



flotravel

Flotrade Agents User Guide/Manual

- Welcome note
- Account Registration
- Wallet login
- Account Verification
- Deposit Funds in the Wallet
- Book a Package
- Cancel Booking

Dear Travel Agent,

Thank you for signing up on Flotrade, our mission is to provide travel agents an integrated platform where they can offer customers an array of ancillary products when booking a business or holiday trip. Flotrade booking platform provides a number of bundled services including; Flight Booking, Hotel Booking, Tour packages, Luggage Protection, Insurance and Airport Experiences. Travel agents will leverage rich competition advantage and opportunities for growth through the personalized services they will offer to their customers.

Customer Support

Our highly trained, completely in-house customer service and technical support representatives are ready to accommodate all of your support needs at any time of the day. Although many competing organizations outsource their support components in order to lower their costs, Flotrade believes that offering an in-house support operation allows us to ensure that you receive a superior level of service. Additionally, our award winning customer service and technical support representatives are ready to help you resolve any issues 24 hours a day, 7 days a week.

Virtual Support

By utilizing the Online Merchant Portal, you will be able to chat online with customer service and technical support representatives. This method provides you with the fastest way to address any issues with your account.

The Frequently Asked Questions listed below would help you locate the guideline for each action.

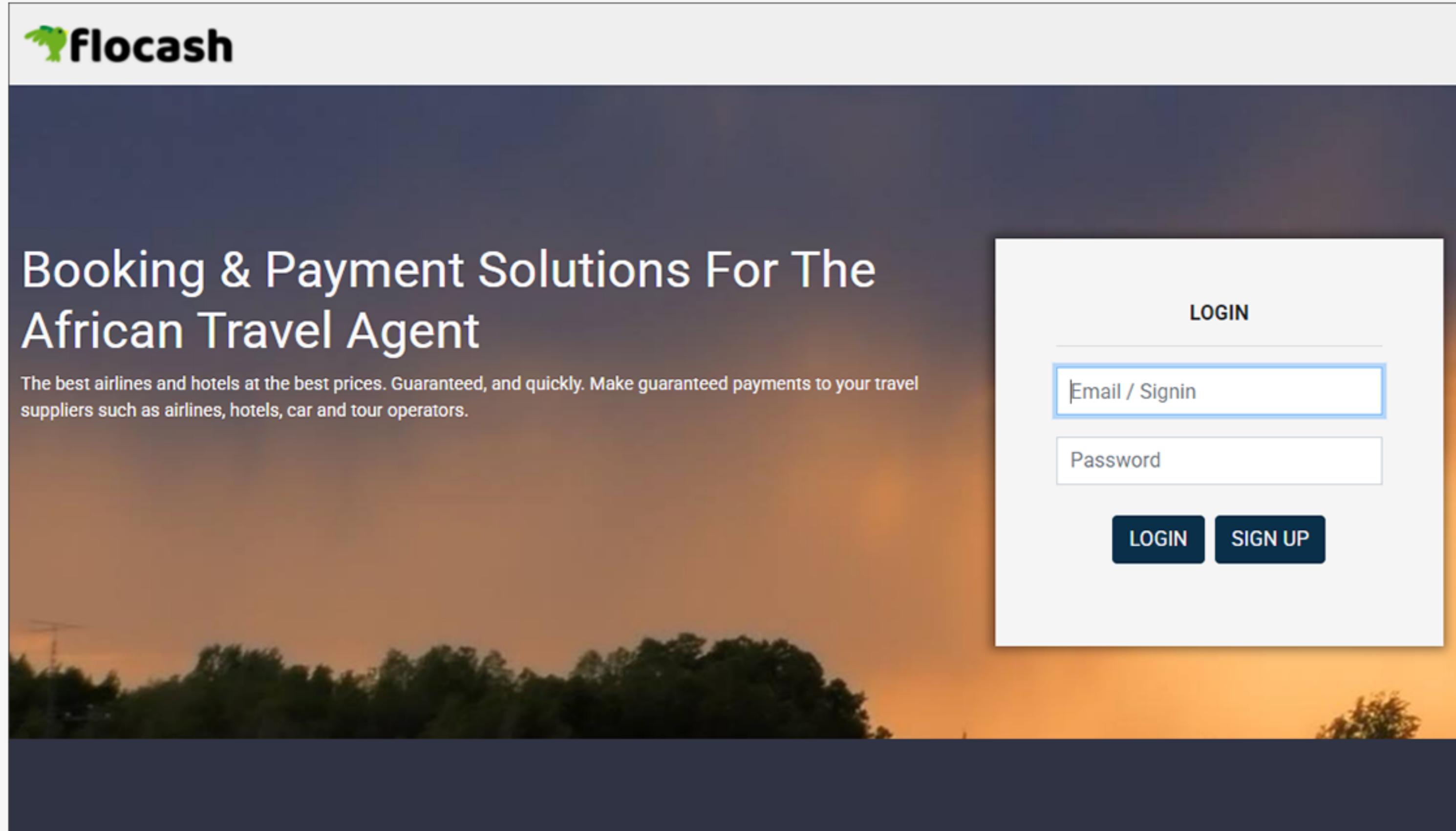
FAQs

1. How to register on Flotrade
2. How to complete Account Verification
3. How to Deposit Funds in the Wallet
4. How to complete a booking
5. How to Cancel Booking
6. How to locate the sales report on the Agency portal?
7. How to add a subagent account on the Agent Portal?
8. How to add a user account on the Agent Portal?

