

FAREHARBOR

SPARK

 OCTOBER 25TH 2021 



Gillian Farrell

Account Executive



Ian Pauley

Account Manager



Own Your *Dashboard*

Get the Most Out of FareHarbor



What We'll Cover



Managing Basic
Dashboard Edits



Continuing Education



Best Resources
for Your Needs



Meet Our Partners...

1

Serena: Historic Walking Tour

Joined FareHarbor 5 years ago; has 2 full-time employees; offers 3 types of tours with standardized availabilities 7 days a week

2

Alonzo: Watersports & Ecotours

Joined FareHarbor 2 years ago; has 15 employees (10 seasonal); offers tours, rentals, shuttle services, and ad hoc events

3

Maya: Multi-Location Boat Rental

Joined FareHarbor 4 months ago; has 100+ employees across 5 locations; offers boat rentals — everything from canoes to houseboats



Managing Your Dashboard

- > Manifest: Tools and Tricks
- > Availability Updater
- > Market Yourself More Effectively



Updating Your Manifest

See what you need to see, when you need to see it. **Create unique** for every employee in your company.

- Adding Columns
- Applying Filters
- Saving Custom Manifests



Manifest Options



Thursday, July 22nd 2021 + Availability + 4 items + Today < >

Manifest: Reservations - All Tours + Columns + Filter + + + +

Adventure Tour
2pm - 4pm

Bookable online + 1 booked 10 available + 0 blocks + 0 crew + Actions & Settings + Print all +

ID	Contact	Total	Go Pro	Bottles of Champagne	Lodging	Waivers	Due	Affiliate	Notes
	2 bookings	8 Adults	1	2		0 signed	12/22		
#00017	Colin Lundy	5 Adults				0 signed	12/22		
#00008	Mike White (312) 714-2045	2 Adults		2		0 signed	12/22		
#00009	Tom Jean 1206666666	1 Adult	1 Yes	1		0 signed	12/22		

Sailing Tour
2pm - 4pm

Bookable online + 1 booked 10 available + 0 blocks + 0 crew + Actions & Settings + Print all +

ID	Contact	Total	Bottles of Champagne	Lodging	Waivers	Due	Affiliate	Notes
#00002	Tom Henderson (314) 709-8434	2 Adults		via Miami Hotel	0 signed	12/22		

1 Add Columns

2 Add Filters

3 Save Personal

Let's make sure your manifest views **match your employee function**

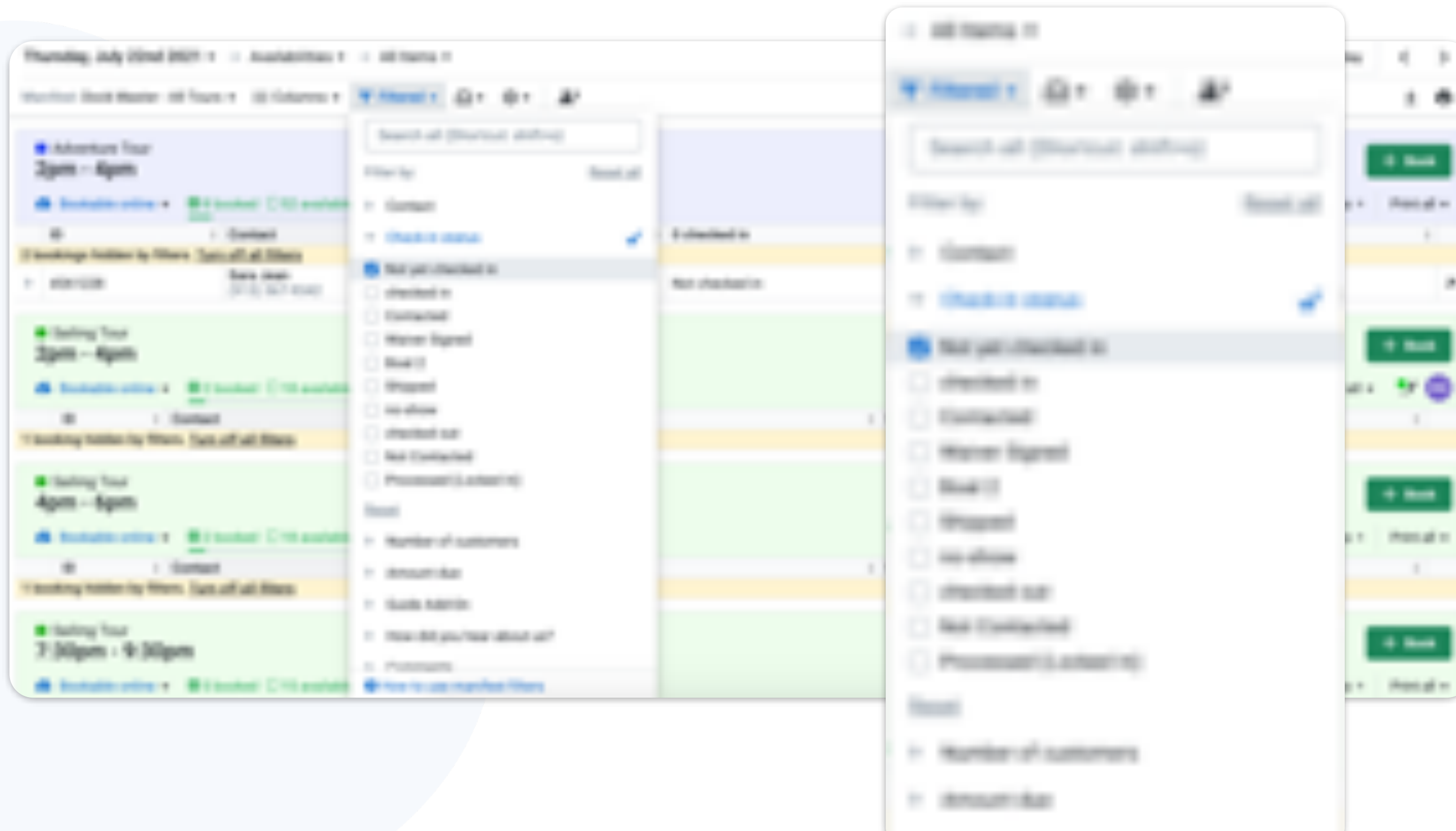


Please note: Manifests can be saved to revisit later.



Dock Master Manifest

Filters can be applied to see only customers who meet specific criteria.



Shuttle Driver's Manifest

Use the "Group by" function to organize results based on check-in status, pickup location or resource.

Thursday, July 22nd 2021 • Transportation • 2 Routes • Today

Manifest: Shuttle Driver - Afternoon Routes • Columns • Filter •

Afternoon Route at 2pm

Start	Item	ID	Contact	Total	Checked in	Lodging	Notes
Pickup: 1:20pm Market							
4pm	● Selling Tour	#152894	Tom Williams (314) 708-0454	2 Adults	Not checked in	Alo Moana Hotel	

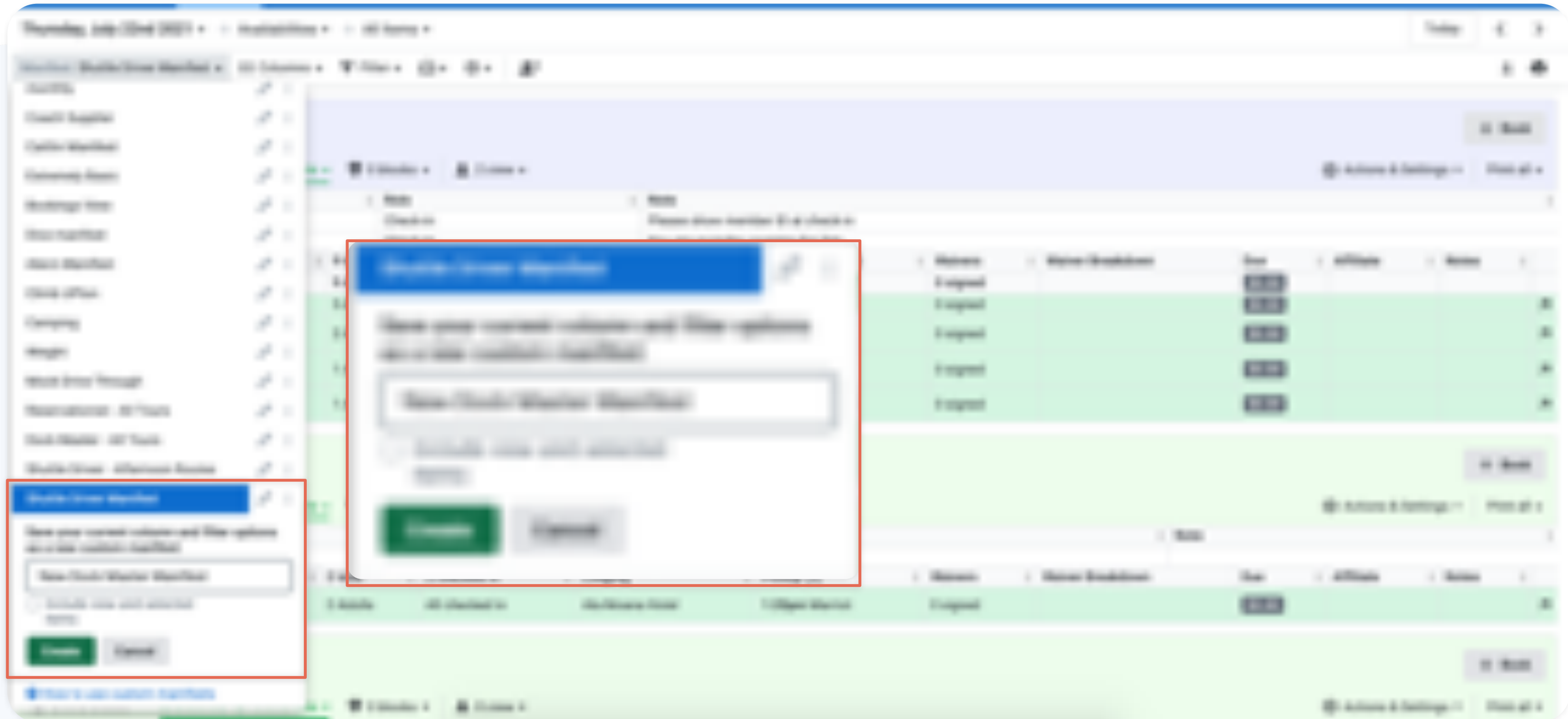
Mid Afternoon Route at 4pm

Start	Item	ID	Contact	Total	Checked in	Lodging	Notes
Pickup: 3:10pm Market							
4pm	● Selling Tour	#152895	Kim Edwards (314) 804-1607	2 Adults	Not checked in	Comfort Inn (Downtown)	



Saving a Custom Manifest

Create custom manifests for each user or function in your company.



Default Manifests

Each user can set their own default custom manifests.

← Users

Alonzo
alonzo

Overview Account API Keys

Basic info Password Notifications Permissions Defaults

Default custom calendar
Company default calendar

Default custom manifest
Dock Master - All Tours

Save changes Cancel





Using the Availability Updater

From opening tours to changing start times, manage your Dashboard all in **one place**

- Bookability Options
- Changing Capacity
- Adjusting Start Times



Availability Updater Overview

The screenshot displays the 'Availability Updater' interface, which is divided into three main sections:

- 1 Change:** A sidebar menu on the left containing various options such as 'Overview', 'Online booking status', 'Capacity', 'Limits', 'Website', 'Start time', 'Length', 'Notes', 'SETUP', 'Pickup route', 'Restrictions', 'ADD & REMOVE', 'Crew members', 'Blocks', and 'Availability'. The 'Online booking status' option is currently selected and highlighted in blue.
- 2 For these availabilities:** This section includes two dropdown menus labeled 'From' and 'To', both currently set to 'All'. Below these is a list of items with checkboxes, all of which are currently unchecked. The list includes: 'Adventure Tour', 'Sailing Tour', 'Sunset Tour', 'Whale Watching Cruise', '2 Hour Boat Hire + Eliza J', '2 Hour Boat Hire + Maray A', 'General Admission', 'Paint N Sip', 'Gift Cards', 'Tour', 'Sunset Kayak Tour', and 'Maraya Tour'. A message 'No items selected' is displayed in orange. At the bottom of this section is a yellow box titled 'Suggested filters' with three items: 'Current online booking status', 'Current updated status', and 'No bookings'.
- 3 To:** This section contains two dropdown menus. The first is labeled 'Online booking status' and is currently empty. The second is labeled 'Updated status' and is currently set to 'Do not change'.



Availability Updater Walkthrough #1

1 Change

COMMON

Online booking status

Capacity

Ledgers

Headline

Start time

Length

Notes

SETUP

Pickup info

Restrictions

ADD & REMOVE

Crew members

Blocks

Availability

2 For these availabilities:

From: 07/26/2021 To: 08/01/2021

Items: 4 selected

- Adventure Tour
- Belling Tour
- Sunset Tour
- Whale Watching Cruise
- 2-Hour Boat Hire - Eliza J.
- 2-Hour Boat Hire - Nancy J.
- General Admission
- Park N' Dip
- Gift Cards
- Tour
- Sunset Kayak Tour
- Nancy's Tour

Suggested items: [View all](#)

- Current online booking status
- Current unlisted status
- Has bookings

Does not have bookings

3

Do not change

Auto close (online cutoffs enforced)

Open override (ignore online cutoff times)

Closed & Call to book

Closed & hidden

Do not change



Availability Updater Walkthrough #2

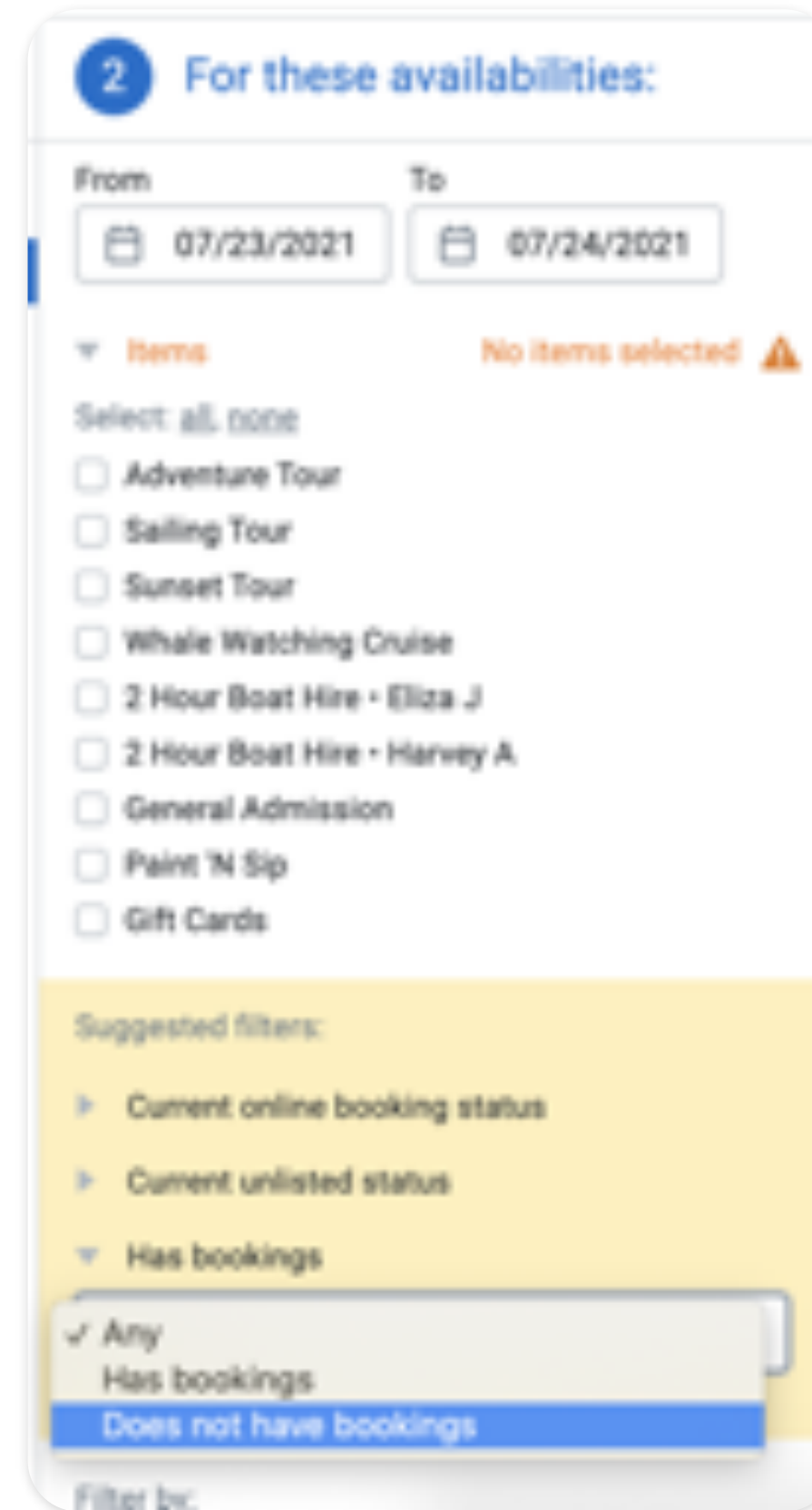
1 Change:	2 For these availabilities:	3 To:
COMMON	From: 07/24/2021 To: 08/01/2021	New capacity: 6
Online booking status		
Capacity	Items: 1 selected	
Ledgers	Select: all none	
Headline	<input type="checkbox"/> Adventure Tour	
Start time	<input checked="" type="checkbox"/> Sailing Tour	
Length	<input type="checkbox"/> Sunset Tour	
Notes	<input type="checkbox"/> Whale Watching Cruise	
SETUP	<input type="checkbox"/> 2 Hour Boat Hire - Eliza J	
Pickup route	<input type="checkbox"/> 2 Hour Boat Hire - Harvey A	
Restrictions	<input type="checkbox"/> General Admission	
ADD & REMOVE	<input type="checkbox"/> Paint N Dip	
Crew members	<input type="checkbox"/> Gift Cards	
Blocks	<input type="checkbox"/> Tour	
Availabilities	<input type="checkbox"/> Sunset Kayak Tour	
	<input type="checkbox"/> Nancy's Tour	
	Suggested filters: Reset All	
	Current total capacity: 12 ✓	
	Reset	



Using Filters

Filters can be used to select more specific availabilities beyond date range and items.

- **Has bookings**
- **Current online booking status**
- **Currently starting between**
- **Day of the week**



2 For these availabilities:

From: 07/23/2021 To: 07/24/2021

Items: No items selected ⚠

Select: all, none

- Adventure Tour
- Sailing Tour
- Sunset Tour
- Whale Watching Cruise
- 2 Hour Boat Hire - Eliza J
- 2 Hour Boat Hire - Harvey A
- General Admission
- Paint 'N Sip
- Gift Cards

Suggested filters:

- ▶ Current online booking status
- ▶ Current unlisted status
- ▼ Has bookings
 - ✓ Any
 - Has bookings
 - Does not have bookings**

Filter by:



Previewing Changes

You can preview changes to make sure you're updating the right availabilities.

[How to use this updater](#)

This update will change 4 availabilities. Click below to finish.

[Complete update](#) [Edit options](#)

Start date ▾ Today < >

	Thu 7/22	Fri 7/23	Sat 7/24	Sun 7/25	Mon 7/26	Tue 7/27	Wed 7/28
Adventure Tour	2pm ■ 9 □ 51	2pm ■ 10 □ 40	2pm ■ 6 □ 44	2pm ■ 5 □ 54	2pm ■ 4 □ 46	2pm ■ 3 □ 47	2pm ■ 6 □ 50



Market Your Tours

Build confidence in your customers by crafting the **perfect item listing**

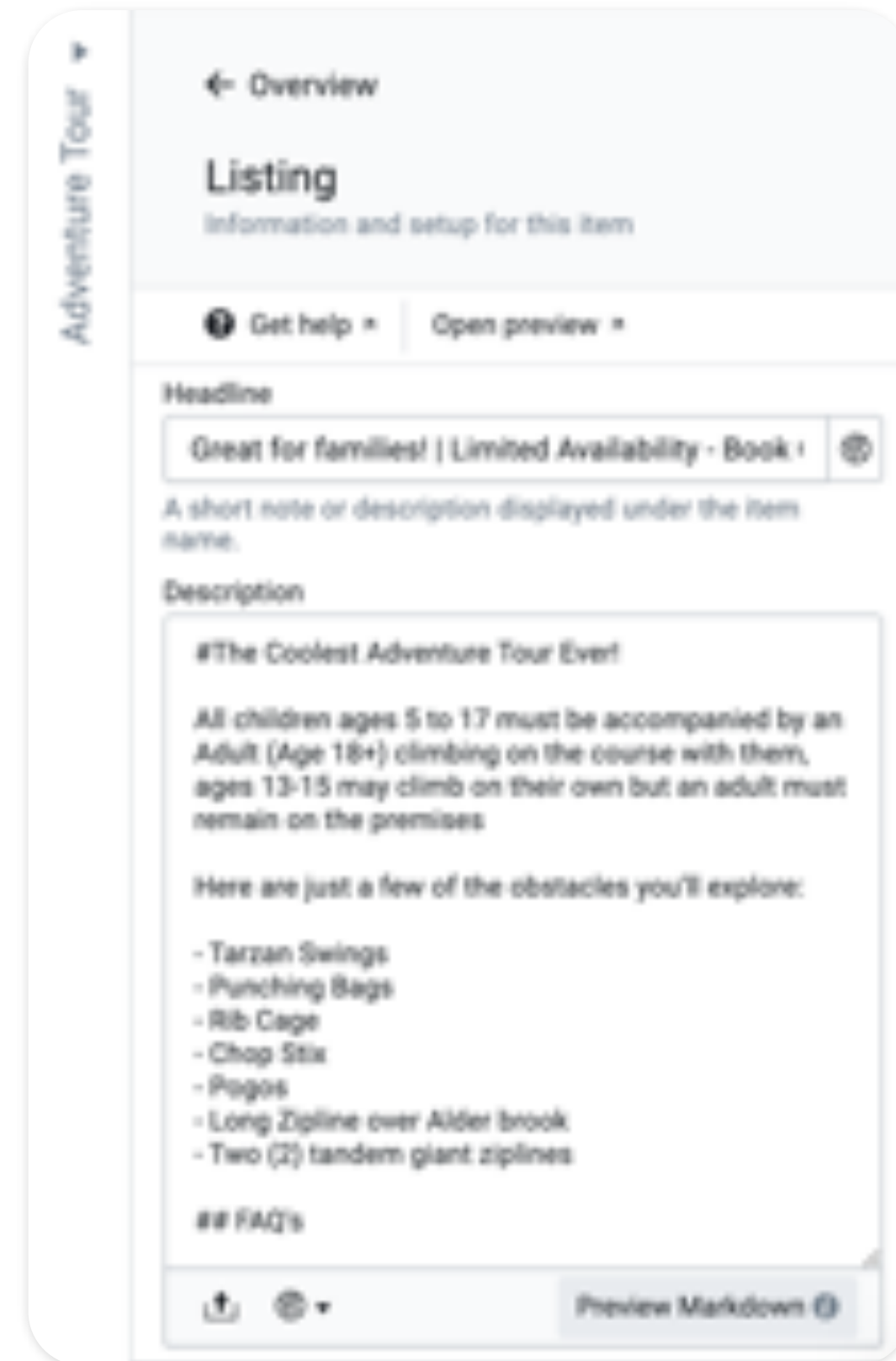
- Item Descriptions
- Photos
- Health & Safety Policies
- Price Previews



Item Descriptions & Headlines

Item descriptions answer any questions about your tours and make them sound fun. Better item descriptions **equal more online bookings** and less phone calls.

Headlines are a quick opportunity to display key details.



Photos

Items with eye-catching, high-resolution photos are up to

75% more likely to get booked!

Adventure Tour

Miami, FL

Great for families! | Limited Availability - Book Online



Sunset Tour

Miami, FL

Watch the Sunset! | Starting at \$25



Before and After




Secured [Health & Safety](#)

Adventure Tour

Adventure Tour

Miami, FL

(\$40) Great for families



Book online

- Real-time availability
- Instant confirmation

July 2021

Su	M	Tu	W	Th	F	Sa
27	28					
4	5					
11	12					
18	19					
25	26					

Click a date to view availability


Secured [Health & Safety](#)

Adventure Tour

Adventure Tour

Miami, FL

Great for families | Limited Availability - Book Online



Book online

- Real-time availability
- Instant confirmation

July 2021

Su	Mo	Tu	W	Th	F	Sa
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

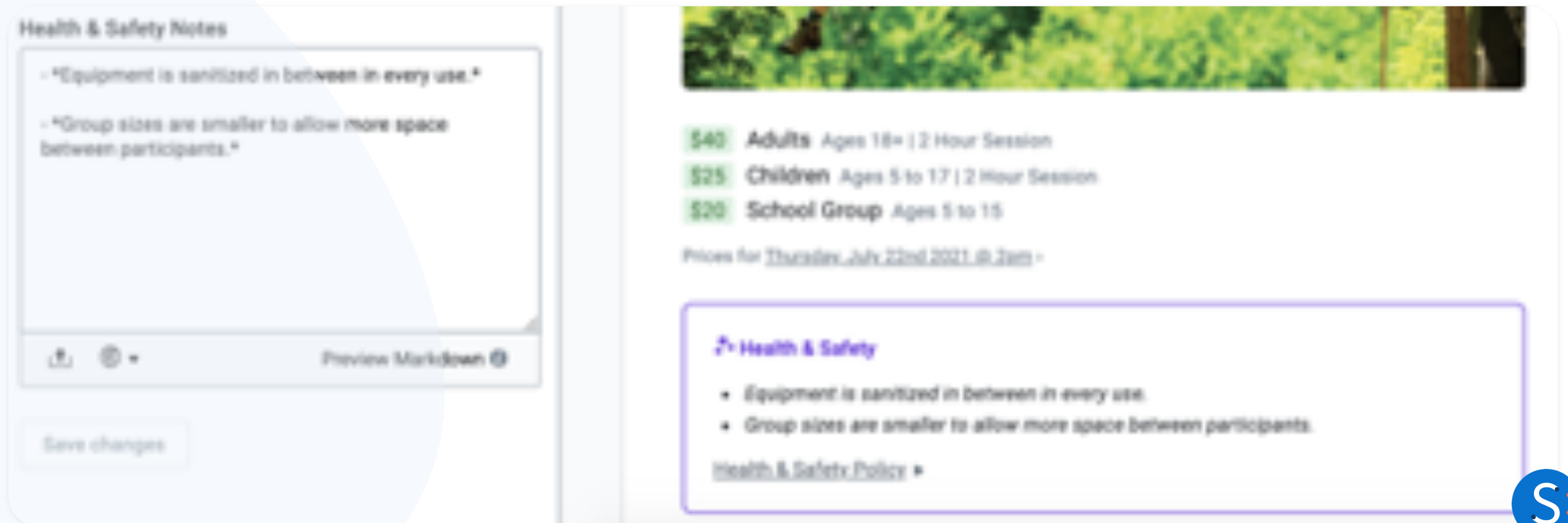
Click a date to view availability



Health & Safety Policies

New feature alert! Instill confidence in your customers and let people know what steps you're taking to keep them safe.

Companies with health and safety policies are **more likely to get booked**



The screenshot displays a user interface for managing health and safety policies. On the left, a text editor titled "Health & Safety Notes" contains two bullet points: "Equipment is sanitized in between in every use." and "Group sizes are smaller to allow more space between participants." Below the editor are icons for undo, redo, and a "Preview Markdown" button. A "Save changes" button is located at the bottom left. On the right, a pricing table lists three categories: "Adults Ages 18+ | 2 Hour Session" for \$40, "Children Ages 5 to 17 | 2 Hour Session" for \$25, and "School Group Ages 5 to 15" for \$20. Below the table, it specifies "Prices for Thursday, July 22nd, 2021 @ 2pm". A purple-bordered box highlights the "Health & Safety" section, which displays the same two bullet points from the editor. Below this box is a link labeled "Health & Safety Policy" with a right-pointing arrow.

Health & Safety Notes

- "Equipment is sanitized in between in every use."
- "Group sizes are smaller to allow more space between participants."

Undo Redo Preview Markdown

Save changes

540 Adults Ages 18+ | 2 Hour Session
525 Children Ages 5 to 17 | 2 Hour Session
520 School Group Ages 5 to 15

Prices for Thursday, July 22nd, 2021 @ 2pm

Health & Safety

- Equipment is sanitized in between in every use.
- Group sizes are smaller to allow more space between participants.

[Health & Safety Policy](#)



Online Price Previews

New feature! Automatically display pricing from your Dashboard.

- **Eliminate mismatched pricing**
- **Looks cleaner and stands out**

\$40 Adults Ages 18+ | 2 Hour Session
\$25 Children Ages 5 to 17 | 2 Hour Session
\$20 School Group Ages 5 to 15

Prices for [Thursday, July 22nd 2021 @ 2pm](#) +

Adventure Tour

Miami, FL

Great for families! | Limited Availability - Book Online



\$40 Adults Ages 18+ | 2 Hour Session
\$25 Children Ages 5 to 17 | 2 Hour Session
\$20 School Group Ages 5 to 15

Prices for [Thursday, July 22nd 2021 @ 2pm](#) +



Final Before and After

Adventure Tour

Miami, FL
Great for Families!




Great for Families!

Adults - \$40
Children - \$25
Private Charters - \$3000

Adventure Tour

Miami, FL
Great for Families! Limited Availability - Book Online



- \$40 Adults Ages 18+ 1.5 Hour Session
- \$25 Children Ages 5 to 17 1 Hour Session
- \$3,000 Private Charters
- \$20 School Group Ages 13 to 18

Prices for [Wednesday, August 22nd, 2018 10:00am](#)

2 months & safety

- Equipment is sanitized in between in every use.
- Group sizes are smaller to allow more space between participants.

[Health & Safety Policy](#)

The Coolest Adventure Tour Ever!

All children ages 5 to 17 must be accompanied by an Adult (Age 18+) climbing on the course with them, ages 13-18 may climb on their own but an adult must remain on the premises.

Here are just a few of the obstacles you'll explore:

- Tarzan Swings
- Punching Bags
- Roll Cage
- Chop Stick



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> Help Pages

> Compass



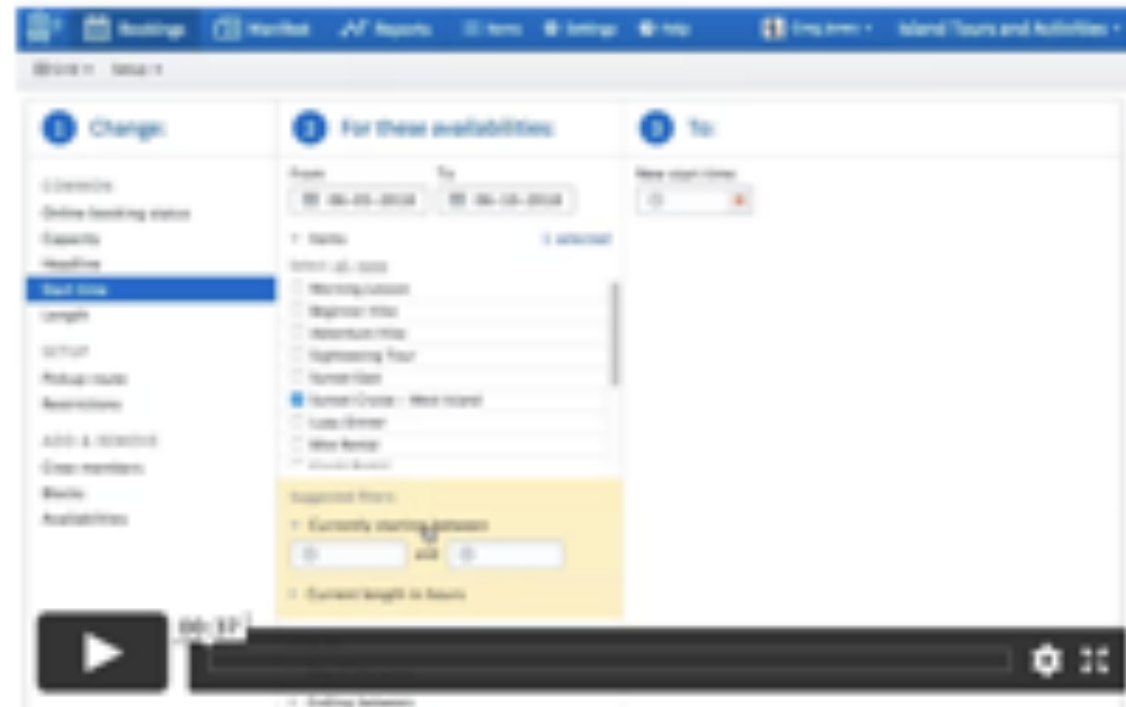
Help Pages



Using the availability updater

Last updated: January 11, 2023
Languages: English, Español







The **availability updater** allows you to make changes to multiple availabilities at once, across different items in your Dashboard. Click into each section to learn more about using the updater, or watch a short video below to see it in action.



Accessing the updater

1. Choose what to change

2. Choose which availabilities to update

 <h3>Getting Started</h3> <p>Learn how to log in, connect hardware, use FareHarbor on mobile, and more.</p>	 <h3>Using the Dashboard</h3> <p>Create and manage bookings, customize your FareHarbor view, and explore all the features of your FareHarbor Dashboard.</p>	 <h3>Payments</h3> <p>Collect payments, process refunds and disputes, and manage your funds in FareHarbor.</p>
 <h3>Website Integration</h3> <p>Integrate and secure your website with FareHarbor, learn best practices for SEO, and more.</p>	 <h3>Software Partnerships & Integrations</h3> <p>Connect your FareHarbor account with third-party services for things like calendars, photo sharing, and review management.</p>	 <h3>Reseller Partnerships</h3> <p>Work with affiliates through FareHarbor, from the FareHarbor Distribution Network to our extensive list of Online Travel Agency (OTA) connecting partners.</p>





FAREHARBOR

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Best Resources for Your Needs

- > Submitting Tickets
- > Helpful Forms



Get Help When You Need It



1

Calendar Updates

You have the tools to make these updates! Feel confident in your day to day and reference our Help Pages if you get stuck!

2

Resources

Reach out to our Support team if you need help with complex changes.

3

SEO, Digital Marketing, Google Analytics

Compass has hundreds of guides to keep you to-date on the latest tips and trends.



Closing Notes

