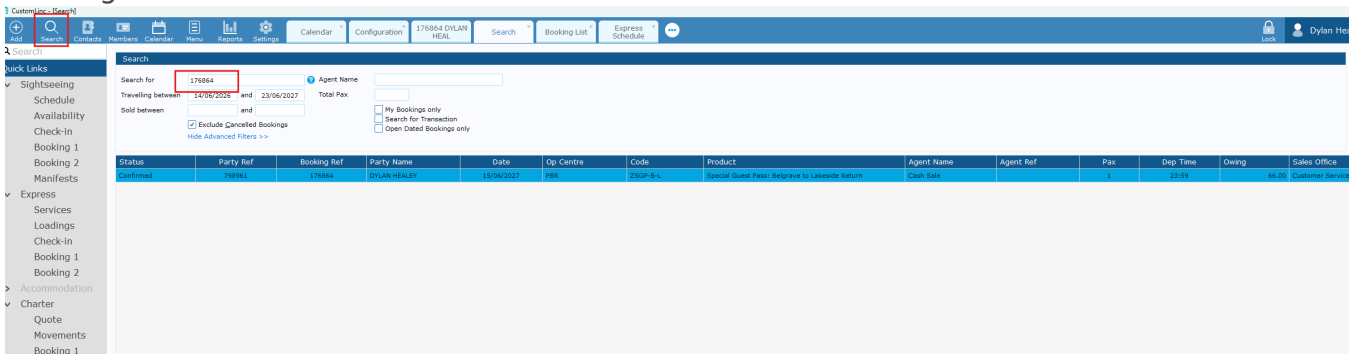


# How to Redeem a SGP or Gift Voucher Booking

1. Request for the Reference number on their confirmation email & Use CL Search to find the booking

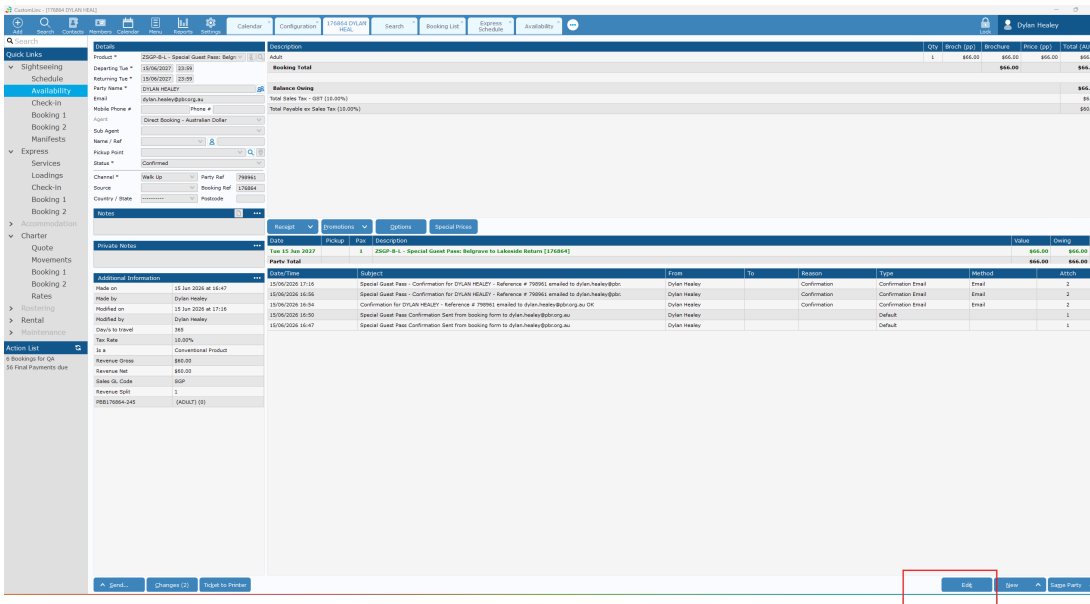


2. Confirm an applicable product and available date with the customer.

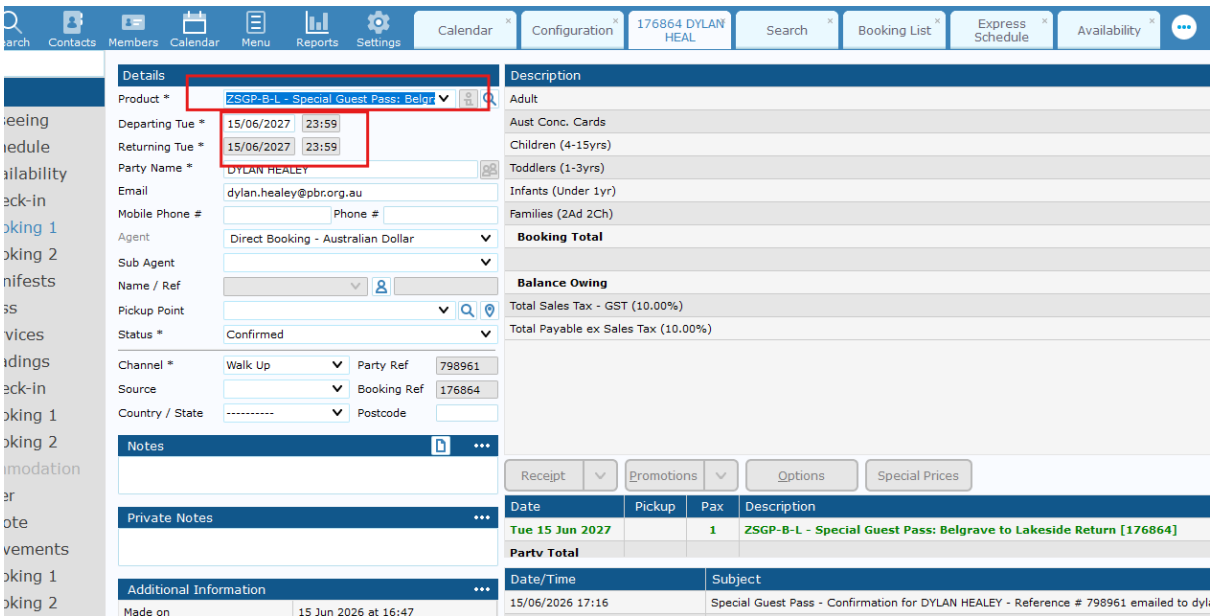
The screenshot shows the Puffing Billy v2 calendar. The calendar displays availability for various dates from Monday 22/08/2026 to Sunday 05/09/2026. The calendar is filtered by 'Puffing Billy v2'. The availability is shown in a grid format with columns for each day of the week and rows for different products. The availability is shown as a number of seats available for each product on each day. The calendar is filtered by 'Puffing Billy v2'. The availability is shown in a grid format with columns for each day of the week and rows for different products. The availability is shown as a number of seats available for each product on each day.

Filter	Sa 22 Aug	Su 23 Aug	Mo 24 Aug	Tu 25 Aug	We 26 Aug	Th 27 Aug	Fr 28 Aug	Sa 29 Aug	Su 30 Aug	Mo 31 Aug	Tu 01 Sep	We 02 Sep	Th 03 Sep	Fr 04 Sep	Sa 05 Sep	Su
1000B-L 1225L-B - 10:00 ...	50/200	61/189	102/148	58/192	75/175	107/143	83/167	50/200	50/200	75/175	14/236	107/143	5/245	88/162	52/198	4
- 1000-B-L-1225-L-B - 10...	50/0	50/0	45/5	10/40	27/23	48/2	29/21	50/0	50/0	27/23	14/36	6/44	5/45	11/39	41/9	
- 1000-B-L - 10:00 Belg...	0/200	0/200	57/148	48/192	48/175	59/143	0/221	0/200	0/200	48/175	0/236	7/237	0/245	0/239	5/204	
- 1225-L-B - 12:25 Lakes...	0/200	11/189	0/205	11/229	0/223	11/191	54/167	0/200	0/200	0/223	0/236	101/143	0/245	77/162	11/198	
1000B-M 1135M-B - 10:0...	50/100	49/101	0/0	0/0	0/0	0/0	9/141	47/103	136/14	0/0	0/0	0/0	0/0	80/70	40/110	1
- 1000-B-M-1135-M-B - ...	50/0	49/1					9/141	47/3	56/0					10/40	40/10	
- 1000-B-M - 10:00 Belg...	0/100	0/101					0/141	0/103	0/94					0/140	0/110	
- 1135-M-B - 11:35 Menz...	0/100	0/101					0/141	0/103	80/14					70/70	0/110	
1100B-G 1505G-B - 11:0...	106/-50	81/-25	110/-54	64/-8	0/56	0/56	22/34	60/-4	41/15	72/-16	72/-16	50/6	53/3	83/-27	61/-5	
