

PORTAL 101

YOUR PORTAL TO SUCCESS

Q & A

Q

Do you automatically place all the one-way charters as special offers, or we can manually add them somehow?

One ways are automatically created by the system depending on the base of the boat in that specific period and check-in and check-out bases of the reservations in that period. One ways can also be manually added in Booking Manager App!

More info [Here](#)

A

Q

How accurate is the calendar availability shown for day charters and how reliable is the instant booking feature for securing these offers?

All the fleets in Booking Manager Portal are available for real-time booking. Charter Operators have to update regularly their availability. This applies to all fleets available.

A

Q

How do we get paid as agents the commission from the operator?

Usually the agent collects the payment from the final clients and transfers it to the charter operator deducting their commission. It is possible that some operator requests to be transferred the full amount and then transfers back the commission to the agent to comply with the fiscal regulation of their country.

We recommend discussing those info with the charter operator beforehand if it is your first booking with a new provider.

A

Q

Please, let me know if we must cancel, manually, an OPTION after the option is expired? Sometimes the Option remains in our panel, although the option is expired...

In the Portal expired options are not automatically deleted. You can see them in your Booking Section and delete them manually.

If you want them to be automatically deleted you can contact our [Support team](#) to help you set it up.

A

Q

How can I see my offers already sent to clients in the system to do the corresponding follow-up with clients? In the past offers sent by button add to quote are not visible in booking sheets?

On the Portal you can access previously sent PDF offers, options and booking but not price quotes you have sent.

When sending a price quote through the portal, you receive a copy in your inbox, you can always go back to your inbox to check past quotes you have sent.

A

Q

Can you repeat please how to have the link from the system of My trip? To do it from a phone should i install an app or just with my username and passwords? How to get the PIN?

You can send the link from my trip through Booking Manager Portal by clicking on Bookings and then right click on the edit button.

[Here](#) is a step by step on how to do it

A

Q

Can we send the My Trip SMS or email from LBM?

Yes you can.

[Here](#) is how to do it.

A

Q

How the charter operator can enable the payment feature in "My Trip"?

You can select any of the payment integrations already available in Booking Manager (Preferences->Web Search-> Engine Settings->Payment Services) or you can contact us to add a new integration if the one you want is not listed.

A

Q

Do you banish companies if they have too many bad reviews?

We do not banish companies based on negative reviews but we do have a 3 strike policy in place.

You can read more about it [here](#)

A

Q

How can we add a boat for sale in "yacht for sale"? Is there a cost for the owner/fleet? Can we add a boat that is not in the MMK System?

You can add your boat as for sale following [these easy steps](#), for the boat to be visible as for sale it need to be inserted in your Booking Manage App.

A

Q

Do we manually have to set up a yacht for daily charters, or we have to contact your team?

Daily charters can be set through your Local Booking Manager App. You can contact our support team to show you the step by step.

A