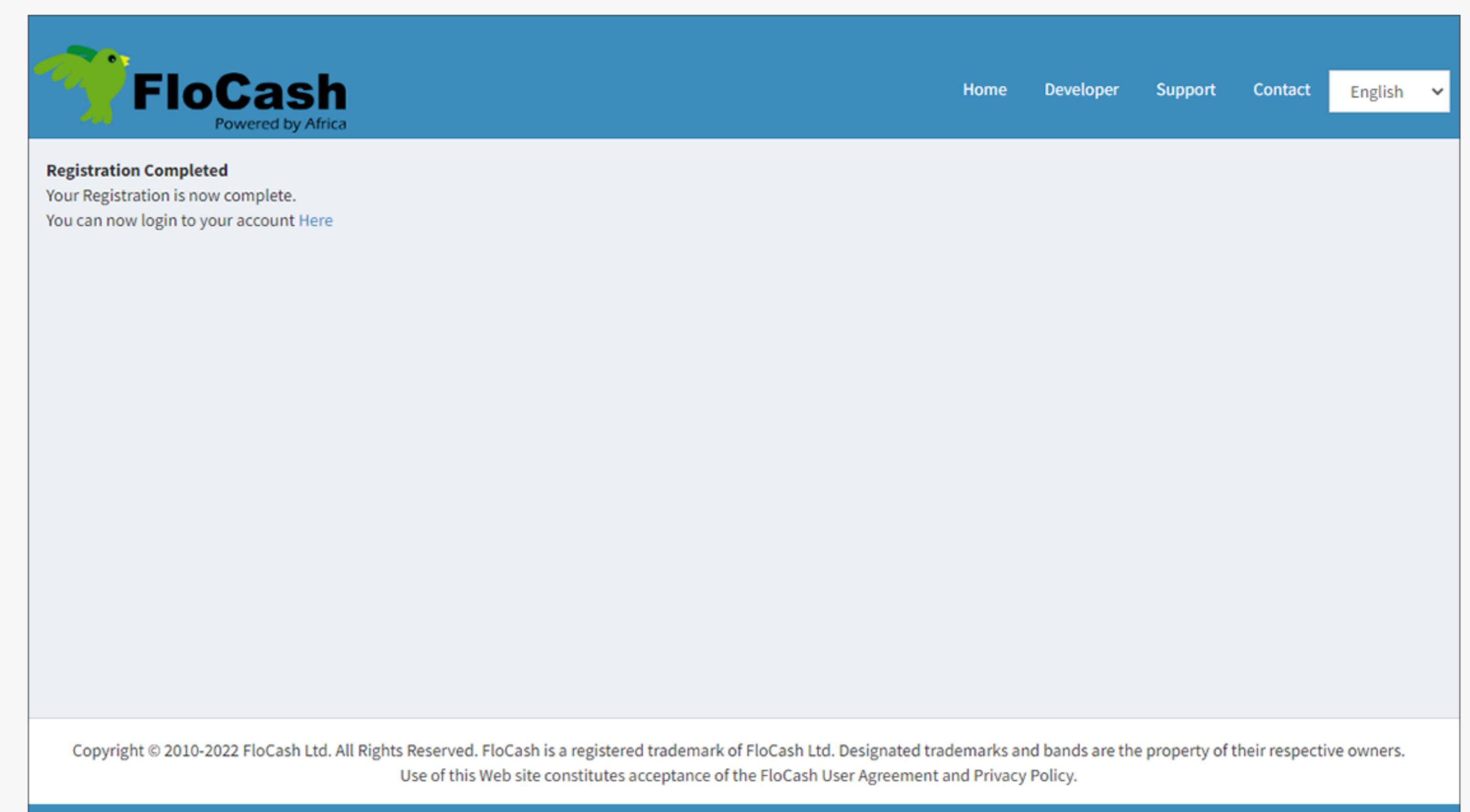
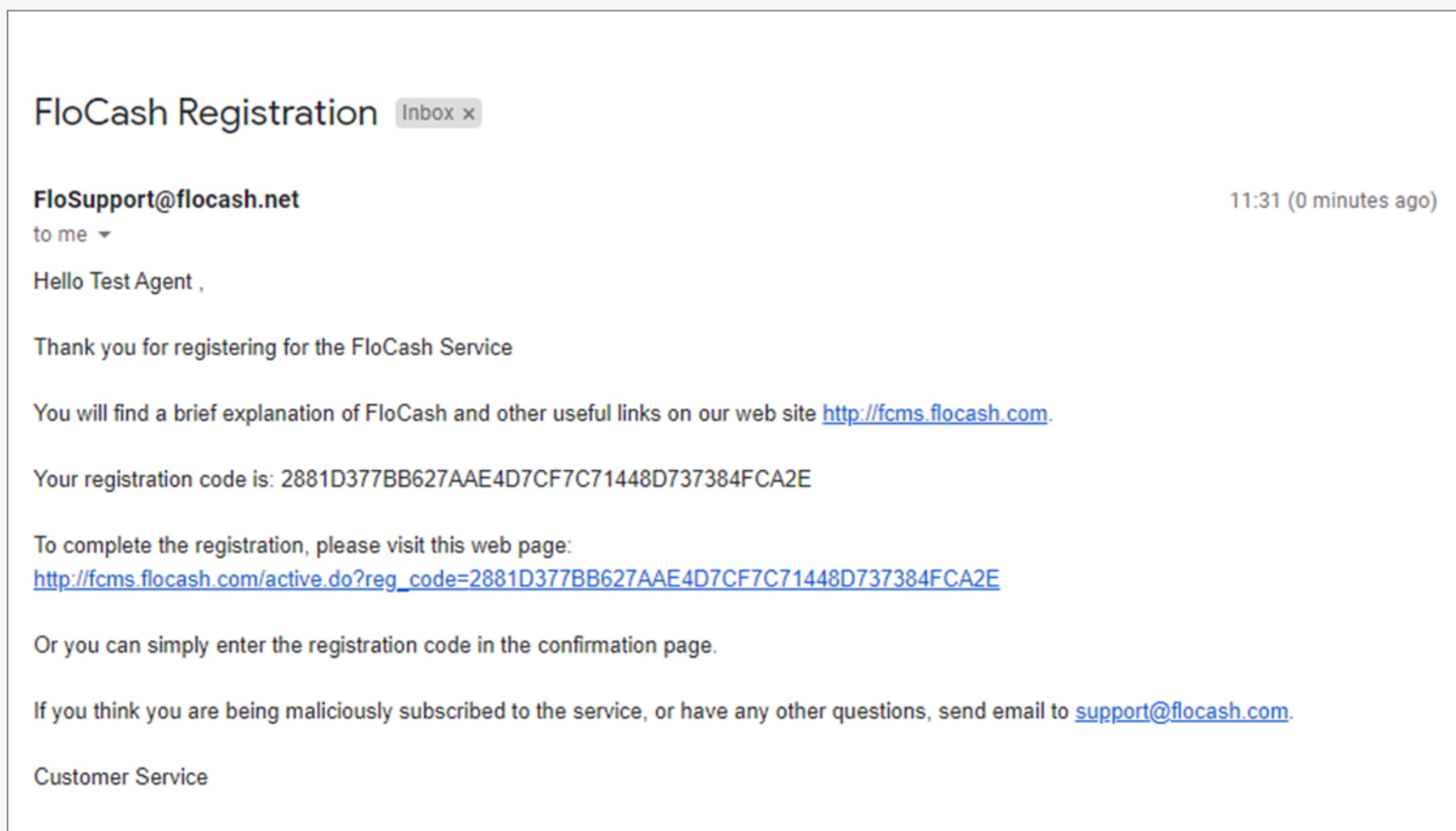
1. How to register on Flotravel

Travel agents need to sign up at <https://flotravel-test.flocash.com/#/auth/login> in order to create an account on Flotravel.

SIGN UP | SIGN IN

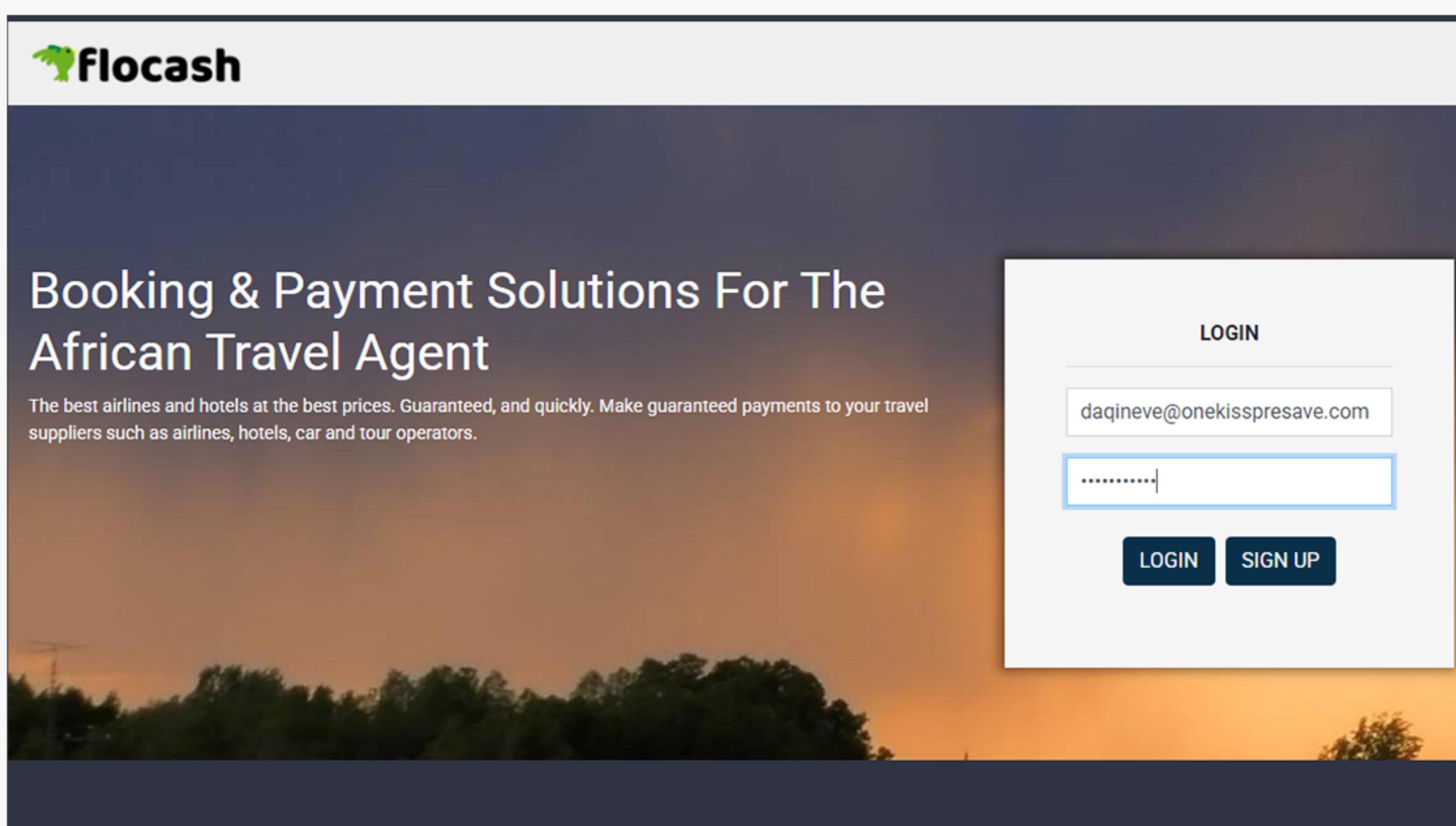
A screenshot of the Flotravel registration form. It has two columns of fields: "Agent" (Email, Last Name, Password, Mobile Number), "First Name" (First Name, Date of Birth, Repeat Password, Address), "Country" (Country, City, Postal Code), "State" (Please select state...), "Main Currency" (Main Currency, Language), and "Language" (Please select language...). Below the form is a note: "PLEASE READ AND UNDERSTAND OUR IMPORTANT PRE-CONTRACT INFORMATION FOR CONSUMERS BEFORE YOU REGISTER TO USE THE SERVICE." It also includes a checkbox for "I accept" and a link "Create account" and "Back to Login Page".

