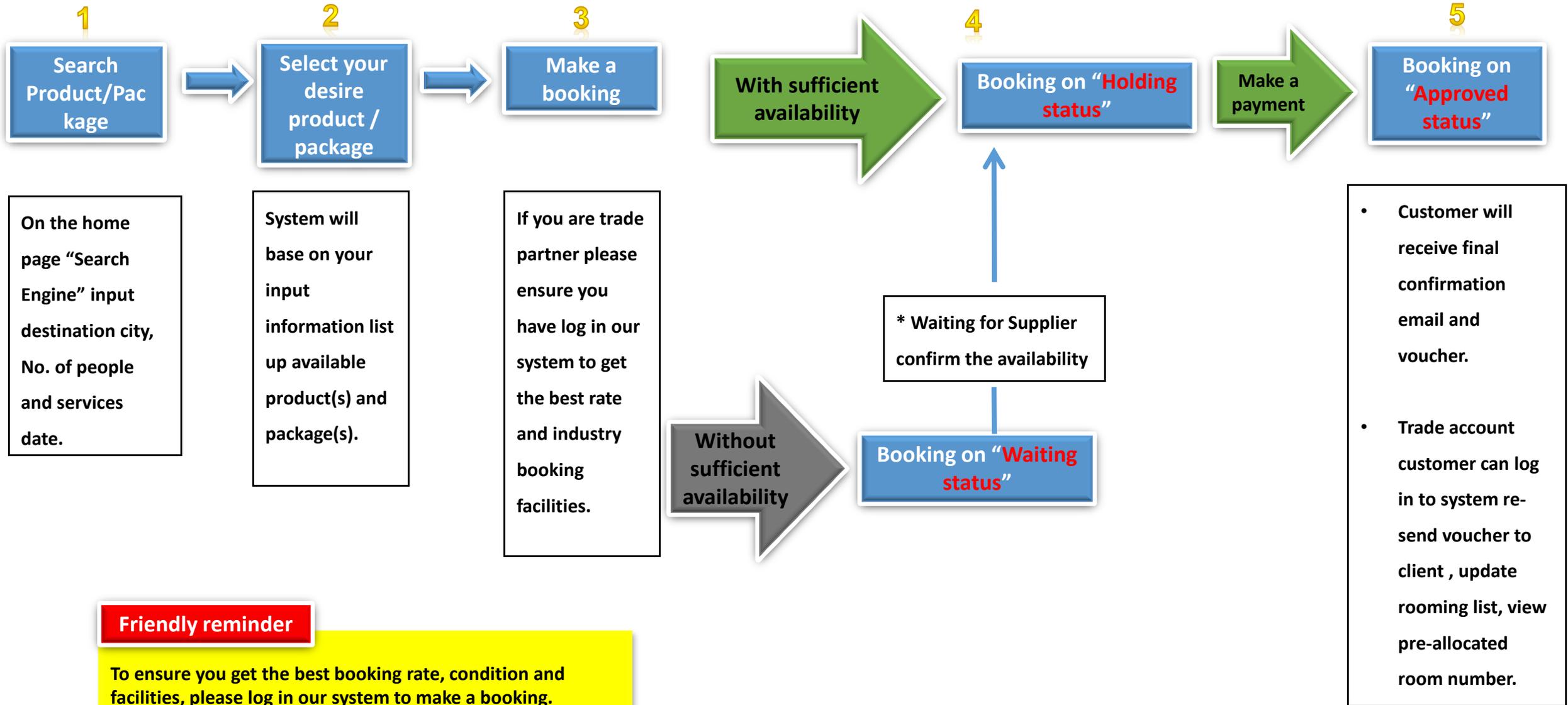


# Booking flow chart



# 1

## Search the product & package

In [GITpackage.com](https://www.gtrip.com) home page, you can find our search engine break down by product category and general “search”, you can search destination and product name direct in this general “search” field.

The screenshot shows the top navigation bar of the GITpackage.com website. On the left is the logo for 'gtrip' with a globe icon. To the right are links for 'FAQ', 'Log in/Sign up', and a 'SALE' badge. Below the navigation bar is a dark grey search area. It features a row of category buttons: 'Package deal', 'Accommodation', 'Attraction', 'Restaurant', 'Search' (highlighted with an orange border), and 'Shopping'. Below these buttons is a text input field containing 'sofitel Sofitel Brisbane'. A blue 'Search' button is positioned below the input field. A white callout box with a purple border points to the search field, containing the text: 'You can search the destination, product name, package name, product type and any key word in this "Search function"'. At the bottom of the page, there are three checkmark icons followed by text: 'No booking fee and credit card surcharge', 'Find a cheaper hotel and attraction package here', and 'What you see is what you pay. No hidden fees'.

