**Nearby Travel Solution**

**Tour Packages Document**

**Document details:**

|  |  |
| --- | --- |
| Version | 0.9 |
| Document type | Draft |
| Release date | October |

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# Introduction

In Nearby Travel Solution we offer tour travel packages, commonly they combine such things as transport (i.e., Flight, Train, Bus, Cabs), accommodation (Hotels & Resorts) and meals.

# Types of packages

We offer different types of packages which encompasses of domestic and international.

1. Domestic tour packages

2. International tour packages

3. Hotel and Resort packages

# Domestic tour packages

A fascinating experience on visualizing the secular culture and diverse landscapes, the history, which dates back to thousands of years, with various options are opted for any customer to choose in.

Domestic tours package comes in two options,

1. Pilgrimage (Tirupati, Shridi, Manthralaya, Kasi etc.,)

2. Holiday packages (Culture, Wildlife & Eco, Beaches of India, etc.,)

# International tour packages

There is always something that is promised on ultramodern southeast Asian cities of the Malaysia, Singapore, Thailand, Dubai and Bhutan etc.., where the holidays are to be embarked upon.

International tours packages come in two options,

1. Best seller package (which comes in favorite destination and luxury stay)

2. Affordable packages (which comes in favorite destination with budget package).

# Hotel and resort packages

Ideal for family departure to have romantic serenades, weekend destinations and corporate retreats alike, both hotels and resorts offer contemporary and elegant interiors, excellent standards of hospitality, ample activities and so much more, making each the preferred choice for seamlessly fulfilling and memorable stays.

Flows on mono package, given by hotel and resorts.

# Process flow diagram

## Domestic and International packages

|  |
| --- |
| Package from Vendor  End customer will receive the electronic invoice and message for successful booking.  NTS backend team  On booking confirmation, NTS team will confirm the booking with vendor to ensure the availability.  On successful booking, the vendor should be paid with the amount after debiting NBT commission  NBT Finance team  Customer  On success  On clicking – “confirm booking”, payment will be debited from retailer wallet  On successful customer data entry, it directs to the payment page  On choosing the package it shows the detailed itinerary, customer can opt their preference  **1. Domestic package**  **2. International package**  3. Hotel & Resort package  Retailer can choose travel packages on clicking packages icon  Enable the packages to retailer portal  Upload in PNB admin portal  Yes  NO  NTS head validation |

## 6.2. Hotel & Resort packages

|  |
| --- |
| Success / Failure  Package from Vendor  Retailer wallet will be credited with the whole amount.  Failure  Success  End customer will receive the electronic invoice and message for successful booking.  On booking confirmation, NTS team will confirm the booking with hotel/Resort to ensure the availability.  On booking confirmation, NTS team will confirm the booking with hotel/Resort to ensure the availability.  On clicking – “confirm booking”, payment will be debited from retailer wallet, and status will be kept as “**pending**”  On clicking – “confirm booking”, payment will be debited from retailer wallet  <=15 days  On successful customer data entry, it directs to the payment page  On successful customer data entry, it directs to the payment page  >=15 days  On choosing the package it shows the detailed itinerary, customer can opt their preference  NOTE: **The following needs to be scrolled/shown permanent as disclaimer**  On booking customer has two conditions,  1. If the booking date is <=15 days’, booking status will be sent after 2 hours from the time of booking between 09:00AM to 08:00PM, if booing is done after the specified time period booking will be confirmed by 10:00AM next day.  2. If the booking date is >=15 days, confirmation will be sent immediately.  NTS backend team  On successful booking, the vendor should be paid with the amount after debiting NBT commission  NBT Finance team  1. Domestic package  2. International package  **3. Hotel & Resort package**  Retailer can choose travel packages on clicking packages icon  Enable the packages to retailer portal  Upload in PNB admin portal  Yes  NO  NTS head validation |

# Why are we different?

1. Better cost with standard hotels

2. 24/7 customer support to clarify any doubts on booking

3. End customer will receive the tour plan along with SPOC details, pickup point and emergency contact number

4. One stop solution for one’s travel desire.

# Application rights

Booking (success & failure) details are to be enabled on Admin, Sales and CRM domain with access restrictions.

|  |  |  |
| --- | --- | --- |
| Team | Access type | Column |
| Nearby Travel Solution | Full access | All details |
| Finance team | Full access | All details |
| Sales | Transaction details only | Retailer name, Number, Package detail, Transaction status, if failed refund status |
| CRM | Transaction details only | Retailer name, Number, Package detail, Transaction status, if failed refund status |

# 9. Interdependencies within NBT

The following teams are required as support function to run the product successfully.

