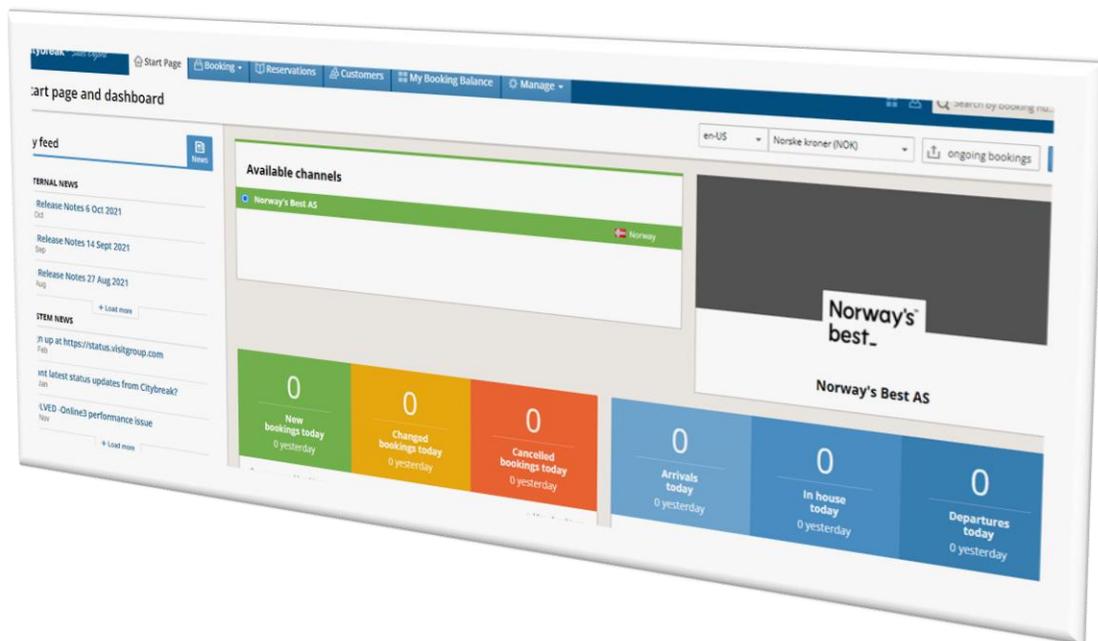


Norway's™ best_

USER MANUAL

Citybreak Sales Agent

Updated: 26/10/2021



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Login and choose correct sales channel

To log in to CityBreak Sales Agent 3.0, go to <http://agent.citybreak.com>. Enter the username and password you have been given by Norway's best and click > **Login**.

To update the password, press the link *Have you forgotten your password* before you sign into the Citybreak sales agent. A separate e-mail generated from Citybreak will be sent to you with a link asking you to set your new password for the booking system. Please be aware that the link is valid for 24 hrs. and if the e-mail is not properly received do check the spam folder.



Note: You may have several active sales channels in your Citybreak.

Choose Norway's Best AS sales channel when making bookings with us.

Our yearly booking period is from April 1st until March 31st.

For example:

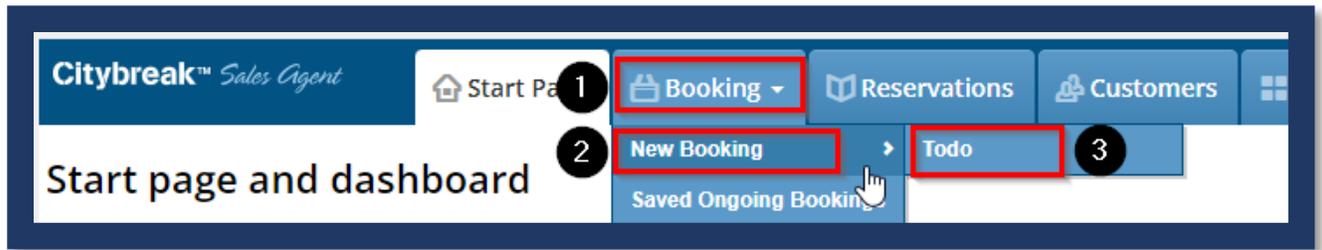
Norway's Best AS – 2021 sales channel is set with booking validation period from 01.04.2021 – 31.03.2022

Norway's Best AS – 2022 sales channel is set with booking validation period from 01.04.2022 – 31.03.2023

