



PORT ARTHUR HISTORIC SITE AGENT PORTAL MANUAL

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Document History			
Version	Date	Editor	Comments
1	27/10/2020	SJ	Release

Logging Into the Agent Portal

Go to <https://secure.portarthur.org.au/agents/login>

The screenshot shows the 'AGENT LOGIN' form on the website. The form is centered on a background image of a historic building. It includes a header 'AGENT LOGIN', a 'Username' field with a placeholder 'Username', a 'Password' field with a placeholder 'Password', and a 'Login' button. The website's navigation menu is visible at the top, including 'Visit', 'Tickets & Tours', 'Education', 'History', 'Conservation', and a search icon. A 'BUY TICKETS' button is in the top right corner.

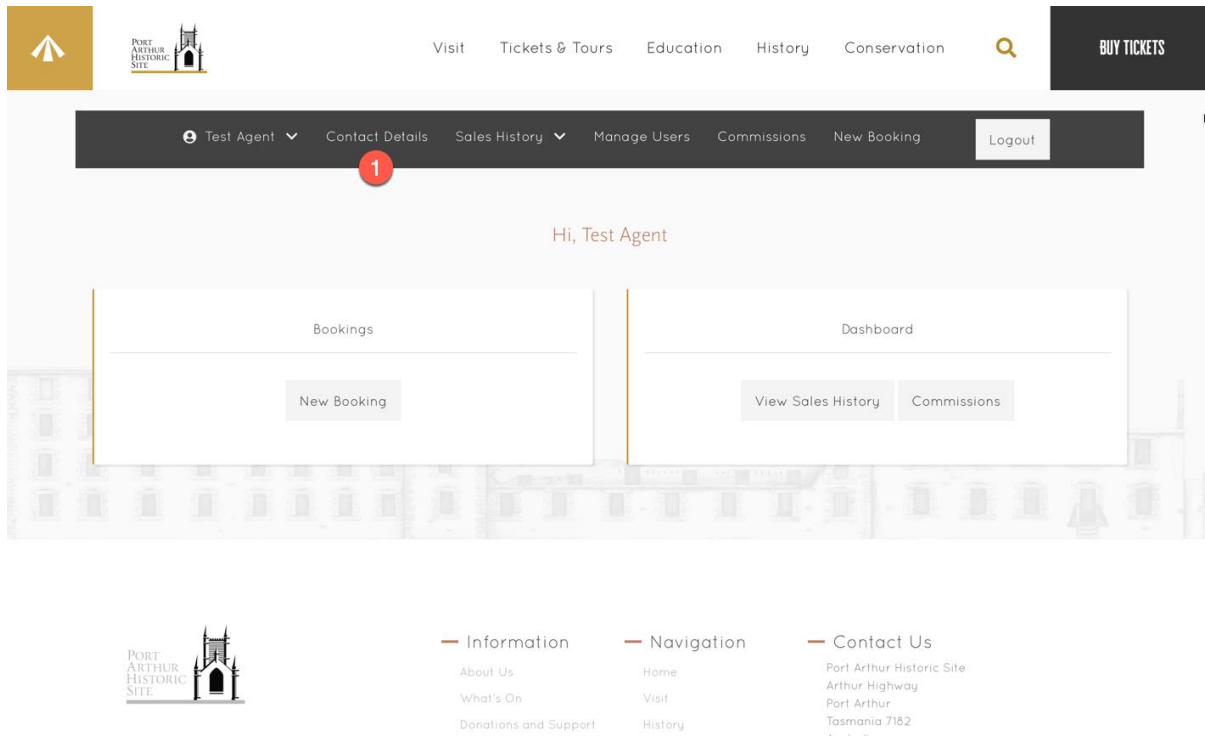
Enter the username and password provided and you will be taken to the Dashboard for your company

The screenshot shows the 'AGENT DASHBOARD' for 'Kingford Promotions Spirit of Tas'. The dashboard is divided into two main sections: 'Bookings' and 'Dashboard'. The 'Bookings' section has a 'New Booking' button. The 'Dashboard' section has 'View Sales History' and 'Commissions' buttons. A top navigation bar includes 'Kingford Promotions Spirit of Tas', 'Contact Details', 'Sales History', 'Manage Users', 'Commissions', 'New Booking', and a 'Logout' button. The website's navigation menu is visible at the bottom, including 'Information', 'Navigation', and 'Contact Us'.

Contact Details

The contact details page lists the contact details that we hold in our booking system for your business, it is recommended that you check these details from time to time to ensure that they are up to date.

To do this click on the 'Contact Details' tab of your dashboard.



The following basic details will be shown,

- Business name
- Address
- Business Phone Numbers
- E-mail addresses

It is important that these details are correct as we may need to contact you from time to time about a booking that has been submitted through the Agent Portal.

To change any of these details please contact our Reservations team who will be able to amend this information.

[Visit](#)
[Tickets & Tours](#)
[Education](#)
[History](#)
[Conservation](#)

[BUY TICKETS](#)

[Test Agent](#)
[Contact Details](#)
[Sales History](#)
[Manage Users](#)
[Commissions](#)
[New Booking](#)
[Logout](#)

Contact Details

Contact	Test Agent
Physical Address	6973 Arthur Highway PORT ARTHUR TAS 7182

Contact Methods	
Business Phone	+61-3-6251 2310 2
Business Email	reservations@portarthur.org.au 3



— Information

- [About Us](#)
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— Navigation

