

<b>Confidentiality:</b>	Internal	<b>Prepared by:</b>	Training Team
<b>Organization:</b>	Qtech Software Pvt. Ltd.	<b>Approved by:</b>	Christopher Keve
<b>Doc Owner:</b>	Christopher Keve	<b>Date/Version:</b>	V1


## Booking Flow & System Emails

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*This documentation is prepared based on a sample OTRAMS system and bears similar functionality to the site Qtech Software Pvt. Ltd developed for your organization. Design/minor functionality variations may exist depending on the scope of your Booking Engine. Please contact our support team for any clarifications you need.*

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 <small>online travel reservation and management system</small>	<b>Confidentiality:</b>	Internal	<b>Prepared by:</b>	Training Team
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## Booking Flow:

### Agent Registration

When an agent signs up on the system, an email is sent to the agent and the sales representative. All the information that the agent has provided during the registration is displayed in the body of this email.

#### Steps:-

1. Get the agreement signed with the agent
2. Decide the agent is cash or credit
3. Assign the consultant to agent
4. Assign the booking rights (Can Book , Can voucher etc.)
5. Assign the supplier set up the mark up & lead time.
6. Activate the account of agent

### Agent Confirmation

When someone from the sales or management team approves the agent, an email is sent to the agent with his access credentials. The consultant that the sales team selects is also marked in this email.

#### Steps :

1. Consultant of the agent has to monitor all the bookings.
2. Consultant has to reconcile the bookings of agents
3. Consultant has to check the On Request booking with in deadline period
4. Consultant need to check how many bookings are cancelled by the agent in last minute


### Booking Email

This email is triggered to the agent and the consultant each time a booking is posted in the system. The system will send out an email for each status of the booking, that is On Request (yet to be confirmed with the supplier), Confirmed (confirmed with the supplier), Vouchered (The agent has made the payment), Cancelled (When a booking is cancelled in the system)

#### Steps :

1. Check the booking details are matching on email & back office
  - A. Rates
  - B. Hotels
  - C. Room Details
  - D. Cancellation Policy



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## Failed Bookings

In the event of a failed booking, the system sends out an email to the agent and the consultant that the booking has failed. Bookings sometimes fail due to technical reasons.

### Steps :

1. Check the reason for the failure in booking in the email which the system sends for failed booking emails.

## In process cancel

When an agent/back office user tries to cancel the booking however it's not cancelled in the supplier system, an email is sent to the agent and the consultant (Operations) to inform them that the booking is not yet cancelled on the supplier system and its status is in process cancel. The consultant should log into the supplier system and cancel the booking.

### Steps :

1. Cancel the booking in supplier system.

## Amendment Request

when the agent requests an amendment to a booking, an email is sent to the consultant (Operations). It is an offline process from where the consultant needs to check the booking and see if a modification is possible in supplier system.

### Steps :

1. Consultant of the agent will receive the amendment request
2. He needs to check if amendment charges are applicable on the booking
3. Based on that he has to confirm the agent about the amendment charges if any.
4. If agents confirm, consultant need to amend the booking in the supplier system.
5. Same details need to be entered in our system with amendment charges if any.

## Request to Cancel

Agents cannot cancel bookings that are within cancellation policy. For such bookings they can request their consultant to cancel it on their behalf. When the agent requests to cancel a booking, an email is sent to the consultant. It is an offline process from where the consultant needs to check the booking and see the cancellation charges applicable on the booking. Based on that he will apply the charges from back office.

### Steps :

1. Consultant of the agent will receive the cancellation request
2. He needs to check the cancellation charges are applicable on the booking
3. Based on that he has to inform the agent about the cancellation charges.
4. If agents confirm, he need to cancel the booking in the system, applying manual cancellation charges



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## Booking Cancellation Reminder

This email is sent from the system for confirmed bookings which are not vouchered. If the booking is not vouchered 24 hours before the cancellation policy it sends an email to agent, if agent fails to take an action then the system will automatically cancel the booking.

Confirmed and On Request bookings which are within deadline are displayed in the top of the booking search list, so that the operations team can check and take corrective action in the event of a system malfunction either at your end, or at the supplier's end.

### Steps:

1. The consultant of the agent has to follow up with the agent to voucher the booking.
2. He need to confirm the agent that booking will be released on deadline date & he cannot take any further action.

