

FAREHARBOR

SPARK

 OCTOBER 25TH 2021 

A Look Under the Hood

FareHarbor's Latest Dashboard Updates





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On the Agenda

- Meet the Product Team
- 2020 Recap and 2021 Goals
- New Features and Updates
- What's Coming Next



POL

What's your level of experience using the FareHarbor Dashboard?

Advanced

I feel confident navigating the Dashboard and setting things up myself.

Experienced

I use the Dashboard frequently for my own day-to-day tasks.

Intermediate

I use the Dashboard for basic tasks like booking or checking

Newbie

I'm still learning!

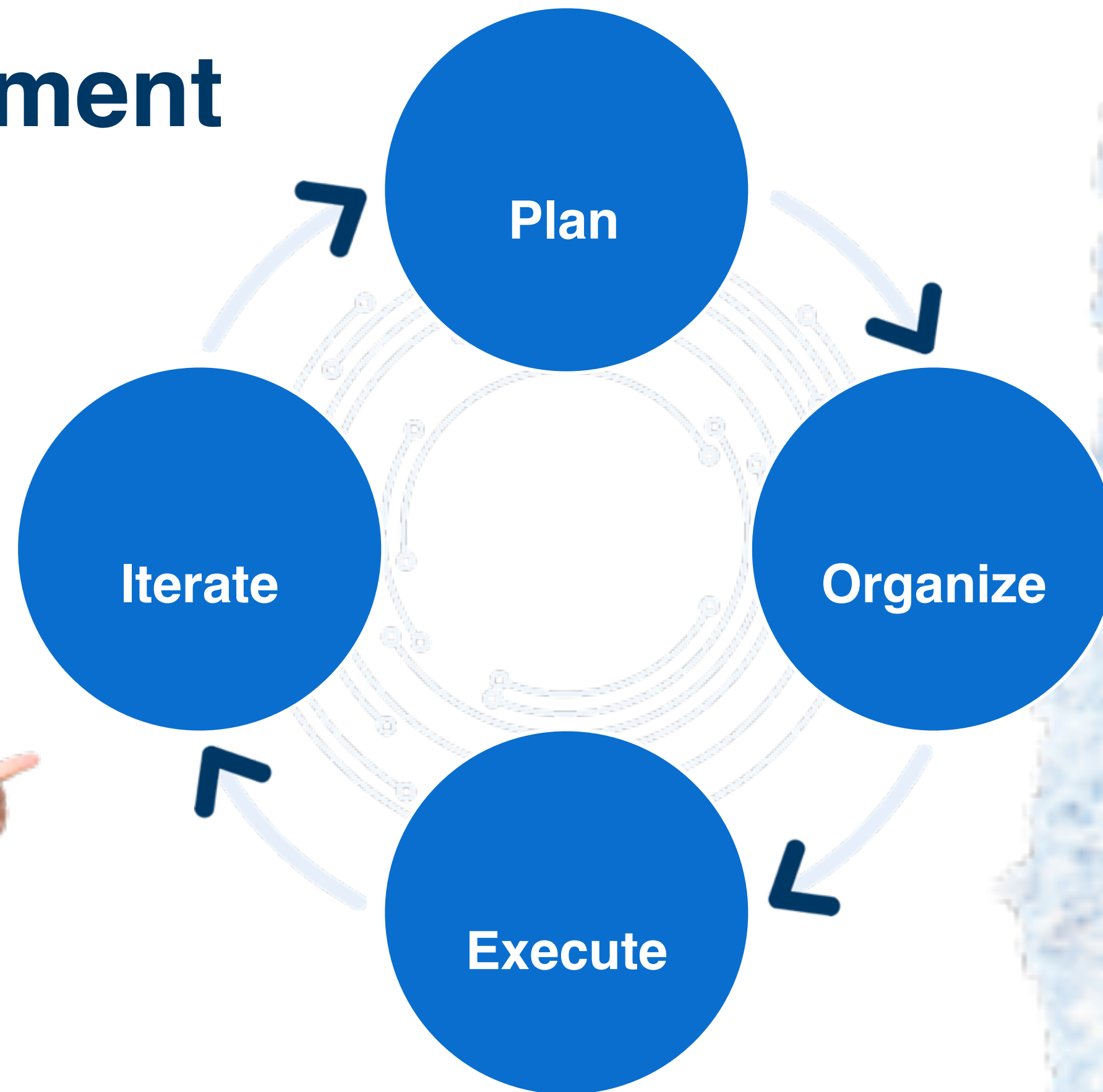




Meet Our Team!
Product
Amsterdam \leftrightarrow San
Francisco



Our Development Cycle



2020 Recap

Staying flexible allowed us to ship planned features while addressing changes in the travel industry.