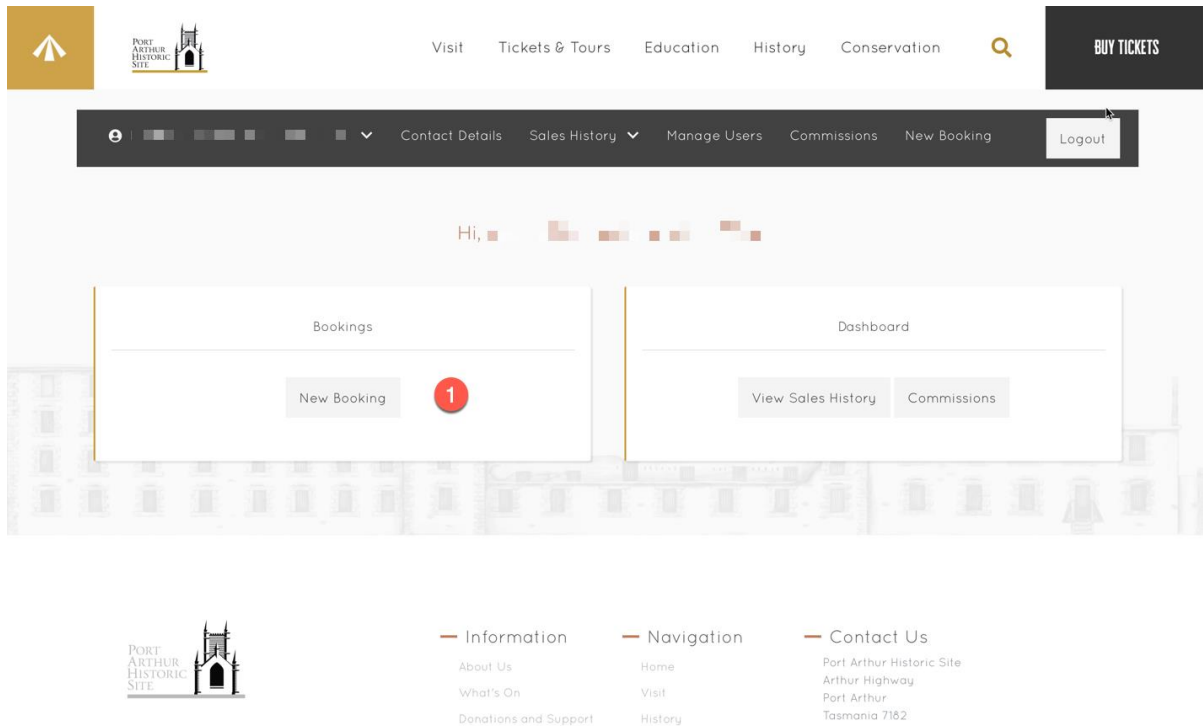
- [Home](#)
- [Visit](#)
- [History](#)

— Contact Us

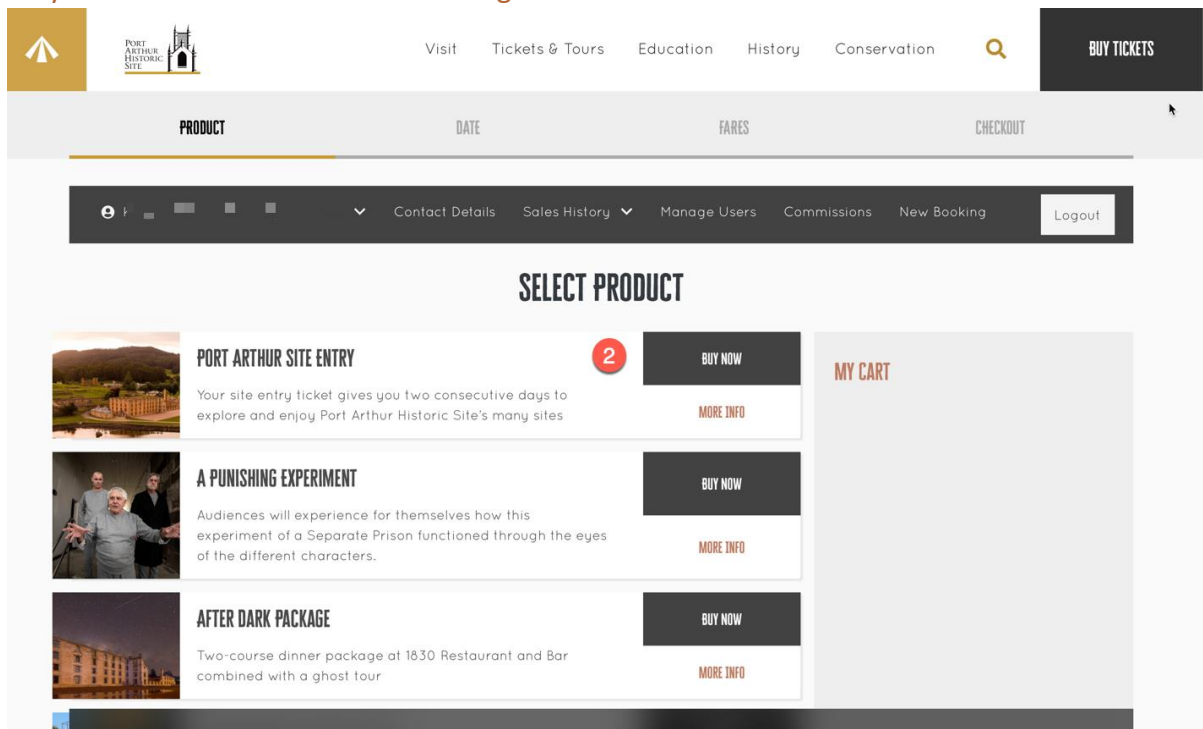
Port Arthur Historic Site
 Arthur Highway
 Port Arthur
 Tasmania 7182
 Australia

