



## Referral Agents' Manual.

This is a short manual that explains how to use the Africa-Car-Hire.com website as a Referral Agent.

There are two sections to this manual, namely:

[How to make car rental referrals](#)

[How to use your referral agent account](#)

## Making Referrals to Africa-Car-hire.com

When you register as a referral agent with Africa Car Hire, you are sent a referral URL that must be used whenever you want to record a referral on the system as having come from you.

There are three ways in which you can make referrals to Africa Car Hire:

1. Include the referral URL as [a link in your website](#)
2. Copy and [paste the URL into your browser](#) address field, and navigate directly to the Africa-Car-Hire.com site
3. Go to the Africa-Car-hire.com website and [use the Agent Login](#) to send an e-mail booking

## Including the Referral URL as a Link in your Website.

To make referrals in this way, you must use the URL we supply you with when you register, as a hyperlink in one or more of your web pages on your site. This URL will register you as the Referring Agent when a user visiting your Website uses this link to click through to our site. When the user makes a booking, the booking will be registered in your account; when the user pays for the rental, the commission - 15% of the rental amount not including surcharges and taxes - will be credited to your account at the beginning of the month after the one in which the payment was processed.

For example, suppose we send you the URL

```
http://www.africa-car-hire.com/indexref.asp?refid=99999
```

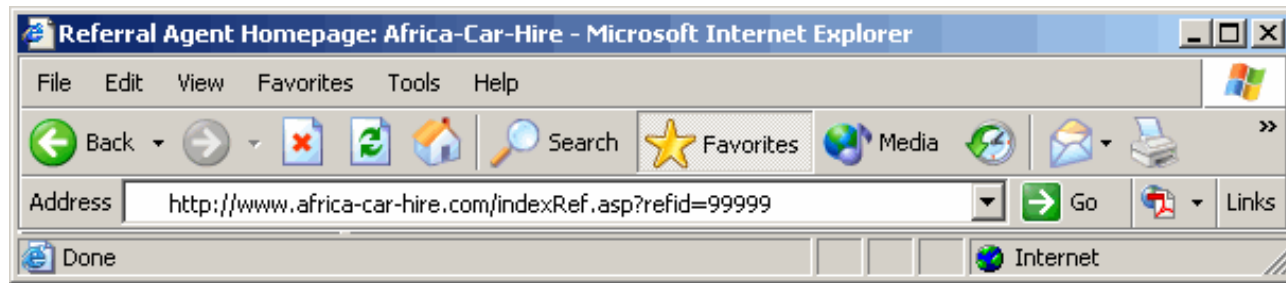
you will need to include it as a link in the HTML code of your Webpage, something like this:

```
<a href='http://www.africa-car-hire.com/indexref.asp?refid=99999'>Car Rental</a>
```

The URL in the anchor tag must be exactly the one we send you; the text between the anchor tags - *Car Rental* in the case above - can be anything you like that will tell users where they're going. If you don't know how to insert a hyperlink into your Webpage, ask your Web designer to do it for you.

