

JOHNSONS + SMITHS

THE 2 FAMILIES
HAVE A BBQ
& PLAN TO HAVE
A HOLIDAY TO THE
SUNSHINE COAST.
EVERYONE CAN ORGANISE.



BARB SITS
DOWN WITH A
COFFEE & HER
IPAD TO
SEARCH
OPTIONS



VAL
GETS THE EMAIL
& LOOKS ON HER
MOBILE.

SHE SAVES
THE ITINERARY
& SHARES IT
WITH VAL TO
LOOK AT.

SHE CAN
DEFINE PEOPLE
ON THE TRIP &
DIFFERENT ACTIVITIES
FOR EACH MEMBER.



BARB FINDS
QLD TOURISM
HAS A GREAT
SITE & A
HOLIDAY PLANNER
THAT LOOKS
PERFECT.

VAL & BARB
PRIVATE MESSAGE
EACH OTHER &
NOTES TO GO AHEAD



BARB OPENS
THE ITINERARY
& BOOKS &
PAY DEPOSIT.

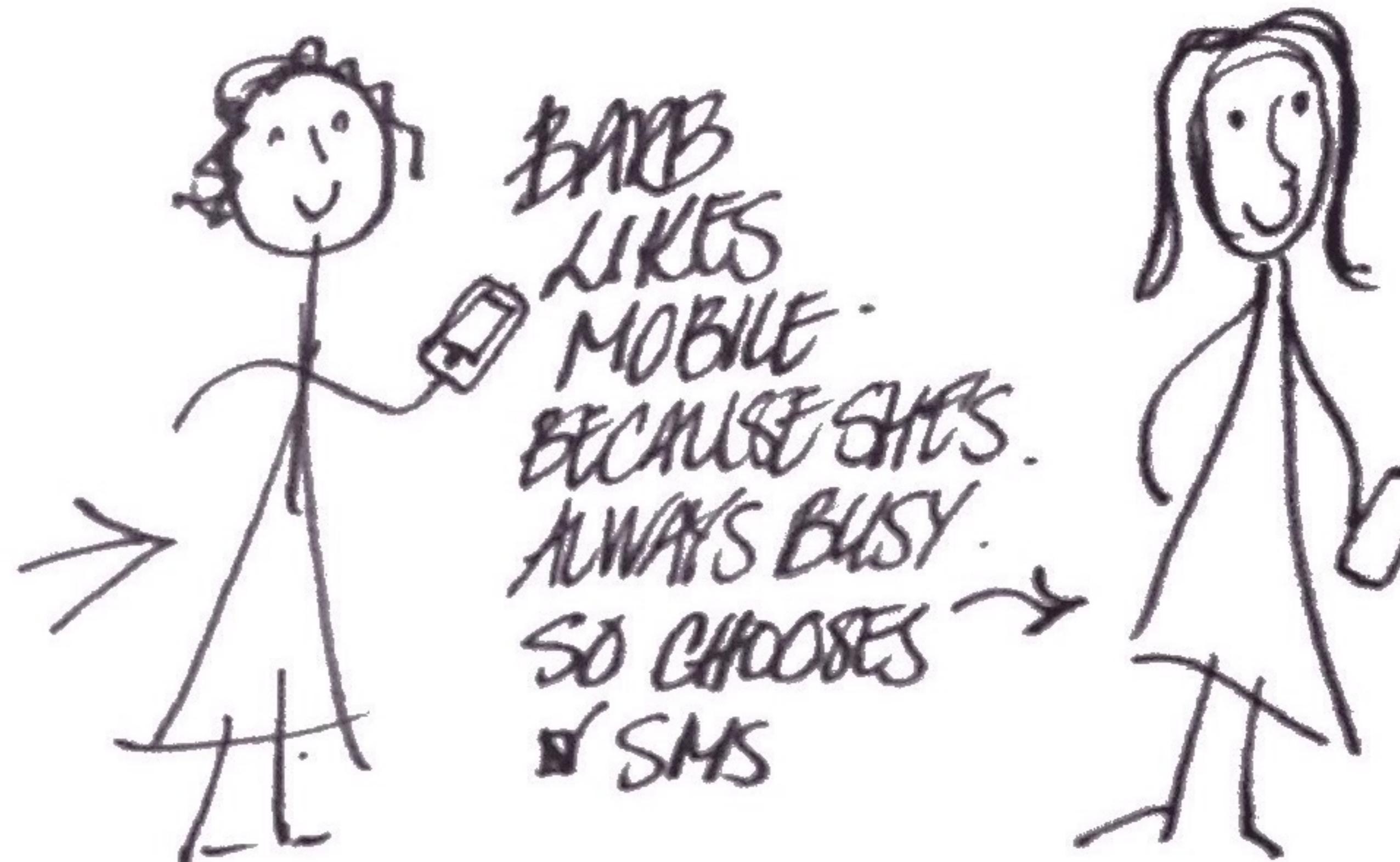
VAL & BARB
BOTH LOOK
WITH HUBBYS.

