FAREHARBOR

SPARK

Explore. Connect. Ignite.

What's Under the Dash: Fresh FareHarbor Feature Updates

Workshop by FareHarbor

October 19, 2020

Agenda

1

A Look Into Our Process

How we build new features with your business in mind.

2

What's New

An overview of the features and updates we've released this year so far.

3

What's Coming

What the future of FareHarbor looks like in our ever-changing industry.

A Look Into Our Process

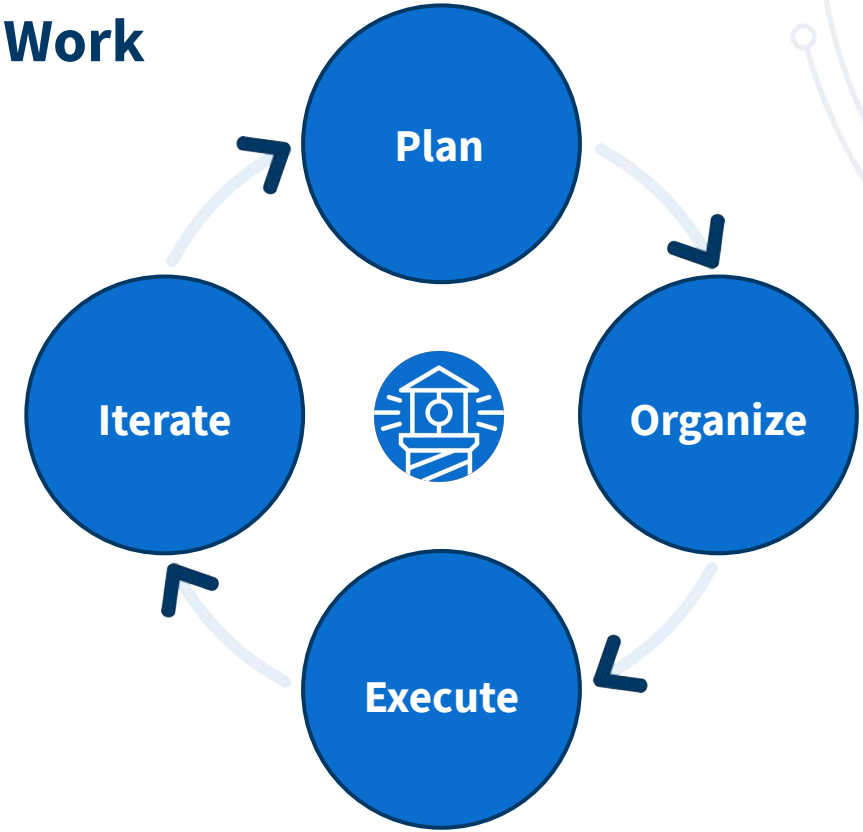
Meet the FareHarbor Product Team

We are a distributed team of **engineers**, **designers**, **product owners**, **quality assurance experts**, and **technical writers.**

We strive to improve our product through **planning and execution**, but **stay agile and adapt** to new challenges that arise.

What is the deciding factor in how we build our product? ***You!***

Our Process:
How We Work



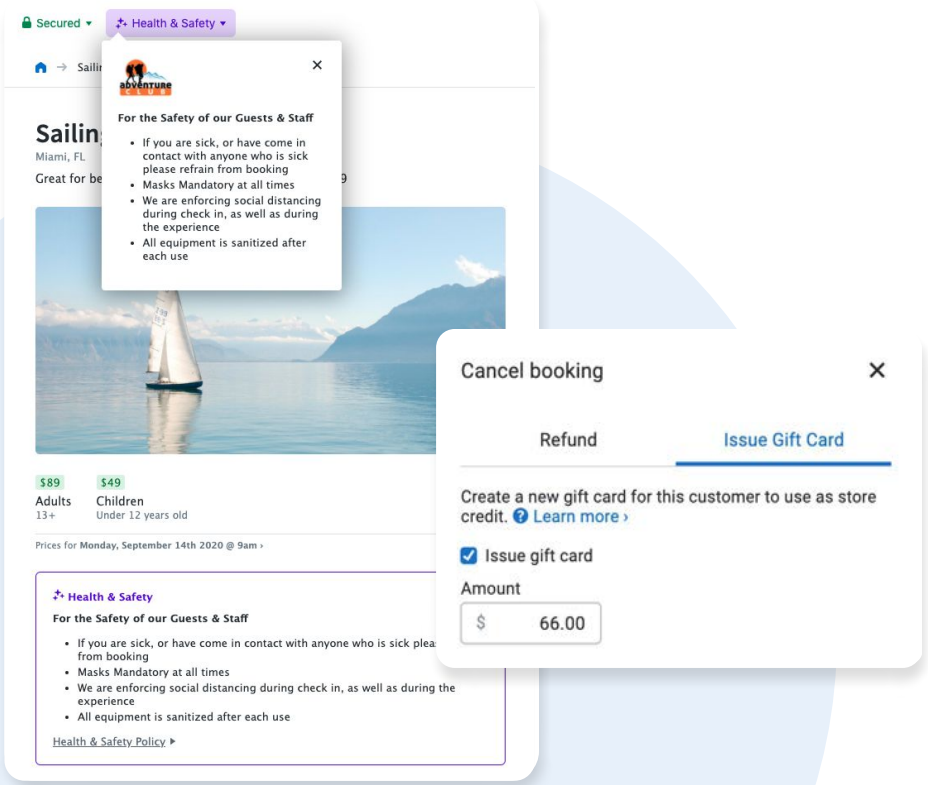
POLL:

How Do You Prefer To Learn About FareHarbor Product Updates and Features?

