

□ HotelMate - Managing Travel Agents

1. Accessing the Travel Agents Module

- From the **sidebar menu**, go to **Reservation → In-House**.
 - The dashboard displays:
 - **Travel Agent Performance**: A visual chart showing each agent's contribution by **Revenue** or **Room Nights**.
 - **Agent Statistics**: A breakdown table of channel, currency, revenue, reservations, and room nights.
 - **Agent List**: All travel agents added to the system with quick edit and performance options.
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2. Adding a New Travel Agent

1. Click + **Add Agent**.
2. Fill in the fields:
 - **Name**: Agent
 - **Agent Type**: Select the category that best describes the agent. Options include:
 - **Local Travel Agent** – Domestic agencies working within your country.
 - **International Travel Agent** – Agencies booking from overseas markets.
 - **Online Travel Agent (OTA)** – Platforms like Booking.com, Airbnb, Expedia.
 - **Corporate** – Direct tie-ups with businesses for employee stays.
 - **FIT (Free Independent Traveler)** – Direct individual guests not tied to agents.
 - **Email**: Contact email.
 - **Phone**: Contact number.
 - **Commission**: Enter % commission agreed with the agent.
 - **Address**: Billing/office address.
 - **VAT No**: For tax purposes.
 - **Status**: Active or Inactive.
3. Click **Save**.

✓ The agent will now appear in the list and contribute to performance stats.

3. Editing a Travel Agent

1. Locate the agent in the list (right-hand panel).
2. Click the **edit (pencil)** icon.
3. Update details such as email, phone, commission, or status.
4. Click **Save** to apply changes.

This ensures your agent database always remains up to date with correct commission rates and contact information.

4. Viewing Agent Performance

- In the **Travel Agent Performance** section, toggle between:
 - **Revenue**: Displays contribution by income.
 - **Room Nights**: Shows number of nights booked through each agent.
 - Each agent is represented on the chart, helping you quickly identify your top-performing channels.
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5. Agent Statistics Table

Below the chart, you'll see a table summarizing:

- **Channel**: Name of the agent or OTA.
- **Currency**: Transaction currency.
- **Revenue**: Total earnings from the agent.
- **Reservations**: Number of bookings received.
- **Room Nights**: Number of room nights generated.

This table allows for quick comparison across all agents.