**gtrip** [FAQ](#) [Log in/Sign up](#)

Package deal Accommodation Attraction Restaurant **Search** Shopping

You can input any key word: Destination name, Product name, place of interest, things to do, Package name, Type of accommodation, Cuisine, Restaurant Type, In / Out door activity.

sofitel **Sofitel Brisbane**

**Search**

**You can search the destination, product name, package name, product type and any key word in this "Search function"**

No booking fee and credit card surcharge  Find a cheaper hotel and attraction package here  What you see is what you pay. No hidden fees

# 2

## Search result – list up product and package

Search result - pre-view available product and package for your selection, if that product has pack up with other product as "Package" , it can be easily to tell by the category symbol what kind of elements inclusive in this package.

Sort by: Price | Accommodation | Attraction | Restaurant | Transportation

**Sofitel Brisbane Hotel - THYME2 Restaurant Buffet Seafood Lunch**  
Thyme2 Restaurant delivers a unique buffet dining experience, infusing worldwide culinary trends with the sophistication of Brisbane and it's cuisine.  
Brisbane  
AUD \$50.00 Per person  
Book it

**Sofitel Brisbane Hotel - THYME2 Restaurant Buffet Seafood Dinner**  
Thyme2 Restaurant delivers a unique buffet dining experience, infusing worldwide culinary trends with the sophistication of Brisbane and it's cuisine.  
Brisbane  
AUD \$66.00 Per person  
Book it

**Sofitel Brisbane Hotel (1 night) + Buffet Breakfast + Buffet Seafood Dinner**  
This package includes 1 night Sofitel Brisbane Hotel (Superior Twin), Buffet Breakfast and THYME2 Restaurant Buffet Seafood Dinner.  
Brisbane  
AUD \$192.00 Per person  
Book it

**Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary**  
Package Inclusions:  
1 night Sofitel Brisbane Hotel (Superior Twin)  
Brisbane River Cruises  
Brisbane  
AUD \$169.50 Per person  
Book it

**Sofitel Brisbane Hotel (1 Night) and Moreton Island Eco Day Tour**  
Package Inclusions: 1 night stay at Sofitel Hotel (Twin Share) and 1 Day Moreton Island Eco Day Tour  
Brisbane  
AUD \$268.00 Per person  
Book it

easy to know what elements include on this package by symbol

**Category symbol:**

- Accommodation - 🛏
- Attraction / day tour - 📷
- Restaurant - 🍴
- Transportation - 🚌

# 3

## Make a booking

Input customers booking information and select the date and time to book for that product or services.

Our advanced technology you can book and organize each product (accommodation, attraction, day tour, restaurant, transportation) services date and time even in a pre-set package.

**Group information**  
Group reference No: JTN160216  
Booking name: William Chen

**PAX details**  
Adults: 16  
Children: 0  
Infant: 0  
Tour guides/leaders: 1  
Total: 17

**Room Description**  
Superior room - Twin bed (2 Double beds)  
Maximum Pax: 2  
Extra Pax: 0  
Half Away Bed: 0

No. of rooms (paying guests)	Adults	Children	Age*	Infant	Age*	Bed type	Rollaway bed
#1	2	0		0		Twin beds	0
#2	2	0		0		Twin beds	0
#3	2	0		0		Twin beds	0
#4	2	0		0		Twin beds	0
#5	2	0		0		Twin beds	0
#6	2	0		0		Twin beds	0
#7	2	0		0		Twin beds	0
#8	2	0		0		Twin beds	0

**Koala and River Cruise**  
Gallery/GOMA precinct. Boarding from 9:30am  
Boarding Time: 9:30am - 10:00am  
Departure Time: 10:00am (Daily Except Black Out Dates)  
Timetable:  
10:00 Depart Cultural Centre Penton, Brisbane (Southbank)  
11:15 Arrive Lone Pine  
14:15 Depart Lone Pine  
16:30 Arrive Cultural Centre Penton, Brisbane (Southbank)  
Maximum Pax: 130  
Blackout dates:  
07/04/2017 (ANZAC Day)  
08/05/2017 - 11/05/2017 Inclusive (Annual Maintenance)  
29/12/2017 (Christmas Day)  
Arrival date: 18/02/2018  
Arrival time: 11:30 AM