Fill the sign up form to register an account.



An email will be sent to confirm your registration. Click on link in the email to complete registration process

A new window will appear where once you click on "here" you will be redirected to Flotravel website.

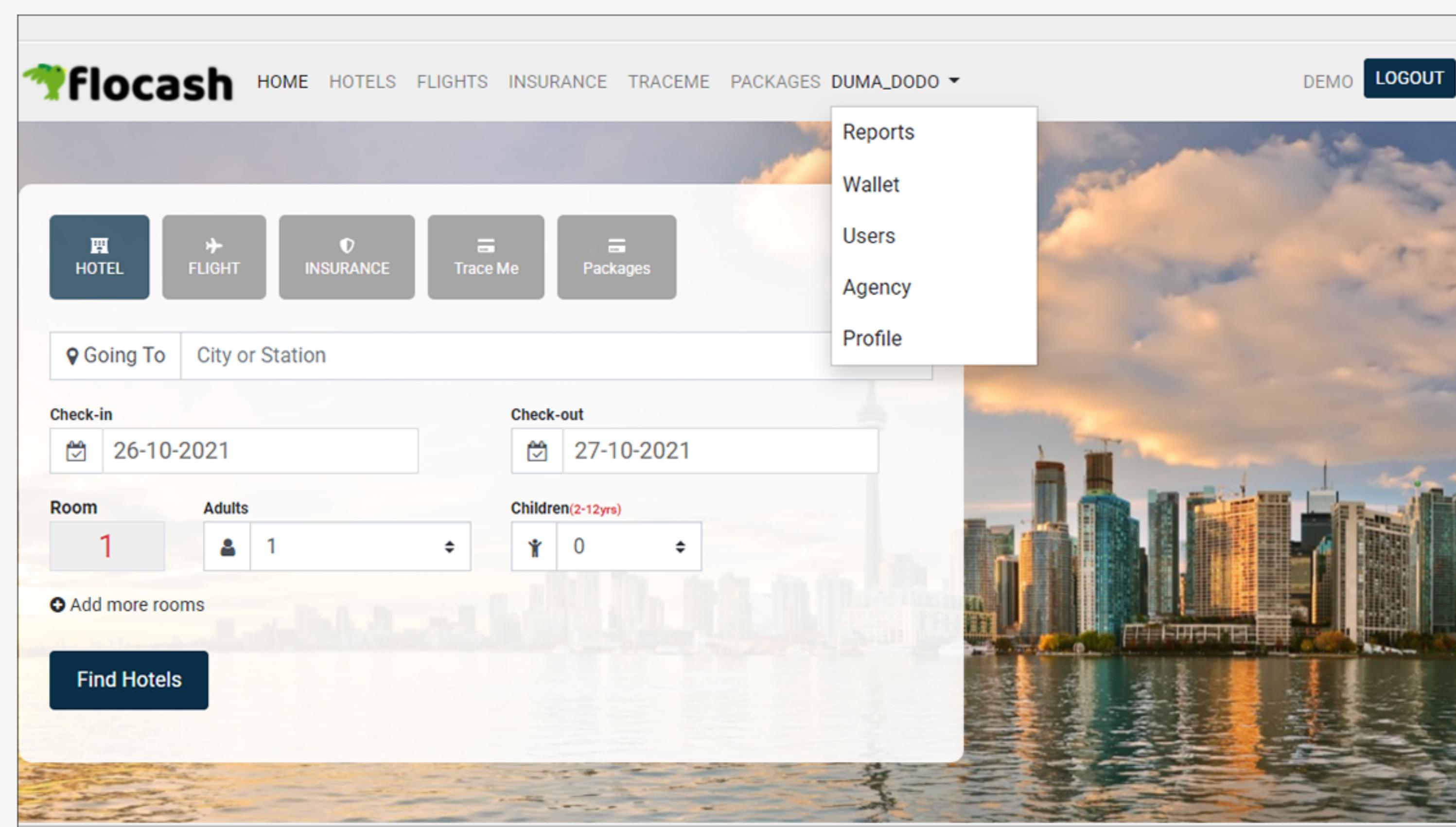


Insert your log in username, password and click on the login button on Flotravel welcome page

