



Help Quick Reference

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Reservation :

Enter <http://agency.mobylines.de> and identify yourself with your MOBY agency number and your password. Click **GO** in order to open the booking mask.

Screen estimate/offer

After your login you will find an opinion for a new reservation with this message: **VERIFY THE RESERVATION AND CALCULATE AN OFFER.**

















If not, please click on **new** in menu **reservation** on top of the mask.

A reservation is executed in 3 steps (estimate/offer, passenger details, confirmation). To open the next page, please press "**go**" or "**check prices**" on mask offer and "**confirm**" on mask passenger details.

A reservation was transacted only after the receipt of a red message "The booking was done successfully".




Availability

DEPARTURE:									
◀ 30-06-2006 ▶									
LINE	DATE - TIME	PAX	VE	MB	AVAILABILITY				SPECIAL TARIFFS
  CO	WE 28/06/06 h 22:00				C2	C2E	C4	C4E	1€
  LO	TH 29/06/06 h 09:30				C4 C4E				1€ , M1, M7, M9
  CO	TH 29/06/06 h 15:00				C2	C2E	C4	C4E	1€ , M9
  CO	TH 29/06/06 h 22:00				C2	C2E	C4	C4E	1€

With the arrow buttons on the black stripe right you can choose *other dates* (*up* or *down* - see screen shot).

The *blue* rows show the lines inserted by you, the *white* ones however show alternative routes.

1. Information

Place your mouse on  and get information about the ship's name and the arrival time.

2. Selection

Click on your preferred line – the selection is done after a dot appears in this field.

3. Availability

PAX: persons | VE: vehicles | MB: motorcycles

  available or not available

4. Accommodation:

You find only the available categories listed. (Explanation of categories: right side = [LEGEND legenda](#))

Tariffs The colors show you the valid level

	Best Price A
	Tariff B
	Tariff C
	Normal Price

5. Special tariffs

Applicable special tariffs are shown. (Explanation of abbreviations: right side = [LEGEND legenda](#))





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RESERVATION

Agency code:

1st CUSTOMER'S NAME name surname residents ☐

shot

1. customer name

Please insert 1st traveler. For a resident reservation (**ONLY** Inhabitants of Sardinia or people born there) please click on the corresponding field. A special price list only for Sardinian residents will be taken automatically. In this case valid documents will be proofed at embarkation. This special tariff can not be combined with our offer BEST CAR.

2. Dates

Civitavecchia-Olbia Moby Fantasy

30 june 2006 22:00

NUOVO con MI

According to the line and date, all valid departure times are shown. If the filed is empty, no departures are possible. Please click on availability to get a list of all available

categories, lines and details. We recommend you, to use **always**

shot to find all valid categories listed.

3. Passengers

adults 2 children - infants - anim. - 44.00€

children = from 4 to 11 years / infants = under 4 years.

4. Vehicles

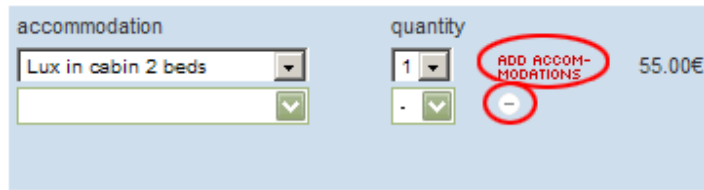
AUDI A2

vehicles car up to 4 m H. 1.00€

trailer caravan L. 450 H. 250 76.00€

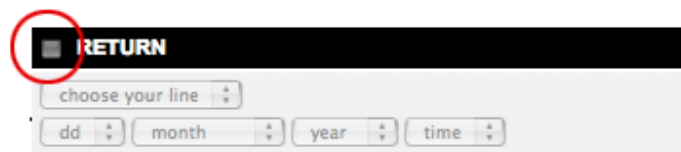
You can insert in fields *vehicle and type* the details of car to find the vehicle's category automatically. Otherwise you can open directly the category in field vehicles. For minibuses, camping cars or special vehicles you are obliged to insert lengths and height in cm. Please heed the conditions for vehicles.

5. Accommodation



The quantity shows the number of cabins or seats, not the number of passengers. You can add more cabin types, if you click on **ADD ACCOMMODATIONS**.

