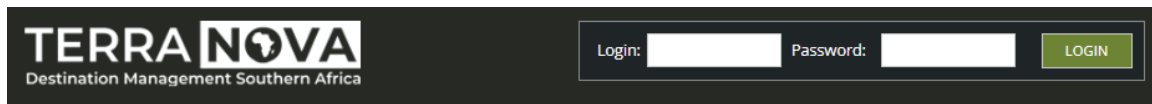


WebConnect Portal How To Guide

What is the Terra Nova Tours Agent Webconnect Portal ?

- WebConnect provides real-time access to rates, availability and content for any product type including accommodation and non-accommodation.
- Products can be searched for via a variety of filters including, destination, location, locality, service type, service, class and supplier name.
- Itineraries can be built by selecting multiple products per reservation.

Login Details

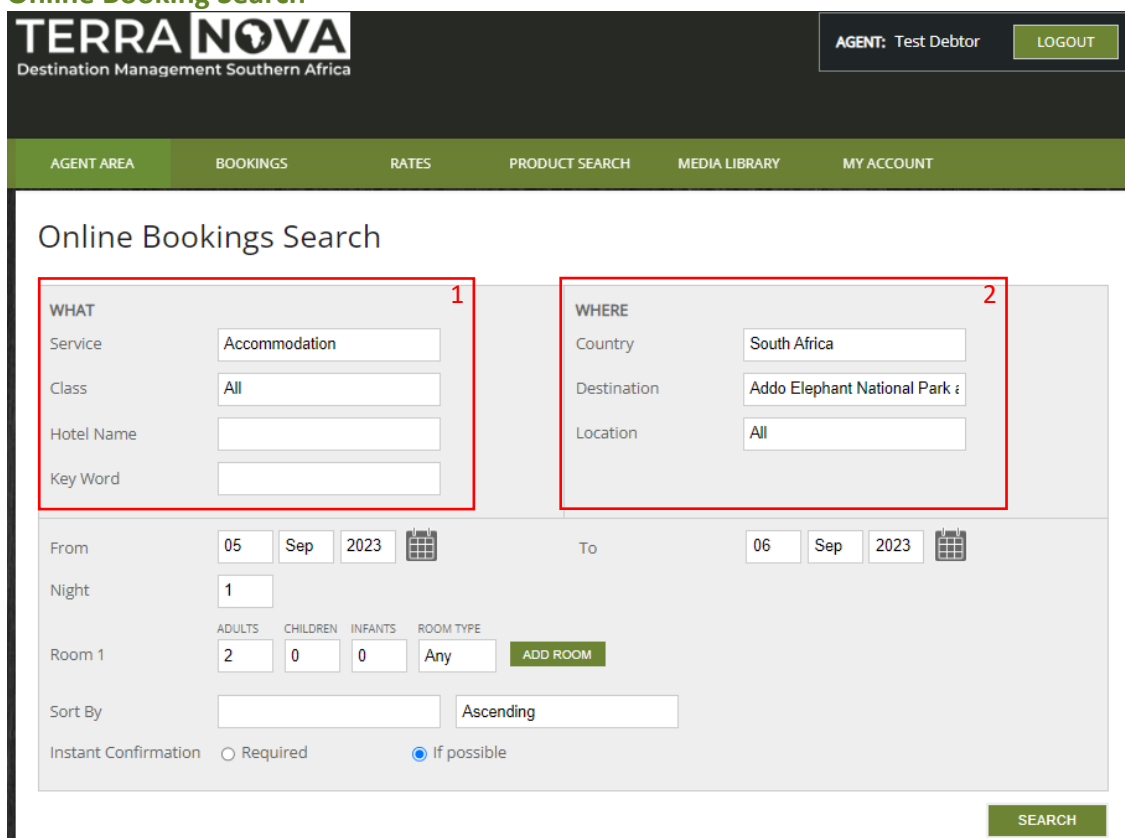


TERRA NOVA
Destination Management Southern Africa

Login: Password:

If you haven't received login details yet, kindly reach out to christine@terra-nova.co.za for assistance.