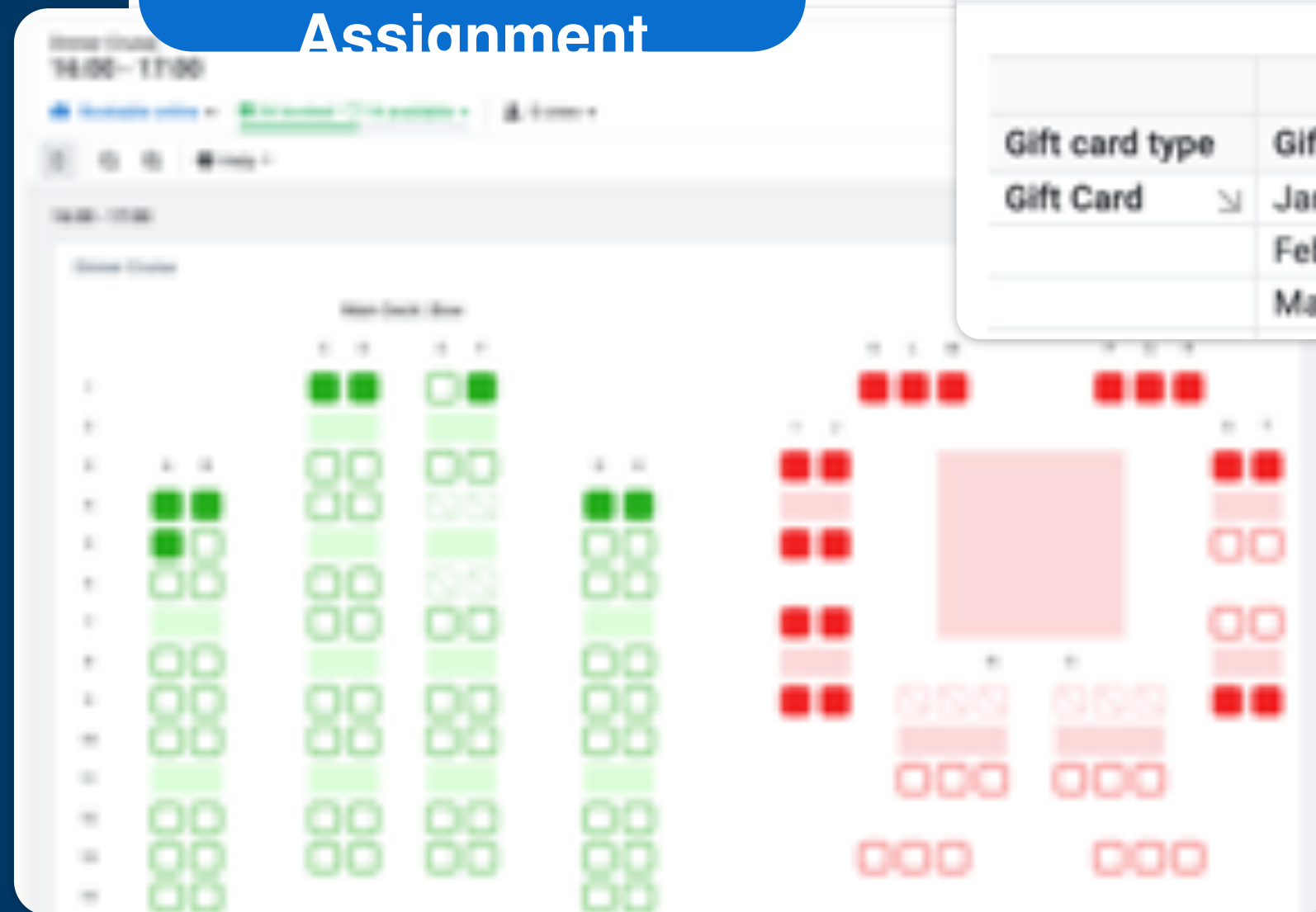
Health & Safety

For the Safety of our Guests & Staff

- If you are sick, or have come in contact with anyone who is sick please refrain from booking
- Masks Mandatory at all times
- We are enforcing social distancing during check in, as well as during the experience
- All equipment is sanitized after each use

[Health & Safety Policy](#)

Seating Assignment



Gift Cards

Advanced

This Year

01/01/2021

Gift Cards			
Gift card type	Gift Card month	Count	Balance
Gift Card	January 2021	6	\$700.12
	February 2021	8	\$698.78
	March 2021		\$1,171.11

Gift Card Reports



2021 Goals

Our focus is to help you
for when
travel returns to your region.

- Flexible and Scalable Features
- Enriched Feature Resources
- Security, Privacy and Compliance



New Features and Updates



More Payment Methods in More Regions



Contactless Payment

Continuously rolling out **new technology** across the globe



Digital Checkout:

85%

of consumers expect digital options when checking out.

[VISA, 2021]

Tap & Go:

62%

of consumers expect a “tap card” option.

[VISA, 2021]



Deposits and Installments

More **flexible payment options** for a variety of activities

Amount to pay now

Deposit (\$1,802.27)

A deposit is required for this booking.

Subtotal (Includes Taxes) \$3,250.00

Fees \$177.27

Total \$3,427.27

Due now \$1,802.27

Pay later \$1,625.00

✓ Thanks for your payment!

Amount due: \$1625.00

 Make a payment

- Specify deposit amounts.
- Set up requirements.
- Collect payment post-booking
- Customize by item.



