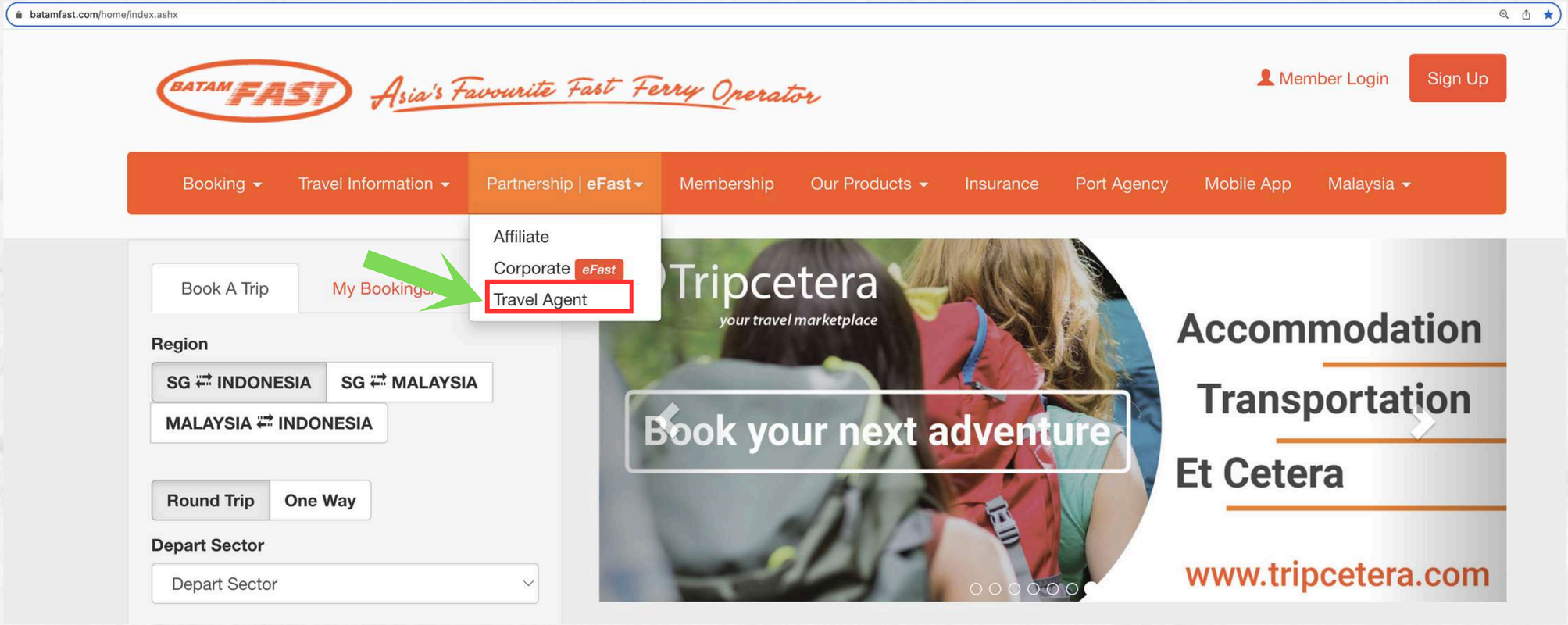
BATAM FAST

ONLINE BOOKING GUIDE

For Agents & Partners

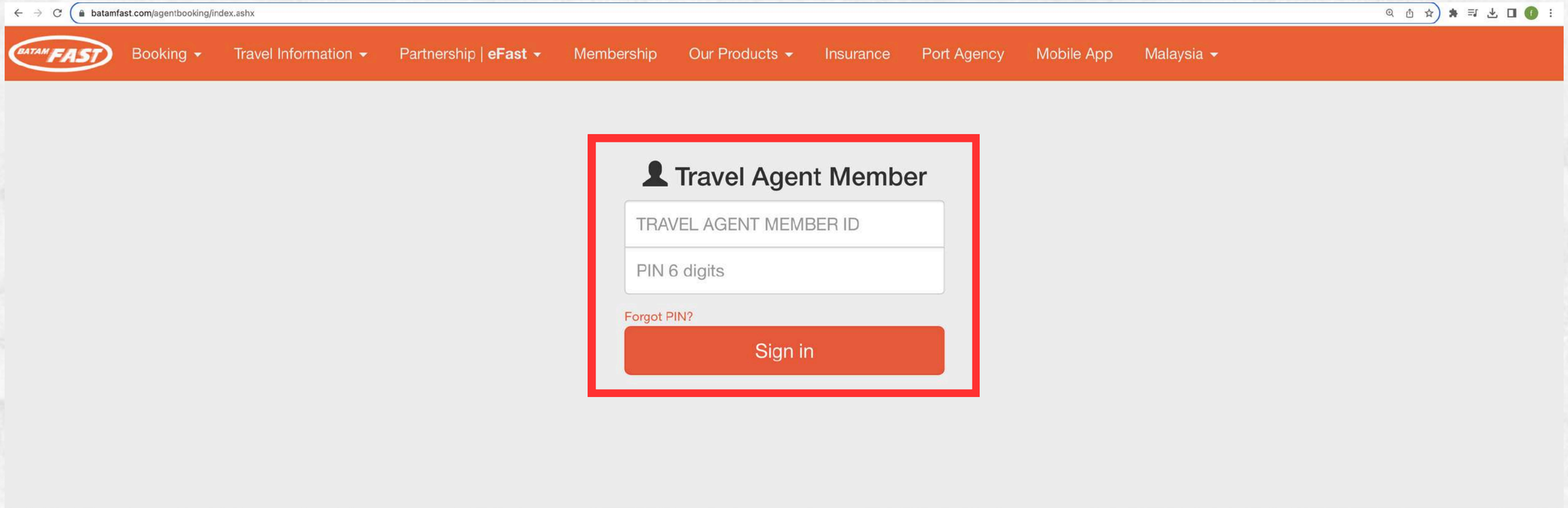
Get Started

STEP 1: LANDING PAGE



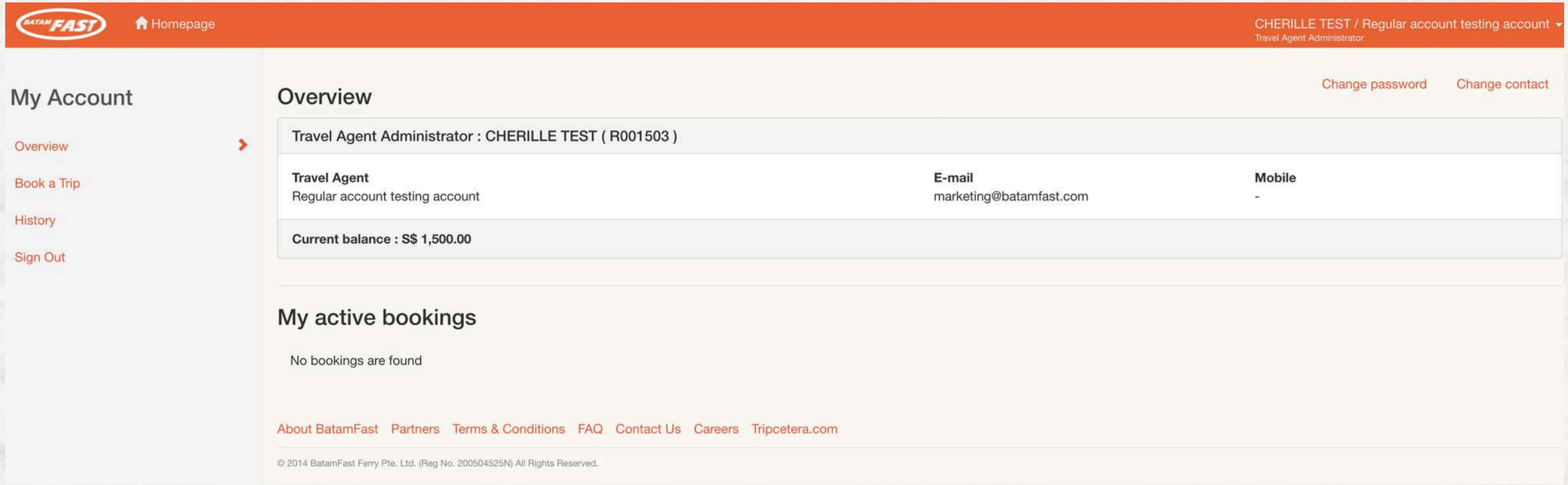
1. **Go to <u>www.batamfast.com</u>**
2. **Go to the Partnership | eFast tab**
3. **Choose Travel Agent**