Online Booking Search



TERRA NOVA
Destination Management Southern Africa

AGENT: Test Debtor

AGENT AREA BOOKINGS RATES PRODUCT SEARCH MEDIA LIBRARY MY ACCOUNT

Online Bookings Search

WHAT
Service
Class
Hotel Name
Key Word

WHERE
Country
Destination
Location

From To

Night

Room 1
ADULTS CHILDREN INFANTS ROOM TYPE

Sort By

Instant Confirmation ☐ Required ☒ If possible

WHAT (1)

Which services should be selected?

WHAT	
Service	Accommodation
Class	All
Hotel Name	
Key Word	

Service	Choose the service that you would like to book, i.e. Accommodation, Transfers, etc.
Class	Accommodation services may allow selection of a particular class of accommodation. To select a class, click on the class field and choose from the available drop down.
Hotel Name	The accommodation you would want to book. The hotel name can be left blank if you would like to view multiple properties.

WHERE (2)

Where is the desired destination?

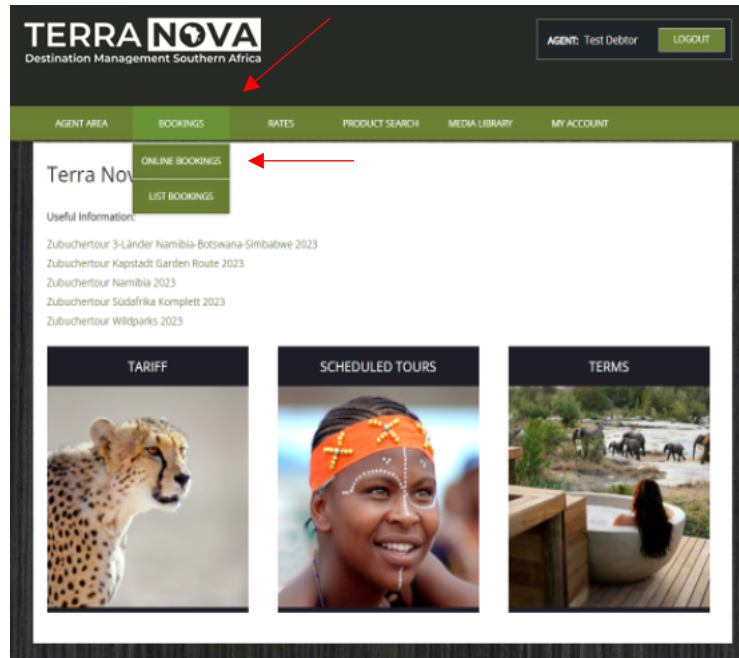
Which area would you like the system to search for products or services?

For ease of reference, for destinations and locations, refer to the Destinations Excel sheet.

WHERE	
Country	South Africa
Destination	Cape Town and Surrounds
Location	All

How to Create an Online Booking

From the menu bar select **BOOKINGS**, then select **ONLINE BOOKINGS**.



Next, you'll be directed to the **Online Bookings Search** screen, where you'll choose the service type and the location for your booking.

The screenshot shows the 'Online Bookings Search' form. It has two main sections: 'WHAT' and 'WHERE'. The 'WHAT' section includes fields for Service (Accommodation), Class (All), Hotel Name, and Key Word. The 'WHERE' section includes fields for Country (South Africa), Destination (Addo Elephant National Park), and Location (All). Below these, there's a section for date and room selection, which is highlighted with a red box. This section includes 'From' and 'To' date pickers (05 Sep 2023 and 06 Sep 2023), a 'Night' field (1), and a 'Room 1' section with fields for Adults (2), Children (0), Infants (0), and Room Type (Any). There's an 'ADD ROOM' button next to the Room 1 section. Below the red box, there's a 'Sort By' dropdown (Ascending) and radio buttons for 'Instant Confirmation', 'Required', and 'If possible'. A red arrow points to the 'SEARCH' button at the bottom right.

Select the dates by clicking on the calendar, enter the number of nights and rooms required for accommodation bookings. Then click on **SEARCH**.

Available Services

A list of available services will be on screen, click **SELECT** to book the service.

