# Citybreak – Agent user guide

## Log in:

1. Please log in by using this link: https://agent.citybreak.com/Login.

2. Go to "Available channels" and choose "Rødne Trafikk AS":

**Available channels**

○ Brim Explorer AS

○ Rødne Trafikk AS - Agents 22% paylater

○ Rødne Trafikk AS - Agents 22% kortbetalning

○ Rødne Trafikk AS - Test agentkanal

○ Rødne Trafikk AS - Silver prepayment

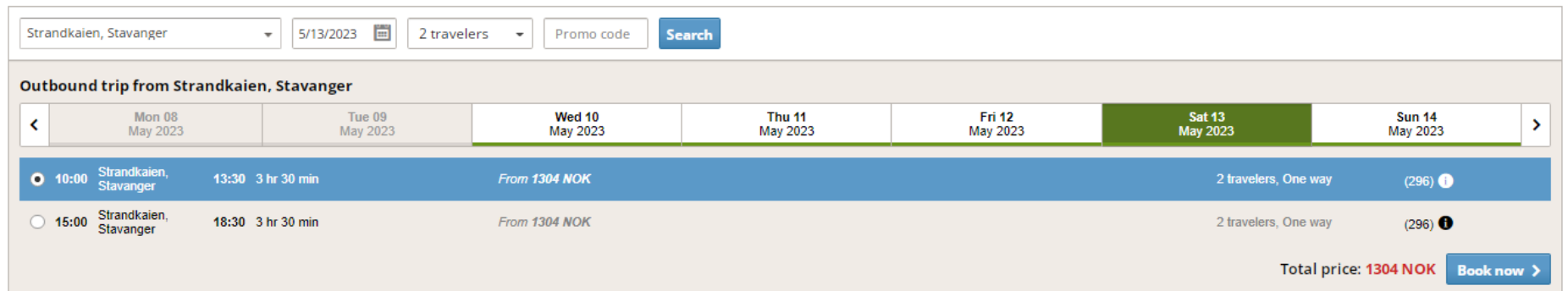● **Rødne Trafikk AS - Silver invoice**

## Booking a tour:

3. Choose "Booking" → "New Booking" → "Activity"
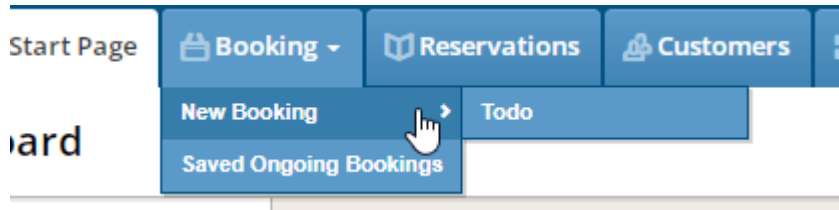


## Select tour:

4. Select the tour you want, travel date and number of travellers.  Click "Search".
*(Please note! If you are travelling with a group of more than 11 guests, you get 1 free guide. Please enter 1 free guide under travellers.)*


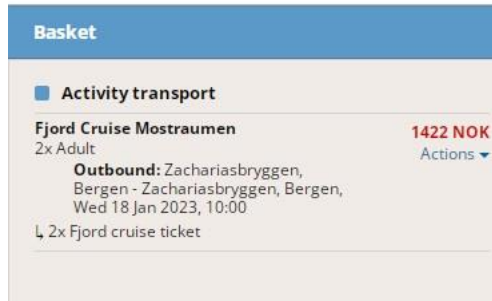
Continue by selecting the departure you want. At the right-hand side of your screen, you will now be able to see detailed information about this tour. (This information will also be available for your guests in the travelling documents.)
**Total price**: Please note that "Total price" shows net prices and includes the agent discount.

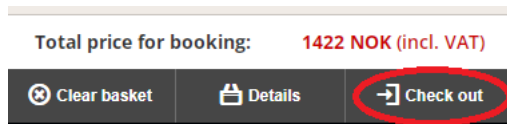5. Choose the departure time you want and click "Book now".

## Basket:

6. At top of the right-hand corner of your screen, you will now see "Basket" with detailed information about your booking.

