



## **Aurora Web Business to Business - B2B**

**A web booking system for Agent Partners**

# **Quick Start Guide**



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*\*A reference refers to a confirmed, provisional or quote status.*

## 1. Overview

Aurora Web B2B is an on-line booking system available to agent partners who sell Tourism Holdings Rentals (THL) motorhome, campervan, 4wd car and 2wd car rental products. You can get quotations, make provisional or confirmed bookings or make modifications & cancellations. The system is available for the following THL products:

- Britz Campervan & 4WD Rentals (AU & NZ)
- Britz Car Rentals (AU & NZ)
- Maui Motorhome Rentals (AU & NZ)
- Maui Car Rentals (AU & NZ)
- Backpacker Campervan and Car Rentals (AU & NZ)

To access the system an agent partner simply needs to nominate a “Super User” to their THL Sales Representative who will arrange for a B2B account to be created. A B2B application form must be completed. This Super User then has the ability to create and manage accounts for other users within their organisation. If you have multiple offices that book using different Aurora agent codes, the Super User also has the ability to control the agent codes to which each user has access.

## 2. Accessing the System

Once your User or Super User account has been created in Aurora you can access Aurora Web B2B by navigating to:

<https://www.thlrentalsb2b.com/Content/agentLogin.aspx>

You may then use the password, with which you were supplied when your account was created, to access the system.

You can use either to access all brands on B2B including Backpacker.

## 3. User Login

Next scheduled downtime for the web service is in 11:42:59 hours

Enter Your Email Address: fred@travelmind.com.au Login

Password: ●●●●●●●

Forgot your password? Enter your email address above and check this box then press login. Your Password will be emailed to you.

- Note when you access the log in page a scheduled downtime message will be displayed. For one hour each day, maintenance occurs and during this time, a session may be slow or experience errors. Once you begin your session, the scheduled downtime is displayed at the bottom of the screen.
- Enter the email address and the password that was assigned to you when your account was created.
- Click the Login button  
You will be taken to the **Quotes & Bookings** list and along the top of the screen; you will see a navigation bar from which you can access other system functions.

**Note:**

In the event that you do not remember your password enter your email address as above, but leave the password section blank. Tick the “forgot your password” tick box and your password will be sent to your nominated email address.

## 4. Reference List

<a href="#">Quotes &amp; Bookings</a> <a href="#">Price &amp; Availability</a> <a href="#">Edit My Details</a> <a href="#">Maintain other Agent Users</a> <a href="#">Log Off</a>								
Agent		All agents	Filter by	Cust Surname	Key	Search		Clear Filter
	Booking Ref No	Surname	Package	Pickup Date (dd/mm/yy) /Location	Return Date (dd/mm/yy) /Location	Agent	Agent's Ref No	Status (Prov or Confirmed)
<a href="#">Select</a>	3072138/1	SLEE	2 Berth-Backpacker Package	05/04/04 09:00 AKL	16/04/04 19:00 ZQN	MOTORHOMES NEW ZEALAND.CO.NZ	BILL	Confirm
<a href="#">Select</a>	W6066012/1	Degenhardt	Bushcamper-Standard C/Van And Rental Car Rates - AU	17/01/04 18:00 BME	25/02/04 09:30 DRWV	MOTORHOMES NEW ZEALAND.CO.NZ	N/A	Quotation
<a href="#">Select</a>	W6066011/1	Degenhardt	Spirit 2-Cairns And Brisbane Out Special	23/12/03 18:00 CNS	25/01/04 09:30 DRWV	MOTORHOMES NEW ZEALAND.CO.NZ	N/A	Quotation
<a href="#">Select</a>	W6065977/1	Degenhardt	Spirit 2-AU Motorhome and 4WD Excl Rates	22/12/03 18:00 ADL	01/01/04 09:30 ADL	MOTORHOMES NEW ZEALAND.CO.NZ	N/A	Quotation
<a href="#">Select</a>	W3072069/1	shankar	Hi Top-Standard C/Van And Rental Car Rates - NZ	17/03/04 16:00 AKL	24/03/04 16:00 AKL	MOTORHOMES NEW ZEALAND.CO.NZ	N/A	Quotation
1 2								

This screen shows a list of current references for your organisation that are stored in Aurora – THL's reservation system. After you login the system will show you the ten most recent new/modified references.

From this list, you can make modifications and cancellations.

Each summary line provides brief details about each reference. Confirmed Bookings appear in **BLACK**, Quotations appear in **GREEN** and Provisional Bookings appear in **RED**.

