

OZ EXPERIENCE

HOW TO BOOK ONLINE



LOGGING ON TO THE WEBSITE

- Go to: **OZEXPERIENCE.COM**
- Click on **AGENT LOGIN**
(add this page to your Web Favourites)
- Fill in your 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 HOME** 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 **SAVE** then **EXIT**

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



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



Click on this icon for **INFORMATION** about the pass



AVAILABILITY icon is not in use for Oz Experience bookings

TO BOOK OZ EXPERIENCE PRODUCT:

OPEN DATED PASS BOOKING:

- 1 Click in the **ENTER TOUR CODE** box, type in the tour code, Click the **GO** button or simply click:
- 2 Select **BOOK OPEN DATE** then Click **NEXT**
- 3 Select pass routing (start/finish & direction) then click **NEXT**
- 4 Enter your **VOUCHER NO (1 passenger per booking only)** and **COMMENTS:** (approximate pass start date)
- 5 Enter **PASSENGER DETAILS:** first name, last name, email address & mobile telephone number (all compulsory fields) then **CLICK NEXT**
- 6 Review all details for accuracy including cost of pass and pay on board fees, then **TICK** that **TERMS & CONDITIONS** are accepted. Click **COMMIT**
- 7 We recommend that you print a confirmation, click on Print Friendly **CONFIRMATION** and Print Friendly **HOP-ON HOP-OFF ITINERARY**. This will provide a booking number for your passenger and also confirm that sectors remain **UNCONFIRMED**
- 8 **EMAIL CONFIRMATION** will automatically be forwarded to your customer. Refer to section: **EMAIL CONFIRMATION**
- 9 **DATE SPECIFIC BOOKING:**

- 1 **ENTER TOUR CODE** then **CLICK GO** button or simply click:
- 2 Select **BOOK DATE SPECIFIC** then Click **NEXT**
- 3 Select Leg availability ie: start / finish & direction required then **CLICK NEXT**
- 4 Select the first sector to be confirmed and the date of travel **CLICK CHECK AVAILABILITY**. (**Note:** 1st sector only can be booked at this time – After completion of new booking, it is possible to book additional sectors)
- 5 If available, the itinerary will appear in Green, with status **YES** if **UNAVAILABLE**, the itinerary will appear in **RED** with status **NO**. Please **CLICK TO EDIT** the date and try again. Once confirmation found, click **BOOK NOW**. If dates required are unavailable, we recommend booking an **OPEN DATED** pass, then contact enquiries@ozexperience.com to request waitlist on specific sectors
- 6 Enter **FIRST NAME, LAST NAME, EMAIL ADDRESS & MOBILE TEL NO.** (compulsory fields) then **CLICK NEXT**
- 7 Review details for accuracy including cost of pass and Pay on board fees, then **TICK** that **TERMS & CONDITIONS** are accepted. Click **COMMIT**

DATE SPECIFIC BOOKING cont:

- 8 We recommend that you print a confirmation, click on Print Friendly **CONFIRMATION** and Print Friendly **HOP-ON HOP- OFF ITINERARY**. This will provide a booking number for your passenger and also confirm the status of all sectors.
- 9 A **PASSENGER EMAIL CONFIRMATION** will automatically be generated to your customer. Refer to section: **PASSENGER EMAIL CONFIRMATION**

CHANGING AN EXISTING PASS BOOKING:

Bookings made online by your Company may be amended/edited online:

- From home page
- Click on the **SEARCH / VIEW BOOKINGS**
- ENTER **CONFIRMATION NUMBER**
- Then Click **SEARCH**

If confirmation number / voucher number is not available, enter more specific search details:

- Pax Name (note that Smith also finds Smithers)
- Tour Code
- Or you may choose to search by either tour or bkg date

From the search results click on the confirmation number or pax name you wish to edit.

Click on booking tools **EDIT HOP-ON HOP-OFF ITINERARY**

From this point, It is possible to **EDIT** sectors that are already confirmed &/or remaining open dated sectors by clicking the **EDIT** button. Proceed from point 4 of **DATE SPECIFIC BOOKING**.

PASSENGER EMAIL CONFIRMATION:

Oz Experience is a flexible touring network; enabling passengers to self manage their itinerary online. A welcome email containing your clients' personal access codes, will automatically be generated to the email address you enter

Client Procedure:

- click on the web link provided
- enter an easily remembered **PERSONAL PASSWORD** of choice
- This will take you to the **PASSENGER HOME PAGE**
- Enter Personal ID code (provided in original email) and **PASSENGER PASSWORD**

This will take passengers through the Booking Wizard. A **PASSENGER "HOW TO BOOK"** is available for download from our website:

www.ozexperience.com

OFFICE ADMINISTRATOR

An Office Administrator should be appointed within every office. Usually this will be a Manager/or Supervisor. It is the responsibility of the Administrator to allocate a personal User ID and decide upon authorities to be granted to each staff member requiring access to the ATA Online Booking System.

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**
Here you can create, modify and disable users. Each employee using the online system should have a personal User ID.

TO ADD NEW USER:

Click **EDIT/ADD USERS**

Complete details, tick 'Login Enabled', & 'Login as Agent'
Decide upon User ID and password

Tick authorities you wish to apply:
(We recommend) Can Search & View Bookings, Can Edit and Add New Bookings, Can Edit Favourites, Edit HOHO Itineraries.

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 disable users when they leave your organisation.**