- 📫 Email
- 📞 FareHarbor Support
- 🔔 Dashboard Changelog
- 📒 FareHarbor Blog
- 📱 Social Media

What’s New

COVID-19: Fast-Acting Response in a Changing Industry



Cancel and **issue a gift card** at the same time.

Track issued gift cards and outstanding liability with **gift card reporting**.

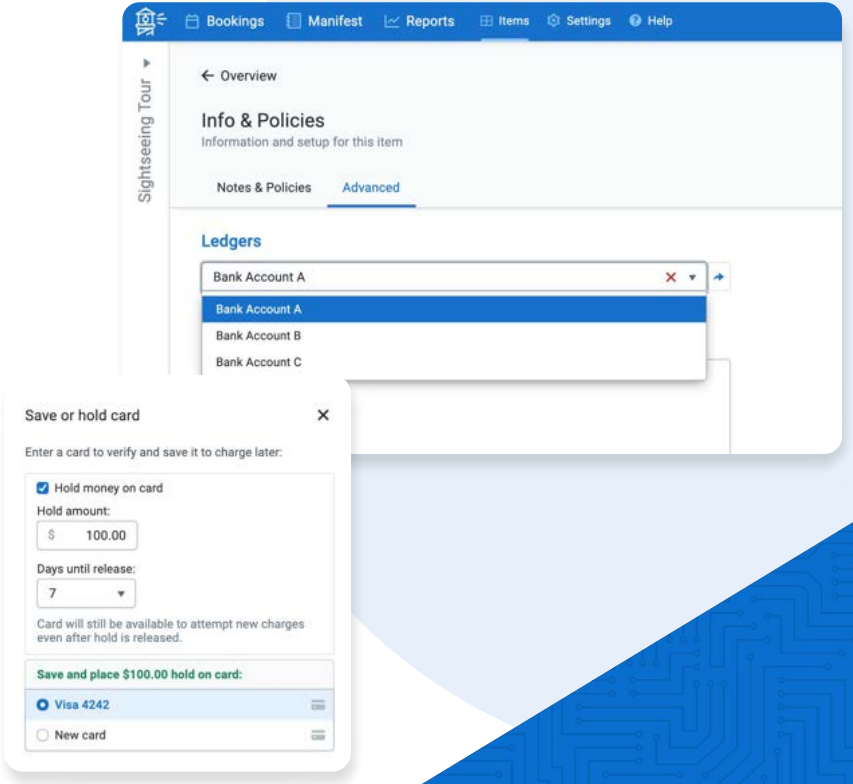
Share **Health & Safety** information during all stages of booking.

New! Payment Features and Integrations

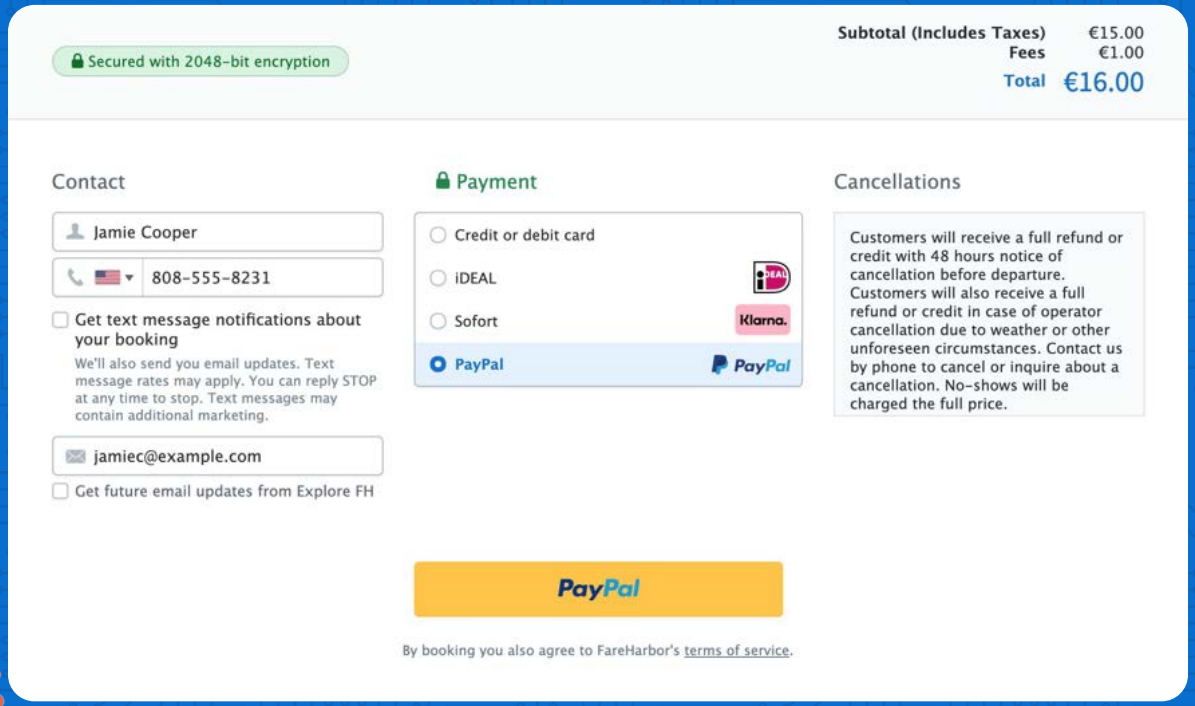
Reduce the chances of fraud, chargebacks, and unnecessary refunds with **credit card authorization holds**.

