BACK-OFFICE DOCUMENT

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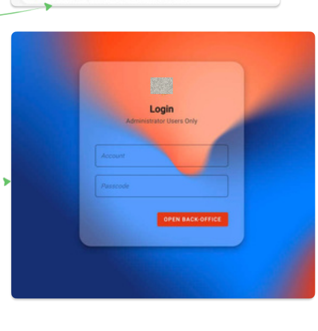
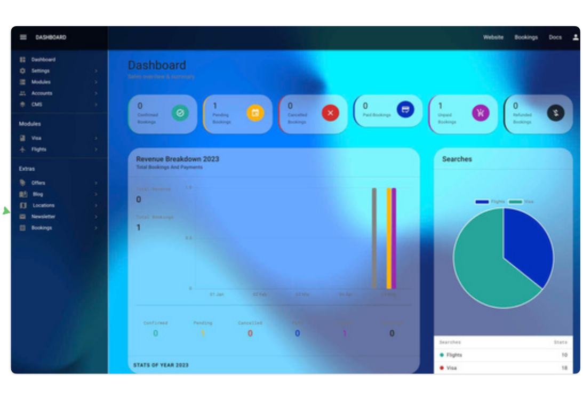
LogIn

1. Firstly, Open admin URL By adding the word "*admin*"

2. The opposite page will be displayed for you.



3. After entering the username and password, you can open the management page.



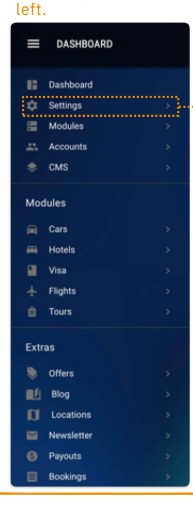
Over View

On the first page of the management, you can see a summary of the general statistics of reservations and searches made on the website by the end user. On the left side of the screen, we see the dashboard menu, which shows its sub-set by opening each option.

Warning

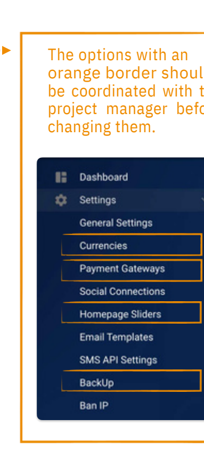
All activities performed by the page admin, including general settings, MARK-UP settings, user management, reservation management, and any activity performed on the page will be saved by the system as a log with your username, and the system administrator is responsible for any wrong data entry.

The most important part of the dashboard is the options on the left.

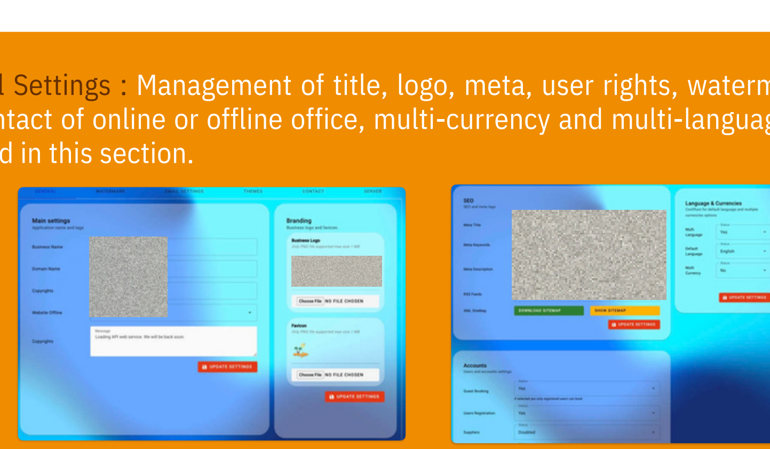


We start training with the settings option. When you click on settings, its sub-set options will be displayed.

