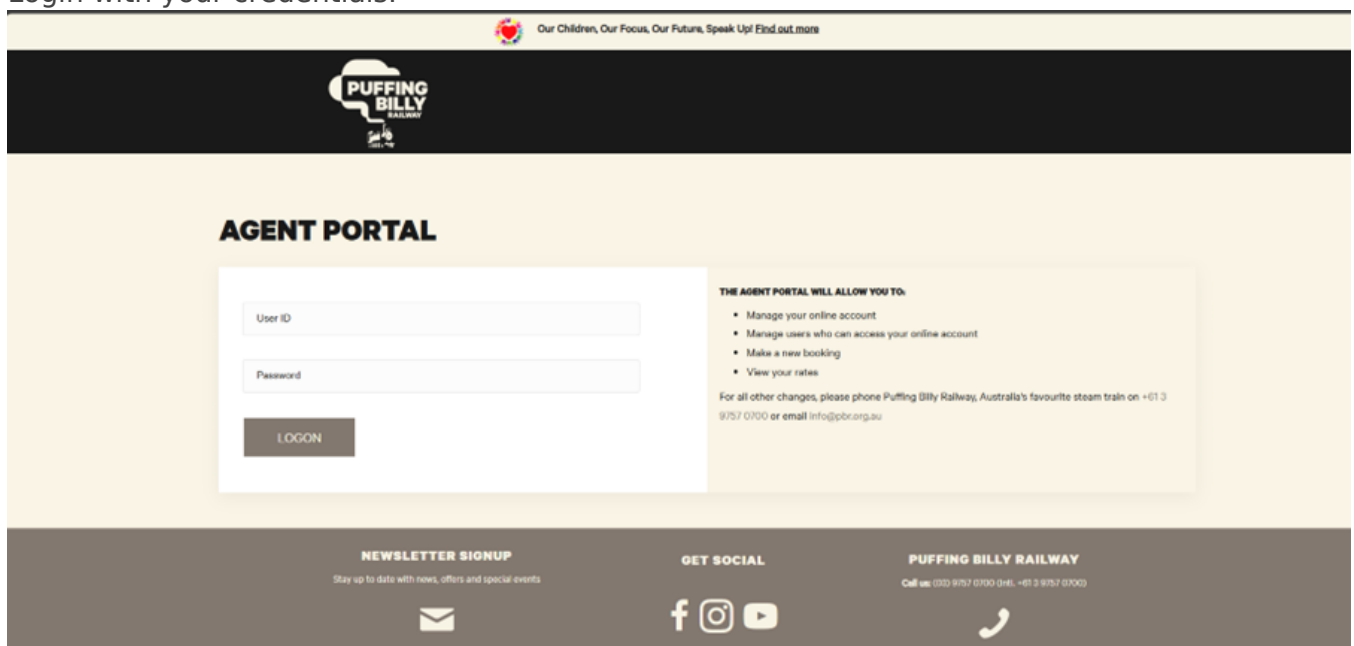


# Agent Portal

- [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 a tagline. Below this, the page is titled "AGENT PORTAL". On the left, there is a login form with fields for "User ID" and "Password", and a "LOGON" button. On the right, there is a section titled "THE AGENT PORTAL WILL ALLOW YOU TO:" with a 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](mailto:info@pbr.org.au)". At the bottom, there is a footer with links for "NEWSLETTER SIGNUP", "GET SOCIAL", and "PUFFING BILLY RAILWAY".

Our Children, Our Focus, Our Future, Speak Up! [Find out more](#)

**PUFFING BILLY RAILWAY**

## AGENT PORTAL

User ID

Password

LOGON

**THE AGENT PORTAL WILL ALLOW YOU TO:**

- Manage your online account
- Manage users who can access your online account
- Make a new booking
- View your rates