To make a new booking

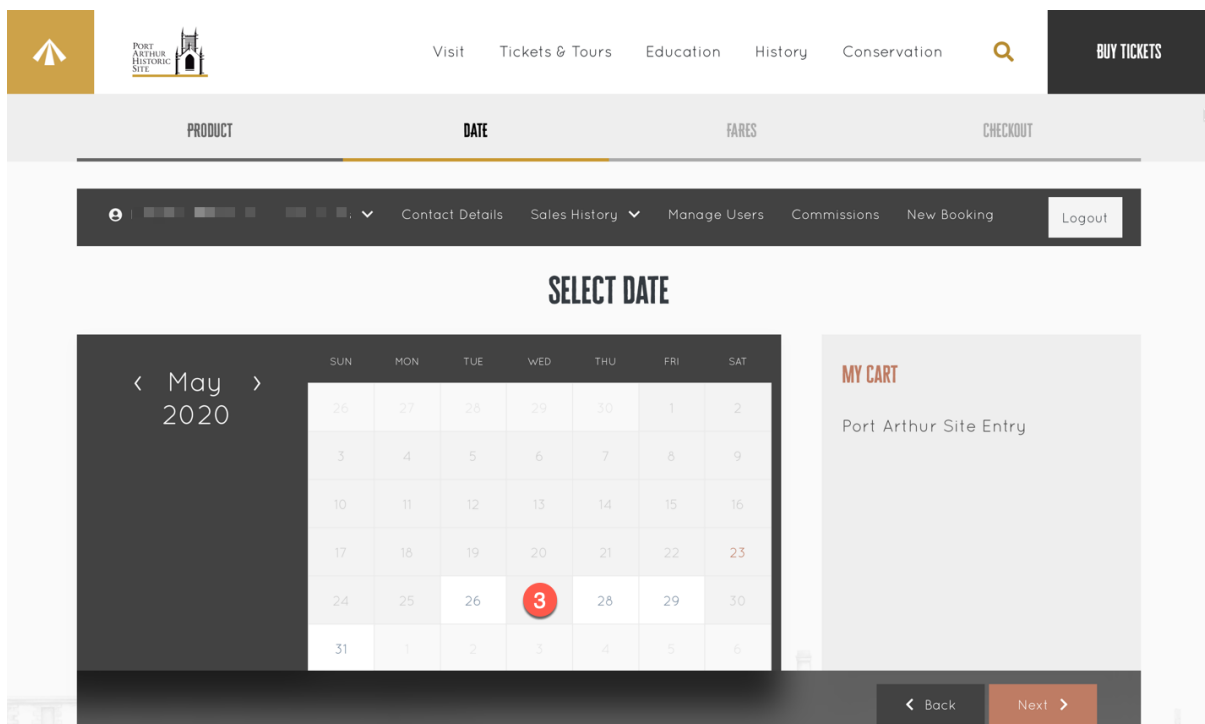
To make a new booking, click on either the 'New Booking' tab or 'New Booking' button on the landing page of your dashboard.



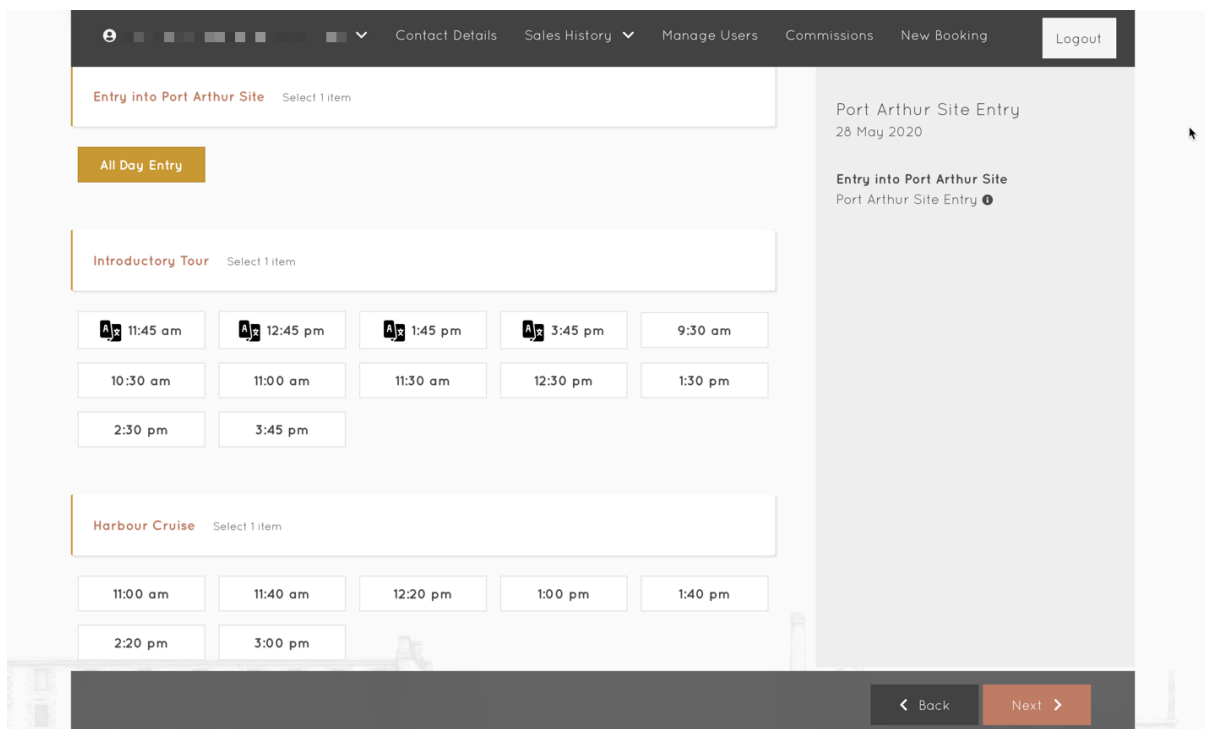
You will be taken to the 'Select Product' page, this is where tours are booked from. You are only able to select one tour at this stage.