VAL GETS
EMAIL & CLICKS
& PAYS HER PART.

BARB - SEES SHE
CAN 'SPLIT BILL'
SO SENDS VAL
AN INVITATION TO
PAY HER SHARE.

VAL & BARB PAID DEPOSITS
& READ ON SCREEN

- THANKS FOR YOUR DEPOSIT, WE'RE GOING TO SEND YOU CONFIRMATION HOW WOULD YOU LIKE TO RECEIVE ~~E~~SMS, EMAIL OR BOTH.

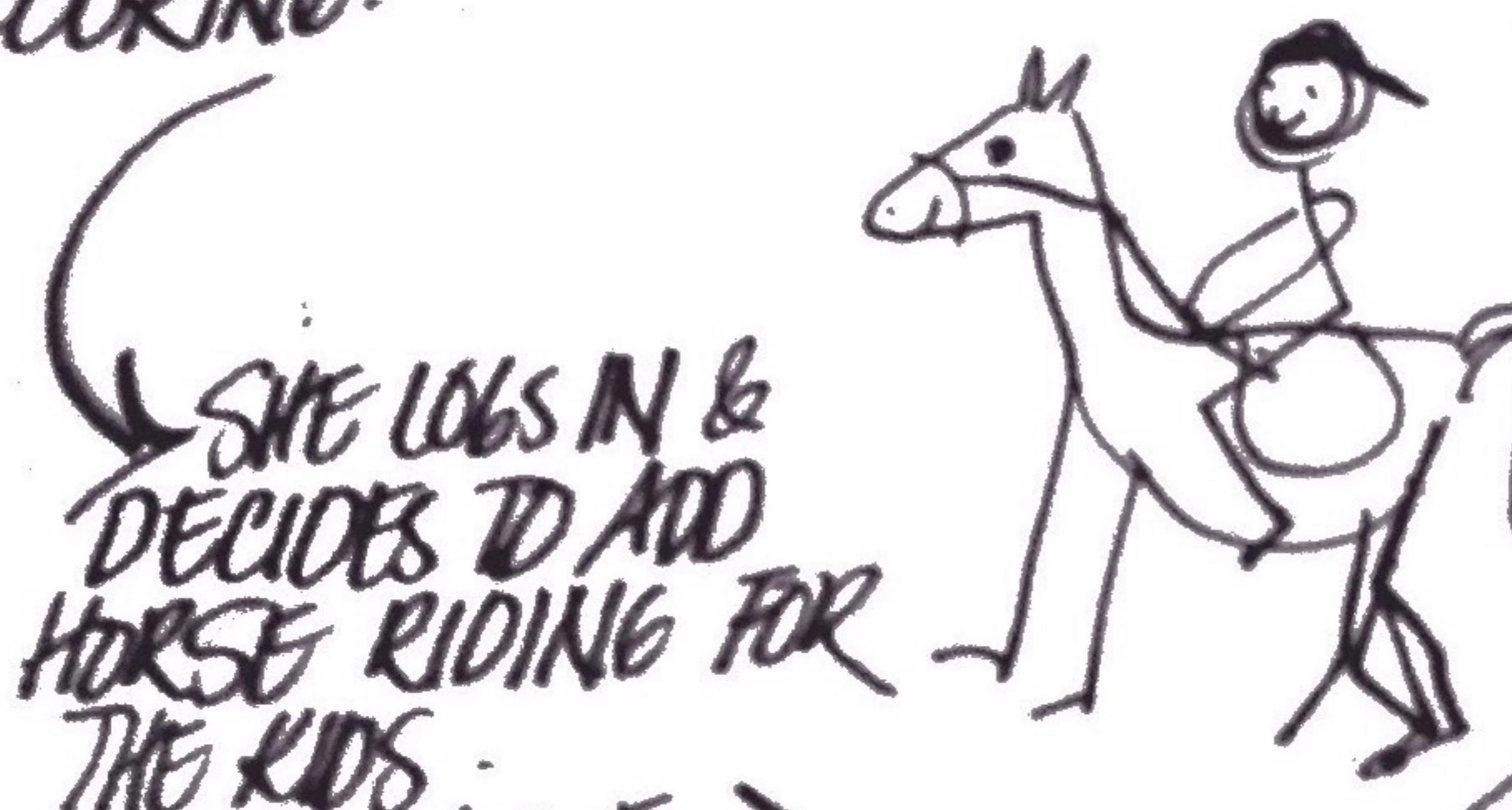


VAL CHOOSES BOTH AS SHE NEVER KNOWS WHERE SHE'LL BE - THIS COVERS BOTH SMS & EMAIL WHICH CAN BOTH ARRIVE ON HER PHONE

VAL RECEIVES AN SMS & EMAIL WITH A LINK TO THEIR GUEST PORTAL TO MANAGE THEIR BOOKING.



2 MONTHS PASS
DEPOSITS WERE PAID BUT THE BALANCE IS DUE 50 DAY PRIOR TO THE TRIP. NOTIFICATION IS SENT TO VAL & BARB.



- SHE LOGS IN & DECIDES TO ADD HORSE RIDING FOR THE KIDS
- FULL PAYMENT IS REQUIRED ~~AT~~ TIME OF BOOKING.



THE BALANCE ADJUSTS TO 'NEW TOTAL' SO SHE PAYS THE FINAL AMOUNT OF ITEMS REQUIRING PAYMENT. BARB DOES THE SAME.

BOTH BARB & VAL - RECEIVE ^{LINK} CONFIRMATION
- ITINERARY
- Q&A CODES
- TICKETS
- INSTRUCTIONS
- KEY CODES
- TEL
- CHECK-IN TIMES
- ALL IS SHOWN VIA THE GUEST PORTAL!

AND THEN...