6. Return



Please click on the box in front of RETURN in order to activate the fields.

It is necessary to select the line, the date and the time of the return trip. All other details you can be copied from outgoing. Please press **copy to return**.
(Sorry, but you cannot combine 2 different islands on one booking, f.e. routes LIV-OLB and BAS-LIV.)

7. Insurance HANSE MERKUR

- ☒ [Yes, I accept this offer and have read the insurance conditions](#)
☐ No, I am not interested

check prices

Please select, if your clients want to book travel cancellation costs insurance of **HANSE MERKUR** or not. [Please note: After accept you cannot cancel this insurance.

Now please click on **check prices** **manca shot** to receive a list of all booking possibilities. The system offers automatically the most favorable price.

The program now offers the most favorable possibility and alternatives for the selected dates. The prices for each category may reach 4 levels (Best Price A, tariff B, tariff C or

Normal Price) Select and click on **go** in order to continue with the reservation.

Summary

For your control, all data now are summarized once again. And the prices are shown.

OUTGOING					RETURN Copy to return <input checked="" type="checkbox"/>				
Route Civitavecchia-Orbia 30-06-2006 22:00 MOBY FANTASY					Route Orbia-Civitavecchia 07-08-2006 09:00 MOBY WONDER				
1	car up to 4 m (Auto a un Euro)		1.00		1	car up to 4 m (Auto a un Euro)		1.00	
2	Adult		44.00		2	Adult		50.00	
1	caravan		63.00		1	caravan		63.00	
1	Lux in cabin 2 beds		55.00		1	Lux in cabin 2 beds		25.00	
	insurance		10.00			taxes		22.00	
	taxes		15.00			surcharges		12.40	
	surcharges		12.40			Total costs for return		186.40€	
Total costs for departure 214.20€									
name	Surname	type	Sex	c.s*	name	Surname	type	Sex	c.s*
name	surname	Adult	M	<input type="checkbox"/>	name	surname	Adult	M	<input type="checkbox"/>
name	surname	Adult	M	<input type="checkbox"/>	name	surname	Adult	M	<input type="checkbox"/>
P.S. NAME!! Please intern. letters (no à & ecc.) The first name will be registered as ticket holder *c.s.= reduced mobility passenger, assistance needed									
car plate number as435fg <input type="checkbox"/> gas-powered vehicle					car plate number as435fg <input type="checkbox"/> gas-powered vehicle				
DETAILS CLIENT (min one phone no. requested) phone 123456789 fax <input type="text"/> Moby Card <input type="text"/> mobile phone <input type="text"/> E-mail <input type="text"/> register a MobyCard									
PORTION OF RESERVATION 338.00 € TAXES 37.80 € SURCHARGES 24.80 €									
TOTALE PRICE 400.60 €									
back					reserve (fax conf.) reserve (print conf.)				

Please fill out the missing fields (travelers, car plate, phone number, MOBY CARD).
After this is done, you can make the reservation by selecting the type of confirmation and ticket (Fax, Print, Mail)

Automatically, the system now shows you a **reservation number**.

Screen of confirmation

The reservation is confirmed, if the message appears: *"The reservation was done successfully"*.



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Recall of a booking

The screenshot shows the MOBY reservation system interface. At the top, there are tabs for 'accounting', 'reservation', and 'documentation'. The 'reservation' tab is active. Below the tabs, there is a 'Search' button (callout 1) and a 'new' button. The 'Agency Area' and 'LOG OUT' links are also visible. The agency code is 'VD7502 - HAPPY BOCHUM WATERSCHEER'. The 'Search for reservations' section contains several input fields: 'type' (set to 'issued from this agency'), 'authorization code' (callout 5), 'ticket number', 'reservation number' (set to 'WP06150023'), 'name' (callout 2), and 'surname' (callout 2). A red 'search' button (callout 3) is located below the input fields. Below the search button, a table (callout 4) displays reservation details. The table has columns for 'reservation number', 'ticket number', 'traveller', 'departure', and 'return'. The first row shows a reservation number 'WP06150023', ticket number '5400463114', traveller 'SURNAME NAME', departure 'CO 30-06-2006', and return 'OC 07-06-2006'.

reservation number	ticket number	traveller	departure	return
WP06150023	5400463114	SURNAME NAME	CO 30-06-2006	OC 07-06-2006

- (1) Click on *Search* in menu **reservation**
- (2) Please input at least reservation number (different inputs are possible)
- (3) click on „*search*“ to start the procedure.
- (4) Immediately you will find a list. Click on your reservation to open your booking.
- (5) It is possible to change a reservation of another agency, for this you have to display: issued from another agency and you must insert the authorization code, which is shown on the ticket.