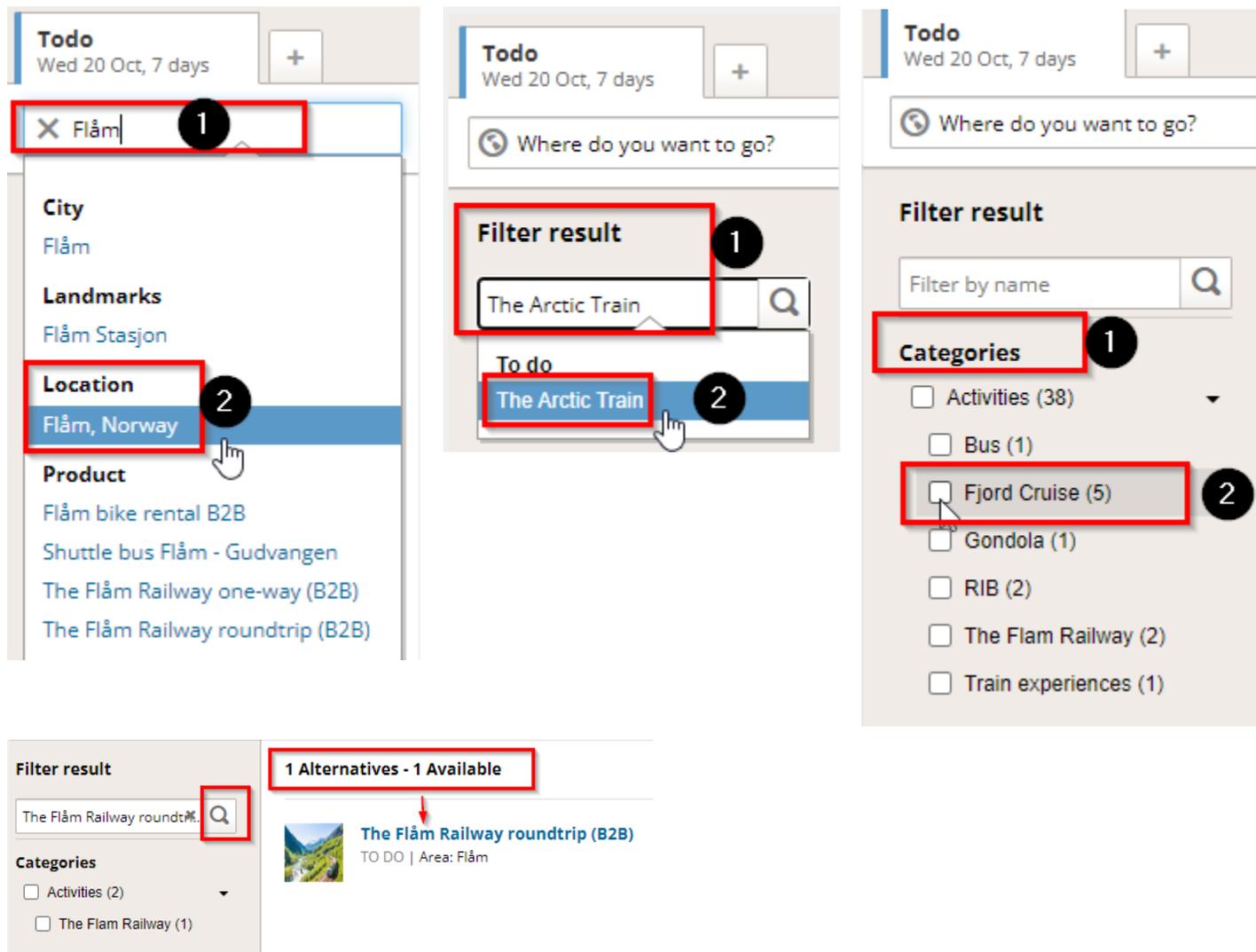


Making a booking

1. To start making a booking, click 'Booking' - 'New Booking' – 'Todo'



2. Use 'Filter' and write the product name to find the activity you are looking for or you can use 'Location' and write the name of the city you would like to book your activity. You may also choose the relevant 'Category' to find the product you are looking for in a quicker way. See examples below.



3. Choose the preferred product or tour.
4. Enter your selected dates and number of persons. Please note that when booking a bus, the driver is always included.
5. The available tours will be 'clickable' once you press 'Search'. Choose your preferred departure or activity and press 'Book Now'.



The Flåm Railway roundtrip (B2B)

TO DO | Area: Flåm

Flåm-Myrdal, Roundtrip

10/20/2021

2 travelers

Promo code

Search

<
Feb
2022
>

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Today
Close

The rates are presented in NOK, and the payment will be made accordingly. The exchange rate varies depending on your bank or credit union's daily rates.

Please note when booking accommodation that you must be specific about the number of adults and children per room. The booking system will first give you the cheapest option, but you may also select another setup of rooms if you wish. Add-ons (such as meals) will be listed in the left side bar. Enter quantity or check the tick-box to add these add-ons to your reservation.

NB! Be careful not to click 'Book now' more than once, as this will result in the product being added to the basket twice. Always ensure that the booking reflects your intention before confirming.

Basket

An overview of your products so far ('your basket') is available on the left side of the booking window. The overview will also include any applicable fees and the total cost. You may add more tours and activities to your basket by clicking 'Details' - 'Search and Book' – 'Todo' and repeating the booking process.

PLEASE NOTE: We kindly ask you to refrain from booking tours for several dates in the same booking. This is because once the departure time of the first tour/activity in the booking has passed, you will not be able to make amendments to the rest of the tours in the booking. Please keep one tour (or departure date) per CityBreak booking.