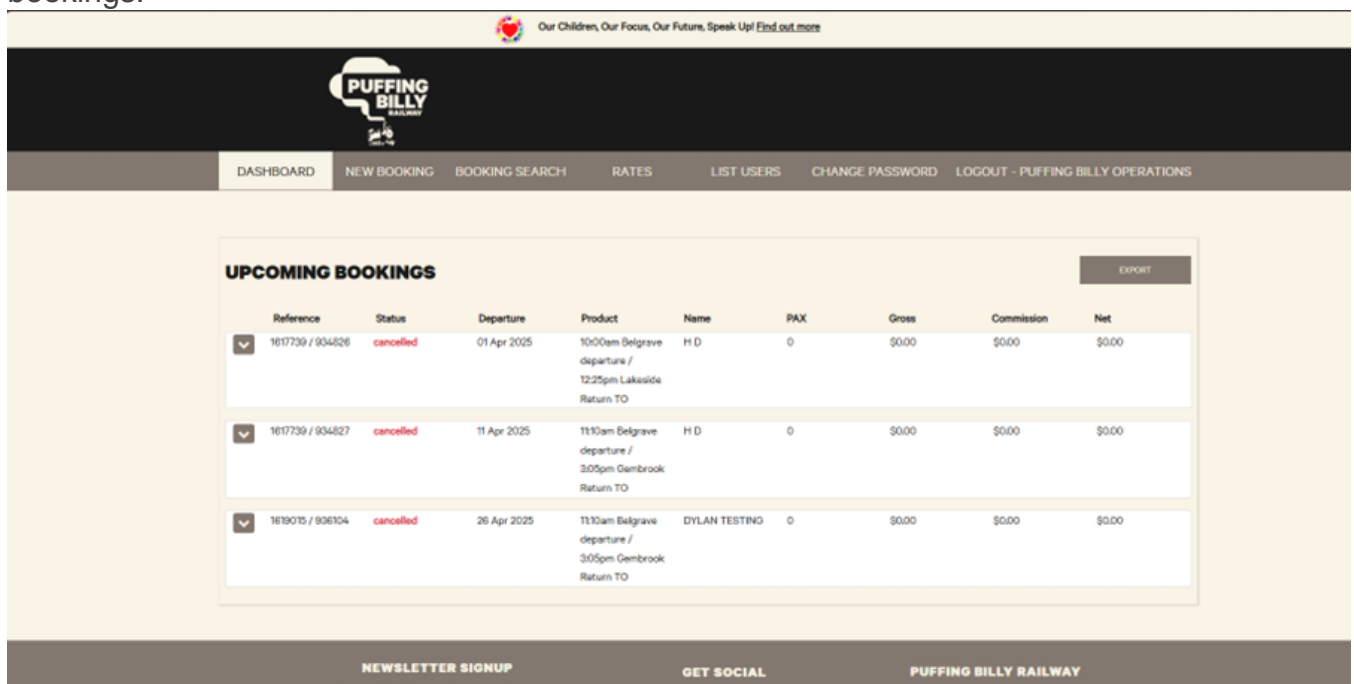
For all other changes, please phone Puffing Billy Railway, Australia's favourite steam train on +61 3 9757 0700 or email [info@pbr.org.au](mailto:info@pbr.org.au)

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Stay up to date with news, offers and special events

**GET SOCIAL**

**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 a tagline. Below this, there is a navigation menu with links: "DASHBOARD", "NEW BOOKING", "BOOKING SEARCH", "RATES", "LIST USERS", "CHANGE PASSWORD", and "LOGOUT - PUFFING BILLY OPERATIONS". The main content area is titled "UPCOMING BOOKINGS" and contains a table with columns: Reference, Status, Departure, Product, Name, PAX, Gross, Commission, and Net. There are three rows of bookings, all with a status of "cancelled".

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**PUFFING BILLY RAILWAY**

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

### UPCOMING BOOKINGS

EXPORT

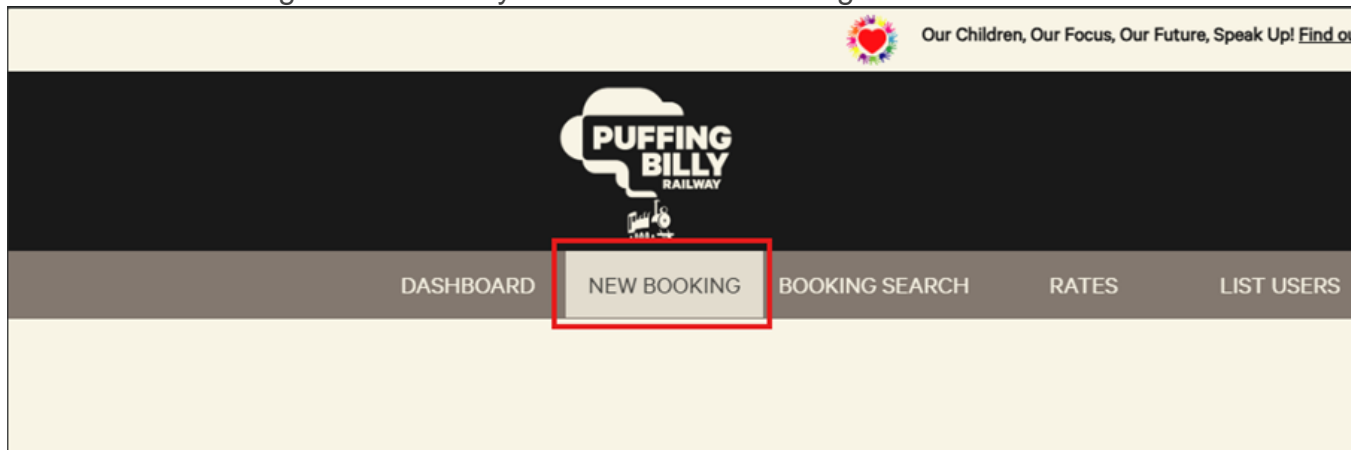
Reference	Status	Departure	Product	Name	PAX	Gross	Commission	Net
1617739 / 934826	cancelled	01 Apr 2025	10:00am Belgrave departure / 12:25pm Lakeside Return TO	H D	0	\$0.00	\$0.00	\$0.00
1617739 / 934827	cancelled	11 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	H D	0	\$0.00	\$0.00	\$0.00
1619075 / 936104	cancelled	26 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	DYLAN TESTING	0	\$0.00	\$0.00	\$0.00

