



# SimpleTourSystem Configuration

## Introduction

The CommunityGiftCards **Marketplace**, is a web page that is visited by gift card holders, to see where their cards can be used. This web page provides a way for those gift card holders to "Book a Tour" at various places of business. The system does this by connecting to your Tour Operator software product (SimpleTourSystem, hereafter referred to as "**STS**"), and interacting with it by:

- listing which tours are available to be booked, based on the number of people and the date;
- determining what information needs to be collected (number of people by "category", which tour, what date, what customer information is required, etc.);
- and creating a booking with all the relevant information, directly in your software

## General Flow

When a gift card holder has completed their tour booking, their gift card is “redeemed” immediately if there is enough balance on it to cover the cost of the tour (they have less to spend from their gift card on other things, as soon as they book their tour). Remember that with the Community Gift Cards platform, you will be paid through direct deposit (you would have set all of this up at the beginning). As such, you do not collect payment from the end customer yourself, but you **do** need to go into the Redeem function when the customer is at your place of business, and flag that the redemption is complete (if you do not do this, you will **not** receive a payment through direct deposit). If by any chance a customer has called you directly and wants to cancel their booking, or you need to cancel the tour yourself (perhaps the weather did not cooperate or not enough people “signed up” for the tour, etc.), you must go into **STS** and cancel the tour for this customer. The Community Gift Cards platform will reverse the “pending” redemption usually within 24 hours of you having canceled the booking.

The “typical” flow is as follows:

- Customer visits Community Gift Cards Marketplace
- Customer clicks on “Book a Tour”, then selects the date that they’re interested in, and the number of people that they’re booking for
- System displays available tours
- Customer selects which tour they want to book, and the system prompts them for all of the relevant information as defined in your **STS** account (the system provides an estimate of the total price as they make edits)
- Customer clicks on “Get Total Price”
- System submits all of the customer supplied information to **STS** (by submitting a “hold”), and **STS** returns the total price, including all taxes, and the System presents this information to the Customer (note that if the total price is **more** than what is currently available on the gift card balance, the hold is still valid and the card will simply not be redeemed when they’re done). If they change their information and resubmit, a new (different) hold will be created.
- Customer will click on Complete Booking
- System will submit all the same information as above to **STS** and create a booking (releasing the “hold”)
- **STS** will respond indicating whether the booking was successful, and if so, **STS** will send communications to you and to the customer according to your settings in **STS**. System will store high-level information such as booking id and date of the tour, with the gift card.
- then LATER (on the date of the tour)
  - Customer visits your place of business, and presents their gift card
  - You perform the standard Redeem function on that card
    - If the gift card had enough balance to cover the cost of the tour when it was booked, then you will simply need to select the tour from the screen, and that will flag the system to indicate that you can now get paid.
      - Note that if the cost of the tour is LESS than originally quoted to the customer, log in to your **STS** account and cancel the tour, then re-open the redeem window and the screen will have removed the tour and you can now redeem as you would normally, with the lower amount.
      - If the cost of the tour is MORE than originally quoted, follow the same approach as above, or you can go ahead and redeem the tour, then perform the redeem function again for any additional amount.
    - If the gift card did **not** have enough balance at the time of booking, you will follow your normal/typical redemption process.
- then LATER (based on the settings in the System)
  - a direct-deposit is performed, directly into your bank account, for the amount(s) that was/were redeemed on the gift card

## SimpleTourSystem Configuration Settings

Log in to your **STS** account.

The Community Gift Cards system limits what tours are visible to customers, based on a few things:

- the API key that you created for this interface, must have access to the tour in question (go to API in your dashboard, then on the right, if the "Tours Allowed" field does not show "ALL tours", click the pencil icon next to the text and specify which tours are available for booking via the API.
- You must accept confirmed bookings for the specific schedule on the tour. Go to Tours in your dashboard, then on the right-hand side, focus on the tour in question, and go to the Schedules tab. The schedule's "Mode" must be "Confirmed Bookings" (as opposed to "Request-Only").
- If a tour has multiple schedules associated with it, and more than one schedule is "available" on a given date (based on how many bookings you have, etc.), the Gift Card platform will display the **first** available schedule only (this is to ensure fairness among tour operators).

The System will take care of asking the customer for all of the information that you require, based on the settings in your **STS** account – how many adults, children, infants, what options and extras (if any) the customer wants for your tours, etc.