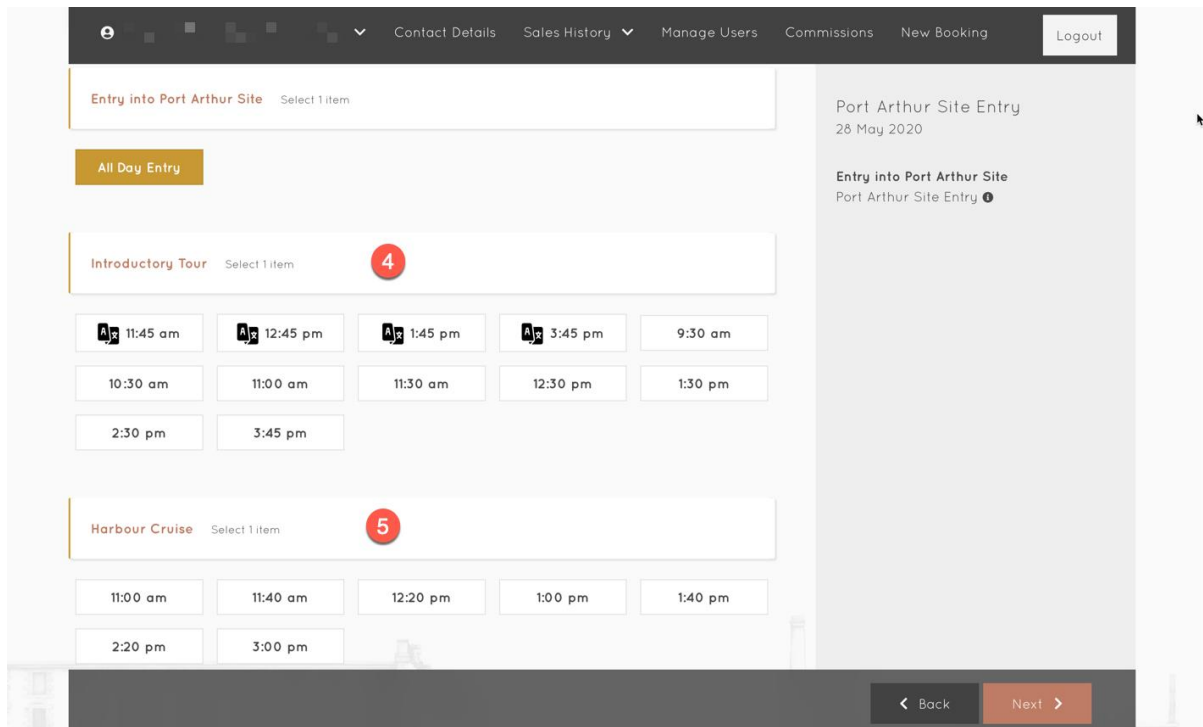
Once you have selected the tour that you need to book you will then be required to select the date. A calendar will appear, dates that are greyed out are unavailable, only those dates in white can be selected.



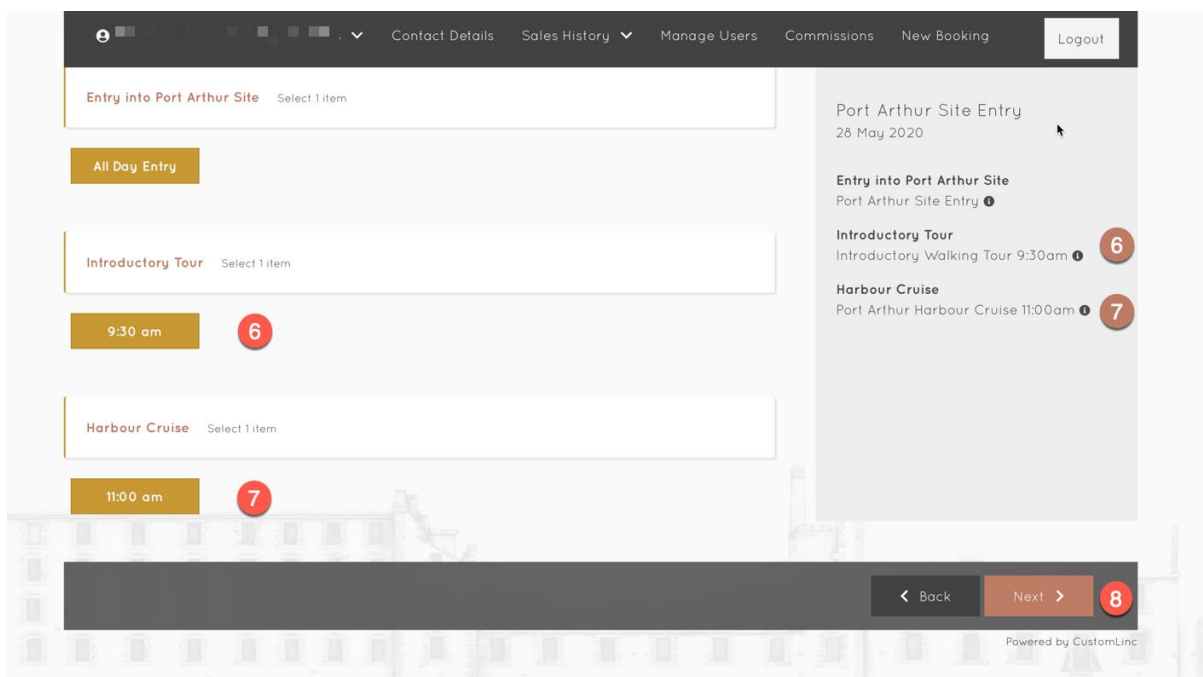
Once you have selected the date the available tour times will appear below