**NEWSLETTER SIGNUP**  
Stay up to date with news, offers and special events

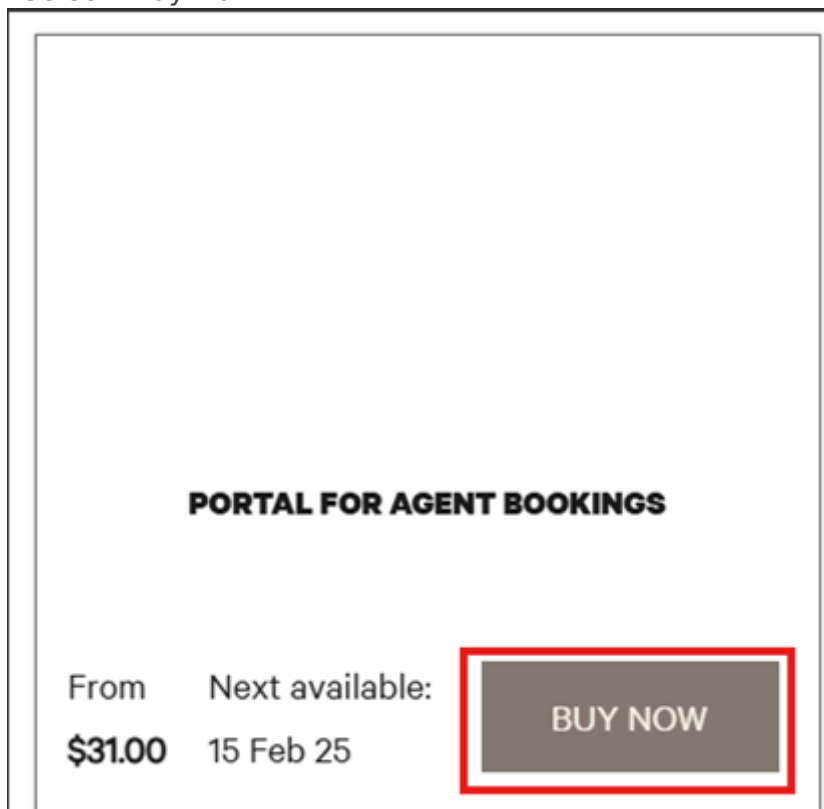
**GET SOCIAL**

**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.

[← BACK](#)

- 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	Fully Booked	Fully Booked	Fully Booked	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.

Availability

Fares

Options

Checkout

Gross Price

SELECT FARES

Adult Return TOADR4O

\$62.00

- o +

Child Return TOCHR4

\$31.00

- o +

Family Fare 2 Adults, up to 2 Children

\$155.00

- o +

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

\$0.00

- o +

Concession Return TOCNR4

\$50.00

- o +

Child Return TOCHR4

\$31.00

- o +

Family Fare 2 Adults, 1 Child

\$155.00

- o +

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

unavailable

- o +

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

BACK

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.

**TOTAL \$62.00 AUD**

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

◀ BACK

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  
TOADR4O \$62

### Departing

Belgrave Station at 14:15pm

**Total (AUD) \$62**

EDIT 

**CART TOTAL (AUD) \$62**

**TOTAL \$62.00 AUD**

[← BACK](#)

[SAVE AND PAY](#)

## BILLING DETAILS

Card holders name

Credit card number

Expiry

MM/YY

Security number

CCV

**TOTAL \$62.00 AUD**

[← BACK](#)

[SAVE AND PAY →](#)

10. 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.



Dashboard

New Booking

Booking Search

Rates

List Users

Change Password

Logout - Puffing Billy Operation

Upcoming Bookings

Export

Reference	Status	Departure	Product	Name	Pax	Gross	Commission	Net
<div><div></div><div>1617739 / 934826</div></div>	cancelled	01 Apr 2025	10:00am Belgrave departure / 12:25pm Lakeside Return TO	H D	0	\$0.00	\$0.00	\$0.00
<div><div></div><div>1617739 / 934827</div></div>	cancelled	11 Apr 2025	11:10am Belgrave departure / 3:05pm Gembrook Return TO	H D	0	\$0.00	\$0.00	\$0.00
<div><div></div><div>1619015 / 936104</div></div>	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.

DASHBOARD	NEW BOOKING	BOOKING SEARCH	RATES	LIST USERS	CHANGE PASSWORD	LOGOUT - PUFFING BILLY OPERATION
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### BOOKING SEARCH

Date of Travel

Date of Booking

From

To


Search




SEARCH


EXPORT

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

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

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

## RATES

As At Date
13/02/2025
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”.

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

## 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:

☐

SAVE

14.

You can change your password here.

DASHBOARDNEW BOOKINGBOOKING SEARCHRATESLIST USERSCHANGE PASSWORDLOGOUT - PUFFING BILLY OPERATI

CHANGE PASSWORD - PUFFING BILLY OPERATIONS

Current password:

New password: ?

Confirm new password:

UPDATE