

AOT Online

User Guide

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LOGIN

To Login, visit www.aotonline.net and enter your login details in the left hand panel (see picture below). Please note that all codes and passwords are case sensitive.

Agency Code and **Agency Password** are required fields. You have one **Agency Code** and **Password** for your agency.

Consultant Name is optional, but is useful for identifying bookings and quotes in the system. You may use as many consultant names as required.

If you experience any problems click on the **Customer Support** link found at the bottom of the page to contact us or call **1800-TRAVEL**.

AOT Agent - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

Back Forward Reload Stop Home History <http://bestlahome.aot.com.au/~samr/a> Go

Bestlahome Samuel Sites

Disable CSS Forms Images Information Miscellaneous Outline Resize Tools View Source Options

aotonline

Accommodation Tours Transfers

Login:

Agency Code*

Agency Password*

Consultant

login

[register](#)
[customer support](#)

Need Help? Call..
+61 - 3 9867 7233
Or Email
bookings@aot.com.au

Opening Hours
Monday - Friday
7am to 7pm (Melbourne Time)

Step ahead of your competition and join AOT Online

The AOT Group offers you "Australia and New Zealand's leading Travel Web Site" – open for business 24/7, 365 days a year. Instant confirmations of your reservations, anytime.

The AOT Group is one of the Australia and New Zealand's leading travel companies offering you an unmatched selection of accommodation, tours, cruises and transfers covering over 700 destinations.

We can deliver the following great online features:

- ▶ Instant Confirmations
- ▶ Best Prices
- ▶ Best Inventory
- ▶ Best range of destinations
- ▶ Ability to sell last minute
- ▶ Best Product range
- ▶ Easy to use Booking site
- ▶ Great Information online
- ▶ Easy payment options
- ▶ Little or no paperwork required

The [old AOT bookings website](#) will continue to operate until the end of May 2005.

Today's customers want instant results and at AOT ONLINE we deliver a quality product that will enable your company to do just that.

Done

NAVIGATION

Once you have successfully logged in, you will find two main menus that can be used to access different areas of the web site:

MENU 1 (located in the left hand panel of all pages)	
New Quote	This launch the Accommodation Search Page ready to start a new quote
View Current Quote	Click here to view the current quote details, save the quote or finalise the booking
Saved Quotes	View a list of all Quotes you have saved previously
Bookings List	View a list of all Bookings you have completed
Home	Returns you to the Accommodation Search Page
Logout	Logs you out of the system and returns you to the Login Page

MENU 2 (tabs located at the top of the main panel)	
Accommodation	Takes you to the Accommodation Search Page
Tours	Takes you to the Tours Search Page (includes cruises and sightseeing)
Transfers	Takes you to the Transfers Search Page

There is a 3rd menu in the footer of all pages containing links to **Brochure, Customer Support, Requests & Downloads, About Us, Events Calendar, Oz Information and Booking Terms & Conditions.**

CREATING QUOTES

STEP 1: SEARCH

Click on the **Accommodation**, **Tours** or **Transfers Tab** as required. A simple search form will appear with fields for **Location**, **Dates** and **Keywords/Hotel Name** (see picture on previous page). These will vary slightly depending on what type of service you are searching for. Note that the **Keywords/Hotel** name field is optional. After completing the details of your search click the **Search** button.

Below is an example of **Accommodation Search Results** for Sydney CBD. Some of the features of the **Search Results** page are highlighted below.

The screenshot shows the AOT Online interface for searching accommodations. The search results are for Adelaide & surrounds, from 19 Jun 2005 to 20 Jun 2005. The results are sorted by Recommended. The following table summarizes the visible search results:

Property Name	Location	Price	Service Status	Action
Mercure Grosvenor Hotel	Adelaide	from \$122	Instant Confirmation	More Info, Book Now
Festival City Hotel/motel	Adelaide	from \$115	Instant Confirmation	More Info, Book Now
Pacific International Suites Adelaide	Adelaide	from \$153	Instant Confirmation	More Info, Book Now
All Seasons Adelaide Meridien	North Adelaide	from \$111	On Request	More Info, Book Now
Directors Studios	Adelaide	from \$142	Instant Confirmation	More Info, Book Now

1. **Property Name** – Click on the property name to access more detailed property information (Property Brochure), including **Other Rooms** for that property.
2. **Service Status** – Indicates whether the service is **Instantly Confirmable**, **On Request** or **Not Available**. By default we will list all services that are instantly confirmable first.
3. **Add to Quote** – Click here to add the service to the quote.

4. **Location Refinement** – The dropdown at the top of the search results allows you to narrow or widen your search intelligently based on your initial search. It is useful for identifying surrounding locations if you want to refine the initial search results. See example below.