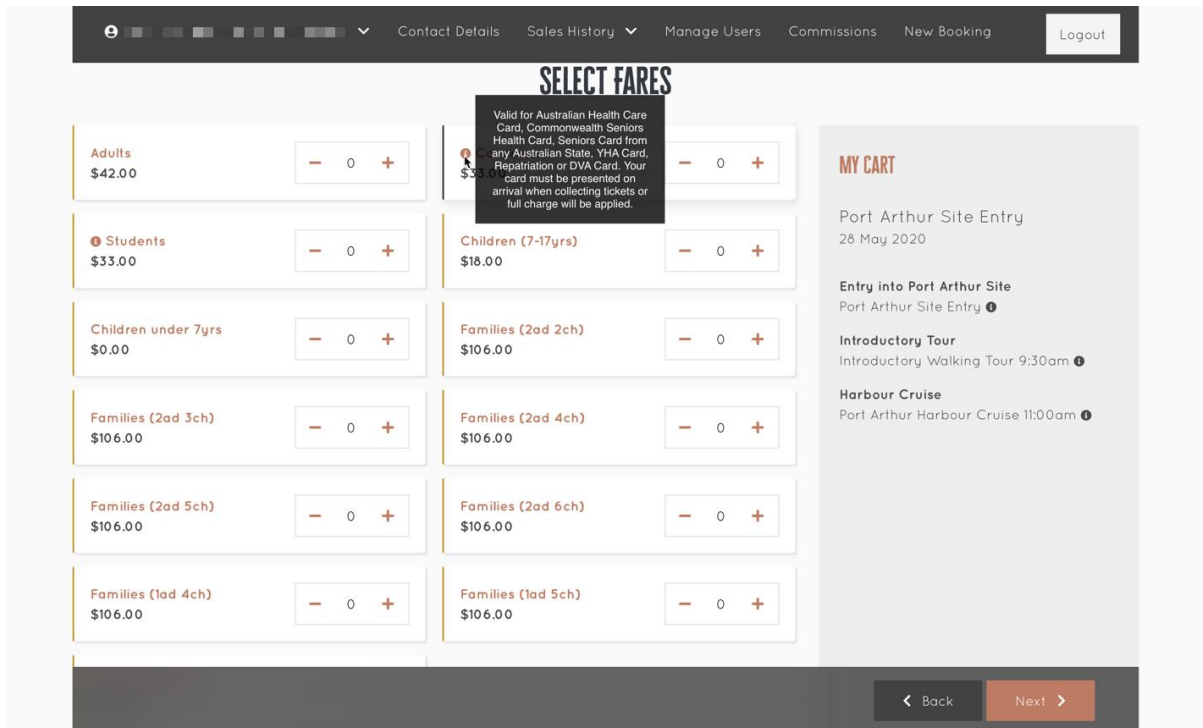
The tour times can be selected by clicking on them once.



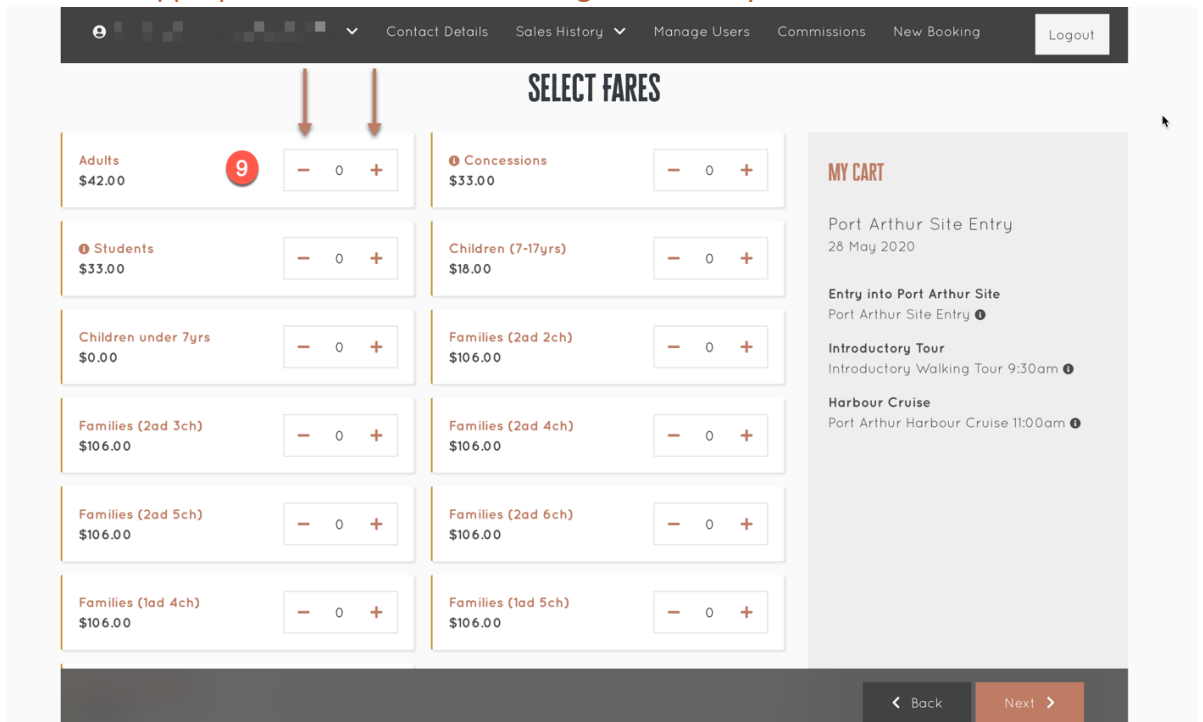
Once the tour time is selected it will turn yellow, the tour times will also be reflected in the cart. Once this has occurred then click 'Next'



You will be taken to the 'Select Fares' page, this is where you will need to enter the appropriate fares. Fare types with **i** next to them contain information specific to that Fare Type



Select the appropriate number of Fares using the + or – symbol.



Once you have the correct number of people this will be reflected in the cart, the total price will also be shown (this amount will be dependent on whether 'Show Net' has been toggled). You can then proceed by clicking 'Next' to take you to the checkout

SELECT FARES

Adult \$42.00	- 1 +	Concessions \$33.00	- 0 +
Students \$33.00	- 0 +	Children (7-17yrs) \$18.00	- 0 +
Children under 7yrs \$0.00	- 0 +	Families (2ad 2ch) \$106.00	- 0 +
Families (2ad 3ch) \$106.00	- 0 +	Families (2ad 4ch) \$106.00	- 0 +
Families (2ad 5ch) \$106.00	- 0 +	Families (2ad 6ch) \$106.00	- 0 +
Families (1ad 4ch) \$106.00	- 0 +	Families (1ad 5ch) \$106.00	- 0 +

MY CART

Port Arthur Site Entry
28 May 2020

Adult **9** 1 \$42.00

Entry into Port Arthur Site
Port Arthur Site Entry ⓘ

Introductory Tour
Introductory Walking Tour 9:30am ⓘ

Harbour Cruise
Port Arthur Harbour Cruise 11:00am ⓘ

Total \$42.00

TOTAL \$42.00 < Back Next >

You will be taken to the checkout. Details for the visitor must be completed here, these details are required for entry.