If there are more lines than can be displayed on a single screen, you will see page indicators at the bottom of the list. Simply click on the page number to move to that page in the list of results.

## 5. Searching for a Reference

You can use the **Search Bar** at the top of the Quotes & Bookings list, to find bookings that you have made but which do not appear in the current list.

- If your organisation has more than one Aurora Agent Code, you can restrict the search to one of the agent codes to which you have access. In most cases, you can simply leave this as the default "All agents" which will search across all Agent Codes to which you have access.
- Click on Filter by and choose the method by which you wish to search:
  - Customer Surname
  - Aurora Booking Number

- Your Reference Number
- Departure Date
- Enter the data for which you wish to search: surname, reference number or departure date. (You may enter part of customer surname if you do not have it in full or are not sure of the complete spelling)
- Click the Search button

The Quotes & Bookings list will be refreshed to show any bookings that match the criteria you have entered.

Please note that the Quotes & Bookings list will show a maximum of 99 rows. If your search returns more than this number, you will need to be more specific in your search criteria.

## 6. Checking Price & Availability

Whether you wish to confirm a new booking, get a quotation or make a provisional booking, the first step is to check Price & Availability. From any screen, simply click **Price & Availability** on the top navigation bar. You will see a screen similar to the one below.

Quotes & Bookings		Price & Availability		Edit My Details		Maintain other Agent Users		Log Off	
Country	AU								
Vehicle Category	Motorhome 2wd	Brand	Britz						
Pick up Location	DRW	Return Location	BME						
Pick up Date	18 January 2004	Return Date	25 February 2004						
Pick up Time	10:00 AM	Return Time	4:00 PM						
Promotional Code		Agent Code	MOTORHOMES NEW ZEALAND.CO.NZ						
									Get Availability

- Complete the following details:
  - Country - The country in which the vehicle will be rented. Note for scheduling purposes the Australian state of Tasmania is listed as a separate choice under country.
  - Vehicle Category - Depending on the brand and country selected, you will be able to choose between 2WD and 4WD, Motorhomes and Cars and then you can nominate the size of vehicle you wish to look for if this is known otherwise when processing your request the system will search for all available vehicle types within the chosen category that meet your request. You do not need to specify a product or vehicle code in this instance.
  - Brand - Choose from Maui, Britz or Backpacker (only one brand can be viewed at any time).
  - Pick up Location – Choose the code for the location at which the rental will commence.
  - Return Location – Choose the code for the location at which the vehicle will be returned.
  - Enter Pick up Date & Time

- Enter Return Date & Time
- Promotional Code – If you know our package code and you have no need to view other packages that may also apply type package code and only this package will be displayed alongside available vehicles
- Agent Code - If you have been authorised to make bookings on behalf of more than one Aurora Agent Code, you can choose which one you would like the booking to be under here.

**Note:**  
In the event that travel is within 5 days, B2B will not allow a new quote, booking or modification to be made. Please contact reservations directly to discuss and arrange subject to availability.

Click Get Availability. A list, similar to the one that follows, will appear showing the Available Vehicle Packages that meet your request along with details of charges that will apply.

Vehicle	Package	Vehicle Rate	Rental Charges	Other Charges & Fees	Currency	Total Estimated Cost
<a href="#">Select</a> 2BB-Hi Top	All Inclusive Rates - AU	5323.50 / RentalPeriod	5323.50	410.00	AUD	5733.50
<a href="#">Select</a> 2BB-Hi Top	Standard C/van And Renta	76.50 / Day	2983.50	2114.45	AUD	5097.95
<a href="#">Select</a> 2BB-Hi Top	AU Motorhome and 4WD Exc	72.00 / Day	2808.00	2109.80	AUD	4917.80
<a href="#">Select</a> 2BTSB-Elite	AU Motorhome and 4WD Exc	107.25 / Day	4182.75	2151.55	AUD	6334.30
<a href="#">Select</a> 2BTSB-Elite	Standard C/van And Renta	107.25 / Day	4182.75	2151.55	AUD	6334.30
<a href="#">Select</a> 2BTSB-Elite	All Inclusive Rates - AU	6522.75 / RentalPeriod	6522.75	415.00	AUD	6937.75
<a href="#">Select</a> 4BB-Explorer	AU Motorhome and 4WD Exc	138.75 / Day	5411.25	2184.30	AUD	7595.55
<a href="#">Select</a> 4BB-Explorer	All Inclusive Rates - AU	7897.50 / RentalPeriod	7897.50	415.00	AUD	8312.50
<a href="#">Select</a> 4BB-Explorer	Standard C/van And Renta	142.50 / Day	5557.50	2188.20	AUD	7745.70
<a href="#">Select</a> 6BB-6 BERTH	Standard C/van And Renta	159.75 / Day	6230.25	2206.15	AUD	8436.40
1 2						