1 Alternatives - 1 Available Alphabetical - Ascending

The Flåm Railway roundtrip (B2B)
TO DO | Area: Flåm Book now

Flåm-Myrdal, Roundtrip 2/10/2022 2 travelers Promo code Search

Outbound trip from Flåm

	Mon 07 Feb 2022	Tue 08 Feb 2022	Wed 09 Feb 2022	Thu 10 Feb 2022	Fri 11 Feb 2022	Sat 12 Feb 2022	Sun 13 Feb 2022			
<input checked="" type="radio"/>				09:00 Flåm	09:45	0 hr 45 min	From 900 NOK	2 travelers, Roundtrip	(360)	i
<input checked="" type="radio"/>				11:45 Flåm	12:30	0 hr 45 min	From 900 NOK	2 travelers, Roundtrip	(360)	i
<input type="radio"/>				14:35 Flåm	15:16	0 hr 41 min	From 900 NOK	2 travelers, Roundtrip	(360)	i
<input type="radio"/>				16:55 Flåm	17:36	0 hr 41 min	From 900 NOK	2 travelers, Roundtrip	(360)	i

Return trip from Myrdal

	Mon 07 Feb 2022	Tue 08 Feb 2022	Wed 09 Feb 2022	Thu 10 Feb 2022	Fri 11 Feb 2022	Sat 12 Feb 2022	Sun 13 Feb 2022			
<input checked="" type="radio"/>				10:15 Myrdal	11:05	0 hr 50 min	Total 900 NOK	2 travelers, Roundtrip	(360)	i
<input type="radio"/>				13:22 Myrdal	14:10	0 hr 48 min	Total 900 NOK	2 travelers, Roundtrip	(360)	i
<input type="radio"/>				15:41 Myrdal	16:29	0 hr 48 min	Total 900 NOK	2 travelers, Roundtrip	(360)	i
<input type="radio"/>				19:18 Myrdal	20:05	0 hr 47 min	Total 900 NOK	2 travelers, Roundtrip	(360)	i

Total price: 900 NOK Book now

Basket

Activity transport

The Flåm Railway roundtrip (B2B) 900 NOK Actions

2x Adult

Outbound: Flåm - Myrdal, Thu 10 Feb 2022, 09:00

Homebound: Myrdal - Flåm, Thu 10 Feb 2022, 11:05

L 2x Train Ticket Outbound
L 2x Train Ticket Homebound

Total price for booking: **900 NOK (incl. VAT)**

Clear basket Details Check out

Guest list & Guest list information

For most products it is not necessary to add information on the guests, however in case you are asked to do so, you should follow the procedure described below.

Under the Guest List tab you can manage the guests and guest names. The guest list allows you to enter guest names, search for guests and remove/add new guests.

Under this tab you can allocate guests from the guest list to your booked products. The product list can be filtered and show only products that has not been allocated to a guest. You may also do a free text search to find a specific product.

Note! If you want to add a completely new guest to the reservation (and not only replace an existing guest), you need to make an alteration to your reservation. For example, if the basket contains 10 guests and you want to add one more guest you need to ensure that there are available rooms by making an additional room search. This also applies to activity and transport products; you need to ensure that there are tickets available.

Check out

1. To finalize your booking, click the 'Check out' tab.
2. Select customer type and fill in all customer fields.
For group bookings it is important that you fill in all fields required as correctly as possible – particularly 'Group Name' and 'Group Reference'. Additionally, we kindly ask you to refer to the origin of the group when filling in the 'country', not the country where your company is based. It is also to your advantage if you write your contact info on the booking, if there should be some urgent matter and we must contact the person responsible for booking made.
3. Click on 'Confirm booking'. You will be taken to the booking page, and the CityBreak booking number (in the style of four letters and two numbers) will be found in the upper left corner of the booking. Please note that this is the reference we use, and it is also the reference you must quote when contacting us regarding a booking.

Once your booking is confirmed, you will be able to find it under the tab 'reservations'.

The screenshot shows the 'Check out' form with the following sections and fields:

- Navigation:** Search and book, Product list, Guest list, Guest information, **Check out**.
- Agent reference person:** Agent reference person name (name or number) * (Name of the Responsible for booking or tour).
- Type of customer:**
 - Group booking
 - Private customer
 - Company customer
- Group details:**
 - Group name *** (Name of the Group)
 - Group reference *** (Your group Reference)
- Customer details:**
 - Address 1: [] Address 2: [] Postal code: []
 - City: [] **Country *** (Spain) Phone number: [34] []
 - Phone number (mobile): [34] [] Phone number (fax): [34] [] Email: []

Start typing customer details to automatically search your customer database. Choose a customer by clicking the result pane.

Save booking

You can save a booking and confirm it at a later occasion. This is a convenient feature if you are managing large reservations with many customers and changes. Instead of editing your reservation several times, you can simply edit your saved booking and confirm to Norway's best whenever you are ready.

1. Save a booking by clicking the save booking icon. Fill in a name/reference for the customer, e-mail and phone number before clicking 'Save booking'.

Citybreak™ Sales Agent

Start Page Booking Reservations Customers My Booking Balance Manage

New booking #61045708 Agent only Reference Currency: NOK Cancel Save booking Bookings

Agent Pay later (NOK / en-US) Started: Monday, October 25, 2021, 13:02 Timer: 0 hr, 0 min, 13 sec

Search and book Product list Guest list Guest information Check out

Agent reference person Agent reference person name (name or number)*

Name of the Responsible for booking or tour

Basket

Activity transport

Save booking Close window or press **Esc** key to exit

By saving the booking you or your colleagues may continue the booking at a later time. Fields below are optional.

