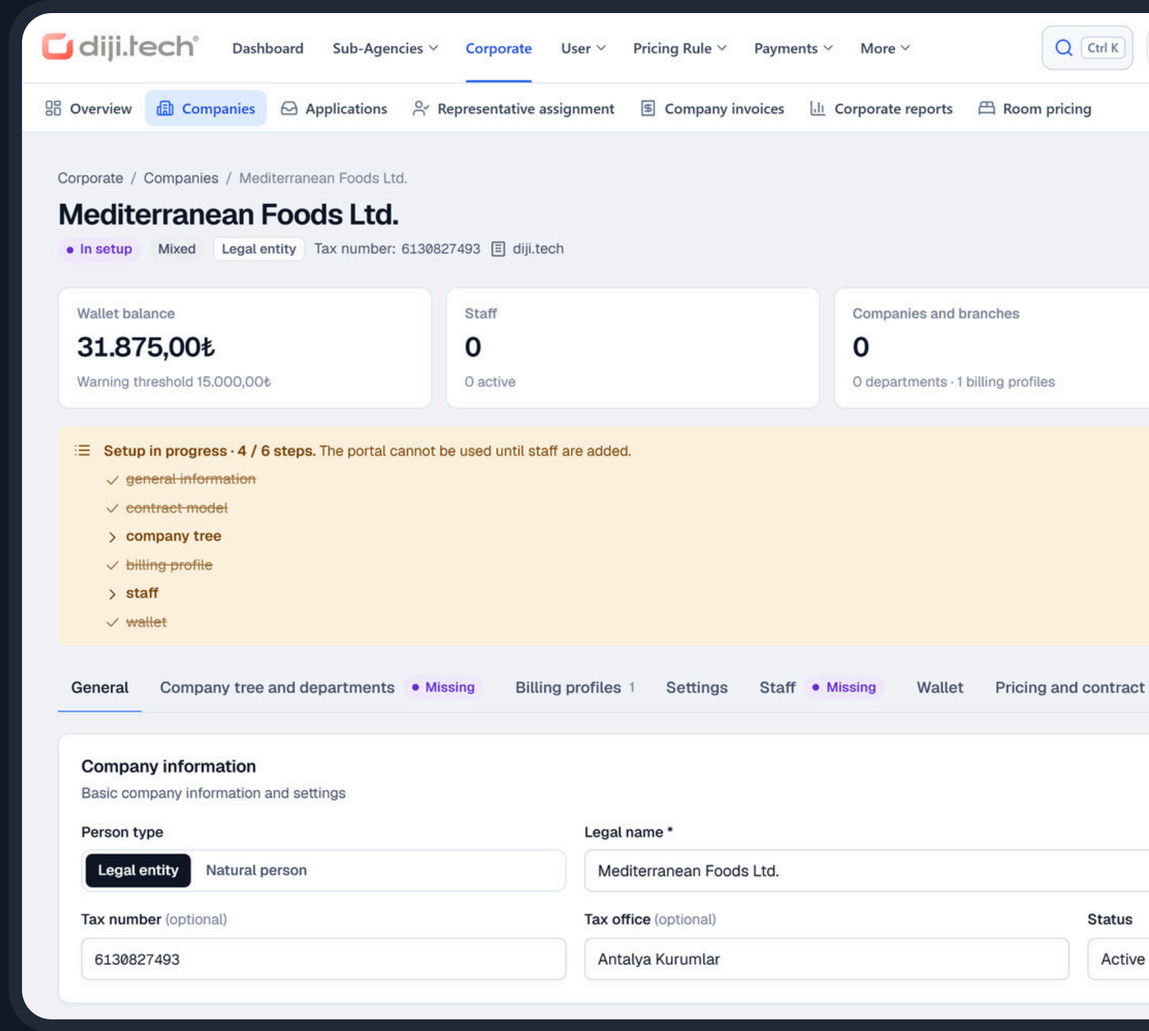
CORPORATE CHANNEL

diji.tech Corporate Channel

Agency Manager Guide

For agency management and corporate sales managers



info@diji.tech www.diji.tech

What is the Corporate Channel?

The diji.tech Corporate Channel is the system in which your agency opens and manages its corporate customers from the agency panel, and your team sells on behalf of those companies. Companies plan travel in their own portal opened under your agency's brand; prices, balances, rules and reports come together in your panel.

01

Fast company opening

A three-step wizard, conversion from a portal application and bulk import from Excel.

02

Company-specific prices

Service fee, hidden markup, commission and flight fees per company; a detailed rule engine and simulation.

03

Prepaid company wallet

Allocation from the agency balance to the company wallet, reclaiming, a warning threshold and a movement statement.

04

Selling on behalf of a company

Representatives are assigned per product; with "Act for a company" they sell with the company's prices, billing profile and wallet.

05

The company's structure on one card

Company tree, billing profiles, staff, policy, approval flow and budgets in the company detail.

06

Measurable profitability

Sales per company, profit layer by layer, policy compliance and the sales statement; Excel, CSV and PDF.

Agenda

The guide walks through the corporate screens of the agency panel in order. Each section starts with a divider page.

01 Corporate overview p. 4

02 Companies and opening a company p. 7

03 Applications p. 17

04 Company card, tree and billing profiles p. 23

05 Settings and staff p. 31

06 Company wallet p. 36

07 Pricing and contract p. 43

08 Policy, statement and scheduling p. 52

09 Price layers — markup editor p. 56

10 Representative assignment, users and roles p. 66

11 Reports, after-sales and the portal p. 76

01

Corporate overview

The Corporate menu of the agency panel; corporate customers, pending work and wallets followed from one screen.

IN THIS SECTION · 2 SCREENS

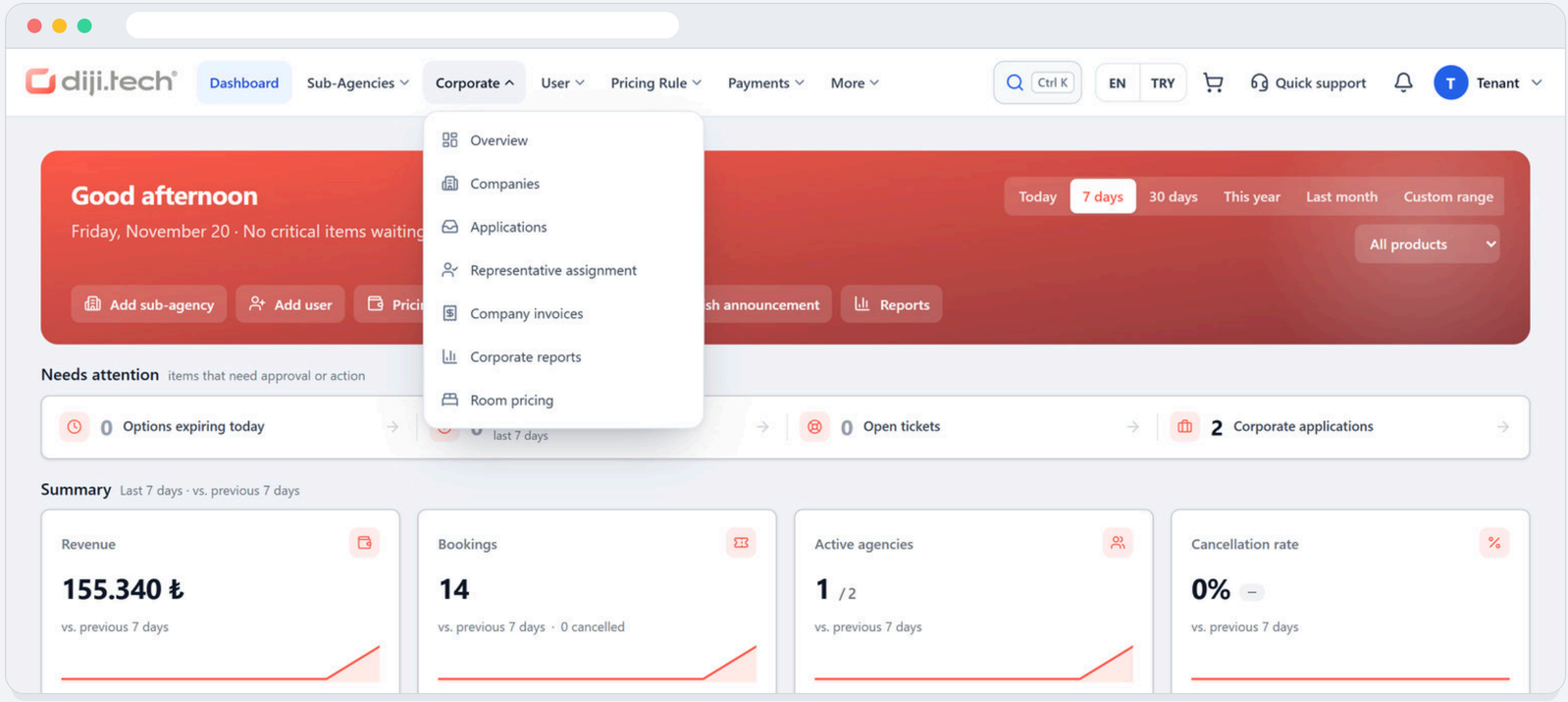
- Admin dashboard and the Corporate menu
- Corporate — Overview

01 · CORPORATE OVERVIEW

Admin dashboard and the Corporate menu

The Corporate heading in the agency panel's top menu leads to every screen of the corporate channel. The dashboard's Needs attention strip also counts new corporate applications.

- Corporate sub-menu: Overview, Companies, Applications, Representative assignment, Company invoices, Corporate reports, Room pricing
- "Corporate applications" counter in the Needs attention strip
- Quick actions: Add sub-agency, Add user, Pricing rules, Reservations, Publish announcement, Reports
- The Corporate menu appears when the tenant has a corporate agency

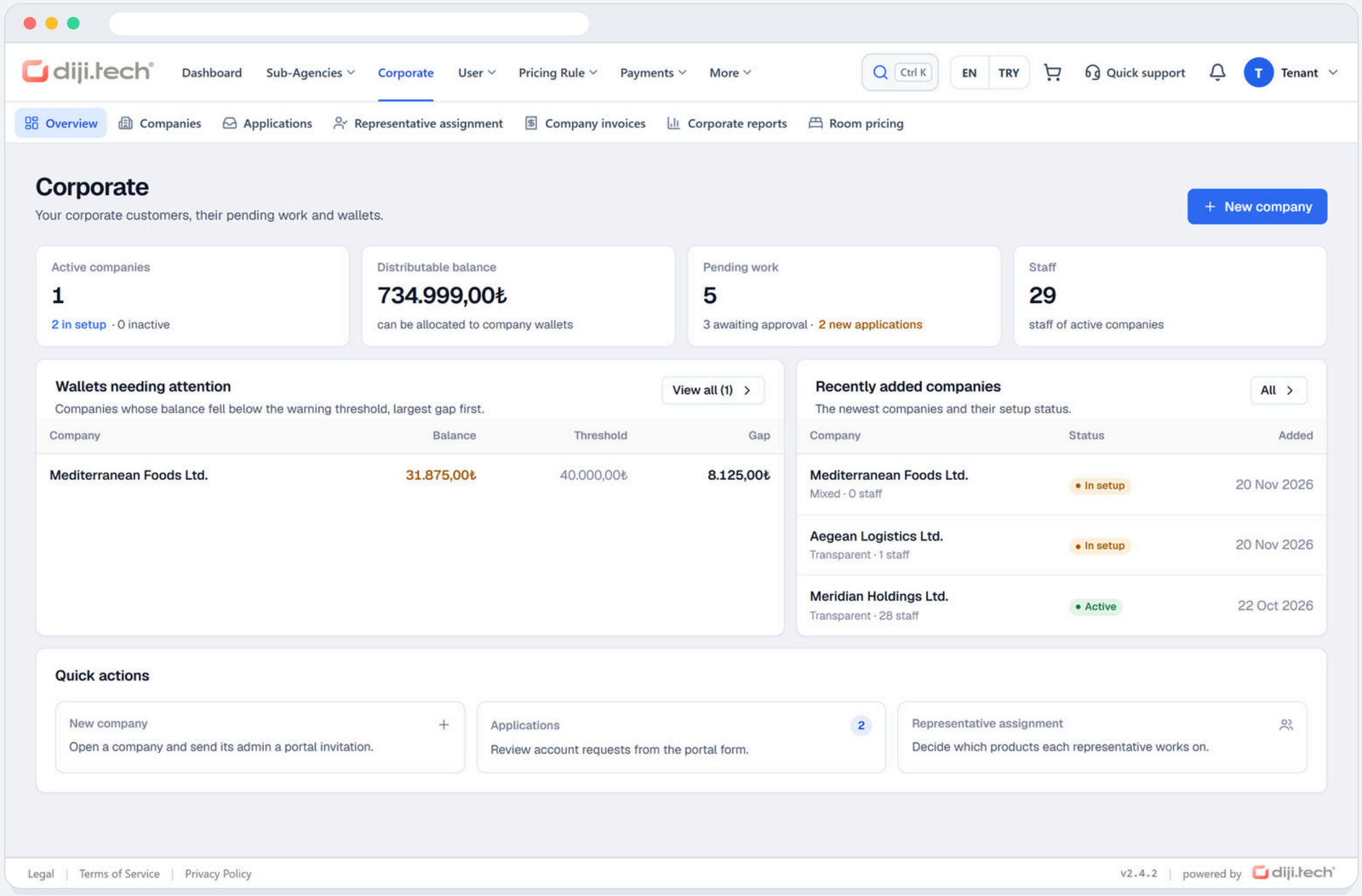


01 · CORPORATE OVERVIEW

Corporate — Overview

A summary of the channel and the company wallets running low, on one screen. The team starts the day here and jumps straight to the companies that need attention.

