PORTAL 101 YOUR PORTAL TO SUCCESS

A & **D**

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

charters and how reliable is the instant booking feature for securing these offers?

How accurate is the calendar availability shown for day

booking. Charter Operators have to update regularly their availability. This applies to all fleets available.

All the fleets in Booking Manager Portal are available for real-time



operator?

Usually the agent collects the payment from the final clients and

How do we get paid as agents the commission from the

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.

Please, let me know if we must cancel, manually, an



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.

OPTION after the option is expired? Sometimes the Option

If you want them to be automatically deleted you can contact our Support team to help you set it up.



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 though the portal, you receive a

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?

copy in your inbox, you can always go back to your inbox to check past quotes you have sent.



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

Can you repeat please how to have the link from the system

just with my username and passwords? How to get the PIN?

of My trip? To do it from a phone should i install an app or

Here is a step by step on how to do it

Yes you can.

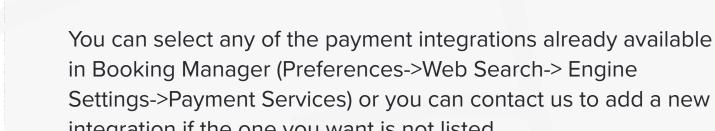
feature in "My Trip"?

bad reviews?



Here is how to do it.

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



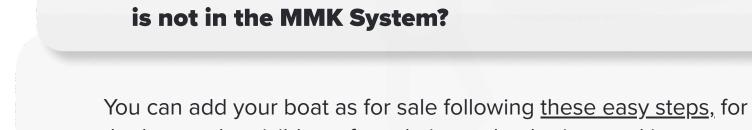
Settings->Payment Services) or you can contact us to add a new integration if the one you want is not listed.

How the charter operator can enable the payment

Do you banish companies if they have too many

do have a 3 strike policy in place. You can read more about it here

We do not banish companies based on negative reviews but we



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?

the boat to be visible as for sale it need to be inserted in your Booking Manage App.



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.