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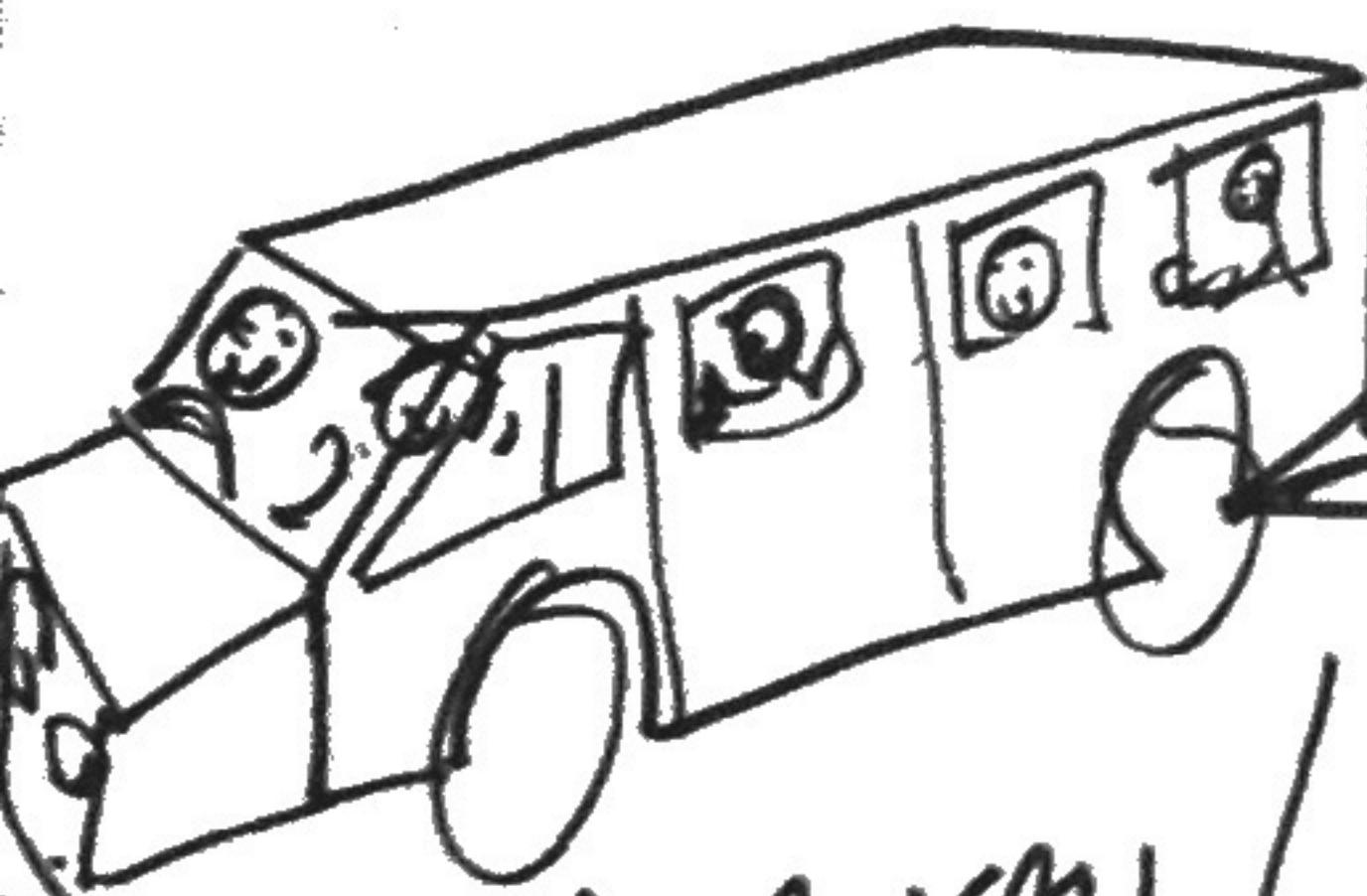
THE JOHNSONS
& SMITHS FLY TO
THE SUNSHINE COAST.
THEY HAVE ARRIVED.



HOLIDAY
TIME!



BARB RECEIVES
A WELCOME SMS
REMINDING HER TO
CHECK OUT HER
GUEST PORTAL.
(SEE LINES THREE)