1. Sales team

2. Finance team

3. CRM team

4. Core team (Nearby Travel Solution team)

# Nearby Travel Solution (Finance)

Finance: Booking confirmed by the retailer – debit from retailer wallet- Electronic invoice generate and send to Email or Mobile to the guest and retailer

* Domestic Tours:

Dependents on packages – Preferred vendor – Backend Travel Team confirmed with the vendor and get the confirmation for the booking then mail notification comes to finance - payment paid three days before departure of guest for Domestic tours

* International Tours:

FIT & GIT Tour Packages- Preferred Vendor – Backend Travel Team confirmed with the vendor with confirmation number/ name

Payment made to Vendor – 60day before departure of Guest 15% from the tour cost, rest of the amount paid on 45days before departure for International packages

## Working Markup

* Domestic Tours – 15% Markup
* International Tours – 20% Markup
* Hotel & Resort – It will vary some time they will provide the commission or we will keep mark up from their Net rate depends on rack rate

**PNB – 60% from the Markup for Retailer- 40%**

Note: No distributor commission and OD for tour packages

## GST billing

GST 5% applied on all the tour packages\*

# Terms and conditions

## Confirmation policy

## Cancellation policy

**Domestic Tour**:

* Period to 45days of Booking Only Service charge will apply
* Between 44days to 31days of departure- 50% of the tour cost
* Between 30days to 15days of departure – 75% of the tour cost
* 14days to date of departure- 100%
* In case of no show- 100%

**International Tour**:

* Before departure of 60 working days – booking amount and documentation amount debited
* Between 59days to 45days of departure – 50% of the tour cost
* Between 44days to 20days of departure – 80% of the tour cost
* 19days to date of departure- 100%
* In case of no show -100%

Hotel and Resort:

As per term of respected H & R condition

Note:- GST applicable over and above all mentioned charges

## Legal policy

## Refund policy

# FAQ – Frequently asked questions

# Master and Transactions – Process / Screens

* Geography - Country/State/City Master
* Vendor Registration / Onboarding
* Tour Type Master (Domestic, International & Hotel/Resorts)
* Package Master
  + Package Detail Itinerary
  + Package Pricing Parameters (Terms and conditions / Legal)
  + Package Themes
* Transactions Flow
  + Retailer Booking Screen
    - Selection of Tour Type << Under this>>
    - Selection of Package
      * Package details / Theme
      * Itinerary
      * Terms and conditions / Legal
      * Display of Package price
      * Confirmation
  + Package Amount – Debit from Retailer Wallet
  + Acceptance of Package through Electronic / SMS trigger to Retailers & Customers
  + Status in “In-Progress”
* Confirmation of the Package – Changing to “Success or Failure” (TAT – 2 Hour)
  + Request processing - Working time from (10:00 AM to 5:00 PM) – After 5 PM, request will be considered the next working time
  + Domestic – 2 Hrs
  + International – Next working day (24 Hrs)
* Retailer Portal
  + Transaction report should have the details of the transactions
    - Retailer ID
    - Retailer Name
    - Tour Type
    - If Tour type = Domestic, then capture the Aadhaar or PAN card
    - If Tour type = International, then capture the Passport Numbers
    - Customer ID
    - Customer Name
    - Customer Mobile/Email
    - Gender
    - Date of Birth
    - Package ID
    - Package Name
    - Package Cost
    - Package Commission to Retailer
    - GST value
    - TDS value
    - Print Itinerary ()
    - Option to cancel the Tour Type. (Both Partial and Full cancellation) – According to the vendor policy – terms and conditions

Admin Portal

* + Admin – Transaction report
    - Retailer ID
    - Retailer Name
    - Vendor ID
    - Vendor Name
    - Vendor Cost Price
    - PNB Markup Value
    - Package Total Cost
    - Customer ID
    - Customer Name
    - Package ID
    - Package Name
    - Package Cost
    - Package commission (Overall)
    - Retailer Commission
    - GST value
    - TDS value
    - Distributor Commission
    - GST value
    - TDS value
    - Print Itinerary ()
    - Option to cancel the Package. (Both Partial and Full cancellation) – According to the vendor policy – terms and conditions
* Recon Screen
  + Transaction ID
  + Vendor Confirmation / PNR No
  + Status
  + Refund Amount
  + (Refund will be done only for the transactions which are cancelled)

**Open items**

(GST Invoice)