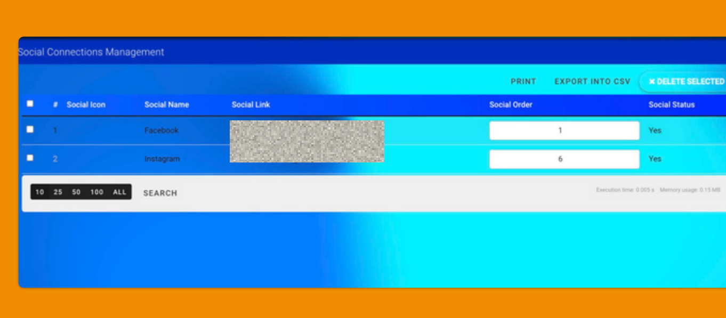
The options with an orange border should be coordinated with the project manager before changing them.



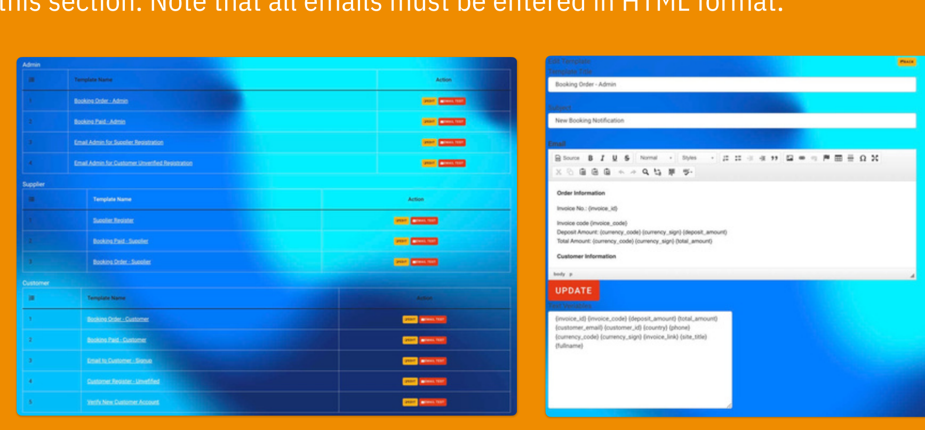
General Settings : Management of title, logo, meta, user rights, watermarks, address and contact of online or offline office, multi-currency and multi-language website are included in this section.



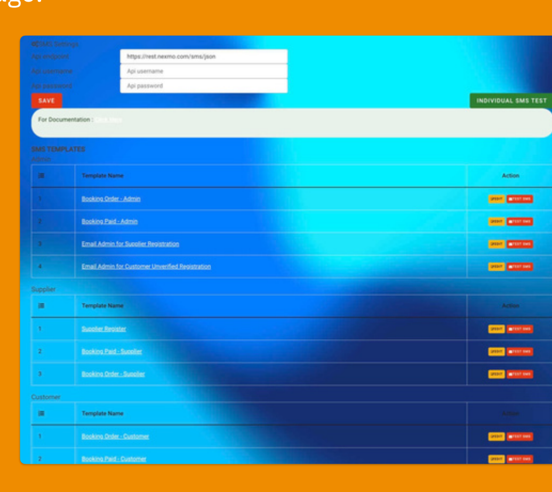
Social Connections : You can manage the social network links that are displayed at the bottom of the website and in the footer section.



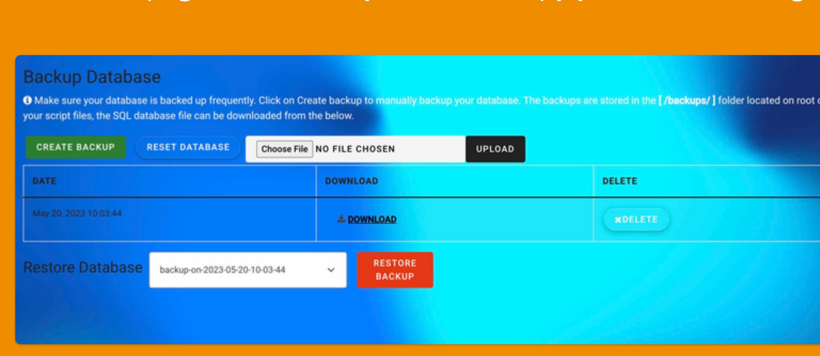
Email Templates : The theme of emails that you communicate with customers during the operation of the website, such as registration and password change emails, notification about reservations, advertising campaigns and their text, are placed in this section. Note that all emails must be entered in HTML format.