## Reconciliation Reminder

Booking Reconciliation is a process to ensure that details captured in the Supplier's system match the details in your own system. The Suppliers make many changes to their systems on a regular basis; at times without a notification being sent out. These changes can lead to a mismatch between details captured by the Supplier system and your system for the same booking. By reconciling your bookings on a daily basis, you can ensure that the details in your system are in sync with the details in the Suppliers system. You can delegate this task of Booking Reconciliation to anyone from your operations team.

### Steps:

1. The reminder email will highlight to the operations team when the booking reconciliation is not being done regularly as it includes the number of bookings which are pending to be reconciled for the day. You can get the total count of bookings pending reconciliation from the recon module using the date and supplier filters.
2. The back office user can apply the date wise filter & check the bookings

## Note Emails

When a reminder is set in the Note module, this email is sent out to act as the reminder.

### Steps:

1. The reminder email will be received on the registered email id of the back office user
2. The user can check the notes & can take appropriate action

## Supplier system is down/slow

At times the supplier's system goes under maintenance, or is facing issues. Any XML request sent during this time can be affected by this behaviour.

### Steps:

1. If you are facing issue in loading time for hotel/service listing, Please check if you have received a maintenance email from the supplier or Qtech Team

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2. If yes please deactivate that supplier.

3. If no please remove supplier one by one & search.

4. If the loading time of search gets reduce after removing a supplier kindly deactivate the supplier from the system.

5. Send email to support team [support@qtechsoftware.com](mailto:support@qtechsoftware.com) so we can coordinate with that specific supplier whose response is slow.

6. Reconcile all bookings made during this period at the earliest, also do a check for all bookings posted in the supplier system and check that all bookings are posted in your system as well.

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## Alert emails:

If you are not receiving these emails, please let us know on which ID this email should be set and we will set it for you.

## Hotel Name is blank

At rare times when there is a change in the hotel code in the supplier's system; our system doesn't receive the hotel name from the supplier. This email will be sent to your operations team so that they can modify the booking from the back office and update the booking with the correct details.

### Steps:

1. The consultant of the booking can cross check the hotel details from supplier system
2. Once the consultant verifies the detail he can modify the booking in our system & can add the hotel details

## Booking not posted

Our system checks and reconfirms that issues posted in the supplier's system are posted in our system. It will send out an email if it finds a case where the booking is not present in our system but its present on the supplier's system.

### Steps:

1. Check if the booking is posted in the supplier's system.
2. The consultant can post an offline booking for an agent in our system if the booking is not present.

## Duplicate Bookings

When two bookings are made with similar details, the system will alert your team of the possibility of them being duplicate bookings. If one of them is found to be duplicate your team can cancel either one.

### Steps:

1. The consultant should check the bookings and verify with the agent that the bookings are not duplicate and cancel the duplicate booking (if any).

## Cancellation Failed with XML Log

When the system doesn't manage to cancel a booking on the supplier system, it sends out this email so that the back office staff can cancel the booking manually on the supplier's system. They should also enter whatever cancellation charges (if any) into our system so that it is in sync with the supplier's system. An xml log is included in this email you can also ascertain the reason for the failed cancellation.

### Steps:

1. Cancel the booking in supplier system.



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2. Check the reason for the failure in cancellation.
3. If the issue is from our end kindly send the email at [support@qtechsoftware.com](mailto:support@qtechsoftware.com)
4. If it's a supplier issue you can contact the supplier

## Failed Bookings with XML Log

This email is sent out along with an XML log whenever a booking fails in the system. The operations team should check this booking in the supplier's system and act accordingly.

### Steps:

1. Check the reason for the failure in booking.
2. If the issue is from our end kindly send the email at [support@qtechsoftware.com](mailto:support@qtechsoftware.com)
3. If it's a supplier issue you can contact the supplier

## Immediate action required for In process Cancel Booking(s)

Sometimes cancellation requests from the system fail due to unforeseen circumstances; this alert will update you whenever the cancellation request has not worked successfully. Your team will need to log into the supplier's system and cancel the bookings manually. This email is triggered every 6/12 (configurable) hours for all in process cancel bookings in the system.

### Steps:

1. You can action multiple in process cancel booking at a time, hence it's recommended to review this mail & check each booking
2. If you have not cancelled the booking in the supplier's system, **DO NOT** force cancel in your system. Force cancel should only be used when the booking is already cancelled on the supplier's system.

## Stop booking

When dealing with dynamic inventory, where either the price or the availability changes, we stop the user from proceeding with the booking.

The system will also send out an alert informing you of this.