STEP 2: SIGN INTO YOUR ACCOUNT



- **Access your account by using the Member ID and PIN provided to the user (Agent)**
- **If you require assistance with your account, please don't hesitate to get in touch with us**

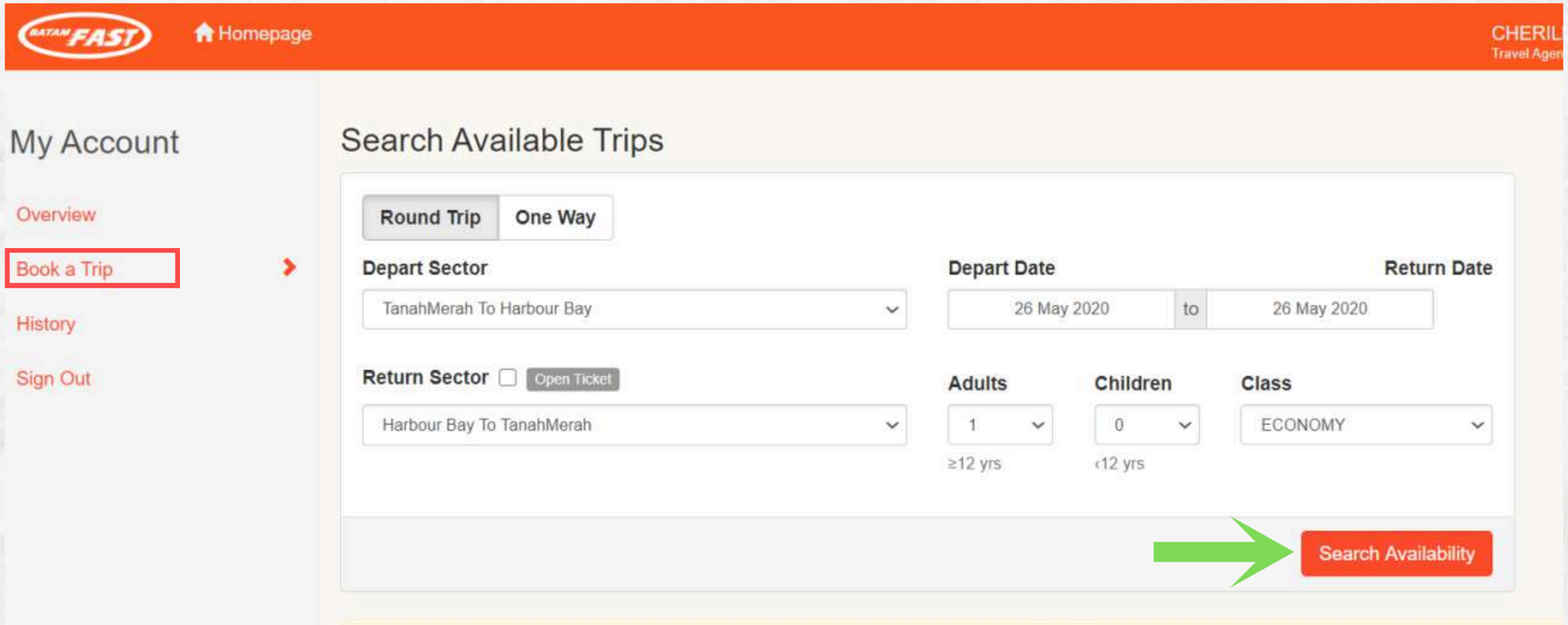
STEP 3: ACCOUNT DETAILS



Details Included:

