800 249 122 ((+61 7 4194 9222) or email (reservations@fraserexplorertours.com.au) Cancellation fees will apply

If travel date is outside 24 hours: Bookings made online may be altered or cancelled online (unless payment was made via credit card).

- From the **AGENT HOME** page, click on **SEARCH / EDIT BOOKINGS**
- You can find your booking by entering search criteria (or enter no criteria to find all bookings, this may be slow), such as:
 - (1) Confirmation number
 - (2) Your voucher number
 - (3) Pax Name (note that Johns also finds Johnson)
 - (4) Tour Code
- Search's **are date sensitive** unless you change the **SEARCH FOR BOOKING** drop down to "**regardless of date**"
- If you want to **search by date** (which is quicker if you don't know the confirmation number), then change the **SEARCH BY** drop down to either **BOOKING DATE** or **TOUR DATE** and select the date range with the Calendar buttons provided.
- Click **SEARCH**
- From the search results click on the confirmation number or pax name you wish to edit or cancel. You will be taken to the **BOOKING CONFIRMATION** screen, where you may choose to **EDIT** or **CANCEL** the booking. You can also **reprint** a booking **CONFIRMATION** from this screen
- **EDIT** the booking by moving around the Booking Wizard by using the **BACK** and **NEXT** buttons. You will need to proceed to the last step on the Confirm **BEFORE COMMIT** page to save your changes.
- **CANCEL** your booking by clicking on the Cancel Booking button. You will need to enter a brief reason explaining the other users why the booking was cancelled.

Fraser Explorer Tours – Web Agent Home Page

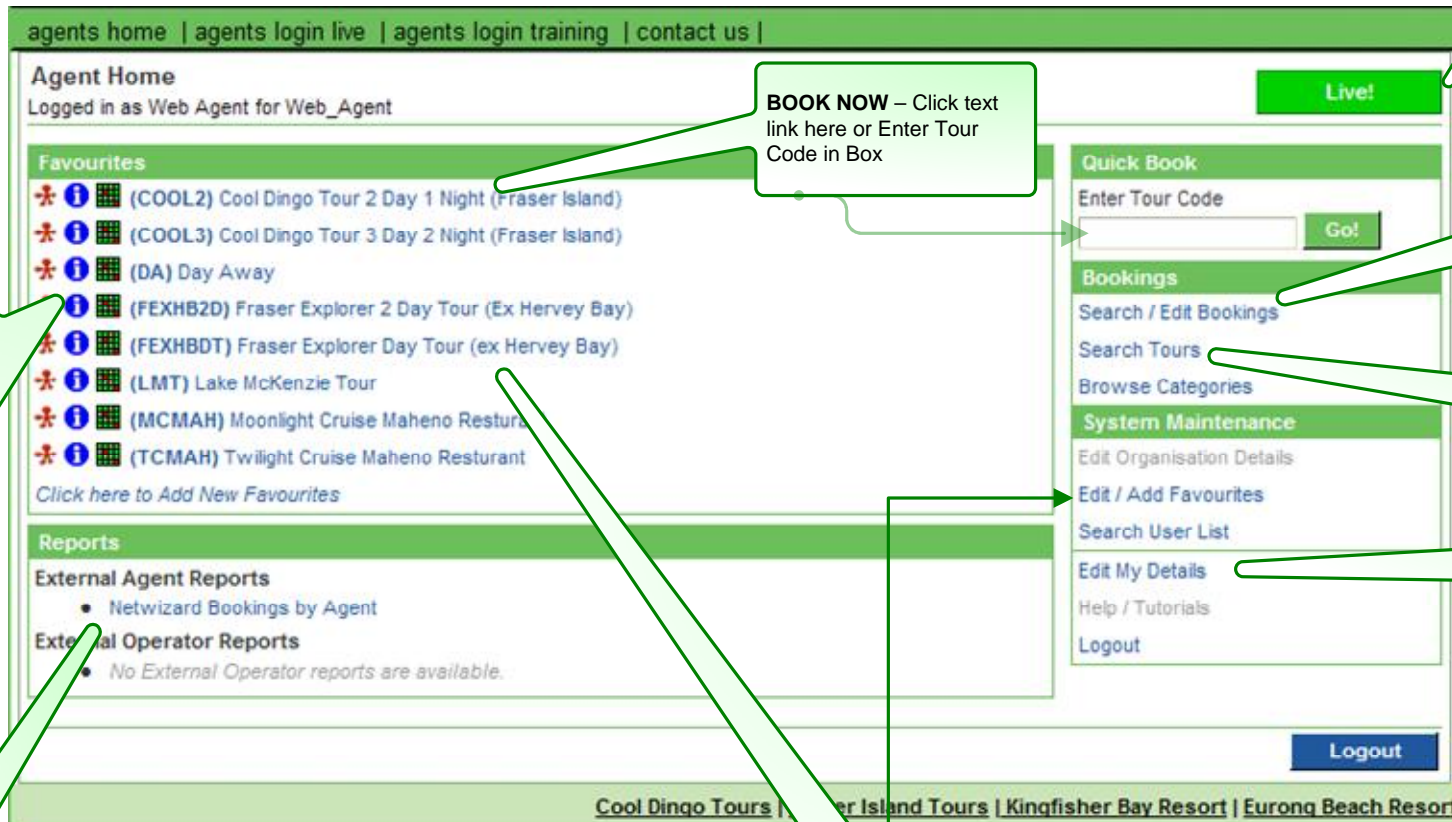
Each Tour listed within Favourites feature the following icons:

NEW BOOKING: ✖
Click on this icon to make a new booking

INFORMATION: ⓘ
Click on this icon for further information about this tour

AVAILABILITY: 📅
Click on this icon to check availability on this tour for specific dates. Then continue through to make a booking by clicking on the appropriate **PRICE/DATE** cell.

REPORTS – Run reports on all or selected bookings. Export to excel or CSV



The screenshot shows the 'Agent Home' interface. At the top, there are navigation links: 'agents home | agents login live | agents login training | contact us |'. Below this, the user is logged in as 'Web Agent for Web_Agent'. A green 'Live!' button is in the top right corner. The main content area is divided into several sections:

- Favourites:** A list of tours with icons for new booking, information, and availability. A 'BOOK NOW' callout points to the 'BOOK NOW' text link.
- Quick Book:** A section with an 'Enter Tour Code' input field and a 'Go!' button. A callout points to the 'Go!' button.
- Bookings:** A section with links for 'Search / Edit Bookings', 'Search Tours', and 'Browse Categories'. A callout points to the 'Search / Edit Bookings' link.
- System Maintenance:** A section with links for 'Edit Organisation Details', 'Edit / Add Favourites', 'Search User List', 'Edit My Details', 'Help / Tutorials', and 'Logout'. A callout points to the 'Edit My Details' link.
- Reports:** A section with 'External Agent Reports' (Netwizard Bookings by Agent) and 'External Operator Reports' (No External Operator reports are available).

At the bottom, there are navigation links for 'Cool Dingo Tours', 'Fraser Island Tours', 'Kinqfisher Bay Resort', and 'Eurong Beach Resort'. A 'Logout' button is also present at the bottom right.

Indicates Live (Green) or Training (Red)

BOOK NOW – Click text link here or Enter Tour Code in Box

Edit, Cancel or Reprint Confirmations for existing bookings

Search for all tours by Code or Name. Includes Tours not shown in "FAVOURITES"

EDIT MY DETAILS: Change Password or Email address

FAVOURITES – Customisable list of favourite tours, click Edit/Add to change

REVISIONS			
1	Agent Home Page	18/08/2009	DFG



Multi Pax Booking

1

COOL2 Cool Dingo Tour 2 Day 1 Night (Fraser Island)

Date

Tour empty prevents bookings before Wednesday, 18 August 2009.
 Departs 8:45am daily from Uranpan Boat Harbour, Harvey Bay.
 Open-dated vouchers available.

Travel Date Wednesday, 18 August 2009

Back Next Exit

Summary of the Booking So Far

Tour Name: (COOL2) Cool Dingo Tour 2 Day 1 Night (Fraser Island)
 Travel Date: Wednesday, 18 August 2009
 Departure Time: 08:45 AM
 Fare Basis / Type: Twin / Standard
 Number of Pax: 2
 Pickup Information: 08:15 AM - Airport

Click on Calendar icon to change dates

Booking Summary is presented at bottom of each screen. Not all info will be present at step 1

2

COOL2 Cool Dingo Tour 2 Day 1 Night (Fraser Island)

Date Fare Basis

Fair Basis:
 Includes brief explanation of fare

Quad Share
 4 share room
 Twin
 Twin share room Must be booked with sharer otherwise sole occupancy rate will apply

Back Next Exit

Summary of the Booking So Far

Tour Name: (COOL2) Cool Dingo Tour 2 Day 1 Night (Fraser Island)
 Travel Date: Wednesday, 18 August 2009
 Departure Time: 08:45 AM
 Fare Basis / Type: Twin / Standard
 Number of Pax: 2
 Pickup Information: 08:15 AM - Airport

3

COOL2 Cool Dingo Tour 2 Day 1 Night (Fraser Island)

Date Fare Basis Fare Type

Twin share room. Must be booked with sharer otherwise sole occupancy rate will apply

Standard
 Xtra Post Night
 Xtra No Night

Fare Type:
 Refines Fare Basis with extra nights etc.

