



## An introduction to SMARTres for travel agents

In this Guide we:

- Give you an [overview of the SMARTres system](#);
- Show you how [to log into your own SMART agency area](#);
- [How to make a booking in SMARTres – step by step](#);
- Show how you can [see availability even if you don't have any agency arrangements](#) with properties; and
- How you or your clients can [make credit card payments](#) in SMART; and
- See how to [set up as a travel agent](#), ready for properties to nominate you as their agent.





## An overview of the SMART system:

SMARTres is a unique real time system for New Zealand small scale accommodation providers.

It has an online availability calendar with integrated booking system (and a lot more besides) It is designed, built, owned and operated by TrueNZ SMART Accommodation Limited.

Properties subscribing to our suite of online accommodation guides are able to make use of SMARTres.

### **From your point of view as a travel professional, SMARTres:**

- Lets you see availability at properties in **real time**. Hugely important given the time zone we are in here in New Zealand!
- **Allows you to make instant online bookings.**

That's not a big deal, right? After all, there are a lot of online calendars out there.

**BUT, if you have made an agency arrangement** with one or more properties using SMARTres then you can also:

- Use your agency credentials to log into SMARTres and:
- See a ***unique availability calendar*** showing the vacancies the property has made available ***just for your agency***;
- See any special negotiated rates that will apply to bookings via your agency for any given room on any given day;



- ***Instantly make a confirmed booking in one or more date/room combos for your client – no need to exchange emails or phone calls;*** and
- If you or your client wishes to do so, pay for all or part of the accommodation you have booked either at the time of booking or later, by credit card directly into SMARTres. (Usual travel trade invoicing option is, of course, also available)
- Log in to your SMARTres account at any time, see which properties you are registered with as an agent and review the bookings you have made with any or each property.
- Easily make more bookings for the same or other clients at the same or other properties.

***It couldn't be easier!***

## Using SMARTres as a travel agent:

You do need to make the usual agency arrangements with specific properties that are using SMART. Once you have done so, and been set up in SMART:

## To see availability as an agent with an arrangement to book at a SMART property:

Whenever you want to log into SMARTres just go to

<https://smartgms.com>

1. **We will already have allocated a username and password for your agency staff to use.**

***Do NOT log in using an email address***

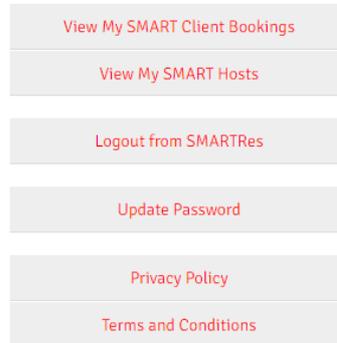
*(If you try to do that you will be making a booking as an individual, NOT as an agent!)*

2. If you do not know what these log in credentials are, please ask your agency administrator or contact the team at SMART: email [support@smartgms.com](mailto:support@smartgms.com) or telephone (+64) 3 4233565
3. Now you can make instant bookings from the SMART booking site: <https://smartgms.com>



4. Once you have logged in, these are the functions that will immediately be available to you:

The SMART way to book your client accommodation in New Zealand



5. Use the tab to “View My SMART Hosts” to see a list of the properties you can make instant bookings with.
6. Use the blue “Make a Booking” button beside a property to do just that! It’s a really easy system. To see exactly how to make a booking in SMART, [please click here](#).
7. Your booking will be instantly confirmed. No fuss, no waiting.

*Please note that the “Update Password” tab will generate an email to your nominated agency administrator for a reset.*

## How to see the availability in SMART properties even without being registered with a property:

[\(Click here to skip this section\)](#)

If you are not yet registered as an agent with any participating properties you **can** still see their availability by clicking on the SMART availability button in their TrueNZ Guide listing:

<https://truenz.co.nz/bed-and-breakfast>



**Queenstown Country Lodge** Queenstown B&B, Farmstay  
 497 Frankton-Ladies Mile Highway QUEENSTOWN NEW ZEALAND Prices from \$325 to \$500 per couple



Queenstown Country Lodge is set on 5 hectares (11 acres) of large secluded gardens and farmland and surrounded by mountains. We have combined the warmth and welcoming atmosphere of a country Inn with the comfort and class of luxury boutique accommodation.

Phone: [03 4418548](tel:034418548)  
 Mobile (and SMS): 0277236343  
 Address: 497 Frankton-Ladies Mile Highway





[See more Information](#)

[Send an Enquiry](#)

[Go to Website](#)


Instantly see availability and Make a confirmed booking

And you can of course send an enquiry email via the “Send an enquiry” button.

## How to make instantly confirmed bookings in SMARTres

### When you have a SMART agency arrangement in place:

Once you have [logged in as an agent](#) and selected the property from your list and clicked the blue “Make a Booking” tab, you will see the availability and no matter what time of the day or night it is in New Zealand, you can make an instantly confirmed booking. Here’s how.