SMS API Settings : All the notifications that you can communicate with your customers via email can also be sent via SMS to the contact number they entered when registering on the website. To use the SMS service, you must create an account on the nexmo.com website and enter your username and password on the corresponding page.

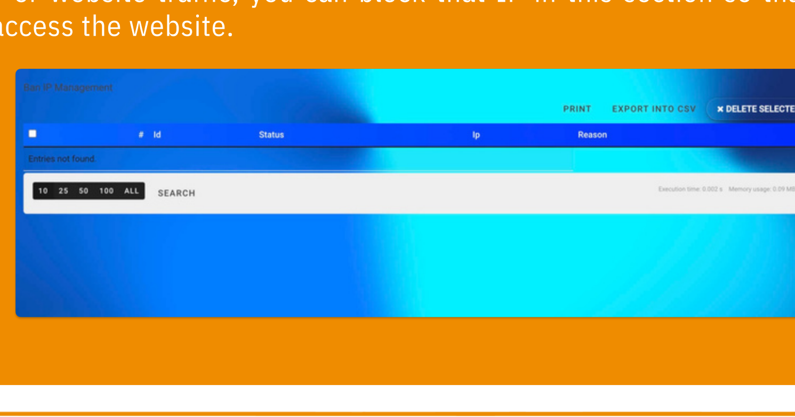


BackUp : In the backup section, you should regularly back up your database at certain intervals. The company providing the website does not assume any responsibility for the deletion of information caused by human error that occurs on the dashboard page. Therefore, you should copy your database regularly.


Backup Database

Make sure your database is backed up frequently. Click on Create backup to manually backup your database. The backups are stored in the [/backups/] folder located on root of your script files, the SQL database file can be downloaded from the below.

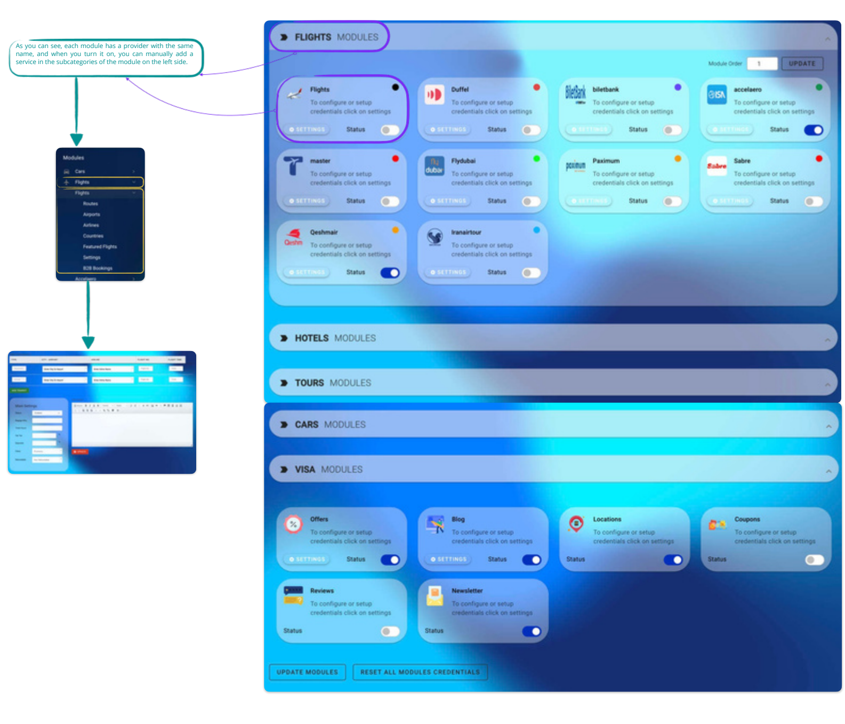
Ban IP : If you identify an IP that might cause a problem for you, either in terms of security or website traffic, you can block that IP in this section so that it can no longer access the website.