Customer name / reference

Email Phone number

Save booking

Search by booking nu...

ongoing bookings

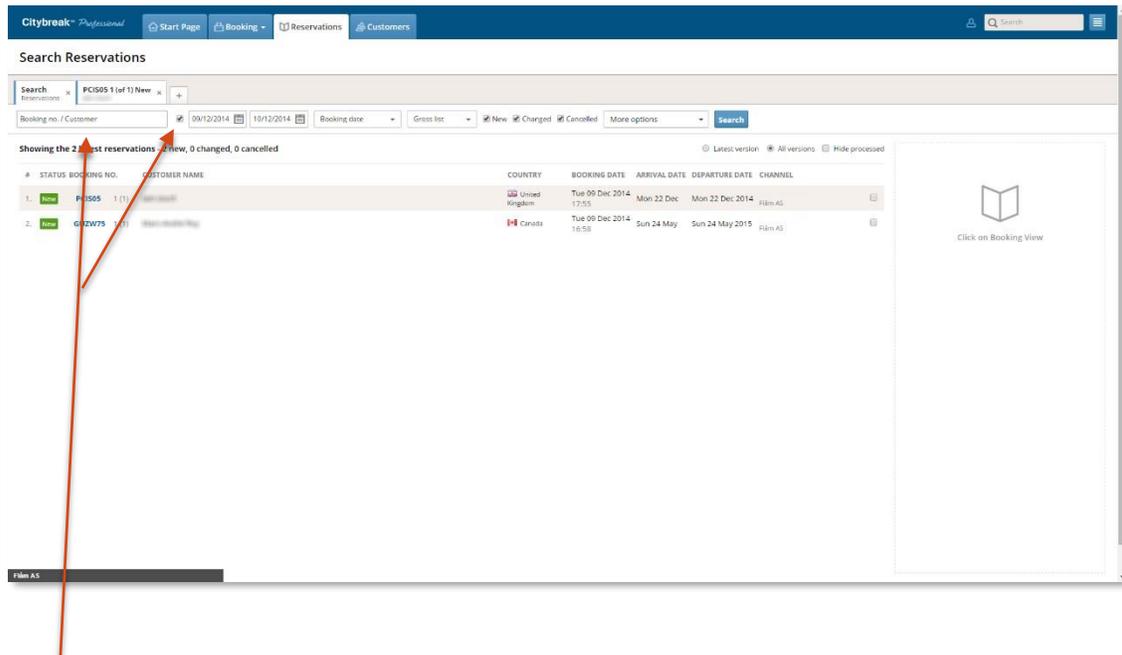
2. You may edit or confirm saved bookings by clicking 'Ongoing bookings' under the 'Bookings' tab. To pick a booking to amend, click 'Continue' behind your chosen booking.
3. You may remove a saved booking by checking the tick-box next to it and clicking 'delete selected'.

Please note that *when saving a booking you are **not guaranteed** the selected products.* We cannot confirm availability until a booking is finalized.

Searching for bookings

All your confirmed bookings are listed under the tab 'Reservations'. There are several ways of finding a booking, and you may search for it using CityBreak booking reference number, invoice number and customer name, amongst other alternatives.

The easiest way of finding a booking is by using the CityBreak booking number. However, if you do not have it or remember it, you may use other search options.



When searching using the CityBreak booking number, simply enter it into the 'Booking No' search field, untick the box next to it (indicating that you do not wish to search for specified dates), and click 'Search'. You may also enter the Customer name into this box, but it is very important that it is correctly spelled and is a trickier method than using the booking number.

Search options

Search Reservations

The diagram shows the search options interface with numbered callouts 1 through 5:

- 1**: Booking no. / Customer search field
- 2**: Tick-box & date field
- 3**: Booking date dropdown
- 4**: Gross list dropdown
- 5**: Search button

1. **Booking no. /Customer** – see explanation on the previous page.
2. **Tick-box & date field** – This box indicates whether you wish to narrow down your search by date. You may specify as to whether you want to search within a

certain period, and in the drop-down menu to the right you may identify whether the dates are booking dates, departure dates or arrival dates.

3. **Tick-boxes** – Here you may specify whether the booking you are looking for is new, changed, cancelled or preliminary.

The screenshot shows a search interface with the following elements:

- Buttons: Search, Transport filter, Done
- Dropdown: More options
- Fields: Choose supplier, Agent number, Agent name, Invoice number, Credit card transaction id, Salespoint (Select salespoint), Customer email, Guest name, Group name, Group booking, Type of customer (Private customer, Company customer)
- Buttons: Go to booking, Transport filter

4. **More options** – Clicking this will show a drop-down menu (left image) with more search options. All these spaces may be used to find a booking.

Example: You have received an invoice and wish to find the related booking. Simply enter the Invoice number in this drop-down menu, click 'Done', then 'Search'. Make sure you have unticked the date field, otherwise your search will be limited.

Tip! you may go straight to a booking if you have the Booking number by entering it in the last field and clicking 'Go to booking'.

5. **Transport filter** – Clicking this will prompt a pop-up window where you may specify the departure and arrival points and schedule for the booking you are looking for. You may enter the time and location for the departure and/or arrival, as well as tick the box identifying whether the tour is a roundtrip or not.