Company to Retailer

Retailer to Customer

Credit note invoice for the Cancellation

Account Entries ( To be decided)

## Vendor Registration / Onboarding

Vendor information need to be on-boarded through the below screen. Vendor, whom are dealing with the packages / resorts / hotels will have to be on-boarded here.

|  |  |
| --- | --- |
| Vendor ID |  |
| Vendor Name |  |
| Operator Name |  |
| Billing Address |  |
| Contact Person |  |
| Contact Number 1 |  |
| Contact Number 2 (SPOC) |  |
| Country |  |
| State |  |
| City |  |
| Email id |  |
| GST Number |  |
| PAN Number |  |
| Destination Details |  |
| Terms and Conditions | () Should have an option to upload the file, and click to view the file. |
| Bank Name |  |
| Bank Branch |  |
| IFSC Code |  |
| Account Number |  |
| Account Type | Savings Account (or) Current Account |

## 

A Screen should have an option to Update the entered details.

Fields cannot be modified: *Vendor Name*, *Operator Name, Destination Details, Terms and Conditions, Bank Name, Branch, IFSC code, Account number, Type*

## Tour Type Master

Tour Type Master (Domestic, International & Hotel/Resorts)

|  |  |
| --- | --- |
| Tour Type ID | Package ID ( System generation) |
| Tour Type Description | Selection can be (**Domestic / International/ Hotel & Resort**) |
| Is Active Y/N | Yes or No |

## Package Master

|  |  |
| --- | --- |
| Package ID | Package ID ( System generation) |
| Type of Package | Selection can be (**Domestic / International/ Hotel & Resort**) |
| Theme | Selection will be either (Pilgrimage or Holiday) |
| Package Places | Entry of any places that vendor is dealing with. |
| Active Month From | Selection of Month / Year |
| Active Month To | Selection of Month / Year |
| Package Itinerary (A) | (User to select the Package Itinerary, as mentioned below) |
| Package Pricing (B) | (User to select the Package Pricing, as mentioned below) |
| Terms & Condition / Legal | () Should have an option to upload the file, and click to view the file. |
| Vendor ID | User to map the vendor |
| Is Active | Yes (or) No |

Package Itinerary – (A)

|  |  |
| --- | --- |
| **Vendor ID** | Selection of Vendor from the Vendor Master |
| **Package Itinerary ID** | ( System to create an ID, based on the vendor selection) |
| **No of days** | User to Entry the no. of days, and confirm. (For Eg: 4) |
| Day wise split should happen based on the days that the user provides | |
| Day 1 | User to add, and update the day 1 plan |
| Day 2 | User to add, and update the day 2 plan |
| Day 3 | User to add, and update the day 3 plan |
| Day 4 | User to add, and update the day 4 plan |

Package Pricing (B)

|  |  |
| --- | --- |
| **Package Pricing ID** | ( System to create an Package Pricing ID, based on the vendor – Itinerary ID) |
| **Package Itinerary ID** | User to select the created Package Itinerary ID |
| **Package Fare** | ( System to create an ID, based on the vendor selection) <<Cost Per PAX>> |
| Accommodation | User to select between (Inclusive / Exclusive) |
| Meal Plan | User to select between (Inclusive / Exclusive) |
| Vehicle | User to select between (Inclusive / Exclusive) |
| Miscellaneous | User to select between (Inclusive / Exclusive) |
| Drop | User to select between (Inclusive / Exclusive) |
| Pickup | User to select between (Inclusive / Exclusive) |
| GST % | Applicable GST % as per the norms |
| Total Fare | Total Fare = (Package Fare + GST %) |

### Package – Support Master

|  |  |
| --- | --- |
| Country Information | Detail |
| County Name |  |
| Country Code |  |
| About Country |  |
| Currency Code |  |
| Currency Name |  |
| Language Spoken |  |

|  |  |
| --- | --- |
| Region | North/ South/ East / West |
| Region Name | North |
| Region Code | NT |

|  |  |
| --- | --- |
| City |  |
| County |  |
| Region |  |
| City Code |  |
| City Name |  |
| About City |  |
| Latitude |  |
| Longitude |  |
| Weather |  |

|  |  |
| --- | --- |
| City Attraction |  |
| Name |  |
| Images |  |

## Partial Cancellation

User to enter the PNB transaction ID, and retrieve the details of the Passengers travel for selection, Select the relevant passenger for partial cancellation. This should process for the refund from the vendor, and process the same amount + Service charge (PNB) to the customer.

