

JOURNEY BEYOND

SUPPLIER PORTAL

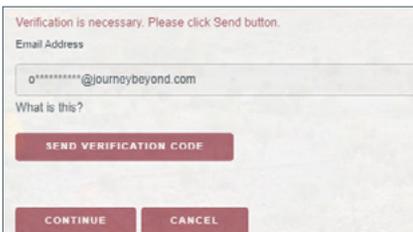
HOW TO USE THE JOURNEY BEYOND SUPPLIER PORTAL

Login and Verification

Enter your registered email address and password that was used to set up your log in and select 'Sign in'.



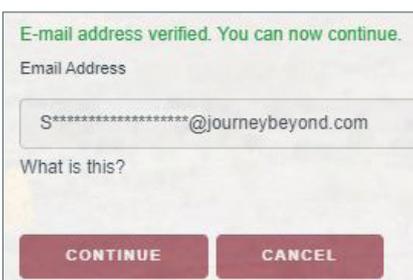
Then select 'Send verification code' on the next screen.



Retrieve the 2-factor authentication code from your inbox and enter this in the provided field then select 'Verify code'.

We recommend that you save msonlineserviceteam@microsoftonline.com to your favourites to ensure your emails don't go to your junk folder.

Once the code is verified select 'Continue' to sign in.



Home Page Overview

If you have authorisation for more than one Service Type or Service, you may filter using the drop-down boxes.

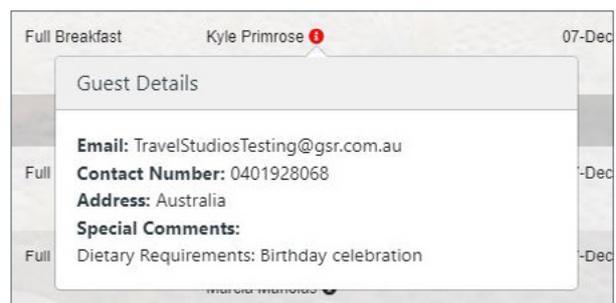


Select the tab in the top left corner to switch between New Requests, Amendments, Cancellations and New Requests & Cancellations each tab shows the number of requests requiring action.



Guest Details and Special Requirements

You will see an information icon to the right of the guest name, click  to view, the icon will be red  if there are special requests, occasions, or dietary requirements.



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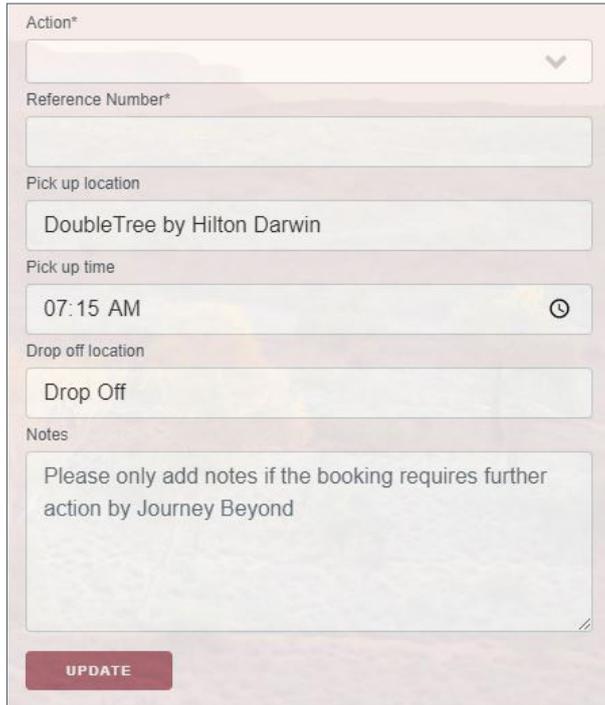
New Requests

To action booking requests, select the 'Edit' icon  on the left side of the screen next to the booking status.

Confirm or Reject, by selecting the 'Action' drop-down box.

Enter your confirmation Reference Number, (and pick up information for tours and transfers). Please only add notes when you require Journey Beyond to review and action.

Select 'Update' to action request.

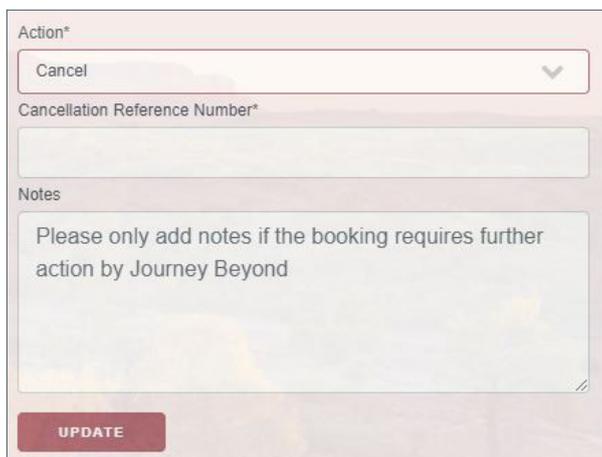


The booking will disappear from the New Request list, you can view confirmed bookings by clicking on the 'View' button in the top right corner of the screen.