Transport filter Close window or press **Esc** key to exit

Train numbers

Departure location

Departure date from

Departure date to

Arrival location

Arrival date from

Arrival date to

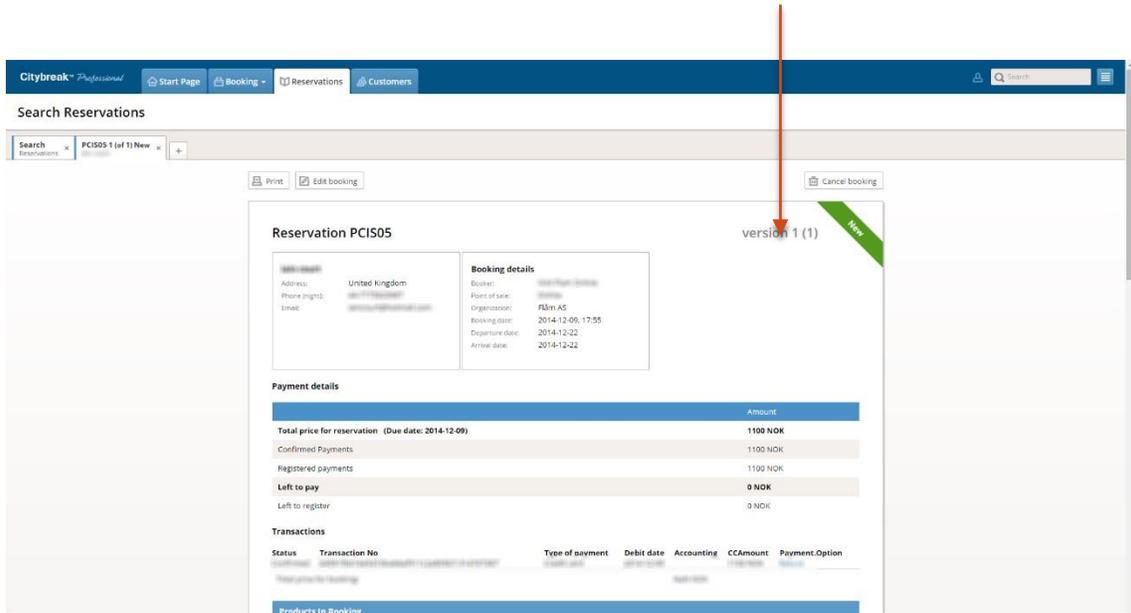
Roundtrip

Please make sure that when you are searching for a booking by using a certain filter (Invoice number, Departure location etc.) that all other filters are blank/unticked, unless you have purposely filled them in for that specific booking.

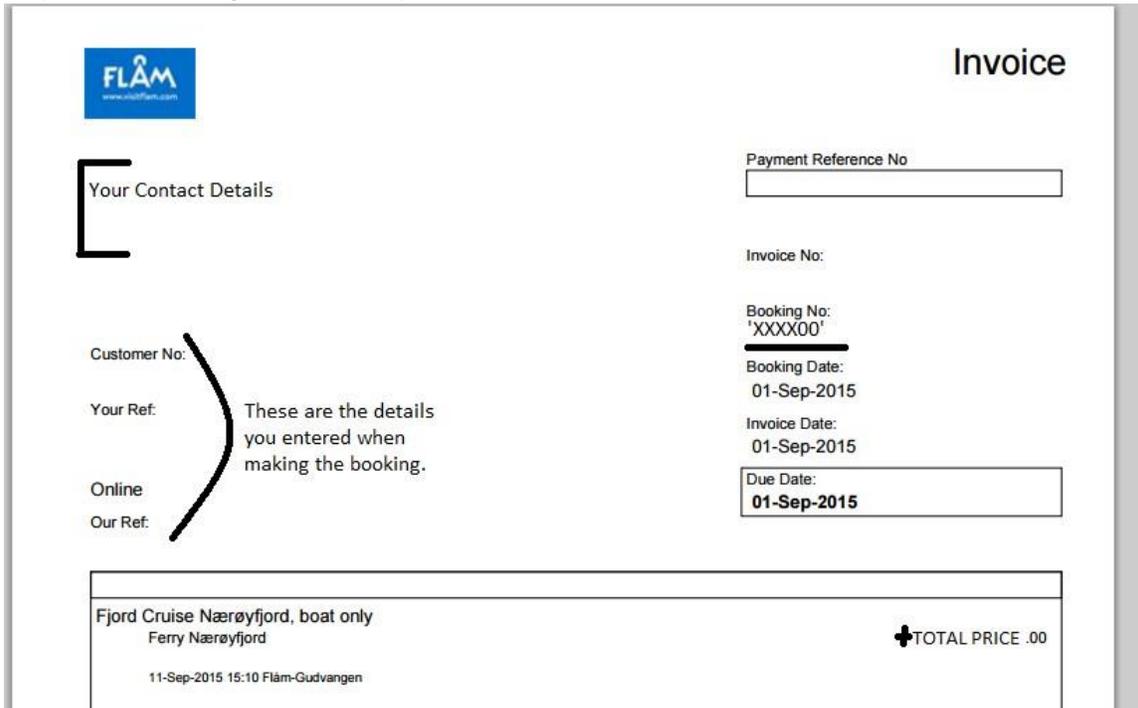
Booking view

When you have found your booking, you may click 'View booking' to be taken to the detailed booking view. This is the same screen as when you confirm a booking once you have made it.

All details and documents related to the booking will be shown here. Please note that you are viewing the latest version of the booking, indicated by the Version x (x) in the upper right corner.



Please see an example of an invoice below. You will find information about the tour (mirroring the information you entered when making the booking) as well as the CityBreak booking number on your invoices.