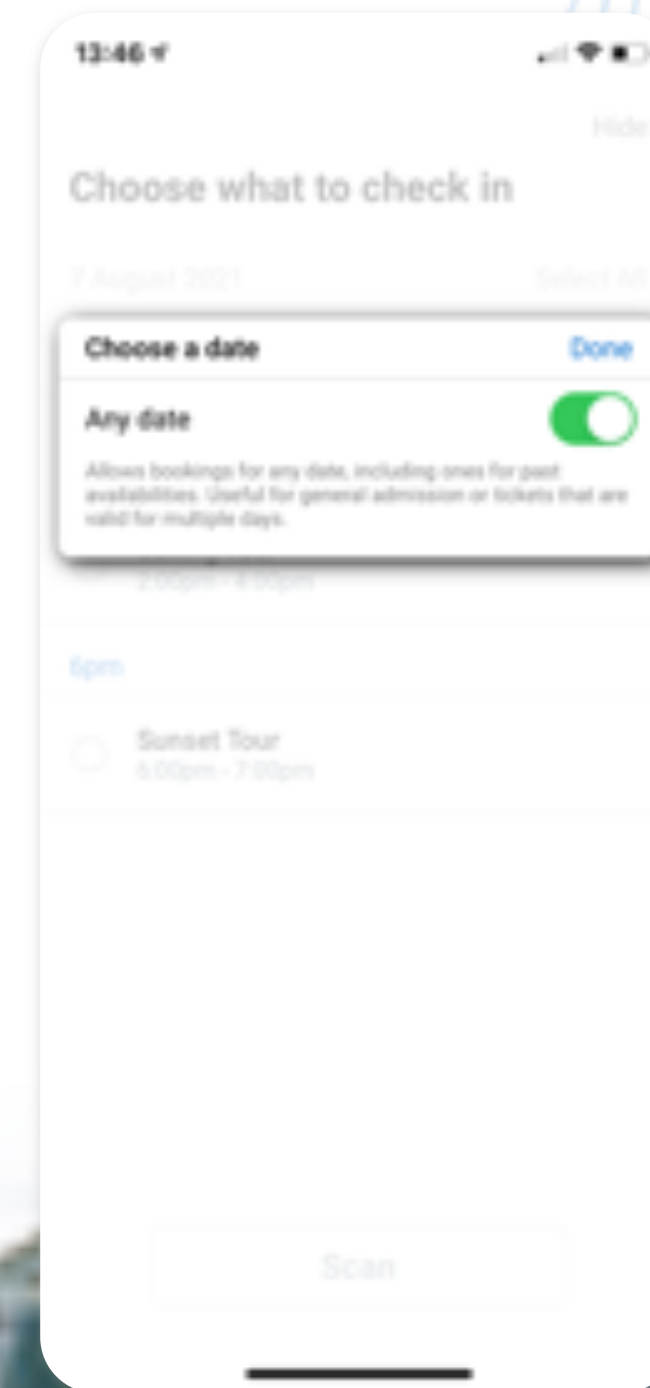