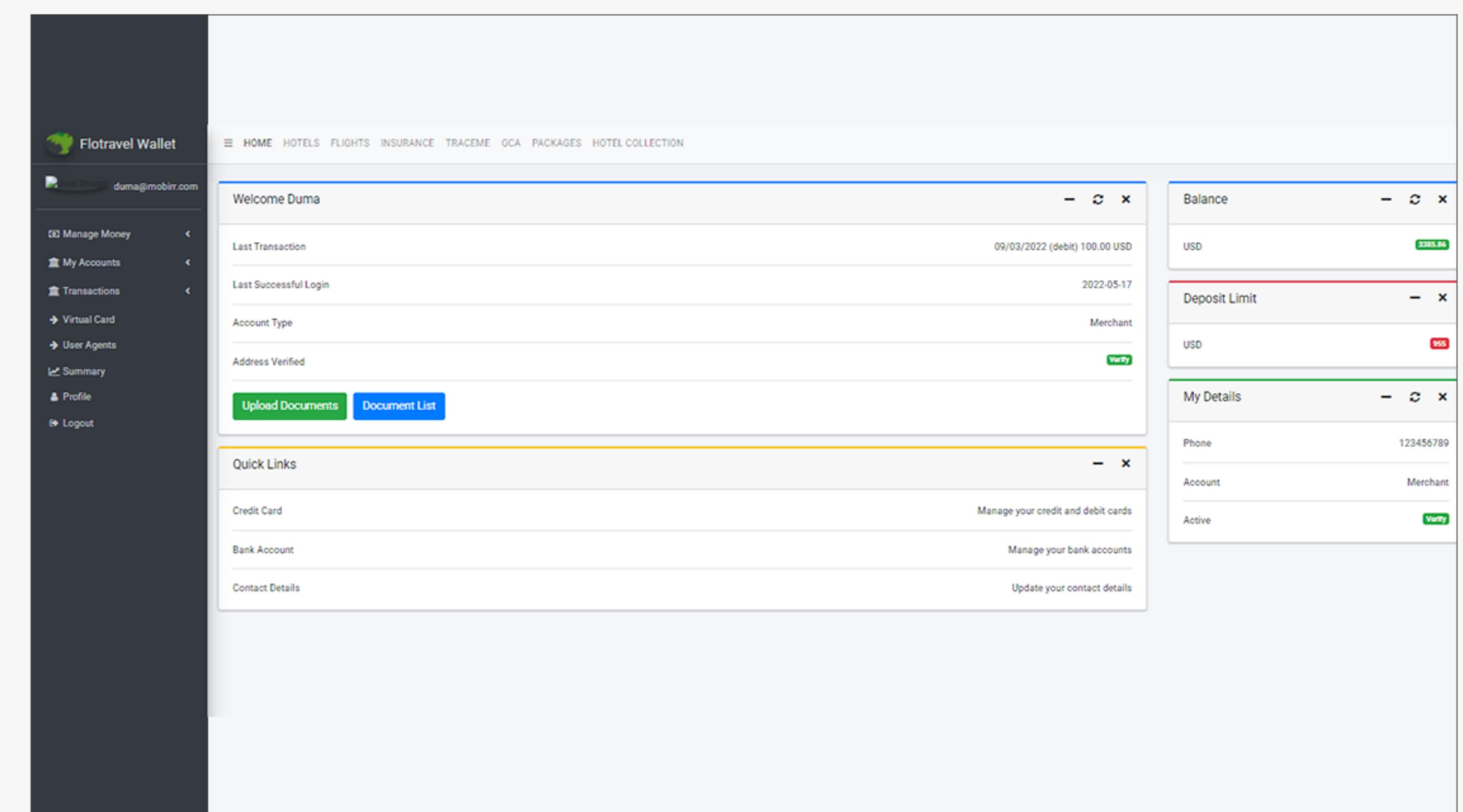
2. How to complete account verification

You will need to complete the last step to verify your account.