- 1100-B-G-1505-G-B - ...	56/0	31/25					22/34	16/40	11/45					6/50	12/44	
- 1100-B-L - 11:00 Belg...	0/70	0/70	110/10	64/56	0/120	0/120	0/120	0/76	0/90	72/48	72/48	50/70	53/67	0/120	0/114	
- 1100-B-L-1600-L-B - 11...	50/0	50/0					0/50	44/6	30/20					0/43	6/44	
- 1235-L-G - 12:35 Lakes...	0/78	0/80					0/120	0/112	0/120					0/120	0/118	
- 1235-L-G-1505-G-L - 1...	42/8	40/10					0/50	8/42	0/50					0/50	2/48	
- 1505-G-L - 15:05 Gem...	0/78	0/80					0/120	0/112	0/120					0/120	0/118	
- 1600-L-B - 16:00 Lakes...	0/70	0/70					0/120	0/76	0/90					77/43	43/71	
1100B-L 1415L-B - 11:00 ...	0/250	0/250	157/93	84/166	45/205	49/201	0/250	0/250	0/250	87/163	85/165	54/196	62/188	0/250	0/250	
- 1100-B-L-1415-L-B - 11...			47/3	20/30	45/5	49/1				15/35	13/37	4/46	9/41			
- 1100-B-L - 11:00 Belg...	0/70	0/70	110/10	64/56	0/120	0/120	0/120	0/76	0/90	72/48	72/48	50/70	53/67	0/120	0/114	
- 1415-L-B - 14:15 Lakes...			0/203	0/230	0/205	0/201				0/235	0/237	0/246	0/241			
1220B-L 1520L-B - 12:30 ...	60/190	50/200	0/0	0/0	0/0	0/0	12/238	51/199	39/211	0/0	0/0	0/0	0/0	184/66	20/230	2
- 1230-B-L-1520-L-B - 12...	60/1	50/0					12/38	51/0	39/11					6/44	20/30	
- 1230-B-L - 12:30 Belg...	0/190	0/200					0/238	0/199	0/211					178/66	0/230	
- 1520-L-B - 15:20 Lakes...	0/190	0/200					0/238	0/199	0/211					0/244	0/230	
1415B-L 1615L-B - 14:15 ...	0/250	0/250	55/195	9/241	3/247	7/243	0/250	0/250	0/250	4/246	0/250	0/250	2/248	0/250	0/250	
- 1415-B-L-1615-L-B - 14...			30/20	9/41	3/47	7/43				4/46	0/50	0/50	2/48			
- 1415-B-L - 14:15 Belg...	0/201	0/212	25/195	0/241	0/247	0/243	0/250	0/231	0/250	0/246	0/250	0/250	0/248	0/250	0/244	
- 1615-L-B - 16:15 Lakes...			0/220	0/241	0/247	0/243				0/246	0/250	0/250	0/248			
1415B-L 1640L-B - 14:15 ...	49/201	38/212	25/225	0/250	0/250	0/250	0/250	19/231	0/250	0/250	0/250	0/250	0/250	0/250	6/244	
- 1415-B-L-1640-L-B - 14...	49/1	38/12					0/50	19/31	0/50					0/50	6/44	
- 1415-B-L - 14:15 Belg...	0/201	0/212	25/195	0/241	0/247	0/243	0/250	0/231	0/250	0/246	0/250	0/250	0/248	0/250	0/244	
- 1640-L-B - 16:40 Lakes...	0/201	0/212					0/250	0/231	0/250					0/250	0/244	
TOL - Train of Lights																

