

JOURNEY BEYOND

SUPPLIER PORTAL

HOW TO USE THE JOURNEY BEYOND SUPPLIER PORTAL

LOGIN AND VERIFICATION

Enter your business email address and password and sign in, then select 'Send verification code' on next screen.

Sign in with your email address

Email Address

Password

Forgot your password?

SIGN IN

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.

E-mail address verified. You can now continue.

Email Address

What is this?

CONTINUE **CANCEL**

HOME PAGE OVERVIEW

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

Service Type

Accommodation

Service

All

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

New Requests (6553) Amendments (8) Cancellations (1898)

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.

Full Breakfast Kyle Primrose 07-Dec

Guest Details

Email: TravelStudiosTesting@gsr.com.au

Contact Number: 0401928068


Address: Australia

Special Comments:

Dietary Requirements: Birthday celebration

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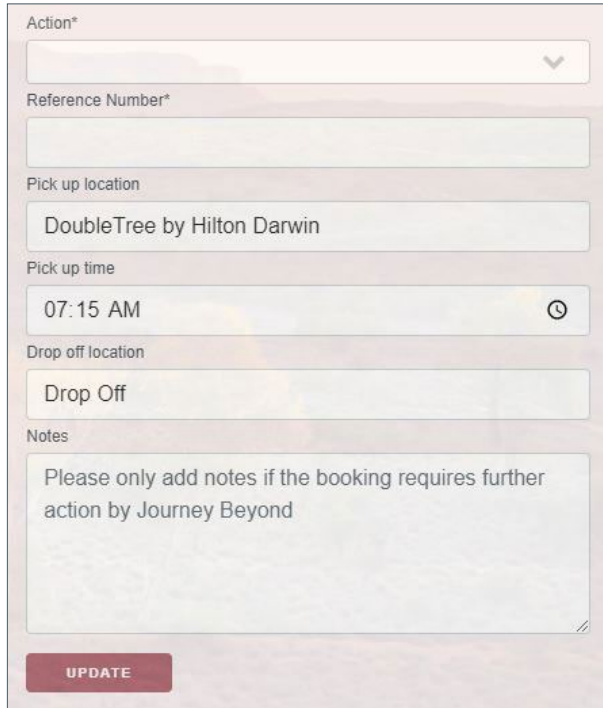
NEW REQUESTS

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.

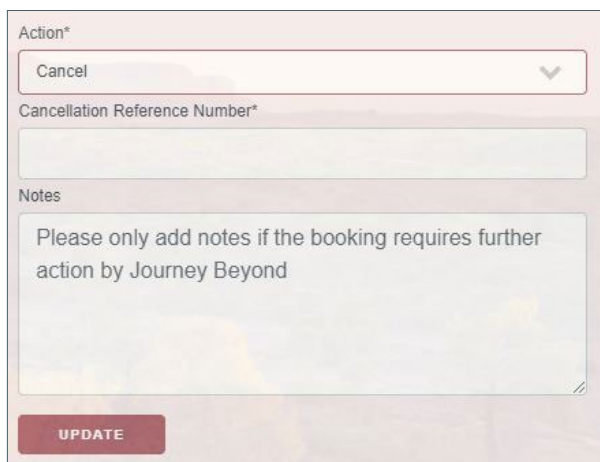


The booking will disappear from the New Request list, you can view confirmed bookings by clicking on the 'View' button in the top right corner of the screen.


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'.



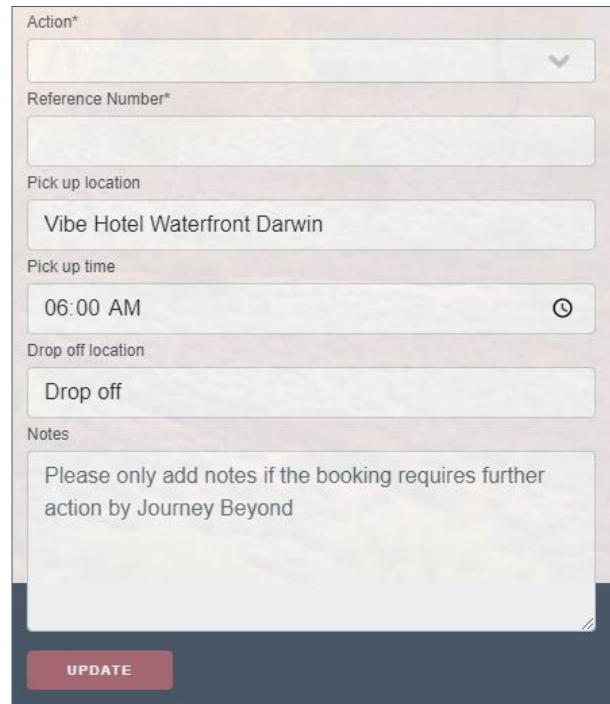
AMENDMENTS

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.

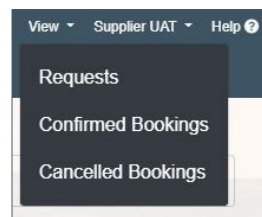
Enter your Reference Number (Reference Number must be entered even if it has not changed), and pick up information for tours and transfers. Please only add notes when you require Journey Beyond to review and action.

Select 'Update' to action request.



VIEW ACTIONED BOOKINGS

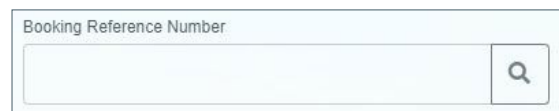
Click on 'View' at the top right of your screen to view your Confirmed and Cancelled bookings.




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.



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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

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)