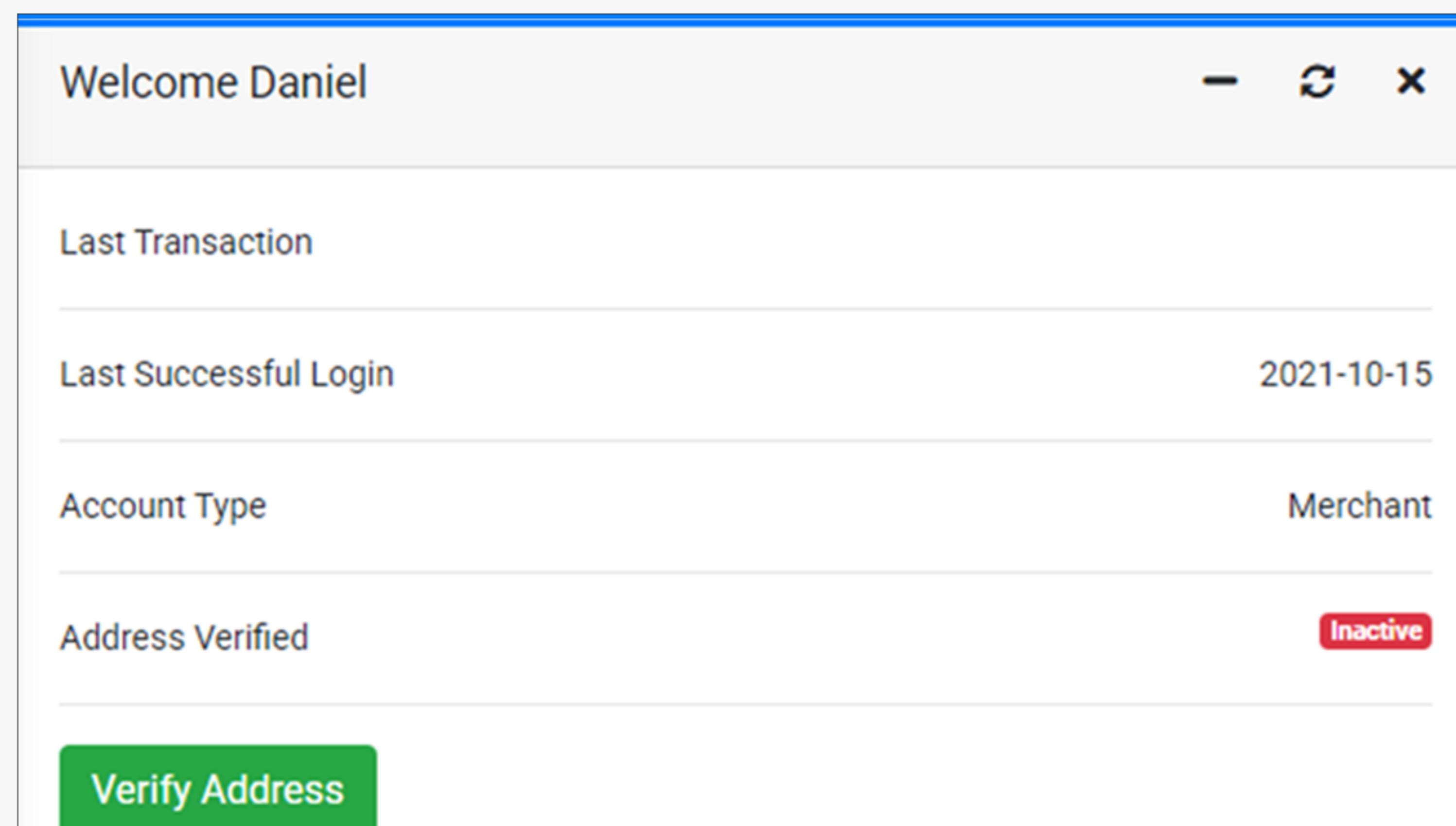
VERIFICATION



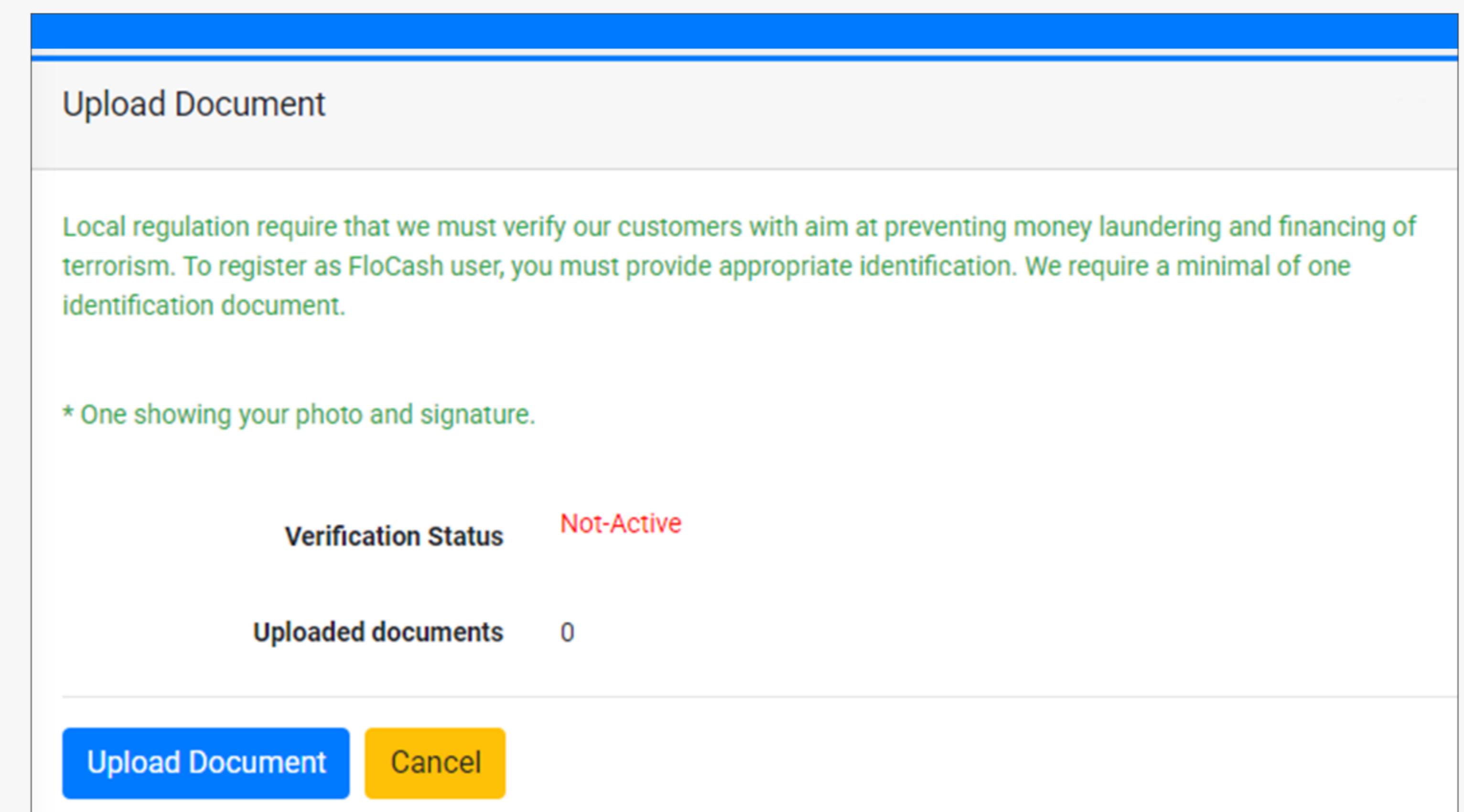
Click on Profile Name >> Wallet



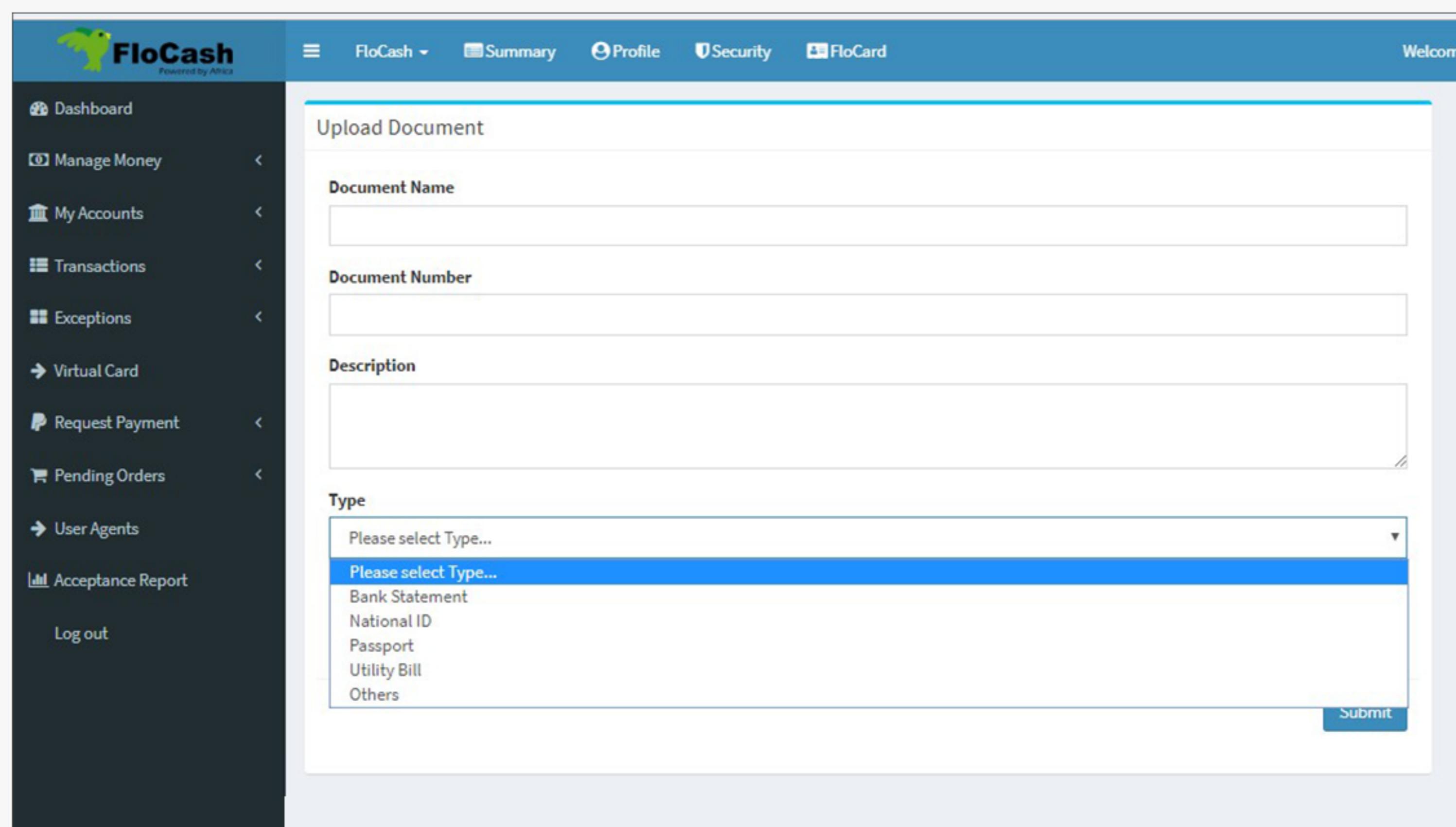
Upon login, the Agent get to the Dashboard and they can view the various features available for their use.