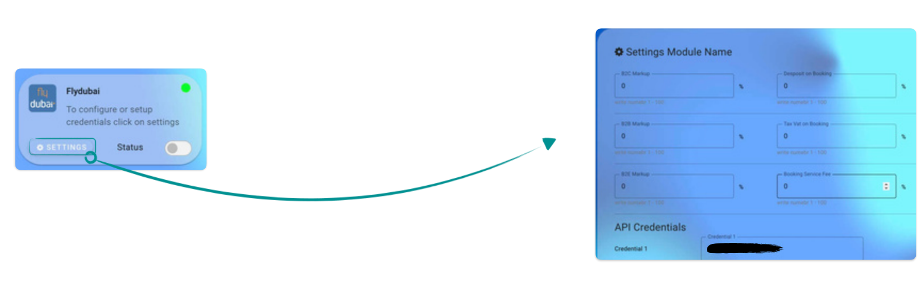
Modules

In the modules section, we can turn on or off the main parts of the website, which include flight, hotel, tour, transfer and visa, in addition to side options such as blog, locations, discount codes, or user comments. Turning off any module means that its option will not be displayed on the main page and no requests will be made to their providers in the search.

As you can see, each module has a provider with the same name, and when you turn it on, you can manually add a service in the subcategories of the module on the left side.



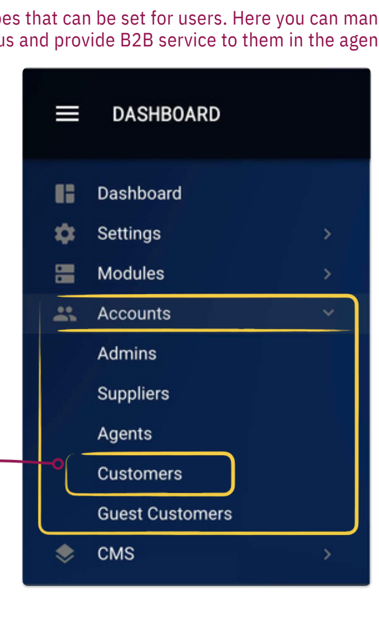
But in relation to suppliers, everything happens automatically, from the search process to the booking process. Each provider has a settings button in its box. When you click on it, you can apply the markup settings for B2B & B2C. Make sure that the numbers you enter must be in consultation with the management and accounting of your agency.



1. Deposit on Booking should be 100 and Tax Vat On Booking should be set according to manager decision.
2. Don't touch API Credentials settings.

