

Hello and welcome to Bubba!



Bubba (www.bubba.at) is the bus booking assistant developed and operated by the City Tours group of companies. It was first released in January 2018, originally for internal use only. Since August 2019, it can also be used to view and manage all transportation contracts between City Tours and its providers. We are planning to release a major upgrade in 2020 which will also allow customers to book their bus online with just a few clicks.

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Access to Bubba

If we are aware of the existence of your company, you will probably already have a Bubba account, without yet knowing about it. If you don't, we can create one for you quickly.

• How to get access to Bubba ?

To be able to log into your Bubba account, you need **your Bubba ID** (= Username), and a **password**. You can get your Bubba ID by requesting it via mail at info@bubba.at. A City Tours operator will then send you a welcome mail which allows you to set your password yourself.

• How to set/reset your password ?

If you know your Bubba ID and the email address which you used for registering with Bubba, you can set a new password anytime you want via the following webpage: <http://www.bubba.at/provider/users/request-reset-password-link>

If you have any questions about the login process, or difficulties with setting your password, or other trouble with any step or process within Bubba, you can get assistance by the City Tours team via email or through the "Let's chat" icon in the bottom right corner of each Bubba screen, which will open a live chat with our technical assistants.



Your company profile

After having logged into your Bubba account, you can check, insert and change your company data in the "My Profile" section (<http://www.bubba.at/provider/profile>).

Profile and data management

- My profile - view or edit your company data

You can upload your logo, insert your company address and tax numbers, as well as your contact data.

MY COMPANY DETAILS			
CREENTIALS FOR BUBBA			
LSS-ID (= provider ID & username)		Password	*****
Current logo		Upload a new logo	
GENERAL DETAILS			
Company Name		VAT-ID	
Company Address			
ADDITIONAL VAT OR TAX NUMBERS IN OTHER COUNTRIES			
These are important for example when you are a company from outside Germany and make an invoice for us with a percentage of the kilometers in Germany			
German tax number (if available)		Austrian tax number (if available)	
Italian tax number (if available)		Polish tax number (if available)	
CONTACT DETAILS			
Main Email		Landline phone	
Email 2		Mobile Phone 1	
Email 3		Mobile Phone 2	
SOS Email		Emergency phone	
Website		Fax	
Skype		Wechat	
ICQ		Twitter	
Facebook			

Additionally, you can also give us more information about :

- the **services which you offer** (<http://www.bubba.at/provider/services>)
- your **vehicles** (<http://www.bubba.at/provider/vehicles>),
- your **staff** (<http://www.bubba.at/provider/staff>).

Profile and data management

- My profile - view or edit your company data
- My staff - view or edit your staff members
- My services - view or edit your service information
- My vehicles - view or edit your vehicle lists
- My regions - manage the regions which you cover

Bubba will use this information to find you better and to send you more requests and orders. Also, having inserted your vehicles and staff will allow you to interact more easily with Bubba and to save time when letting us know the driver and vehicle details for a confirmed Bubba order.

Finally, and **most importantly**, on the “My regions” screen

(<http://www.bubba.at/provider/regions>) you can **select your regions of interest** (= the regions where you deliver service, and where you want to get Bubba requests and orders for).

- My regions - manage the regions which you cover

My regions of interest

On this screen, you can choose the regions which you are interested in (= where your company regularly provides service). This doesn't necessarily need to be the region of your home city - it can be any region in the world where you are doing business.

Bubba will use this information to propose you jobs in the regions which you have selected, and also to send you relevant information about service related events in your region. Also, the City Tours team will use this information to contact you in case of bus breakdowns in a region which you have selected.

My currently selected regions

You have currently selected the following regions as "regions of interest":

You haven't selected any regions yet!

If you want to modify this information (add new regions, undo current selections), please use the dropdown menus and checkboxes below. Please don't forget to click the "save changes" button at the bottom of the page once you have finished your modifications!

Select a country

The below dropdown menus are interactive: Please do first choose the continent which you are interested in, and then the country. Please note that our individual repartition of continents follows a mix of geographical, political and economic criteria and does not correspond to any widespread or official continent definition.

Continent

Select a continent

Country

Select a country

My regions of interest in

In , you can choose among the following regions by checking or unchecking the respective checkboxes next to the region name. Feel free to select as many regions as you like. The first checkbox "Select all" will mark all regions of automatically.

If the country you are interested in doesn't have any sub-level regions, please click the "Select all" checkbox in order to select the entire country.

Select all

Please don't forget to click the "save changes" button at the bottom of the page once you have finished your modifications!