**Price tag**  
Adult rates: AUD \$169.50  
Children rates: AUD \$142.50  
SOFITEL BRISBANE HOTEL - SUPERIOR TWIN  
Extra Night: AUD \$ 102.00  
Adult rates: AUD \$ 102.00  
Children rates: AUD \$ 102.00  
Single occupancy surcharge: AUD \$ 102.00  
Basic night: AUD \$ 102.00  
Extra night: AUD \$ 102.00  
Bed type: Twin beds  
Tour guide/leader rate: AUD \$102.00  
KOALA AND RIVER CRUISE  
Tour guide/leader FOC: 10 Paying Guests for 1 Day tour  
Tour guide/leader rate: AUD \$67.50

On the "Price Tag", it will show your selected product or package NET price and Free of charge (F.O.C.) policy for the trade partner book for tour leader / guide. Price shows NET rate means includes, local tax and services charges, don't have commission for the resellers.

**Availability (allotment) :** list up each date and time that product available for your booking, if " ? " which mean you can make a booking but it will require that product supplier re-confirm the booking (normally it takes 48 hours).

3

# Preview booking

On Preview booking page you can double check your booking order (product & package), charge items and customer personal detail.



FAQ

Company

Ent

Enter pin

Sea

All

Search

Search

## Step 2



**Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary**  
 Telephone: +61 7 5627 1138  
 Email: booking@gtpackage.com

Group reference No JTN160218

Booking name William Chen

### PAX details

Adults	16
Children	0
Infant	0
Tour guides/leaders	1
<b>Total</b>	<b>17</b>

### Sofitel Brisbane Hotel - Superior Twin

Check In Date 18/02/2018 | 11:30 AM  
 Check Out Date 20/02/2018

Room Description	Adults	Children	Age(s)	Infant	Age(s)	Bed type	Rollaway bed
#1	2	0		0		Twin beds	0
#2	2	0		0		Twin beds	0
#3	2	0		0		Twin beds	0
#4	2	0		0		Twin beds	0
#5	2	0		0		Twin beds	0
#6	2	0		0		Twin beds	0
#7	2	0		0		Twin beds	0
#8	2	0		0		Twin beds	0

### Tour guide/leader's rooms

#1	1					Twin beds	0
----	---	--	--	--	--	-----------	---

### Koala and River Cruise

Arrival date 19/02/2018 | 10:30 AM - 03:30 PM

### Price

Description	Quantity	Rate	Amount
<b>Basic package: Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary</b>			
Adult	16	169.50	2,712.00
<b>Additional charges: Sofitel Brisbane Hotel - Superior Twin</b>			
Standard night(s): Sun 18/02/2018			
Tour guides/leaders	1	102.00	102.00
Tour guide/leader single occupancy surcharge	1	102.00	102.00
Extra night(s): Mon 19/02/2018			
Adult	16	102.00	1,632.00
Tour guides/leaders	1	102.00	102.00
Tour guide/leader single occupancy surcharge	1	102.00	102.00
<b>Additional charges: Koala and River Cruise</b>			
Free charge tour guide/leader	1	-	-
<b>TOTAL</b>			<b>4,752.00</b>

This price include TAX and service fee with the currency of AUD \$

### Tour Leader Information

Name	n/a
Telephone	n/a
Email	n/a

Save

Back to Edit

Cancel

4

Once “Save” the booking and system do not have sufficient availability to confirm your booking, system will set the booking on “**Waiting**” for Supplier confirm the booking . At this stage your booking set on “**Waiting statue**”.



FAQ

Company ▾

My account ▾

ID	Package	Group ref.	PAX	Amount	
GP.00250	Warner Bros. Movie World admission ticket	JJ713	11	731.00	
GP.00252	Warner Bros. Movie World admission ticket	BB266	14	930.50	

Waiting

Holding

Approved

Cancelled

Completed

View detail of booking Amend booking Cancel booking

**Waiting Status:** The product/ package you purchased has no/ not enough allotments and waiting for suppliers' confirmation  
Consumers can view their booking and make amendment  
Consumers also can cancel their booking at this stage  
Consumers cannot pay for their booking since suppliers haven't allocated allotments on GITPACKAGE on the requested date and time

4

Once “Save” the booking and have sufficient availability to confirm your booking, system will “Holding” for your booking . At this stage your booking set on “Holding statue”.