IT'S A VAN!
OFF THEY
GO

THE BOOKING
CAN BE
ACCESSSED WITH
A QR-CODE
WHICH BARB
SHOWS THE
RESERVATION
TOOLT

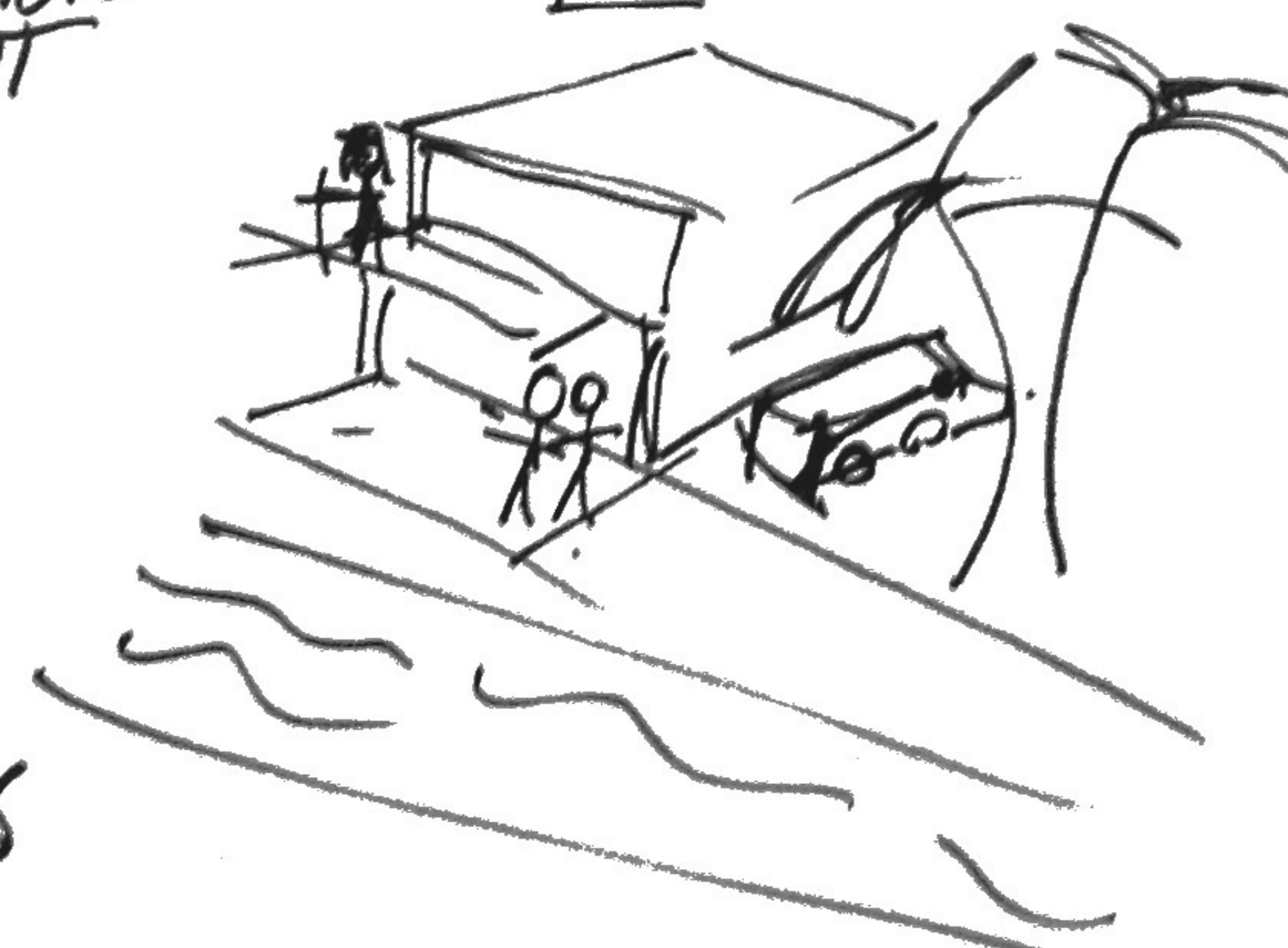


QR-CODE

SHE SEES INSTRUCTIONS
TO PICK UP THEIR
HIRE CAR.



THEY DRIVE TO
THE HOLIDAY
HOUSE BY
FOLLOWING THE PORTAL
LINK TO GOOGLE MAPS



HOORAY!

