

Tourism Exchange Quick Reference Guide

- BOOKING CENTRE -

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***To access the Online User Guide and any time click the *Help* button in the top right hand corner of the window.**

1: Introduction

The Tourism Exchange Booking Centre is a window to real-time bookings for use by Visitor Information Centre's, Tourism Organisations and other types of booking agents.

Once your business has been set up as a Distributor within the Tourism Exchange New Zealand, tourism operators (Providers) who also use the Tourism Exchange can choose to 'Opt-In' to your business. These types of Providers are called 'Online Providers'.

You can choose to set up your Tourism Exchange Booking Centre so that as soon as a Provider Opts-In, their products will be available for you to book. Alternatively, you can choose to view a list of Opted-In Providers and approve them before their products can be booked by your business.

You may also load information into your Tourism Exchange Booking Centre about other Providers. These are referred to as 'Local Content Only' Providers. In addition, information about a range of Providers will be *automatically* available to search via your Tourism Exchange Booking Centre. These are referred to as 'Global Content Only' Providers.

Information on both these types of Providers will be available for you to search based on a range of different criteria depending upon your customers' requirements. You may then convey information about these Providers to your customers.

2: Setting Preferences

This area allows you to manage the settings that control how the booking centre defaults the various views and searches.

In the Administration tab click *Preferences*

General Preferences:

1. Check the box *Place newly opted in Providers in a queue for the Manager's approval prior to bookings being allowed* to queue Providers to the home tab for the Manager to Approve or Deny before bookings can be made
2. Select the industry categories from the drop down menu of the providers you wish to distribute

Search Availability/Provider Preferences:

3. Select the number of results per page from the drop down list
4. Select the default search tab option *Basic* or *Advanced*
5. Select the default Province from the drop down menu
6. Select the default Listing type from the drop down menu
7. Select the default Sorting from the drop down menu
8. Click the *Save* Button

3: View/Change Providers State

To approve or block providers from being booked by your business.

In the Administration tab click *Providers*

1. Click the *Provider Listing* tab
2. Enter the search criteria Listing Type, Blocked State and/or Name
3. Click the *Search* button
4. Place your mouse over the *More* link to see more detail
5. Click the *View* Button to change the Queued State or Block the provider
6. Click the *Save* button

4: View/Change Opt In Listings

This tab allows you to search for Providers based on their Opt-in status.

In the Administration tab click *Providers*

1. Click the *Opt-in Listings* tab
2. Enter the search criteria Queued state, Opt-in status, Date of last change and/or name
3. Click the *Search* button
4. Place your mouse over the *More* link to see more detail
5. Click the *View* button to change the Queued State or Block the provider
6. Click the *Save* button

5: Entering Booking Terms

If you have enabled On Account payments, enter the Booking Terms to which a customer must agree in order to complete the booking.

In the Administration tab click *Booking Terms*

1. Enter the booking terms
2. Click the *Save* button

6: Edit/Change Business Details

The details on this page represent information about your business. Some of these details may appear on booking confirmations issued to your customers.

In the Administration tab click *Business Details*

1. Make the required changes in the relevant fields
2. Click the *Save* button
3. Click *OK* in the confirmation box

7: Add New User

To add a new user to access and use the booking centre.

In the Administration tab click *Users*

1. Click the *Add New User* button
2. Complete the required fields
3. Select the status of the user
4. Select the role of the user
5. Click the *Save* button

8: Change User Setting or Reset Password

To change a users access to the booking centre or reset their password.

In the Administration tab click *Users*

1. Click the *Edit* button next to the user
2. Make changes to the required fields
3. Re enter the Password
4. You can also amend the Status and Role (note: except for your own listing)
5. Click the *Save* button
6. Click *OK* in the confirmation box

9: Set up Kiosk User Access

To set up access to the booking centre on a public computer terminal for customers to access.

In the Administration tab click *Users*

1. Click the *Add New User* button
2. Complete the required fields
e.g. Given name: *Kiosk* Surname: *Computer 1*
User name: *Kiosk1*
3. Select the Active Status
4. Select the Kiosk Role
5. Click the *Save* button
6. Click *OK* in the confirmation box
7. Open the internet browser on the Kiosk computer
8. Copy the following URL replacing the new Kiosk's name where it indicates USERNAME
<http://www.tourismexchangen.z.co.nz/BookingCentre/Pages/Authentication/Login.aspx?Autologin=1&KioskUser=USERNAME>
9. Right click on the computers desktop and select *New>Shortcut*
10. Paste the URL and follow the prompts to create a shortcut
11. Click the *Next* button
12. Rename the Icon
13. Click the *Finish* button

10: Search for a Provider

To search for providers based on a range of criteria, and view their content, pricing and business details. This is a general search, not based on a date or availability.

1. Click the *Search Providers* tab
2. Click *Basic/Advanced* search
3. Complete the search criteria fields
4. Click the *Search* button
5. A list of Providers matching your search criteria will display
6. Place your mouse over the *More* link to see more details
7. Click the *View* button to see the Providers products
8. Click the *Book Now* button to search products that match a criteria e.g. number of nights and guests

11: Searching Availability

To search for providers who have products available to book on a specific date, based on a range of criteria.

1. Click the *Search Availability* tab
2. Click *Basic/Advanced* search
3. Complete the search criteria fields
4. Click the Industry tab you want to search for
5. Complete the search criteria fields
6. Click the *Search* button
7. A list of Providers matching your search criteria will display
8. Place your mouse over the *More* link to see more detail
9. Click the *View* button to see the Providers products
10. Click the *Book Now* button to book products relevant to your search and industry criteria

12: Making a Booking

To make a booking on behalf of your customer once you have viewed the details or availability for a provider.

1. Complete step 10 or 11 Search for a Provider/Availability
2. Click the *Book Now* button
3. Enter the search criteria Commencing date, Number of nights, Number of configurations, number of guests for each configuration
4. Click the *Search* button
5. Click to select the Product/s required
6. Click the *Book Now* button
7. Complete the required fields Customer & Payment details
8. Click to agree to Terms & Conditions
9. Complete the other information fields
10. Click the *Confirm* button

13: Searching Bookings

To search for information about bookings you have made on behalf of your customer with any provider.

1. Click the *Search Bookings* button
2. Complete the search criteria fields
3. Click the *Search* button
4. A list of booking matching your search criteria will display
5. Click the *View* button to view the details of the booking
6. Click the *View Confirmation* button to view a copy of the booking confirmation
7. You can print the Booking Confirmation by clicking the *Print this Booking Confirmation* button
8. Click the *Close* button to return to your search results

Tourism Exchange Helpdesk

If you are unable to find the information you seek within this User Guide or the comprehensive Online User Guide accessed by the *Help* button in the top right hand corner of the window, Please Contact our Customer Service Team on:

0800 99 33 99

Monday to Friday 9:00am – 5:00pm

Not including Public Holidays

The customer service team can assist with functional, set up or technical queries relating to the Frontdesk Application