Agenturen Service



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Modification of a booking without ticket:

If you have to change such a reservation (please use search function to recall the booking) all other functions are blocked, because you will find first an information that it is necessary to print the old ticket before you can modify or cancel. Please choose ticket fax, mail or print. After you are able to change the reservation and print the new valid ticket — **see further**

Modification of a booking with ticket:

First, you recall the reservation with **SEARCH** in menu **reservation**.

After you proceed the alterations with the usual 3 steps (offer, passenger details, confirmation).

The modification is only confirmed, when the message: "The modification was done with success" appears.

Functions, usefulness, which are shown after a modification:

1. previous version of booking

With the offer representation, it is possible to put back the booking again on the original stand. Click on button  **previous version** 

2. Difference amount

The exact listing of the prices incl. the fees for modification or cancellation you find described like below.

PORTION OF RESERVATION 22.00 € TAXES 7.14 € SURCHARGES 5.63 € TOTALE PRICE 34.77 €
PENALTY 0.00 € + MODIFICATION FEE 10.00 €
DIFF. 10.00 €



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Cancellation of a booking without ticket:

If you have to cancel such a reservation (please use search function to recall the booking) all other functions are blocked, because you will find first an information that it is necessary to print the old ticket before you can modify or cancel. Please choose ticket fax, mail or print. After you are able to change the reservation and print the new valid ticket — **see further**

Cancellation of a booking with ticket:



Recall the booking first. Click on **cancel** in each case (outgoing or/and return). Below you find the exact statements about the fees. Amounts with – show a credit balance for the customer. **The cancellation will be fixed after you click on**

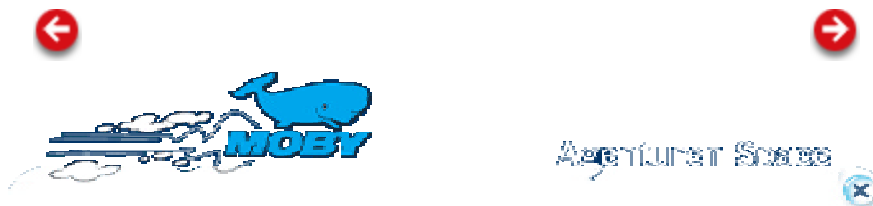
 **and is confirmed only with the message: "Cancellation was done with success"** The ticket number changes (A on the end).

The cancelled route is shown in pink color.

Cancellation (park) of an Elba - booking

Less than 10 days prior to departure an Elba – booking cannot be cancelled, but it will be parked. The ticket, however, can be used against a previous booking for a crossing to Elba during the year of issue (possible seasonal changes, etc. are calculated). No reimbursement and no claim to ticket utilisation can be granted for not appearing for the trip without previous cancellation. PEX RATES and special offer "BEST CAR": no park, no possibility to cancel or modify.

The cancelled route is shown in violet color.



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Ticket print

Only possible with authorisation of MOBY Lines Europe! In booking mask you are able to choose the type of ticket like ticket fax, mail ticket (you will receive this from Moby Lines Europe) or print (you can print this ticket until 28 days prior to departure). If this date is gone, you will receive a fax ticket automatically.

- (1) Click on **SEARCH** in menu **reservation**.
- (2) Please input at least reservation number (different inputs are possible)
- (3) click on „**search**“ to start the procedure.
- (4) Immediately you will find a list. Click on your reservation to open your booking.

Ticket print of all tickets at the day of reseration:

Open *ticket print* in menu **reservation**. Here you find a list of all tickets, reserved this day and you are able to print all tickets.



Adventure Space 

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Accounting.

Agency-Management only with ADMIN - password (inquiry Moby Lines Europe)

Hier you find different statements about your agency and a statistic.