Please note the prices listed in the Vehicle Rate column and the Rental Charges column are **nett** of any partner discounts to which you are entitled. The prices listed in the Other Charges & Fees column are made up of mandatory charges that apply to the enquiry. When quoting or booking a package that includes an all-inclusive component (Britz Bonus Pack, Maui Premium Package or Backpacker all-inclusive) the cost for this part of the charges will be allocated to the Other Charges & Fees column and like the Vehicle Rate and Rental Charges columns, the prices are nett of any partner discounts. In addition, other fees like one-way charges are also listed in the Other Charges & Fees column. These fees are gross as they do not attract partner discounts. It is important not to quote directly to a customer the prices off this screen unless you are comfortable that you have added on the correct percentage to the correct components of the pricing in order to quote a correct gross rate. It is advisable to select the line you want and create a quote as the prices listed on the quote are gross. The exception to this is if you are selling a nett package. In which case the rate will always be shown as a nett rate. Typically, packages that are nett rates with no partner discounts will have the word "nett" in the package description located under the Package column.

If you are selling the Britz nett, flex package the actual flex number will be displayed along with the package description.

If you are entitled to sell using more than one type of package, you may see more than one line

for each type of vehicle that is available. The Package column indicates the basis for the rates on that line. Please ensure you are aware of any restrictions or conditions that may apply to a package before booking it. If you have any queries please contact your THL Sales Representative.

If there are more than ten Vehicle / Package combinations available, you can move between the pages of alternatives by clicking on the page numbers at the bottom of the list.

To proceed with either a Booking or a Quote based on one of the Available Vehicle Packages, follow the instructions below.

If you wish to modify one or more of the request details, simply change the details showing at the top of the screen and click **Get Availability** again.

## 7. Making a Confirmed Booking

Having identified the line on the Available Vehicle Package list that you wish to book, you may enter a confirmed booking by doing the following:

**Note:**

Once a booking is confirmed, it may be subject to a cancellation fee if the booking is subsequently cancelled. To avoid unnecessary cancellation fees only place confirmed bookings if your customer has made the decision to proceed with a rental. Where the customer is still making up his/her mind you may prefer to make a provisional booking which will hold a vehicle for up to 24 hours before it is automatically cancelled without charge. Note provisional bookings cannot be made within ten days of travel.

- Click Select on the line you wish to book.



	Vehicle	Package	Vehicle Rate	Rental Charges	Oth
<a href="#">Select</a>	2BB-Hi Top	All Inclusive Rates - AU	5323.50 / RentalPeriod	5323.50	
<a href="#">Select</a>	2BB-Hi Top	Standard C/van And Renta	76.50 / Day	2983.50	
<a href="#">Select</a>	2BB-Hi Top	AU Motorhome and 4WD Exc	72.00 / Day	2808.00	

- Click the Book button at the bottom of the list. This will take you to the Confirm Booking screen, similar to the one that follows:

There are now two choices available: Confirm this rental and add it to an existing booking OR Confirm this rental and create a new booking.

## 8. Option 1 - Add to Existing Booking

This option allows you to record multiple bookings together once the first rental has been made.

Click on the Add to existing booking tab and enter the booking number you wish to have the new booking added to, your reference and any communication in the notes section. Adding rentals together for the same customer is a fantastic tool and we encourage you to use it. It ties the bookings together making long hire discounts easily identifiable and keeps the customers travel arrangements under one reference. Then click Continue to proceed.

The screenshot shows the Maui Britz website interface. At the top, there is a navigation bar with tabs: "Quotes & Bookings", "Price & Availability", "Edit My Details", "Maintain other Agent Users", and "Log Off". Below the navigation bar is a "Rental Summary" section with the following details:

Vendor	Maui Campervan Rentals	Vehicle Category & Size	V2C
Vehicle	2BM-Spirit 2 2BM	Return Date/Time	07/06/07 08:00
PickUp Date/Time	01/04/07 08:00	Return Location	Adelaide
PickUp Location	Adelaide		

Below the rental summary is a "Charge Details" table:

Description	Unit Charge	Quantity	Unit Name	Amount
Rental charge	57.28 AUD	88	Day	3895.13 AUD
STDINCM-STDINCM StandardPremium Package	1875.00 AUD	1	RentalPeriod	1875.00 AUD
WELPACK-Welcome Pack	0 AUD	1	RentalPeriod	0 AUD
<b>Total Rental Charge</b>				<b>3895.13 AUD</b>
<b>Total Payable (Inclusive of GST)</b>				<b>5770.13 AUD</b>

At the bottom of the screenshot, there is a form with two tabs: "New Booking" and "Add to Existing Booking". The "Add to Existing Booking" tab is selected. The form contains the following fields:

- Booking No:
- Agent Reference No:
- Notes:

A "Continue" button is located to the right of the "Agent Reference No" field.