Payout to multiple bank accounts with **ledgers**.

Plus: continued **behind-the-scenes work** to integrate with new technologies.



Pay with PayPal

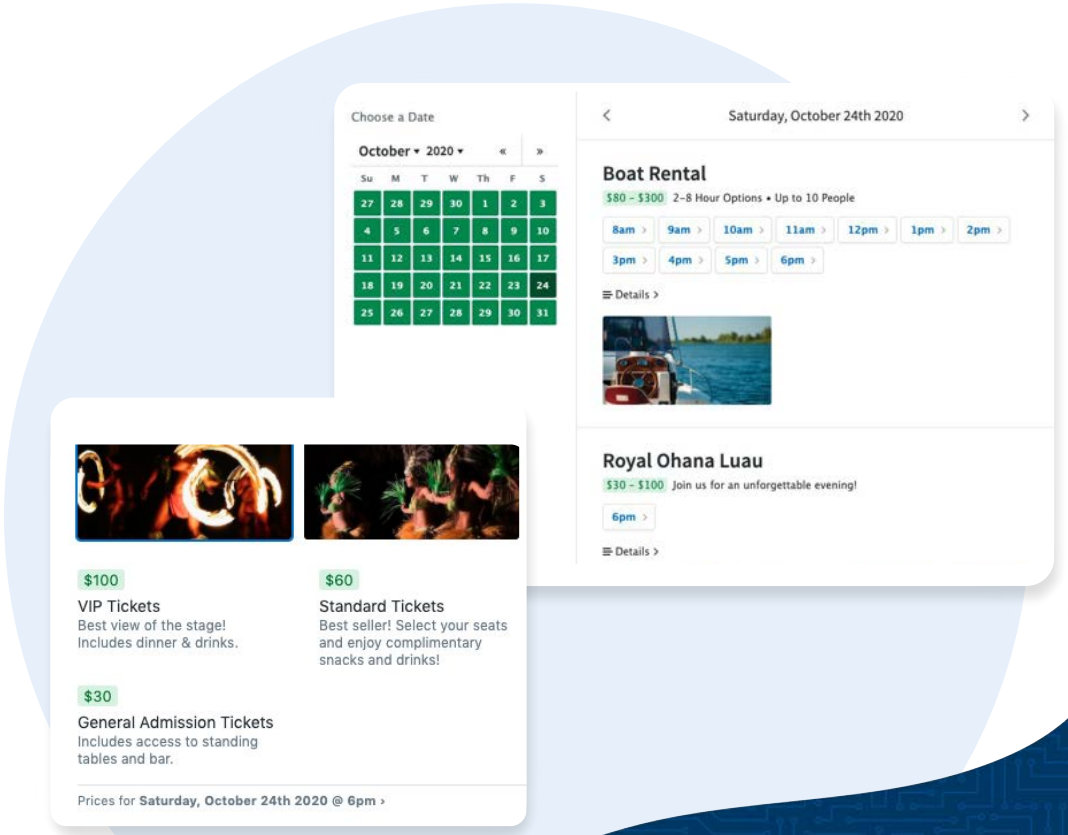


Online Booking: Customer-Focused Updates

Give customers a better browsing experience with the **search by date** view.

Reduce manual work and help customers book online with price ranges and **automatic price previews**.

