

How: A user can edit their service booking in the Annual Pass Portal

A user can see upcoming travel dates on the **Dashboard**

The screenshot displays the 'Dashboard' of the Annual Pass Portal. The navigation bar includes 'DASHBOARD', 'NEW BOOKING', 'RENEW MEMBERSHIP', 'TRAVEL SEARCH', 'MY PROFILE', 'CHANGE PASSWORD', and 'SIGN OUT'. The main content is divided into two sections: 'DYLAN ADULT' and 'UPCOMING TRAVEL'.

DYLAN ADULT

Dylan Adult Puffing Billy Railway Membership # 15081577 Expiry 12 Nov 2025	Dylan Child Annual Pass Membership # 15081578 Expiry 30 Jul 2025	Dylan Child Under 4 Annual Pass Membership # 15081579 Expiry 30 Jul 2025
Dylan Conc Puffing Billy Railway Membership # 15123635 Expiry 14 Nov 2024	Dylan Child Annual Pass Membership # 15123636 Expiry 12 Nov 2025	Dylan Child Under 4 Annual Pass Membership # 15123637 Expiry 12 Nov 2025

UPCOMING TRAVEL

	Reference	Status	Date	Product	Party	Qty	Amount	
▼	1601789 / 918862	CANCELLED	10 Jan 2025	12:35pm Lakeside departure / 3:05pm Gembrook Return	ADULT DYLAN	0	\$0.00	
▼	1604968 / 922045	ACTIVE	17 Feb 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	2	\$0.00	...
▼	1603023 / 920098	CANCELLED	07 Mar 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	0	\$0.00	

- If they want to edit their booking they can click the three dots ... on the relevant booking and click **Edit**

▼	1604968 / 922045	ACTIVE	17 Feb 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	2	\$0.00	⋮
▼	1603023 / 920098	CANCELLED	07 Mar 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	0		<ul style="list-style-type: none"> Edit Print Agent Confirmation Print Ticket

- From here they can Change Date of the booking, Cancel or Send their Confirmation Email

PARTY REFERENCE 1604968

Booking Ref:	#922045	BOOKING ACTIONS
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return	
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ	
Date:	17 Feb 2025 10:00	
Status:	Confirmed	
Names:	Dylan Adult Dylan Child	

CHANGE DATE/TIME

SEND CONFIRMATION EMAIL

CANCEL BOOKING

SHOW TICKETS

Change Date

If Change Date/Time is selected, they will only be able to move the date, due to our current CustomLinc configuration.

Booking Ref:	#922045	BOOKING ACTIONS	
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return	CHANGE DATE/TIME	
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ	SEND CONFIRMATION EMAIL	
Date:	17 Feb 2025 10:00	CANCEL BOOKING	
Status:	Confirmed	SHOW TICKETS	
Names:	Dylan Adult Dylan Child		

Availability table

17/02/2025

	Mon 17th Feb	Tue 18th Feb	Wed 19th Feb
10:00 Belgrave dep - 12:25 Lakeside Ret	Book Now	Limited Seats 11 Available	Book Now

- Once a new date is select they MUST Save booking changes.

PARTY REFERENCE 1604968

Booking Ref:	#922045	BOOKING ACTIONS	
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return	CHANGE DATE/TIME	
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ	SEND CONFIRMATION EMAIL	
Date:	18 Feb 2025 10:00	CANCEL BOOKING	
change to:	17 Feb 2025 10:00	SHOW TICKETS	
Status:	Confirmed		
Names:	Dylan Adult Dylan Child		

This booking needs to be saved or undo changes

SAVE BOOKING CHANGES ←

- The customer will then get a new confirmation for the new date

Booking Confirmation

ABN 99 299 638 143

Tax Invoice

10:00am Belgrave departure / 12:25pm Lakeside Return

Thank you for booking with Puffing Billy Railway, Australia's favourite steam train.
Please find following details of your booking.

Details:

Reference: **1604968**
Date of Reservation: 24 Nov 2024
Name: ADULT DYLAN
Contact Details: dylan.healey@pbr.org.au

Booking Details:

Mon 17 Feb 2025



Booking Ref: 922045
/Dylan Adult/Dylan Child

**10:00am Departure from Belgrave to Lakeside
- Return Trip departs Lakeside at 12:25pm**

(XJ10:00BEL-LAKR2)

1 Adult Return	(1 x \$62.00)
1 Child (4-15yrs) Return AD REQ	(1 x \$31.00)
Promotion - Annual Pass x1 (\$-	93.00)

Net (AUD)

\$93.00

ARRIVING ON TIME

CHECK-IN: Check-in commences 60 minutes
prior to the train's scheduled departure.

For any pre-booked Grazing Boxes or Classic Scones
and Tea or High Tea for two, please collect from the
Railway Cafe and present your ticket. For dining at the
Lakeside Visitor Centre Railway Café, please view
the [menu here](#).

Cancel Booking

- If they select **Cancel Booking** they will be asked to confirm.



CANCEL BOOKING

Are you sure you want to cancel this booking?

YES

NO

DASHBOARD

NEW BOOKING

R

CHANGE PASSWORD

SIGN OUT

PARTY REFERENCE 1604968

Booking Ref:	#922045
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ
Date:	17 Feb 2025 10:00
Status:	Confirmed
Names:	Dylan Adult Dylan Child

BOOKING ACTIONS

CHANGE DATE/TIME

SEND CONFIRMATION EMAIL

CANCEL BOOKING

SHOW TICKETS

NEWSLETTER SIGNUP

Stay up to date with news, offers and special events

GET SOCIAL

PUFFING BILLY RAILWAY

Call us: (03) 9757 0700 (intl. +61 3 9757 0700)

Revision #2

Created 2024-11-24 14:20:30 UTC by Dylan Healey

Updated 2024-11-24 14:30:36 UTC by Dylan Healey