3. Click edit on the booking



#### 4. Change **Date THEN Product** to what was select in step 2



#### 5. Change booking Details if needed to customers name, and email.

#### 6. Click Update.

#### 7. Go to Send > Confirmation to Client.

Returning Mon \* 31/08/2026 11:00

Party Name \* DYLAN HEALEY

Email dylan.healey@pbr.org.au

Mobile Phone # Phone #

Agent Direct Booking - Australian Dollar

Sub Agent

Name / Ref

Pickup Point \* Belgrave Station @ 10:00 - 1 OLD MOI

Status \* Confirmed

Channel \* Walk Up Party Ref 798961

Source Booking Ref 176864

Country / State Postcode

**Balance Owning**

Total Sales Tax - GST (10.00%)

Total Payable ex Sales Tax (10.00%)

Notes

Private Notes

Additional Information

- Made on 15 Jun 2026 at 16:47
- Made by Dylan Healey
- Modified on 15 Jun 2026 at 17:52
- Modified by Dylan Healey
- Day/s to travel 77
- Tax Rate 10.00%
- Is a Conventional Product
- Revenue Gross \$60.00
- Revenue Net \$60.00
- Sales GL Code SALES
- Revenue Split 1
- PBB176864-245 (ADULT) (0)

Receipt Promotions Options Special Prices

Date	Pickup	Pax	Description
Mon 31 Aug 2026	10:00	1	1000-B-L-1225-L-B - 10:00 Belgrave to Lakeside - 12:25 Lakeside to Belgrave [176864]
<b>Party Total</b>			

Date/Time	Subject	From	To	Reason
15/06/2026 17:16	Special Guest Pass - Confirmation for DYLAN HEALEY - Reference # 798961 emailed to dylan.healey@pbr.	Dylan Healey		Confirmation
15/06/2026 16:56	Special Guest Pass - Confirmation for DYLAN HEALEY - Reference # 798961 emailed to dylan.healey@pbr.	Dylan Healey		Confirmation
15/06/2026 16:54	Confirmation for DYLAN HEALEY - Reference # 798961 emailed to dylan.healey@pbr.org.au OK	Dylan Healey		Confirmation
15/06/2026 16:50	Special Guest Pass Confirmation Sent from booking form to dylan.healey@pbr.org.au	Dylan Healey		
15/06/2026 16:47	Special Guest Pass Confirmation Sent from booking form to dylan.healey@pbr.org.au	Dylan Healey		

Email Template

- Notification to
- SRVs to
- SMS Template
- Confirmation to Agent...
- Confirmation to Client...**
- Float Form

Send... Changes (7) Ticket to Printer

Revision #1

Created 2026-06-15 07:43:34 UTC by Dylan Healey

Updated 2026-06-15 07:52:35 UTC by Dylan Healey