

How to Order Your Didgigo Roadbook:

1 Go to the Didgigo Roadbook Portal

Roadbook Portal



2 Select either Digital or Printed Roadbook Option

3 Complete ALL the details listed - These include:

- Departure date
- Reference numbers
- Passenger names etc

***The Printed Roadbook option will ask for delivery details*

4 You will need to upload a copy of your Roadbook details that include:

- Hotel Names
- Travel Dates
- Car Hire Details
- Transfers
- Flights
- Any special tours that have been booked

5 Enter your Roadbook Proof Approver details
- This is the person who will receive an alert to review the roadbook once we have finalised it.

6 Once all details have been completed, press SEND
- This will alert our Roadbook Team that there is a new order.

7 You can monitor the progress and status of your Roadbook order at any time through the portal.

Important Note: You MUST have a login setup to use the Roadbook Ordering Portal. If you do not, please contact Didgigo so we can set this up for you.

Client Notifications:

Once a Roadbook has been ordered, you will receive the following email notifications throughout the ordering process:

1 REQUEST RECEIVED

Once you have ordered your Roadbook, you will receive an automated email advising your request has been received and will be actioned as soon as possible.

2 COMMENTS

If we need to communicate with you, we will add comments to the order. If a comment has been made, you will receive an email with a link to review the comment. You can also communicate direct with us using this same method.

3 APPROVAL REQUIRED

Once we have created your Roadbook, we will require your approval. An email will be sent to the email address you have requested as the 'Roadbook Proof Approver'. The email will direct you back to the portal where you will find a comment with a link to view your Roadbook. We ask that you review your Roadbook carefully.

If you require any edits, simply DECLINE the Roadbook approval and comment with the changes you require. This is an important step as it will transition the Roadbook to an AMENDMENTS REQUIRED status in our system, alerting us to make urgent edits. Our team will make the necessary amendments and transition the Roadbook back to an APPROVAL status for your review. **Please only APPROVE the Roadbook once you are 100% happy.**

***Any changes made to the Roadbook after Approval will incur additional fees*

4 SENT TO PRINT / AWAITING DIGITAL LINKS:

Once your Roadbook order has been approved the following steps will occur depending on the Roadbook Type (Digital or Print)

- Printed Roadbooks** - Your order will be prepped for print and added to our next Print Order. Our print days are Wednesday's. You will then receive a comment from us with the Digital Link that allows access to your digital PDF and the Tripigo Traveller's app. We will also advise the date of print and send you the tracking link within 2 days of the print date.
- Digital Roadbooks** - Once approved, You will receive a comment from us with the Digital Link that allows access to your digital PDF and the Tripigo Traveller's app. Once we have sent the digital links to you, your order will be added to your monthly invoice.

NOTE:

Any emails received from us will always include a link to the portal where you can read or add comments, view existing details, review links, and also check the status of your Roadbook order at any time. Here is an example of what you will see.

Didgigo / Roadbooks / ROAD-771

TEST

Status: **ORDER COMPLETE**

Notifications on

Request type: Request a Printed Roadbook

Shared with: Rhiannon Burraston (Creator), Share

Pending Client Approval: Approved (Rhiannon Burraston)

Didgigo Proofing: Approved (Rhiannon Burraston)

Activity: Show 5 more

- Automatic response Today 2:49 PM: Your request status has changed to Print In Progress.
- Automatic response Today 2:54 PM: Your request status has changed to Invoice Raised.
- Automatic response Today 2:55 PM: Your request status has changed to Order Complete.

Add a comment



Should you need to communicate with us in relation to a specific Roadbook Order, we advise the best possible form of communication is by leaving a comment in the Portal linking direct to your Roadbook Order.

For general enquiries, or if you have any additional questions,
please feel free to contact us at:
roadbooks@didgigo.com.au