Save changes

LET'S
CHAT

As per standard, the region of your company seat is pre-selected. You can define any other regions of interest worldwide and add them to your list. Bubba will then send you requests and orders both for your company seat region as well as for any other region which you have selected.

The difference between Bubba requests and Bubba orders

Bubba searches automatically for eligible providers whenever City Tours has a job to place or a service to request.

To do so, it uses the data from your “My Profile” section. According to what you have defined there, you will get :

Bubba requests :

These will come by email to your registered address.

They usually are sent to more than one provider, have no fixed budget, and need a price bid from your side.

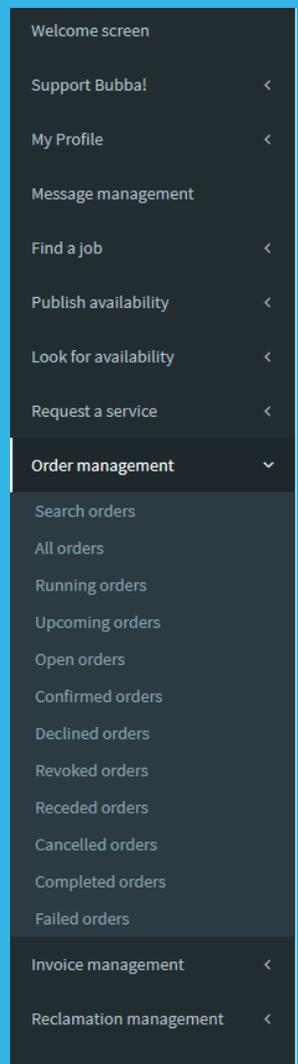
If you are interested in the service, please send your price bid as an answer to the request by email. City Tours will then get validation from the respective customer, and if he agrees with your proposal, place the order for the requested job with you.

Bubba orders :

These will come by email to your registered address, and will also be visible in your Bubba account in your “Order management” section (<http://www.bubba.at/provider/booking-providers/order-management-index>).

They are sent only to one provider (= you), they do have a fixed budget, and you can either accept or decline them.

If anything is unclear, you can also comment them without declining them – or send a comment together with your accepting / declining action.



How to accept or decline a Bubba order

When you get a Bubba order, please use the link in the email to log into your Bubba account.

To confirm, decline or comment this order, please use the following link to log into your Bubba account: [Click here to interact with Bubba!](#)

You can find the login link in the bottom section of each order mail, where it says Clicking on “Click here to interact with Bubba!” will take you to a login screen where you will need to enter your Bubba-ID and your password.

After having logged in, you will directly be on the “C/D/C screen” (= Confirm / Decline / Comment – Screen), where you can see all the details of the order in question.

On this screen, you can:

- Check your company data (particularly your invoicing address and VAT ID)
- Take note which of the different City Tours companies is your contract partner for this order
- Take note of Order ID and tourcode which we will need as a reference on your invoice
- Read all details of the order (group details, service parameters, service

description, pricing information, exclusions / inclusions)

Contracting companies	
This order is a contract between the following companies:	
Ordering company (= your client)	City Tours GmbH, Rosallgasse 19/6, AT A-1120-Wien, Phone / mobile: +43 1 966 02 61, Mobile phone: +43 699 1952 49 34, Mobile phone 2: +43 676 4900 725, Emergency phone: +43 676 52 02 494, Email: info@citytours-austria.com, Website: www.citytours-austria.com, VAT-ID: ATU96115401
Providing company (= you)	City Tours Austria, Phone: 77777, Mobile phone: 77777, Mobile phone 2: 77777, Emergency phone: 77777, Email: info@citytours-austria.com, Website: 77777, VAT-ID: 77777

Order details			
Reference details			
Tourcode	Booking ID	Order ID	
GIDVIEN191101A003158KS01 LOGR006873	7702		3596

Group details		Service parameters	
Service language	English	Meeting point	Vienna, Austria
Tour leader name	unknown (tba)	First day	01.11.2019
Tour leader phone	unknown (tba)	Beginning time	08:45
Number of participants	31	Ending point	Vienna, Austria
		Last day	01.11.2019
		Ending time	12:45



Finally, you have the possibility to act in three ways:

You confirm (= accept) the order

You decline (= refuse) the order

You comment the order*

Comments about this order

Add a comment:

comment this order

confirm this order

decline this order

*Commenting the order can be done as a single action (without yet accepting or refusing the order), or together with confirming or declining action. In any case, commenting the order will start an “on-page discussion” between you and the City Tours operators, where all messages about the order will be stored and made visible directly on the order itself, which helps keep all information tidy and together and saves time both for you and for us.

Please note: if you don't confirm or decline a Bubba order, Bubba will automatically remind you of it three times by email. If you still don't react, Bubba will automatically start searching for a different provider to place the order with.