FAQ

Company ▾

My account ▾

ID	Package	Group ref.	PAX	Amount	
GP.00238	Mantra Legends - Bed and Breakfast	SL0018	35	12,844.00	
GP.00241	Ripley's Believe It or Not! Odditorium	BP YE 1025	4	58.00	
GP.00242	Mantra Legends - Bed and Breakfast	DQ456	25	6,528.00	
GP.00244	Warner Bros. Movie World with Return Transfer	DQ1128	33	4,890.00	

Waiting

Holding

Approved

Cancelled

Completed

View detail of booking Amend booking Cancel booking

**Holding Status:** The product / package you purchased has enough allotments on GITPACKAGE on your requested date and time and waiting for your payment

Consumers can view their booking and make amendment

Consumers also can cancel their booking at this stage

Consumers will receive an email with tax invoice of the booking as attached

Consumers can make payment for this booking before cut off day by clicking “Pay Now” button. which is located in the email of “Please make payment for your booking (Booking code)” and also on the booking page

Filter

By package

By group ref.

# 4

## Payment reminder email notification

Once “Save” your booking and with sufficient availability system will automatic send you an email for this booking payment due date. You have a choice of make a payment straight away or “**Holding**” this booking until before “Payment due date”, booking on “Holding” status you can make “**Amend**” and “**Cancel**” .

Dear G Trip Express Pty Ltd,

Thank you very much for making a booking via Gitpackage.com. In order to process your booking, **please make the payment by 11/02/2018, otherwise our system will release your booking automatically.**

Or you can deposit the payment to our bank account:

BANK NAME: COMMONWEALTH BANK OF AUSTRALIA  
BSB: 06 4212  
ACCOUNT NUMBER: 1001 4377  
ACCOUNT NAME: G TRIP EXPRESS PTY LTD

Your booking information is as follows:

Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary	
Telephone: +61 7 5627 1138	
Email: <a href="mailto:booking@gitpackage.com">booking@gitpackage.com</a>	
Group reference No	
Booking name	

**PAX details**

Adults	16
Children	0
Infant	0

[Pay Now](#)

Click here link to booking page and make payment

Payment reminder show the booking payment due date, remind the customer if not receive your payment by due date. System will automatic release your booking. which mean system will "**Holding**" your booking, you are able to make "**Amend**" and "**Cancel**" the booking.

# 4 Viewing detail of booking

**Itinerary of Booking GP.00254**

18/02/2018		
11:30 AM	Sofitel Brisbane Hotel - Superior Twin	Check In Date : 18/02/2018   11:30 AM Check Out Date : 20/02/2018 PAX details : 16 Adults , 1 Tour guides/leaders Guest's room(s) : 8 (Superior room) Tour guide/leader's : 1 (Superior room) rooms
19/02/2018		
10:30 AM	Koala and River Cruise	Arrival date : 19/02/2018   10:30 AM - 03:30 PM PAX details : 16 Adults , 1 Tour guides/leaders

Send Print

On "Holding" Statues - "Viewing detail of booking" you can "Amend" and "Cancel" the booking and select your payment method.

Booking GP.00254

Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary  
 Telephone: +61 7 5627 1138  
 Email: booking@gtpackage.com

Status: Holding  
 Group reference No: JTN160218  
 Booking name: William Chen

**PAX details**

Adults	16
Children	0
Infant	0
Tour guides/leaders	1
Total	17

Itinerary

Sofitel Brisbane Hotel - Superior Twin

Check In Date: 18/02/2018 | 11:30 AM  
 Check Out Date: 20/02/2018

Room	PAX details	Name	Passport
#1	Adults: 2 Twin beds		
#8	Twin beds		
Tour guide/leader's rooms			
#1	Tour guides/leaders: 1 Twin beds		

**Koala and River Cruise**

Arrival date: 19/02/2018 | 10:30 AM - 03:30 PM

Click here: Pay by credit card (VISA / MASTER) **PAY NOW (\$4,752.00)** **USE CREDIT** Click here: Pay by G Trip credit facility (pre-arranged) once have sufficient credit limit it will available this button in here