Reminder of Fare Basis requirements

Back Next Exit

Summary of the Booking So Far

Tour Name: (COOL2) Cool Dingo Tour 2 Day 1 Night (Fraser Island)
 Travel Date: Wednesday, 18 August 2009
 Departure Time: 08:45 AM
 Fare Basis / Type: Twin / Standard
 Number of Pax: 2
 Pickup Information: 08:15 AM - Airport

4

COOL2 Cool Dingo Tour 2 Day 1 Night (Fraser Island)

Date Fare Basis Fare Type Pax No

Real Time Availability: >10

Total Passengers: 2

Reference / Voucher Number: dtg

Quad = 4 persons sharing a room Twin = 2 people sharing a room

Comment

input info relating to dietary requirements, medical conditions, sharing accommodation etc.

Number of Pax

Reference is your booking reference or Booking person

Back Next Exit

Summary of the Booking So Far

Tour Name: (COOL2) Cool Dingo Tour 2 Day 1 Night (Fraser Island)
 Travel Date: Wednesday, 18 August 2009
 Departure Time: 08:45 AM
 Fare Basis / Type: Twin / Standard
 Number of Pax: 2
 Pickup Information: 08:15 AM - Airport

5

COOL2 Cool Dingo Tour 2 Day 1 Night (Fraser Island)

Date Fare Basis Fare Type Pax No Pax Names

Details for Passenger 1

Full Name: Mr Passenger Name 1
 Passenger Type: Adult
 Reference / Voucher Number: dtg
 Email Address: ugydog2@gmail.com
 Mobile Number:

Please enter title i.e. Mr/Ms etc to indicate gender

Details for Passenger 2

Full Name: Ms Passenger Name 2
 Passenger Type: Adult
 Reference / Voucher Number: dtg

Please enter title i.e. Mr/Ms etc to indicate gender

Back Next Exit

Summary of the Booking So Far

Tour Name: (COOL2) Cool Dingo Tour 2 Day 1 Night (Fraser Island)
 Travel Date: Wednesday, 18 August 2009
 Departure Time: 08:45 AM
 Fare Basis / Type: Twin / Standard
 Number of Pax: 2
 Pickup Information: 08:15 AM - Airport

6

COOL2 Cool Dingo Tour 2 Day 1 Night (Fraser Island)

Date Fare Basis Fare Type Pax No Pax Names Pickup Confirm

Confirm Details Before Committing the Booking

Tour (Code) Name: (COOL2) Cool Dingo Tour 2 Day 1 Night (Fraser Island)
 Pax Name(s): Mr Passenger Name 1
 Travel Date: Wednesday, 18 August 2009
 Basis / Subbasis: Twin/Standard
 Pickup Information: 08:15 AM - Airport

Total amount is \$ 728.00
 (booking amount of \$ 696.00 and levy of \$ 32.00)
 Payment
 Total amount to be collected by agent: \$ 69.00
 PCB (Pay On Board) amount due: \$ 657.00

Please review for accuracy and ensure you collect the correct money.

Check here to confirm that the passenger agrees with the terms and conditions for travel

Back Commit Exit

Click to Confirm Terms & Condition. Then click COMMIT

REVISIONS			
1	Multi Pax Booking	18/08/2009	DFG



Voucher Booking

Voucher Number : New Booking (unconfirmed)

First Name *
 Last Name *
 Email Address *
 Mobile Number

Fraser Explorer Tours
 Reservations@fraserexplorertours.com.au
 Phone : 1800372737
 ABN : 80 010 836 709

Click on Calendar icon to change dates

Tour Date * Wednesday, 19 August 2009

Pax Numbers * Ad: In: Ch:

Tour / Time * (DA) Day Away 08:45

Fare Type * Standard / Standard

Click to change Fare Type and Tour Time if necessary

Pickup Location [Click Here to Load Pickup Locations](#)

Comments

Reference / Voucher

Date Issued Tuesday, 18 August 2009

Reference is your booking reference or Booking person

Terms and Conditions
 I accept the terms and conditions for travel.*

Click to Confirm Terms & Condition. Then click COMMIT

Payment Details
 Deposit Only Agent

Amount to Pay Now	\$ 6.50
Remainder to Pay On Board	\$ 58.50
Total Booking Amount	\$ 65.00

Please review for accuracy and ensure you collect the correct money.

Fraser Explorer Tours , Hervey Bay, Qld, , 4655

PAYMENT SECURED

input info relating to dietary requirements, medical conditions, sharing accommodation etc.

Click on Calendar icon to change dates

Click to change Fare Type and Tour Time if necessary

Please review for accuracy and ensure you collect the correct money.

Click to Confirm Terms & Condition. Then click COMMIT

REVISIONS			
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