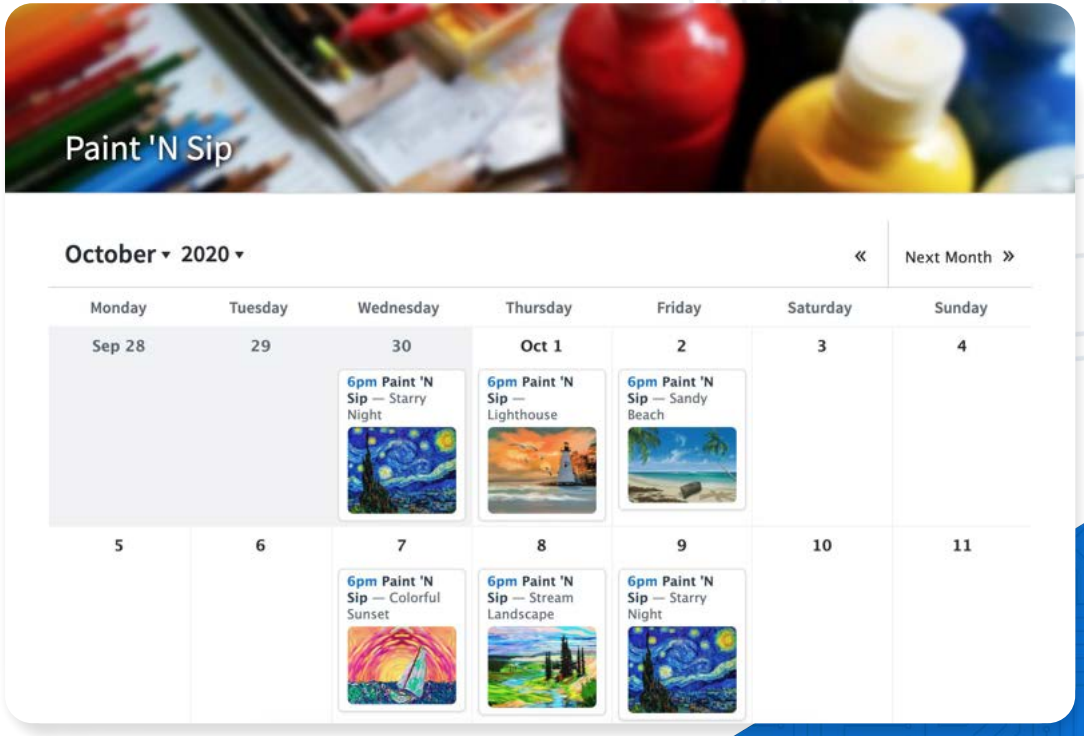
Know that every update is made with **accessibility** in mind.



Public Headlines: Customize Your Calendar

Save **public headlines** to reuse on your booking calendar.

Customize headlines with **photos, availability confirmation notes**, and more.



Seating Assignment

You're Booking

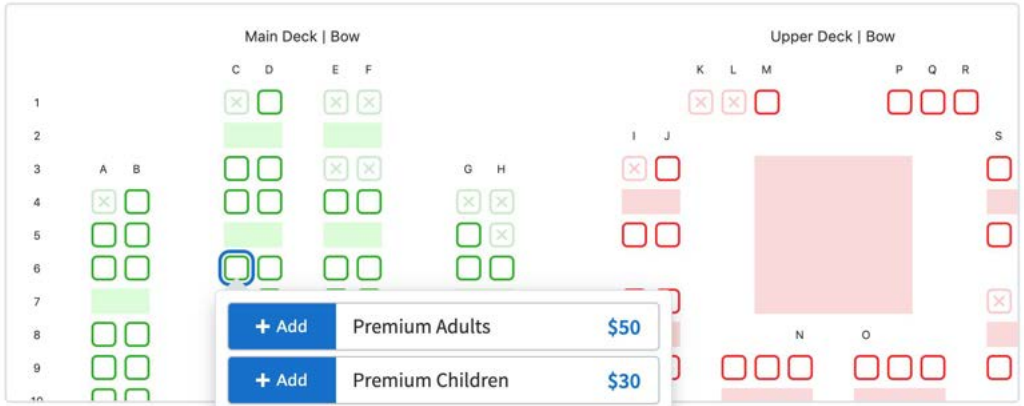
Boat Tour

Saturday, October 24th 2020 @ 2pm – 3pm

Weekend special!