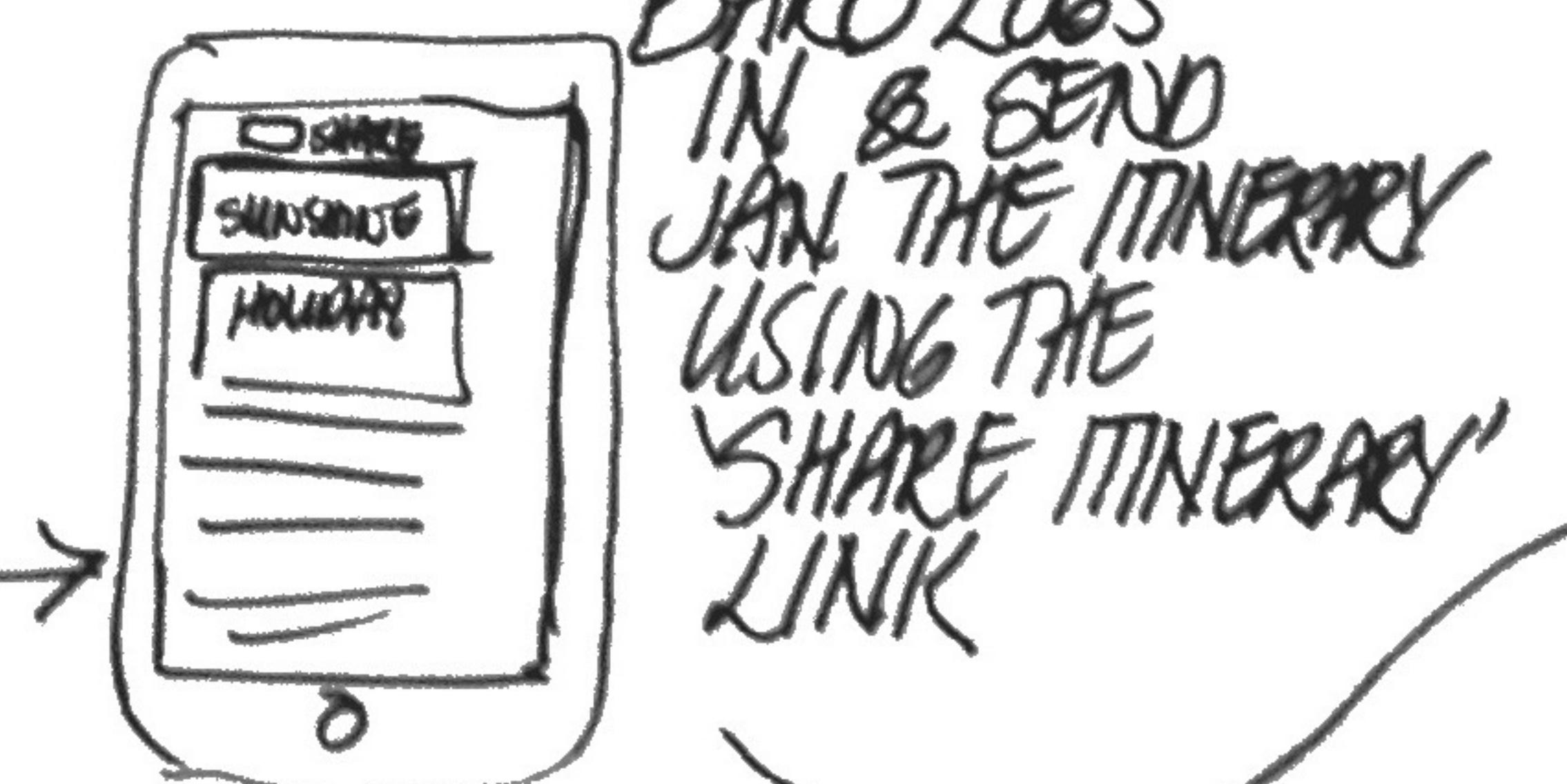
POST HOLIDAY:



BARB LOGS INTO HOLIDAY PORTAL TO COMPLETE THE SURVEY & RATES THERE'S A CHANCE TO ENTER A COMPETITION TO COMPLETE! \$ -



BARB & EVAN ARE CHATTING WITH JAN ABOUT THEIR FANTASTIC HOLIDAY & OFFERS TO SHARE WHAT THEY DID WITH JAN.



