Document Title	Requirement for Tripcarte Dashboard and Management Portal
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System Description

The platform is designed to provide Tripcarte users and stakeholders an avenue easily view and retrieve current information without the need to access the backend modules.

List of Users

- Attractions and Merchants
- Tripcarte API Partners
- Tripcarte Travel Agent Partners
-
- Tripcarte Management
  - Finance
  - Customer Service
  - Management

Attractions and Merchants

Definition

Attractions and Merchant are users that are the supplier of the activities . These user accounts are created by the Tripcarte Web Management team once the Merchant Acquisition team has obtained an agreement and is ready to go live.

Features

Dashboard View

1. *New Notification message*
2. *New | Upcoming Booking (any booking in the next 48 hours) . Only for booking type*

3. Total Pending Payout . Click and view the list
    a. Example ‘RM 2300’
4. Total Redemption this Week . With up or down trend from last week.
    a. Example ‘ 350 tickets . + 15% ‘
5. Total Redemption this Year
    a. Example ‘ 14,000 ‘
6. Total Reviews Collected . With current rating. Click to view all Reviews.
    a. Example ‘ 12,000 comments ‘
7. *Current Products Sold*
    a.
8. Platforms Sold On (eg Boost - 3 million users)

Report Redemption Menu

1. View all redeemed tickets(Order , Item , Redeemed Date , Qty , Redeemed By)
2. Search for a specific order
3. Able to export to csv / other format

Commission Menu

1. Settlement Ref No (manual / Xero)

Notification Menu

1. View list of notifications / messages that was sent by Tripcarte.
2. Possibly able to forward the notifications to a list of emails ?

Reviews Menu

1. View list of reviews
2. Reply to a particular review . The reply is sent to Tripcarte team as an email , not as a review.

Bookings Menu

1. Listing of all received booking
2. For Booking type ticket , able to Approve and Reject

Redemption

1. Web Redemption (warning if go back without redeem)

Support

1. Fill up a form , choose the category / department and send it. Tripcarte team will receive the form

Profile Management

1. Manage their contact information (Name , Email , Contact No)
    a. Sales
    b. Finance
    c. Front Office
2. View current login associated with their merchant account and manage them.
    a. Create new login for sales , finance , front office

<u>**Travel Agents and Partners**</u>

Definition

Travel Agents and Partners are typically Tripcarte B2B customers who are buying Tripcarte tickets on behalf of their guest either via API Integration of the Travel Agent app.

Features

Dashboard View

1. View Credit Balance and Option to Top Up
2. Amount Transacted in the Past One Month
3. No of Order in the Past One Month

View Transactions

1. View All transactions made (Order ID | Order Date | Order Made By) with option to refund .
2. Refund simply sends an email to Tripcarte team

Point of Sale (POS)

1. Point of Sale that lists all products and the ability to make order using credit available
2. Point of Sale should include Product Title , Walk in Price , Agent Price , Redemption Instructions and Opening Hours

Product Listing and Changes

1. List of existing products with
2. List of update logs

Tripcarte Internal (Finance)

Definition

Tripcarte Finance are users that is involved in attraction payouts and internal finance

Features

Dashboard View

1. Total Payouts for the Week
2. Total Unredeemed (In tickets quantity and RM value)
3. Low in Stock Alert

Transaction View

1. View all transactions with the below details
    a. - Customer Details
    b. - Order ID
    c. - Product
    d. - Variation Type
    e. - Actual Price
    f. - Discount Amount
    g. - Total Sale
    h. - Payment Method | Fees
    i. - Nett Sale
    j. - Commission Amount
    k. - Settlement Status

Inventory View

1. View balance inventory for each SKU
2. Take into consideration Credit Totals, Total Tickets - *Might need more discussion on this matter.*

Tripcarte Internal (Customer Service)

Definition

Tripcarte CS are users that is involved in managing customer orders and request

Features

Dashboard View

1. No of Orders for the Week
2. Total in RM Sales

Transaction View

1. View all transactions with the below details
    a. - Customer Details
    b. - Order ID
    c. - Product
    d. - Variation Type
    e. - Actual Price
    f. - Discount Amount
    g. - Total Sale