Choose from map

Choose from list



+ Add Premium Adults $50

+ Add Premium Children $30

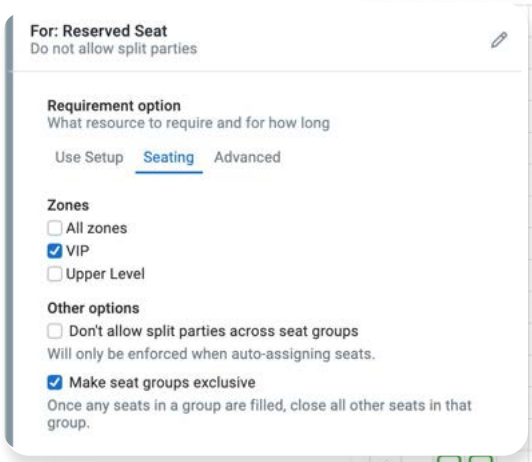
Premium, 7–8

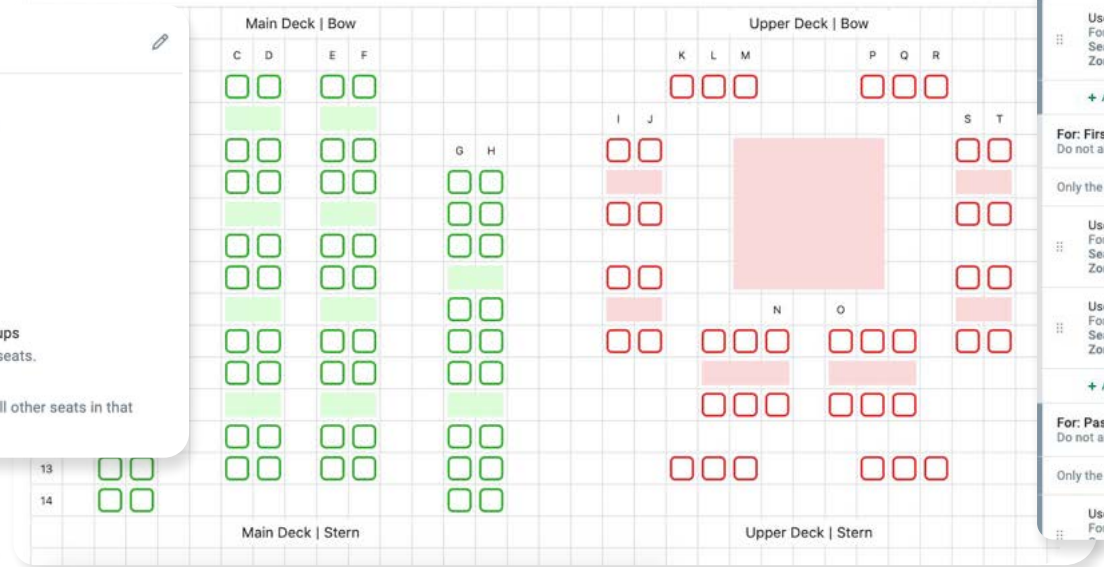
Nothing added yet. Use the menus above to get started.

Our Thinking: A Look Behind the Scenes

We believe the best software is flexible.

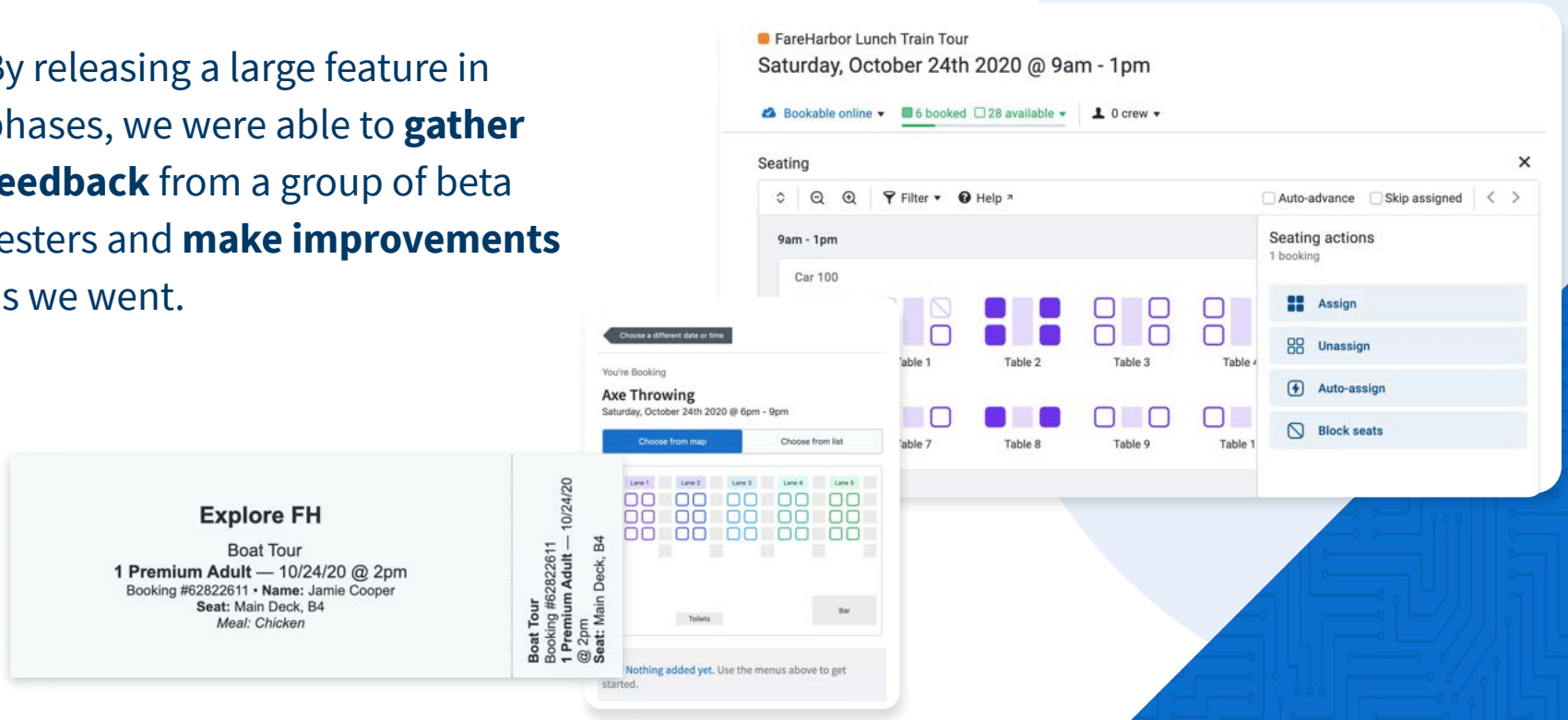
Our goal is to create the building blocks that a wide range of businesses can use to fit their day-to-day operations.





