

Agent Portal

- [Agent Portal Instructions](#)

Agent Portal Instructions

1. Navigate to <https://bookings.puffingbilly.com.au/AgentPortal/> in your chosen internet browser.
2. Login with your credentials.

The screenshot shows the login page for the Puffing Billy Railway Agent Portal. At the top, there is a navigation bar with the Puffing Billy Railway logo and the slogan "Our Children, Our Focus, Our Future, Speak Up! Find out more". Below this is a dark header with the Puffing Billy Railway logo. The main content area is titled "AGENT PORTAL" and features a login form with fields for "User ID" and "Password", and a "LOGON" button. To the right of the form, there is a section titled "THE AGENT PORTAL WILL ALLOW YOU TO:" with a bulleted list of features: "Manage your online account", "Manage users who can access your online account", "Make a new booking", and "View your rates". Below this list, there is a note: "For all other changes, please phone Puffing Billy Railway, Australia's favourite steam train on +61 3 9757 0700 or email info@pbr.org.au". At the bottom of the page, there is a dark footer with three sections: "NEWSLETTER SIGNUP" (Stay up to date with news, offers and special events), "GET SOCIAL" (with icons for Facebook, Instagram, and YouTube), and "PUFFING BILLY RAILWAY" (Call us: (03) 9757 0700 (M-F), +61 3 9757 0700).

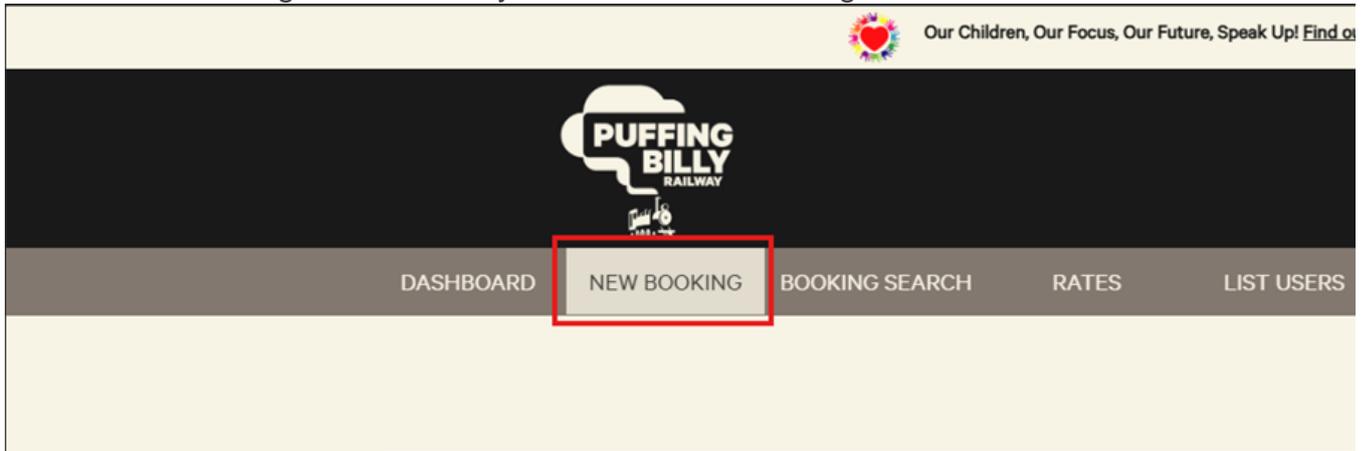
3. Once logged in you will be met with your dashboard. Here you can see any future bookings.

The screenshot shows the dashboard of the Puffing Billy Railway Agent Portal. At the top, there is a navigation bar with the Puffing Billy Railway logo and the slogan "Our Children, Our Focus, Our Future, Speak Up! Find out more". Below this is a dark header with the Puffing Billy Railway logo. The main content area is titled "UPCOMING BOOKINGS" and features a table with columns: Reference, Status, Departure, Product, Name, PAX, Gross, Commission, and Net. There is an "EXPORT" button in the top right corner of the table. The table contains three rows of data, all with a status of "cancelled".