- KPIs: Active companies (with in setup / inactive), Distributable balance, Pending work, Staff
- Wallets needing attention: Company, Balance, Threshold, Gap; largest gap first
- “View all” opens the company list filtered to wallets below their threshold
- Recently added companies: model, staff count, status badge
- Quick actions: New company, Applications, Representative assignment



02

Companies and opening a company

The company list, the three-step new company wizard and bulk import from Excel.

IN THIS SECTION · 9 SCREENS

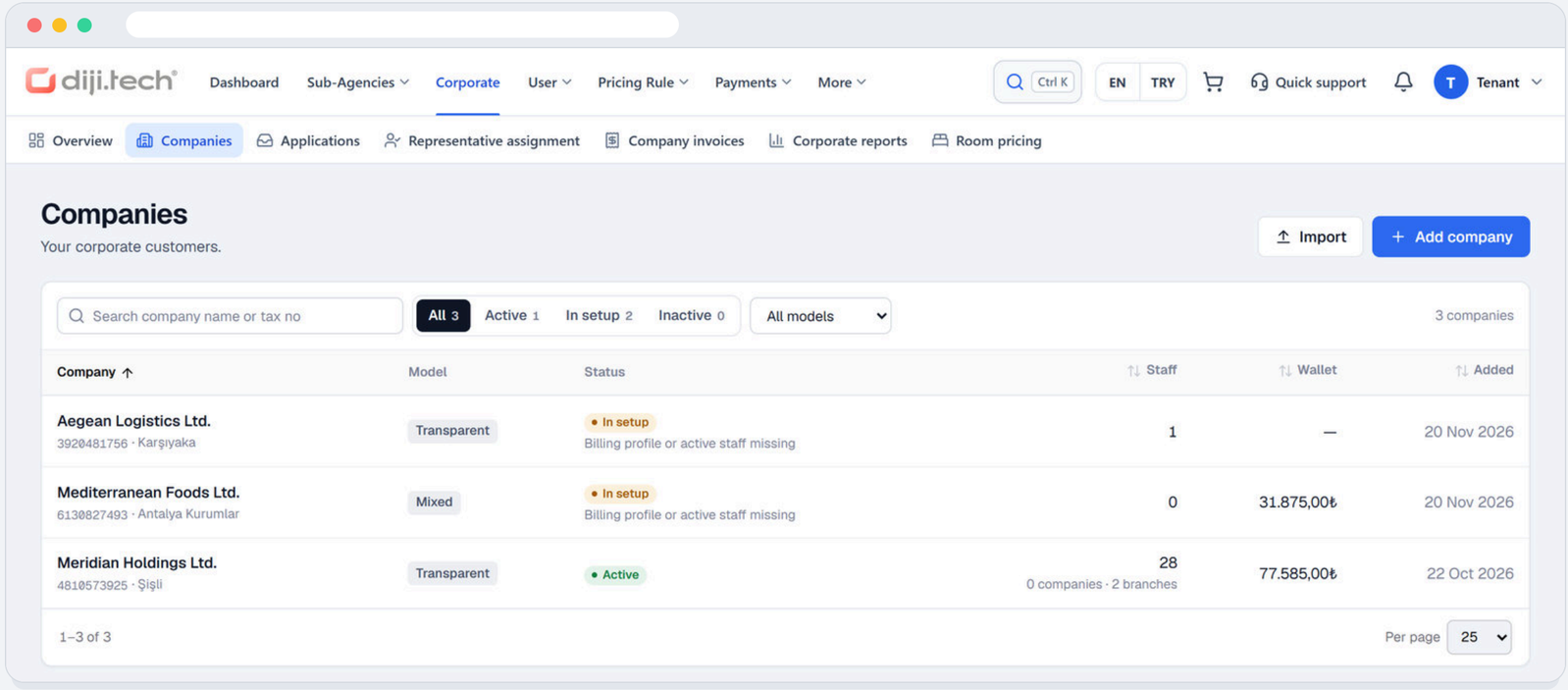
- Company list
- New company — 1. Company details
- Duplicate tax number
- New company — 2. Contract model
- New company — 3. Company admin
- Company created
- Import companies — Upload file
- Import companies — Review
- Import companies — Result

02 · COMPANIES AND OPENING A COMPANY

Company list

All of the agency's corporate customers sit in one list that can be filtered by status and contract model. Click a row to open the company card.

- Search by company name or tax number; sorting and page size
- Status tabs: All, Active, In setup, Inactive
- Model filter: Transparent, Hidden margin, Mixed
- "Import" and "Add company" buttons

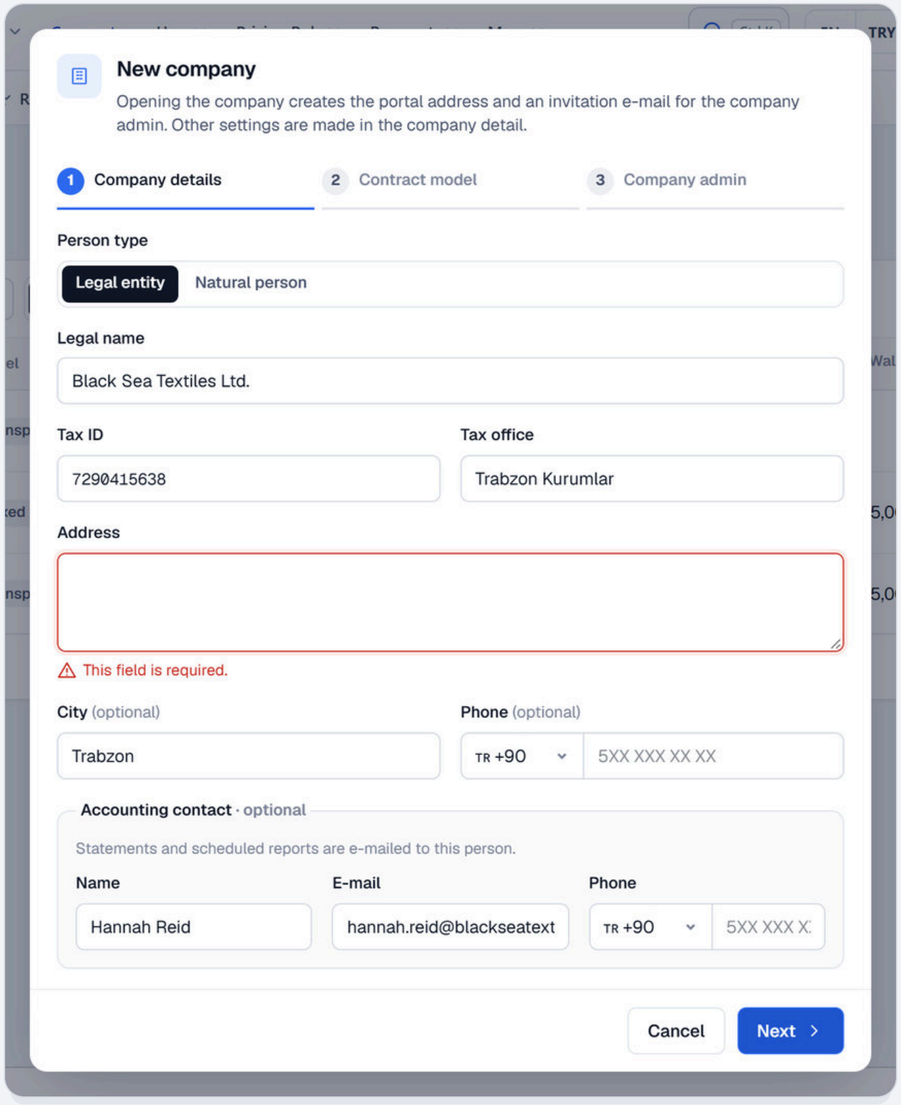


02 · COMPANIES AND OPENING A COMPANY

New company — 1. Company details

A new company is opened with a three-step wizard; the first step takes the company's official details. Missing required fields are flagged when you click "Next".

- Steps: Company details, Contract model, Company admin
- Person type: Legal entity / Natural person
- Legal name, tax ID, tax office and address are required; city and phone are optional
- Accounting contact: name, e-mail, phone

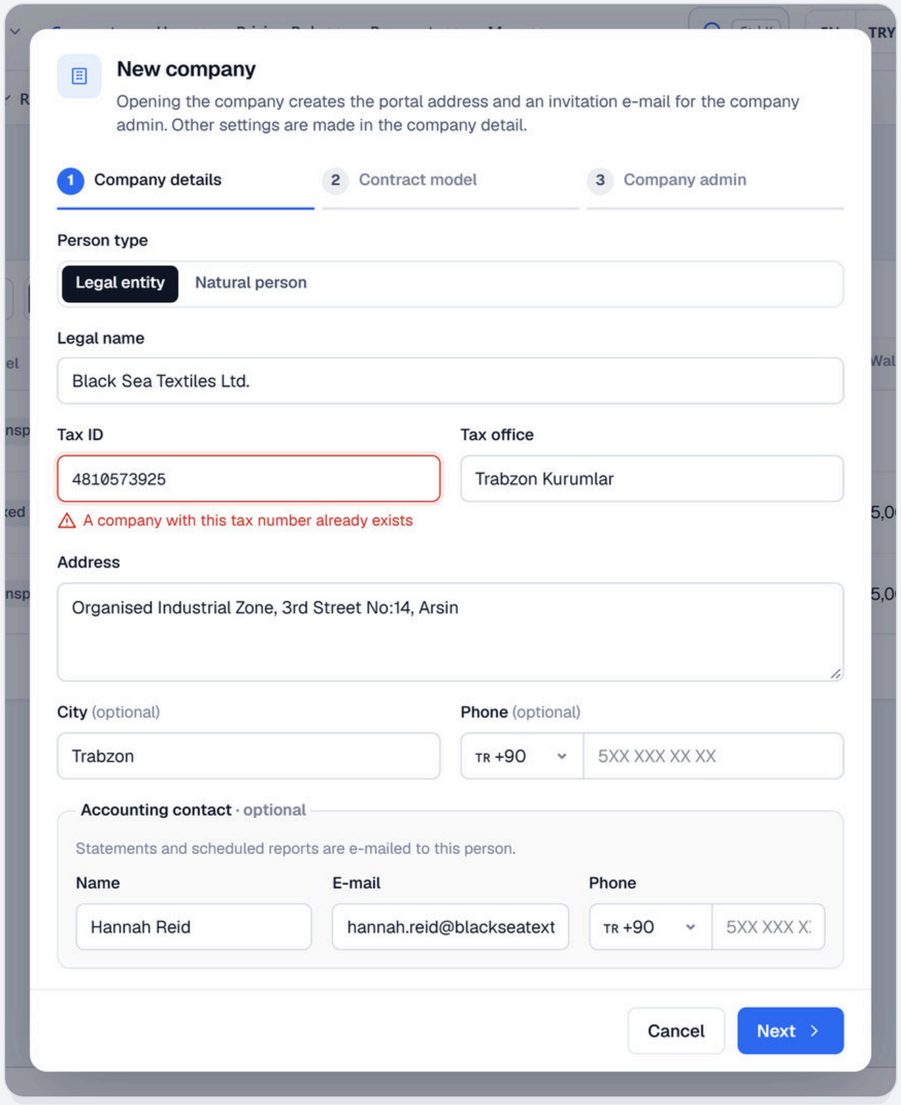


02 · COMPANIES AND OPENING A COMPANY

Duplicate tax number

A second company with the same tax number cannot be opened in the same agency. The wizard points to the field in error and keeps everything else you entered.

