



HOW TO USE SMILE'S NEW RESERVATIONS SYSTEM?

We would like to welcome you Smile Reservation System, where you can manage all of your group's activities.

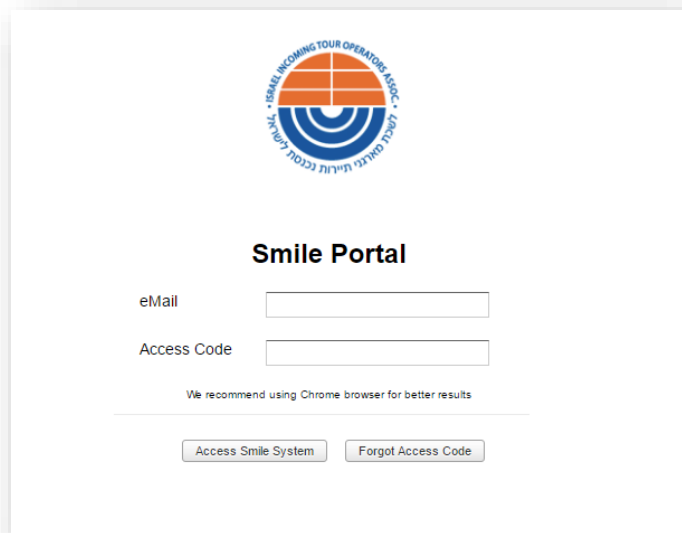
Please click [here](#) to access the system and use your email address and your phone number (no blanks or dashes) as your code In order to login.

(You can update your access code by clicking on 'Forgot Access Code' button)

Please do not hesitate to contact us with any question or issue regarding the Smile system

Best Regards,

The Smile Team



The screenshot shows the 'Smile Portal' login interface. At the top center is the logo of the Israel Incoming Tour Operators Association. Below the logo, the text 'Smile Portal' is displayed. There are two input fields: 'eMail' and 'Access Code'. Below these fields, a small note reads 'We recommend using Chrome browser for better results'. At the bottom of the form, there are two buttons: 'Access Smile System' and 'Forgot Access Code'.

Once you logged-in to the system you will have 2 main options to choose from the top menu:

- Reservation listNew Natbag Order





'Order List' is your default page. It will list all your orders in the system ordered by service time.

