

PARENTS' TRANSPORT BOOKING PORTAL



MICHAELHOUSE

Welcome to the Michaelhouse Parent Transport Booking Portal. This facility is for parents to book transport for boys for the following four journeys:

- (1) Airport Bookings
- (2) Sunday Leave Bus
- (3) Beginning, Half term and End of Term Bus
- (4) Johannesburg Bus

Please note:

- Single or multiple bookings can be made up to a year in advance.
- Each booking secures **ONE** trip, **ONE** way, for **ONE** boy
- Each leg of a return journey must be booked separately
- Bookings can be made on this portal only up until 12h00 on the day prior to the journey for trips on Tuesday - Friday
- Transport on weekends and Mondays must be booked by 12h00 on the Friday before the weekend
- Medical transport is booked through the San **NOT** on this portal
- Special transport (individual trips) must be booked through each boys Housemaster **NOT** on this portal
- Your unique username and password is sent with this notice

USING THE TRANSPORT BOOKING PORTAL:

Once you have entered your unique login & password on <https://transport.michaelhouse.org/start/> the following screen will appear:



Request a Journey

AIRPORT BOOKING:

These trips are to and from King Shaka or Oribi Airports only.

SUNDAY LEAVE BUS:

Route: 16:10 Departs from Pavilion, Westville / 16:30 Maytime Café, Kloof / 17:20 Mac Donald's, Chatterton Road, PMB to Michaelhouse.

This bus only operates on a Sunday – starting on the second Sunday of every term.

BEGINNING, HALF TERM AND END OF TERM BUS:

Route: Pavilion, Westville / Maytime Café, Kloof / Mc Donald's, Chatterton Road, PMB to Michaelhouse or vice versa.

This bus only operates on the 1st day and last day of term and half term, (excluding the 1st day back in the 1st term and the last day of school in the 2th term, when a bus does not run).

JOHANNESBURG ZOO LAKE BUS:

Select this option to transport your son to and from Zoo Lake Johannesburg at the beginning and end of each half term or term. (excluding the 1st day back in the 1st term and the last day of school in the 2th term, when a bus does not run).

STEP 1: Select your trip

- Select the trip of your choice:
 - (1) Airport Bookings **at the start of term, beginning of term and mid term ONLY**
 - (2) Sunday Leave Bus
 - (3) Beginning, Half term and End of Term Bus
 - (4) Johannesburg Bus

Remember:

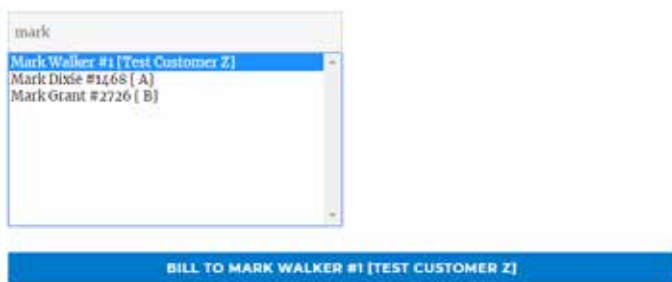
- Medical transport is booked through the San **NOT** on this portal
- Special transport (individual trips) must be booked through each boys Housemaster, **NOT** on this portal

STEP 2: Enter your son's name or account details

- Confirm your selection by selecting your son's name then clicking the blue tab. You can find your son by either his name, surname or his school account number

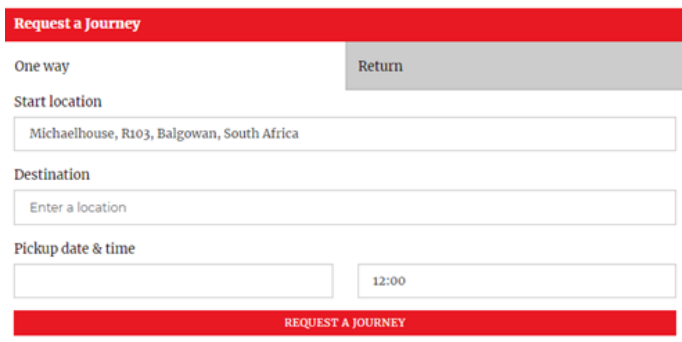
STEP 3: Confirm your selection

- Once you have found your son, with his correct account number listed, click on his name and then check the tab "bill to" which pops up to confirm your selection



STEP 4: Enter the journey information

Remember: one-way bookings only!