- “A company with this tax number already exists” warning
- The wizard goes back to the relevant step
- Data in the other fields is kept
- No duplicate company record is created

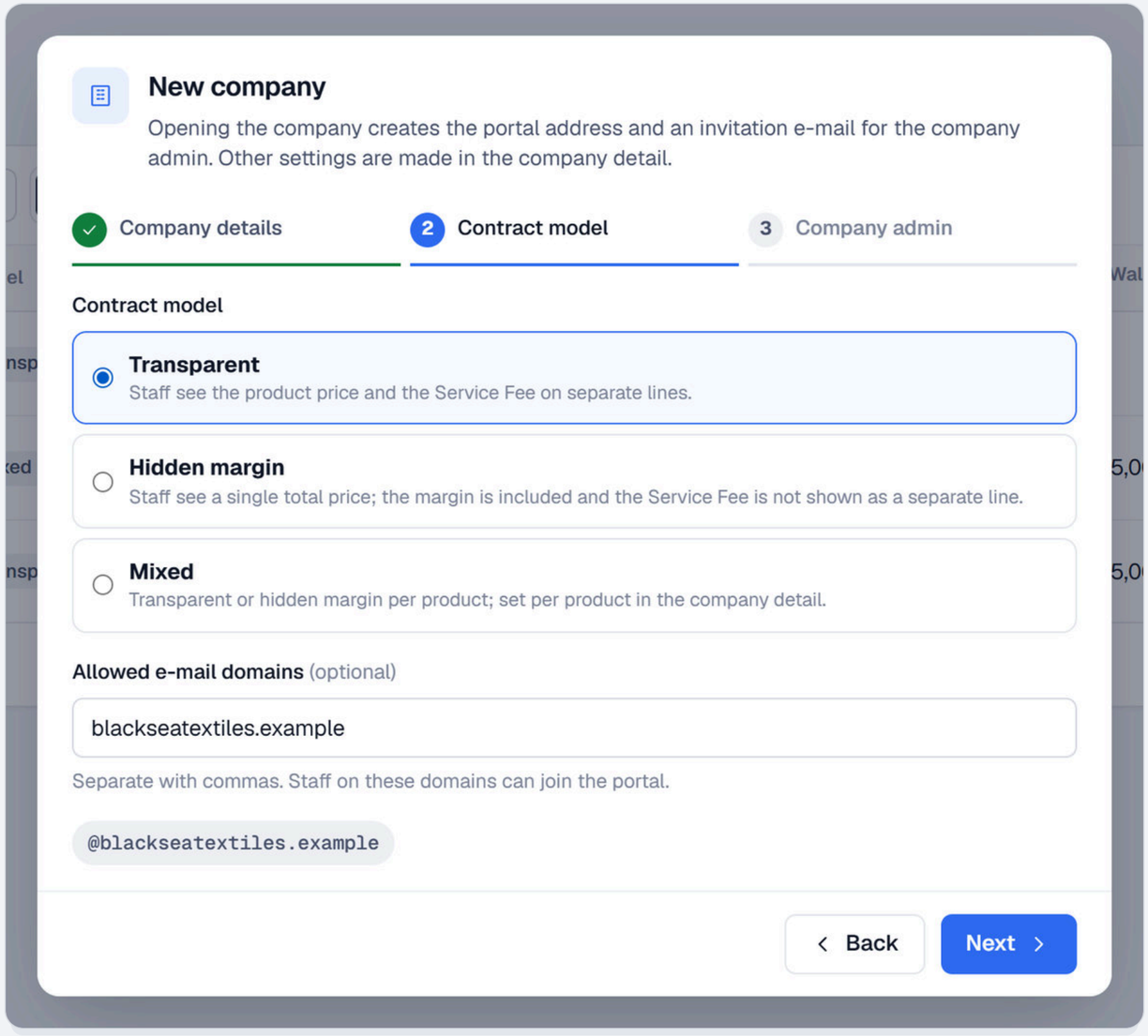


02 · COMPANIES AND OPENING A COMPANY

New company — 2. Contract model

How the company sees its prices is chosen at setup; the model can be changed later.

- Model: Transparent, Hidden margin, Mixed
- Allowed e-mail domains (comma-separated)
- If left empty, the admin's e-mail domain is used
- The model can be changed later on the Pricing and contract tab

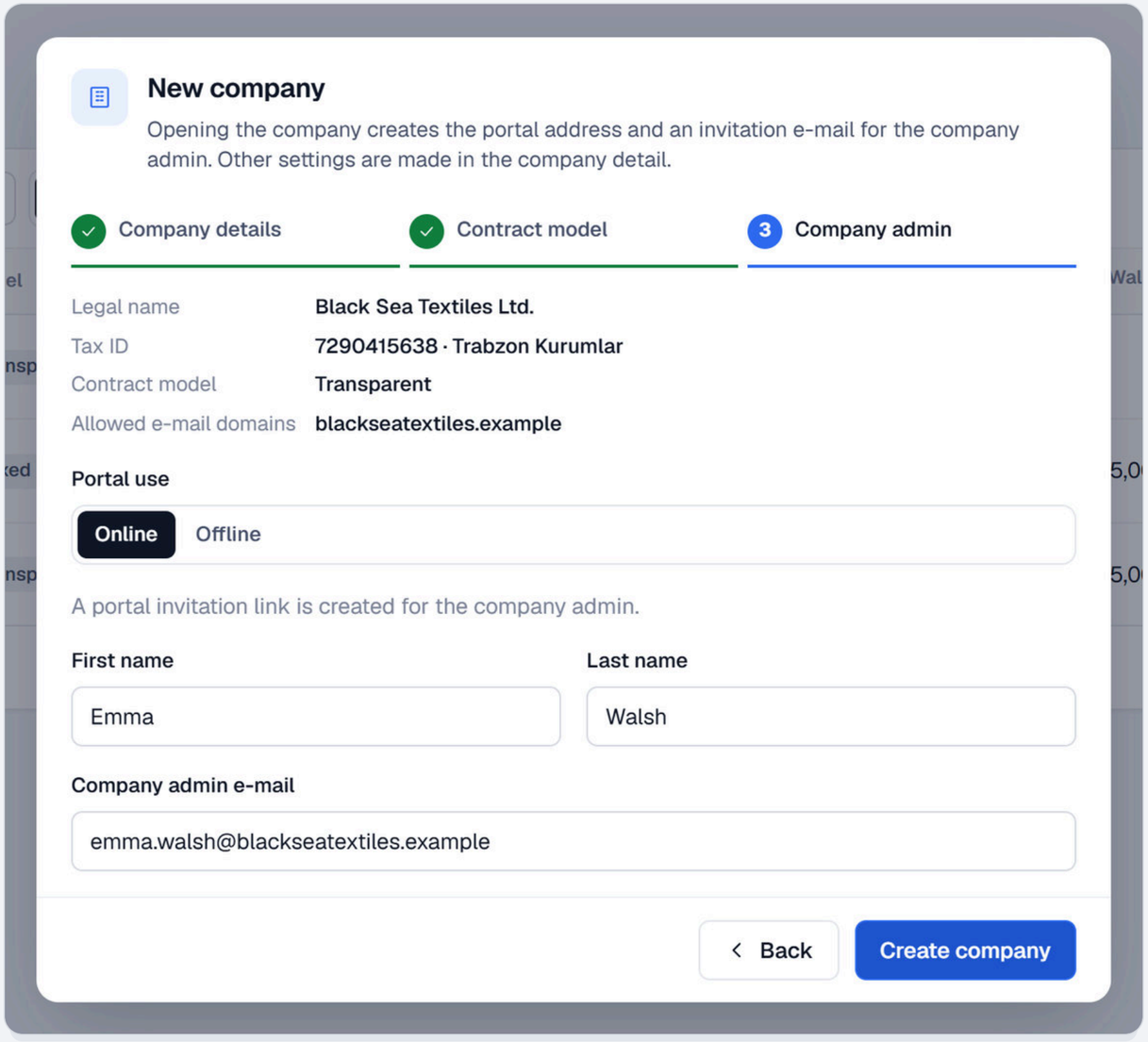


02 · COMPANIES AND OPENING A COMPANY

New company — 3. Company admin

The last step defines the company's portal administrator, who joins through an invitation link and sets their own password.

- First name, last name and company admin e-mail are required
- An invitation link to the company portal is created for the admin
- The admin sets their own password
- "Create company" opens the company

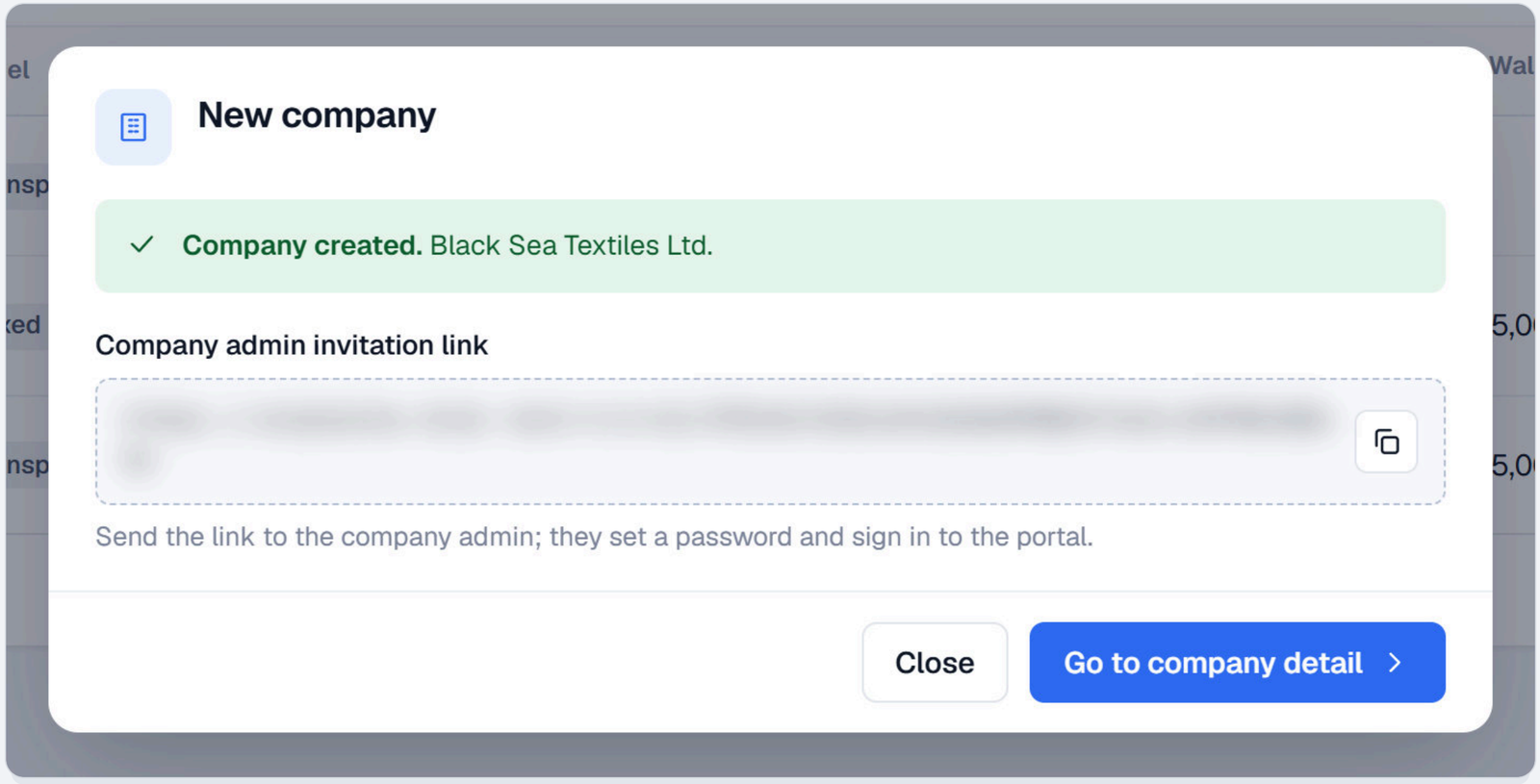


02 · COMPANIES AND OPENING A COMPANY

Company created

Once the company is open, the admin's invitation link is ready. From here you go to the company detail and complete the setup.

- "Company created." confirmation with the company name
- Company admin invitation link (blurred in the image)
- Send the link to the company admin; they set a password and sign in to the portal
- "Go to company detail" leads to the setup steps

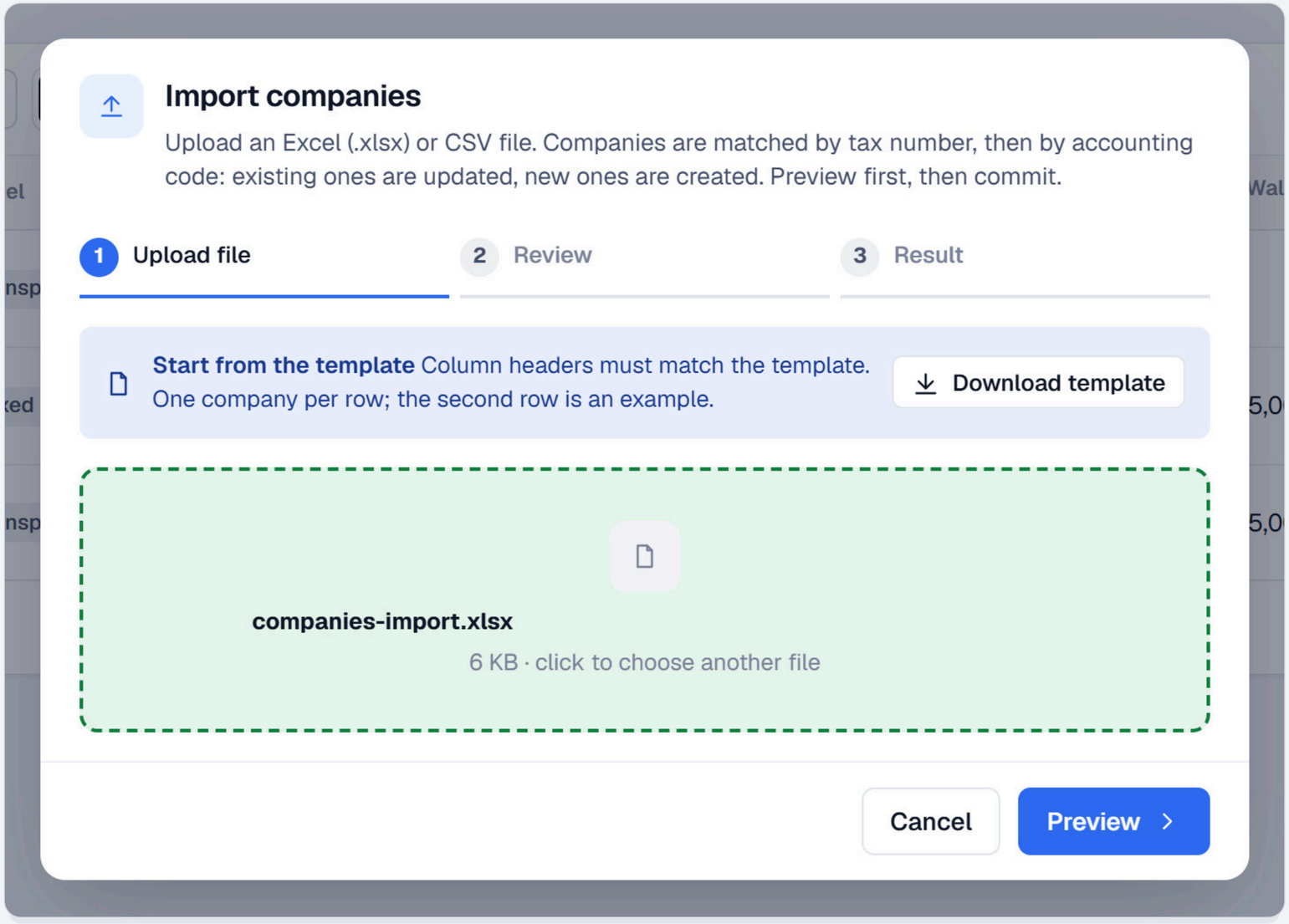


02 · COMPANIES AND OPENING A COMPANY

Import companies — Upload file

Many companies can be brought in at once from an Excel or CSV file. Matching companies are updated and new ones are created.