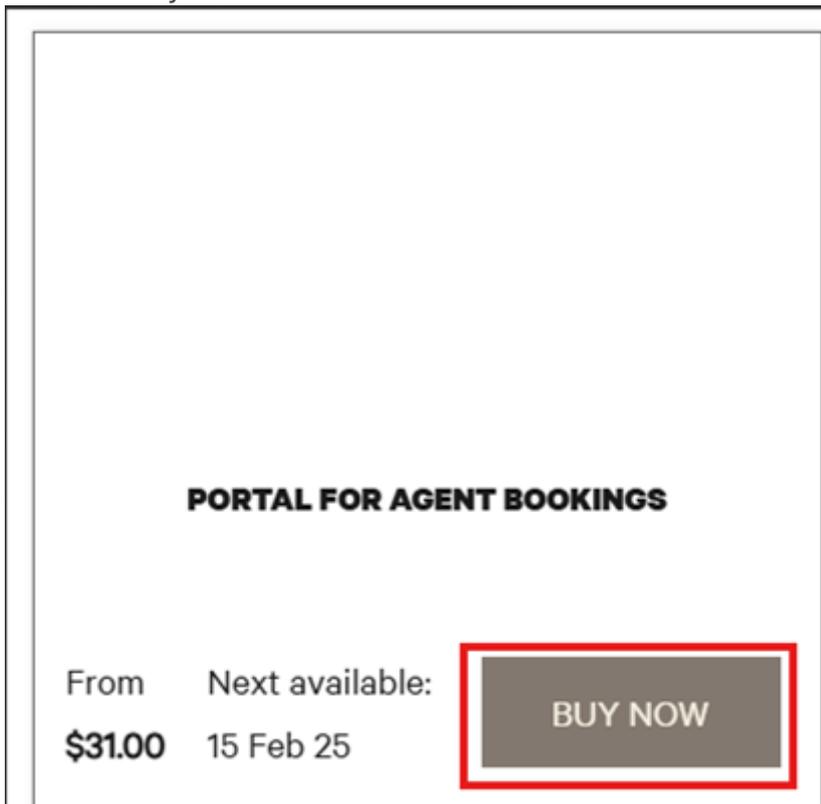
Reference	Status	Departure	Product	Name	PAX	Gross	Commission	Net
1617739 / 934826	cancelled	01 Apr 2025	10:00am Belgrave departure / 12:25pm Lakeside Return TO	H D	0	\$0.00	\$0.00	\$0.00
1617739 / 934827	cancelled	11 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	H D	0	\$0.00	\$0.00	\$0.00
1619070 / 936104	cancelled	26 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	DYLAN TESTING	0	\$0.00	\$0.00	\$0.00

At the bottom of the page, there is a dark footer with three sections: "NEWSLETTER SIGNUP" (Stay up to date with news, offers and special events), "GET SOCIAL" (with icons for Facebook, Instagram, and YouTube), and "PUFFING BILLY RAILWAY" (Call us: (03) 9757 0700 (M-F), +61 3 9757 0700).

4. In the “New Booking” tab is where you can create a booking.



5. Select “Buy Now”.



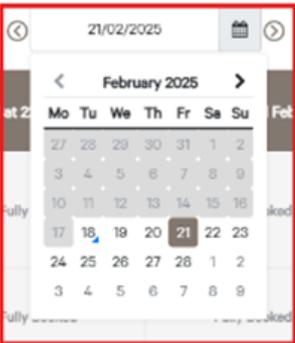
6. Here you can select the service and date of the booking.