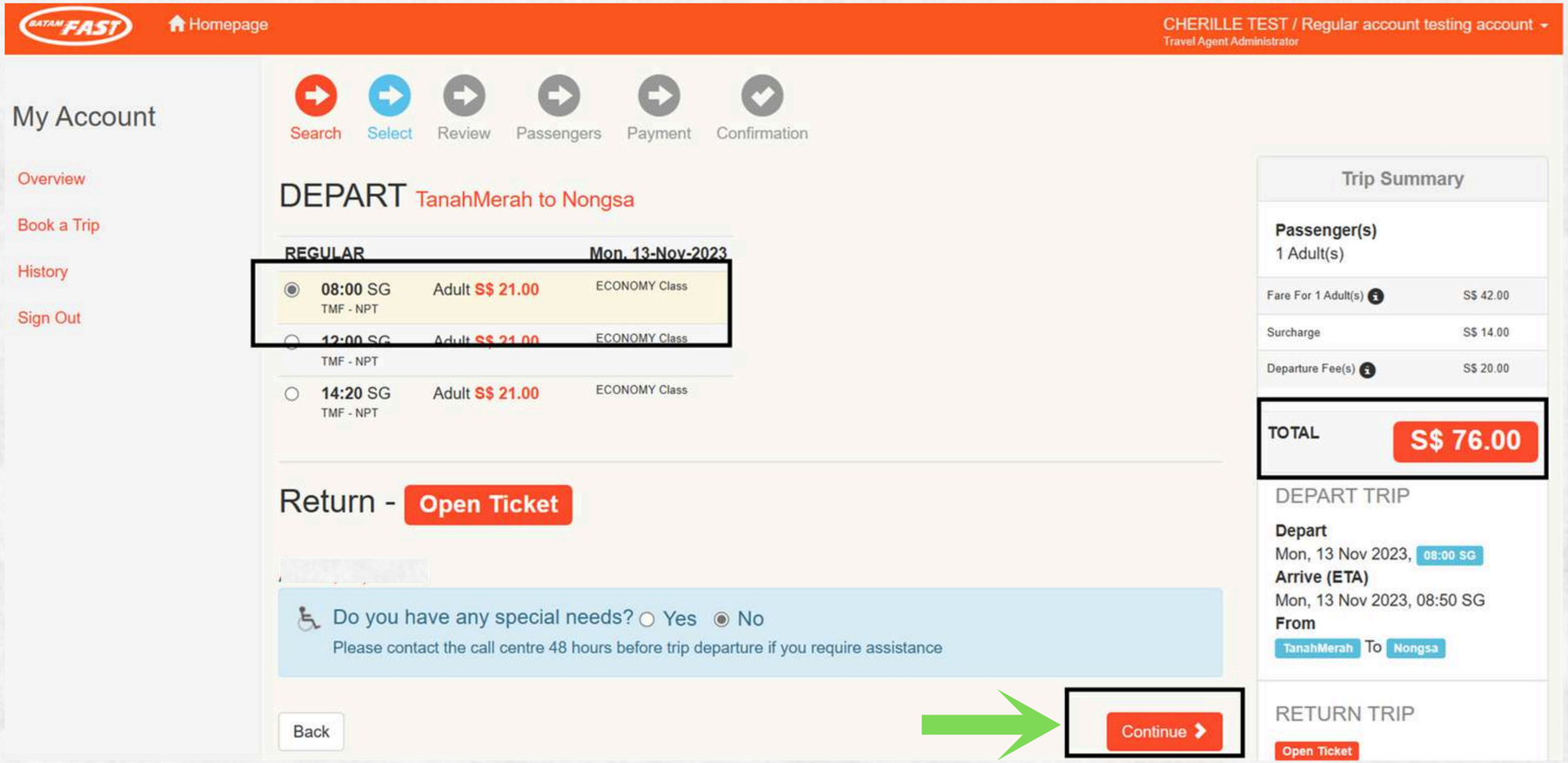
- **Username and ID**
- **Company details**
- **Current balance**
- **My Active Bookings**
- **Tabs on the left for other functions**

STEP 4: HOW TO BOOK A TRIP



1. **Go to “Book a Trip”**
2. **Proceed to book trip; choose round trip or one way, dates, sectors and number of pax (child/adult)**
3. **Click Search Availability to proceed**