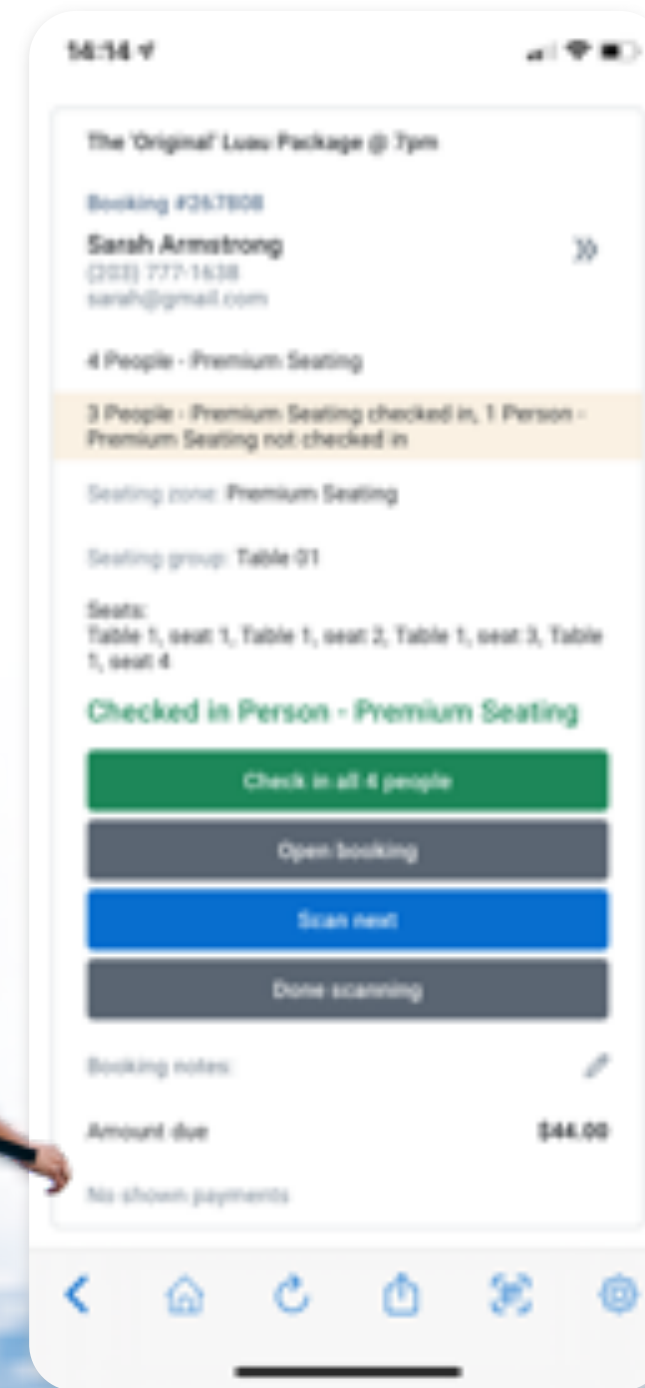
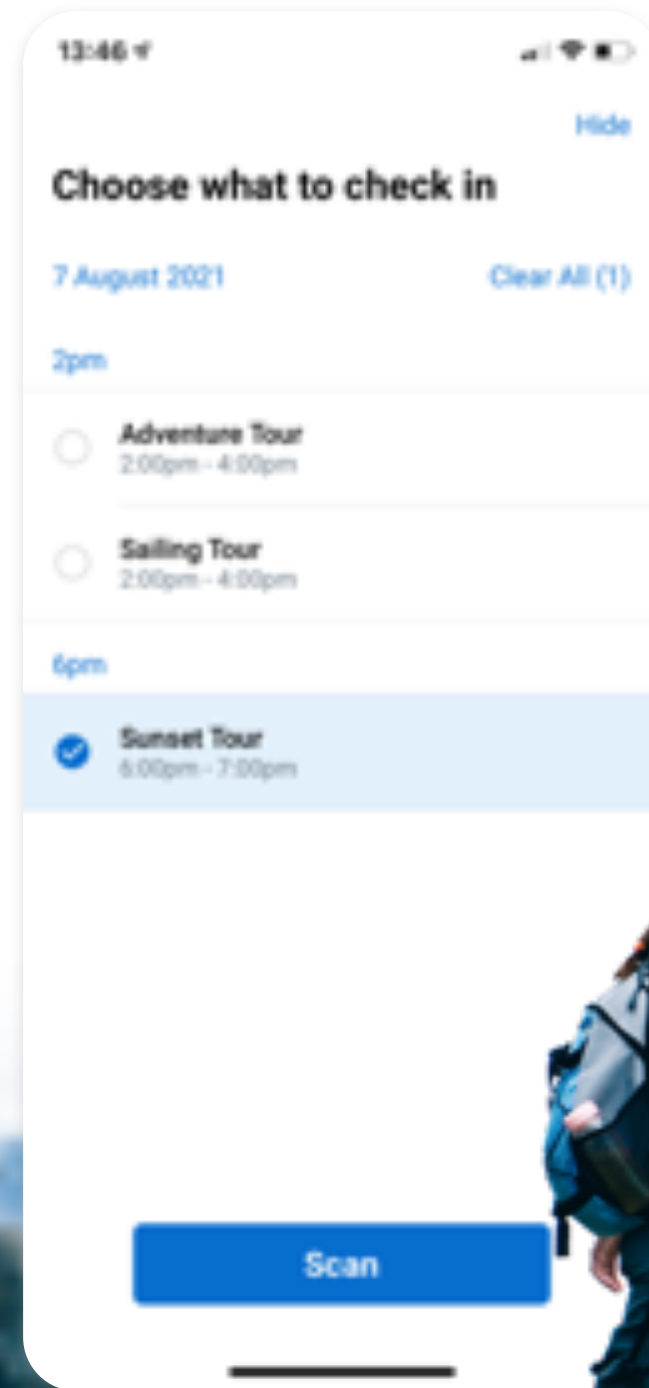