Documents box

You'll find different documentation such as vouchers, invoices with due date, payment receipt (confirmation), etc. on the bottom of your booking view after you have confirmed the booking.

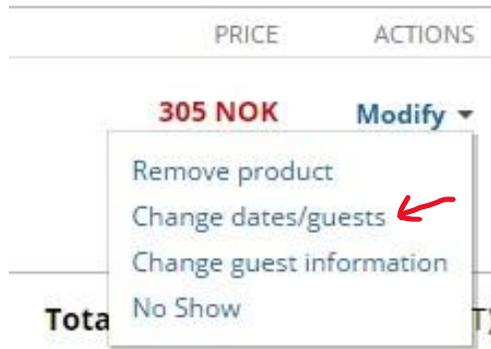
Documents	
Document	Print
Confirmation	PDF
Confirmation	HTML
Travel Documents	PDF
Travel Documents	HTML
Confirmation and Invoices	PDF
Confirmation and Vouchers	PDF
Confirmation with Invoices and Vouchers	PDF
External voucher: The Flåm Railway one-way (B2B)	PDF
External voucher: Fjord Cruise Nærøysfjord	PDF
Invoice Invoice No. 1743861, Invoice Date Sun 04 Jul 2021, Due date Sun 18 Jul 2021, Amount 10404 NOK)	PDF

The Citybreak “External voucher” is your only ticket for transport products. This voucher must be presented when boarding.

You will find information about the tour (mirroring the information you entered when making the booking) as well as the CityBreak booking number on all the documents. If you have made changes to the booking, the latest invoice with the correct price and new due date will appear on the bottom of the document box.

Edit a booking

If you wish to change the number of guests or the date/time of a booking, you must go to booking view and click on 'Edit booking'. This will take you back to the product list. Click on the downwards arrow next to 'Modify'. From the drop down menu, click 'Change dates/Guests'.



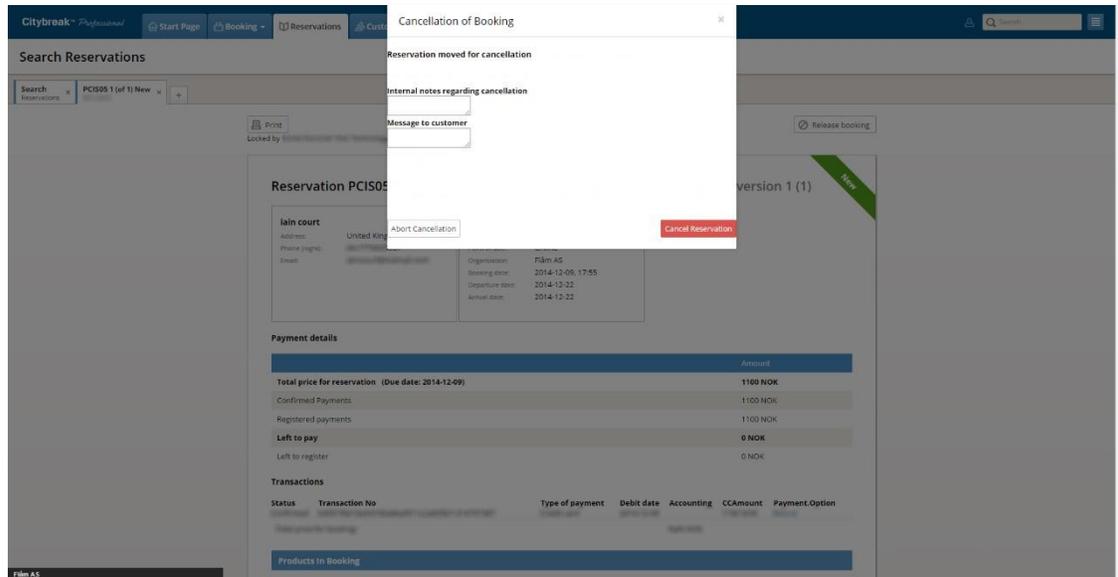
Enter the new number of guests and/or the time and click 'Search'. Available departures for your chosen day will show up and you may choose it as if you were making a new booking.

Once you have chosen your preferred departure, you may confirm the booking and you will be prompted back to the booking view. Note that the 'Version' number will have changed (as the amendment has resulted in a new version), so make sure you are always using, editing and viewing the latest one.

Please note our cancellation policy when making changes or cancelling a booking.

Canceling a booking

You may cancel your booking according to our cancellation policy. When you are in the booking view, click on ‘Cancel booking’ and then ‘Confirm cancellation’.



We kindly ask our agents to be aware of the relevant cancellation policy. Please read your contract terms for further information.

Add lunch to your booking - fjord cruise & lunch bookings

Creating a Fjord Cruise booking + Lunch Booking

1. To create a fjord cruise booking click “Booking”. From the drop-down menu and select the preferred fjord cruise product.
2. Enter your selected route, dates, and travelers, busses etc. Click “Search”. Select departure time then click “Book now”.
3. A quick view of the basket appears on the left side of the booking window. Here you see products you have added to the basket, if fees are applied to your booking and total cost.
4. To add lunch to this booking click” Booking” and choose lunch product from the activity list
5. You can tick “lunch” to shorten the list to just lunch products.