## 9. Option 2 – Make a New Booking

Where the new rental is not required to be linked to another rental, you can create a new booking by providing brief customer details as follows:

Note that the New booking tab is the default so there is no need for you to choose a different tab just proceed with the steps below. See screen shot below.

- Complete the Title, First Name and Last Name for your customer (Mandatory)
- Choose the number of Adults, Children and Infants that will be travelling in the vehicle (Mandatory)
- If available, you may record your own reference number to assist in identifying this booking

in the Agent Reference Number field. Note this field is mandatory so if an agent reference number does not exist please enter your name for example.

- If you have them available, you may also record your customer's address details.

The screenshot displays the Maui Britz website interface. At the top, there is a navigation bar with links for 'Quotes & Bookings', 'Price & Availability', 'Edit My Details', 'Maintain other Agent Users', and 'Log Off'. Below this is a 'Rental Summary' section with the following details:

<b>Vendor</b>	Maui Campervan Rentals	<b>Vehicle Category &amp; Size</b>	V2C
<b>Vehicle</b>	2BM-Spirit 2 2BM	<b>Return Date/Time</b>	07/06/07 08:00
<b>PickUp Date/Time</b>	01/04/07 08:00	<b>Return Location</b>	Adelaide
<b>PickUp Location</b>	Adelaide		

Below the summary is a 'Charge Details' table:

Description	Unit Charge	Quantity	Unit Name	Amount
Rental charge	57.28 AUD	68	Day	3895.13 AUD
STDINCM-STDINCM StandardPremium Package	1875.00 AUD	1	RentalPeriod	1875.00 AUD
WELPACK-Welcome Pack	0 AUD	1	RentalPeriod	0 AUD
<b>Total Rental Charge</b>				3895.13 AUD
<b>Total Payable (Inclusive of GST)</b>				5770.13 AUD

The bottom section of the screenshot shows a 'New Booking' form with the following fields:

- Title: Mr (dropdown)
- Customer First Name: [Text Field]
- Customer Surname: [Text Field]
- Agent Reference No: [Text Field]
- Address Line 1: [Text Field]
- Address Line 2: [Text Field]
- City: [Text Field]
- Country: [Dropdown]
- Notes: [Text Area]
- No Adults: 0 (dropdown)
- No Children: 0 (dropdown)
- No Infants: 0 (dropdown)

Buttons for 'Continue' and 'Back' are located at the bottom right of the form.

**NOTE:** The following step will result in a confirmed booking in Aurora.

- Click Continue to confirm the booking and view the confirmation for your booking

**RENTAL CONFIRMATION**  
 Tourism Holdings Australia Pty Ltd  
 ABN 94 001 789 957  
 P O box 4194  
 Footscray West DC, Melbourne  
 VIC 3012  
 61 3 8379 8800 or 1800331454  
 www.maui-rentals.com GST Reg No 99 9999 9999

**Vehicle Status** Confirm  
**Our Ref** W6066219  
**Agent Name** MOTORHOMES NEW ZEALAND.CO.NZ  
**Customer** Mr Bob Dobalina

Booking Details - 2BM - Spirit 2		
Check Out	Address	Phone
Sunday 18 January 2004 06:00 PM	DRW 44-46 Stuart Highway Darwin NT	+61 8 9192 2647
Check In	Address	Phone
Thursday 26 February 2004 09:30 AM	BME 10 Livingstone Street Broome WA	+61 8 9192 2647
<b>Operating Hours</b> 10:00 AM - 6:30 PM		

The confirmation will also show a detailed breakdown of charges to be paid and an estimate of charges that will be collected from the customer when they pick up their vehicle. You may print this confirmation for your records however, it is not suitable to pass on to the customer as your agent discount will be displayed in the case of a gross package or the nett value will be displayed in the case of a nett package. Click **Continue** to return the Quotes & Bookings list.

## 10. Making a Provisional Booking

Provisional Bookings allow you to ensure that a vehicle is held for a customer who is in the process of making their holiday purchase decisions. A Provisional Booking will be held for 24 hours before it is automatically cancelled by the system. To avoid the booking being cancelled it must be confirmed within 24 hours of booking. The expiry is provided. Note provisional bookings are prohibited when travel is within ten days and you may only be holding up to ten provisional bookings at any one time.