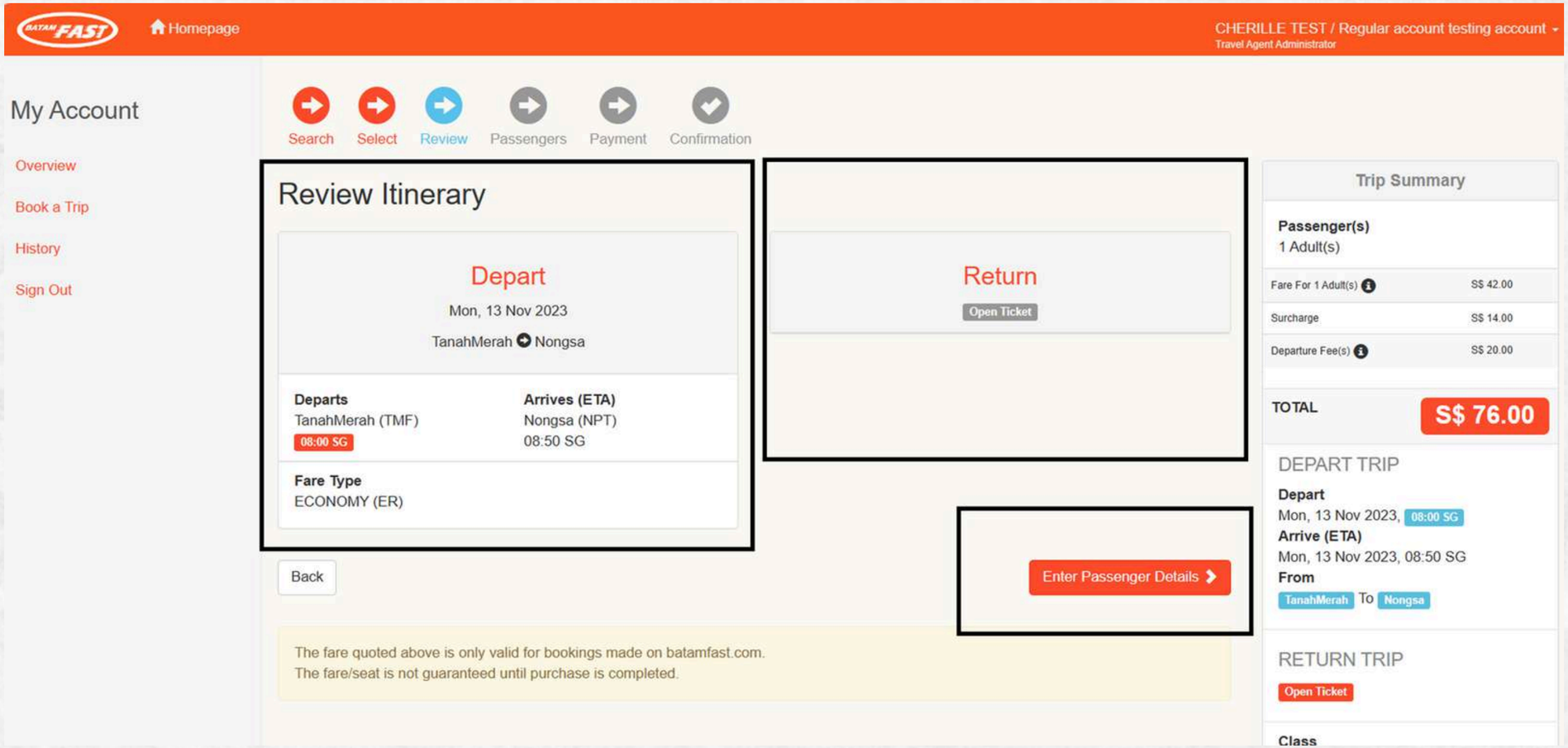
STEP 5: SCHEDULE AND PRICING



- **<u>FYI</u>: All pricing shown are the published rate**

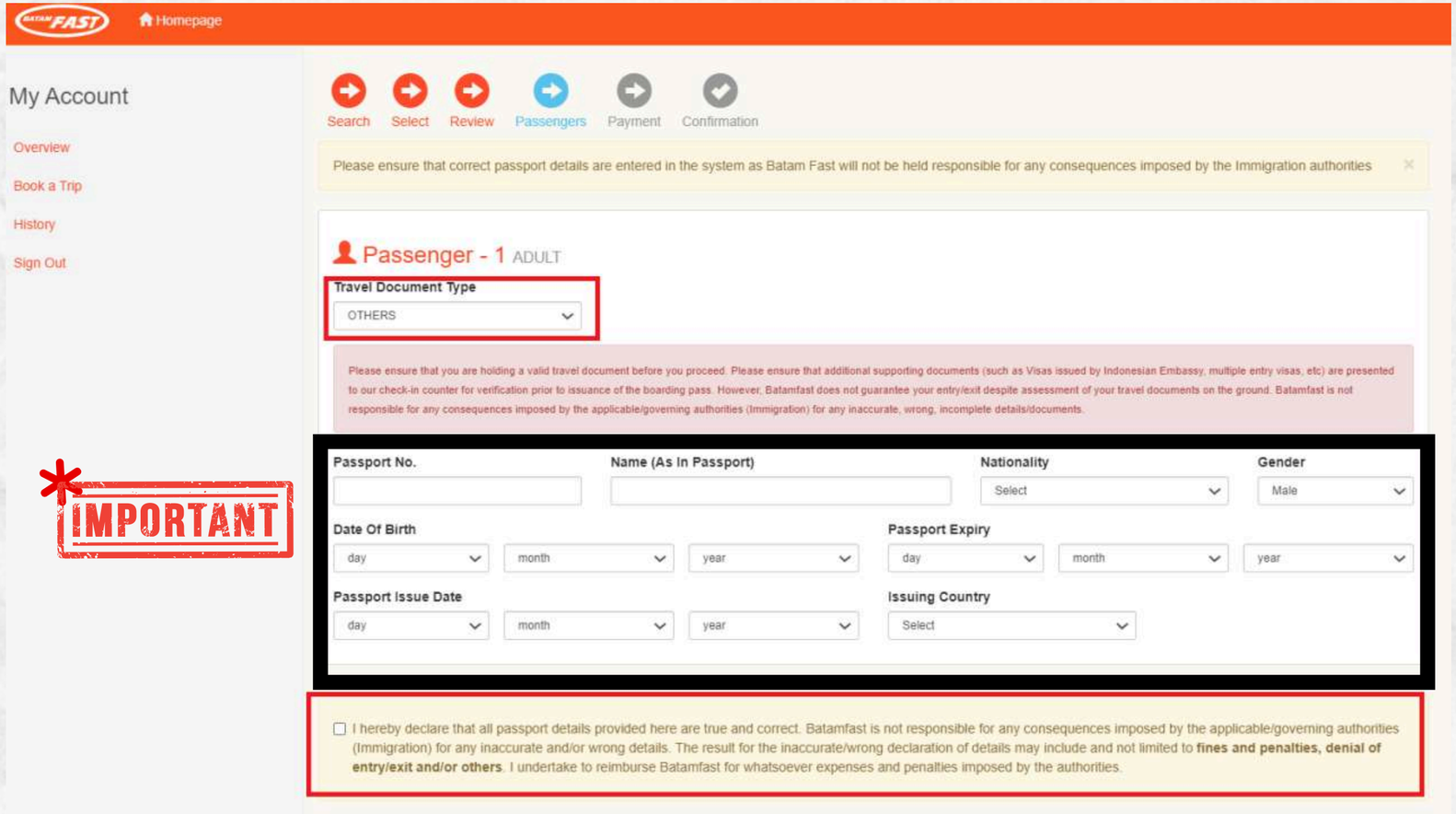
1. **Choose the trip timing**
2. **Click “Continue” to proceed**

STEP 6: TRIP/ITINERARY REVIEW



1. **Review the Trip Details**
2. **If everything is in place, click “Enter Passenger Details” to proceed**