**Basket**

☐ **Activity transport**

**Fjord Cruise Mostraumen**                     **1422 NOK**
2x Adult                                          Actions ▾
   **Outbound:** Zachariasbryggen,
   Bergen - Zachariasbryggen, Bergen,
   Wed 18 Jan 2023, 10:00
Ļ 2x Fjord cruise ticket

*(If you want to book several of our tours for the same client, please follow the instructions in step 4 + 5 once more
and add the new tour to your basket. Your guests will now receive information about the different tours in the same booking.)*

7. To place the booking, click "Check out" in the lower right corner.

**Total price for booking:**      **1422 NOK** (incl. VAT)

⊗ Clear basket        Details      →] Check out

## Booking information:

8. "**Agent reference person**": Enter name or number.

9. If you are placing a group booking, please choose "Group booking".

10. "**Customer details**": Please enter the required information.

11. "**Preferred document language**": Choose English in the drop-down menu.

**Customer details** ⓘ

| First name * | Last name * | Address 1: |
|---|---|---|
| Anna | TEST | Muslingveien |

| Address 2: | Postal code: | City: |
|---|---|---|
| | 4083 | Hundvåg |

| Country * | Phone number (day) | Phone number (evening) |
|---|---|---|
| Norway | | 47 |

| Phone number (mobile) * | Phone number (fax) | Email * |
|---|---|---|
| 47 · 56895623 | 47 | annaf@rodne.no |

Start typing customer details to automatically search your customer database. Choose a customer by clicking the result pane.
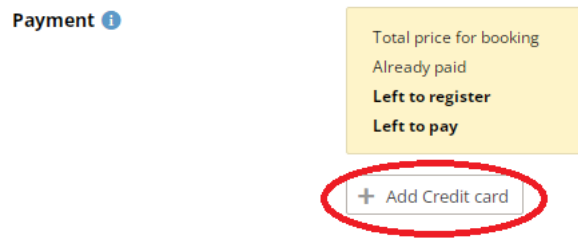
**Invoice address** (+)

Preferred document language:

English ▾

12. **Credit card**: If you are a credit card agent, please click on "Add Credit card":

**Payment** ⓘ

Total price for booking
Already paid
**Left to register**
**Left to pay**

+ Add Credit card

You will now see the following window at the top right-hand corner of your screen:

**Add credit card**          Close

Credit card type:

○ VIPPS

● Mastercard

○ VISA

Amount to pay:

● 1422 NOK
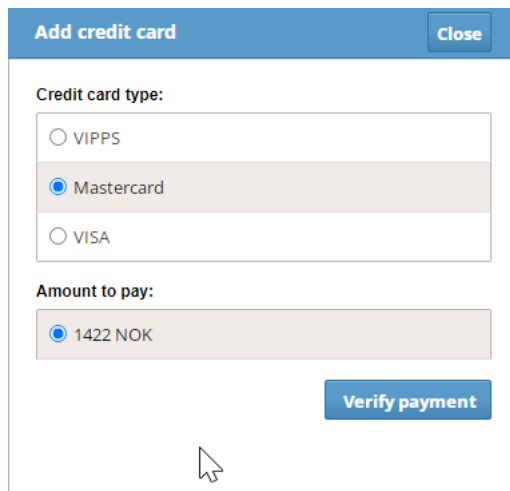
**Verify payment**

Click on "Verify payment" which will take you to our payment solution. Enter your credit card details and fulfil payment by clicking on "Pay". *Please note that we accept all credit cards except American Express*.

**Invoice**: If you have a credit agreement with Rødne, please make sure your invoice email is always up to date in the Citybreak system.

13. "**Message to customer**":

    Here you can add a message to your client. Your message will later show on the order confirmation, travel documents and ticket.

14. "**Message to supplier**":

    Do **not** add a message to Rødne Fjord Cruise here. Please contact us at [agent@rodne.no](mailto:agent@rodne.no).

15. Once all the required fields have been filled out, please click "**Confirm booking**".

## Order overview and travel documents:

16. **Order overview**: You will now be forwarded to an order overview with detailed information about your booking, incl. reference number, payment details, information about the tour, order confirmation and travel documents.

