



HOW TO BOOK ONLINE

HOW TO ACCESS ONLINE BOOKINGS:

- Go to: www.waywardbus.com.au
- Click on **AGENTS**
- Click on **ONLINE BOOKINGS**
- Click on either **LIVE BOOKINGS** or **TRAINING** (add this page to your Web Favourites)
- Enter User Name & Password
- Click the **LOGIN** button

AGENT HOME

The Agent Home Page is the starting point from which you can make a new tour booking, set-up your tour **FAVOURITES**, search for existing bookings and Company Administrators can edit Organisation Details.

At any time you can return to this page by clicking the **AGENT** button, found at the top of every page.

FAVOURITES

- 1 Click on **EDIT/ADD FAVOURITES** in System Maintenance
- 2 **TICK** all tours you will use regularly
- 3 Click **SAVE** then **EXIT**

Each tour listed within **FAVOURITES** features the following icons:



Click on this icon to proceed to a **NEW BOOKING**



Click on this icon for **INFORMATION** on the tour



Click on this icon to check tour **AVAILABILITY** for a specific date then continue through to make a booking by clicking on the appropriate price/date

TO BOOK



PRODUCT:

Using: **Quick Book**

Use Quick Book when:

- The tour code is known

1. Click in the **ENTER TOUR CODE** box -Type in the tour code
2. Click the **GO** button OR simply click: 

Next page is the one page voucher system where you enter all your details as required

1. Enter all **PASSENGER NAMES and DETAILS**
2. Select required date on **TOUR DATE** or **OPEN DATED**
3. Enter **NO. OF PAX**
4. **TOUR REQUIRED** will automatically appear
5. Select **FARE TYPE** ie GROSS (standard price) or if an accommodated tour DORM / TWIN / DOUBLE
6. If **PICK UP DETAILS** are known select accordingly, otherwise Choose TBA (to be advised)
7. **COMMENTS BOX:** advise info relating to dietary requirements, if sleeping bag hire is required.
8. Add your voucher number and consultants name to **AGENT REFERENCE**
9. Review details for accuracy, tick that **TERMS & CONDITIONS** are accepted. Click **COMMIT VOUCHER** if something has **not be filled out, the computer will tell you here.**
10. Click Print Friendly **CONFIRMATION** and this will print out a **voucher that can be given to your customer.**

TO BOOK



PRODUCT:

Using: **Favourites**

1. Click on the **AVAILABILITY** icon of the tour
2. Follow through **STEP 1 – 10** as above

CHANGING AN EXISTING RESERVATION

When travel date is within 31 days

Please contact our Reservations Department by telephone (within Australia) 1800 882 823 or email (reservations@waywardbus.com.au) for booking alterations or cancellations where the travel date is within 31days. (Cancellation fees will apply)

When travel date is outside 31 days

Bookings made online by your Company may be altered or cancelled online.

- Click on the **AGENT FOUND AT TOP OF PAGE**
- Click on the **SEARCH / VIEW BOOKINGS**

You can find your booking by entering search criteria (or enter no criteria to find all bookings), such as:

1. Confirmation Number
2. Your Voucher Number
3. Pax Name (note that Smith also finds Smithers)
4. Tour Code
5. Or you may choose to search by either tour or booking

Then Click **SEARCH**

From the search results click on the confirmation number or pax name you wish to edit. You will be taken to the **BOOKING WIZARD** where you may choose to edit or cancel the booking.

Edit the Booking by moving around the '**BOOKING WIZARD**' by using the '**BACK**' or '**NEXT**' buttons. You will need to proceed to the last step on the '**CONFIRM BEFORE COMMIT**' page to save your changes.

Cancel the booking by clicking on the '**CANCEL BOOKING**' button. You will need to enter a brief reason explaining to other operators why the booking was cancelled.

OFFICE ADMINISTRATOR

An Office Administrator should be appointed within every office. Usually this will be a Team Leader, it is the responsibility of the Administrator to keep the online system of the store up to date.

The following buttons are on the **AGENT HOME** page:

1. **EDIT ORGANISATION DETAILS**
Details of your Company's postal & street addresses, phone, fax & email should be kept updated in this area. Remember to save changes before you exit.
2. **EDIT / ADD USERS NOT TO BE USED**
3. **TO ADD NEW USER: NOT TO BE USED**

As an Office Administrator, we recommend that you use the main office login, changing the password for security. All boxes should be ticked.
Remember to **SAVE** before you **EXIT**

Please remember to change your store's password when people leave your agency as you will be held responsible for any bookings made through the website.

www.waywardbus.com.au