

Your partner booking portal

A step-by-step guide for travel agents, DMCs, hotel concierge and corporate accounts.

Your Sky Transfers partner account gives you your own booking portal. You book your client's airport transfer yourself, at fares published up front, download a voucher to hand to the passenger, and see what you have earned. Nothing to install, nothing to pay at the time of booking.

This guide covers the whole thing end to end. It takes about five minutes to read, and about a minute to make your first booking.

BEFORE YOU START

You need two things from us: your agent code and your PIN.

If you do not have them yet, email info@skytransfers.com.au with your agency name and a contact number. We usually have you set up the same day.

Once you are in, you can:

- Book any route we publish, with every vehicle priced the moment you choose the route.
- Download a passenger voucher, which carries no prices at all.
- Change or cancel a booking yourself, up to 24 hours before pick-up.
- See what you have earned and what is still owing to you.

STEP BY STEP

Making your first booking

1 Sign in

- Go to www.skytransfers.com.au/agent.html and bookmark it. It is the only page you need.
- Enter your agent code and your PIN, then choose Sign in.
- You land on your dashboard: your wallet at the top, the booking form below it, and every booking you have made underneath that.
- Five wrong PINs in a row locks the account for 15 minutes. If that happens, call us and we will clear it straight away.

2**Make a booking**

- Choose the pick-up and the drop-off. Both airports and the Brisbane Cruise Terminal are in the list; for a suburb or an address, start typing and pick it from the suggestions.
- Choose the date and the pick-up time. Times are Brisbane time.
- Every vehicle we can send appears with its price straight away, from a sedan to a 15-seat Mercedes Sprinter. Choose the one you want.
- Add your passenger's name and phone, how many people are travelling, and the flight number if there is one. The flight number matters: we track the flight and move the pick-up when it is delayed, at no charge.
- If the pick-up or drop-off needs an exact street address, there is a field for it just below — start typing and it completes as you go. Anything else we should know goes in Notes.
- The button at the bottom names the vehicle and the fare, so you can see exactly what you are committing to before you press it. Choose it and the booking is made: you get a reference immediately, and so does our dispatch.

3**Download the voucher for your client**

- Find the booking in your list and choose Voucher.
- A PDF downloads with the reference, the route, the date and time, the vehicle and what is included.
- It carries no prices at all. What you charge your client stays between you and them.
- Email it, print it, or drop it into the itinerary.

4**Change or cancel**

- Choose Change on a booking to edit the date, time, vehicle or passenger details. The form reopens with everything filled in, and the button becomes Save change.
- Choose Cancel to cancel it outright.
- Both stay open until 24 hours before pick-up, and dispatch is told the moment you do it.
- Inside 24 hours, call +61 481 437 772 and we will do whatever we can.

5**Watch your wallet**

- The panel at the top of your dashboard leads with your balance — what we owe you right now — then shows what you have earned in total, what has already been paid out, and your commission rate.
- A booking joins your balance as soon as it is confirmed, and drops out again if it is cancelled, so the figure always matches the work actually standing.
- We invoice monthly, already less your commission, and mark the balance paid once it is settled with you.

GOOD TO KNOW

The details that come up most

- Fares are per vehicle, not per person. A sedan is one price for up to 3 passengers; a 15-seat Sprinter is one price for the whole group.
- Prices include GST and tolls, and a tax invoice is issued for every trip.
- Child seats are \$15 each and a luggage trailer is \$30. The Brisbane Cruise Terminal is the Brisbane Airport fare for that suburb plus \$25.
- Airport pick-ups include meet and greet with a name board, and 30 minutes' free waiting after landing — 60 minutes for international arrivals at Brisbane.
- Online bookings close 6 hours before pick-up, so we can be certain a car and chauffeur are genuinely free. Inside that window call +61 481 437 772; we still take same-day work whenever a vehicle is available.
- The same fare applies at any hour. No surge, no night loading, no after-hours fee.
- Our line answers 24 hours a day, 7 days a week.

Tell us what else you need in the portal

What is in the portal today is what partners have asked us for. If something is missing that would make your day easier, we want to hear it.

Downloading your own invoices. A saved list of regular passengers. Return trips booked in one go. A month-end report for your accounts team. More than one login for your staff. Anything at all — tell us and we will look at building it.

Reply to whoever sent you this guide, or email info@skytransfers.com.au with the subject line Portal request.

Sky Transfers is Australia Wide Car Services Pty Ltd trading as Sky Transfers: our own chauffeurs and our own vehicles, across the Gold Coast, Brisbane, the Sunshine Coast, Toowoomba and Byron Bay.

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