Option	The room category and the meal basis.	
Rate	The applicable rate, <i>please note the rates is based on per room.</i>	
Availability	On Req	This is an internal service line, if you select this option please note that a booking has not been made and Terra Nova will request this on your behalf as the property is not linked directly to our system.
	Yes	This is an external service line, if you select this option you are booking live availability and it will be an instant confirmation for accommodation services.

To search again, click **SEARCH AGAIN**.

Online Bookings Search

SEARCH AGAIN

Fancourt Hotel **George**

Deluxe

AMENITIES:

✓ Kids Facilities

✓ Laundry Service

✓ Restaurant

✓ Room Service

✓ Spa

✓ Swimming Pool

✓ WIFI - Free

✓ Air Conditioning

OPTION	RATE	AVAILABILITY	ACTION
CLASSIC ROOM			
Bed and Breakfast, Contract Rate	ZAR 5,742.00	On Req	SELECT
Bed and Breakfast, Live Availability Rate	ZAR 5,742.00	Yes	SELECT
LUXURY ROOM			
Bed and Breakfast, Contract Rate	ZAR 6,763.00	On Req	SELECT
Bed and Breakfast, Live Availability Rate	ZAR 6,763.00	Yes	SELECT

After clicking on **SELECT**, it will bring you to the **Add Service** screen.
You have an option to select Quote or Book

Booking name	Name of the booking
Consultant	Agent's name
Booking remarks	If you would like us to hold the accommodation provisionally then you can make a note here.

PROVISIONAL BOOKINGS CAN ONLY BE HELD FOR 14 DAYS

BOOKING DETAILS

☒ Quote ☐ Book

Booking name *		←
Consultant *		←
Booking remarks		←
Your reference		

▼ Add Extra or Additional Booking Details

You will be asked to add your guest details, then select **BOOK SERVICE**

PASSENGER DETAILS

SUPPLIER AGE POLICY Adult: (16+), Child: (4-15), Infant: (0-3)

[MODIFY YOUR SEARCH](#)

ROOM 1	TWIN	PAX	2	MAX ADULTS: 2	MAX ADULTS+CHILDREN: 2
Enter Passenger Adult Enter Passenger Adult					

BOOK SERVICE

Booking and Itinerary

Then it will bring you to the **Booking and Itinerary** screen showing your booking and Itinerary of the services you have booked.

For each service booked a service line will show.

Date	The date of the service and if an accommodation service the number of nights.
Services	The name of the supplier and the product booked. If you click on the Supplier Name a further screen will show with information about the Supplier, and if you click on the Product (in this example the Luxury Room) information about the luxury room will show.
Pax	The number and type of rooms and how many adults. (This is booked for 1 twin room for 2 adults).
Total	The total amount for this service.
Status	The status, this may also show at the top of the screen.
Action	The service can be cancelled from here.

Booking & Itinerary

Service confirmed

BOOKING NAME	Terra Nova test booking
REFERENCE	SAFI106276
STATUS	Web Confirmed
TOTAL	ZAR 6,763.00
AGENT	
CONSULTANT	Lindiwe Motuba
BOOKING REMARKS	Provisional booking

DATE	LOCATION	SERVICE	PAX	TOTAL	STATUS	ACTION
22-Nov-2023	George	Fancourt Hotel	1 TW 2A	6,763.00	Confirmed	Details
1 Night (s)		Luxury Room				Cancel

ADD ANOTHER SERVICE	BOOKING DIALOGUE	RESEQUENCE ITINERARY
---------------------	------------------	----------------------

Booking Dialogue	Selecting this button will allow notes to be stored against the booking.
Resequenece Itinerary	If you have multiple services in your booking, you may have the option to reorder or re-sequence the services in your itinerary.
Add Another Service	If you would like to add additional services i.e. booking transfers, meet and greet, activities or another stay at a different property.

Adding Another Service

Click on **ADD ANOTHER SERVICE** as shown above.

Then it will take you back to the Online Bookings Search screen.

What Select the required service. In this example we will select **Transfers**.
Where Select the applicable **Country** and **Destination**

Click on search.