STEP 7: PASSENGER DETAILS



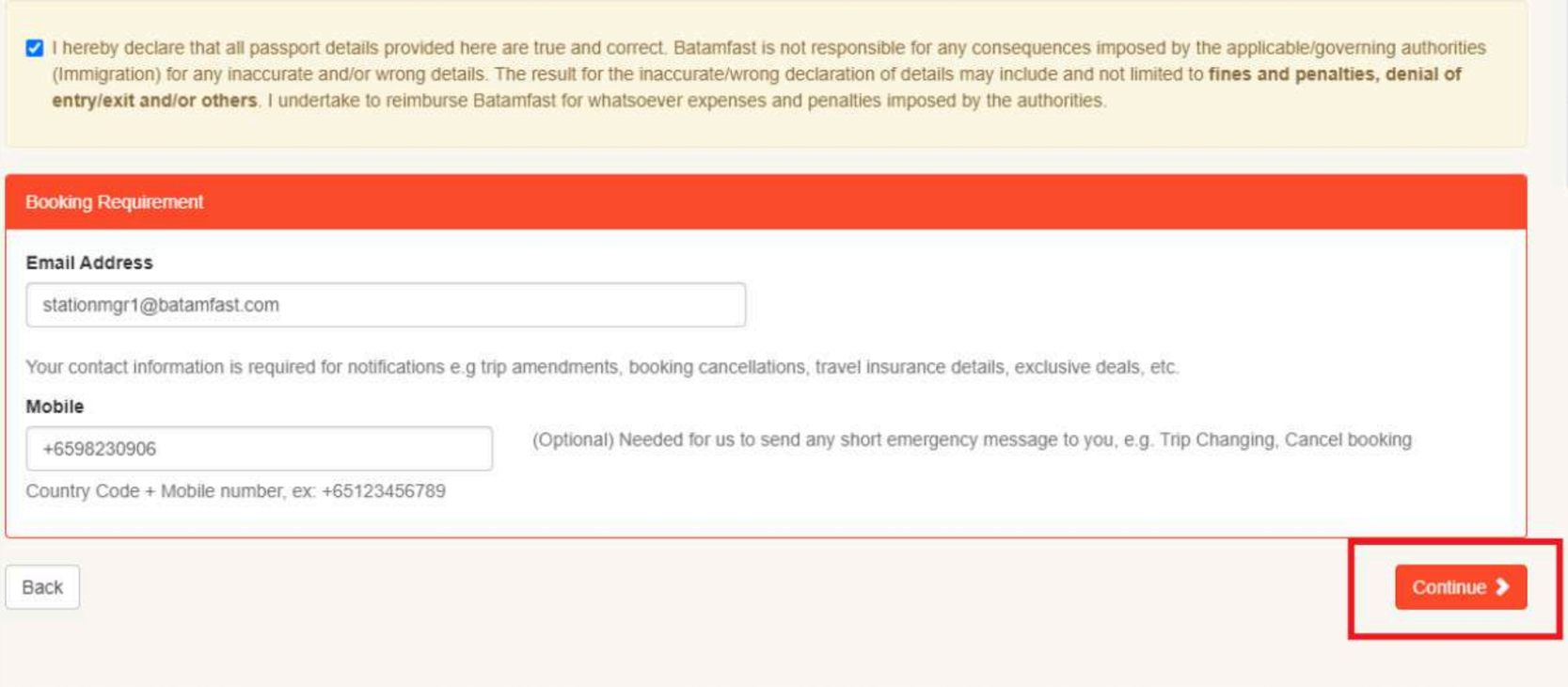
*IMPORTANT

- **Fill up all passenger details one by one**

***Please ensure that all your staffs and passengers are aware of the consequences of false or wrong declaration of passenger details as keyed in into our booking system/platforms.**

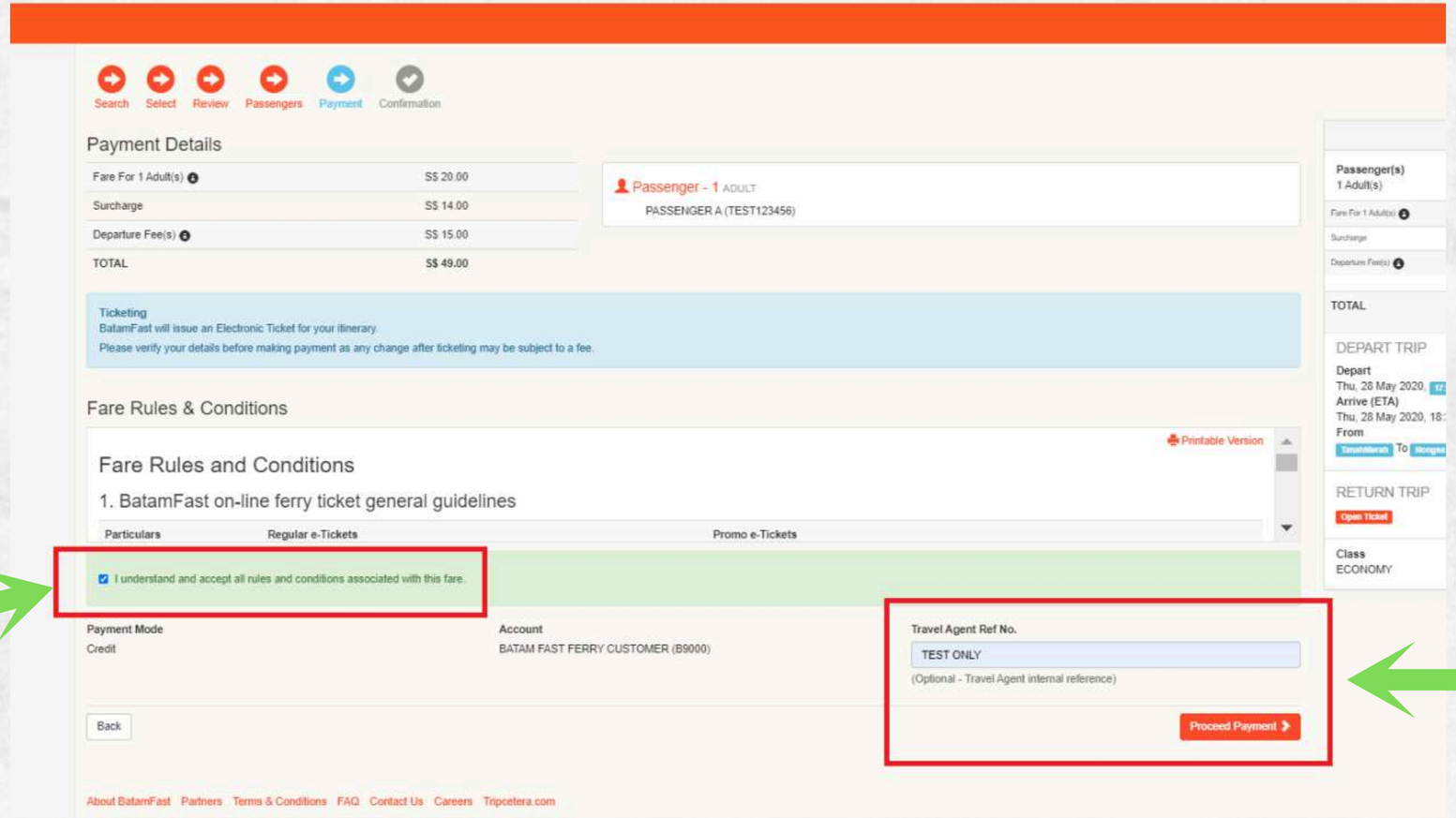
****Please read all notes and prompts before completing this page**