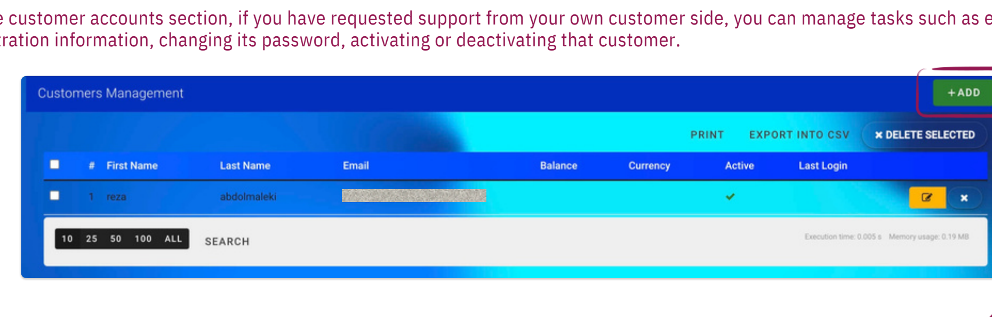
Accounts

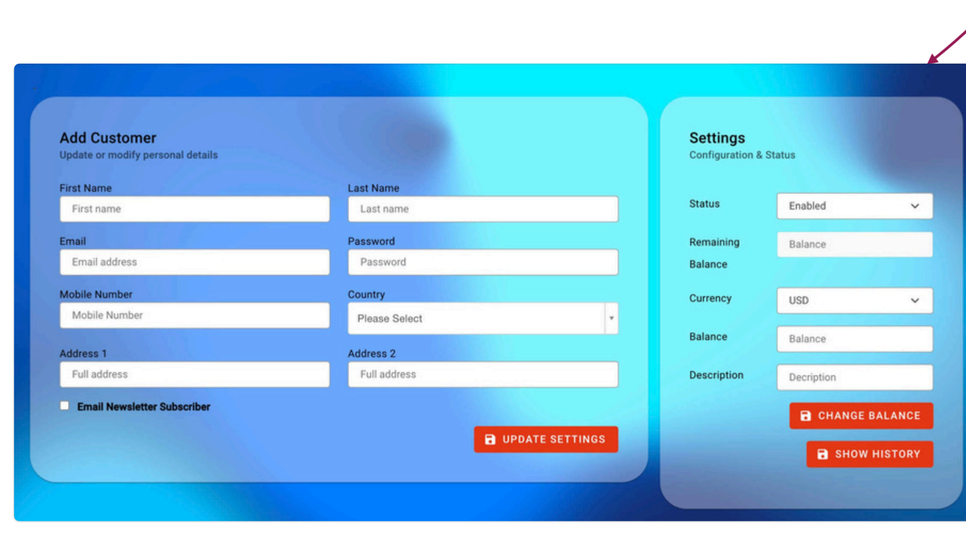
In the accounts section, you can manage all types that can be set for users. Here you can manage the customers who have registered on the website and other agencies that work with us and provide B2B service to them in the agents section.



Customers

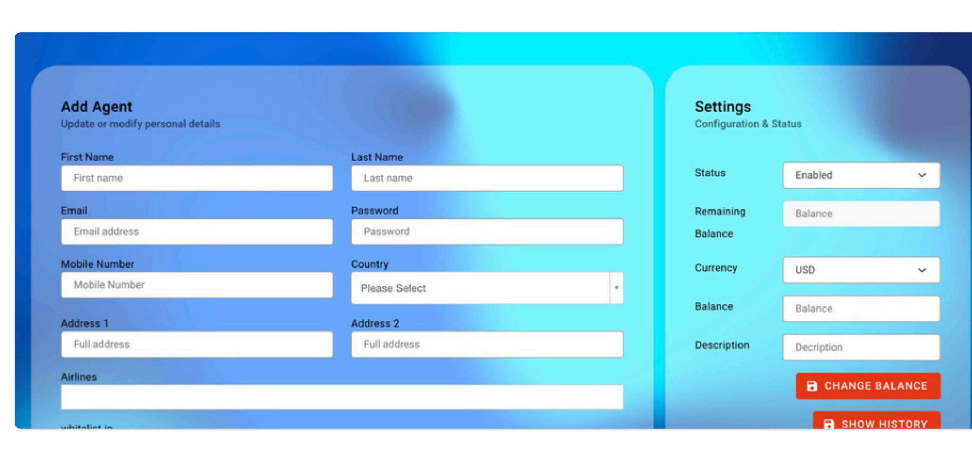
In the customer accounts section, if you have requested support from your own customer side, you can manage tasks such as editing its registration information, changing its password, activating or deactivating that customer.