How to manage a Bubba order

After having confirmed (= accepted) a Bubba order, you can anytime look at it within your Bubba account, on the “Order details screen”. If you have more than one Bubba order, you can use the “Order management” main screen or the “**Order management**” section of Bubba to navigate to lists which show your Bubba orders according to **different criteria** (e.g. running orders, cancelled orders, failed orders etc.).

The “Order details screen” shows you:

- The **current status of the order**
- The **contracting parties**
- The **reference numbers for communication and invoicing**
- The **group and service parameters**
- The **service description**
- **Eventual comments about the order**
- The **pricing details**

Group details

Service language	English
Tour leader name	unknown (tba)
Tour leader phone	unknown (tba)
Number of participants	31

Service parameters

Meeting point	Vienna, Austria
First day	01.11.2019
Beginning time	08:45
Ending point	Vienna, Austria
Last day	01.11.2019
Ending time	12:45

Service description

car rental service in Vienna

Pricing details

Total pricing	100,00 EUR (EUR 100,00 incl. VAT)
Visible VAT on invoice	AT-VAT
Tippling policy	voluntary tips
Included in price	street tolls
Provided by tour leader	parkings
Payment method	wire transfer after reception of your invoice

Documents which refer to this service

Upload invoice Upload a document

Order history and status

This order has been issued by Bubba on 23.10.2019 at 18:05 hrs. You have confirmed it on 24.10.2019 at 10:09 hrs. Service will start on 01.11.2019 at 08:45 hrs. The current status of this order is: **CONFIRMED**. Confirmed status means that you have already confirmed the order, but the service isn't going to start soon. To see more confirmed orders, please [click here](#). Tour leader: unknown (tba), Phone: unknown (tba)

[Add driver / vehicle details](#) [Recede order](#)

You can also use this screen to:

Go to the “**Add driver and vehicle details**” screen

Upload documents which refer to this order (e.g. bus pictures, driver or tourguide photos,...)

Upload the invoice for this order

Comment the order

The advantages of using the “Order details screen” to manage Bubba orders:

- Adding driver (or tourguide) and vehicle details is best done directly within Bubba. This allows Bubba to send the details to the customer in real time, without manual interference by a City Tours operator, and helps us all save time. The same goes for any later changes of driver (or tourguide) and/or vehicle. If you have previously added your staff and fleet information into your “My profile” section of Bubba, you can choose from drop down lists and save even more time.
- Uploading documents which refer to an order makes it easy for us to show them to the customer. This might be necessary in some cases, for example when a government or military group needs to see the registration papers of a vehicle, or the passport of a driver or tourguide.
- Uploading an invoice directly on the “Order details screen” will make it appear instantaneously in the Bubba account of our accountants, and enable them to assign and pay the invoice much more quickly than if you send it by email.
- Commenting the order will start an “on-page discussion” between you and the City Tours operators, where all messages about the order will be stored and made visible directly on the order itself, which helps keep all information tidy and together and saves time both for you and for us.

How to insert driver and vehicle details

On the “Add driver and vehicle details” screen of each order, you can let us know which of your staff members (for driving-related services: which driver / for guided tours: which tour guide etc.) will actually deliver the booked service.

For driving-related services, **you can also inform us about which vehicle you will be sending to accomplish the job.** This information will be passed on to the customer, **to enable him to find your staff and/or vehicle easily and to avoid problems on the service day.**

The screenshot shows a web form with two main sections. The top section, 'OPTION A: CHOOSE FROM LIST', features a dropdown menu with the word 'select' and a small arrow icon. The bottom section, 'OPTION B: INSERT MINIMUM INFO', contains several input fields: 'First name', 'Last name (- family name)', and 'Mobile phone number'. Below these is a checkbox labeled 'Share above details with customer?' with radio buttons for 'Yes' and 'No'. At the bottom left is a green button labeled 'Save minimum only', and at the bottom right is an orange button labeled 'Give us more info'.

You have **three choices** how to let us know the details:

- If **you have inserted your staff and/or vehicles in the “My Profile”** section of your Bubba account, you can quickly and easily choose the respective staff member and/or vehicle through the **“OPTION A”** dropdown lists.
- If you don’t yet have inserted staff and/or vehicles, you can give us the minimum information about them through the **“OPTION B”** form fields on the **“Add driver and vehicle details”** screen itself.
- As a third option, **you can use the orange “Give us more info” button** to get to a screen where you can enter more details about the staff and/or vehicle you will be using. On this screen, **you can even upload photos of the staff and/or vehicle**, and you can save the given information not only for this specific order, but also add it to your staff and/or vehicle list for future usage through the **“OPTION A”** dropdown menus.