STEP 8: BOOKING REQUIREMENTS



- **At the bottom of the page, once you've filled in all passenger details, the “Booking Requirement” section is automatically populated with the User (Agent) information, including email and mobile number. An email confirmation will be sent automatically when the booking is confirmed, and you also have the option to customize these details for each booking**
- **Click “continue” to go to the next page**

STEP 9: PAYMENT DETAILS

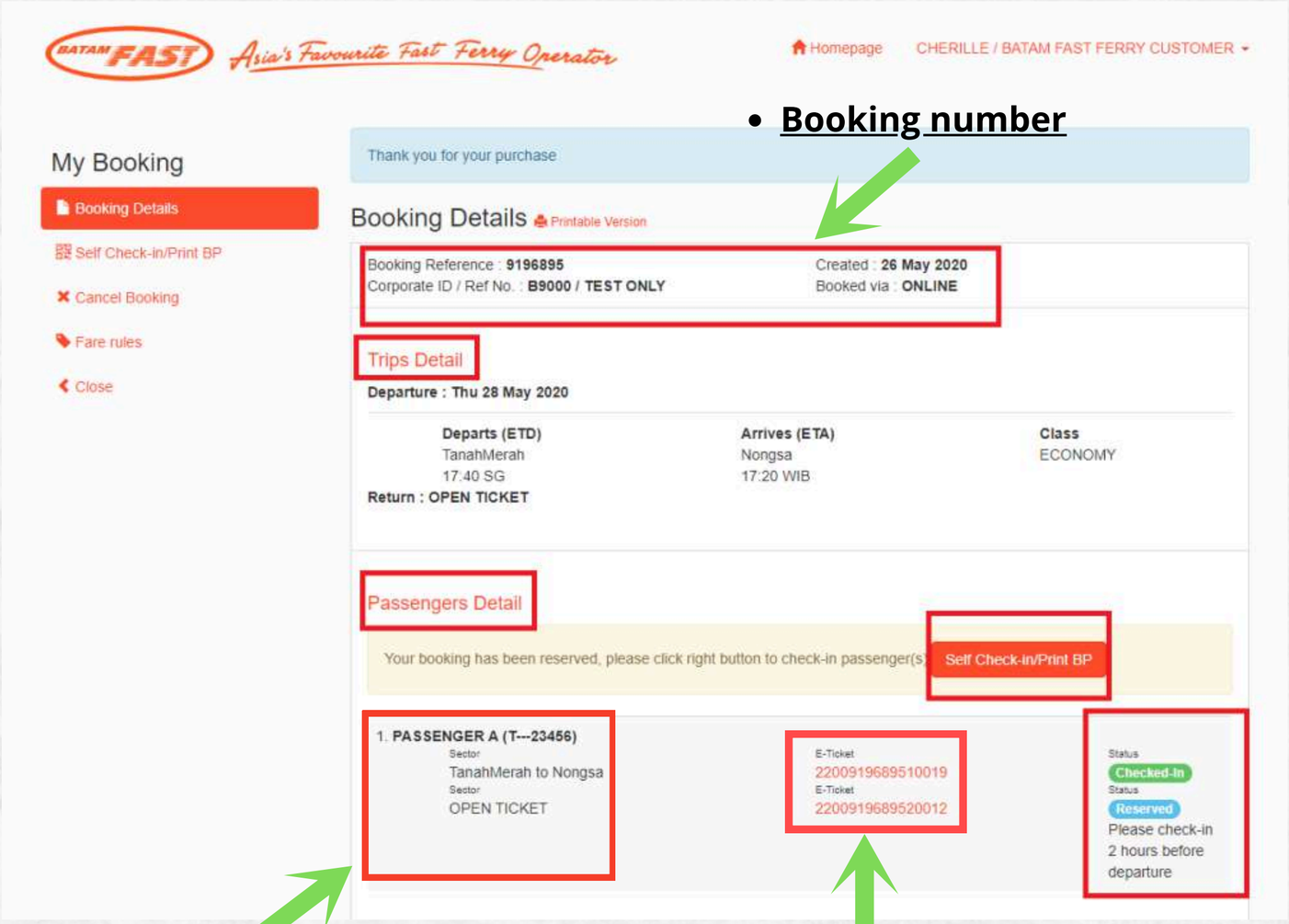


- **Terms and Conditions (T&C)**

- **Key-in your internal reference number. Click Proceed Payment to process booking**

- **<u>FYI</u>: Default payment mode for Agent account is 'Credit'**
- **Summary of payment details and fare rules and T&C**
- **Must agree to the T&C by ticking box, before you can proceed**