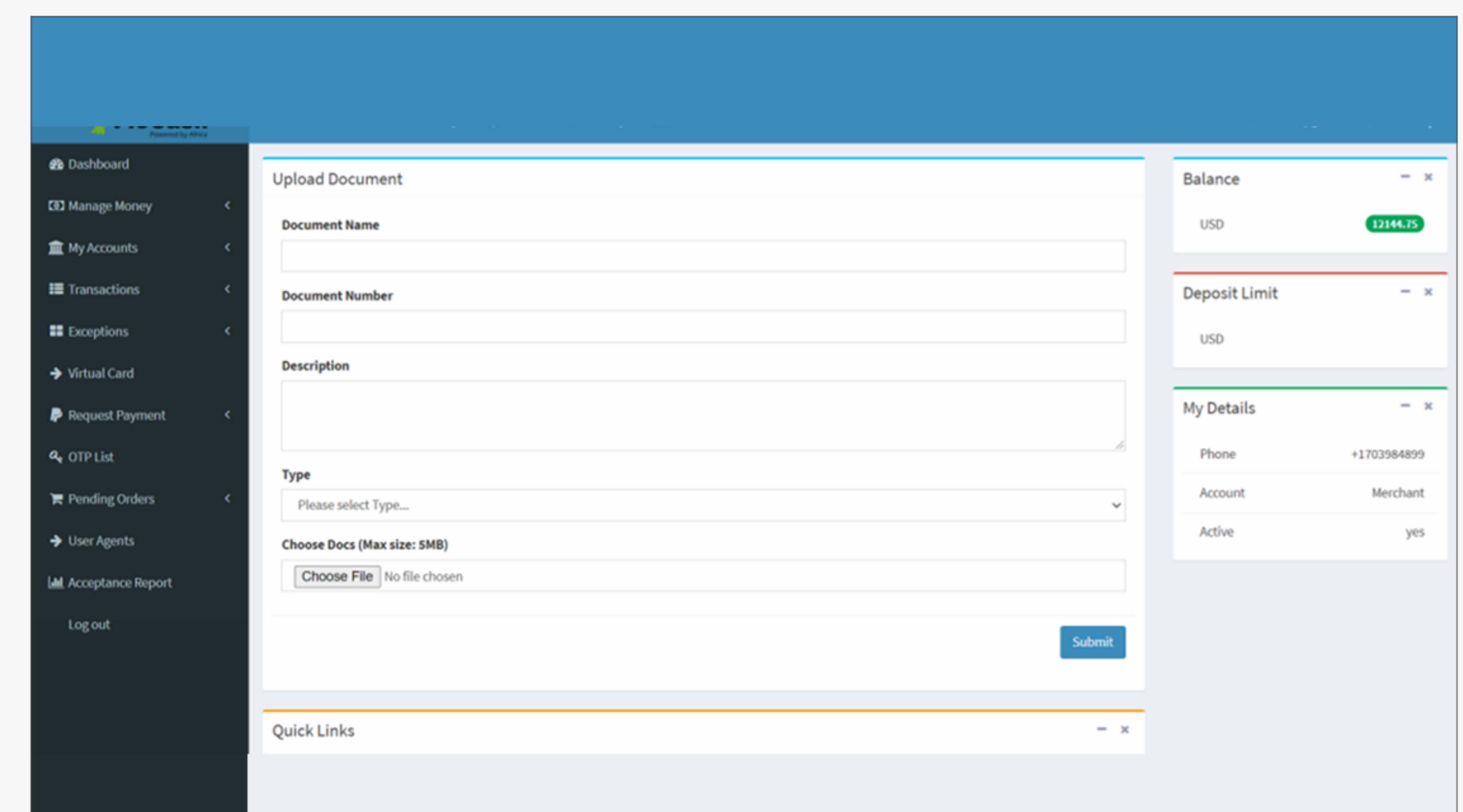
Click on verify address



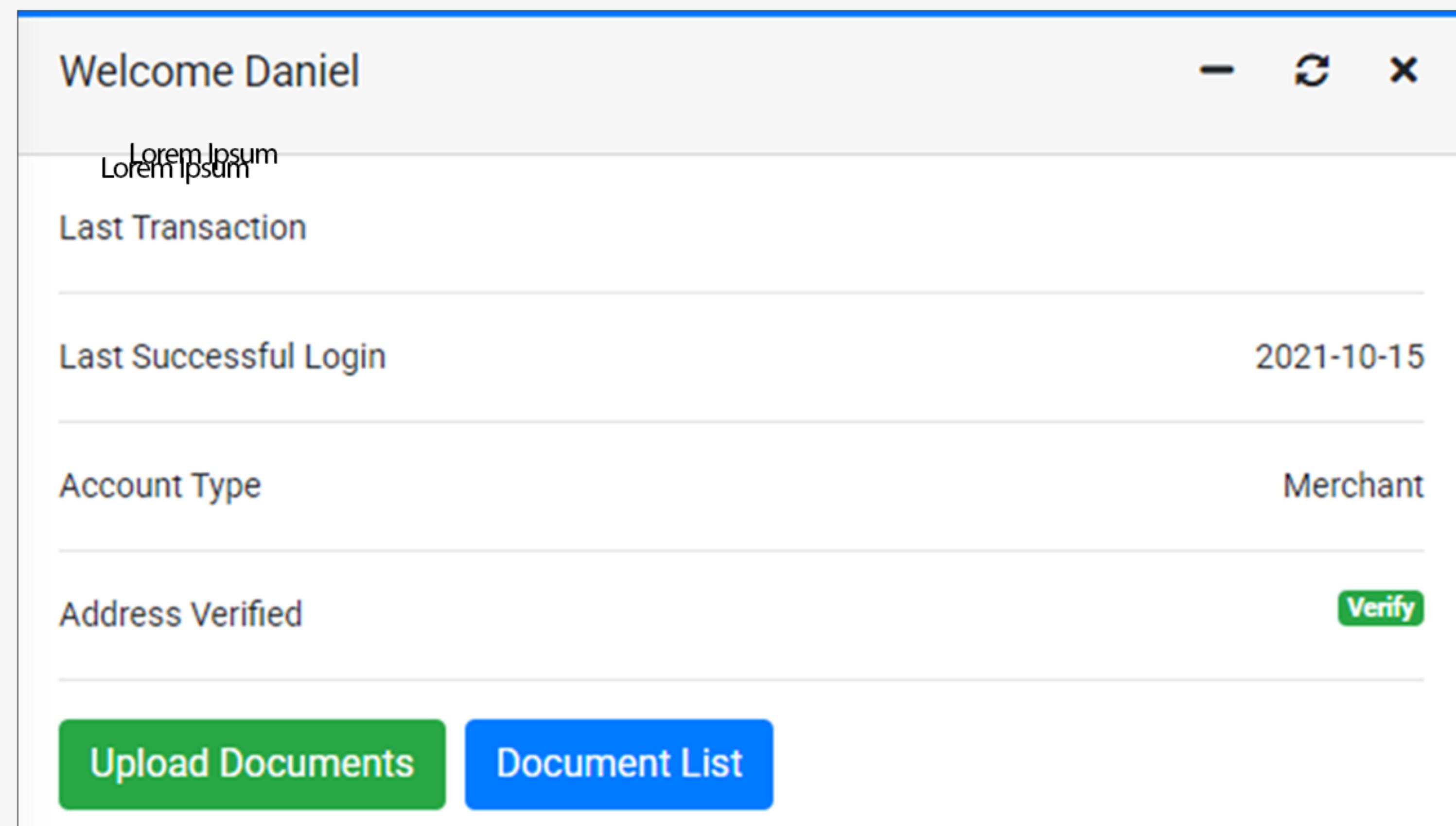
Click on upload all required KYC Documents



Upload the required KYC documents one by one.



Fill in the Document Details and attach the relevant file and click submit.



Once all required documents are uploaded, an email will be sent to our operation team for them to check and review the uploaded kycs.
Refresh profile information after sometime, to check if the account has been verified.

3. How to deposit funds into my Flotravel Wallet?

The Travel Agents are required to have enough funds in their Flotravel Wallet to accommodate the booking costs. Every time a Travel Agent makes a booking and payment on Flotravel Agency Portal, an equal amount is debited from their Flotravel Wallet. Agents are able to load their Flotravel Wallets regularly or as per their need using different methods such as Mobile money, Card or Bank deposit.

WALLET

Flotravel Wallet

betebab2019@gmail.com

Manage Money

Deposit fund

Withdraw

My Accounts

Transactions

Virtual Card

User Agents

Summary

Profile

Logout

HOME HOTELS FLIGHTS INSURANCE TRACEME GCA PACKAGES HOTEL COLLECTION

Deposit Money

Country: Sudan

Currency: USD

Amount: 800

Next

To load Money in the wallet, Click on Manage Money,
Deposit Fund Add details - Country, Currency and Amount

flotravelTester@gmail.com

Manage Money

Deposit fund

Withdraw

My Accounts

Bank Account

Transactions

Virtual Card

User Agents

Summary

Profile

Logout

HOME HOTELS FLIGHTS INSURANCE TRACEME GCA PACKAGES HOTEL COLLECTION

Deposit Money

Country: Sudan - (SD)

Currency: USD - (USD)

Amount: 800

PaymentOption: Al Baraka (BANK)

Back

Next

Select Payment Option and click on Next

flotravelTester@gmail.com

Manage Money

Deposit fund

Withdraw

My Accounts

Bank Account

Transactions

Virtual Card

User Agents

Summary

Profile

Logout

HOME HOTELS FLIGHTS INSURANCE TRACEME GCA PACKAGES HOTEL COLLECTION

Deposit Money

Country: Sudan - (SD)

Currency: USD - (USD)

Amount: 800

Payment Option: Al Baraka (BANK)

Fee: 0

Total Amount: 800

Exchange Rate: 453.5

Amount To Pay: 362800 - SDG

Back

Confirm

Check summary details and confirm

Elias , Your Deposit Request PENDING

Status: 0004 - Payment is pending.

Flotravel wallet

Deposit Name: Flotravel wallet

\$800

Bank Name: Al Baraka (BANK)

Trace Number: T61413427016038

Create Date: May 16, 2022, 12:16:23 PM

Instruction:

This is to inform you that you have a pending payment.