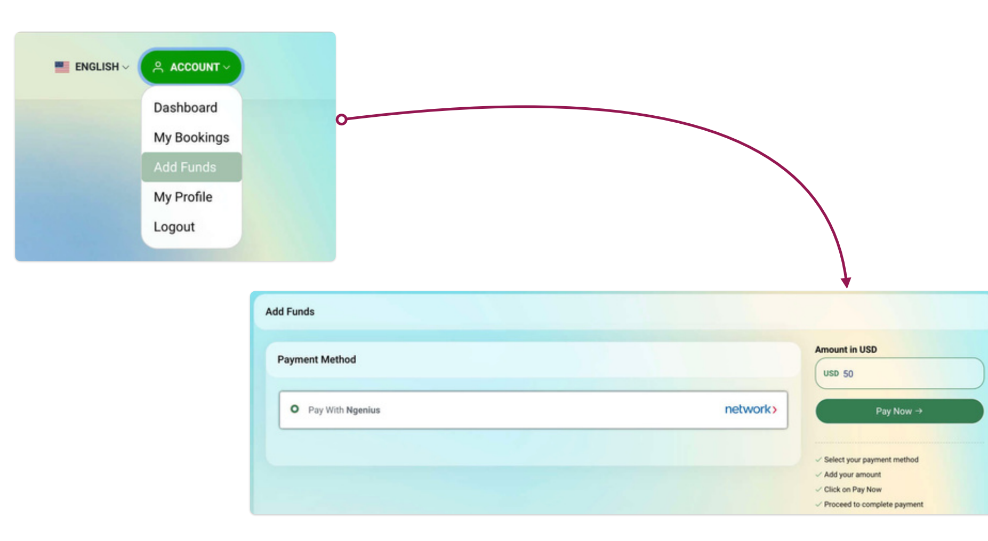


Agents (B2B Accounts)

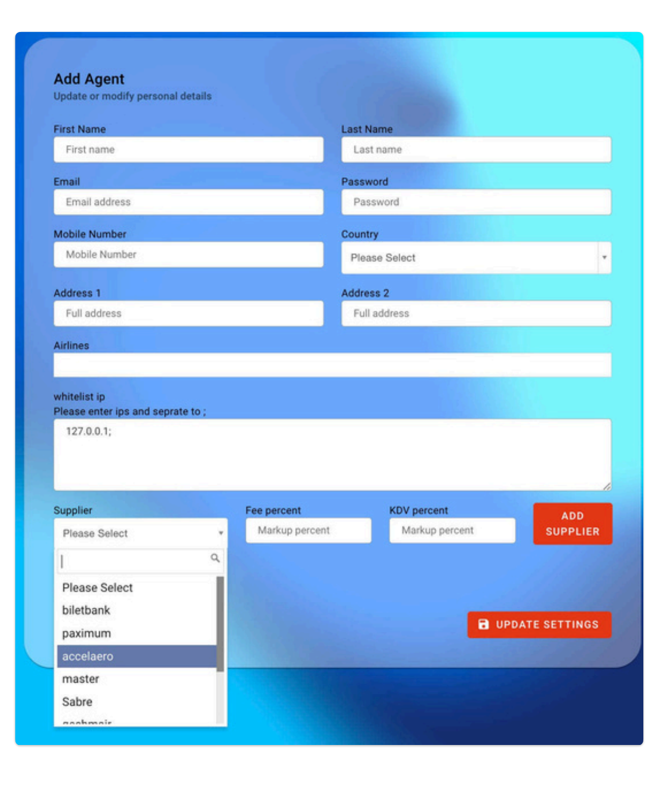
In the agent accounts section, you can manage the accounts that you provide to other travel agencies. Here, if an agency asks you for an account for B2B service, you can create this account with the add button. Make sure that you write the details of that agency on the left side and the deposit details of this account on the right side. Also, if any agency needs to top up after completing the deposit and transfers that money to you through the communication channels determined by the accountant, you can use the add balance option. You can also view the history of adding balances.



Another way to add balance for the agent user is to log in to the site with the username and password they have and click the add fund option on their respective dashboard which can be seen on the main page of the website and through The payment gateway can pay the desired amount of their charge, but in this case they have to pay two percent of the total amount of their charge that they have paid through the portal as a commission. If they transfer their balance to you account by account, there is no need for 2% payment gateway commission.



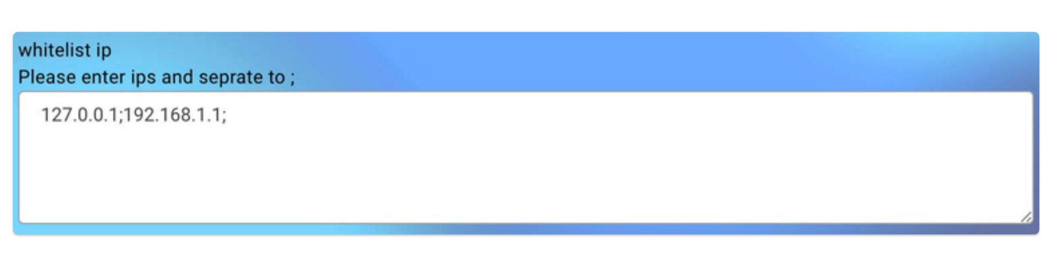
Another way to create a B2B account to use the API web service is that in addition to filling in the agency's profile and setting the initial balance, you must set a few more items at the bottom of the page. You need to ask them for an IP. Enter the IP as shown below in the box shown in the image. Pay attention that after entering the IP, we must add a semicolon " ; ". Also, in the supplier section, you must choose which suppliers this api service wants to use. For example, we want to give our supplier account as API to another agency.
As below, we first select Accelaero from the list of suppliers and in front of it, we enter the amount of commission that should be set as a
Here we have two parts, set the second part (KDV) to zero, and in the first part, determine the markup
markup for this supplier.
percentage by consulting with accounting and management, and then click the Add option.