STEP 10: BOOKING DETAILS

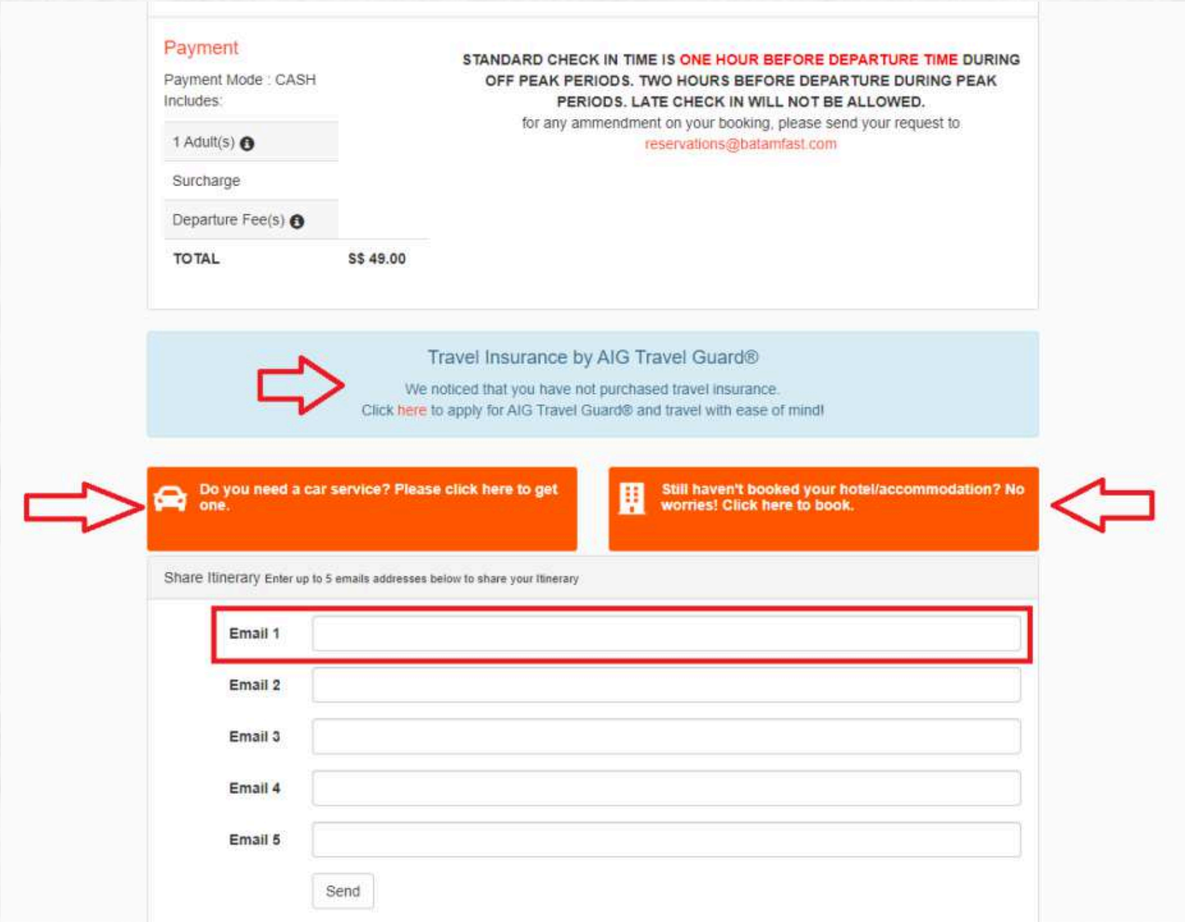


- **Booking number**
- **Passport number is partially masked for security reasons**
- **E-Ticket Number**

Booking Details page contains:

- **Booking reference number – auto generated by Batamfast system for confirmed bookings**
- **Trip & Pax details**
- **Self-checkin/Print BP button (limited)**
- **E-Ticket numbers**

