



# **RAI – Voyage Control End-User Guide**

# Signing up

To sign up as a new user, click the green 'Sing up' button on the log in page. Fill in your details, agree to the terms and conditions, and click 'Register'.

RAI Amstei	rdam		(?) Support
	Sign up		
nail Address			
esword			
Forgot passwor	d?		
LOG IN			
	_		

You will receive a verification e-mail within 5 minutes. Click the link in the email to verify your account. Fill in the company name and you are singed up.

# Logging in

Enter your email and password and click the Log In button.

### **Forgot password**

If you have forgotten your password, click the blue 'Forgot Password?' If you get an error message, please ensure that you have signed up to the new server first. If you have signed up but still can't log in, then click the green Support button to contact Voyage Control - please include any screenshots or details of error messages when contacting Support.

### **Support**

Use the green "Support" button for online support and frequently asked questions.





# How to make a booking

1. Click on '+ Make a Booking' and select an 'Event'

	MAKE A BOOKING AT RAI AMSTERDAM						
Иотераде	Scheduling Information	n BookingDetails					
	Booking1	+ Add new					
+ Make a Booking-		Booking 1					
O <sup>O</sup> Settings English  ✓ Support Support	Event User type	Test event July 2021					

Select your **user type** Click "**Next**"

2. Select the **phase** (Build, Open or Breakdown), the **date** you need to book for. Select the **Zone/Hall** that you are delivering to and your **vehicle type**.

A zone map is often part of the Traffic Regulations of the specific event.

Click 'Get Times'.

	F	RAIAmsterdam	
	M	AKE A BOOKING AT RAI AMSTE	ERDAM
	Scheduling Information		BookingDetails
0	Booking 1		+ Add new
		Booking 1	
	Event	Test event July 2021	~
	User type	Exhibitor	~
		Date	
	Phases		~
	Date	Please select a date	
		Zone / Vehicle	
	Zone		
	Vehicle type		~
		Next	

3. A pop up will then appear with available time slots. Click the time that you would like to arrive at the venue – if a time is not available, it will be greyed out. If you get an error message, please select a different day before contacting support.

	RALAr	nsterdam	
Date			
Please select a time			
Please select a time			
07:00:00 - 07:30:00			
07:30:00 - 08:00:00			
08:00:00 - 08:30:00			
08:30:00 - 09:00:00			
09:00:00 - 09:30:00		Booking 1	
09:30:00 - 10:00:00			
EVMIL			

Click "Next"



4. Add in details of who you are delivering to, stand details, as well the driver and vehicle information. All the information boxes on this page will need to be filled in order to complete the booking.

If you do not know the driver or vehicle registration at this time, please select the tick box to indicate so, and ensure you edit the booking once you know.

Tick the box to agree to terms and conditions (this is a mandatory field)

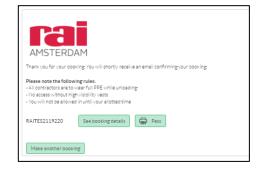
#### Click "Submit booking"

If the box appears grey and you can't submit, please ensure you have an answer filled in for each section and haven't missed anything.

5. You will then get a summary screen with some rules about your booking and you will receive an email and booking pass. You can also view your bookings and display your pass (or QR code) via the Voyage Control mobile app.

6. Important: Please ensure that the vehicle pass or QR code required for access to the venue is given to the driver of the vehicle as it will be scanned upon arrival.











### How to view your bookings

You can view your bookings in 'List of bookings' from the left sidebar. You can search for your booking by searching your booking code or email in the top-right search bar. When searching, please ensure that the date range is correct.

No Nover								RAI Amsterda	m						- <b>.</b>
Homepage								LIST OF BO	OKINGS						
Liet of Bookings Make a Booking	Ar a			Rafinet0			ConTine ConTine Cont						Search		Q
tinge th v	Area	2	Recipient Company	Y Event	~	Venicie Type	✓ Usertips	v Deposit v	it pie Check insidute state	~				Re	set Filters O   Refresh C
pport	From	v 28-Jun-2021	to ♥ 25-Jui+2	021								CloseFittersA			
	Select All	- <b>1</b> ce	reef Bookings										Column C	Default	t v New
	Select	Status o	Venicle Type +	Plate +	Stand #	Special requests	Recipient company *	Scheduled Arrival Time +	Scheduled Arrival Date 9	Acrival +	Scheduled departure @	Departed +	User type =	Goods Type +	Location +
	D	Scheduled	Van		Hell8		Dietistenprektijk Mulder	07:30	12-Ju-2021		08:00		Exhibitor		
		Scheduled	Trucks more than Bm	02-3-5-7	HallB		Dietistenprektijk Mulder	09:00	12-34-2021		10:00		Exhipitor		
		Octeovied.	Trucks more than Bri	02-0.9-7	Hald		Dietisterprestik Multer	20:00	14-30-2021		21.00		Echipitar		
															10 25 50 10

Click on the booking to view the information, as well as see the Edit and Cancel buttons for that specific booking.

### How to edit your bookings

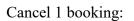
Click on the booking you want to edit. Your booking information pop up will appear.

- To just adjust the driver, click Edit next to the driver section
- To adjust the licence number, click on the red "not defined" text
- To adjust times, locations, or other information:
  - Click on the green edit button in the top-right corner of the pop up to edit your booking information.
  - This will take you through the booking process again, where you can adjust what you need to.
  - Submit your booking to register your changes

<b>12 July</b> at <b>07:30</b> un Delivering 1 Booking Status Reference: RAITE	O Scheduled		Zone: Hall 8		Edit
BookingInform	ation	Files	Recent	activity (1)	Tracking
Cancel boo	king 🛱 🖡	Dass			
BookingIn	formatior	n			
Recipient			Vehicle		
Company Unit Number	Dietistenpr B-12	ektijk Mulder	Type	Ven not defined	
Name	Maripes Mr	ulder	Licence	not defined	
Email		ghotmeil.com	Booking		
Phone	06414598	41	Made by Company Email		ulder ektijk Mulder Shotmeil.com
Driver		Edit			



# How to cancel your bookings



Click on the booking you want to cancel. Your booking information pop up will come up. On this screen, click the Cancel Booking button. A pop up will appear to confirm your cancellation.

Cancel multiple bookings:

Click the tick box next to the bookings you want to cancel on the list view. Click the green Cancel Bookings button. A pop up will appear to confirm your cancellation.

# **Support/FAQ**

Click the green Support button for support and to use the FAQ.

Or email support@voyagecontrol.com if you have any other questions.