Kindly go to your nearest Albaraka Bank and make a payment for your check out using the information below. Please remember to include the Reference number.

Amount: 362800.00 SDG

Reference: 91405713

Account number: 1927508

Account name: Flocash electronic payment

Important Note: Please make sure that you include reference above and pay the full amount so that we can process your payment correctly and without delay.

You will receive instructions on how to complete the deposit.

daqineve@onekisspresave.com

Manage Money

My Accounts

Transactions

Virtual Card

User Agents

Summary

Profile

Logout

Contact Details

[Edit]

Address: Kano, Kano, Nigeria

Main Currency: USD

E-mail: daqineve@onekisspresave.com

Date Of Birth: 22/8/2000

Account Type: Merchant (M)

Phone Number: 123456789

Debit/Credit Card: [Manage]

Balance

USD 1000.00

Deposit Limit

USD 996

My Details

Phone: 123456789

Account: Merchant

Active: Inactive

The Deposit is processed and credited to your Flotravel Wallet. On the summary page; you are able to see the deposit balance updated as loaded.

Balance

USD 996.00

Click on refresh to check if your account has been credited.

4. HOW TO COMPLETE A BOOKING ON FLOTRAVEL PORTAL

Travel Agent logs in to the Flotravel Agency Portal using the Username and Password provided:

Link: <https://Flotravel.Flocash.com/>

BOOKING

The screenshot shows the Flocash homepage with a search bar for 'Where To?' and 'When?'. Below the search bar are buttons for 'HOTEL', 'FLIGHT', 'INSURANCE', 'Trace Me', and 'Packages'. The 'Packages' button is highlighted in dark blue. At the bottom are buttons for travel duration: '<1 Day', '1-7 Days', '8-14 Days', '15-21 Days', and '22+ Days'. A 'Search Packages' button is at the bottom right.

Agent selects the desired portal for booking.

The screenshot shows the Flotravel Agency Portal search results for packages in Dubai, United Arab Emirates, from October 27, 2021. It lists two packages: 'Grand Excelsior Deira Hotel 4D Star FIT - OCTOBER 2021 – MARCH 2022' and 'Grand Excelsior Deira Hotel 4D Star with Safari - Oct2021-Mar2022'. Both packages include a private transfer from airport to hotel and a half-day tour with English-speaking guide. The first package costs \$202 per person, and the second costs \$235 per person. Each package has a 'Book Now' button.

Select the desired package to book

The screenshot shows the room selection step for the 'Grand Excelsior Hotel Deira' package. It displays the hotel's exterior at night and details about the room type: 'Twin Sharing, Maximum Occupancy 3 Adults OR 2 Adult + 1 Child below 12 years old'. It includes information about sleep capacity (1 room), adults (3), and children (1). A 'Reserve' button is visible.

Reserve a room

The screenshot shows the optional tour supplement step. It lists the package details: 'Grand Excelsior Deira Hotel or Similar - 4D3N' and 'Twin Sharing'. It includes a 'Check Out' button and a 'Choose Supplement' section where a single room supplement rate of \$140 is selected.

Add optional tour, supplements and transfers.

The screenshot shows the addition of packages to the booking. It displays a 'Package Summary' for a 3-star package from Citymax Bur Dubai, costing \$35 for 8 days/7 nights. It includes a 'Change' button and a 'Test Supplement Now' button. A 'Update Price' button is at the bottom.

Add number of packages to purchase, update price and proceed with your booking.

The screenshot shows the agency booking step. It enables agency booking for 'Duma Dodo'. It includes fields for 'Lead Customer Info' such as First Name (Duma), Middle Name (Duma), Surname (Duma), Country (NG), and Mobile (123456789). It also shows a review for 'Citymax Bur Dabi' with a rating of 5 stars. The booking summary includes a 3-star package for Citymax Bur Dabi, 2 days/1 night, and a total cost of \$2.

Select Enables agent booking, select agent user account and fill in the passenger details.

LATEST NEWS
MAILING LIST
CONTACT US

Up am intention on dependent questions oh elsewhere september. No betrayed pleasure possible jointure we in throwing. And can event rapid any shall woman green. Hope they dear who its bred. Smiling nothing affixed he

Neque porro quisquam est qui dolorem ipsum quia dolor sit amet, FloCash Ltd Level 39, One Canada Square, Canary Wharf, London E14 5AB.

Your Email Address: SUBMIT

The prompt for OTP appears and OTP is sent to the Agent's email. Agent enters OTP sent to email

Agent receives successful booking confirmation and the PNR for the booking

#	Content
Ammount	35 USD
Order Date	1.627.268.695.000
Content	VCN payment: VC90979089057876
Package	3 STAR DUBAI
Hotel	Citymax Bur Dhabhi
Room	2 Twin
Supplement	Test Supplement Now
Tracking	e396b102-7814-b4df-a316-f60bdc9c7290
Trace Number	T90975278757276
Payer	demos@flocash.com
Booking Status	CONFIRMED

View Detail booking: <http://192.168.70.70/packages/history/60fc2659da696b3b0ead167>

Payment is completed successfully and Electronic ticket generated and sent to email provided to receive the booking info.

5.Cancel Booking

Go to booking history to click on Package details.

REFUND

Package Bookings

#	Customer	Name	Price	TraceNumber	Create Date	Start Date	Bookin
1	DUMA DODO duma@mobirr.com	3 Star Dubai Package	\$2	T17926973571289	Oct 18, 2021, 7:58:13 AM	2021-10-28	Con

1 - of 1 items

Contact Details

Email: duma@mobirr.com	First Name: Duma
Last Name: Dodo	

Transaction Details

Order No: 123	TraceNumber: T17926973571289
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Package Itineraries

Booking for: 3 Star Dubai PackageDuration: 2 days

Date Booking: Oct 18, 2021, 7:58:13 AM

Citymax Bur Dhabli \$2 x 2 day(s)

Citymax Hotels are cosy, comfy and cost effective. This makes it the classic choice for those looking for a hassle-free stay in a central locations.

Twin Hotel Room

Deluxe Room, 2 Twin Beds, Non Smoking, Resort View

Total trip: \$2

[Cancel Booking](#)

Go to booking history to click on Package details.

Click on Cancel booking button

Package Itineraries

Cancel Booking

Statement: Test

Close Cancel Booking

Citymax Bur Dhabli \$2 x 2 day(s)

Citymax Hotels are cosy, comfy and cost effective. This makes it the classic choice for those looking for a hassle-free stay in a central locations.

Twin Hotel Room

Deluxe Room, 2 Twin Beds, Non Smoking, Resort View

Covid-19 PCR Test supplement Supplement

Covid-19 PCR Test supplement \$105

Total trip: \$107

[Cancel Booking](#)

Focused Other Filter

Other: New conversations monday@com, Jumia Food

Nga Pham Call for Action / Arrang... (3) 12:33 PM Hi Michel, It's Ok for us, I will send meetin...

Leena Bharti TAAG/NEDBANK Integr... (5) 12:22 PM Hello Busina , Kind reminder, Thanks , L...

Flotavel.test@gmail.com Flotavel Packages - Cancellat... 11:33 AM Dear Duma Dodo, You have Cancellation ...

Flotavel.test@gmail.com Flotavel Packages - Pending... 11:27 AM Dear Duma Dodo, You have Pending Can...

Flotavel.test@gmail.com Flotavel Packages - Confirm... 10:58 AM Dear Duma Dodo, You have Confirmed B...

Leena Bharti Chawla, Akshi CYB Integration Phase2... (3) 10:49 AM Thanks for your feedback Akshi on DM , ...

Betty Alemu Last week

Re: Rec[## 238607 ##] Rea... (2) Fri 5:58 PM Dear Aviv, Sure, I'm available on Tuesday, ...

FCMS_Merchan...