- Excel (.xlsx) or CSV file; the template can be downloaded
- Matching by tax number first, then by accounting code
- Steps: Upload file, Review, Result
- Preview first, then import

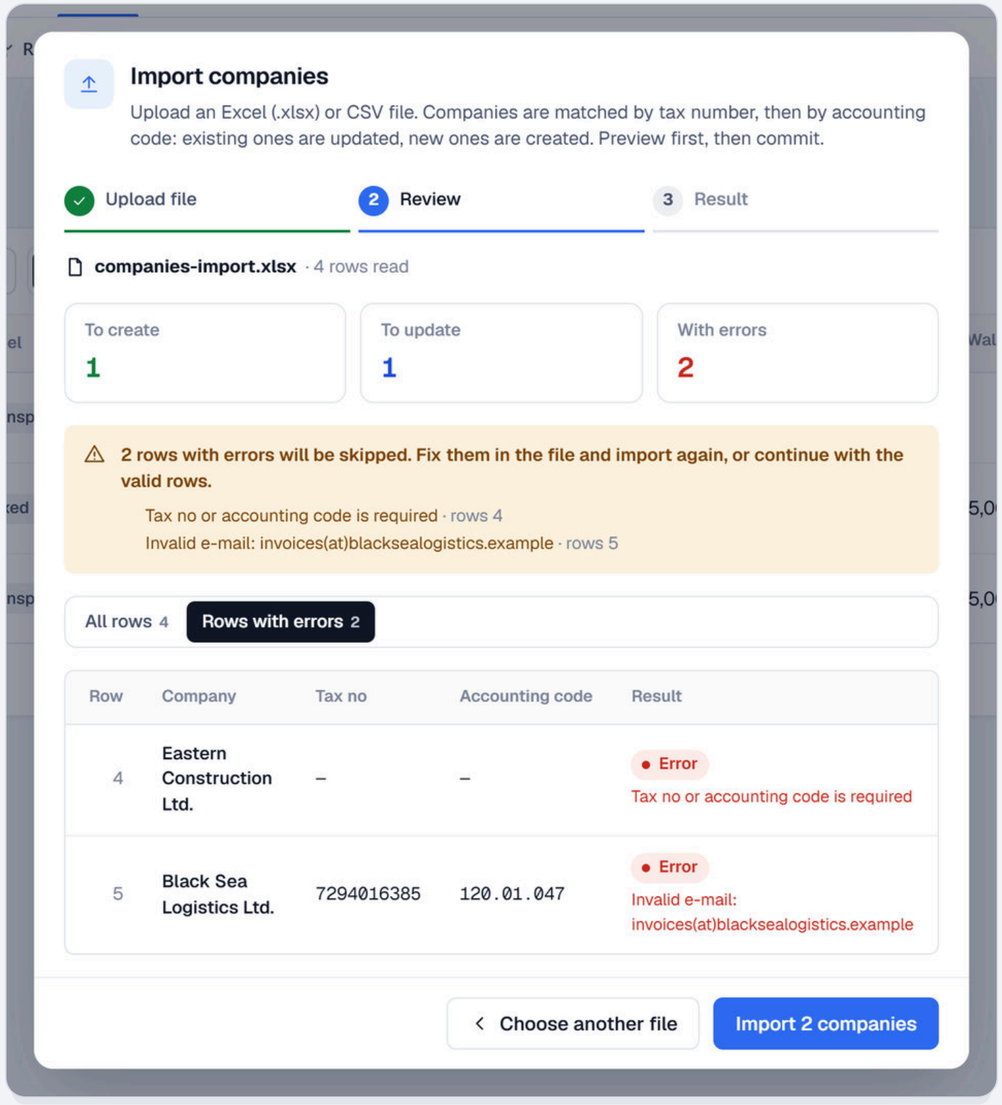


02 · COMPANIES AND OPENING A COMPANY

Import companies — Review

The preview changes no records; it shows which rows will be created, updated or skipped.

- Counters: To create, To update, With errors
- Errors are listed by cause (tax number or accounting code required, invalid e-mail)
- Rows with errors are skipped; you can continue with the valid rows
- “All rows” / “Rows with errors” tabs

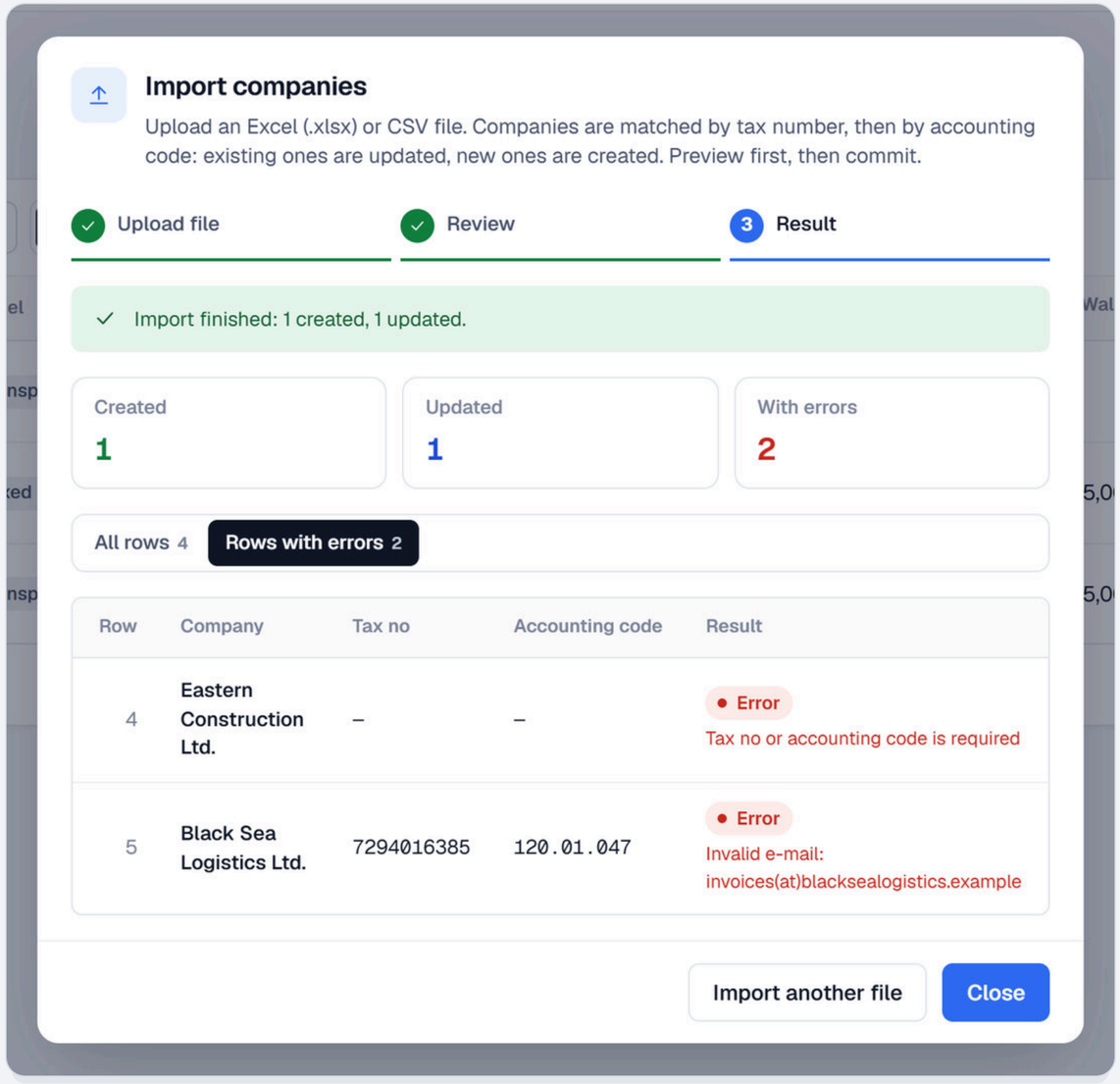


02 · COMPANIES AND OPENING A COMPANY

Import companies — Result

At the end of the import you see a summary of the created, updated and failed rows. Failed rows can be fixed in the file and imported again.

- “Import finished: 1 created, 1 updated.” summary
- Counters: Created, Updated, With errors
- Rows with errors are listed with row number and reason
- Imported companies open with the Mixed model and stay In setup until staff are added
- “Import another file” and “Close”



03

Applications

Reviewing account requests from the portal application form, converting them into companies or rejecting them.

IN THIS SECTION · 4 SCREENS

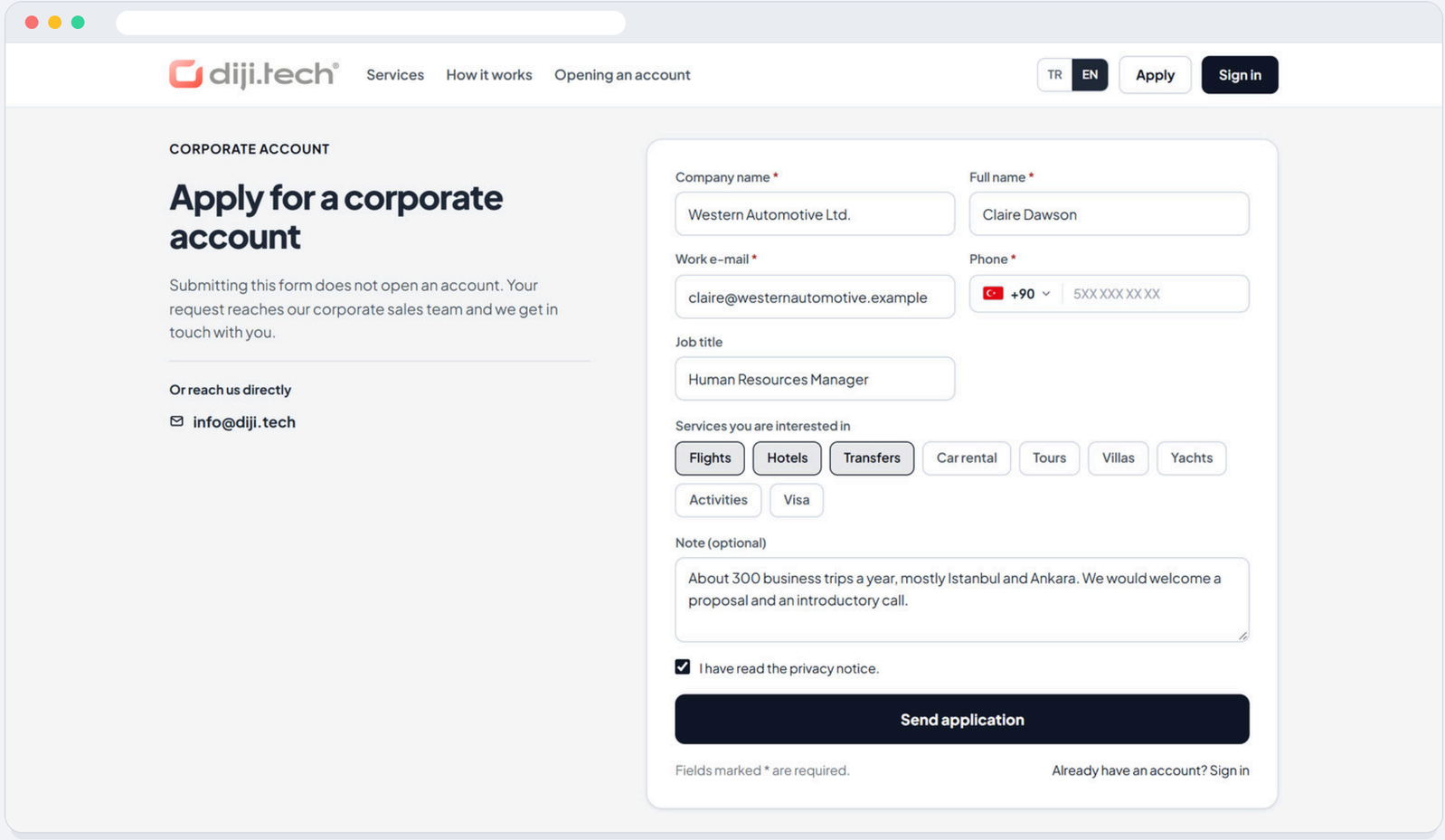
- Corporate account application
- Application list
- Application detail
- Convert an application to a company

03 · APPLICATIONS

Corporate account application

New companies apply through the form on the portal's landing page. The application lands on the Applications screen of the agency panel.