CHECKOUT

BILLING CONTACT

First Name Last Name

Email Contact Phone

Select Country Select Booking Source

Additional Comments

Private Comments Agent Reference

Sign up for our Newsletter

I have a promo code I have a gift voucher

MY CART

Port Arthur Site Entry
28 May 2020

Adult 1 \$42.00

Entry into Port Arthur Site
Port Arthur Site Entry ⓘ

Introductory Tour
Introductory Walking Tour 9:30am ⓘ

Harbour Cruise
Port Arthur Harbour Cruise 11:00am ⓘ

Update Delete

Total \$42.00

TOTAL \$42.00 Add Another Booking + < Back Checkout

If you wish to add another booking this can be done by clicking 'Add Another Booking' and following the steps above.

If no additional tours are to be undertaken you can complete the process by clicking 'Checkout'.

The screenshot shows the checkout interface. At the top, a navigation bar includes 'Kingford Promotions Spirit of Tas', 'Contact Details', 'Sales History', 'Manage Users', 'Commissions', 'New Booking', and 'Logout'. The main heading is 'CHECKOUT'. The 'BILLING CONTACT' section contains the following fields: Name (Joe), Visitor Name (Visitor), Email (joe.visitor@hotmail.com), Phone (0400123456), Country (Australia), and Address (Always known). Below these are two text areas: 'Additional Comments' (with a red border and placeholder text) and 'Private Comments' (with a red border and placeholder text). A 'Sign up for our Newsletter' checkbox is checked. At the bottom left, there are links for 'I have a promo code' and 'I have a gift voucher'. The 'MY CART' section on the right shows 'Port Arthur Site Entry' for 28 May 2020, priced at \$42.00. Below it are 'Entry into Port Arthur Site', 'Introductory Tour', and 'Harbour Cruise'. A 'Total' of \$42.00 is displayed. The bottom bar shows 'TOTAL \$42.00' and buttons for 'Add Another Booking', 'Back', and 'Checkout'.

⚠ Be aware that any notes that are placed in the 'Additional Comments' field are visible to Port Arthur staff and the visitor on their confirmation.

⚠ Notes placed in the 'Private Comments' field can only be seen by Port Arthur staff.

Once the booking is complete a message confirming the date, tours times and pricing will be displayed.

BOOKING SUCCESSFUL!



Booking #1667637

31 MAY 2020

Port Arthur Site Entry

Adult	1	\$42.00
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Entry into Port Arthur Site

Port Arthur Site Entry ⓘ

Introductory Tour

Introductory Walking Tour 9:30am ⓘ

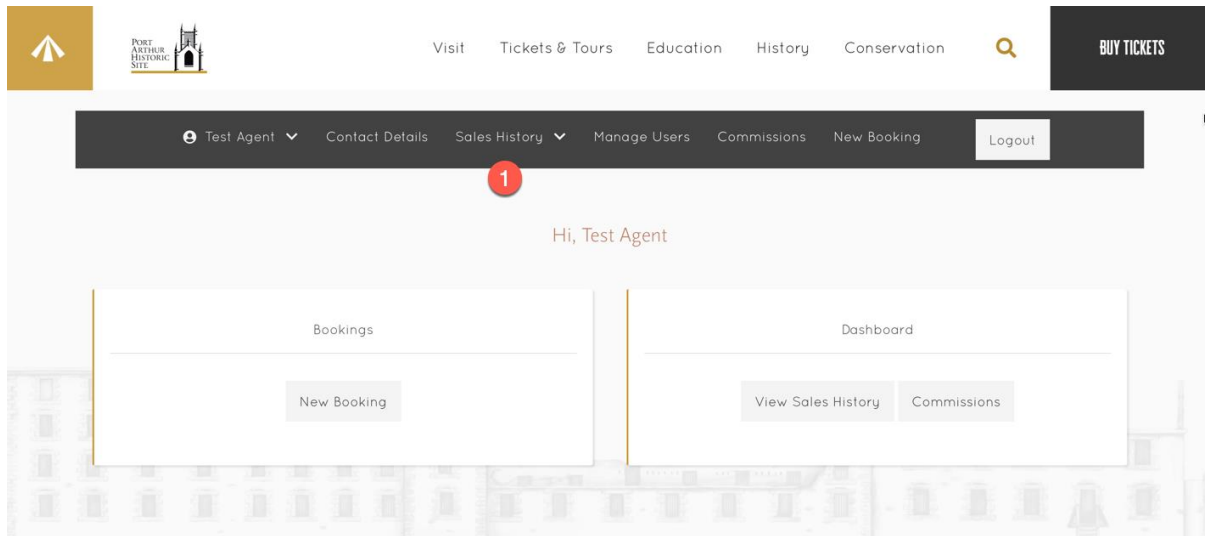
Harbour Cruise

Port Arthur Harbour Cruise 11:00am ⓘ

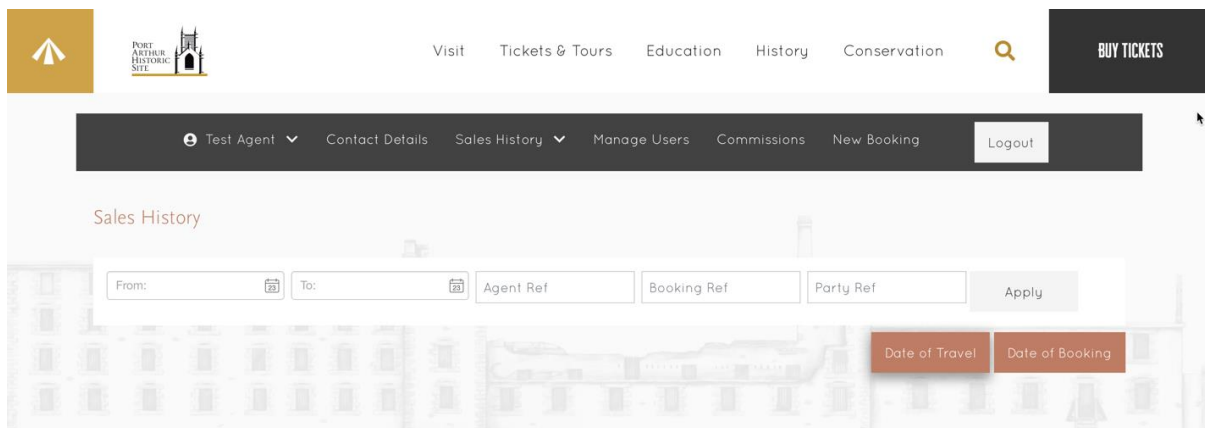
Total		\$42.00
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Sales History