The screenshot shows the 'Search Results' page with a dropdown menu for 'Show Accommodation in:'. The dropdown is open, showing a list of locations including Sydney CBD, Circular Quay, East Sydney, Millers Point, Sydney, Broadway, Chippendale, Darling Harbour, Darlinghurst, Darlington, Haymarket, and Kings Cross. The 'Sydney CBD' option is currently selected. To the right of the dropdown is a 'Go' button. Below the dropdown, the search dates are '2005 to 20 Jun 2005' and the search results are 'Results 1 - 50 of 73 [1 2] Next'. The results are sorted by 'Recommended', 'Price', 'Hotel Name', and 'Star Rating'. The first result is 'Surry Hills' with a price of 'from \$106' and 'Instant Confirmation'. The second result is 'Sydney' with a price of '\$125'.

5. **Refine Dates** – Allows you to alter the dates for the service you are searching for.
6. **Sorting** – The default search order lists all **Instantly Confirmable** services first, giving priority to '**Recommended**' properties in **Price Order**. Should you wish to change the sort order, simply click on the button next to the required sort order e.g. **Hotel name, Price, Star Rating**.

Please note that in the **Accommodation Search Results** only **One Room** will be displayed for each property. This will be the cheapest room available for that property. By clicking on the **Property Name (see 1 on the previous page)** you will open the **Property Brochure** page where you will be able to access **All Rooms** for that property.

STEP 2: SELECTING SERVICES & SERVICE OPTIONS

You can select a service directly from the **Search Results** by clicking on the **Add to Quote** button on the right (see 3 on the previous search results picture), or similarly by clicking on the **Add to Quote** button on the service's **Brochure Page**. You will then be presented with the **Service Details Page** below. This will differ slightly depending on the type of service you select.

Room Options

Comfort Inn Cambridge

Address: 212 RILEY STREET
SURRY HILLS NSW 2010

Status: Instant Confirmation

Room Type: Standard Room **1**

Check In: Jun Sun 19 **2**

Check Out: Jun Mon 20

Rate:	Single	Twin/Double	Triple	Quad
per room per night	\$106.00	\$106.00	\$156.00	\$206.00

Adults: 1 Children: 0 Room Capacity: 4

Bedding: Twin Beds Double Bed

Smoking: Non-Smoking Smoking

Approx check-in time: 14:00

Remarks:

Note: Special requests cannot be guaranteed.

If you change the **Room Type** (see 1) or the **Dates** (see 2) on this page you will need to click the **Update** button before you can add the service to your quote. This will update the **Nightly Room Rates**.

You will need to specify the number of **Adults and Children**, **Bedding** and **Smoking Preference** before adding the service to your quote by clicking **Add to Quote**.

That's it, you have created a quote. See the following sections for **Saving & Editing Quotes** and **Finalising Bookings**.

SAVING & EDITING QUOTES

If you have just created a quote you will already be on the **View Quote Page** (see below), otherwise click **View Current Quote** in the menu on the left. To **Save the Quote** simply enter the **Quote Details (see 1) – Booking Name / Initial / Title**, ensure your email address is correct and enter your name in the **Consultant** field, then click **Save Quote (see 2)**. You will know a Quote has been saved since the last change was made if the **Save Quote** button (see 2) is greyed out.

The screenshot shows the AOT Agent web interface in Microsoft Internet Explorer. The page title is "AOT Agent - Microsoft Internet Explorer". The main content area is titled "Quote" and displays details for the "Mercure Grosvenor Hotel".

Quote Summary:

- Supplier Name: Mercure Grosvenor Hotel
- Address: 125 NORTH TERRACE ADELAIDE SA 5000
- Check In: Sunday, 19 Jun 2005
- Check Out: Monday, 20 Jun 2005 (1 night)
- Room Type: Mercure Room single (non-smoking)
- Guests: 1 Adult
- Expected Arrival: 14:00
- Price: \$122.00

Quote Details:

- *Booking Name: [Pax Lastname] / [Pax Initial] [Pax Title]
- *Agent Email: online.test@aot.com.au
- Agent Ref: []
- *Consultant: []

Buttons:

- 1: *Booking Name, Pax Initial, Pax Title fields
- 2: Save Quote button
- 3: Add Accommodation, Add Tours, Add Transfers buttons
- 4: Change, Delete buttons

Other Elements:

- Navigation menu: New Quote, View Current Quote, Saved Quotes, Bookings List, home, logout
- Contact info: Need Help? Call.. +61 - 3 9867 7233 Or Email bookings@aot.com.au
- Opening Hours: Monday - Friday 7am to 7pm (Melbourne Time)

To **Add Additional Service Lines to a Quote**, click on the **Add Accommodation, Add Tour** or **Add Transfer** buttons found at the top of the page (**see 3**).

To **Edit** or **Delete** individual service lines use the buttons (see 4) underneath that service line.

RETRIEVING/AMMENDING SAVED QUOTES & BOOKINGS

To retrieve a previously saved quote or completed booking, click on the **Saved Quotes** or **Bookings List** button respectively, in the menu on the left hand panel. A list of your saved quotes or bookings will appear in **Travel Date** order (see **Saved Quotes** example below). Note that these are also **grouped by Month (by date that travel commences)**, so you will need to click on the appropriate **Month Tab (see 1)** at the top of the quote list first.