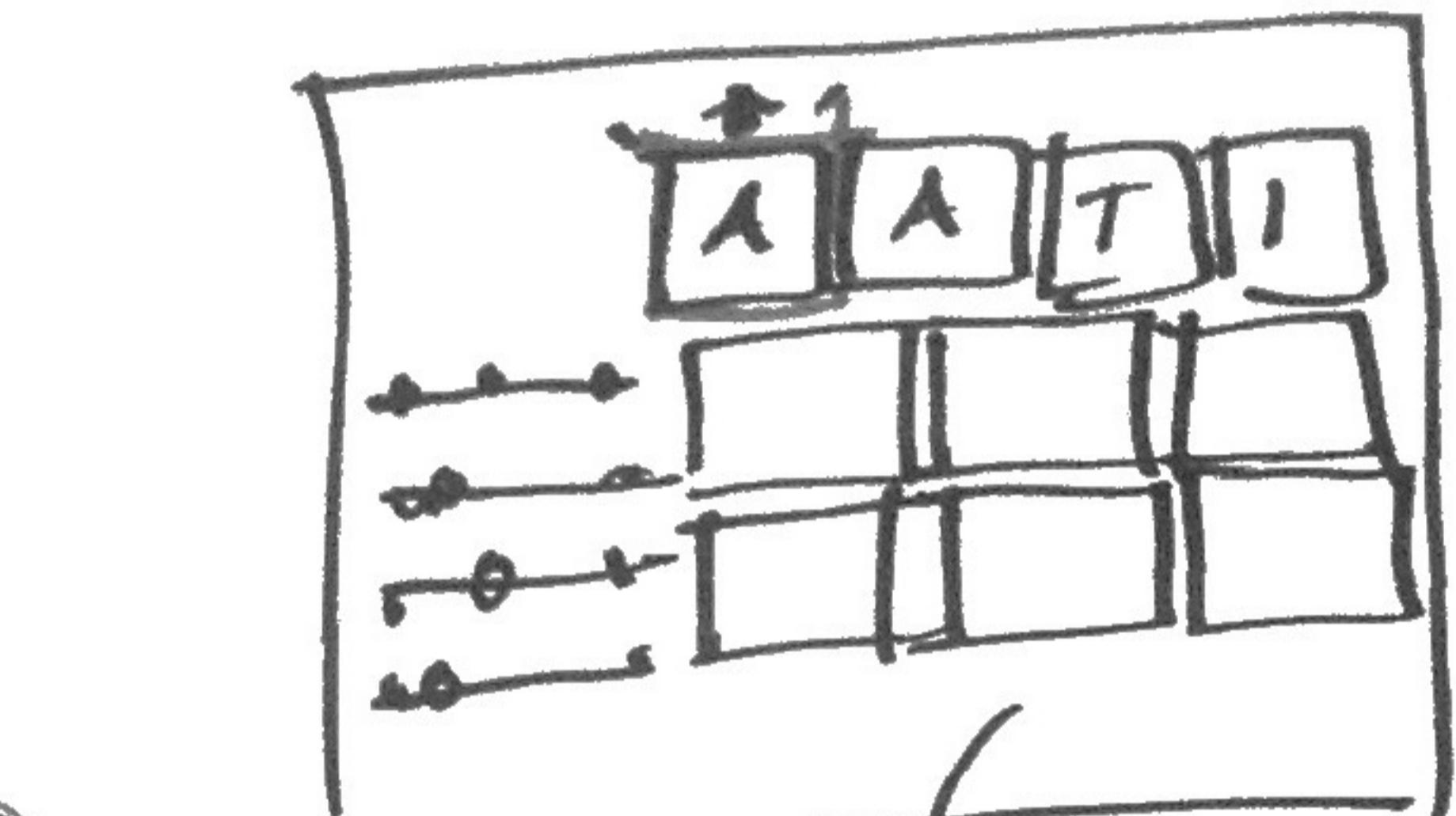
