

HOW TO ACCESS ONLINE BOOKINGS:

- Go to: www.straytravel.com
- Click on **AGENT LOGIN** at bottom of page
- 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 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 to check tour **AVAILABILITY** for a specific date then continue through to make a booking by clicking on the appropriate price/date



TO BOOK PASSES:

1. Click in the **ENTER TOUR CODE** box -Type in the tour code
 2. Click the **GO** button OR simply click: 
 3. Select required date on **CALENDAR** or **OPEN DATED**
 4. Select required basis i.e. CURRENT PROMOTION (or standard price) for passes which do not qualify for promotions.
 5. Enter **NO. OF PAX** and your **VOUCHER NUMBER**,
- COMMENTS BOX:** advise info relating to dietary requirements, if sleeping bag hire is required, pax mobile phone number
6. Enter **PASSENGER NAME**
 7. If **PICK UP DETAILS** are known select accordingly, or use TBA if unknown, but please ensure that passenger contacts the Stray Office to confirm pick-up.
 8. Review details for accuracy, tick that **TERMS & CONDITIONS** are accepted. Click **COMMIT**
 9. Click Print Friendly **CONFIRMATION**

NOTE: Bookings for children **can not** be made online. Please contact our Reservations Team on +64 9 5262140.

USING THE BOOKING WIZARD

It is possible to move between steps by clicking **BACK** & **NEXT**. You will find the exact number of seats available on the **PASSENGER NUMBERS** step. This number is **LIVE** and is the maximum number of seats available. If you require more seats than are available, you may either:

- Select another date (by clicking on the **AGENT HOME** page and recommencing the Booking Wizard)
- Contact us at: support@straytravel.co.nz to enquire if more seats can be requested.

CHANGING AN EXISTING RESERVATION

When travel date is less than 48 hours

Please contact our Reservations Department by telephone on +64 9 5262140 or email (support@straytravel.co.nz) (Subject to availability).

When no travel date is set

Bookings made online by your Company may be altered online:

- Click on the **AGENT HOME**
- 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 bkg

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.

When you wish to Cancel a Pass Booking

Please contact our Reservations Department by telephone on +64 9 5262140 or email (support@straytravel.co.nz) Cancellation fees may apply.

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 Stray 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.