You can **Delete Quotes** by clicking on the **Delete** button (see 2).

You can **Cancel Bookings** by clicking on the **Cancel** button (this appears in place of the Delete button - see 2 below - on the **Bookings List Page**). Please note that **Cancellation Fees May Apply**. Click on the **Terms and Conditions** link found in the footer of all pages for details.

If you wish to **View** or **Amend a Quote**, or **Convert a Quote into a Booking**, click on the **View** button (see 3) to go to the **View Quote Page**.

The screenshot shows the AOT Agent web application interface. The main content area is titled "Saved Quotes" and features a list of quotes. The interface includes a navigation menu on the left, a top navigation bar with "Accommodation", "Tours", and "Transfers" tabs, and a footer with contact information and opening hours.

Red annotations highlight specific elements:

- 1**: A red oval highlights the month tabs (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec) at the top of the quote list.
- 2**: A red circle highlights the "delete" button for the first quote.
- 3**: A red circle highlights the "view" button for the first quote.

Travel Date	Booking Name	Consultant	Agent Ref	delete	view
03 Jun	ASD/ASDASD			delete	view
11 Jun	324/234234			delete	view
11 Jun	MIFSUDG/AMR	Mick		delete	view
16 Jun	MIFSUD/AMR	Mick		delete	view
17 Jun	123/2323	asdsd	qa	delete	view
18 Jun	MIFSUD/AMR	Mick		delete	view

FINALISING A BOOKING

To finalise a booking you must first **Create a Quote** or retrieve a previously **Saved Quote** (by clicking on **Saved Quotes** in the menu on the left, and then clicking **View**).

Before **Converting a Quote to a Booking** you can easily **Add**, **Edit** or **Delete** service lines on the **View Quote Page** as previously demonstrated.

Once you are happy with your Quote, click on the **Book Now** button at the bottom right hand corner of the **View Quote Page** to proceed to the **Payment Page** (see picture below).

The screenshot shows the AOT Agent web application in Microsoft Internet Explorer. The browser title is "AOT Agent - Microsoft Internet Explorer". The page features the aotonline logo and navigation tabs for "Accommodation", "Tours", and "Transfers".

Payment

Booking Summary

All Seasons Adelaide Meridien - Standard Suite 32 nights	\$3,552.00
Total Booking Amount:	\$3,552.00
Nett Amount payable	\$3,161.28

Booking Details:

*Booking Name: Pax Lastname: JONES / Pax Initial: J / Pax Title: MR

*Agent Email: online.test@aot.com.au

Agent Ref: [Empty Field]

*Consultant: Samuel Richardson

Payment Method:

Credit Card: [Radio Button]

Amount to pay AUS: [Empty Field]

Card Holder Name: [Empty Field]

Card Type: Select a type ... [Dropdown Menu]

Credit Card Number: [Empty Field]

Expiry Date: [Dropdown] / [Dropdown] (mm/yy)

Security Code: [Empty Field]

On the left side, there is a navigation menu with links: New Quote, View Current Quote, Saved Quotes, Bookings List, home, and logout. Below the menu, contact information is provided: "Need Help? Call.. +61 - 3 9867 7233 Or Email bookings@aot.com.au" and "Opening Hours Monday - Friday 7am to 7pm (Melbourne Time)".

Please note this picture is split over 2 pages.

The screenshot shows a web form with a light blue background. At the top, it says "Pay Later: ". Below this, a text box contains the message: "Payment must be submitted in accordance with the terms of your existing agreement." Underneath is a section titled "Terms And Conditions:" with a blue header. Inside this section, there is a line of text: "Check this box to agree to our [terms and conditions](#). ". At the bottom right of the form is a "Book Now" button. Below the form, there is a footer with navigation links: "customer support | about us | events calendar | terms & conditions". Further down is the company information: "The AOT Group Pty Ltd", "ABN: 106 495 498", "Travel Agent Licence - VIC 32587 / NSW 2TA5561", the "aotgroup" logo, and "©2005 AOT Group Pty Ltd".

Payment options available are:

- Credit Card - currently VISA, Mastercard, Bankcard and AMEX
- For Advance bookings you can also select 'Pay Later'

Once you have completed the payment details, you are required to check the **Terms and Conditions Checkbox** and then click on the **Pay Now** button to confirm the booking.

You will be sent an email instantly confirming the details of your booking. If all services within the booking were '**Instant Confirmation**' then the whole booking is **Instantly Confirmed**. If any of the services in your booking were '**On Request**' your booking will be confirmed or otherwise within 24 hours by one of our consultants.

If you have any questions or need any help with the **AOT Online** web site, click on the **Customer Support** link in the footer of any page and provide details of your query in the form provided.