- Company name, full name, work e-mail, phone, job title
- Choice of the services they are interested in
- Optional note and mandatory privacy notice consent
- The form does not open an account; your agency does

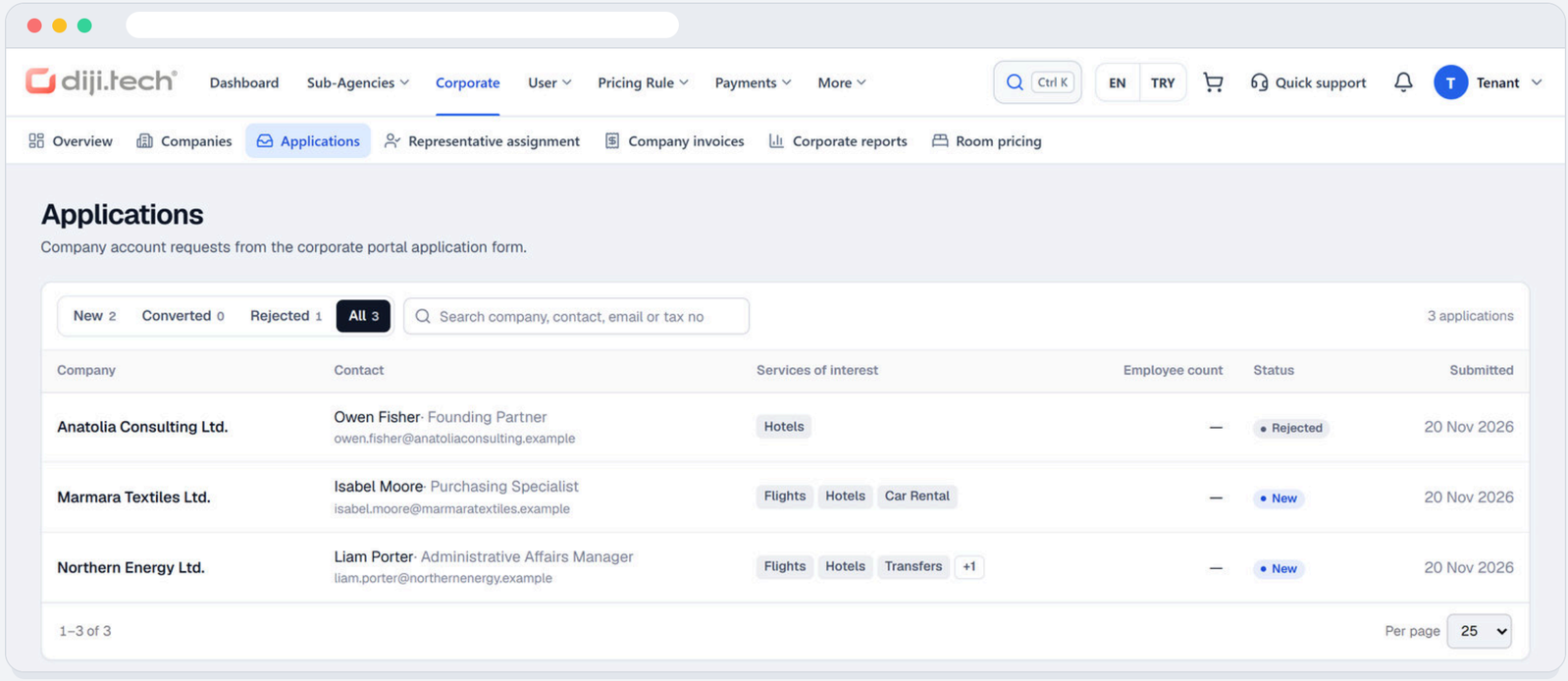


03 · APPLICATIONS

Application list

Applications from the portal are listed by status; the team reviews the new ones.

- Status tabs: New, Converted, Rejected, All
- Search: company, contact, e-mail or tax number
- Columns: Company, Contact, Services of interest, Status, Submitted
- A rejected application shows the rejection reason

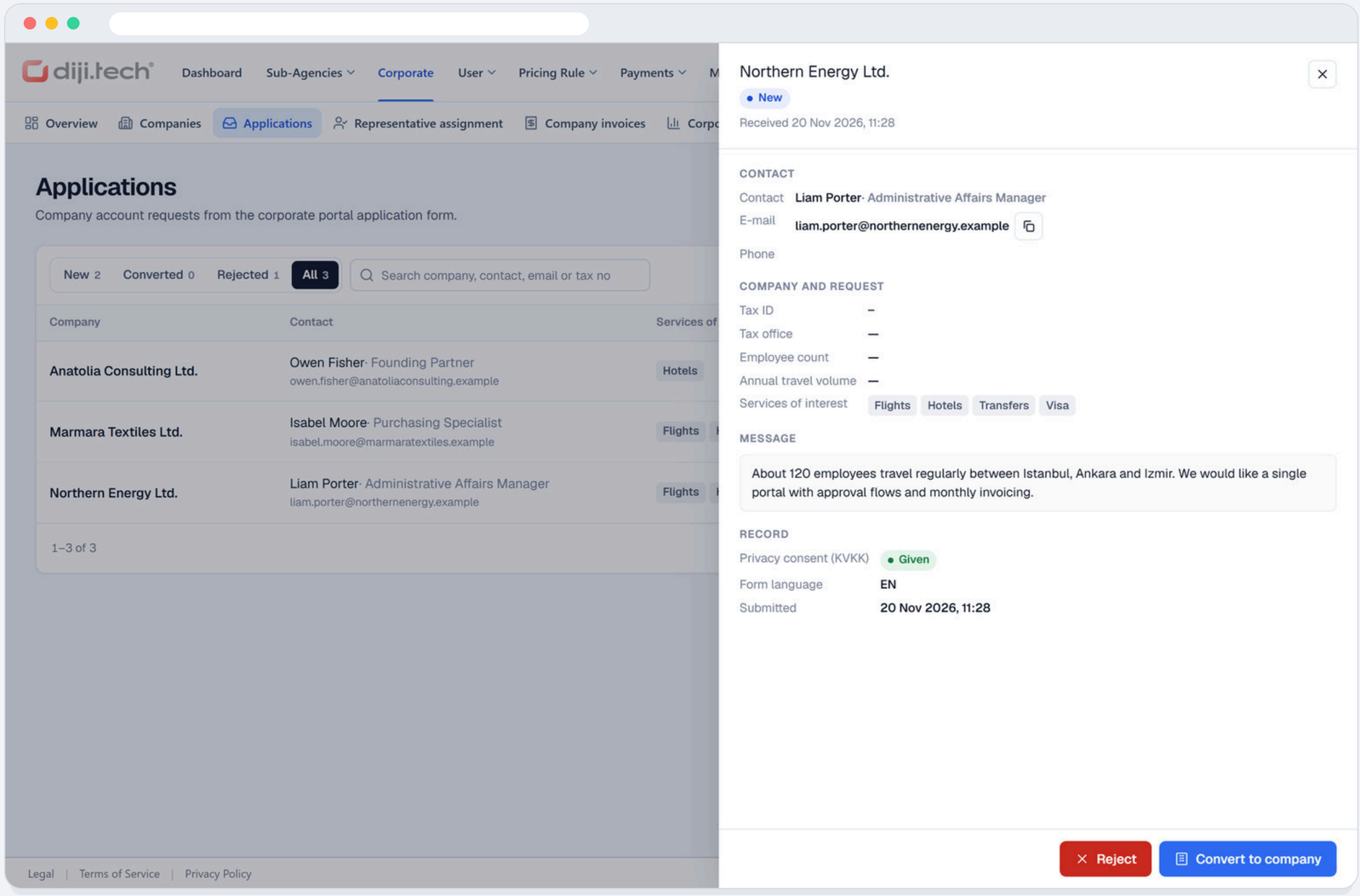


03 · APPLICATIONS

Application detail

All details of the application open in a side drawer; from there you convert it to a company or reject it with a reason.

- Contact: name, e-mail, phone; services of interest and message
- Record: privacy consent, form language, submission date
- Actions: “Convert to company”, “Reject”
- A rejection reason is required and kept on the record

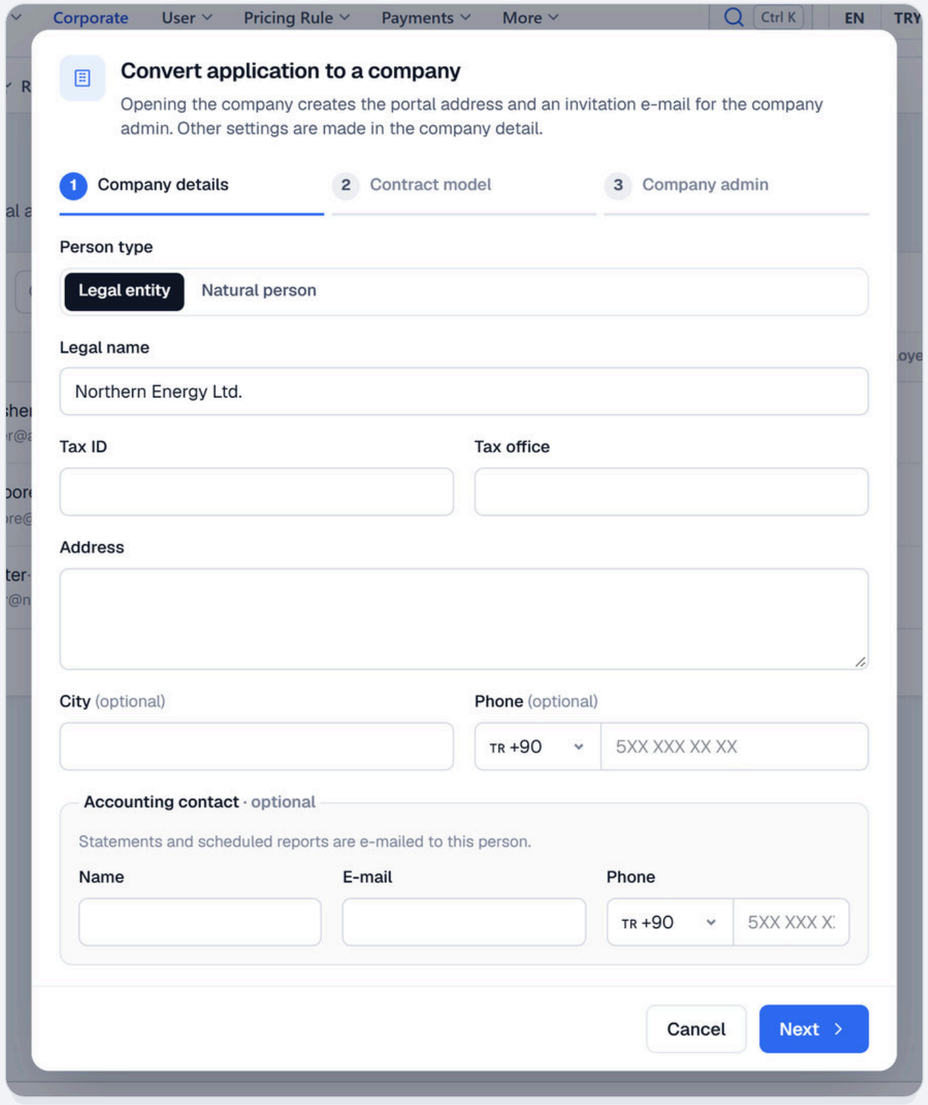


03 · APPLICATIONS

Convert an application to a company

The application’s details are carried into the new company wizard; the company is opened after completing a few fields.

- Company name, phone, domain and admin details come from the application
- Missing official details are completed in the wizard
- The converted application moves to “Converted” and is linked to the company



03 · APPLICATIONS · FLOW

Opening a company

The agency manager’s steps from the application to a company ready to sell.

1

Application or entry

A portal application, “Add company” or bulk opening from Excel.

2

Wizard

Company details, contract model, company administrator; an invitation link is created.

3

Company card

Tree and branches, billing profiles, accounting contact, THY corporate code.

4

Settings

Products shown on the portal and the payment methods that are open.

