

bedsonline

An Introduction To Self-Managing

Your Bookings

Introduction
Want to save time and have complete control over how you manage your bookings online? Start using our collection of 100% online booking management tools, to simplify the way you work!

Why Manage Things Online?
We understand that the last thing you want to be doing when your calendar is full of consultations is having to place a call for customer service. This is why we've made it even easier to manage and modify your bookings, process special requests, or ask for further assistance directly on our booking platform (and have your query managed with priority over any other partners who email and call us!)

How? With our suite of self-service tools!
100% online, 100% control. Using our online booking management tools you can:

- **Modify any booking – at any time, not just at the point of booking**
- **Make special requests easily**
- **Perform multiple cancellations in one go**
- **Locate your Hotel Confirmation number quickly (available 15 days before check-in)**
- **Get priority access to assistance with our Help Desk**

This guide will cover quick, step-by-step actions to complete all these processes with our self-service tools on the 'Bookings' panel in the Bedsonline Booking Engine.

Keep reading to discover how we are working to save you time, and ultimately, money!

1

Easily Modify Any Booking
We've made it easy for travel advisors to make modifications to bookings directly on the website. All you need is to navigate to the Bookings panel, and there you can:

- Add or remove nights
- Add additional rooms
- Modify guest names
- Modify the board basis of any booking – such as from half-board to full-board
- Modify how guests are allocated to the booked rooms in the accommodation
- Modify the Agent Reference field

All you need to do this is your booking number! You can easily locate this in the 'Bookings' tab on the booking engine. (See the below example for where to locate your 'Bookings' tab on the website)

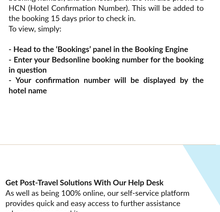
2

Make Special Requests At Any Time
You can easily log special requests on your clients' behalf at any time during the booking process – not just at the time of booking.

1. Access the Bookings panel
2. Enter the booking number
3. Navigate to the 'Modify' option
4. Select which element of this booking you want to make the special request for
5. Confirm your changes!

Common special requests include anything from non-smoking rooms, extra sheets/pillows for young children and babies, proximity to elevators or lifts, early/late check-out, or check-in.

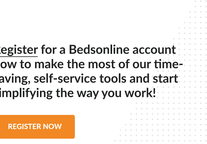
Please note that all special requests are subject to availability in the selected accommodation for the booking dates and are not guaranteed.



3

Cancel Multiple Bookings
In the event of cancelled bookings, accessing each booking and processing these cancellations can be time-consuming. Save time by processing multiple cancellations in one go. In your 'Bookings' panel, search to view all upcoming bookings – you can search by booking date, arrival date (both in 30 day periods), passenger names or agent reference.

Then simply select the bookings you wish to process the cancellations for, or hit the 'Cancel All' button to cancel all bookings from your dashboard.
This will be processed in just a few minutes – saving you valuable time to spend on your consultations!



4

Locate Your Hotel Confirmation Number
All accommodation bookings will give you a Bedsonline booking number, and our hotel partners will also provide a HCN (Hotel Confirmation Number). This will be added to the booking 15 days prior to check in.
To view, simply:

- **Head to the 'Bookings' panel in the Booking Engine**
- **Enter your Bedsonline booking number for the booking in question**
- **Your confirmation number will be displayed by the hotel name**

5

Get Post-Travel Solutions With Our Help Desk
As well as being 100% online, our self-service platform provides quick and easy access to further assistance whenever you need it.

Our **Help Desk** is where any tickets can be raised for post-travel feedback or any other booking queries during any stage of the booking process.

Help Desk tickets are given priority over emails or phone calls, so using the self-service suite for any further assistance is how you can guarantee your queries will be handled in an even more timely and efficient manner!

To raise a ticket within our Help Desk, simply navigate to the 'Bookings' panel, and click the 'Open A Ticket' button to be in touch with a dedicated member of our team.

Register for a Bedsonline account now to make the most of our time-saving, self-service tools and start simplifying the way you work!

REGISTER NOW