MakeYourTrip HLD

Customer:

➢ Develop a web portal where customers can search/Compare and Book/buy the tours.

➢ The customer must be able to download the payment receipts/ invoices/ tour itinerary (example in PDF) and see his booking history on the portal.

➢ The customer must be able to cancel the tour and refund can be arranged based on the cancellation confirmation.

➢ The customer can enquire for the tours to the tour operator and he must be able to book based on the reply from tour operator.

➢ The customer must be able to book the tour using an initial booking amount, as set in the system. The full and final payment can then be processed once the tour operator has confirmed the availability.

➢ In case the tour operator declines the availability of the tour, the initial booking/token amount must be automatically refunded.

Operator:

➢ Create an extranet site where the Operator Can Create/publish his tours/ tourism products.

➢ He can associate taxes applicable to the specific tour/ product

➢ He can define and associate specific policies (T&C/Cancellation Policy etc) to the tours.

➢ He can define specific meals and associate it with the tours. The meals then can be selected by the Customer, while booking the tour against individual travelers.

➢ The operator must add the locations which he wants to use in his tours, to his location lists before he can use them.

➢ Once a location is available in his Extranet site, then he can use it in his tours.

➢ A location will be a geo location from Google maps or similar mapping services.

➢ An accommodation can be added to the operator list and then it can be used by him in his tour products/ tours.

➢ The operator is able to host his packages into his personalized store, with logo/ Cover-page etc. The store can then be accessed using a link, which he can share.

➢ Operator must be able to add multiple contact address.

➢ Operator Must be able to Brand itself:

- o Logo
- o Banner/Cover Page
- o History
- o Description
- o Video/ Video Albums
- o Pic / Pic albums
- o Why Operator?
- o Operator Bullet Points.
- o Facebook/ Instagram/ YouTube Channel/ twitter/Pinterest Links

- o Rating
- o Review
- o Operator Punchline etc.
- o Awards and Recognitions
- o

Tour Product:

- ➢ Tour is a product that will be sold from the EnWeGo Web portal.
- ➢ It can be defined by the operator through the extranet site.
- ➢ It is the combination of following 4 steps (Generic Activities).
  - o Pickup and Dropoff
  - o Travel / Transfer
  - o Halt
  - o Stay
- ➢ A pickup and Dorpoff are specific Geotagged locations.
- ➢ A pickup is always followed by a transfer activity.
- ➢ There can be multiple adhoc pickup points in a tour. Most of these Adhoc points will be the probable starting point of the tour, depending upon the customer requirement.
- ➢ There can be multiple sequential pickup points in a tour. Example a bus trip to Tirupati with multiple pickup points.
- ➢ A Dropoff is the end of the tour.
- ➢ There can be multiple adhoc drop-off points in a tour. Most of these Adhoc points will be the probable ending point of the tour, depending upon the customer preference.
- ➢ There can be multiple sequential dropoff points in a tour. Example a bus trip coming back from Tirupati with multiple dropoff points.
- ➢ A Halt is a short stay, with specific restaurants / Hotels / activities that can be associated with it. It will also be marked with a Geo-tagged location.
- ➢ A Stay is an overnight stay, with Hotels/ activities associated with it, the stay can last for multiple days. It will also be marked with a Geo-tagged location.
- ➢ A vehicle can be associated with the entire tour Journey.
- ➢ A vehicle can be associated with specific transfer activities when multiple mode of transfer/vehicle are involved.
- ➢ A tour can be associated to a single theme or multiple themes.
- ➢ A tour can be associated with Single Destination or Multiple Destinations.
- ➢ A Day-wise detailed itinerary for the tour will be captured with description/ Pictures/ Video etc .
- ➢ Multiple Tour Product - Bullet points will be captured.