Online Bookings Search

WHAT Service: Transfers Class: All Supplier: Key Word:		WHERE Country: South Africa Destination: Cape Town and Surrounds Location: All	
From:	22 Nov 2023 Calendar	Transfer:	1
Pax:	ADULTS: 2 CHILDREN: 0 INFANTS: 0		
Sort By:		Ascending	
Instant Confirmation: ☐ Required ☒ If possible			

SEARCH

It will then bring up the available options.

Online Bookings Search

SEARCH AGAIN

Citi Hopper **Central Cape Town**

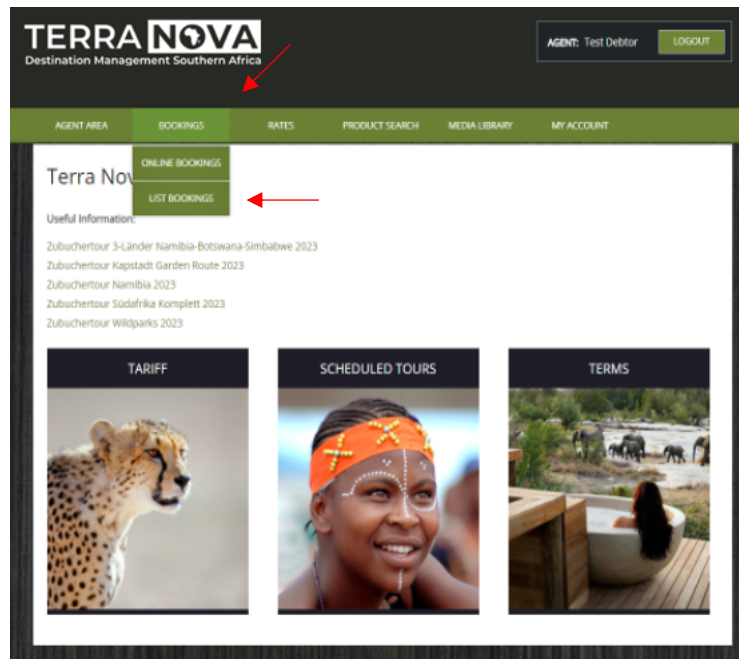
OPTION	RATE	AVAILABILITY	ACTION
CAPE TOWN INT. AIRPORT TO/FROM CAPE TOWN CBD (SEDAN)			
Per Transfer One Way, Contract Rate	ZAR 870.00	On Req	SELECT
CAPE TOWN INT. AIRPORT TO/FROM SEAPOINT (SEDAN)			
Per Transfer One Way, Contract Rate	ZAR 986.00	On Req	SELECT
CAPE TOWN INT. AIRPORT TO/FROM STELLENBOSCH (SEDAN)			
Per Transfer One Way, Contract Rate	ZAR 986.00	On Req	SELECT
CAPE TOWN INT. AIRPORT TO/FROM V&A WATERFRONT (SEDAN)			
Per Transfer One Way, Contract Rate	ZAR 986.00	On Req	SELECT

Finding Booking That You Have Made Online

Using the list booking function, allows users to search for existing bookings by using filter fields to search for a particular booking or a list of bookings.

From the menu banner select **BOOKINGS**

Select **LIST BOOKINGS**



On the search results page with all the existing bookings, scroll through the list of bookings and click on the required booking.

Please take note of the following

- **PROVISIONAL BOOKINGS CAN ONLY BE HELD FOR 14 DAYS**, the consultant will also specify the due date for confirmation.
- If you have booked accommodation and need to amend the number of nights or change the start date of the accommodation, you would need to email the consultant who is assisting you to amend the booking.
- Transfers, activities will be **On Req (on request)**, a Terra Nova consultant will need to book the transfers on your behalf.
- Once you have made your booking Terra Nova Tours will receive an email notification that you have made a booking, then your booking will be delegated to a consultant to assist further, and they will make contact with you. A report will also be pulled to check bookings that have been made online and will be delegated to a consultant.
- For any amendments that need to be done please email the consultant who is assisting with your booking, and they will do the necessary amendments.