



Tour Bookings

Introduction

As a value-add feature, we have introduced some functionality that allows gift card holders to “Book a Tour” when they are visiting the Marketplace (which they visit when they want to see where they can use their gift cards).

We do **not** charge you anything for this functionality, and you **could** see this as a way to “monetize” the platform (by charging your member businesses to access this functionality) – see the Help document on Monetizing the Platform for more details.

The work that you need to do is minimal, and so is the work by your member businesses.

Work that you need to do

First, access the Marketplace section of the dashboard.

For every location shown, you will see whether they are currently identified as being a Tour Operator or not. Click on the Edit pencil next to the location, and on the pop-up screen, select "Yes" for "Is Tour Operator ?".

Now, go to the Locations section of the dashboard, and next to the location(s) in question, click on the "Show" button under the Devices column. On the pop-up, click on the "Send LocationCentral access instructions to this location".

That's it !!

Work that your member businesses (tour operators) need to do

From a registered device (and one which is "enabled" for edit access), staff at the member business click on the link that they receive in the e-mail sent by you above.

Then, on the LocationCentral screen, they go over to the "Other Actions" tab, and they see the "Tours" button. They click on that button, and that opens up the "Tour Operator" screen for them. On that screen, they are presented with a list of software products that the system can connect to. They click on the correct button for their software, and the gift card platform provides full instructions. Once connected, the gift card platform can be used to book tours for them.

That's it !!

General Process Flow

When a gift card holder is on the Marketplace screen (to see where they can use their gift card), they're able to "filter" the map and displayed locations. If they are not displaying "all" locations, and there is at least one location showing on-screen that is identified as being a tour operator (see above), a button entitled "Book a tour !" is shown at the top of the list (highlighted in a different color to make it stand out).

Step 1: The customer clicks on this "Book a tour !" button, and a pop-up window is shown. In that pop-up window, the customer selects the date, and the number of people that they're booking the tour for, and a button is shown at the bottom entitled "Go (continue)".

Step 2: The customer clicks on the "Go (continue)" button, and the platform connects to the various tour operator software accounts, to determine what available tours there are (the system displays a "Searching for available tours..." message while it does so).

Step 3: The pop-up window is replaced with all of the available tours for their date ... the order in which the tours are displayed is random (so that the platform does not favor one tour operator over another). A brief overview description is shown for each tour along with a picture. The customer scrolls through the available tours, and for one that they're interested in, they click on the corresponding "Book this tour" button.

Step 4: The pop-up window is replaced with all of the details for the selected tour ... the customer can "go back" and continue their search, or they can enter their information. The information they enter will depend on the settings associated with that tour, in the tour operator software. Once they've entered their information, they will click on the "Go (get Final Price)" button.

Step 5: The pop-up window is replaced with all of the pricing information. Here the customer can either go back, or click on the "OK – Check Out" button. The system displays a wait message, and creates the booking in the tour operator software directly.

Card Redemption

If the gift card had enough balance to cover the entire cost of the tour, the gift card is “temporarily redeemed” immediately (the gift card holder has less balance to spend, but the redemption does *not* trigger a payment to the tour operator from your account just yet).

If the gift card did *not* have enough balance to cover the entire cost of the tour, the system **will** still allow the booking to be created, but the gift card balance remains unaffected.

- In this instance, the tour operator has the option of contacting the customer directly if they want to get paid via credit card, etc.

On the date of the tour:

- gift card holder visits the place of business to take their tour
- the customer presents their gift card to the tour operator
- tour operator scans gift card and clicks on the Redeem button
 - **IF** the gift card did originally have enough balance, then the system simply shows them the customer information and allows them to “one-click” finalize the card redemption (this in effect triggers the redemption as “complete”, which allows the tour operator to be paid)
 - **NOTE:** If the cost of the tour is LESS than originally quoted to the customer, the tour operator can close the redeem window, log in to their tour operator software and CANCEL the tour for this customer, and re-open the redeem window. The system “refreshes” itself, and this in effect removes the temporary redemption from the system as if it never existed, and redemption then follows the typical process.
 - If the gift card did **not** originally have enough balance, then the system shows them what tours are in their software taking place today, where the balance is non-zero, and allows them to select which tour the card is being used for (note that for some tour operator software products, this functionality is not available). An added bonus of this functionality is that the tour is UPDATED in their tour operator software directly, in that a payment record is added to their records automatically (again, this depends on which tour operator software they use – not all of them allow for payments to be added).