	Sat 15th Feb	Sun 16th Feb	Mon 17th Feb	Tue 18th Feb	Wed 19th Feb
10:00am Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 12:25pm	Limited Seats 4 Available	Fully Booked	Fully Booked	Fully Booked	Fully Booked
11:10 Departure from Belgrave to Gembrook - Return Trip departs Gembrook at 3:05pm	Fully Booked	Fully Booked	Not Available	Not Available	Not Available
11:10 Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:00pm	Fully Booked	Fully Booked	Not Available	Not Available	Not Available
11:00am Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 2:15pm	Not Available	Not Available	Fully Booked	Fully Booked	Fully Booked
12:35 Departure from Lakeside to Gembrook - Return Trip departs Gembrook at 3:05pm	Fully Booked	Limited Seats 1 Available	Not Available	Not Available	Not Available
2:15pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:15pm	Not Available	Not Available	Fully Booked	Fully Booked	Limited Seats 2 Available
2:15pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:35pm	Limited Seats 1 Available	Fully Booked	Not Available	Not Available	Not Available

TOTAL \$0.00 AUD [← BAC](#)

- You can also click the calendar to look at other dates. If a product is not available on that date, it will take you to the next available date.

Please select the date of travel above. The table will only show available services following the selected date.



	Fri 21st Feb	Sat 22nd Feb	Sun 23rd Feb	Mon 24th Feb	Tue 25th Feb
10:00am Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 12:25pm	Fully Booked				
11:10 Departure from Belgrave to Gembrook - Return Trip departs Gembrook at 3:05pm	Book Now	Fully Booked	Fully Booked	Not Available	Not Available
11:10 Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:00pm	Fully Booked	Fully Booked	Fully Booked	Not Available	Not Available
11:10am Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 2:15pm	Not Available	Not Available	Not Available	Fully Booked	Fully Booked
12:35 Departure from Lakeside to Gembrook - Return Trip departs Gembrook at 3:05pm	Book Now	Book Now	Fully Booked	Not Available	Not Available
2:15pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:15pm	Not Available	Not Available	Not Available	Book Now	Fully Booked
2:15pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:35pm	Fully Booked	Fully Booked	Fully Booked	Not Available	Not Available
10:00 Departure from Belgrave to Menzies Creek - Return Trip departs Menzies	Fully Booked	Fully Booked	Fully Booked	Not Available	Not Available

TOTAL \$0.00 AUD ← BACK

7. Select who will be travelling.

Gross Price

SELECT FARESAdult Return TOADR4O
\$62.00

- 0 +

Concession Return TOCNR4
\$50.00

- 0 +

Child Return TOCHR4
\$31.00

- 0 +

Child Return TOCHR4
\$31.00

- 0 +

Family Fare 2 Adults, up to 2
Children
\$155.00

- 0 +

Family Fare 2 Adults, 1 Child
\$155.00

- 0 +

Child under 4 - Available for
travel until 31st March 2025 ⓘ
\$0.00

- 0 +

Infant (Under 1) - Available for travel from 1st
April 2025 ⓘ
unavailable

Puffing Billy Operations

MY CART**2:15PM DEPARTURE FROM BELGRAVE
TO LAKESIDE - RETURN TRIP DEPARTS
LAKESIDE AT 4:15PM**

Date Wed, 19 Feb 2025

Time 2:15 pm

Departing

Belgrave Station at 14:15pm

Clear Cart -

TOTAL \$0.00 AUD

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NEXT >

8. Select any options.

SELECT OPTIONS



Burger and Drink Special Deal

\$30.50

- 0 +

Choice of Beef, Chicken or Vegan Lentil Burger, served with a side of fries & your choice of a non-alcoholic beverage. (GF) (H) (V)



Grab + Go - Fish n Chips

\$25.00

- 0 +

Tempura battered snapper fillet served with fresh lemon, tartare sauce, served with fries - in a TAKEAWAY Box.



Grab + Go - Vegan Lentil

Burger

\$24.00

- 0 +

Vegan lentil burger, served with a side of fries. (V) (GF)



Grazing Box for 2

\$45.00

- 0 +

For 2 people. Chef's selection of fine cheeses, cured meats, olives, hommus dip and biscuits.

Puffing Billy Operations

MY CART

2:15PM DEPARTURE FROM BELGRAVE
TO LAKESIDE - RETURN TRIP DEPARTS
LAKESIDE AT 4:15PM

Date Wed, 19 Feb 20

Time 2:15

1 x Adult Return

TOADR40 \$62

Departing

Belgrave Station at 14:15pm

Total (AUD) \$62

CART TOTAL (AUD) \$62

Clear Cart

TOTAL \$62.00 AUD

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NEXT →

9. Fill in the customer contact information. This will be the person travelling on the day.

CHECKOUT

CUSTOMER CONTACT

First Name*

Last Name*

Email*

Contact Phone*

AUS (+61)

Select country *

Australia

Postcode*

How did you hear about us?

