



**FH 101:**

**Create a Foundation  
for Success**

August 31, 2022



Client Dashboard Specialist

FareHarbor Denver



Client Onboard Specialist

FareHarbor Denver



Client Dashboard Specialist

FareHarbor Denver



# today's agenda

- **FareHarbor Terminology**
- **Reports**
- **Dashboard Best Practices**
- **Tips for Working with Us**



# FareHarbor terminology



# Dashboard Lingo

- **Item:** Anything that can be purchased or booked by your customers through FareHarbor
- **Availability:** A specific date and time that an item can be booked
- **Book Form:** The form used to collect customer information and create a booking
- **Booking Overview:** All the details of a completed booking



# reports



Poll

**Have you built a custom report  
within your Dashboard?**

→ Yes

→ No

→ I'm planning to!



# The Relevance of Reports

## Getting Familiar

- Generating reports
- Filtering
- Refreshing reports

## Report Types

- Basic reports
- Custom reports

## Saving Reports

- Access your reports in the future





# dashboard best practices



# Focus on Bookings

## Item Listing



Optimize your Dashboard to generate the most bookings.

Create item listings with bookings and customer experience in mind.



### Snowshoe Rental

Ages 5+ • Half or full day rentals • Up to 10 people



**\$25** Half Day Rentals Ages 5+ • Four Hours  
**\$40** Full Day Rentals Ages 5+ • Eight Hours

Prices for Dates: August 5th, 2022 @ 9am

[Health & Safety](#)

We will follow the recommendations of the Colorado Department of Health and Safety.

[Health & Safety Policy](#)

Want to enjoy Vail on snowshoes? Come to Vail Mountain Adventures and rent great quality snowshoes!

#### Duration

Four or Eight Hour Rentals

#### About

Explore the Vail Valley in an exciting fashion! Snowshoeing is a great way to get outside, exercise, and enjoy your natural surroundings. We have snowshoes that will fit ages 5+.

Please note, this rental does not include a guide. There are maps available for purchase upon arrival to the shop.

#### What to bring

Layers - dress for the weather!

# Focus on Bookings

## Book Form


Keep the book form clear and concise.

Add custom fields as needed.

Secured • Health & Safety •

← Choose a different date or time Fields marked with \* are required

You're Booking



### Snowshoe Rental

Friday, August 5th 2022 @ 12pm

1	Half Day Rentals Ages 5+ • Four Hours	\$25
0	Full Day Rentals Ages 5+ • Eight Hours	\$40

#### Half Day Rental \$25

Select your shoe size:  
Choose an option

This will help us determine what snowshoe size is best for you!

\$15 Add a gourmet catered lunch to your adventure!  
The perfect addition to your adventure, our Farm to Table Charcuterie tray includes:  
Local Cheeses, Fresh Fruit, Assorted Nuts and Crackers.

I have read and agree to our snowshoe rental policy:  
At least one member of my party is 18 years of age or older.

How did you hear about us?  
Choose an option

Use the menus above to add more

Subtotal **\$25.00**  
Taxes & Fees **\$2.75**  
**Total \$27.75**

Cancellations

Must cancel at least 24 hours prior to rental reservation.

**Add to cart**

Please answer all fields marked with \* to check out



# Best Practices

**Add confirmation & cancellation notes**

**Build out your calendars 6-12 months in advance**

**Use the availability updater**



working with us



## Poll

**Which of these resources have you explored?**

- Help Pages
- Compass
- Customer Support
- None of the above



# Available Resources

## Educational Resources

- Help Center – your best friend
- Compass
- Live & on-demand webinars

## Building Your Business

- The FareHarbor Distribution Network
- Dedicated FareHarbor team members

## Submitting Requests

- Always use the Help Center first
- Submit a build request



Time and  
length match

Apr 03 02:23 pm

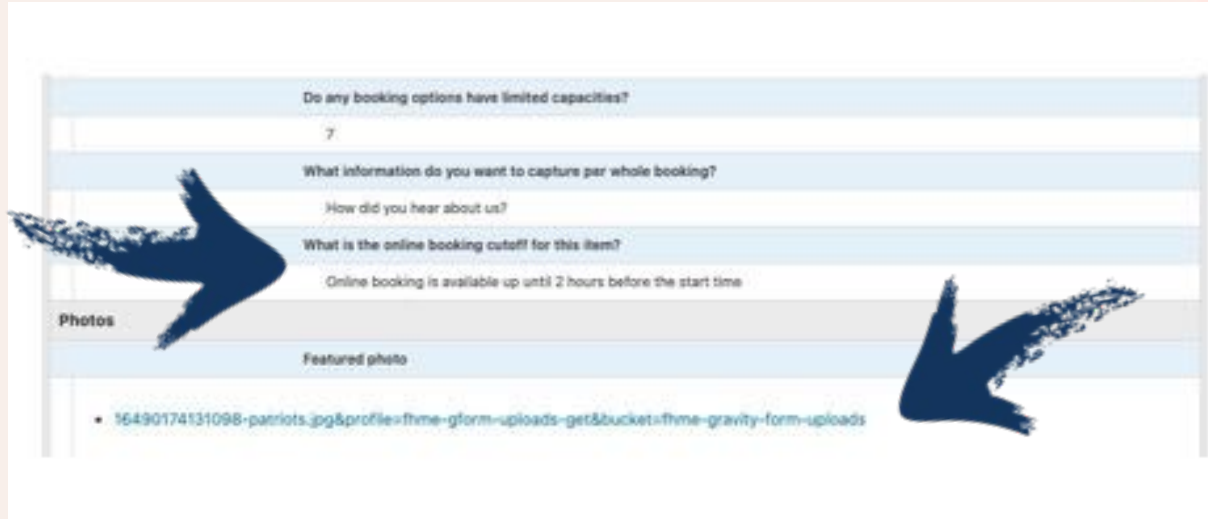
**Required Information**

FareHarbor Dashboard:	<a href="https://fareharbor.com/snapchs/dashboard/">https://fareharbor.com/snapchs/dashboard/</a>
Name of item:	Across The Ravenel
Please specify the date range that this item is offered.	year round
What days of the week is this item offered?	Tuesday, Thursday
What time(s) is this item offered? Please include start and end times.	1pm-5:30pm
What is the duration of the tour or activity?	4 1/2 hours





**Booking Info  
included**



Do any booking options have limited capacities?

7

What information do you want to capture per whole booking?

How did you hear about us?

What is the online booking cutoff for this item?

Online booking is available up until 2 hours before the start time

**Photos**


Featured photo

- 16490174131098-patriots.jpg&profile=fhme-gform-uploads-get&bucket=fhme-gravity-form-uploads

**Photo  
included on  
your item**



**Price matches  
CT set up**



What is the total capacity of each availability?

7

What are the different booking options and prices?

\$95

Please provide all affiliate rates for this new item. If not applicable, please enter 'N/A'.

I have not set up the affiliates yet?

Website integration instructions.

main page, under across the Ravenel tour

**Additional Information**

Item description

Discover what's on the other side of the Cooper River. The famous Avenue of Oaks of Boone Hill Plantation and the infamous history of Sullivan's Island awaits you. Other stops include Sullivan's Island Lighthouse and Fort Moultrie, and Charleston Harbor Resort.

Item location

Charleston sc

Information to be included in confirmation emails

Just like the other tours

**Strong item  
description**

**Critical info  
for customer  
included**





be the booker



questions?



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**SPARK**   
— LAS VEGAS 2022 —



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**JOIN US**

**OCTOBER 10, 2022**



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