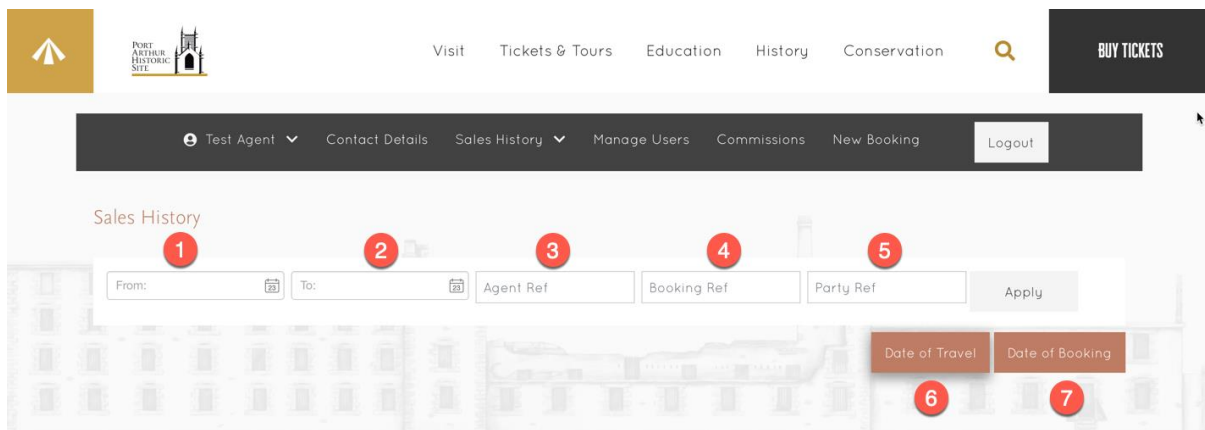
To view the sales history for your business click on the 'Sales History' tab of your dashboard.



This will bring up the 'Sales History' screen



- 1) From date – is used when you want to view bookings between dates
- 2) To date – is used when you want to view bookings between dates
- 3) Agent ref – You can search by you reference number, this number is input on your bookings.
- 4) Booking ref – Number specific to each line of a booking, each tour will have multiple references.
- 5) Party ref – This is the best method to search by as it will bring up all tours linked to a booking.
- 6) Date of Travel – Bookings can be listed in date order by the date of travel
- 7) Date of Booking – Bookings can be listed in date order by the date they were booked.



Port Arthur Historic Site is a special place of vivid history, cultural heritage and stories so compelling, you'll want to hear them again and again. It's a place of global significance - one of the 11 UNESCO World Heritage-listed Australian Convict Sites. And it's one of Australia's favourite

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- [Media Enquiries](#)
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- [Research](#)
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Contact Us

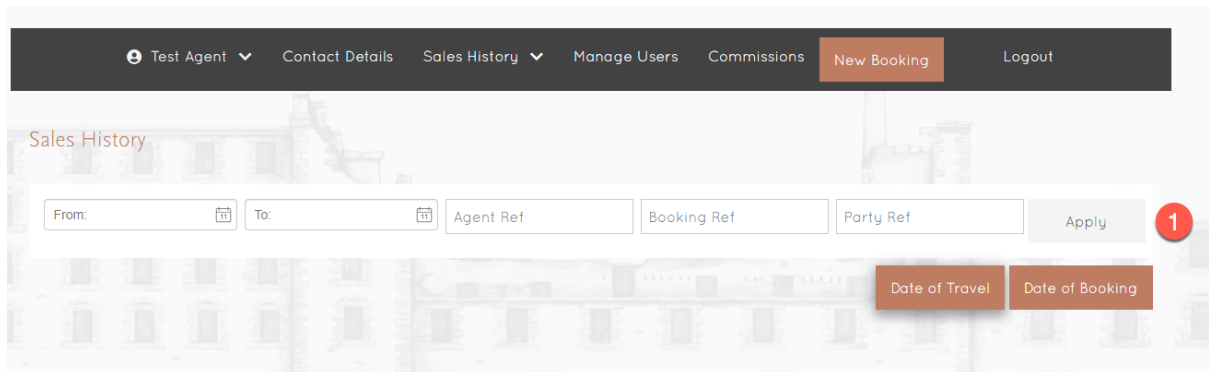
Port Arthur Historic Site
 Arthur Highway
 Port Arthur
 Tasmania 7162
 Australia

Phone: 1800 659 101

Updating or cancelling an existing booking

To update or cancel an existing booking:

- 1) Click on 'Sales History' – you can then locate the booking through any of the searchable fields. Alternatively you can click 'Apply' and this will bring up each months bookings.