PNB transaction -> Input field <> <Search>

Fields to be retrieved:

Booking date

Ret No,

Retailer Shop

Vendor ID

Vendor Name

Contact person

Contact Phone No 1

Contact Phone No 2

Package ID

Package Name

Customer / Passenger Name and the details <> To be displayed

<<Selection>> of the Customer/ Passenger to be processed for the partial cancellation

<Confirm> to send an SMS/EMAIL to the Retailer & Customer on the confirmation of the partial cancellation in progress

Refund amount, which will be received from the vendor will be later processed by the Finance/Recon team to the concerned retailer. This will be processed through the recon team.

## Full Cancellation

User to enter the PNB transaction ID, and retrieve the details of the Passengers travel for selection, Confirm to cancel the confirmed packag . This should process for the refund from the vendor, and process the same amount + Service charge (PNB) to the customer.

PNB transaction -> Input field <> <Search>

Fields to be retrieved:

Booking date

Ret No,

Retailer Shop

Vendor ID

Vendor Name

Contact person

Contact Ph No 1

Contact Ph No 2

Package ID

Package Name

Customer / Passenger Name and the details <> To be displayed

Confirm to process the Full cancellation

<Confirm> to send an SMS/EMAIL to the Retailer & Customer on the confirmation of the Full cancellation in progress

Refund amount, which will be received from the vendor will be later processed by the Finance/Recon team to the concerned retailer. This will be processed through the recon team.

## Finance – Team – Admin Panel

Admin Portal – Should have a transaction report to capture all the below fields.,

Filter – << From and To>> Date wise, Transaction type wise, Vendor wise,

Booking date

Ret No,

Retailer Shop

Vendor ID

Vendor Name

Contact person

Contact Ph No 1

Contact Ph No 2

Package ID

Package Name

Payable to Vendor

R Comm

D Comm

Customer Price

TXN ID

Vendor Confirmation ID / Voucher No

Remarks

Status - **Pending / Success/ Cancelled / Partially Cancelled**

Customer Name

Customer No

RM ID, RM Name RM

ASM ID, ASM Name

SH ID, SH Name

Served by - Travel RM ID / Retail RM ID

Refund Amount

Cancellation date <> if cancelled

Cancellation remarks

Confirmation date: <> if success

Confirmation remarks

Partial Cancellation - Yes / No

Full Cancellation – Yes / No

Option to Update status to “Success or Failure”

On update status, 2 radio buttons, mark as success, cancel.

On cancel, user to enter the cancel remarks and refund amount

Full commission to be reversed

## Finance – Team

## Recon Screen

Recon team will do the reconciliation on the transaction which need to be refunded due to the cancellation/failure.

1. PNB Transaction ID
2. Status () only refund to be done, if it is cancelled.
3. Refund Amt (Only if status is cancelled)
4. Vendor PNR ( Not mandatory)

## Sales portal for Sales team

Sales Portal – Should have a transaction report to capture all the below fields.,

Filter – << From and To>> Date wise, Transaction type wise, Vendor wise,

Booking date

Ret No,

Retailer Shop

Vendor ID

Vendor Name

Contact person

Contact Ph No 1

Contact Ph No 2

Package ID

Package Name

TXN ID

Vendor Confirmation ID / Voucher No

Remarks

Status - **Pending / Success/ Cancelled / Partially Cancelled.**

Customer Name

Customer No

RM ID, RM Name RM

ASM ID, ASM NAme

SH ID, SH Name

Served by - Travel RM ID

Confirmation date: <> if success

Confirmation remarks

## CRM portal for CC / Backend Team

CC Portal – Should have a transaction report to capture all the below fields.,

Filter – << From and To>> Date wise, Transaction type wise, Vendor wise,

Booking date

Ret No,

Retailer Shop

Vendor ID

Vendor Name

Contact person

Contact Ph No 1

Contact Ph No 2

Package ID

Package Name

TXN ID

Vendor Confirmation ID / Voucher No

Remarks

Status - **Pending / Success/ Cancelled**

Customer Name

Customer No

RM ID, RM Name RM

ASM ID, ASM NAme

SH ID, SH Name

Served by - Travel RM ID

Confirmation date: <> if success

Confirmation remarks

## Package Cost to Company / Commission to the finance team

|  |  |
| --- | --- |
| Package Name / Code |  |
| Vendor Name |  |
| Vendor Amount |  |
| PNB Markup |  |
| Total |  |
| Split up commission |  |
| Retailer |  |
| Distributor |  |
| PNB |  |