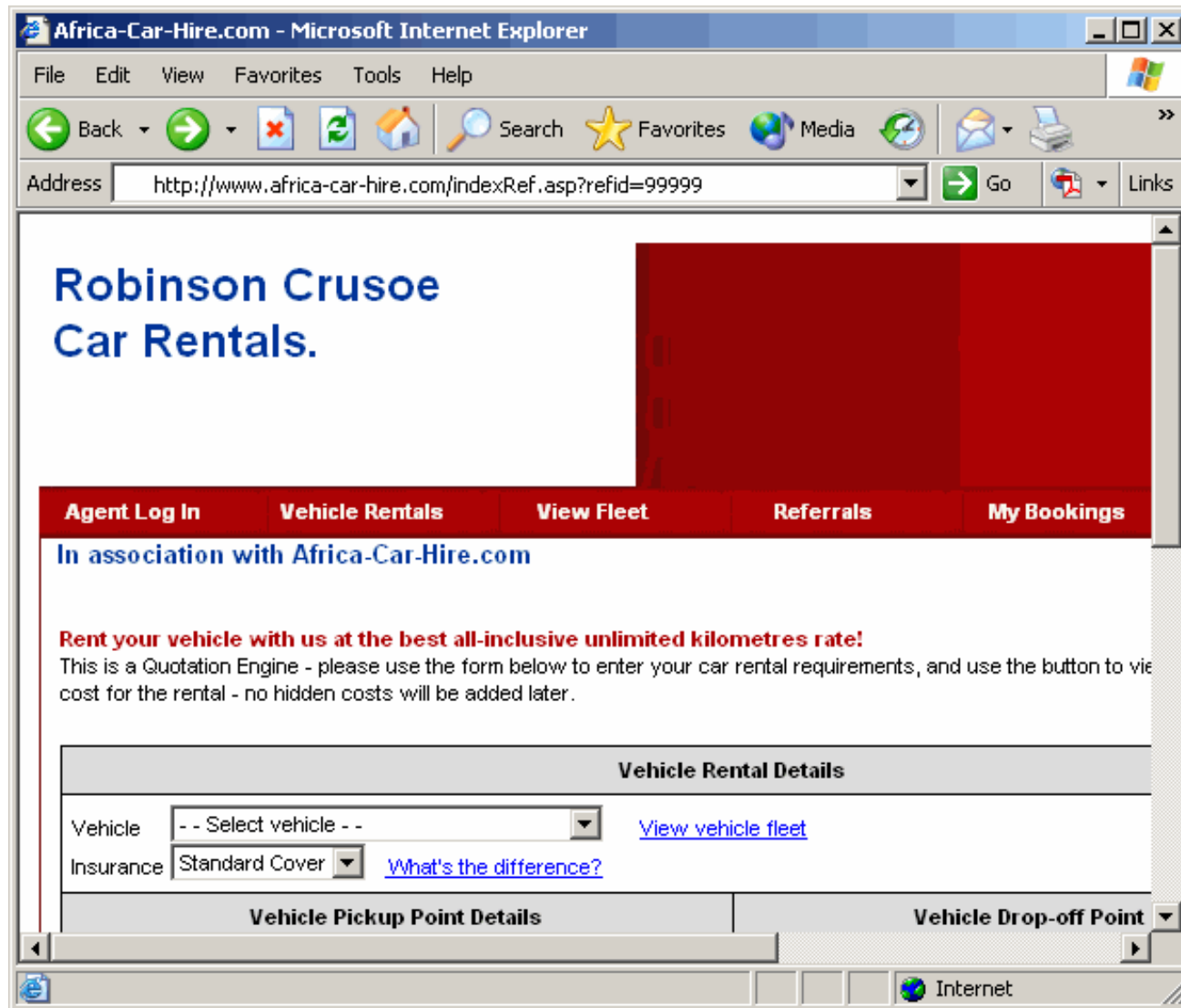
## Using the URL in your browser address field.

Alternatively, if you don't have a website and want to simply make a booking for your clients directly on our site, simply type the URL into your browser address field and navigate directly to the site that way. This will register you as the referring agent and any booking made will be accredited to you - see image below:



You can also bookmark the index page once you have navigated to it in this way, and then each time you click the bookmark you will of course go directly to the referral index page.

When your referral URL is used to connect to Africa Car Hire, the name that you registered with as referral agent will appear at the top in the banner of the index page, so that your clients understand what is happening and you don't lose your branding - see below:



## Logging in to the site.

You can also log-in on the site, and then submit an e-mail booking by using the 'Mail us a query' link in your account management

page.

1. Log by using your agent ID number and password as below:

**Agent Login.**

YOUR REFERRAL AGENT ID NUMBER:

PASSWORD:

**LOGIN**

2. Thereafter, use the *Mail us a query about your account* link to reach the mail form as below:

**Referral Agent Account Management.**

You are logged in as **Africa Car Hire**.

Please use the links below to manage your account.

If you wish to make a booking for a client, please use the 'Mail us a query'

[View or Edit my account details](#)

[View my referrals summary](#)

[View all my active referrals](#)

[View my successful referrals](#)

[Mail us a query about your account](#)

[De-register as a referring agent](#)

3. Type your booking request in to the text area in the mail form - don't forget to indicate the message type below the text area before submitting the form.

**Referral Agent Account Management.**

[Back to My Account](#)

**Account Query.**

If you are making a booking on behalf of a client the booking advice will automatically be mailed to you. client's e-mail address along with the client's full details.