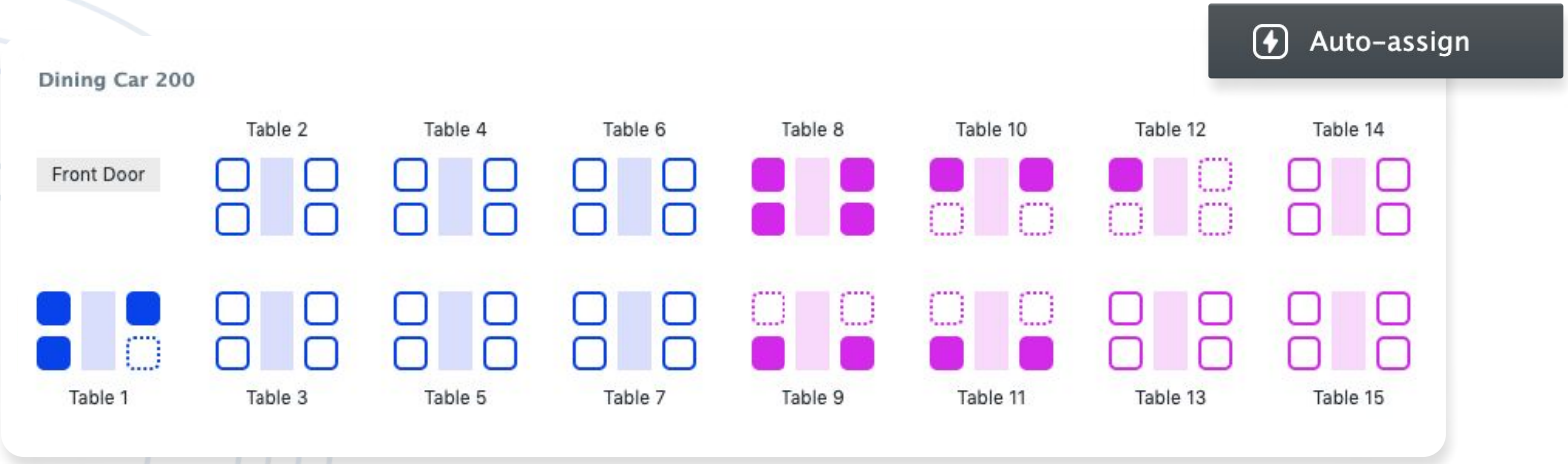
Our Strategy: Build and Release in Phases

By releasing a large feature in phases, we were able to **gather feedback** from a group of beta testers and **make improvements** as we went.



Beta Testing: The Benefits

Our beta testers helped us realize the emphasis we needed to put on **exclusive groups and social distancing**, as well as which actions were most important during day-to-day assignment.



POLL:

Would You Be Interested in Joining a Beta Program for a New Feature We're Working On?

✔️

Yes, Count Me In!

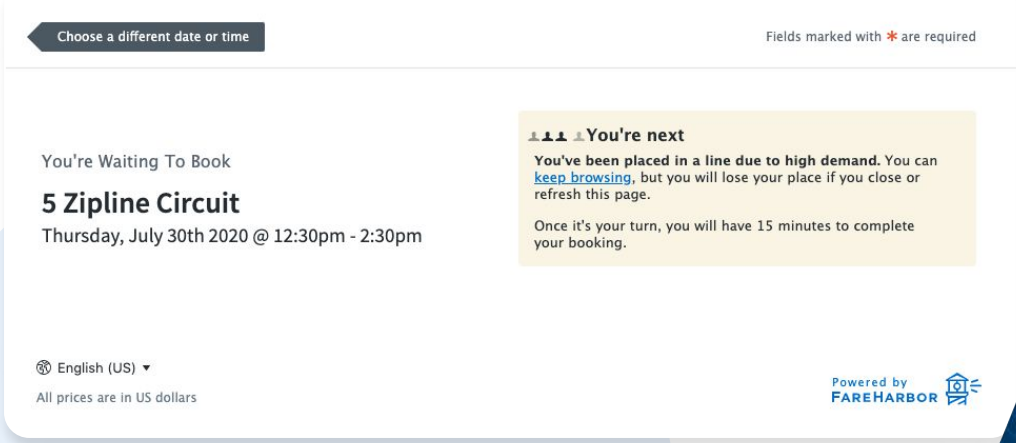
Not at This Time

I'm Not Sure

Queuing: A Seamless Solution for High-Demand Activities

Our goal is **negligible downtime** and a **great customer experience** for all.

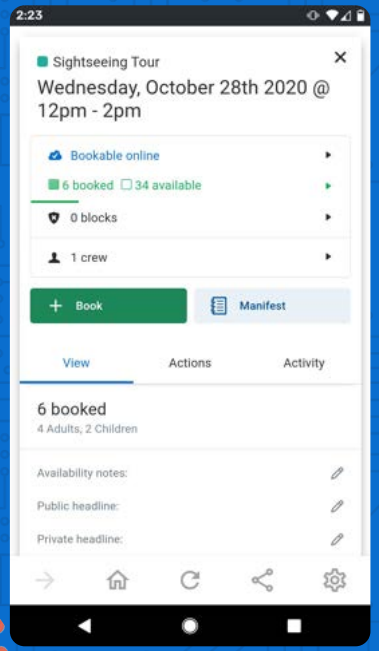
When an event reaches its maximum threshold of traffic, customers will be automatically **placed in a line** and entered into the booking process when it's their turn to book.

