

## What is Direct Connect?

Thanks to the popularity and feedback for our recently released iConnect booking/payment system, Direct Connect has now been established as another alternative for selected Booking Centres.

The current industry/payment systems has booking centres or Travel Agents taking full payment for your product/business, you then need to Invoice the booking centre and wait for your payment in some instances up to 6 months.

The recently released iConnect Model has booking centres or Travel Agents taking a deposit only, the remainder needing to be charged by yourself. the operator.

Direct Connect however, enables you the operator to get your booking/payments and access to your customers details instantly once a booking has been processed. This is subject to your normal terms and conditions. Booking Centres will not process any payments in relation to the reservations they generate for you, allowing you to access these funds immediately after processing, depending on your merchant facilities.

### Benefits at a Glance

1. Receive your money straight away\*: Instant access to your booking revenue, No need to wait for your payment.
2. Instant access to your customer: You get access to the customer details enabling you to communicate and up sell.
3. Build Customer Trust & Credibility: Customers know that their booking is confirmed and that they are dealing directly with the operator.

**Important - It is your responsibility, as the operator, to manage the booking and the customer, including any cancellations and modifications**

## How Does Direct Connect Work?

**Step 1 - Booking:** The Booking Centre confirms a reservation for your guest. Email confirmations are sent directly to the operator, attached to a secure PDF with Booking Information including Client and Credit Card details.

**Step 2 - Payment:** The payment for the reservation is then processed by you, the operator, as per your normal booking conditions.

### A booking is made, what happens next?

1. An email will be generated to your business with details of the reservation
2. Attached to the email will be a secure PDF, In this PDF will be the guest's credit card details. You the operator will need to charge the booking cost to the guest, either on arrival or as per your terms and conditions.
3. The password to access the secure PDF will be your Bookeasy **USERNAME**  
**Can't remember your username?** Click the forgot your password link on the booking email. You will then be required to enter your email address and you will receive an email with your username and password.

## What do the emails look like?

### Example 1 - Operator email

Bookeasy Training Visitor Centre Booking > 3044364 > Benjamin Test > 17-04-2013  
Bookeasy Training Visitor Centre (contact@bookeasy.com.au) [Add contact](#)

To: 412nv Resorts;

 Benjamin\_Test\_3044364\_17-04-2013.pdf 

Dear 412nv Resorts,

Great news!  
You have received a confirmed Booking from Bookeasy Training Visitor Centre.

Please use the attached Secure PDF Booking to obtain the guests credit card details.  
To access this PDF you will need to use your Bookeasy Username to access the PDF.

Don't remember your Bookeasy Username?  
[Click here and we will send it to your email address on file.](#) 

**Name** Benjamin Test  
**Address**  
**TelNo** 07 5668 2530  
**Email** [connect@bookeasy.com.au](mailto:connect@bookeasy.com.au)  
**Notes** Booked By Online On 11/03/2013 11:45:58 AM

**Booking Number 3044364**  
**412nv Resorts**

<b>Start Date/Time</b>	Wednesday 17 April 2013 Check In - 1200	<b>End Date/Time</b>	Friday 19 April 2013 Check Out - 1000
<b>Persons</b>	2 Adult/s	<b>Number of Nights</b>	2
<b>Total Cost</b>	\$600.00	<b>Total GST</b>	\$54.55

**Booking Details**

**Other Details** Any text will display on the itinerary that gets sent to the guest, once the booking has been fully paid.  
**Item Details** 3 Bedroom

**Operator Terms and Conditions**  
**TEST console. All bookings will be cancelled straight away. Aenean pharetra dolor velit. Nam felis velit varius ut pretium a accumsan eget nisi. Proin a mauris sed nulla ullamcorper cursus id sed pur**

## Example 2 - Operator Secure PDF

Online Booking / Transaction ID: 3018286

An online reservation for your property/tour has been confirmed. Please login to your BookEasy console and check RESERVATIONS for details. Thank you.