Please note that Bubba will automatically remind you in regular intervals per email in case you didn't yet insert the staff and/or driver details for an upcoming order.

How to upload an invoice

The screen “Upload an invoice” is a powerful tool to accelerate payment of your service by interacting directly with the respectively competent City Tours accountant.

Documents which refer to this service

Upload invoice

Upload a document

You can:

- Look at the “Expected invoice data” section to check how the invoice should look like according to our viewpoint, including the billing information of your company, and the invoice details of the respective City Tours company which has placed the order with you.

EXPECTED INVOICE DATA	
Here, you can look at the expected data on your invoice. Please check if your invoice actually corresponds to this data before uploading, thank you! If there is a reason why the invoice differs from what is shown here, you can explain it in the "comments about the invoice" field below.	
Invoice should be addressed to:	City Tours GmbH, Rosallgasse 19/6, AT-A-1120 Wien, Austria, VAT-ID: ATU66115401
Invoice should be issued by (= your company data):	unknown, VAT-ID: Edit 
Reference data:	Tourcode: GIDVIEN191101A003158KSB01 LOGR006673, Order ID: 3596
Service timeframe:	From 01.11.2019 at 08:45 hrs until 01.11.2019 at 12:45 hrs
Service category:	driving
Service description:	car rental service in Vienna
Pricing:	EUR 100,00 incl. VAT
Pricing comments:	-
Please note that additionally, your invoice needs to carry the issue date, a consecutive invoice number, the currency name, the applicable VAT percentage and the included VAT amount. You might also want to put a due date on the invoice or alternatively let us know about the due date when you upload the document.	

- Inform us about how to treat the uploaded invoice (for example, if there is more than one invoice for a specific job, you can let us know whether the newest one should replace one or more of the previously uploaded invoices, or whether it should be added to the previous invoices).

INVOICE UPLOAD	
Have you checked your invoice according to the above checklist?	<input type="radio"/> Yes <input type="radio"/> No
Whom shall we contact if we have questions about the invoice?	Select from My Staff select 
	Invoice contact name
	Invoice contact phone
	Invoice contact email
Invoice document to be uploaded:	Durchsuchen... Keine Datei ausgewählt.
Comments about the invoice:	<input type="text"/>
Invoice due date:	Due date 

- Give us an accountancy contact within your company for this invoice (= name a person who we should contact if there are any questions about this invoice).
- Add comments to the invoice, like explaining why it does not correspond to what we expect it to look like.
- Enter the invoice details into the fields of the “Give us information about your invoice” section, allowing our accountants to save even more time by not having to type invoice number, date, currency, VAT details into our accountancy software.

OPTIONAL: GIVE US INFORMATION ABOUT YOUR INVOICE	
If you give us the following information about your invoice, we don't need to type it in manually and can procedure your invoice much quicker. Also, we can concentrate on selling more services for you and other Bubba users!	
Your invoice number	<input type="text"/>
Your invoice date	Invoice date 
Your invoice currency	Euro 
Total invoice amount incl. VAT	<input type="text"/>
VAT percentage (if applicable = if only one VAT percentage on the document)	<input type="text"/>
VAT amount included (if applicable = if there is any VAT included)	<input type="text"/>
<input type="button" value="Upload invoice and optional data"/> <input style="color: red;" type="button" value="Cancel (will lose data!)"/>	

Uploading it, will considerably speed up the process of checking your invoice and sending the payment to your account. It does also allow us to save valuable working hours of our staff which we can invest into getting more jobs for you and all other Bubba users.

How to find open orders in Bubba

Do you want to look through a list of available jobs which Bubba is looking to place? And to sort them by different criteria like starting or ending place, starting or ending date, or service type? If so, you can do this very easily, directly from the start screen of Bubba. You don't even need to be logged into your account: these data are publicly available to anybody.

Here is what you need to do:

1. Visit the start screen of www.bubba.at (without being logged in).
2. Select your search criteria on the search form. You can choose:

- a timespan “from – until” for the start date,
- another timespan “from – until” for the end date,
- a continent and/or country and/or region for the start place,
- a continent and/or country and/or region for the end place,
- a service type and/or service subtype,
- a service language

You don't need to insert any criteria, you can also let everything blank to get the full list.