Order List											
For TESTING AGENCY (Noa)											
Order/Service By	Product/Service	Qty	Service time	Flight	Total (Ex VAT)	Pax/Group Name (Docket)	Service Confirmation	Status	Action		
5059/3465240 Amit Zamirly	Smile ARRIVAL service terminal 3 (Pax)	11 Pax	31-01-2017 01:55	6H 342	47.00 USD	Test 250117 - 10		Submitted	[On Hold] [Add Service]		
5059/3465241 Amit Zamirly	TLV- NATBAG 7 seater TRANSFER service by Tal Limo (Pax)	5 PAX	31-01-2017 01:55	6H 342	68.00 USD	Test 250117 - 10		Submitted	[On Hold] [Add Service]		
5055/3465233 Amit Zamirly	Smile ARRIVAL service terminal 3 (Pax)	6 Pax	28-01-2017 10:40	6H 706	32.00 USD	Test 2501017 - 6		Submitted	[On Hold] [Add Service]		
5054/3465232	Late order charge - under 5 days booking, over 15pax	1 Late order	27-01-2017 03:20	6H 141	20.00 USD	Test 250117 - 5		Penalty_Submitted			
5067/3465256 Amit Zamirly	Smile ARRIVAL service terminal 3 (Pax)	50 Pax	26-01-2017 08:00	6H 254	58.00 USD	Test 250117 - 36		Submitted	[On Hold] [Add Service]		
5067/3465258 Amit Zamirly	NATBAG- BEER SHEVA 7 seaters TRANSFER by Tal Limo (Pax)	7 Pax	26-01-2017 08:00	6H 254	174.00 USD	Test 250117 - 36		Submitted	[On Hold] [Add Service]		
5067/3465259 Amit Zamirly	NATBAG- BEER SHEVA 7 seaters TRANSFER by Tal Limo (Pax)	7 Pax	26-01-2017 08:00	6H 254	174.00 USD	Test 250117 - 36		Submitted	[On Hold] [Add Service]		
5067/3465257	Late order charge - under 5 days booking, over 15pax	1 Late order	26-01-2017 08:00	6H 254	20.00 USD	Test 250117 - 36		Penalty_Submitted			
4896/3465023 Amit Zamirly	Smile DEPARTURE service (Terminal 3) (Pax)	5 Pax	26-01-2017 03:10	6H 721	37.00 USD	Test 220117 - please discard (45345)	3465023	Canceled			
4896/3465024 Amit Zamirly	CAESARIYA- NATBAG 7 seaters TRANSFER by Tal Limo (PAX)	5 PAX	26-01-2017 03:10	6H 721	134.00 USD	Test 220117 - please discard (45345)	3465024	Canceled			
4896/3465025 Amit Zamirly	Sabaal by Tal Limo (Bus(s))	2 Bus(s)	26-01-2017 03:10	6H 721	70.00 NIS	Test 220117 - please discard (45345)		Canceled			
4245/3464346 Noa Hendler	HERZELIYA- NATBAG 7 seaters TRANSFER by Tal Limo (PAX)	4 PAX	26-01-2017 11:05	6H 581	83.00 USD	Test 2 - please discard	11354	Canceled			
5051/3465227 Amit Zamirly	Smile DEPARTURE service (Terminal 3) (Pax)	5 Pax	26-01-2017 05:40	6H 253	37.00 USD	Test 250117 - 1	3465227	Approved	[Add Service]		
5051/3465228	Late order charge - under 5 days booking, over 15pax	1 Late order	26-01-2017 05:40	6H 253	20.00 USD	Test 250117 - 1		Penalty_Submitted			
5056/3465234 Amit Zamirly	Smile DEPARTURE service (Terminal 3) (Pax)	20 Pax	26-01-2017 05:40	6H 253	69.00 USD	Test 2501017 - 7		Submitted	[On Hold] [Add Service]		
5056/3465235	Late order charge - under 5 days booking, over 15pax	1 Late order	26-01-2017 05:40	6H 253	20.00 USD	Test 2501017 - 7		Penalty_Submitted			
5057/3465237	Late order charge - under 24H booking, up to 15pax	1 Late order	25-01-2017 08:15	A9 696	30.00 USD	Test 250117 - 8		Penalty_Submitted			
5058/3465239	Late order charge - under 24H booking, over 15pax	1 Late order	25-01-2017 04:00	6H 913	45.00 USD	Test 250117 - 9		Penalty_Submitted			
13485033	Smile ARRIVAL service terminal 3 (Pax)	5 Pax	24-01-2017 06:55	6H 226	32.00 USD	test		Canceled			
5063/3465249	Late order charge - under 24H booking, up to 15pax	1 Late order	24-01-2017 06:55	6H 226	30.00 USD	test 250117 - 23		Penalty_Submitted			
69465028	Smile ARRIVAL service terminal 3 (Pax)	3 Pax	23-01-2017 10:15	4D 054	27.00 USD	TEST20		Canceled			
4916/3465065 Amit Zamirly	Smile ARRIVAL service terminal 3 (Pax)	5 Pax	23-01-2017 09:50	0B 169	32.00 USD	Test 230117 - 20 (4355A)	3465065	Canceled			
4916/3465067 Amit Zamirly	TLV- NATBAG 7 seater TRANSFER service by Tal Limo (PAX)	3 PAX	23-01-2017 09:50	0B 169	68.00 USD	Test 230117 - 20 (4355A)		Canceled			
4916/3465066	Late order charge - under 24H booking, over 15pax	1 Late order	23-01-2017 09:50	0B 169	45.00 USD	Test 230117 - 20		Penalty_Submitted			
59465032	Smile ARRIVAL service terminal 3 (Pax)	20 Pax	22-01-2017 08:00	6H 254	58.00 USD	TEST 21		Canceled			
4517/3464619	Late order charge - under 5 days booking, over 15pax	1 Late order	21-01-2017 08:05	4D 055	20.00 USD	Test 100 - please discard		Canceled			
4231/3464332	Late order charge - under 24H booking, over 15pax	1 Late order	18-01-2017 10:15	4D 054	45.00 USD	Test 170117 - please discard		Canceled			
5064/3465250 Amit Zamirly	Smile DEPARTURE service (Terminal 3) (Pax)	5 Pax	01-01-2017 03:30	6H 721	37.00 USD	Test 250117 - 25		Submitted	[Add Service]		
5064/3465251	Late order charge - under 24H booking, up to 15pax	1 Late order	01-01-2017 03:30	6H 721	30.00 USD	Test 250117 - 25		Penalty_Submitted			