### Steps:

1. You can inform the Qtech team immediately at [support@qtechsoftware.com](mailto:support@qtechsoftware.com) when you are unable to proceed with a booking. Our team will check and update you with the reason why the booking was stopped.

## Vouchered without voucher ID

There are rare possibilities where the voucher ID is not saved due to a connectivity issue or due to usage of multiple tabs, this alert will update your team whenever this situation occurs so that they can remedy the situation.

### Steps:

1. Update the voucher id of the booking with an immediate effect

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## Mark-up change notification

This alert email can be used to keep a record of whenever someone changes the mark-up for a supplier.

### Steps:

1. No action is required

## Rate Change on Book Now

When there is a rate change for suppliers during the booking flow the operations team receives this email.

The mail has info of old rate & new rate. It containing booking info as well as agent Id.

### Steps:

1. This emails gives you the details for the bookings with new & old rate.
2. Contact Qtech team at [support@qtechsoftware.com](mailto:support@qtechsoftware.com), you can also generate the dispute for rates from Recon. Please do either one only.
3. We will further contact with supplier with XML logs or will ask you to contact for them.

**Note:** Qtech Team doesn't keep the availability XML logs for more than 15 days as it consumes space on the server.

## Revenue is Negative

When the system has made no profit with a particular booking the operations team will receive an email with booking Id & revenue loss this can happen if the mark-up is not set on the agent, there is a rate change in booking etc.

### Steps:

1. Check the mark-up of the agent & correct it.
2. Check if the booking is modified with incorrect details.
3. Check the exchange rate is correct for the booking.

## Jac - Booking cancelled on Supplier system

Only applicable if your system is consuming a feed from Jac Travels

If the booking is directly cancelled from the supplier Jac Travel & the booking exist in our system the email will be received by the operations team with the booking id.

### Steps:

1. Check the booking & update the status as cancelled in our system too.

## Problem in Travco Booking

Only applicable if your system is consuming a feed from Travco

This is a very a rare scenario when agent is posting a booking for multiple itinerary while system is unable to capture both the itineraries or any other mismatch in the booking then this email is sent to the operations team.



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#### Steps:

1. Check the booking in Travco system & post an offline sector booking in system.

### Travco booking not found

Only applicable if your system is consuming a feed from Travco

If there is a booking which is existing in the supplier system Travco however not posted in our system. Operations team will receive an email with supplier reference no. Which are posted in Travco but not in our system.

#### Steps:

1. Check the booking in Travco system & post an offline sector booking in system.

### Cancellation Deadline Issue

If there is a mismatch in the cancellation deadline of the booking then operations team will receive an email with the booking id & supplier reference no.

#### Steps:

1. Check the booking & do the required amendment in cancellation policy by modifying the booking.

### Diff Rates for the booking

This is an email which gives rate difference for few suppliers only. It gives the info of Old Rate & New Rate for a booking.

#### Steps:

1. This emails gives you the details for the bookings with new & old rate.
2. Contact Qtech team at [support@qtechsoftware.com](mailto:support@qtechsoftware.com), you can also generate the dispute for rates from Recon. Please do either one.
3. We will further contact with supplier with XML logs or will ask you to contact for them.

**Note:** Qtech Team doesn't keep the availability XML logs for more than 15 days as it consumes space on the server.

### Mapping Email

This email is set up to receive the emails for those cities or nationalities which are not mapped in the system. If an agent searches in the system & unable to find the results an auto email will be received by the system admin that destination or nationality is not mapped.

#### Steps:

1. The mapping can also be done from Housekeeping >> Mapping >> Country/City/Nationality

### Exchange rate updated

When the exchange rate in the system is updated in the system an email will be received by the system admin that the exchange rate has been updated in the system.

#### Steps:

1. Check the exchange rates or you can also verify ROE report, based on this you can apply the buffer mark-up on exchange rates.

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### Credit Limit Changed

If the credit limit of the agent is changed by the back office user then an email will be received by the system admin that the credit limit this agent has be update from value A to Value B. Even if the cash agent has been updated as Credit Agent an email will be sent.

**Steps:**

1. No Action is required.

### In Process booking

We are in the process of integrating a new status called In Process Booking which are partially posted in the system. This status will be used for scenarios where we get blank responses or incomplete responses from the supplier. We will notify you when this is integrated and made available in your system.

**Steps:**

1. Check the booking on the supplier's system if it exists; modify the booking with the details and status which was posted on the supplier's system and inform the agent accordingly.