

Murray Digital Platform – Fact Sheet Six

Bookeasy Integration with Destination Websites



Background

Throughout the development and implementation of the Murray Regional Tourism (MRT) Digital Platform Project there has been various learnings around content loading plus information that can assist with the more technical aspects of websites that individual destinations may like implement.

To assist destinations maximise their online performance and use of the digital platform a series of 'Fact Sheets' have been created to document and share these learnings. This is the sixth fact sheet in this series.

Bookeasy Integration

Overview

The Murray digital platform has been built to enable integration with Bookeasy to facilitate online accommodation bookings and payments.

MRT in conjunction with Bookeasy and Evolution 7 identified an improved booking integration and booking flow process which has been recently deployed to destination websites that intend to use Bookeasy.

The improved integration and booking process has reduced the number of clicks to convert a booking to 4-5.

To confirm that the Bookeasy integration has been successful with your destination website, each destination website using Bookeasy is being requested to perform a couple of test accommodation bookings on respective staging websites. It is expected that this testing should take no longer than 30 minutes.

How is testing performed?

Testing of the Bookeasy integration with destination websites is the responsibility of each destination who has chosen to use the Bookeasy system.

The following is a list of actions that are required to be undertaken by the destination to proceed with testing;

1. Secure Payment gateway.
Is a secure payment gateway in place and this information has been communicated to Bookeasy?
2. Have your Visitor Information Centre staff and operators completed Bookeasy training? Bookeasy has recommended that refresher training be organised for VIC staff if required. To coordinate the training contact Bookeasy/Fernanda Loadman on P: 07 5668 2555 or E: fernanda@tourismholdings.com
3. To prepare for the integration of Bookeasy online, it is recommended that destinations are familiar with and using Bookeasy in their Visitor Information Centres.

Bookeasy test bookings

To ensure the integration is working as expected, 3 test accommodation bookings are required to be performed on desktop, smartphone and tablet devices.

Murray Digital Platform – Fact Sheet Six

Bookeasy Integration with Destination Websites



To perform a test booking, follow this process;

1. Set up a test operator in your Bookeasy console with a room and \$1 rates. When complete, record the Bookeasy ID number. A Bookeasy ID is a unique identifying number which is assigned to each individual operator when created or imported to a Bookeasy Console.
2. Log into your staging website and create a test accommodation ATDW listing. Select >back to admin, >operators, >accommodation, >action (top right corner), >add new. Complete the mandatory fields and update to save.
3. Add the test Bookeasy ID created earlier in Bookeasy to the ATDW listing. Select >settings, >Bookeasy Id field – enter the number, >Update to save. This will expose the Bookeasy integration on the ATDW listing and link inventory from Bookeasy.
4. Log out of the website CMS.
5. From the front end of the website, search for the test accommodation listing.
6. Make a booking.
7. Pay for the booking via credit card.
8. Refund the booking back onto the credit card via the Bookeasy console.

Note: The majority of ATDW accommodation listings should import from ATDW with the Bookeasy ID, however, if this isn't the case, destinations will be responsible for adding the ID's to their respective operator listings on the platform. The steps to follow are as follows:

Bookeasy:

1. Log onto Bookeasy.
2. Choose 'Operator Search'.
3. Type in operators name and click perform search.
4. From the results area, click on the operators name.
5. The unique ID will be displayed at the top of the screen: Contact Id.
6. Make a note of this number.

Destination Website:

7. Log onto your destination site, select back to admin.
8. Select Operators (left side of screen).
9. Select Accommodation operator.
10. From the filter on the right side, search for the operator. Note: if the operator is unable to be found the ATDW listing is not yet available on the Murray digital platform. Search www.atdw.com.au for the operator and perform a manual import if required.
11. Find the operator and select Edit.
12. From the top menu bar, select settings.
13. Enter the Bookeasy ID in the field with the same name.
14. Scroll to the bottom on the page and select update and close.

The process above has now allocated the unique Bookeasy ID to the operator on the platform and exposed the Bookeasy integration to operators ATDW listings.

Note: Only assign the ID's to operators on destination live sites once the test booking process has successfully concluded on all devices and confirmation has been received that the Bookeasy gadget key has been assigned to the live website.

Murray Digital Platform – Fact Sheet Six

Bookeasy Integration with Destination Websites



Actions

Throughout the testing process, if you find anything isn't working as expected, the screen is displaying incorrectly or an error message is being received, please take a screen shot and forward to digital@mrtb.com.au.