This is a demonstration sample of the calendar you will have arrived at:

  
 SMART Test Account

	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue
Select arrival date: Wed Jul 12 2017	12 Jul	13 Jul	14 Jul	15 Jul	16 Jul	17 Jul	18 Jul	19 Jul	20 Jul	21 Jul	22 Jul	23 Jul	24 Jul	25 Jul
<b>Weka Room</b> <small>Click here for room &amp; tariff details</small>	25	25	25	25	25	25	25	25	25	25	25	25	25	25
<b>Pukeko Room</b> <small>Click here for room &amp; tariff details</small>	400	400	400	400	400	400	400	400	400	400	400	400	400	400
<b>Kakapo Room</b> <small>Click here for room &amp; tariff details</small>	330	330	330	330	330	330	330	330	330	330	330	330	330	330

So if we want to book the Kakapo Room for 18<sup>th</sup> & 19<sup>th</sup> July:



By simply clicking in the room/rate squares, the squares will turn gold and data for the booking will float down into the booking summary:



SMART Test Account

← →

Select arrival date:	Wed 12 Jul	Thu 13 Jul	Fri 14 Jul	Sat 15 Jul	Sun 16 Jul	Mon 17 Jul	Tue 18 Jul	Wed 19 Jul	Thu 20 Jul	Fri 21 Jul	Sat 22 Jul	Sun 23 Jul	Mon 24 Jul	Tue 25 Jul
Wed Jul 12 2017	25	25	25	25	25	25	25	25	25	25	25	25	25	25
<b>Weka Room</b> <small>Click here for room &amp; tariff details</small>	400	400	400	400	400	400	400	400	400	400	400	400	400	400
<b>Pukeko Room</b> <small>Click here for room &amp; tariff details</small>	320	320	320	320	320	320	320	320	320	320	320	320	320	320
<b>Kakapo Room</b> <small>Click here for room &amp; tariff details</small>														

**Summary of your accommodation booking**

<b>Kakapo Room</b>	2 Adults	No Children
18th Jul 2017		NZD \$ 320.00
19th Jul 2017		NZD \$ 320.00
<b>Sub-total</b>		<b>NZD \$ 640.00</b>

If you want to change the number of occupants, you can select from the drop down boxes arrowed *providing the room allows the occupancy you want*. The tariff will automatically update for any changes.

You can change the dates/rooms selected by simply checking and unchecking the day/room boxes.

Once you are happy with what is booked, click the blue button to “Confirm Rooms and Dates”

Obviously the property will need some guest details so this comes next:



Guest details....	
Guest email address	<input type="text"/>
* First name	<input type="text"/>
* Last name	<input type="text"/>
Phone	<input type="text"/>
Address	<input type="text"/>
Country	<input type="text"/>
<input type="button" value="Continue"/> 	

**The Guest email address is optional.** If you want the accommodation host to be able to communicate directly with your client then obviously they will need this. If you leave it blank our system will generate a unique identifier address to ensure your client has a unique identity in the SMART system.

**Guest First name and Last name must be completed.** This is your client's name, not yours. The other fields are optional.

Now "Continue"

*[Topic continues overleaf].*



Now you add your own name and email address (so we can send you the confirmation) plus your agency booking reference and voucher # (if applicable)

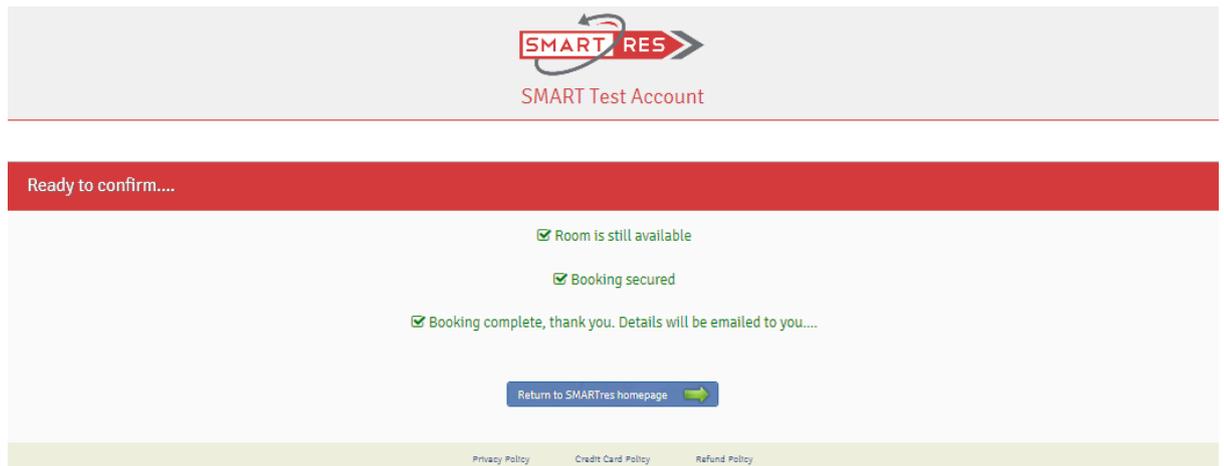
Now you add your own name and email address (so we can send you the confirmation) plus your agency booking reference and voucher # (if applicable)