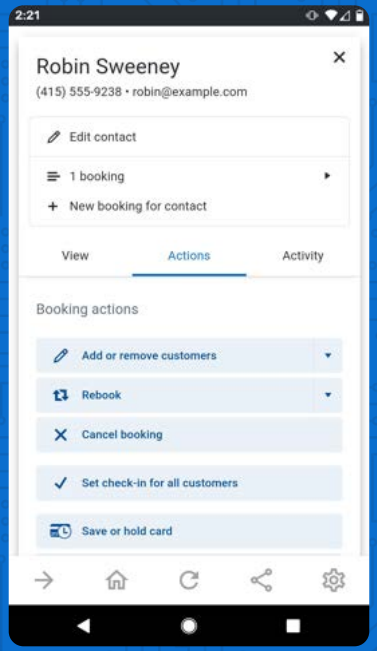


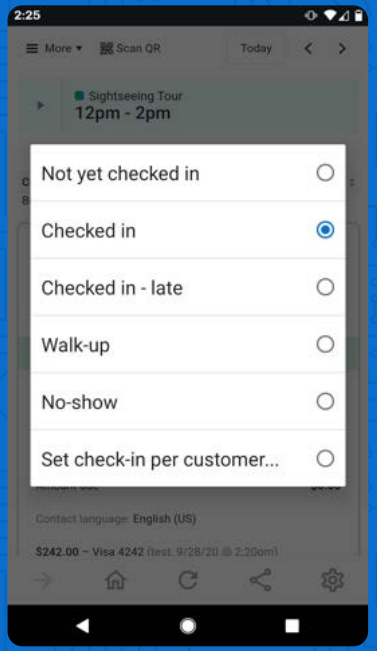
FareHarbor + Zapier

Connect your FareHarbor Dashboard with 2,000+ apps to **automate work and increase productivity**.

Introducing the FareHarbor Android App







Mobile: Additional Updates

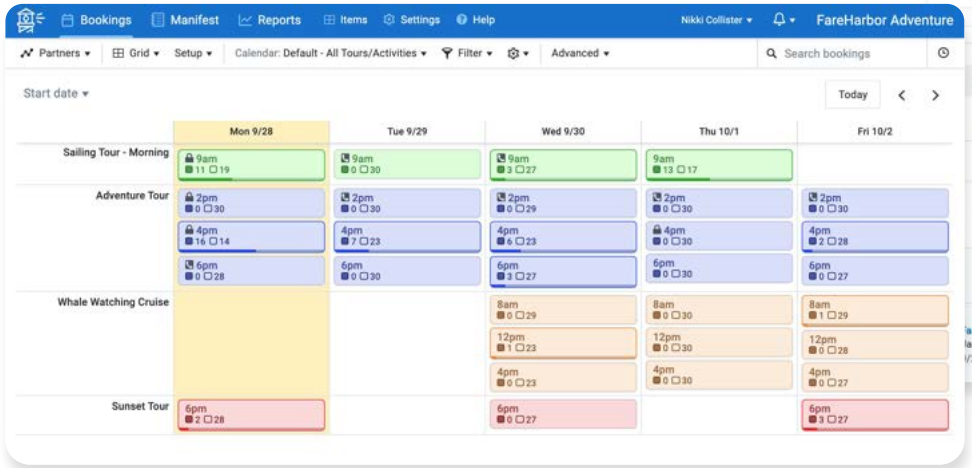
All devices now support **Bluetooth EMV card readers**.

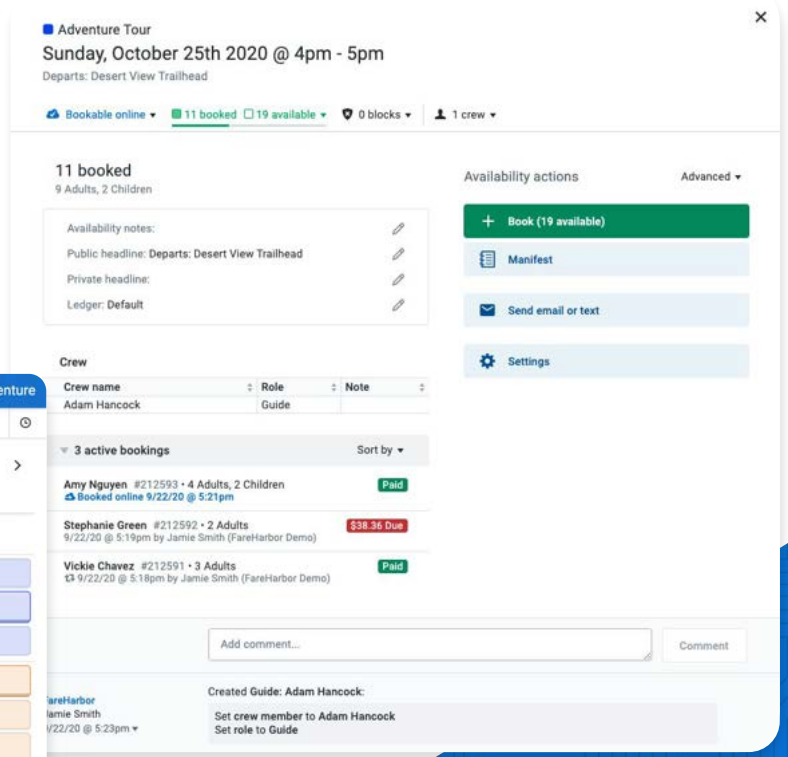
Touch ID and Face ID were added for the FareHarbor iOS app.

