# Agent Details:

## Company Details:

ID/Code

Name

Markup Plan

Referred By

RM

Mobile

Phone

Email

Address

City

ZIP/Post Code

Country

## Business Type & Status:

Business Type

B2B | B2C

Status

Active | Inactive

## Documents:

Owner’s NID

Owner’s Photo

E-Tin Certificate

Company / personal Bank Account details

Trade License [Company Only]

Travel Agent License (MOCAT Certificate)[Company Only]

## Financial Details:

Bank Details (Account holder Name, Account Number, Bank Name, Branch Address)

Current Balance

Deposit History

Transactions

## Assigned Inventory:

Air ticket

Sabre | MF | SITA

Hotel

DOTW | Asia Travel | Clear trip

Sight Seeing

99MM

Package

TSL | 99MM

## SMTP Configuration:

SMTP Server

SMTP Port

SMTP User Name

SMTP Password

## Report (Graphical Presentation):

Total Deposit | Last 30 Days Deposit | Total Profit | Last 30 Days Profit | Total Ticket | Last 30 Days Ticket | Total Hotel | Last 30 Days Hotel | Total Product | Last 30 Days Product

|  |  |  |
| --- | --- | --- |
| **Role** | **Description** | **Resource** |
| Agency Manager | * Document Verification   + 1. Trade License, Owner NID,     2. Owner Photo,     3. Passport copy,     4. Bank Account details,     5. eTin * Agency Account Approval (domestic only) * Reference assign * RM Assign | Feroz |
| Account Manager | * All Deposits * Fund Approval (Domestic Only) * Refund * Set exchange Rate of Sabre, MF and other supplier | Feroz, Zafreen |
| Reservation Manager | * Cancellation request handle * Cancel booked ticket before booking time grantee * Date Change/reissue | Sanjida, Feroz |
| Pricing Manager | * Comparing the air/hotel price with other OTA * Update markup accordingly * Agent Class management | Anam, Shafi, Shameem, Ashik |
| Relationship Manager  -Access to assigned agents booking history and other necessary information | * Assigned Agent sale Follow up * Get Back bounced customer (Progress Status in All Booking) | All the sales and marketing guys |
| Marketing Manager | * Agent Enrolment progress observe * Top up status of agent observe * Over All Agent sales Follow up | Shajeeb, Jwel |

# Control Panel Roles:

## Relationship Manager Role Access:

**Dashboard:**

* Sale Emphasize point
* Graphical Presentation of Total sale of agents under him |
* Agent wise total sale of Flight and Hotel |
* Agent Top-up history

**Agency List:**

* All agent under him and he need to get access to those agents details.
* Agent deposit should not done by him

**Booking Management:**

* All flight bookings: The bookings that has been done by agents under him
* All Hotel Bookings: The bookings that has been done by agents under him
* Same for other products

**Reports:**

* Sale report agent (Under him) wise within a date range
* Sale report graphically by agents

# Markup Change Triger Rule:

**1. Markup will update based on following parameters:**

1. Comparing to other portal
2. Based on Search volume
3. Based on Available balance/ Capping
4. Based on getting corporate price from Airline
   1. **Comparison Details**
   2. Dhaka originate flight routes those are need to compare:

DAC-CCU, DAC-KUL, ……

* 1. Comparing to other portal (Dhaka Originate)

|  |  |  |  |
| --- | --- | --- | --- |
| **Date : Time** | **Portal** | **Route** | **Lowest Price** |
|  | HalTrip | DAC-CCU |  |
|  | BookHotac | DAC-CCU |  |
|  | GoZayaan | DAC-CCU |  |
|  | FlightExperts | DAC-CCU |  |
|  | BimanHolidays | DAC-CCU |  |
|  | MyBimanHolidays |  |  |
|  |  |  |  |

* 1. Non-Dhaka originate flight routes those are need to compare:

HKT-BKK, ………..

* 1. Comparing to other portal (Non-Dhaka originate)

|  |  |  |  |
| --- | --- | --- | --- |
| **Date : Time** | **Portal** | **Route** | **Lowest Price** |
|  | HalTrip | HKT-BKK |  |
|  | BookHotac | HKT-BKK |  |
|  | GoZayaan | HKT-BKK |  |
|  | FlightExperts | HKT-BKK |  |
|  | BimanHolidays | HKT-BKK |  |
|  | MyBimanHolidays | HKT-BKK |  |

**1.2 Based On Search Volume**

* If particular route search volume is high and ticket is not issuing then price markup of that route need to reduce
* If particular route search volume is high and ticket is issuing accordingly then price markup of that route need to increase

**1.3 Based on Available balance / Capping**

* If aggregator account balance become low and possibility of booking frequency is high then increase the markup
* If capping of particular airline of GDS become very low then increase the markup

**1.4 Based on getting corporate price from Airline:**

* Based on airline Account code we can reduce the price of particular airline for particular destination.

**2. Competitors Portal Access:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name & Web Address** | **Agent Code** | **User Name** | **Password** |
| <http://www.bookhotac.com/> |  |  |  |
| <https://www.haltrip.com/> |  | **holidayplannersbd01712016193@gmail.com** | **hpbd1234** |
| <https://www.gozayaan.com/> |  |  |  |
| <https://www.flightexpert.com/> |  |  |  |
|  |  |  |  |