A screenshot of the 'Request a Journey' form. The form has a red header with the text 'Request a Journey'. Below the header are two tabs: 'One way' (selected) and 'Return'. The form contains three main sections: 'Start location' with a text input field containing 'Michaelhouse, R103, Balgowan, South Africa'; 'Destination' with a text input field containing 'Enter a location'; and 'Pickup date & time' with two input fields, one for the date and one for the time (12:00). At the bottom of the form is a red button with the text 'REQUEST A JOURNEY'.

- The "Start location" is set as Michaelhouse, but you can change this
- Enter your start location eg: your son will board the bus at The Pavilion, Westville then type this in and a variety of The Pavilion options will come up, just ensure you pick a Westville one
- Enter your destination. The system plots this on Google maps so please be very specific where you want your son to go and make sure it is in the correct Province

Some tips to help you select the correct destination:

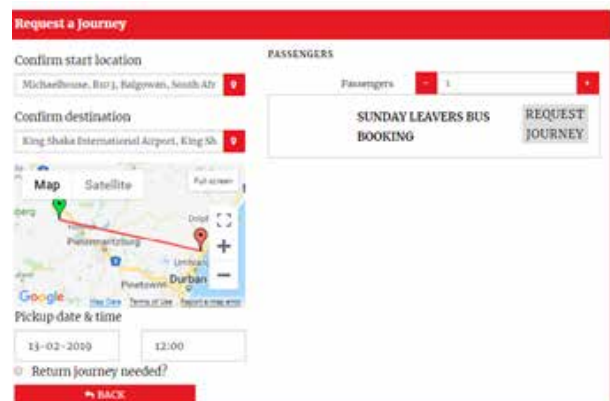
- When booking a bus ticket from/to The Pavilion, Westville ensure you see Westville on the screen
- **Oribi Airport:** type in Pietermaritzburg Airport and it will come up
- **Zoo Lake bus:** ensure you have Zoo Lake, Johannesburg on your screen
- **Kloof bus:** Maytime Kwikspar, Kloof is the best selection to pick for this
- Enter the pick-up date & time

Some tips to help you select the correct pick-up time:

- Bus pick-up times will be those listed in the school calendar
- For airport transport, please allow 4 hours before departure of your son's flight from King Shaka Airport and 3 hours from Oribi Airport, Pmburg to allow for heavy traffic and check-in time for your son
- Your son will be booked on the first available shuttle from the airport (unless he arrives on an international flight, then please see Step 6 below)

STEP 5: Check that your information is correct

- Please ignore the "Return journey needed?" button – remember all bookings are one-way only
- Check that you have entered your journey information correctly
- Google Maps will show you the booked journey route
- Make use of the "BACK" button to make any edits
- When you are ready, click on the "Request Journey" button

A screenshot of the 'Request a Journey' form showing the confirmation screen. The form has a red header with the text 'Request a Journey'. Below the header are two sections: 'Confirm start location' and 'Confirm destination'. The 'Confirm start location' section shows 'Michaelhouse, R103, Balgowan, South Afr' with a red location pin. The 'Confirm destination' section shows 'King Shaka International Airport, King Sh' with a red location pin. Below these sections is a Google Maps view showing a route from the start location to the destination. The 'Pickup date & time' section shows '13-02-2019' and '12:00'. At the bottom of the form is a red button with the text 'REQUEST JOURNEY'.