17. "**Products In Booking**" summarises your booking with information about:
    - Selected tour
    - Departure time and place
    - Tour duration
    - Number of guests

18. **"Messages"** shows you the message you earlier added for your client or internal notes about the booking.

19. **"Documents"**: Under this section you will find travel documents and your guest's ticket.

**Documents**

| Document | Print |
|---|---|
| Confirmation | PDF |
| Confirmation | HTML |
| Travel Documents | PDF |
| Travel Documents | HTML |
| Confirmation and Invoices | PDF |
| Confirmation and Vouchers | PDF |
| Confirmation with Invoices and Vouchers | PDF |
| External voucher: Fjordcruise Mostraumen | HTML |
| External voucher: Fjordcruise Mostraumen | PDF |

**Ticket**: Please make sure that you always add our ticket when you send your client his/her order confirmation.
The ticket includes a QR code which will make the embarkation more efficient and give your guest a better experience.
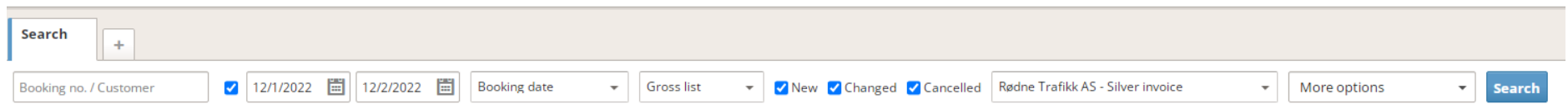To find the ticket, go to "External voucher: Fjord Cruise xxxxx".

# Change bookings

Log in to https://agent.citybreak.com/Login

1. Go to "Available channels" and choose "Rødne Trafikk AS"

2. Click on "Reservations"

3. You can now search for your booking by entering the booking number, the customer name or your booking date/arrival date:



4. Click on the booking you want to change. At the right-hand corner of your screen, you will now see a window with your booking details.
   Click on "Edit booking".

5. Continue to click on "Modify" and choose from the alternatives in the drop-down menu:

6. Make the changes you need to do and proceed to "Check out" at the bottom right corner of your screen.
7. Confirm your changes by clicking on "Confirm booking".

   Your booking will be marked as "Changed". Please note that you will be able to previous versions of your booking.
8.
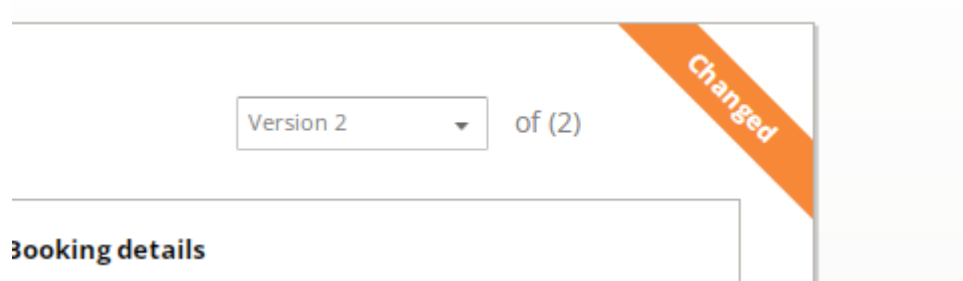


9. Remember to send updated documents to your client!

## Cancelling bookings:

1. Log in to https://agent.citybreak.com/Login
2. Go to "Available channels" and choose "Rødne Trafikk AS"
3. Click on "Reservations"
4. You can now search for your booking by entering the booking number, the customer name or your booking date/arrival date:



5. Choose the booking you want to cancel and click on "Cancel booking".

6. Now a new window will pop up. Choose the red button "Cancel reservation".

7. **Refunds for cancelled bookings**: If a credit card agent is due a refund due to cancelled bookings, refunds are processed automatically as long as the cancellation has been done within to Rødne's cancellation deadline. It may take up to 20 days for the refund to appear in the agent's account.

## Order overview:

All the bookings made by you are available under "Reservations":

1. Log in to https://agent.citybreak.com/Login
2. Go to "Available channels" and choose "Rødne Trafikk AS"
3. Click on "Reservations"

You can now search for your booking by entering the booking number, the customer name or your booking date/arrival date: