



OPEN-DRT ONLINE BOOKING PORTAL: HELP GUIDE

Welcome to the new CallConnect Online booking service. The `OpenDRT` Online booking portal is integrated with our scheduling system, so that when you submit a booking, our system will check our schedules on a real-time basis first before the request is submitted. You can also keep a track of the bus you are booked on within 1 hour of departure so you`ll never miss your bus again!

For assistance, please read our Q and A`s below or please call us on **0345 234 3344 (0345 263 8153 for the Stamford & Peterborough service)** and select option 3 and 3.

How do I log in?

Click on the `Book` button which will transfer you to the `Open DRT` login page. Please enter your Username (Normally your Membership number) and password. If you are not registered, please click on the `First Time Users` button and complete the registration form. We will email you once your account is live.

Don`t forget to change your password after the first login.

How do I make a booking?

Click on the `Make a Booking` button. Complete the Step 1 screen including the number of passengers travelling, date of travel and preferred time. You can also select a single or return journey. Then click on the next button.

Travel Planner

To plan your trip please select your travel details first and then click on the **Journey Details** tab below to then choose your pickup and drop off points.

Step 1 - Booking Details

Step 2 - Journey Details

Passengers
 Single Return
Total number of passengers travelling
2
How many passengers are under 3?
0
How many of the passengers are travelling in a wheelchair?
0

Date of Travel
I would like to:
Depart
On: 25/02/2015
At: 10 : 00 hours

Return Date
I would like to:
Depart
On: 25/02/2015
At: 16 : 00 hours

[Next](#)

Step 2: You can search for an address or pick up point by either searching for a postcode, place or detailed address. (You can also search on a favourite location if you have one saved). Type the postcode or location in the text field and click on the `Search` button.

The search results will display in the pick up or drop off selection menu. If you are registered for a home pick up, you will be able to select a specific address including your own home address. If not, the address you select will be linked to the nearest pick up point when the booking is submitted. If you select place, a list of pick up or drop off locations will be available to select.

You are also able to view the pick-up and drop off locations on the Google Map view. Click on the `Show pick up and drop off` link to plot the locations on the map. Google Street View can also be used if you are unfamiliar with the location.

Travel From
Search address:
 Postcode
 Place (eg, town centre, station, bus stop)
 Detailed address
 My Locations
Search Address
Pick Up: ✓
Woodhall Spa - Tattershall Road/Long Avenue

Travel To
Search address:
 Postcode
 Place (eg, town centre, station, bus stop)
 Detailed address
 My Locations
Search Address
Drop Off: ✓
Horncastle - Market Place Interchange

Location on Map
Map
Horncastle
Woodhall Spa
Marcher le Fen
Map data ©2015 Google Terms of Use
Show Pickup & Drop Off

[Go Back](#) [Search](#)

Once step 2 is completed, click on Search. You will then see a message `Looking for available services`. This may take a few moments during busy periods. You will then be presented with a Services Available screen.

How do I submit a booking?

If a service is available to book, you will be presented with at least one service which will be listed as CallConnect. You can click on the `Details` button to expand the view to see more information about the journey or click `Select` to move on to the final step.

You will then be asked to check your travel details. Please carefully check your pick up and drop off locations on this screen. Also please add additional information in the text field including appointment details or connection information. (You can also add this journey to your favourites by selecting the tick box).

Outbound Service

We have found the following services that match your search criteria, please select one from the list below.

Scheme	Pick Up Place	Drop Off Place	Cost
Nene&Welland CallConnect	Tixover Grange - The Walled Garden Turning Point	Stamford - Red Lion Sq - All Saints Church	Show

Outbound Services Available

Details

Notice that we may have changed the locations of your request to the nearest stops that are shown on the map with a green dot.

Pickup

Drop off

If all okay, press the `Select` button and then `Book Now`. Alternatively, you can modify the journey or go back. (Don't forget to add a note at the final booking stage if you need to be at your destination for a certain time).

Please note that as we also handle a large number of telephone bookings, whilst a service may be available at the time of initially submitting an online request, availability can quickly change. A journey is only booked and confirmed when an email confirmation is received or the status of the booking changes to `Confirmed` in OpenDRT.

If I need to make a connection or I have an appointment, how do I let you know?

When making your booking there is a box for additional comments at the final stage before selecting `Book Now`. Please use this to inform us of any connections or appointments you need to make in relation to your journey.

Journey Options and availability

Our online system automatically scans our service availability 1 hour either side of the pick-up time you have selected. If you see the message `*There are no services available for the dates you have specified, please try again by modifying your search*` it means that we do not have availability to undertake the journey within 1 hour either side of the time you have selected. Alternatively, you could also be receiving this message because:

- You are attempting to book a journey that we are not able to carry out directly.
- You are trying to book outside of our operating times which are 7am-7pm Monday to Friday and 8am-6pm Saturday.
- You are requesting a journey more than a week ahead. You can book a maximum of 7 days ahead and on the 8th day from 7pm each evening.

Please note that as we also handle a large number of telephone bookings, whilst a service may be available at the time of initially submitting an online request, availability can quickly change. A journey is only booked and confirmed when an email confirmation is received or the status of the booking changes to `Confirmed` in OpenDRT.

If you need assistance, please call **0345 234 3344 (0345 263 8153 for Stamford & Peterborough service)** and select option 3 and 3.

What is the maximum and minimum booking period?

You can book a maximum of 7 days ahead and for the 8th day ahead from 7pm each evening. You can also book with a minimum of 1 hour ahead for same day requests.

What does an exclamation symbol mean on the Services Available screen?

This means you are trying to book or cancel too close to the departure time. The minimum booking period is 1 hour and after 6.30pm (4.30pm Saturday), you can book a journey for after 9am on the next working day.

When will I receive confirmation of my booking?

During working hours (8.30am-6.30pm Monday to Friday and 8.30am - 4.30pm Saturday) we will endeavour to get back to you within 1 hour. All requests submitted out of hours will be responded to by 10am the next working day.

All pick-up times are now shown with a 10 minute pick up window. Drop off time periods can vary.

How do I receive notification of my booking?

You will be sent an email to confirm your journey details. (You will receive an email for each part of a return journey request). You can also view all of your booking requests and the status of each request via the `My Bookings` page on the desktop or mobile website.

All pick-up times are now shown with a 10 minute pick up window. Drop off time periods can vary.

How can I check the status of my bookings?

Go to My Bookings from the top menu on Open DRT and then select `View My Single Trip Bookings`. Set your search criteria including dates and then click `Search`. You will then be presented with a list of your journey requests with the status of each one.

Pending means that we are processing your journey request. A confirmed journey will be shown with a pick up and drop off time period and means that your journey is booked and you should of received an email to confirm your journey. Unavailable means that we are not currently able to provide a journey for you within 1 hour either side of your selected pick up time.

How do I amend or cancel a journey?

From the My Bookings screen, click on the `Details` button on the individual booking. This will provide more information about the journey, provide an option to send us an email if you have a query with the booking and an option to cancel the journey. Simply select the `Cancel Booking` button and follow the on screen instructions.

Amendments to existing bookings are not able to be made. If you need to change any element of your booking, please cancel the journey and re-submit a new one.

I have tried to book/cancel a journey but I am not able to?

If you see the message `*Booking cannot be cancelled*`, it means that you are not able to cancel the journey online. This will either be because the journey was booked over the phone or you are attempting to cancel with less than 1 hour`s notice. If the pickup time is more than an hour away and you are experiencing problems, **please call the Booking Centre on 0345 2343344 or 0345 263 8153 for the Stamford & Peterborough service.**

I have made an error with my original booking request, what should I do?

Please cancel and re-book or call **0345 2343344 or 0345 263 8153 for the Stamford & Peterborough service.**

Do I need to cancel my journey if the times are the same but the number of passengers has changed?

Yes. Please cancel and re-book or send us a query email.

I've noticed my drop off time has changed, why is this?

Unless you tell us you need to be at your destination for a specific time, we may adjust your drop off time to accommodate other journeys en route.

How do I change my password?

Go to My Account and click on change password. Your password must have a minimum of 6 characters.

How do I change my contact details including my email address?

Go to My Account and click on Personal Details. Here you can change your address, phone number and registered email address.

How do I set a favourite journey?

Before you submit your booking, select the `Add this journey to favourites` checkbox. Each time you book a journey in the future, this journey will be available as a shortcut to speed up the booking process.

How do I track the vehicle I am booked on?

Within 60 minutes of your pick-up time you can track the vehicle you are booked on to see if we are running on time. From the My Bookings screen, click on the `Details` button on the individual booking and you should see a `Where's My Service` button. Click on this and you will see a Google Map with vehicle running information. If the vehicle we are operating with does not have on board communications equipment or there is a problem with the GPRS signal, a `No Status` message may be displayed. You can also track your bus from our mobile website.

View Your Bookings

Click on the details button for additional information or to cancel an existing booking.

Filter Results

Journeys taken between 15/08/2014 and 15/08/2015

Pick Up location Drop Off location Reset Search

List of Bookings

	Travel date	Pick up Location	Pick up time	Drop off Location	Drop off time	Service name
Details	15/08/2014	KINGS CLIFFE - WOOD LANE BENCH #1450	15:15 - 15:25	STAMFORD - BUS STATION #1404	15:32 - 15:42	49 Stamford & Welland CallConnect

Booking reference: 3478146 Passengers: 13
Scheme name: Lincolnshire CallConnect Wheelchair passengers: 0
Cost: Show Number of under 3s: 0

[Make This Booking Again](#) [View Scheme Details](#) [Where's My Service](#) [Booking cannot be cancelled]

Ask a question

Send

Can I book from a Mobile or Tablet device?

You can access the desktop Open DRT booking portal from any Tablet device including IPAD`s. The mobile site does not currently provide a booking facility, however you can view your journeys, cancel a booking and track your bus within 60 minutes of your pick up time from the mobile site.

I need some help!

We realise that the Open DRT portal is a big change from our previous online booking system. If you need any help, don't worry, simply call us on call **0345 2343344** or **0345 263 8153** for the **Stamford & Peterborough service** and select option 3 and 3 for online support, or you can email us at CallConnect@lincolnshire.gov.uk.