STEP 6: Important information required

AIRPORT BOOKINGS ONLY:

- Please ensure you have filled in your son's flight number (s), as well as the departure/arrival time of the flight
- Drivers are not able to leave their buses with the trailers in the parking area to go into the airport arrivals hall to look for your son, so we ask that all boys wait at the Pick-Up Zone at the airports
- Shuttle times will be communicated prior to the start of term and half term

REST OF SCREEN:

Contact name

Mark Walker #1 [Test Customer Z]

Mobile number

Email Address

- Leave your son's name and account number as is in the block above named "Contact name"
- Enter **YOUR** telephone number and e-mail address

- The telephone number will only be used if the driver cannot locate your son, or we need to phone you for more information about the booking
- The system will automatically send an e-mail to your son with the trip details, as well as to you at the e-mail address you have entered for yourself above
- All the information fields must be completed for the system to process your request

STEP 7: Final step

- Once done, click on "REQUEST A JOURNEY" as seen below

Request a Journey

Thank you for requesting a journey. We will be in touch shortly.

You can view your [journey details here](#).

- Your booking is complete; you can click on "journey details here" to view your request
- Your request will now be sent to the Operations Department for actioning
- The trip will be billed to your account

Thank you

IMPORTANT TO NOTE:

How To Change Or Cancel Booking Requests Once It Has Been Processed On The System

All changes and cancellations can only be processed via an e-mail to: opsadmin@michaelhouse.org

FREQUENTLY ASKED QUESTIONS (FAQ'S):

How do I change or cancel my booking request once it has been processed on the system?

All changes and cancellations can only be processed via an e-mail to: **opsadmin@michaelhouse.org**

How will I know that my booking request was received by the Operations Department?

You will receive an e-mail stating that your request has been received and is being processed.

When will I receive my invoice?

An invoice for the trip cost will be sent to you before the trip or at the end of the month. This invoice will be added to your son's school account.

How will I know the cost of the trip?

Depending on how many boys go on the trip and which vehicle is used, the price will differ each time. We try our best to keep costs to a minimum for both you and the school.

Can I have the driver's number who is collecting my son?

As a safety measure we do not like to give out the drivers' numbers as we do not want them to receive phone calls whilst driving. Nirvana Naicker is in contact with all drivers so please feel free to contact her on 060 562 3954 or best is to email her at: **opsadmin@michaelhouse.org**

Can my son book his own trips?

The only way he will be able to do this is if you give him your login & password details. This is a private arrangement between you and your son.

What happens if I forget my password?

The system can send you a mail with your password. Simply click on the "**forgot my password**" button.

What happens if I forget my login?

Your login is unique and created only for you.

Should you forget your login please e-mail **opsadmin@michaelhouse.org** so that your login details can be resent to you.

How do I book doctor / dentist / specialist trips for my son?

These trips must still be booked with the San Sisters. Please email the San to sort out this kind of specific transport. Please note that our drivers pick up the school's operational staff in the mornings and cannot leave Michaelhouse before 08h30. Your son's appointment in Pietermaritzburg can therefore only be possible after 09h30.

Any sport related trips will be booked by:

The Head of Sport or the relevant coach, and any other school activities by designated Michaelhouse staff. Permission must be granted by your son's Housemaster for any special requests. Your Housemaster will inform me of the booking.

Sunday Leave Bus: times and pick-up points are as follows:

- 16h10 The Pavilion, Westville
- 16h30 Maytime Spar, Kloof
- 17h20 McDonalds, Chatterton Road, Pietermaritzburg

IMPORTANT TO NOTE:

Although the system allows you to select any destination, date and time, please ensure you have checked the school calendar for more information about when these trips may take place.

For further information or queries about this transport booking system, please contact **Mrs Nirvana Naicker** at email: **opsadmin@michaelhouse.org** or **Cell: 060 562 3954** or office **Tel: (033) 234 1170**.