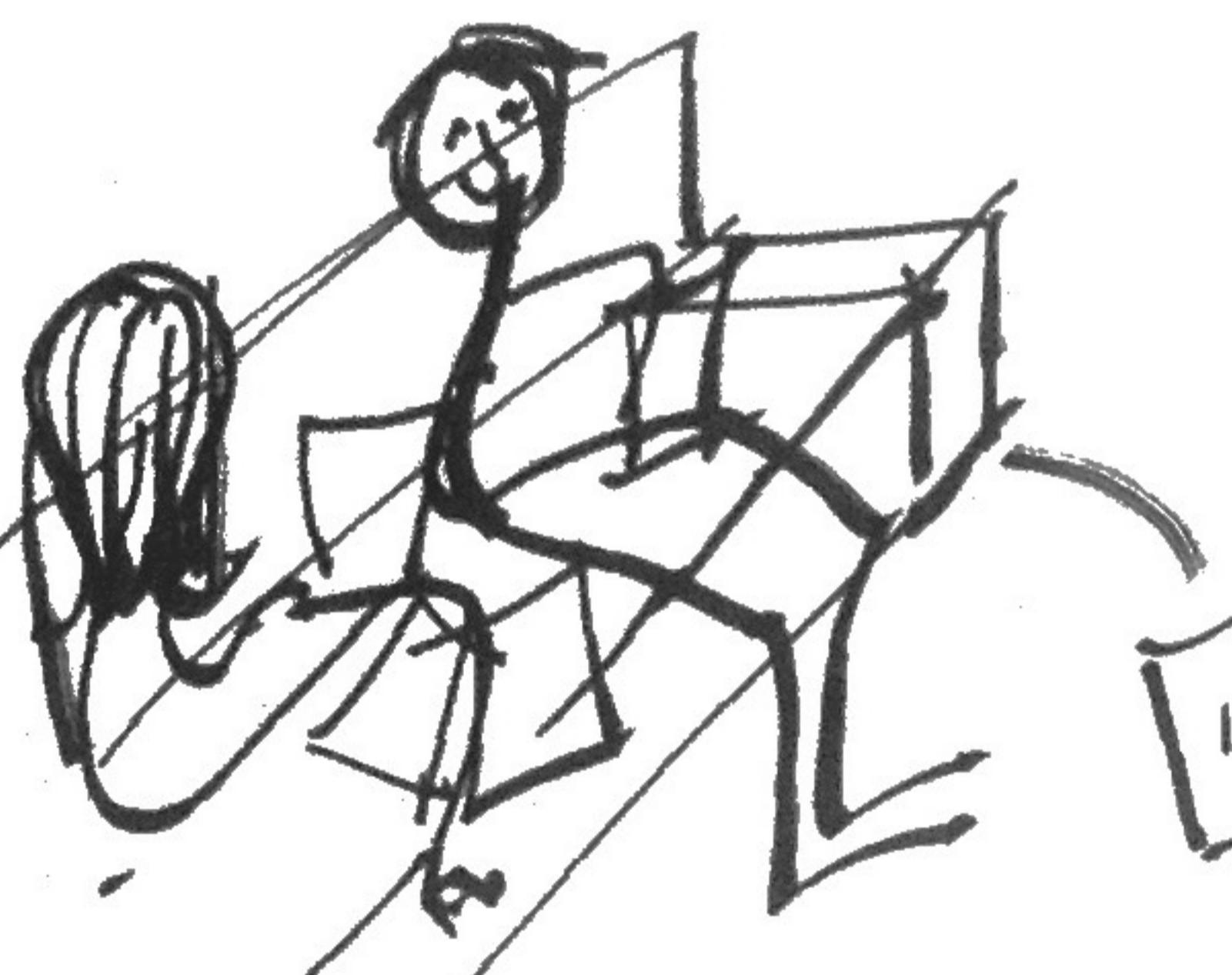
* ALL PERSONAL DATA & PRICES REMOVED.