Improved security with **Single Sign On (SSO)** across all devices.

FareHarbor Got a Facelift!

From a new font to updated button styles, our new design is **modern and light**, while maintaining the same functionality you're used to.



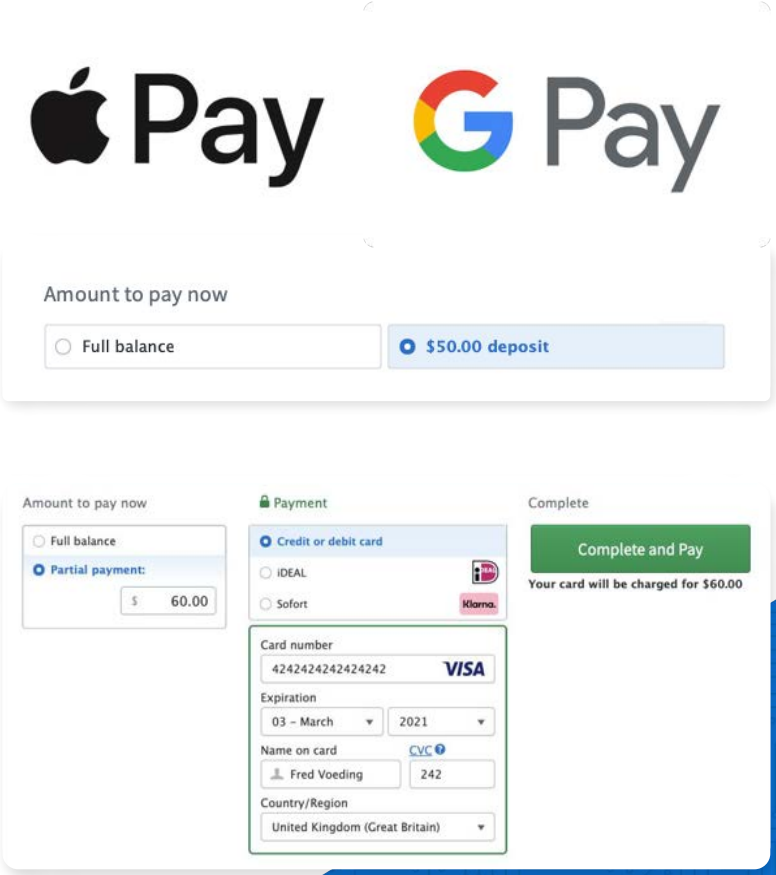


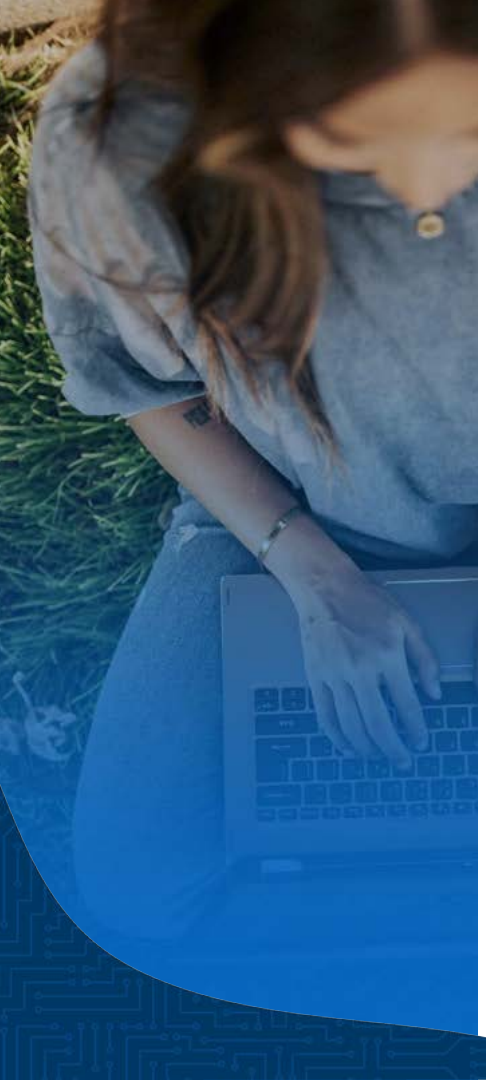
What’s Coming

Looking Forward: What Comes Next?

Accept contactless payments with **Apple Pay**, **Google Pay**, and other digital wallet options.

Collect deposits during booking and give customers the flexibility to pay the rest later with **post-booking payment**.





Looking Forward: What Comes Next?

- Ticketing Updates
- Improved Mobile Check-In
- Waiver and API Integrations

POLL:

Which Feature Are You Most Looking Forward To Seeing in the Dashboard?

- More Contactless Payment Options
- Post-Booking Payment / Deposits
- Ticketing Updates
- Improved Mobile Check-In
- Waiver and API Integrations

Thank You!