- Enter your selected route, date, and number of lunches to be booked. Click “Book now”. Food add-ons/menus will appear on the right side of your booking.
- Select the lunch product from the list of alternatives. Choose the number of each items from the menu and click “Done”.
- Your booking Basket appears. Review order. If correct click “check out”, fill in booking information and “Confirm booking”.

The screenshot illustrates the booking process in three stages:

- Basket:** Shows the selected activity transport, "Fjord Cruise Nærøysfjord", with details like "15x Adult 1x Guide / tour Leader" and "Outbound: Gudvangen - Flåm, Wed 15 Dec 2021, 12:00". The total price for booking is shown as "NOK (incl. VAT)". The "Booking" button is highlighted with a red box and a red arrow pointing to it.
- Trip Details:** Shows the "Fjord Cruise Nærøysfjord" trip from Gudvangen to Flåm on Wed 15 Dec 2021 for 16 travelers. It lists two departure times: 12:00 and 17:30. The total price is "NOK".
- Lunch Add-ons:** Shows the "Fjord Cruise Nærøysfjord - Lunch" trip from Gudvangen to Flåm on Wed 15 Dec 2021 for 16 travelers. It lists two departure times: 12:00 and 17:30. The total price is "NOK".

On the right side, the "Edit add-ons fo..." panel shows a list of lunch options for 16 persons, including "Wraps-vegetarian. Mixed side salad. Fruit mix. Coffee/tea.", "Wraps-chicken. Mixed side salad. Fruit mix. Coffee/tea.", "Pasta salad-vegetarian. bread. Coffee/tea.", and "Pasta salad-chicken. bread. Coffee/tea.". The "Choose Quantity" dropdown is open, showing options from x1 to x16 (3440 NOK).

Add lunch to an existing fjord cruise booking

- Open existing booking by selecting “Reservation”
- Enter booking number
- View booking – select edit booking
- Your booked products will appear
- Click button “Search and Book” from the drop-down menu, select “Todo”
- Select the lunch product from the product list. You can search for lunch to shorten the list to just lunch products and follow instructions on the previous page for adding lunch.

The screenshot shows the "Search and book" dropdown menu with the "Todo" option selected. The "Search products" input field is visible below the dropdown. The "ACTIVITY TRANSPORT" section is highlighted in blue.

Overview of your reservations in Citybreak Sales Agent

Have a control over your reservations directly on Citybreak Sales Agent.

1. In the menu go to “Reservations”.
2. Choose a period you would like to see from a calendar and find your bookings. (It is possible to choose only 3 months at a time).
3. If you would like to see all your reservations for the upcoming month, then sort your bookings based on arrival date. Always see “Latest version”, click “Search”. See example below.

Citybreak Sales Agent

Start Page Booking Reservations Customers My Booking Balance Manage

Search Reservations

Search Reservations +

Booking no. / Customer 7/1/2021 7/31/2021 Arrival date Gross list New Changed Cancelled Preliminary Norway's Best AS - 2021 0111 A More options Search Export

Showing 4 reservations (of 5) - 3 new, 1 changed, 0 cancelled

Latest version All versions Print

#	STATUS	BOOKING NO.	CUSTOMER NAME	COUNTRY	BOOKING DATE	ARRIVAL DATE	DEPARTURE DATE	AUTO CANCELLATION	CHANNEL	GROUP	PRODUCTS
1.	New	RKIF30 1 (1)		Norway	07 Jun 2021 11:07	02 Jul 2021	02 Jul 2021				(6)
2.	New	VUFR68 1 (1)		Norway	24 Jun 2021 16:35	03 Jul 2021	03 Jul 2021				(1)
3.	Changed	OZTG18 2 (2)		Norway	25 Jun 2021 10:56	04 Jul 2021	05 Jul 2021			Aadney	(2)
4.	New	GMPJ14 1 (1)		Norway	24 Jun 2021 15:14	06 Jul 2021	06 Jul 2021			Wasshaug	(2)

Click on Booking View

4. You will now see all the reservation for the arrival period you have chosen. Click on “+” besides “Products” to see more detailed information for your bookings.
5. Click on “Export” to see your reservations in a tidy Excel file.

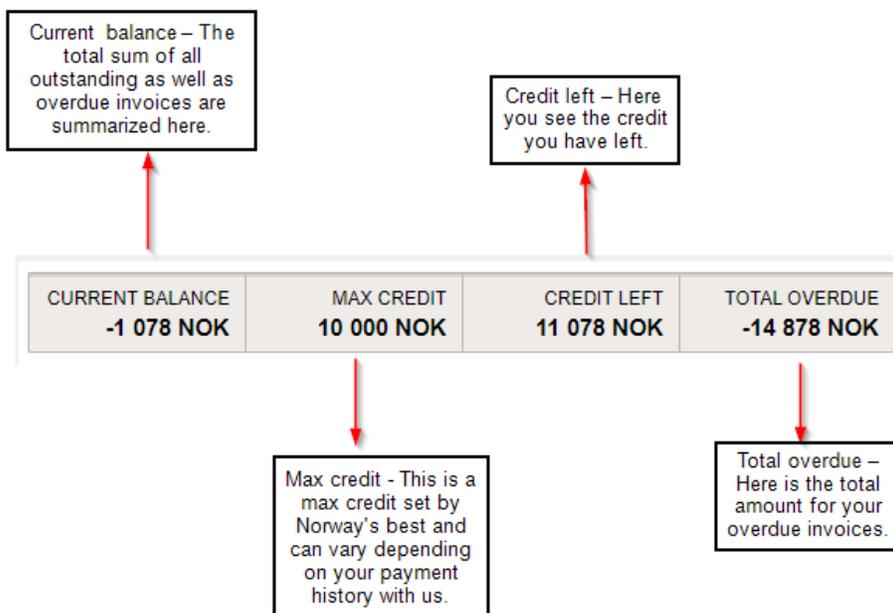
You may also sort your booking overview based on the booking date, especially if you have done many reservations on booking opening day for the next season. Choose the date you have done most of your reservations, sort by booking date, search and export them in an Excel file in order to quality check that all your bookings are reasonable.