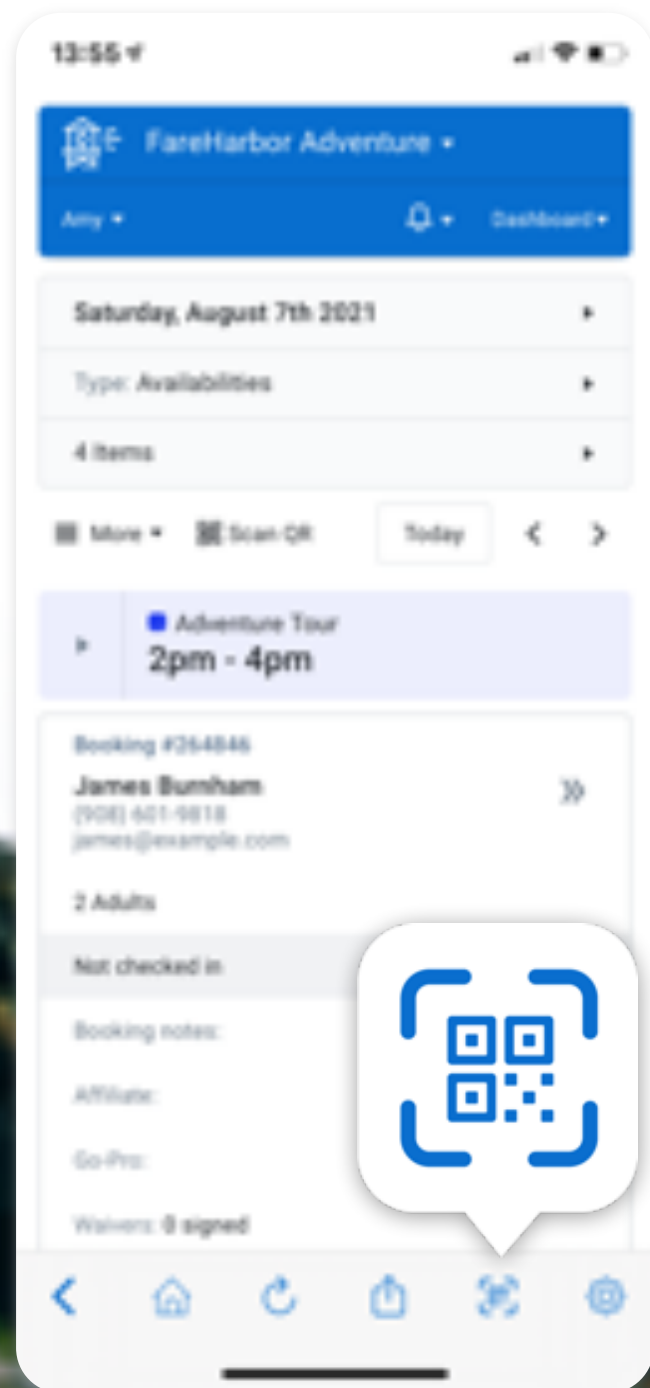
Push Notifications