JAN RECEIVES THE EMAIL INVITE & STARTS TO COPY & PASTE THE ITINERARY & CHANGES IT TO SUIT HER PREFERENCES IN HER NEW ACCOUNT



BRISBANE
BASED

ROGER IS REALLY
BUSY WORKING
SO SUE GETS
ROLE TO PLAN TRIP.



SUE
CREATE
3 X ITINERARIES
TO CHAT WITH
ROGER

AMAZON
ITINERARY
& QUOTE
& SAVE
(+ PRINT
+ EMAIL)

SUE FINDS
SHE CAN
BUILD A
HOLIDAY
PLANNER

- ACCOM
- ACTIVITY
- TRAVEL
- INSUR
- ...



SUE FINDS
SMHC &
STARTS LOOKING
@ LOCATIONS -
- & ACCOMMODATION
- KID FRIENDLY
-

SUE &
ROGER NARROW
IT DOWN TO 1st ITINERARY.



SUE DECIDES TO
CALL SMHC TO DOUBLE
CHECK A FEW THINGS.
SHE HAS A UNIQUE REF CODE
FOR SMHC TO LOOK UP.
BOOK & PAY
OVER PHONE.



SUE HOPS
ONLINE &
STARTS A GOOGLE
SEARCH
ON SKI
HOLIDAY.
DESTINATIONS