

May 9, 2024

FAREHARBOR
webinars



FareHarbor 101: Create a Foundation for Success

Mason Gonzales

Dashboard Specialist

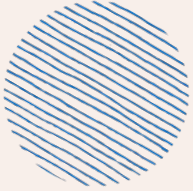
Denver Office



Colleen Quinn

Senior Dashboard Specialist

Denver Office





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



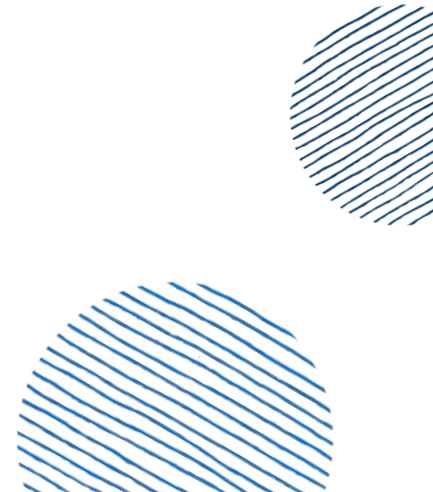
reports



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.

Title



Headline

Boat Tour

All Ages • 2 Hours • Up to 10 People



MX\$100 Adults
MX\$50 Children

Prices for Tuesday, April 4th 2023 @ 10am

Come enjoy the beautiful Pacific Ocean on one of our boat tours!

Duration

2 Hours

About

We have been chartering boat tours for 5 years, and our captains and crew will help you learn more about the Pacific Ocean and see some of the best views there are to offer!

This charter can accommodate up to 10 people total, all ages are welcome!

What to Bring:

- Light Jacket
- Sunscreen
- Sunglasses

What is Provided:

- Water, soda, and juice
- A meal of your choice

Description



Focus on Bookings

Book Form


Keep the book form clear and concise.

Add custom fields as needed.

Secured

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

You're Booking



Boat Tour
Thursday, April 13th 2023 @ 10am - 12pm

1	Adults	MX\$100
0	Children	MX\$50

Adult MX\$100

Name

Meal

Use the menus above to add more

I have read and agreed to the terms and conditions of this tour *

How did you hear about us?
 *

Apply a gift card

Secured with 2048-bit encryption

Subtotal MX\$100.00
Taxes & Fees MX\$11.00
Total MX\$111.00



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
- Technical 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



New Item Request Form

Time and
length match



Apr 03 02:23 pm

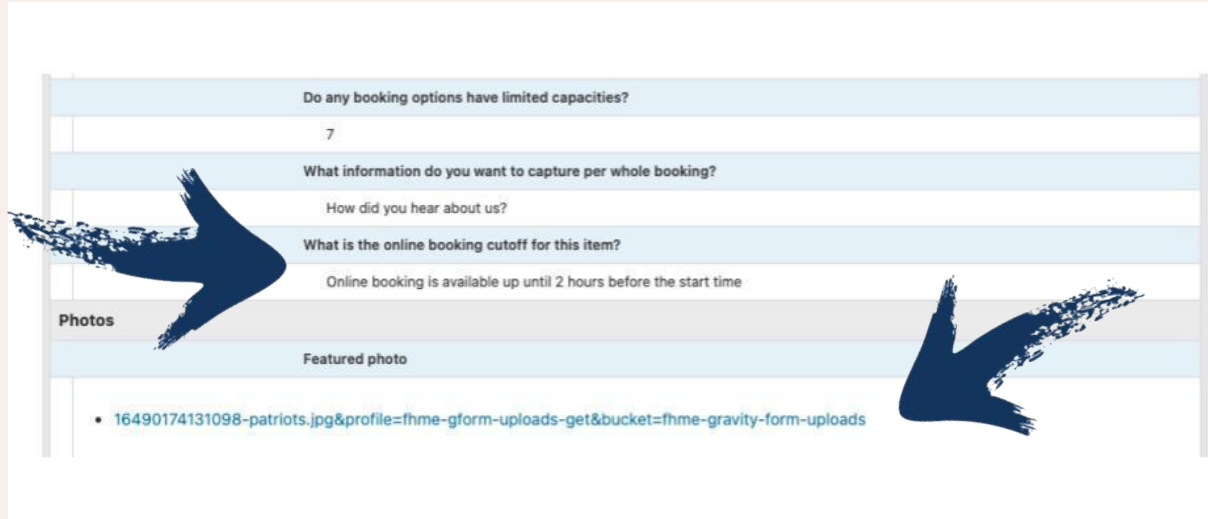
Required Information

FareHarbor Dashboard:	https://fareharbor.com/snapchs/dashboard/
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



New Item Request Form

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



New Item Request Form

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 Hall 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!





Thank you!





FAREHARBOR

community

Check out **FareHarbor's Official Community** page on Facebook!

Join us at **[Fareharbor.com/community](https://www.fareharbor.com/community)**

Here you'll get to interact with our **FareHarbor experts** and with your fellow **tour/activity/attraction business owners** of all experience levels.

Our goal is to help each other grow our businesses by **making more money**, **saving money** and **saving time**.



Q & A