[Click here to login to your console.](#)

Please phone Bookeasy Training Visitor Centre on 07 5668 2530 if you have any queries or if you are unable to login.

### Bookeasy Training Visitor Centre

PO Box 1499  
Phone: 07 5668 2530 Email: [contact@bookeasy.com.au](mailto:contact@bookeasy.com.au)  
TAX INVOICE - ABN: 456123789456

Credit Card details

#### Guest Credit Card Details

Name: benjamin allan, Number: 0000000000000000, Expiry: 06/2017, CCV: 000

A deposit of \$80.00 has been paid to Bookeasy Training Visitor Centre.

The balance of \$675.00 is to be collected by you, using the guest credit card details above.

### Itinerary 3222882

Name: Kconnect Test booking

Address:

TelNo: 07 5668 2530

Email: [benallan2@gmail.com](mailto:benallan2@gmail.com)

Notes: Booked By Online On 21/02/2013 10:17:45 AM

### Booking Number 3018286

#### Serenity Retreat

Start Date/Time: Thursday 21 February 2013 Check In - 14:00 End Date/Time: Sunday 24 February 2013 Check Out - 11:00

Persons: 2 Adult/s Number of Nights: 3

Total Cost: \$750.00 Total GST: \$68.18

Booking Details:

Item Details: Garden Suites

#### Operator Terms and Conditions

If ten days notice or more is given for a cancellation all paid monies will be refunded minus a \$20 cancellation fee. If less than 10 days notice given we try to re-let the chalet and refund whatever is available.

Special offer:

[powered by bookeasy](#)

## Example 3 - Guest Email

1. The guest will be provided with all the details of the booking and your contact details on the email.
2. The guest email clearly states the payment details and the fact that this will be processed by yourself, the operator.
3. Your operator terms and conditions are also displayed
4. If there are any questions from the guest regarding the booking, they will need to contact yourself, the operator, directly.

### Serenity Retreat

Broadbeach, QLD 4218

Phone: 08 9757 9757 Email: [gilliangiles@bookeasy.com.au](mailto:gilliangiles@bookeasy.com.au)

TAX INVOICE - ABN: 1234 1234 1234

### Itinerary 3222882

Name iConnect Test Booking  
Address  
TelNo 07 5668 2530  
Email [benallan2@gmail.com](mailto:benallan2@gmail.com)  
Notes Booked By Online On Thu, 21 Feb 2013 @ 10:17 AM  
Total Cost \$755.00  
Deposit Paid \$80.00  
Balance Due **\$675.00** Payable to Serenity Retreat

### Booking Number 3018286

#### Serenity Retreat

Start Date/Time	Thursday 21 February 2013 Check In - 14:00	End Date/Time	Sunday 24 February 2013 Check Out - 11:00
Persons	2 Adult/s	Number of Nights	3
Total Cost	\$750.00	Total GST	\$68.18

#### Booking Details

Other Details Thank you for booking with Serenity Retreat. We look forward to welcoming you. Please contact us if you have any further requests.

Item Details Garden Suites

#### Operator Terms and Conditions

**If ten days notice or more is given for a cancellation all paid monies will be refunded minus a \$20 cancellation fee. If less than 10 days notice given we try**

Sale No	Detail	Total
1952074	BOOKINGFEE	\$5.00

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## How do Bookings Display?

### Operator Console

- Bookings display under the Reservations heading in your Bookeasy member Console
- All Bookings will display in this list.
- The bookings managed column will display the Centre that made the reservation.
- Under the action column there is an option to Cancel the booking should this be required.

Total Paid by Guest 	Paid to Operator	Booking Managed By	Commission	Booked By	Action
\$80.00 PP	\$0.00	Bookeasy Training Visitor Centre		Online	Due Cancel

## If a booking needs to be cancelled, what do I do?

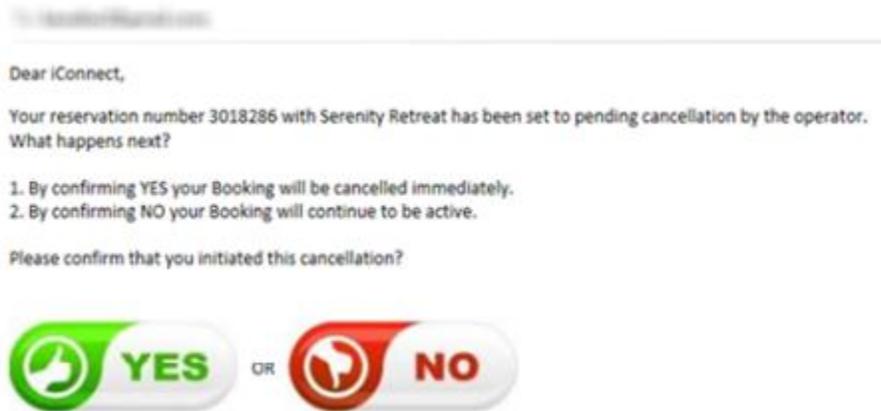
1. When a booking is needed to be cancelled, this will need to be initiated by yourself, the operator. We suggest that the guest always email their cancellation directly to you or you contact the guest before cancelling the reservation.
2. Under the Action column in the Reservations List of your Bookeasy Member Console there is a link to cancel the booking.
3. Once this option is clicked and you have verified you do in fact wish to cancel this booking, the status of the booking will be changed to Pending Cancellation

Total Paid by Guest 	Paid to Operator	Booking Managed By	Commission	Booked By	Action
\$80.00 PP	\$0.00	Bookeasy Training Visitor Centre		Online	Due Pending Cancellation 

4. An email will be generated to the guest asking to confirm the cancellation.
5. The guest will need to click 'yes' on the email they receive and enter a reason for the cancellation.

## Guest cancellation process – Screen example

1. The guest will receive an email as below, asking them to confirm if they wish to cancel the booking.



2. Once the guest has entered a reason for the cancellation and has clicked on 'Send reason and cancel your booking', the booking will be marked as Cancelled in your Bookeasy Member Console and cancellation emails will be generated to both yourself and the guest confirming the cancellation.

The modal form contains the following text:

**Pending Cancellation**

Booking Number: 3018286 - Serenity Retreat  
[I didn't request this booking to be cancelled.](#)

Please provide a reason why you are cancelling this booking? \*

Below the text is a large text input field. At the bottom of the modal is a button labeled "Send reason and cancel your booking".

### LIST OF RESERVATIONS

Itinerary No.	Booking Date	Total of Itinerary	Total Paid	Balance Due	Action
3222882	Thu 21/2/2013	N/A	N/A	TBA	<b>This itinerary has been cancelled</b>

3. The availability for the product will be freed up at this point, so if you wish to block the product out, this will need to be done manually through your availability screen of your Bookeasy Member Console.

4. If a guest simply needs to amend dates for a booking we would suggest simply blocking the availability for the new date of the stay and emailing the guest to confirm the change of dates.

## What if the guest rejects the cancellation?

- The guest will have the option to reject the cancellation.
- If the guest rejects the cancellation an email will be generated to you to state that the booking cancellation has been rejected.
- In this case it is your responsibility to contact the guest to discuss the cancellation.
- The booking will remain Active until such a point as the cancellation is agreed to by the guest.

## Support and further questions

- No payment is taken from the guest at time of booking through the Booking Centre.
- The balance is your money to charge as per your terms and conditions
- If there are any questions or issues with the booking, the guest and operator will need to deal directly with each other to resolve.
- If a booking is taken by a non Direct Connect Bookeasy Booknig Centre, they will take all of the funds for the reservation and the booking process will be handled through this centre, as per the current model.
- If you have any questions about Direct Connect, please contact the Bookeasy Support Team via email at;  
support@bookeasy.com