Having identified the line on the Available Vehicle Package list that you wish to provisionally book, you may **Select** that line and then click **Book Provisional**. The process is then the identical to recording a Confirmed Booking, except that the status of the booking is shown as "Provisional".

After completing a Provisional Booking, you will be returned to the Quotes & Bookings list, where the Provisional Booking will show in **RED**.

It is appreciated that if you know before the 24 hours is due to expire that the customer will not be proceeding that you cancel the provisional booking before the automatic cancellation at 24 hours thereby releasing the vehicle.

## 11. Saving a Quote

Quotations allow you to track quotes you have provided to customers. Quotes can be converted

to a Confirmed Booking for up to seven days, subject to availability. Quotes are automatically cancelled if they are not converted to Confirmed Bookings within seven days. The expiry time is provided.

Having identified the line on the Price & Availability list that you wish to save as a Quote, you may **Select** that line and then click **Save Quote**. The process is then the identical to recording a Confirmed or Provisional Booking, except that the status of the booking will be shown as "Quotation".

After saving a Quote, you will be returned to the Quotes & Bookings list, where the Quote will show in **GREEN**.

## 12. Modifying a Booking or Quotation

From the Booking & Quote List you can select an existing item to modify. Please note you can only modify the Pickup and Return details through **Aurora Web B2B**. Any other changes can be performed by Cancelling the booking and making a new request on-line, or by requesting the change through our Contact Centre in Auckland.

To modify Pickup or Return details do the following:

- Click Select (the first column in the list) on the line you wish to modify.
- The selected line will be highlighted in grey and the actions available for this line will appear at the bottom of the list. Click the Modify button. You will be taken to a Modify Booking screen similar to the one below.

Country	
Country	AU
Vehicle Category	
Vehicle Category	Motorhome 2wd
Brand	
Brand	Maui
Pick up Location	
Pick up Location	ADL
Return Location	
Return Location	ADL
Pick up Date	
Pick up Date	18 January 2004
Return Date	
Return Date	27 February 2004
Pick up Time	
Pick up Time	6:00 PM
Return Time	
Return Time	10:00 AM
Promotional Code	
Promotional Code	
Agent Code	
Agent Code	MOTORHOMES NEW ZEALAND.CO.NZ
<input type="button" value="Modify Booking"/> <input type="button" value="Cancel"/>	

- Make the required changes to the Pickup and Return details
- Click Modify Booking and you will be shown the new pricing based on your modified travel details, similar to below:

Booking Summary					
Description	Unit Charge	Quantity	Unit Name	Currency	Amount
Rental charge	75.00	41	Day	AUD	3075.00
SDEBIT-STAMP DUTY INCLUDING ADMINISTRATION FEE	0	1	Day	AUD	110.90
ER2-EXCESS REDUCTION 2	0	1	Day	AUD	1435.00
PGO-PREPAID GAS	0	1	Day	AUD	10.00
			<b>Total Charge</b>	AUD	3075.00
			<b>Total Payable (Inclusive of GST)</b>	AUD	4630.90

- If you are happy with the modified pricing then click Confirm to proceed with the changes or click, Cancel to undo them.

If you Confirm the changes, you will be able to view/print the new confirmation before being returned to the Quotes & Bookings list.

## 13. Booking Notes

A notes section is available to you when entering customer details for a quote or booking. Use this to communicate to our reservations staff information additional product requirements e.g. customer may want two chairs booked, reminders about special offers, long hire discounts, etc.

## 14. Cancelling a Booking or Quotation

From the Booking & Quote List you can select an existing item to cancel. To cancel a booking or quotation, do the following:

- Click Select (the first column in the list) on the line you wish to cancel.
- The selected line will be highlighted in grey and the actions available for this line will appear at the bottom of the list. Click the Cancel button. You will be taken to a Cancel Booking screen similar to the one below.

The screenshot shows a web interface for cancelling a booking. At the top, there is a navigation menu with five items: 'Quotes & Bookings', 'Price & Availability', 'Edit My Details', 'Maintain other Agent Users', and 'Log Off'. Below the menu is a large text input field labeled 'Cancellation Reason' with a vertical scroll bar on the right side. At the bottom of the page, there are two buttons: 'Confirm' and 'Cancel'.

- Type in a free text explanation of why the rental is being cancelled
- Click Confirm to proceed with the cancellation, or Cancel if you do not wish to proceed.

You will then be returned to the Quotes & Bookings list.