Description	Quantity	Price	Total
Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary	16		
Additional charges: Sofitel Brisbane Hotel - Superior Twin			
Sun 18/02/2018			
Tour guides/leaders	1		
Tour guide/leader single occupancy surcharge	1	102.00	102.00
Mon 19/02/2018			
Adult	16	102.00	1,632.00
Child	0		
Infant	0		
Single occupancy surcharge	1		
Additional charges: Koala and River Cruise	1		
Tour guide/leader single occupancy surcharge	1	102.00	102.00
Tax and service fee	1		
Total include TAX and service fee with the currency of AUD			

make **AMEND** the booking ( amend booking feature available for "Waiting" and "Holding" status booking only, once settle the payment "Approved" status it will not available) **Amend** **Cancel it** make **CANCEL** the booking (cancel booking feature available for "Waiting" and "Holding" status booking only, once settle the payment "Approved" status it will not available)

# 5

## Approved booking

Once made a payment , booking on “Approved statues”. You can download & send: “services voucher” , “booking itinerary”, update the “rooming list” and “Tour leader / guide contact detail”, view pre-allocated room number before check in at the hotel (group booking only – subject to supplier availability).



FAQ

Company ▾

My account ▾

ID	Package	Group ref.	Confirmation code	PAX	Amount	
GP.00245	Warner Bros. Movie World admission ticket	FIT007	WBMW78072	5	253.00	

[View detail of booking](#)

**Approved Status:** After you successfully make a payment, your booking will be changed into approved status.

Consumers will receive the email with tour voucher as attached

Consumers can view their booking and download the tour voucher

Consumers can update the passport number for room allocation if you book an accommodation

Waiting

Holding

**Approved**

Cancelled

Completed

Filter

5

# Viewing detail of Approved booking

**Booking GP.00254 - Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary**

**PAX details**

Adults	16
Children	0
Infant	0
Tour guides/leaders	1
Total	17

**Guest List**

Room	Name	Passport
#1	HSUNG-JUI YAW MR.	P.12345678
	FONGSRISIN' ACHARA MS.	P.12345678
#2	FONGSRISIN' JIRAT MR.	P.12345678
	FONGSRISIN' TAKSAPHORN MS.	P.12345678

Upload Excel file sheet (.csv) for hotel rooming list

**Booking GP.00254**

Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary

Telephone: +61 7 5627 1138  
Email: booking@package.com

Status: Approved

Group reference No: JTN160218

Booking name: William Chen

Confirmation code: SBHNBRCLPKS39326

**PAX details**

Adults	16
Children	0
Infant	0
Tour guides/leaders	1
Total	17

**Itinerary**

Room	PAX details	Name	Passport
#1	Adults: 2 Twin beds	HSUNGJUI YAW MR. FONGSRISIN' ACHARA MS.	P.12345678
	Adults: 2 Twin beds	FONGSRISIN' JIRAT MR. FONGSRISIN' TAKSAPHORN MS.	P.12345678
#3	Adults: 2 Twin beds	FONGSRISIN' SURASWADDEE MS. WONGKUNANONW' MATHUROT MS.	P.12345678
	Adults: 2 Twin beds	NITEDOPPAKUN' AMORNIRAT MS. CHAMPEN / SIRIKARN MRS.	P.12345678
#5	Adults: 2 Twin beds	FONGSRISIN' NUSRA MS. FONGSRISIN' PATNAREE MS.	P.12345678
	Adults: 2 Twin beds	FONGSRISIN' YAOVIANART MRS. FONGSRISIN' CHAWALIT MR.	P.12345678
#7	Adults: 2 Twin beds	ANUGOOLGARN' SIRIRUN MRS. ANUGOOLGARN' NUTCHAJARN MR.	P.12345678
	Adults: 2 Twin beds	ONGSORRANAKOMI' WIN MS. ANGDIVANON / ISAREE MS.	P.12345678

Tour guide/leader's rooms

#1	Tour guides/leaders: 1	James Lee	P.12345678
----	------------------------	-----------	------------

Update rooming list direct to the system or upload Excel file sheet

**Kools and River Cruise**

Arrival date: 19/02/2018 | 10:30 AM - 03:30 PM

Voucher No: [icon]

**Price**

Description	Quantity	Rate	Amount
Basic package: Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary	16	169.50	2,712.00
Adult	16	169.50	2,712.00
Additional charges: Sofitel Brisbane Hotel - Superior Twin			
Tour guide/leaders	1	102.00	102.00
Tour guide/leader single occupancy surcharge	1	102.00	102.00
Mon 19/02/2018			
Adult	16	102.00	1,632.00
Tour guide/leaders	1	102.00	102.00
Tour guide/leader single occupancy surcharge	1	102.00	102.00
Additional charges: Kools and River Cruise			
Free charge tour guide/leader	1	-	-
TOTAL			4,752.00

This price include TAX and service fee with the currency of AUD \$

**Tour Leader Information**

Name	James Lee
Telephone	0405123456
Email	Jameslee@yahoo.com.au

**Remarks**

System: [6/02/2018 04:13 PM]  
Automatic booking approval by using credit facility

Send Voucher GP.00254 - Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary

Trade partner have facility to send tour voucher to the customer or tour leader / guide with personal message.