Add your details and accept booking terms	
* Agent name	<input type="text"/>
* Agent Email Address	<input type="text"/>
Any notes for the Host?	<input type="text"/>
Booking Reference	<input type="text"/>
Booking Voucher	<input type="text"/>
* Privacy Policy	<input type="checkbox"/> I understand and agree with the <a href="#">Privacy Policy</a>
* Terms and Conditions	<input type="checkbox"/> I understand and agree with the <a href="#">Terms &amp; Conditions</a>
* Booking policy	<input type="checkbox"/> I understand and agree with the <a href="#">Booking Policy</a>
<input type="button" value="All good, lets proceed"/>	

To comply with regulatory requirements in various jurisdictions, those check boxes need to be ticked off.

So one more click and.....





Job done. A confirming email will be sent to you at your own email address added earlier.

## How you and/or your clients can make payments for their booked accommodation directly in SMARTres.

Log into your agency SMARTres account as already described [here](#) and select the tab to “View my SMART client bookings”:



This will show you a list of your bookings made in SMART:



[Return to the homepage](#)

My Client Bookings

To refine results start typing here...

	Booking #	Property	Guest	Arrival	Departure	Status	Paid	Outstanding
<a href="#">Manage</a>	#202193	SMART Test Account	John Doe	19 Jun 2017	25 Jun 2017	confirmed	0.00	1,120.00
<a href="#">Manage</a>	#208400	SMART Test Account	Robert Smith	29 Jun 2017	1 Jul 2017	confirmed	0.00	300.00
<a href="#">Manage</a>	#208102	SMART Test Account	Mary Smith	18 Jul 2017	20 Jul 2017	confirmed	0.00	640.00

[Return to the homepage](#)

Select any one of the bookings using the blue “Manage” button and you will be able to “Proceed to make a payment”.

**IMPORTANT NOTE:** Our credit card system is 3DS secure, so the cardholder must be present or otherwise able to provide a unique security code that may be generated by the card issuer.

My Booking

Booking#	Property	Arrival	Departure	Status	Paid	Balance to pay
208102	SMART Test Account	18 Jul 2017	20 Jul 2017	confirmed	\$ 0.00	\$ 640.00

Arrival Assured payment

Please be aware; In terms of the booking conditions any amounts you prepay as a booking deposit or pay within this host's "Arrival Assured" date are refundable at the sole discretion of your host. There is NO AUTOMATIC REFUND RIGHT in respect of these payments. The "Arrival Assured" date, for this booking is the 18th Jun 2017  
 Terms & Conditions [Click here to review the Booking Terms & Conditions you accepted at the time you made the booking](#)

\* Amount

[OK, I've got that, Proceed to payment](#) [I'm done here, Return to main menu](#)

MasterCard SecureCode. Verified by VISA

Please take note of the refund proviso, enter the amount to be paid in New Zealand \$ and continue to the credit card details.



Note that the card details are stored by, and the payment processed by the ANZ Bank of New Zealand Ltd so you can rest assured that both the payment and card details are secure.

Your (client's) payment will instantly be credited to your client's guest ledger with the accommodation host.

### If you have not already negotiated an agency connection for SMART

with a participating property you will need to approach properties on a one to one basis to make agency arrangements. **Please note that we do not and cannot do this for you.**

Properties will then be able to begin the process to set your agency up in SMART. Then SMART support will be in touch to complete setting your agency up in SMART.

### If you'd like to go ahead and register anyway

you can. Just go to

<https://smartgms.com>



And click “Register with SMARTres”

In the next screen **Please be sure to check that you are registering as an agent.**



Register with SMARTres....

[if you are a travel agent looking to book accommodation for clients please register as a TRAVEL AGENT - click here](#)

\* First name

\* Last name



**Otherwise you will be registering to book yourself in to stay!**

The Travel agent registration page asks a different set of questions which should be self explanatory.

Once that is completed we will notify your agency administrator that your agency is set up and provide a unique user ID and password that any of the agency staff can use.

Then you will be able to make use of the SMART online booking system for any properties that are using SMART that you have agency arrangements with as above.

That's it for now

Any questions please contact [support@trueNZ.co.nz](mailto:support@trueNZ.co.nz)

Or telephone +64 3 4233 565

Between the hours of 9:00 am to 5:00 pm **NZ time**