5

Pricing

Service fee, hidden markup, commission and flight fees.

6

Wallet

Balance is allocated and the warning threshold is set.

7

Active company

The company administrator accepts the invitation and adds the staff; the company becomes “Active”.

04

Company card, tree and billing profiles

The company card, THY corporate code, the company and branch tree and the billing profiles.

IN THIS SECTION · 7 SCREENS

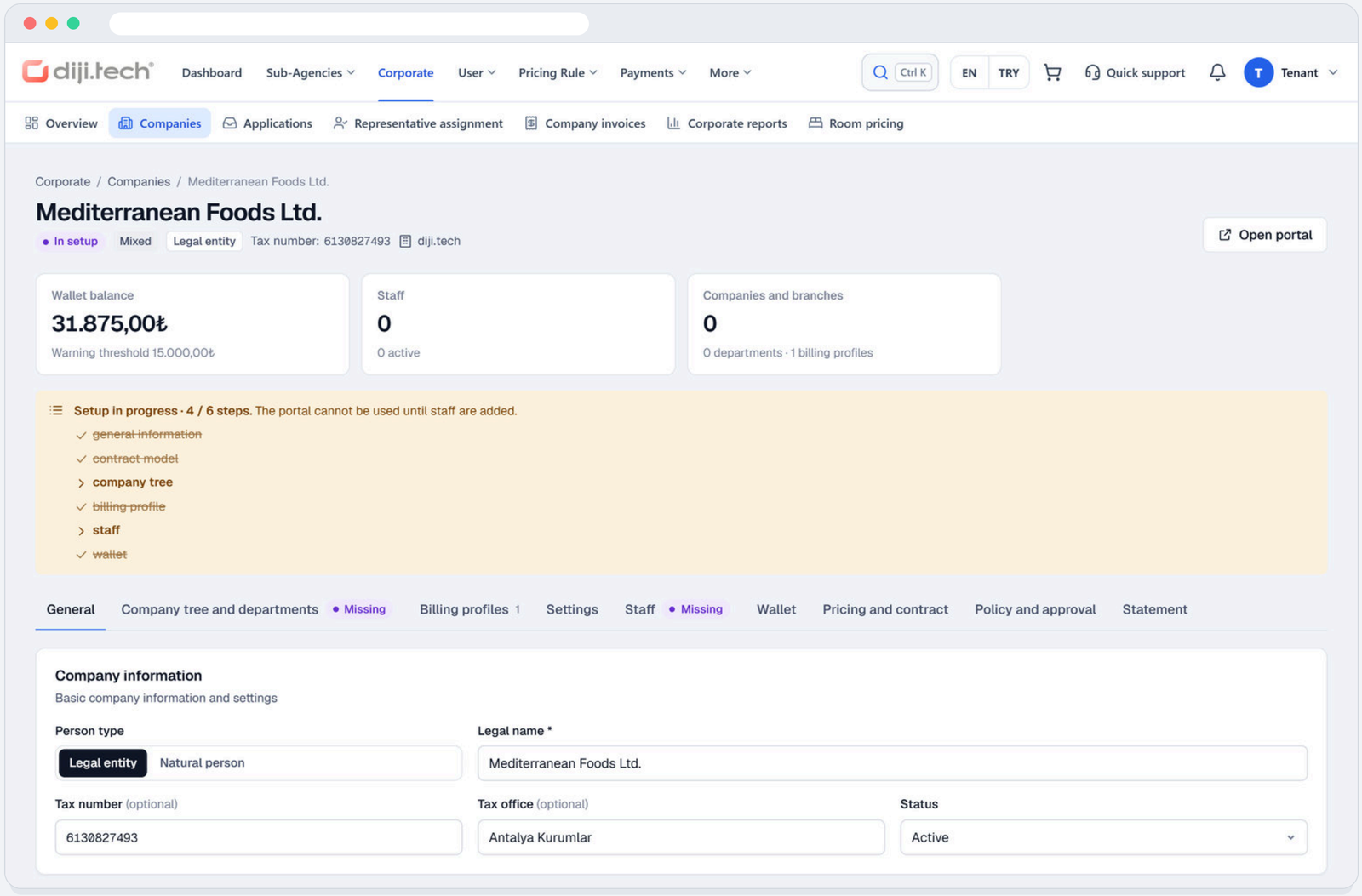
- Company detail — General and setup progress
- Contact, accounting contact and airline agreements
- Deactivating a company
- Company tree and departments
- Add company / branch
- Billing profiles
- Add and edit a profile

04 · COMPANY CARD, TREE AND BILLING PROFILES

Company detail — General and setup progress

The company card shows the company's status, its wallet and the remaining setup steps at a glance.

- Header: name, status, contract model, person type, tax number; "Open portal"
- KPIs: Wallet balance (with warning threshold), Staff, Companies and branches
- "Setup in progress · 4 / 6 steps" list; "Missing" badge on incomplete tabs
- Company information: person type, legal name, tax number, tax office, status

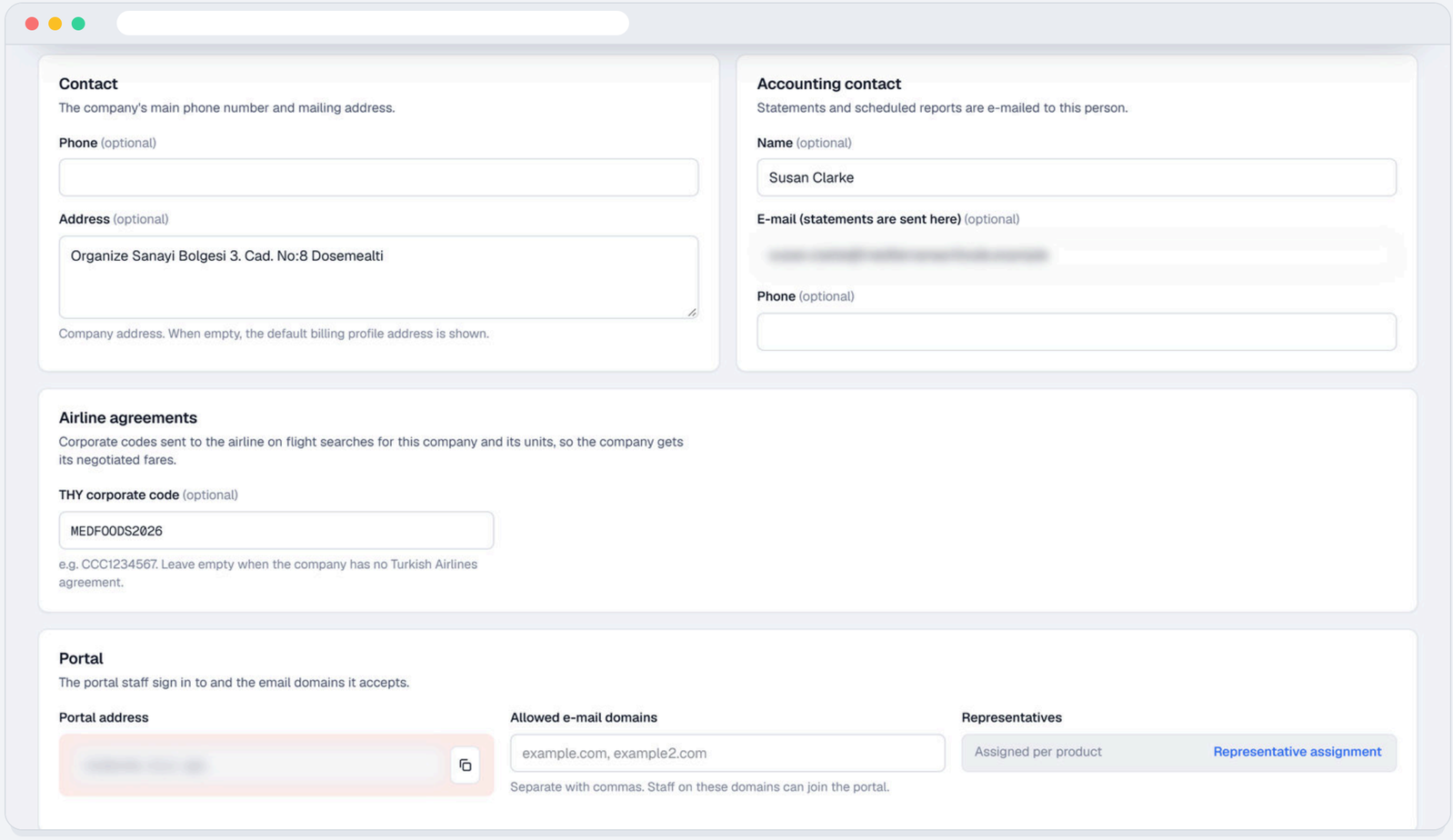


04 · COMPANY CARD, TREE AND BILLING PROFILES

Contact, accounting contact and airline agreements

The General tab holds the company’s contact details, the accounting contact who receives statements, and the airline corporate code.

- Contact: phone and mailing address
- Accounting contact: statements and scheduled reports are e-mailed to this person
- THY corporate code: sent to the airline on flight searches for the company and its units
- Portal address, allowed e-mail domains and the “Representative assignment” link

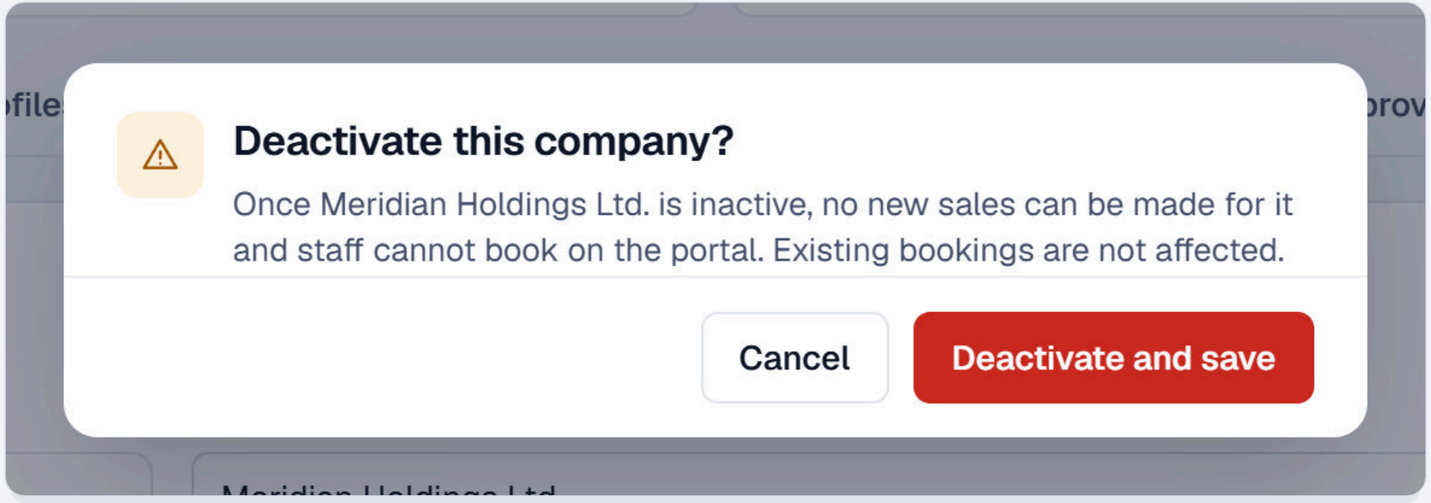


04 · COMPANY CARD, TREE AND BILLING PROFILES

Deactivating a company

Deactivating a company asks for confirmation; no new sales can be made for an inactive company.