**G TRIP Express Voucher Booking ID**

Booking ID: GP.00254

Group reference No: JTN160218

Package: Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary

Confirmation code: SBHNBRCLPKS39326

Update Tour leader / guide contact information

Send Voucher GP.00254 - Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary

Name	Arrival date	Time
Sofitel Brisbane Hotel - Superior Twin	18/02/2018	11:30 AM

Send to: jameslee@yahoo.com.au

Subject: JTN160218

Message: Hello, James  
This voucher is for your group on 18 Feb 2018 to Sofitel Brisbane.  
Marry Kung  
Happy Travel

Trade partner have facility to send tour voucher to the customer or tour leader / guide with personal message.

**G TRIP Express Voucher Booking ID**

Booking ID: GP.00254

Group reference No: JTN160218

Package: Sofitel Brisbane Hotel (1 night) + Brisbane River Cruise + Lone Pine Koala Sanctuary

Confirmation code: SBHNBRCLPKS39326

Voucher number: GP00000366

Please ensure our booking PAX and show up PAX are same

**Sofitel Brisbane Hotel - Superior Twin**

Adults	16
Tour guides/leaders	1
Total	17

Check In Date: 18/02/2018 | 11:30 AM

Check Out Date: 20/02/2018

Guest's room(s): 8 (Superior room)

Tour guide/leader's rooms: 1 (Superior room)

Product code/name: SofBNE01

Supply by: Sofitel Brisbane Central

Address: 249 Turbot St, Brisbane, Queensland 4000, Australia

Telephone: 999 999 9999, 888 888 8888

Email: supplie\_27@package.com

Emergency Contact: Jack McMahon (Sofitel) / Rob Treasure (Mirimar)  
Tel: 07 3835 4852 (sofitel) / 0419 726688(Mirimar)  
Email: H5992-RM1@sofitel.com

**Booking condition**

Blockout dates of Brisbane River Cruise:

25/04/2017 (ANZAC Day)  
08/05/2017 - 11/05/2017 inclusive (Annual Maintenance)  
25/12/2017 (Christmas Day)

If any question of our voucher please contact email: booking@package.com, tel: +61 7 5592 1942

# Booking status: Cancelled

[FAQ](#)[Company](#) ▾[My account](#) ▾

ID	Package	Group ref.	PAX	Amount	
GP.00019	Ripley's Believe It or Not! Odditorium	FPG20S-S	63	653.00	
GP.00125	Ripley's Believe It or Not! Odditorium	FQG20S-S	63	811.00	
GP.00126	Ripley's Believe It or Not! Odditorium	FQG20S-S	63	811.00	

[View detail of booking](#)

**Cancelled status:** All the cancelled /rejected bookings are belonging to this category.

The booking may be cancelled by consumers themselves

The booking also may be rejected by suppliers due to many particular reasons such as the terrible weather, equipment maintenance etc.

[Waiting](#)[Holding](#)[Approved](#)[Cancelled](#)[Completed](#)[Filter](#)

# Booking status: Completed

Completed booking is let you know customers has been used that booking services or not. View booking details it will show the record of serviced date and time.

[FAQ](#)[Company](#) ▾[My account](#) ▾

ID	Package	Group ref.	Confirmation code	PAX	Amount	
GP.00031	Ripley's Believe It or Not! Odditorium	FPG20S-S	R	63	653.00	
GP.00059	Gold Coast Sailing - Min pax	UQA27B-D	GCS15950	13	395.00	
GP.00060	Gold Coast Sailing - Min pax	UQA27B-D	GCS92400	13	450.00	
GP.00129	Ripley's Believe It or Not! Odditorium	FQG20S-S	RBIONO66047	63	811.00	

[Waiting](#)[Holding](#)[Approved](#)[Cancelled](#)[Completed](#)[View detail of booking](#)

**Completed Status:** After consumers show up/ check in, suppliers will click the "Completed" button to present that the booking has been completely finished

[Filter](#)

By package