You give them the link to the document below along with the username and password you set for that agency to implement the web service. Pay attention that their requests through API can be responded only with the IP that you have set for them. If you wanted to set more than one IP for them, write the second IP right after the semicolon and put the semicolon at the end. as below:

Webservice Doc URL

https://documenter.getpostman.com/view/99310d12/2s93eYVYDn

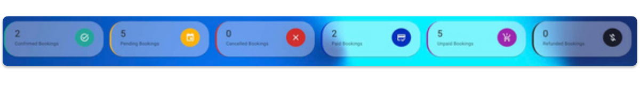

whitelist ip
Please enter ips and seprate to ;
127.0.0.1;192.168.1.1;

Currently, do not change the accounts that are specified as admin, supplier, and guest, and they are set by default.

Bookings

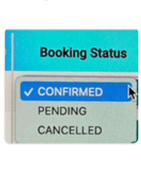
The next important part that you should pay attention to very carefully is the bookings section of the system. The last option on the left in the dashboard is an option under the title of bookings.

In this section, you can see a summary of the status of the booked services in the form of small boxes. And in the next down part, you can see the details of the bookings.



Each booking specifies by which user it was booked and which provider it was. What is the status of its reservation?

Is it pending?
Is it in confirmed?
Or canceled?



And we can see its payment status as paid and unpaid. In front of it, we have a button called invoice, which is basically a summary receipt of the service book. If needed, after opening it, you can give its link to the customer who booked. Although the customer sees the invoice on the website after automatic payment.

I will explain the button called Execute in the error scenarios section.

ERROR SCENARIO !

Scenarios of errors that may occur during reservations. Before explaining them and what is their solution, know that the search process until the final reservation, which results in getting the PNR code, should be done in a maximum 15 minutes. After that, it is not possible to make a reservation. In the B2C and B2B section, we announce this to users according to mechanisms.

What is the solution if the user advances to the payment gateway and encounters an error while paying?
The customer calls the agency and requests support, your accountant must enter the payment gateway portal and check whether the payment has been made or not. If the accountant sees that the transaction has not been made, he can ask the customer to go to his profile. to re-pay the reservation that is there but is pending.

If the accountant sees in the payment gateway portal that the amount has been paid and this transaction was successful through the payment portal but received an error on the website, and if less than 15 minutes have passed since the time of booking the ticket, the website supporter (YOU) can go to the bookings section and click on Execute, confirm ticket.

If the customer goes to the book ticket with a successful payment message, but does not receive the PNR code, the website warns to contact support. After contacting you, the customer asks you to check the status.
By going to the bookings section in the dashboard, you can find the desired reservation by searching the customer's name and see from which supplier this ticket was purchased. Check this separately by going to the portal provided by that supplier.

For example, if we assume that the airline is Mahan, the support person (YOU) enters the Accelaero system and observes the status of that ticket there, and then decides to confirm or cancel and refund the ticket. And send PNR to customer separately.

The terms of refund, cancellation and change in the ticket are in accordance with the rules given by each airline, and the support must apply this operation according to the customer's request in the portals of the same supplier.

If it is necessary for us to ask the customer to pay a certain amount for a penalty or anything else, how can we do it?
Answer: We ask the customer to go to his dashboard and charge the same amount in his profile, and then the website support will reset the balance to zero.

Other parts of the website such as cms, blog, comments of users who are allowed to comment or not and other side options that are not explained here, there are explanations on their respective pages and you can easily Work with them.