- Setting the status to Inactive and saving opens a confirmation dialog
- No new sales can be made for an inactive company
- Staff cannot book on the portal
- Existing bookings are not affected

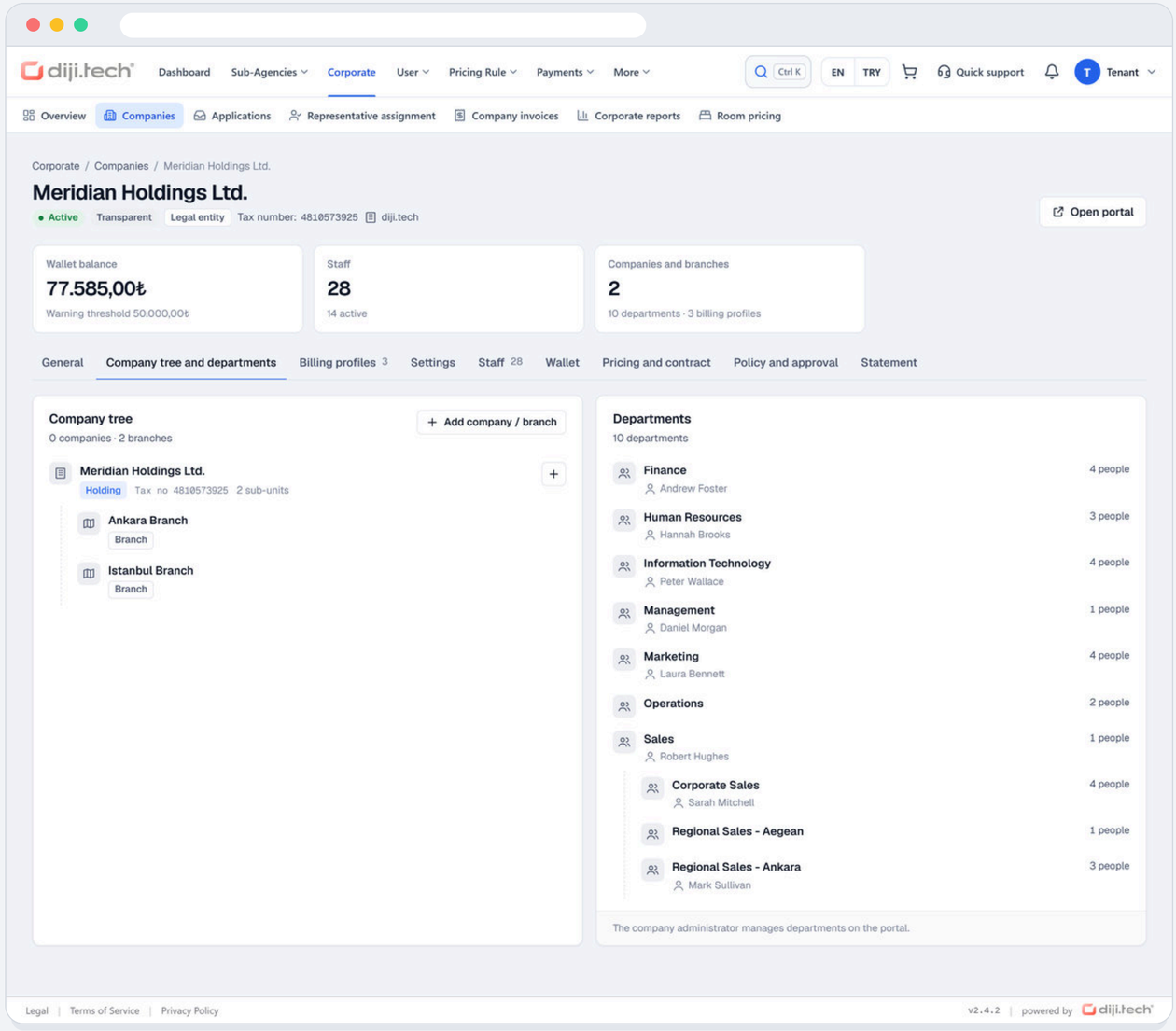


04 · COMPANY CARD, TREE AND BILLING PROFILES

Company tree and departments

The structure of holding, companies and branches is shown on the same tab as the departments.

- Root unit and sub-units (Company, Subsidiary, Branch)
- Tax number and sub-unit count on each node
- Departments: name, manager, headcount; sub-departments are indented
- Departments are edited by the company administrator on the portal

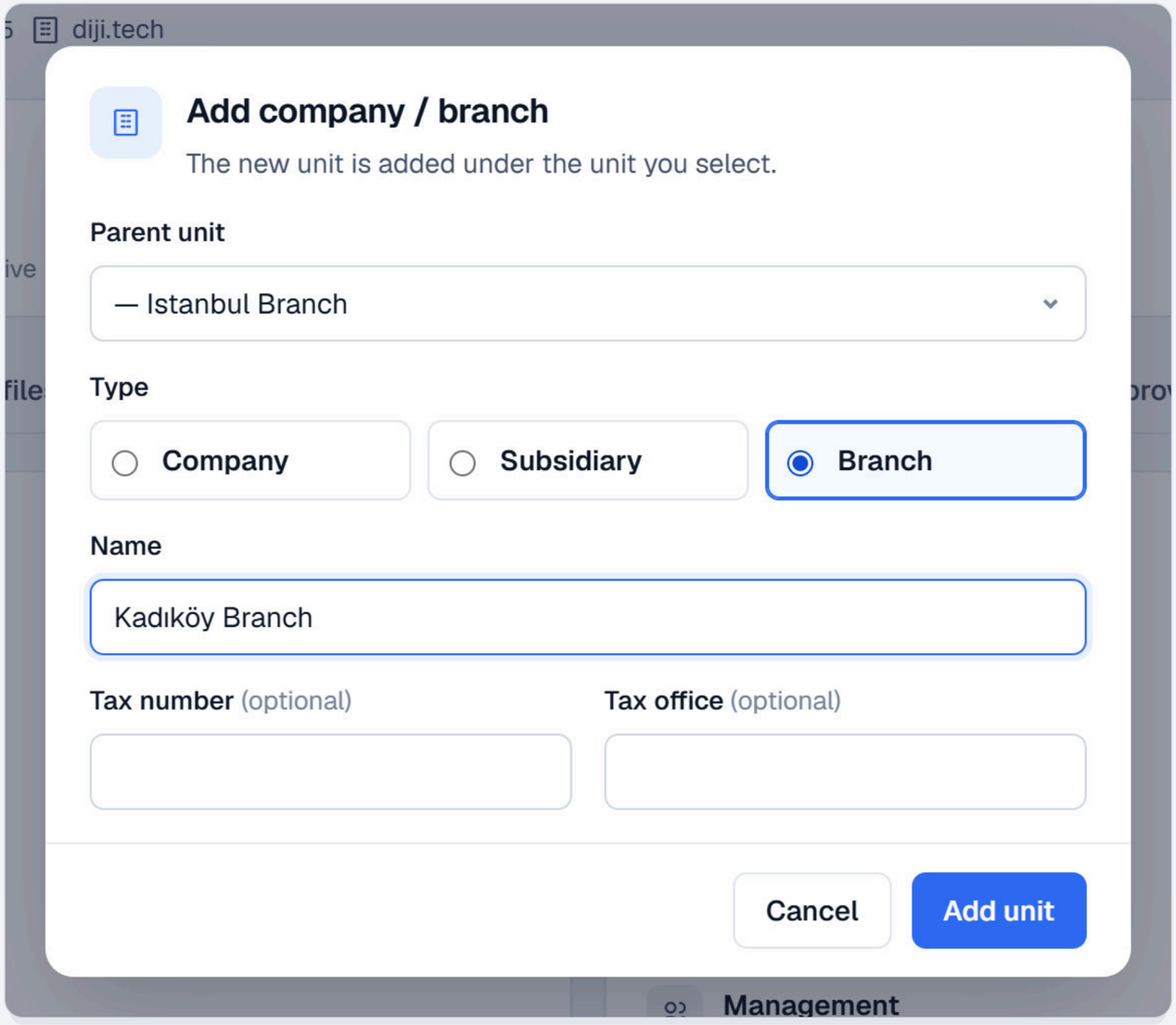


04 · COMPANY CARD, TREE AND BILLING PROFILES

Add company / branch

A new unit is added to the company tree under the unit you select.

- Parent unit selection
- Type: Company, Subsidiary, Branch
- Name is required; tax number and tax office are optional
- Saved with “Add unit”

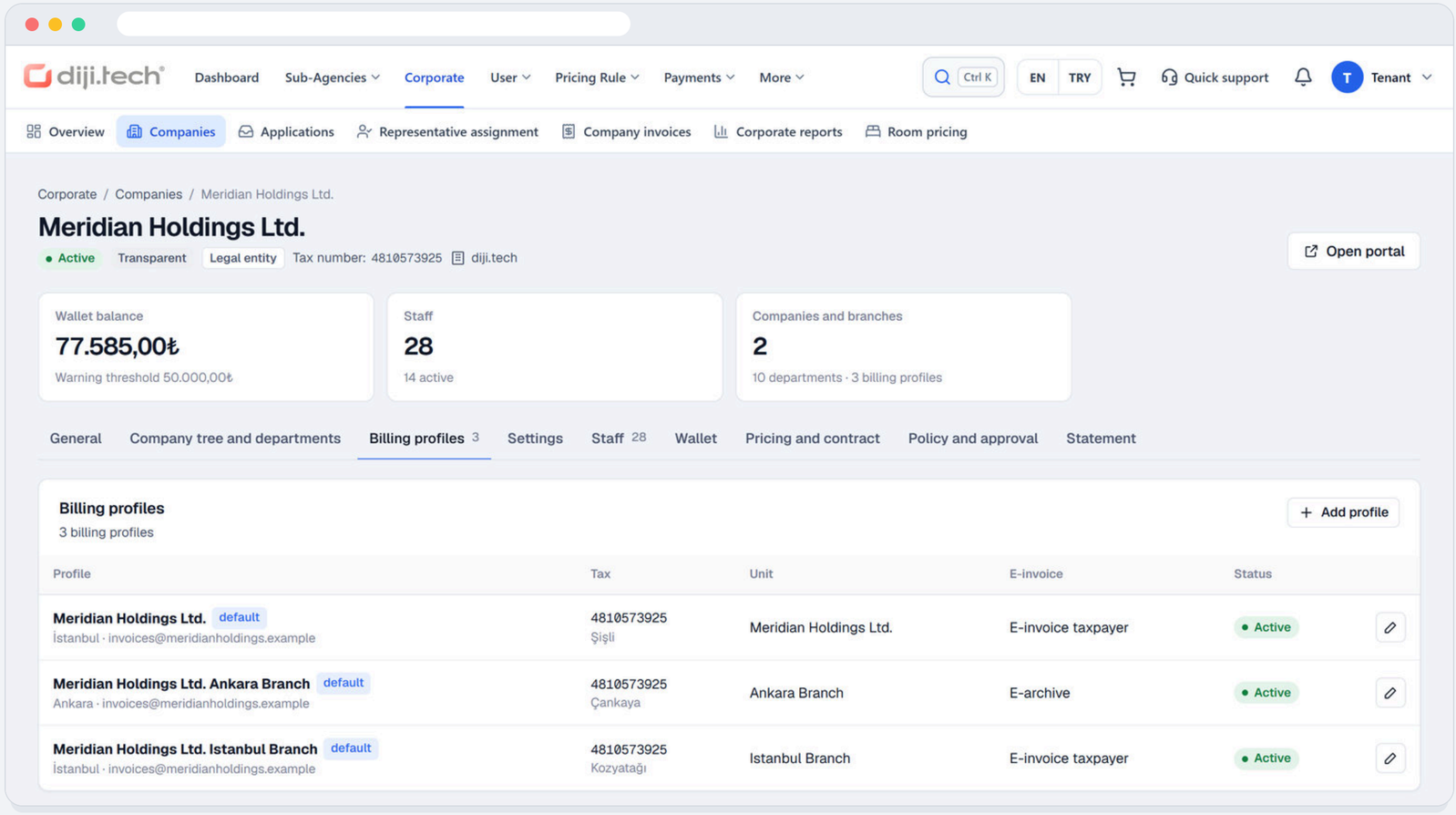


04 · COMPANY CARD, TREE AND BILLING PROFILES

Billing profiles

Each unit is invoiced with its own billing profile; a profile is used for the sales of that unit and the units below it.

- Columns: Profile (default badge), Tax, Unit, E-invoice, Status
- E-invoice type: E-invoice taxpayer / E-archive
- Edit a profile from its row
- “Add profile” button

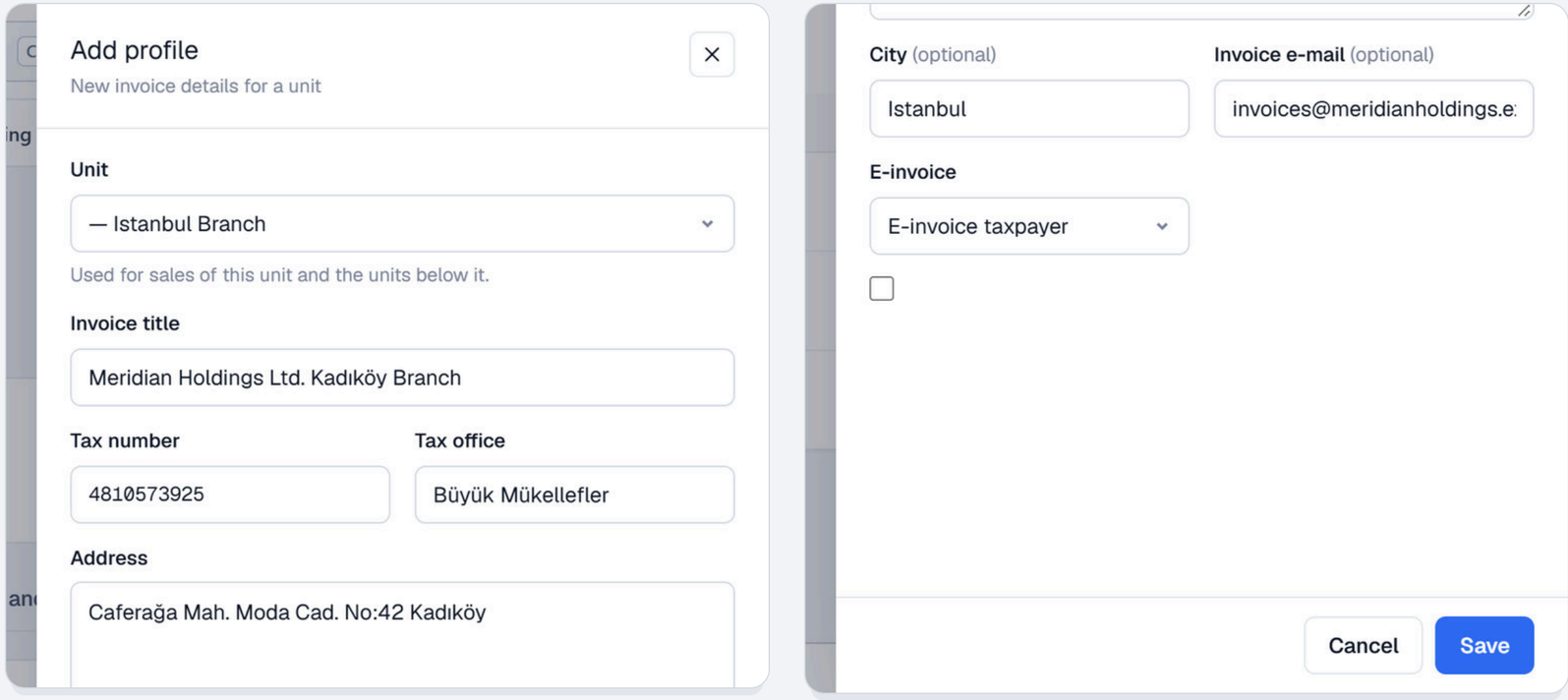


04 · COMPANY CARD, TREE AND BILLING PROFILES

Add and edit a profile

A new billing profile is defined in a side drawer and linked to a unit.