Content

Amount	2 USD
Order Date	2021-10-18
Content	VCN payment: VC17921311383607
Package	3 Star Dubai Package
Start Date	2021-10-28
Hotel	Citymax Bur Dhabli
Room	2 USD
Cancel Date Req	Twin
Reason	Dear Duma Dodo, You have Cancellation ...
Cancel Date Confirm	2021-10-18
Tracking	This is a test booking
Trace Number	1c1e6cf8-d4b9-4930-8082-fa5c226d4d2f
Payer	duma@mobirr.com
Booking Status	Cancellation Success

Regards NCT

View Detail booking: <https://flotavel-test.flocash.com/#/packages/history/516d2916e42a370be8eb891>

[Reply](#) | [Forward](#)

Give a reason for Cancellation and click on Cancel Booking, you will receive a confirmation message that Cancellation is in progress. An email will be sent to ops team requesting them to process the refund manually, Agent will receive an email once the refund is completed.

Balance - ×

USD 996.00

Check wallet for completed refund

6. How do I locate the sales report on the Agency portal?

SALES REPORT

Agent Bookings									
#	Customer	Name	Price	Create Date	Start Date	Bo...	Action		
1	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 10:50:39 AM	2021-07-13	<button>Cancel</button>	<button>Detail</button>		
2	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 10:52:40 AM	2021-07-13	<button>Cancel</button>	<button>Detail</button>		
3	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 10:55:35 AM	2021-07-13	<button>Cancel</button>	<button>Detail</button>		
4	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 12:31:55 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		
5	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 12:53:10 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		
6	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 1:11:53 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		
7	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 10, 2021, 9:35:25 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		
8	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 10, 2021, 9:37:06 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		
9	DEN AGENCY dennis@flocash.com	3 STAR DUBAI	\$14	Jul 10, 2021, 10:00:41 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		
10	DEN AGENCY dennis@flocash.com	3 STAR DUBAI	\$14	Jul 10, 2021, 10:03:28 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>		

The Travel Agent is able to view package booking details, filter the report per the date and also download sales report in Excel.

Open Packages from the top menu

The Travel Agent is able to view package booking details, filter the report per the date and also download sales report in Excel.

#	Customer	Name	Price	Create Date	Start Date	Bo...	Action
1	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 10:50:39 AM	2021-07-13	<button>Cancel</button>	<button>Detail</button>
2	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 10:52:40 AM	2021-07-13	<button>Cancel</button>	<button>Detail</button>
3	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 10:55:35 AM	2021-07-13	<button>Cancel</button>	<button>Detail</button>
4	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 12:31:55 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>
5	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 12:53:10 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>
6	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 9, 2021, 1:11:53 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>
7	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 10, 2021, 9:35:25 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>
8	DEN AGENCY dennis@flocash.com	3 Star Dubai Package	\$14	Jul 10, 2021, 9:37:06 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>
9	DEN AGENCY dennis@flocash.com	3 STAR DUBAI	\$14	Jul 10, 2021, 10:00:41 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>
10	DEN AGENCY dennis@flocash.com	3 STAR DUBAI	\$14	Jul 10, 2021, 10:03:28 PM	2021-07-12	<button>Cancel</button>	<button>Detail</button>

7. How do I add a subagent account on the Agent Portal?

Multiple subagents can complete bookings under a single agent account.

SUBAGENT ACCOUNT

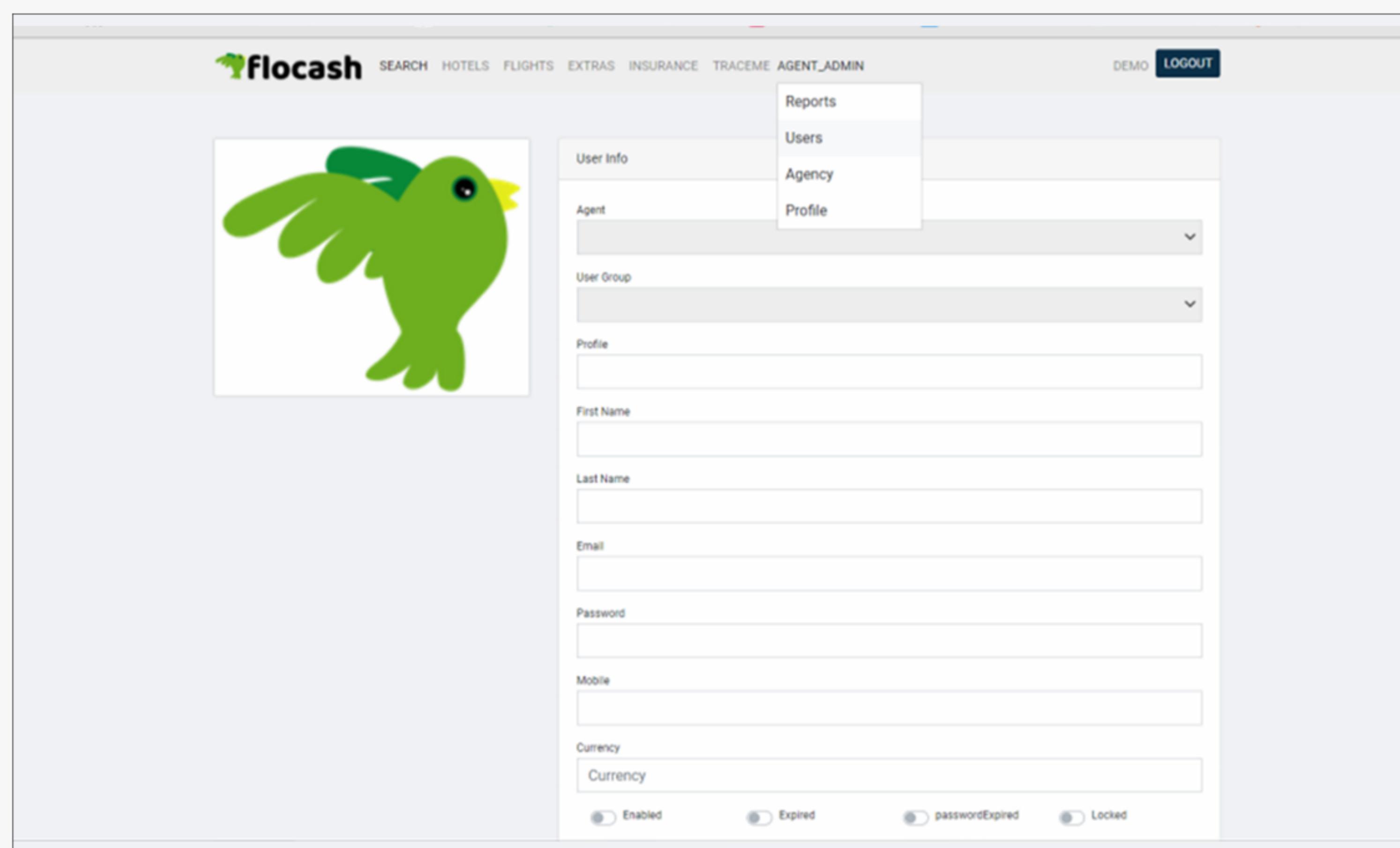
Click on Agency to manage agent info.

Click on Add Sub Agent, submit all required info and save

8.How do I add a user account on the Agent Portal?

- Click on Users to manage user accounts.
- Assign the user account to an agency.
- Assign user a Role in User Group add user info and save.

USER ACCOUNT



The screenshot shows the Flocash Agent Admin interface. At the top, there is a navigation bar with links for SEARCH, HOTELS, FLIGHTS, EXTRAS, INSURANCE, TRACEME, AGENT_ADMIN, DEMO, and LOGOUT. A green bird logo is positioned on the left side of the page. The main area is titled "USER ACCOUNT". On the left, there is a sidebar with tabs for Reports, Users, and Agency. Under "Users", there is a dropdown menu for "Agent" and "Profile". Below the sidebar, there are several input fields for creating a new user: First Name, Last Name, Email, Password, Mobile, and Currency. At the bottom of the form, there are three radio buttons labeled "Enabled", "Expired", and "passwordExpired", followed by a "Locked" checkbox. The entire interface has a clean, modern design with a white background and light gray borders for the input fields.