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Careers

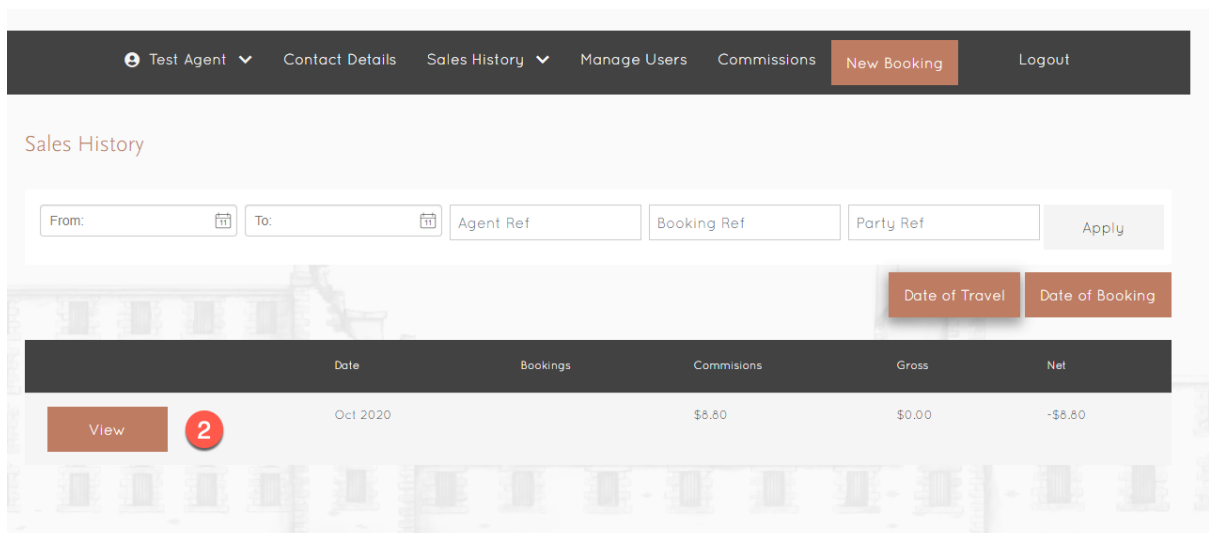
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- 2) Where you have viewed bookings month by month, click the View button and this will bring up the individual bookings and allow them to be edited.



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Arthur Highway
Port Arthur

- 3) Once you have located the booking, there are two options available.
- Edit: this will reopen the booking window as if you are making a booking, so just follow the steps that you would have previously.

The screenshot shows the 'Bookings' page with a navigation bar at the top containing 'Test Agent', 'Contact Details', 'Sales History', 'Manage Users', 'Commissions', 'New Booking', and 'Logout'. Below the navigation bar, there are filters for 'Export Bookings', 'Export Parties', 'Agent Ref', 'Booking Ref', and 'Party Ref', followed by an 'Apply' button. A table lists bookings with columns: Party Ref, Party Name, Booking Ref, Product, Visit Date, Status, and Total Owing. The first row shows a booking with Party Ref 1683687, Party Name TEST, Booking Ref 2830612, Product Port Arthur Site Entry, Visit Date 2020-10-12, Status Reserved, and Total Owing \$71.20. To the left of this row are two buttons: 'Edit' (highlighted with a red circle containing the number 3) and 'Cancel'.

- Cancel: This will cancel the booking

This screenshot is identical to the one above, showing the 'Bookings' page with the same navigation bar, filters, and table. In this view, the 'Cancel' button is highlighted with a red circle containing the number 3, while the 'Edit' button is no longer highlighted.

- Once the booking is cancelled, this will be reflected in the status.
- If you have accidentally cancelled the booking, staff in the Reservations team at Port Arthur are able to reactivate it.

Bookings

Export Bookings Export Parties Agent Ref Booking Ref Party Ref Apply

20 per page

Party Ref	Party Name	Booking Ref	Product	Visit Date	Status	Total Owing
1683687	TEST	2830612	Port Arthur Site Entry	2020-10-12	Cancelled	\$0.00



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- What's On

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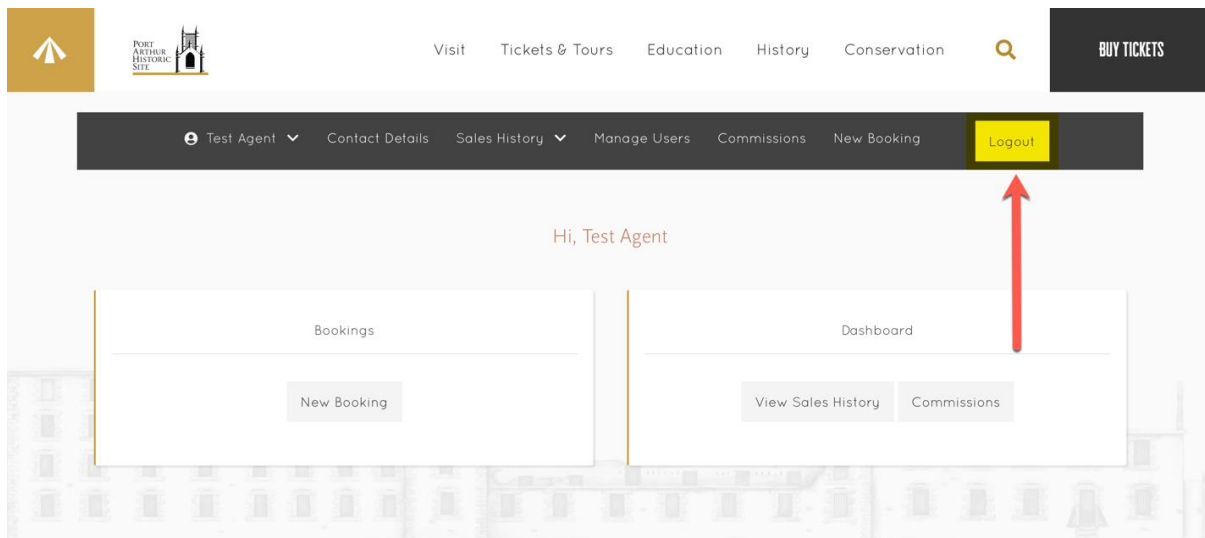
- Home
- Visit

Contact Us

- Port Arthur Historic Site
- Arthur Highway
- Port Arthur

Logging out

It is important that when you have finished entering your bookings that you log out of the Agent Portal to ensure that bookings are....



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Support

Should you have any difficulty utilising the Agent Portal then please contact a member of our staff on the details below.

reservations@portarthur.org.au

1800 659 101

9am – 4pm daily