Stay in the know, no matter where you go!

- Get alerts for new bookings, cancellations, upcoming trips, and more!
- Choose which items to receive notifications for.
- Personalize notifications per user.



Improved Mobile Check-In



More Mobile App Updates



Touch ID
Face ID



Bluetooth
Receipt
Printing



Handheld
Scanning
Devices



More Flexibility with Add-Ons

Add **custom fields** on the fly to any customer's booking.

Great for:

- Add-ons such as retail and food
- Backend fields added post-booking
- API bookings missing fields

Adult

+ Add fields

Adding to: Adult
Adding from: Retail [\(Change\)](#)

Hide already added fields

Select: [all](#), [none](#)

<input checked="" type="checkbox"/>	2	\$30 (\$15) \$15 per backpack
<input checked="" type="checkbox"/>	1	\$20 (\$20) \$20 per hat
<input type="checkbox"/>	0	Island Tours Water Bottles (\$5) \$5 per water bottle



Powerful Price Adjustments

Adjust the price of a booking using custom fields.

An expense and discount solution that's fully compatible with **tax inclusion**, **tax types**, **commissionability**, and **reporting**

+ Add expense or discount

Description

Food Fare

Private: Do not show to customer

Add

Cancel

Amount

\$ 2.50

Taxed

Price Adjustment

Food Fare

Adjusted price: \$2.50

\$ 2.50

Reset

[Adjust invoice price](#)