Please enter your message in the text area below:

Type your query or booking request here, and then use the radio buttons below to indicate the type of message you are sending us.

Please indicate message type below to speed up processing of your mail...

New rental request/enquiry  Enquiry or message about existing booking  Other

## Using Your Referral Agent Account.

To use your referral agent account, you need to [log in on the site](#). Once you have done this, you will see a list of links that provide several services for you, and a 'Log Out' button (that you should always click when you are done).

1. [View or edit my account details](#)
2. [View my referrals summary](#)
3. [View all my active referrals](#)
4. [View my successful referrals](#)
5. [Mail us a query about your account](#)
6. [De-register as a referral agent](#)

**View or Edit my Account Details.**

This link will bring you to a form that allows you make changes to the details of your account, and to set the flag that sends you an e-mail every time a booking is made with your referral ID.

## Referral Agent Account Management.

[Back to My Account](#)

Your account profile is reflected in the form below. Please use the form to make any required changes to your profile.

<input type="text" value="9"/>	Your Referral Agent ID (Read only)
<input type="text" value="A Bunch of Charlies"/>	Your Name
<input type="text" value="bunchofcharlies"/>	Your Password (Read only)
<input type="text"/>	New password
<input type="text"/>	Confirm new password
<input type="text" value="aboc@charlies.org"/>	Your E-mail address
<input type="text" value="http://www.africa-car-hire.com/index.asp?refid=9"/>	Your Referral URL (Read only)
<input type="text" value="012 543 6712"/>	Telephone
<input checked="" type="checkbox"/> Mail notice of each booking referred from my site	
<input type="button" value="Submit Changes"/>	

**View my referrals summary.**

This will display a summary of the total number of referrals you have made, the number of currently active referrals, the amount of commission you have earned to date, and the date of the last referral made by you.

## Referral Agent Account Management.

[Back to My Account](#)

**Referrals Summary for A Bunch of Charlies.**

Total number of referrals: 4

Total number of currently active referrals: 4

Total number of successful referrals: 0

Total commission earned: R NaN.00

Date of last referral (d/m/yyyy): 27/4/2007

**View all my active referrals.**

This will display a table summarising all the referrals made by you that are currently active, i.e. vehicles whose rental return date has not yet passed. Clicking on any Booking Number in the leftmost column of the table will take you to the full booking advice on the system. This means that you can use this summary table to keep track of the precise progress of any of your client's bookings.

## Referral Agent Account Management.

[Back to My Account](#)

### ACTIVE REFERRALS FOR A Bunch of Charlies

Booking No.	Client Name	Referral Date	Amount (ZAR)	Inv. Paid	Commission	Paid	Status
QXG/1907662/2007	Test back-office referral 2	27/4/2007	597	N	59	N	Booking only
UPF/4309695/2007	Double Entry Test 4	27/4/2007	597	N	59	N	Booking only

**Expected commission: R 118.00**

### View my successful referrals.

This will display a table summarising all the referrals that the system has recorded as successful. Please note that a successful referral is *one for which payment has been received, and which has been reconciled with the rental agent's returns*. A rental does not become successful simply because the rental has terminated!

## Referral Agent Account Management.

[Back to My Account](#)

**Please note!** A rental only becomes successful once it has been fully paid and reconciled - it is not successful simply because it has terminated!

Referral reconciliations are done once every month, usually before the 15th of that month, so only expect your referrals to show as successful in the one in which the rental terminated.

### SUCCESSFUL REFERRALS FOR A Bunch of Charlies

Booking No.	Client Name	Referral Date	Amount (ZAR)	Inv. Paid	Commission	Paid	Status
YUL/3631019/2007	Double Entry Test 5	27/4/2007	2298	Y	344	N	Finalised
YUL/3631019/2007	Double Entry Test 5	27/4/2007	2298	Y	344	N	Finalised

**Total Commission Earned: R 688.00**

### De-register as a referral agent.

Simply click this link to de-register as a referral agent. Should you at any time wish to re-activate your account, simply log in in the usual fashion; the system will detect that you are currently de-registered, and will invite you to re-activate your account - just follow the instructions provided by the system.