-

If you need to add any additional information about your booking, please enter it here.

I have read and accept the [Terms and Conditions](#). I have also read and agree to the Puffing Billy Railway Board's [Privacy Policy](#) and agree to be emailed about my booking.

Puffing Billy Operations

MY CART

**2:15PM DEPARTURE FROM BELGRAVE
TO LAKESIDE - RETURN TRIP DEPARTS
LAKESIDE AT 4:15PM**

Date Wed, 19 Feb 20

Time 2:15

1 x Adult Return
TOADR40 \$62

Departing

Belgrave Station at 14:15pm

Total (AUD) \$62

EDIT 

CART TOTAL (AUD) \$62

TOTAL \$62.00 AUD

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[SAVE AND PAY](#)

BILLING DETAILS

Card holders name

Credit card number

Expiry

MM/YY

Security number

CCV

TOTAL \$62.00 AUD

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[SAVE AND PAY >](#)

- Once paid, you can print off the booking confirmation if you like. You can confirm the booking was successful by looking in your dashboard for upcoming travel.

UPCOMING BOOKINGS										EXPORT
Reference	Status	Departure	Product	Name	PAX	Gross	Commission	Net		
1617739 / 934826	cancelled	01 Apr 2025	10:00am Belgrave departure / 12:25pm Lakeside Return TO	H D	0	\$0.00	\$0.00	\$0.00		
1617739 / 934827	cancelled	11 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	H D	0	\$0.00	\$0.00	\$0.00		
1619015 / 936104	cancelled	26 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	DYLAN TESTING	0	\$0.00	\$0.00	\$0.00		

11. The “Booking Search” tab will let you search through any past bookings. This can be used if you need to find out any information such as product, departure date, reference numbers etc.

BOOKING SEARCH									
Reference	Status	Departure	Product	Name	PAX	Gross	Commission	Net	
No bookings found									

12. The “Rates” tab will show your commission for each product.

RATES

As At Date EXPAND ALL COLLAPSE ALL

- Day out with Thomas(TM) Departing Lakeside Station at 9:30am Ticket
- Day out with Thomas(TM) Departing Lakeside Station at 11:30am Ticket
- Day out with Thomas(TM) Departing Lakeside Station at 1:30pm Ticket
- 6:30pm Belgrave departure / 9:30pm Nobelius Packing Shed Return Murder on the Puffing Billy Express
- 10:00am Belgrave departure / 12:25pm Lakeside Return

Description	Gross	Net	Commission
Child under 4 - Available for travel until 31st March 2025			

- 10:00am Belgrave departure / 11:00am Menzies Creek Return

Description	Gross	Net	Commission
Child under 4 - Available for travel until 31st March 2025			

- 10:00am Belgrave departure / 11:40am Menzies Creek Return

13. The “List Users” tab will show a list of current users. You are also able to add a user to be able to login to your agent portal. You can archive/delete a user by clicking on their name and selecting “archive user”.

USER LIST

ADD USER

User Id	User Name
PBROPS	Puffing Billy Operations Agent Portal
TESTAGENT	Test Agent Portal

User Edit - Test Agent Portal

First Name:	Test
Last Name:	Agent Portal
Email Address:	it@pbr.org.au
User ID:	TESTAGENT
Archive User:	<input type="checkbox"/>

14.

You can change your password here.

DASHBOARD **NEW BOOKING** **BOOKING SEARCH** **RATES** **LIST USERS** **CHANGE PASSWORD** **LOGOUT - PUFFING BILLY OPERATI**

CHANGE PASSWORD - PUFFING BILLY OPERATIONS

Current password:	<input type="password"/>	<input type="checkbox"/>
New password: 	<input type="password"/>	<input type="checkbox"/>
Confirm new password:	<input type="password"/>	<input type="checkbox"/>