Invoices only with ADMIN - password (inquiry Moby Lines Europe)

The last 12 invoices are listed, you can print them again (click on symbol and choose your printer). Press OK or PRINT



Adventure Space 

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Legende

Special tariffs

Only applicable in Best Price A and concerning general conditions.

PCX	Winterpex return trip
C1	Winterpex one way
ME	Moby Pex Elba
ME9	Moby Pex Camper Elba
1€	Best Car tariff 1€
5€	Best Car tariff 5 €
10€	Best Car tariff 10 €
20€	Best Car tariff 20€
M1	Best Car Motorcycle 1€
M7	Camper - Pex Camping on Bord –Moby Rider LO-OL
M9	Camper - Pex

Sardinian tariff „Residenti Sardi“

For a resident reservation (**ONLY** Inhabitants of Sardinia or people born there) please click on the corresponding field. A special price list only for Sardinian residents will be taken automatically. In this case valid documents will be proofed at embarkation. This special tariff can not be combined with our offer BEST CAR.

Island hopping

2 Islands cannot be combined on one booking, for example LIV-OLB and BAS-LIV.] It must be reserved two single routes in each case.

Hanse Merkur Travel cancellation costs insurance

Before confirmation, it must be declared whether the travel insurance is accepted or not. The insurance conditions can be opened and read by a click. After accept it is not possible to cancel this insurance.

Symbols and categories

MW, ME, MF

Ship codes

A1,B2,C3,D4 additional information about price level (letter) and availability (1 good availability, 4 only on low capacity) – see also Best Price conditions

Pax	Deck passage, passengers
FZ	Space for vehicles
H	overheight (vehicles higher than 2,20m)
M	motorcycles
C2, C4, C2N, C4N	Cabin typs (N= cabins Moby Night)
Vclass(C2V, C4V)	Vclass cabins
F	Coach seats
ME	Elba Moby Pex car
ME9	Elba Moby Pex Camper
M9	Moby Pex Camper
M7	Moby Pex Camping on Bord
PCX	Winterpex
1€	Best Car tariff 1€
5€	Best Car tariff 5€
10€	Best Car tariff 10€
20€	Best Car tariff 20€
M1	Best Car motorcycle1€

The system will always offer the Best Car tariff if it is available and (as alternative) also the next price most favorable .

IMPORTANT : Best Car tariff is valid ONLY FOR CARS or motorcycles (not for other vehicles) – overheight not allowed!

Colors

Probably the screen for outgoing and return line shows different colors:



Outgoing and/or return active



Outgoing and/or return not active or does not exist



Outgoing and/or return parked (Elba)



Outgoing and/or return cancelled



Agency Space



Help – AGENCY SPACE

Enter <http://agency.mobylines.de> and identify yourself with your MOBY agency

number and your password.

Click **GO** in order to come to the booking mask.

Instruction

Area Reservation:

- | | |
|--|---|
| <u>1. Effettuare una nuova prenotazione</u> | 1. Reservations |
| <u>2. Pannello Disponibilità</u> | 2. Availability |
| <u>3. Visualizzare e Modificare una prenotazione</u> | 3. Recall and modification of a booking |
| <u>4. Annullare una prenotazione</u> | 4. Cancellation |
| <u>5. Ristampa Biglietti</u> | 5. Ticket print |

Area Accounting:

- | | |
|---|--------------------------------|
| <u>1. Informazioni generali e Stampa estratti conto</u> | 1. Agency-Management, invoices |
|---|--------------------------------|

LEGEND:

- | | |
|--|--|
| <u>1. Tariffe Speciali, simboli e codici, colori</u> | 1. Special tariffs, symbols and categories, colors |
|--|--|

NEW !!!!! several passwords possible **ADMIN** or **BOOKING** (but tickets listed on 1 invoice)

1. You can book via our internet agency space <http://agency.mobyhines.de>
2. Login: It is no more necessary to input _E00 after the agency number (you can insert only your agency number and the password)
3. You can find very easy the categories of vehicles. Put in only vehicle and type.
4. You can receive tickets by mail.
5. We have created new areas = Accounting and DOCUMENTATION
6. Offers: all possibilities and special prices are calculated automatically.
7. We help you with different messages and information, so that you can book, modify in a very simply way.