3. Click on the green “Get the list!” button. Your computer, tablet or mobile phone will now download a list of open orders for you to look at, as a MS Excel file.
4. Open the MS Excel file, look through the available open orders

I	J	K	L	M	N	O
Startplace	Endmoment	Endplace	Service description			
Zürich, Switzerland	29.12.2019	Bern, Switzerland	rich Airport to leoneck Swiss hotel Trip no. 2 Dec 29 11am Hotel BergfreundDorfstrasse 93, Herbrigen, 3927, Switzerland to Helvetiastrasse 31, Untere			
Zürich, Switzerland	13.02.2020	Zug, Austria	13th February 2020 2030 hrs pick up Zurich airport.Zurich airport to Zug (Lech) Austriaone way transfer			
Zug, Austria	18.02.2020	Zürich, Switzerland	18th February 2020 pick up 1500hrone way transfer from Zug (Lech) to Zurich airport			
Frankfurt am Main, Germany	24.02.2020	Karlsruhe, Germany	Karlsruhe Am Wald 2, 76149 Karlsruhe, Germany) in Karlsruhe (approx. 10:30 am) travel from church at The Justice Project Adlerstraße 9, 76133 Karlsruhe			
Karlsruhe, Germany	01.03.2020	Frankfurt am Main, Germany	March 1st transport from the hotel in Karlsruhe to the Frankfurt airport (depart approx. 6:30 am) (first flight departs at 10:15 am)			
Bologna, Italy	27.03.2020	Siena, Italy	10.03 Landung Flughafen Bologna "Austrian" OS547transfer to Siena,Hotel "Italia" Viale Camillo Benso Conti di Cavour 67			
Siena, Italy	29.03.2020	Bologna, Italy	29.3.2020 15.15. one way transfer Siena to Bologna			
Nantes, France	08.04.2020	Nantes, France	ARD DE VINCIUE FROMENTEAULA GUYONNIERE85803 MONTAIGU – VENDEE8/04 the grp leaves from NANTES at 14.45 with flight U2 2712at 12.45 they st			
Amsterdam, Netherlands	21.04.2020	Amsterdam, Netherlands	iris13.04.20 : Paris-Lucerne14.04.20 : Lucerne-Milan-Venice15.04.20 : Venice-16.04.20 : Venice-Pisa-Rome17.04.20 : Rome18.04.20 : Vatican-transfer to air			
Milano, Italy	18.05.2020	Milano, Italy	re HotelNumber of Passengers 19Luggage 1 standard cabin bag per passengeraddress hotel: Pickup in Parma City Centre HotelDate M			
Firenze, Italy	30.05.2020	Roma, Italy	'ip in a single day for 34 people. Pickup in Montalcino at Hotel dei Capitani, (Via Lapini, 6, 53024 Montalcino SI, Italy) in the morning ("0800), drive grou			
Stralsund, Germany	06.06.2020	Wismar, Germany	ig, 6. Juni 2020 ca. 10:30hFahrrad und Personen-Transfer mit Busvon Stralsund nach Wismar12 Personen und 12 Fahrräder			
Dietrichgasse, 1030 Wien	08.06.2020	Dietrichgasse 48, 1030 Wien	ahrt : 10:00 Dietrichgasse 48 1030 WienFahrt: Museumsdorf NiedersulzAbfahrt aus Niedersulz spätestens 16:00 in in die Dietrichgasse			
Salzburg, Austria	15.06.2020	Salzburg, Austria	o Altstadt on 15 Juneflight no: TK 1381 arriving 9.45pick up time: 10:30drop off address: Gast. St. Sebastian, 5020 Salzburg, Linzer gasse 41			
Nauen, Germany	30.06.2020	Nauen, Germany	266. von Nauen zum Werbelinsee30.06 von Werbelinsee nach Nauen 2 Transfers			
Frankfurt, Germany	13.07.2020	Frankfurt, Germany	nten!)• Halbtagesfahrt in Erfurt Tag 7:• 11.07.20• Ganztagesfahrt: Hotel in Erfurt – Weimar (evtl. mit Instrumenten!) – Bitte schicken S			
Schwerin, Germany	12.07.2020	Schwerin, Germany	09.07.2020 - 12.07.2020for 4 daysfrom Hotel in Schwerin to Airbeat one festival in Neustadt-glew and back			

5. If you want to take any of them, write us an email with the tourcode of the order which you want to take at info@bubba.at or info@citytours-europe.com.

Save your search criteria for the next time

If you want to save your search criteria for your next visit to Bubba, you can also get a bookmark link which you can save and re-visit anytime, and which will show you the currently open orders which correspond to your search criteria in real time.

To do this, just click on the blue “copy to clipboard” button which Bubba will show you below the green “Get the list!” button after you have started your first search.

The effect will be like when you press “Ctrl+C” on your keyboard: the link will be in the temporary memory of your PC, and you can paste it with “Ctrl+V” into any software you like, for example into your browser.