Cancellations

To action cancellations, select the 'Edit' icon  on the left side of the screen.

Select 'Cancel' from the 'Action' drop-down box, enter your Cancellation Reference Number and notes where action by Journey beyond is required then select 'Update'.



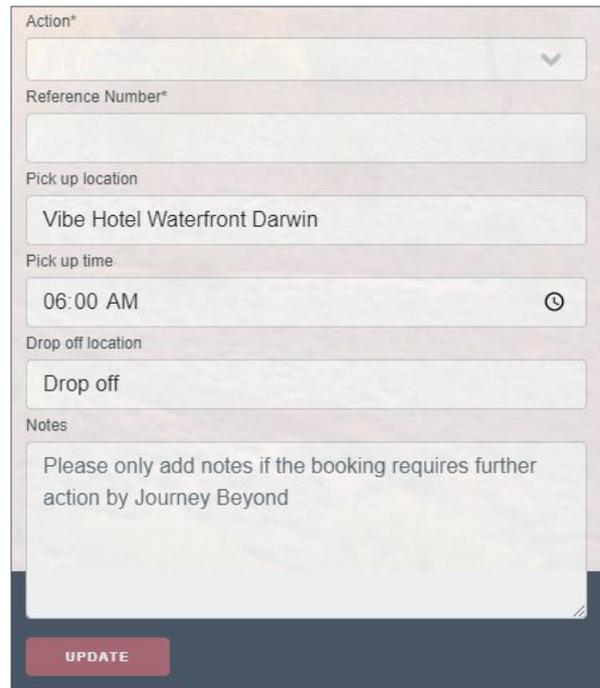
Amendments

To action amendments, select the 'Edit' icon  on the left side of the screen.

Select Confirm or Reject, by selecting the 'Action' drop-down box.

Enter your Reference Number (Reference Number must be entered even if it has not changed), and pick up information for tours and transfers. Please only add notes when you require Journey Beyond to review and action.

Select 'Update' to action request.



Amendments include:

- Change in guest details such as name, email address, contact number, dietary requirements / special requirements added
- Change in pick up / drop off location

New Request & Cancellation

This tab combines both the new request and cancellation tabs together, making it easier for you to check if there have been any changes to a service or a re-booking.

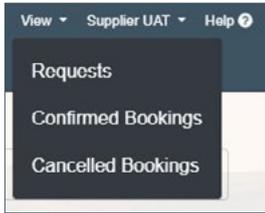
This function is useful to identify changes to a confirmed booking such as:

- Date changes to tours and accommodation
- Reduction / increase in passenger numbers
- Change in room type

To action from this tab, follow the same process outlined in New Request and Cancellations.

View Actioned Bookings

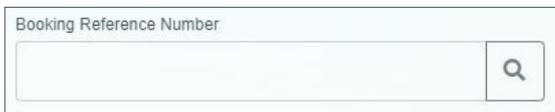
Once you have confirmed or cancelled a booking, these can be viewed by clicking on 'View' at the top right of your screen. From here you can select to view your Confirmed or Cancelled bookings.



Confirmed and Cancelled Bookings

Filters are available for Service Type and Service.

If you know the Journey Beyond Booking Reference Number (i.e. JBR301245) you can enter and click the search icon.



Exporting Confirmed and Cancelled Bookings

Click on the 'Export' icon  at the top right of the screen to download a full list of your Confirmed or Cancelled bookings in Microsoft Excel.

Trouble Shooting

I would like to change our email address for logging in and receiving of verification codes to the Journey Beyond Supplier Portal.

In order to change your email address, please send your request to product@journeybeyond.com. Make sure to include your current email address and the new email address you wish to change to.

I did not get my verification code email.

We recommend that you save msonlineserviceteam@microsoftonline.com to your favourites.

If you did not receive your verification code email, please check your junk folder. If it is not in your junk folder, select 'Send verification code' again.

If you are still unsuccessful in receiving your verification code email, please contact holidays@journeybeyond.com

I did not receive my reset password email.

We recommend that you save msonlineserviceteam@microsoftonline.com to your favourites.

If you did not receive your reset password email, please check your junk folder. If it is not in your junk folder, select 'Send verification code' again.

If you are still unsuccessful in receiving your reset password email, please contact holidays@journeybeyond.com

No bookings are showing in the Journey Beyond Supplier Portal, even though it says I have outstanding bookings to action.

We recommend you clear the cache of your web browser and open the Journey Beyond Supplier Portal in a new window.

Journey Beyond Supplier Portal is not working in Internet Explorer.

The Journey Beyond Supplier Portal will only work in Chrome.

I have placed the verification code and clicked continue but it shows an error message.

This error message occurs when the Journey Beyond Supplier Portal has timed out whilst you are logging in. Click on 'Sign in' located at the top right of the screen and this will then log you in.

Need Help? Contact Us

Have a question about a booking request or the Journey Beyond Supplier Portal?

Please contact:

@ holidays@journeybeyond.com

📞 1800 013 532

(Monday to Friday – 8.30am to 6.00pm, Saturday – 9.00am to 5.00pm ACST)