

bedsonline

An Introduction To Self-Managing

Your Bookings

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! They're 100% online, giving you 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
- Cancel bookings in a few clicks
- Locate your Hotel Confirmation number quickly (can be available 14 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 agents to make modifications to bookings directly on our website in just three easy steps: select, modify, confirm. That's it!
All you need is to navigate to the 'Bookings' dashboard within the Booking Engine, and from 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

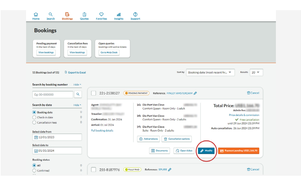
All you need to do this is your booking number! You can easily locate this in the 'Bookings' tab on the booking engine.

2

Make Special Requests At Any Time
You can easily save valuable time by making special requests directly to hotels on behalf of your clients. This can be done at **any time during the booking process – not just at the time of booking**.

1. Access the 'Bookings' dashboard
2. Enter the booking number
3. Navigate to the '**Modify**' button – visible for each individual booking
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.



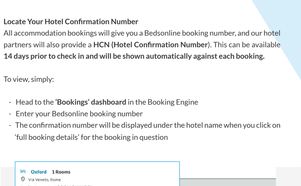
3

Cancel A Booking
In the event that a customer changes their mind, or no longer wants to go ahead with their booking, you can quickly and easily cancel bookings in just a few clicks within the '**Bookings**' **dashboard**.

In your 'Bookings' dashboard, you can search all upcoming bookings by booking date or check-in date (both within 30-day periods), cancellation fees, the booking status, traveler name, destination or country and agency reference.

Then, once you've found the booking you wish to cancel, simply select '**Cancellation options**' against this booking.

Any cancellations will be processed in just a few minutes – saving you valuable time which you can spend on your consultations!

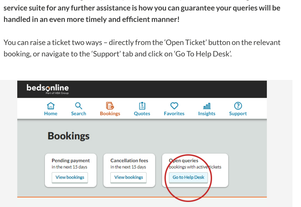


4

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 can be available **14 days prior to check in and will be shown automatically against each booking.**

To view, simply:

- Head to the '**Bookings' dashboard** in the Booking Engine
- Enter your Bedsonline booking number
- The confirmation number will be displayed under the hotel name when you click on 'full booking details' for the booking in question



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!

You can raise a ticket two ways – directly from the 'Open Ticket' button on the relevant booking, or navigate to the 'Support' tab and click on 'Go To Help Desk'.



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

Register Now