'New Natbag order' is where you make your new reservation:

Natbag Order

<p>Pax or Group Name * <input type="text"/></p> <p>Nationality * <input type="text" value="Select multiple values"/></p> <p>Docket/PNR <input type="text"/></p> <p>Languages <input type="text" value="Select multiple values"/></p> <p>Flight Date <input type="text" value="dd-MM-yyyy"/></p> <p>Listed Flight <input type="text" value="-Select-"/></p> <p>Product * <input type="text" value="-Select-"/></p> <p>Qty * <input type="text" value="0"/></p> <p>First Destination * <input type="text" value="-Select-"/></p> <p>Notes (Visual Identification) <input type="text"/></p> <p>PAX Mobile Phone <input type="text"/></p> <p>Guide name/phone <input type="text"/></p> <p>Driver name/phone <input type="text"/></p> <p>Another Service? <input type="checkbox"/> Add another service to this order after Submit</p>	<p>Agency * <input type="text" value="TESTING AGENCY (Noa)"/></p> <p>Agent * <input type="text" value="Noa Handler"/></p> <p>noah@israeltravel.co.il, 0544788515,</p> <p>Flight Code * <input type="text"/></p> <p>Arrival/Departure * <input type="text"/></p> <p>Terminal * <input type="text"/></p> <p>Flight Time * <input type="text" value="dd-MM-yyyy HH:mm:ss"/></p> <p>Service Time * <input type="text" value="dd-MM-yyyy HH:mm:ss"/></p> <p>Price (Ex VAT) * <input type="text" value="0.00"/></p> <p>Currency * <input type="text" value="-Select-"/></p> <p>Total (Ex VAT) <input type="text" value="0.00"/></p> <p>Pax List <input type="text" value="לא נבחרו נוסעים, בחרו נוסעים"/></p> <p>Logo/Sign <input type="text" value="לא נבחרו נוסעים, בחרו נוסעים"/></p>
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All fields marked with * is mandatory. Please make sure you provide all the information needed for us to give better service to your customers.





In PRODUCT field: you can type few letters in order to choose the product/service you wish to order. The system will list all services that match your selection.

In NOTES field: you can write important information you'd like us to know (including specific destination).

Based on information entered by you the system will provide you with flight details and cost.

You can upload signs and/or Customer list as an attachment.

Add service to Reservation

If you wish to add another service to the same reservation, please select the checkbox Add another service to this order and press Submit. After submission, the system will open another service order for you (such as portorage, transportation etc.) and will link everything to one order.

For example: in the same reservation, you can transfer some people to one location and others to another location – just by adding a separate service to each location.

Email Reservation in Excel format

You can email us your reservation using Excel format

Please Note- reservations details can't be sent by email anymore. Please submit the reservations by using the online system or email us the Excel file.

In case you ordered the reservation less than 24 hours before the service time, you will be asked to call Smile to confirm the reservation: 03-9754020.

Please do not hesitate to share with us your experience. We want to ensure that our reservation system is simple and easy to use.

The Smile Team