Advanced Reporting on Resources

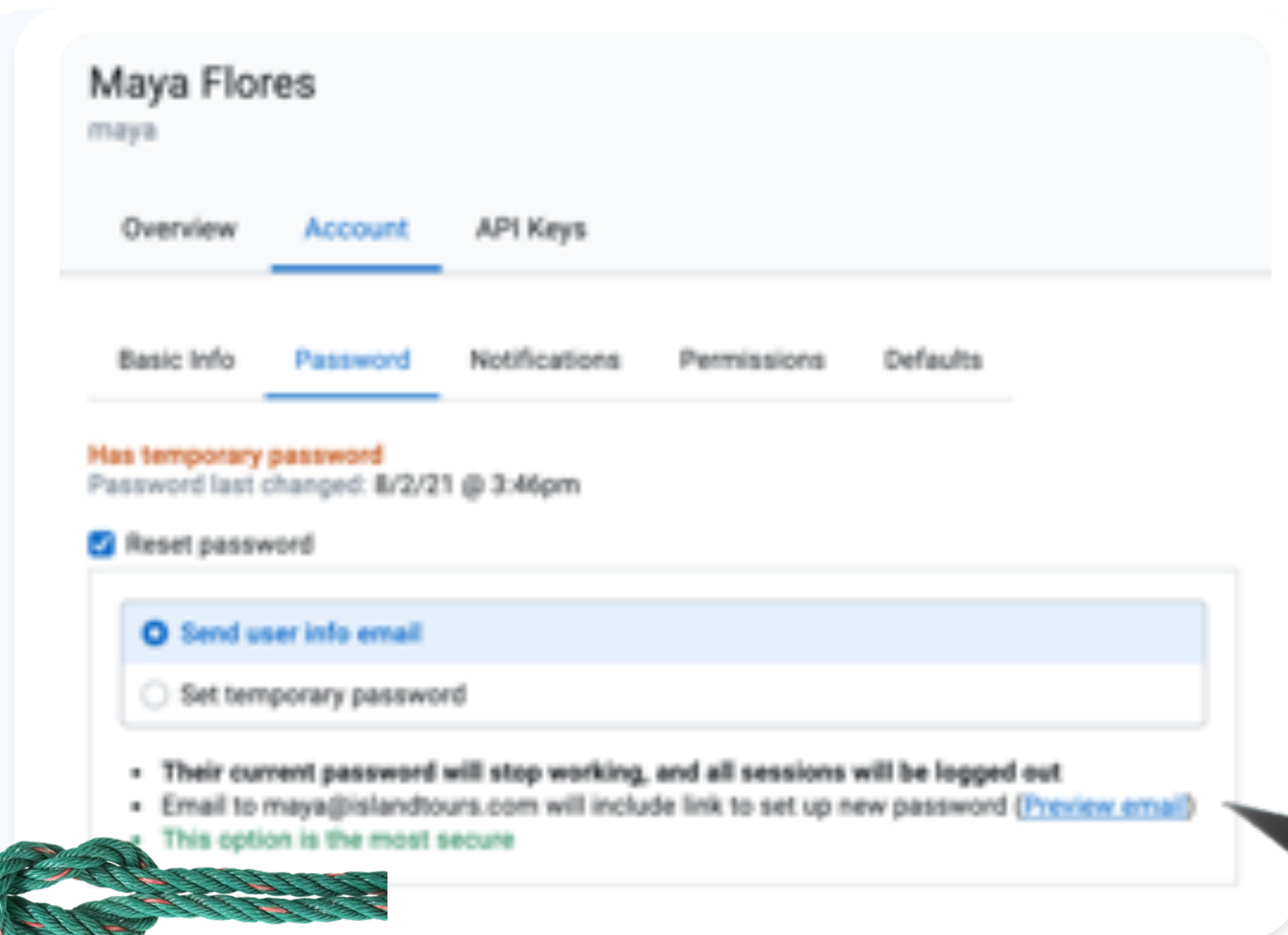
The screenshot displays a software interface for generating reports. The main content is a table titled "Resource/Customers" with the following structure:

Resource/Customers	Start Date	End Date	Start Time	End Time	Rate	Hours	Amount	Rate	Hours	Amount	Rate	Hours	Amount
Table 1	10/01/2021	10/01/2021	08:00	18:00	100.00	10	1000.00	100.00	10	1000.00	100.00	10	1000.00
	10/02/2021	10/02/2021	08:00	18:00	100.00	10	1000.00	100.00	10	1000.00	100.00	10	1000.00
	10/03/2021	10/03/2021	08:00	18:00	100.00	10	1000.00	100.00	10	1000.00	100.00	10	1000.00
	10/04/2021	10/04/2021	08:00	18:00	100.00	10	1000.00	100.00	10	1000.00	100.00	10	1000.00
4 weeks				40		4000.00		40	4000.00		40	4000.00	
Table 2	10/01/2021	10/01/2021	08:00	18:00	150.00	10	1500.00	150.00	10	1500.00	150.00	10	1500.00
	10/02/2021	10/02/2021	08:00	18:00	150.00	10	1500.00	150.00	10	1500.00	150.00	10	1500.00
	10/03/2021	10/03/2021	08:00	18:00	150.00	10	1500.00	150.00	10	1500.00	150.00	10	1500.00
	10/04/2021	10/04/2021	08:00	18:00	150.00	10	1500.00	150.00	10	1500.00	150.00	10	1500.00
4 weeks				40		6000.00		40	6000.00		40	6000.00	
Table 3	10/01/2021	10/01/2021	08:00	18:00	200.00	10	2000.00	200.00	10	2000.00	200.00	10	2000.00
	10/02/2021	10/02/2021	08:00	18:00	200.00	10	2000.00	200.00	10	2000.00	200.00	10	2000.00
	10/03/2021	10/03/2021	08:00	18:00	200.00	10	2000.00	200.00	10	2000.00	200.00	10	2000.00
	10/04/2021	10/04/2021	08:00	18:00	200.00	10	2000.00	200.00	10	2000.00	200.00	10	2000.00
4 weeks				40		8000.00		40	8000.00		40	8000.00	
Total				120		18000.00		120	18000.00		120	18000.00	



Continued Emphasis on Security

New **password manager** options to keep your data safe



The screenshot shows a user profile for Maya Flores (username: maya) with tabs for Overview, Account, and API Keys. Under the Account tab, there are sub-tabs for Basic Info, Password, Notifications, Permissions, and Defaults. The Password sub-tab is active, showing a notification: "Has temporary password" with the text "Password last changed: 8/2/21 @ 3:46pm". Below this, there is a checked checkbox for "Reset password". A dropdown menu is open, showing two options: "Send user info email" (selected) and "Set temporary password". Below the dropdown, there are two bullet points: "Their current password will stop working, and all sessions will be logged out" and "Email to maya@islandtours.com will include link to set up new password (Preview email)". A green note at the bottom states "This option is the most secure".

- Reset passwords safely.
- Prompt password changes.
- Force log out insecure sessions



...and more

We think about the hard things, so **you don't have to**



Accessibility Updates

Ensure FareHarbor's online booking and Dashboard tools are **usable by all**.



Archiving

Clean up old customer types, custom fields, resources, and more.



OTA Integrations

Maintain **seamless connections** with Google, Viator, GetYourGuide, and more.



Performance Updates

Plan for **infrastructure improvements** while striving for 0% down time.



POL

How do you prefer to make updates in the Dashboard?

Option 1

I would
always rather
do it myself
than speak to
a person.

Option 2

I often contact
FareHarbor,
unless it's a
quick update.

Option 3

I would
always rather
contact
FareHarbor.



What's Coming Next





What's Coming Next?



Online Booking Actions

Give customers more flexibility,
save time updating bookings



Wherewolf Integration

Two-way integration with
Wherewolf's waiver tools



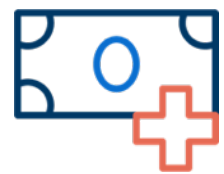
Late Night Activities

Calendar displays for
midnight and late night
activities





What's Coming Next?



Dynamic Pricing

Automatically modify pricing based on event date or tickets sold



More Availability Actions

Better support for managing canceled availabilities



Offline Check-In

Manage customer check-in at all levels of capacity



Get the

Search for the FareHarbor app in the **App Store** or on **Google Play**.



POL

Which of these features are you most looking forward to?

**Online
Booking
Actions for
Customers**

**Wherewolf
Integration**

**Late Night
Activities**

**Dynamic
Pricing
Options**

**More
Availability
Actions**

**FareHarbor
Mobile App
Updates**



Thank You 