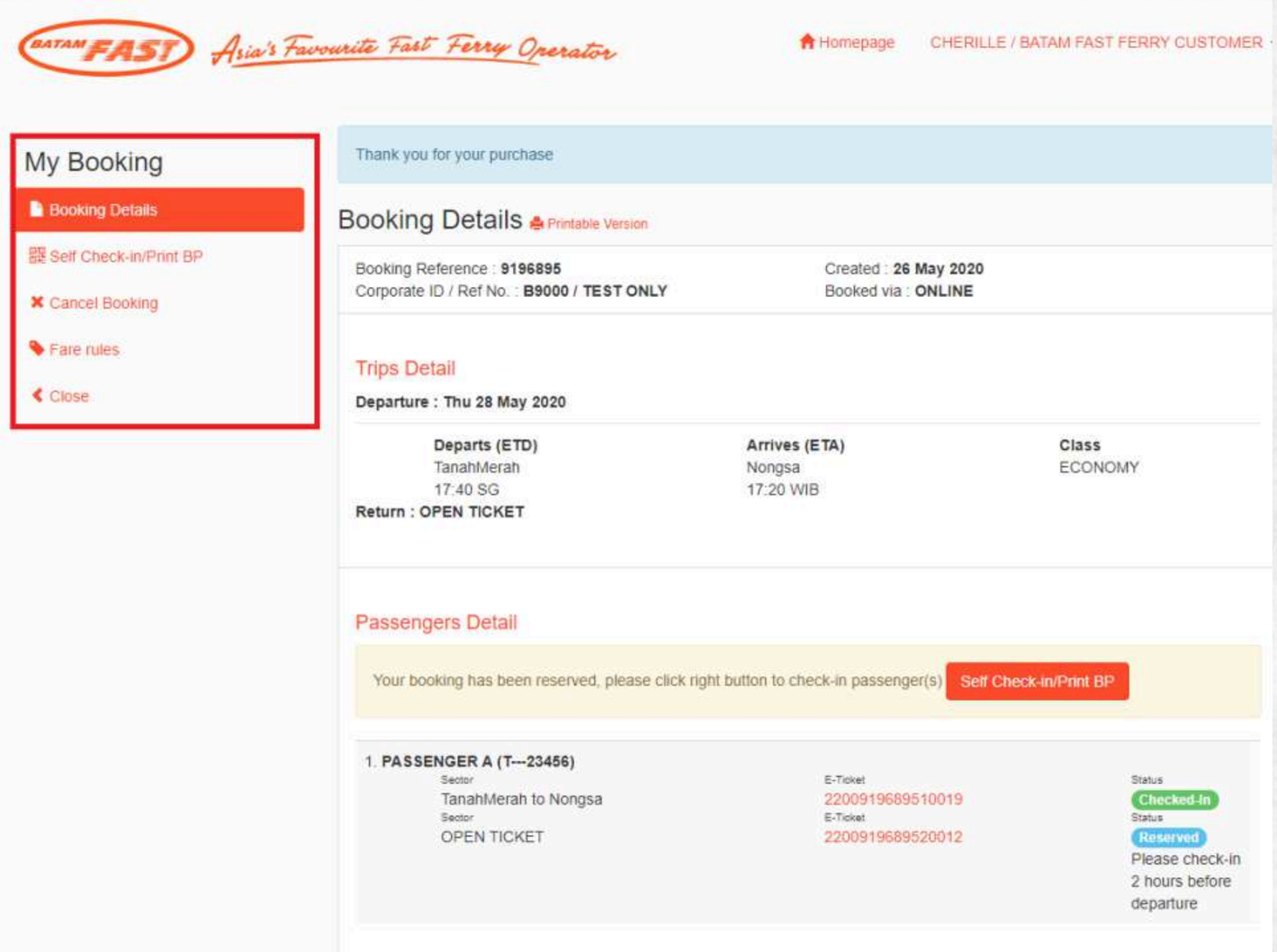
OPTIONAL: INSURANCE AND ADD-ONS



<u>Page below</u> (Booking Details page continued)

- **Payment summary (Standard Published Price)**
- **Reminder for check-in**
- **Add-ons like Travel Insurance (redirected to AIG); Car service and hotel (redirected to Tripcetera.com)**
- **Function to share itinerary to several email recipients**

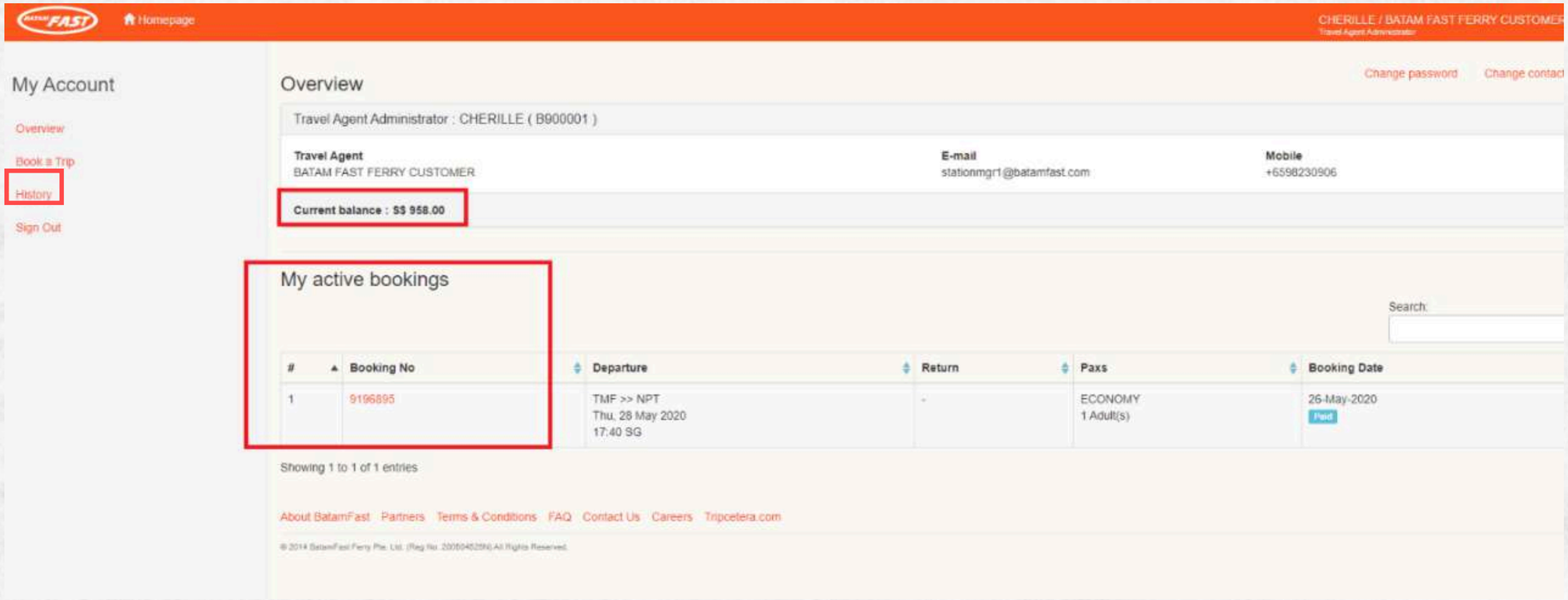
TAB DETAILS



Left side Tabs:

- **Booking details (To Check)**
- **Self check-in/Print Bp (limited)**
- **Cancel booking function (limited)**
- **Fare rules (to view/read)**
- **Close (to close current page)**

ACCOUNT OVERVIEW



- **Current balance will auto-adjust (based on agent rate) after each booking**
- **All Active Bookings (upcoming departures) will be shown in overview page**
- **Past bookings can be retrieved in History**

If you encounter issues with the login credentials, account balance, amendments or cancellations, please contact us via:

+65 62702228 / +62 778 321120

+62 811 3800 2288

reservations@batamfast.com
sales_admin@batamfast.com
salesadmin-bfi@batamfast.com

BATAM FAST

Asia's Favourite Fast Ferry Operator

THANK YOU

www.batamfast.com

Batam Fast Ferry Pte Ltd
1 Harbourfront Place #07-01 Harbourfront Tower One Singapore 098633

September 2025