This is an excellent way on how to keep control over your upcoming reservations with us and avoid unnecessary mistakes of double bookings or so called “ghost bookings”.

My booking balance – Overview of your invoices with Norway's best AS

- My Booking Balance Tab** - Click here to get to your booking balance tab.
- Choose organization** – Choose Norway's Best AS organization.
- Balance status** - In these boxes you get a total view of your current balance as well as you max credit (if applied).
- Need help?** - If you need help with any booking, invoice or payment you will find our contact details by pressing "Help" bottom.
- Waiting to be invoiced** - Bookings listed in this group are bookings that are without invoice. After the arrival date has passed you will find the invoices for these bookings under "outstanding invoices". If you receive batched invoices, they will not show up there.
- Overdue invoices** - This group lists invoices where the last payment date has passed. You will not find batched invoices here either.
- Outstanding invoices** - Invoices before due date are listed here.

My booking balance status boxes



Waiting to be invoiced

Booking number – Click on booking number to see and open the booking.

Amount – Shows total amount of invoice.

INVOICE	AMOUNT
SHXK49 19 Nov 2021	35 100 NOK
CAJN87 18 Dec 2021	6 900 NOK
XIGY19 18 Dec 2021	1 425 NOK
SHYO21 19 Dec 2021	4 995 NOK
NBXD36 08 Dec 2021	333 NOK

Due date of invoice.

View more bookings that are waiting to be invoiced

View more

Overdue & Outstanding invoices

Invoice number – Click on invoice number to get to booking.

Amount – Shows total amount of invoice.

INVOICE	AMOUNT
1792145 25 Oct 2021	3 241 NOK Overdue since 2 days
1792144 25 Oct 2021	2 590 NOK Overdue since 2 days
1786790 20 Sep 2021	-20 709 NOK Overdue since 37 days

Invoice due date

Days invoice has been overdue

Click on invoice number to get to booking.

INVOICE	AMOUNT
1792720 01 Nov 2021	13 800 NOK Overdue in 5 days

Showing amount of days until the payment deadline

Some FAQ regarding «My booking balance»

Q: Several of my bookings don't have an invoice, why?

A: If your bookings are missing invoices, it is because you are being batched invoiced. Batched invoiced means that you will get one invoice for several bookings rather than one invoice per booking.

Usually, invoices are not created before arrival date. You will then find the booking under "waiting to be invoiced".

Q: Summary invoiced sounds great, how do I activate that?

A: Contact your Key Account Manager or your contact person in accounting.

Q: I have started to make a booking but I can only pay for it by credit card. The Pay Later option is no longer available?

A: That means that you have exceeded your credit limit and the maximum amount of total outstanding invoices. To be able to confirm the booking you must pay by credit card. If you pay any of the outstanding invoices, you will get credit back and will then be able to book and pay by invoice again.

Q: I have made a booking by the payment method Pay Later, but I would like to pay the booking/invoice now by credit card. Can I do that?

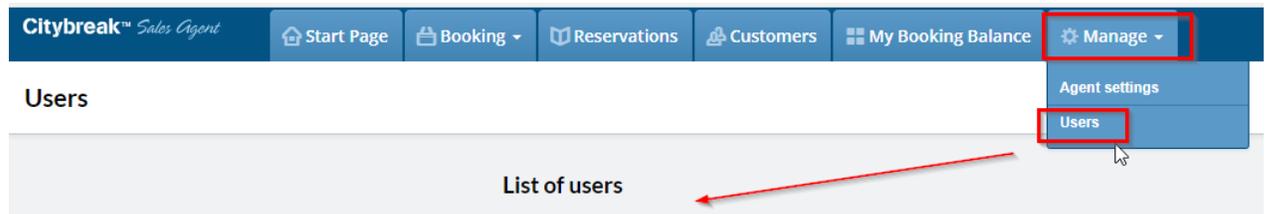
A: Yes. Find the booking and enter the booking overview page. There you find the option "Pay by credit card".

Q: How do I update my max credit?

A: The max credit is set by Norway's best AS. If you want to have a higher credit, you need to contact your Key Account Manager.

Manage List of Citybreak users

You can update your contact information and add users, group them, and set individual permissions directly in Sales Agent.



1. Click the “Manage” tab, top of the screen
2. Choose “Agent settings” or “Users”
3. A list of your Company’s Citybreak users will appear
4. Edit existing and create new users
5. Edit and create user groups
6. Edit organization information

Quality check if all the users are active in your company. If someone is no longer active in your Organisation, then you may delete the user. If the e-mail address has been changed to one of your active users, then you may update this information by clicking on “Edit”. You may also add new users to your company profile by simply adding a new user to the list.