- Unit selection; the profile is used for this unit and the units below it
- Invoice title, tax number, tax office, address
- City and invoice e-mail are optional
- E-invoice: E-invoice taxpayer / E-archive



05

Settings and staff

The products the company can see, payment methods, staff invitations and loyalty cards.

IN THIS SECTION · 4 SCREENS

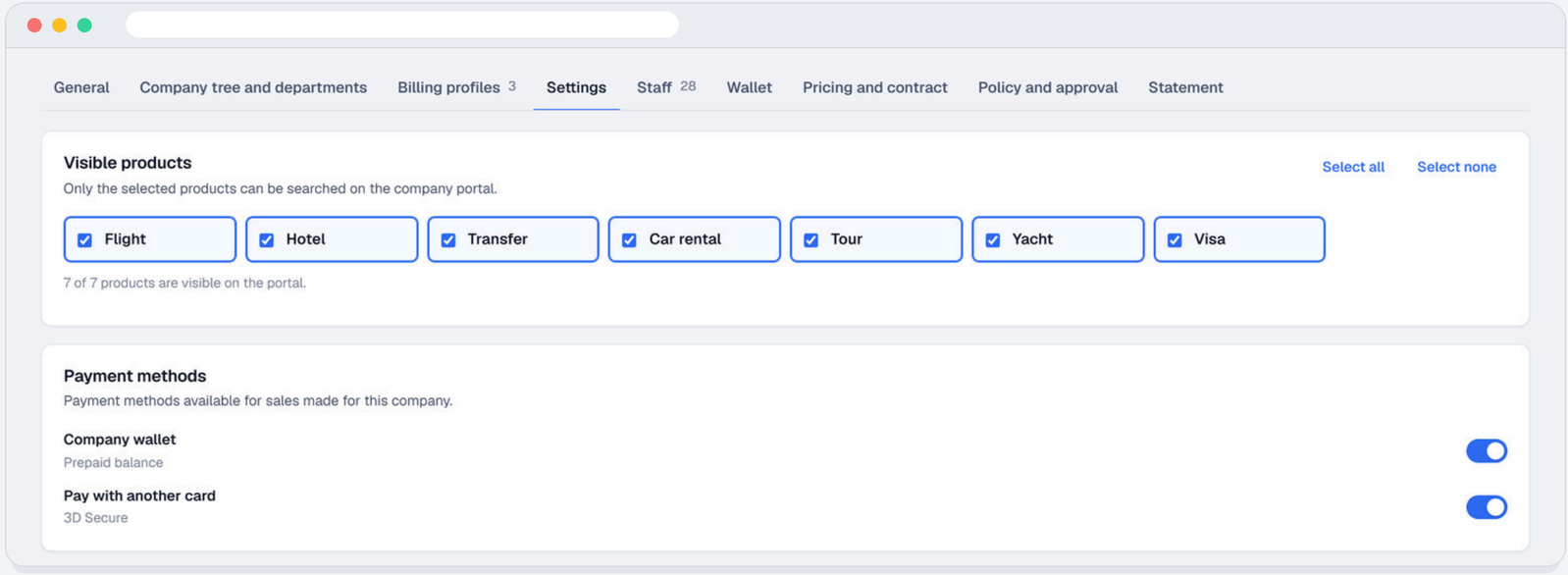
- Settings — Visible products and payment methods
- Staff
- Add staff
- Loyalty cards

05 · SETTINGS AND STAFF

Settings — Visible products and payment methods

Which products can be searched on the company portal and which payment methods are open are set per company.

- Visible products: Flight, Hotel, Transfer, Car rental, Tour, Yacht, Visa
- Select all / Select none; “7 of 7 products are visible on the portal.”
- Payment methods: Company wallet (prepaid balance)
- “Pay with another card” (3D Secure) switch

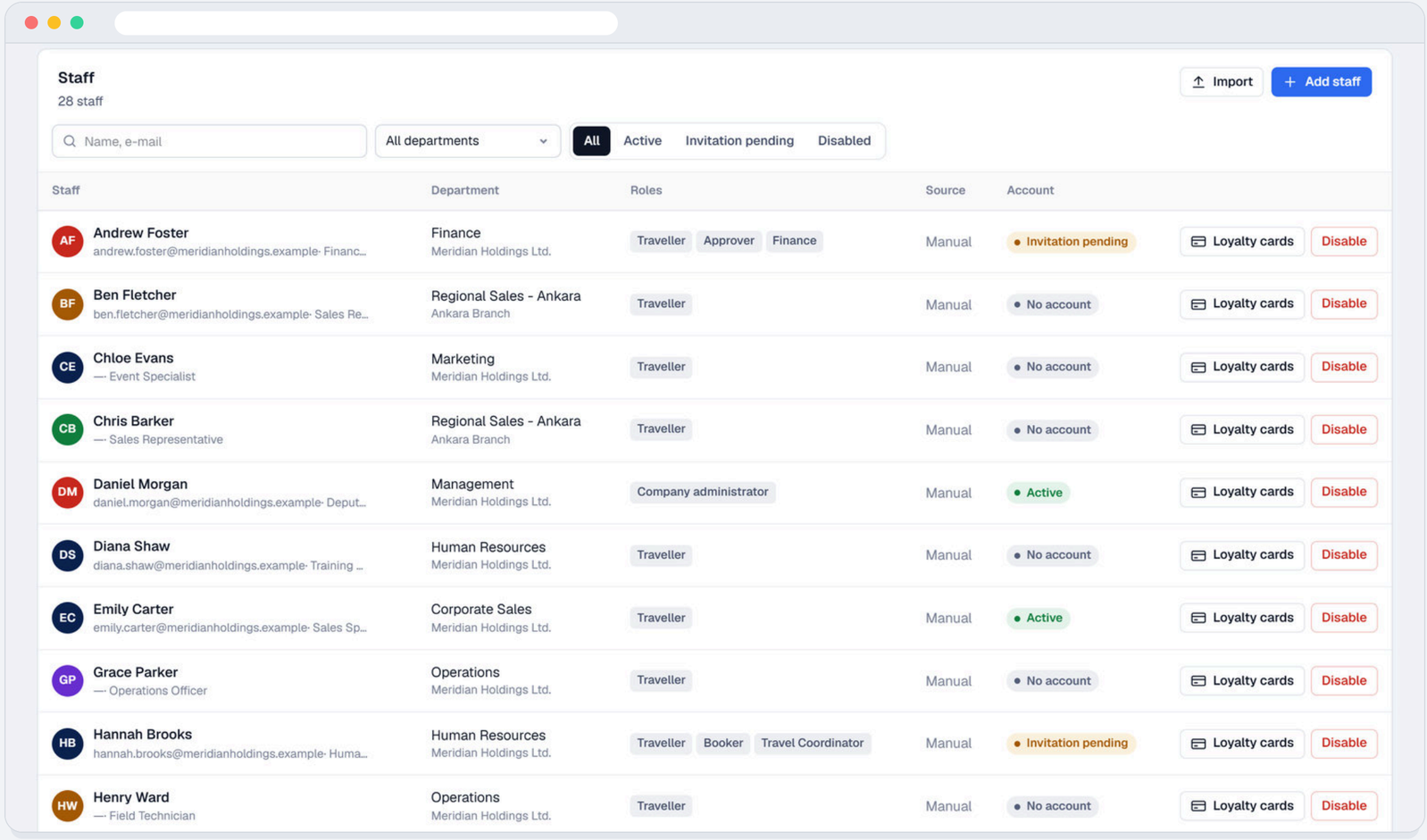


05 · SETTINGS AND STAFF

Staff

All of the company's employees are listed with their roles and account status.

- Columns: Staff (name, e-mail, job title), Department and unit, Roles, Source, Account
- Filters: search, department, All / Active / Invitation pending / Disabled
- Row actions: "Loyalty cards", "Disable"
- "Import" and "Add staff" buttons

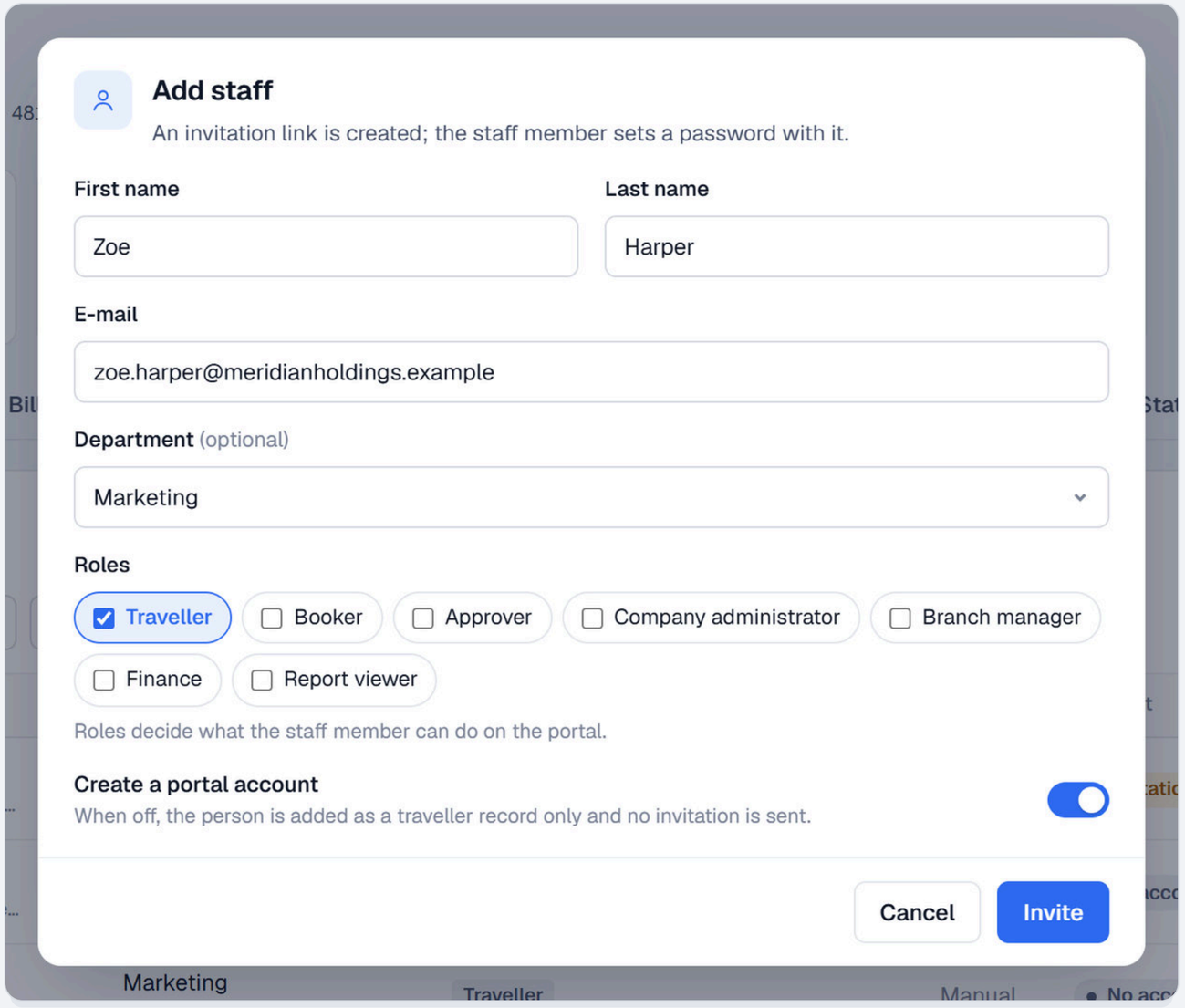


05 · SETTINGS AND STAFF

Add staff

An employee is added with their roles; if a portal account is to be opened, an invitation link is created.

- First name, last name, e-mail; department optional
- Roles: Traveller, Booker, Approver, Company administrator, Branch manager, Finance, Report viewer
- With “Create a portal account” off, only a traveller record is created
- “Invite” creates the invitation link

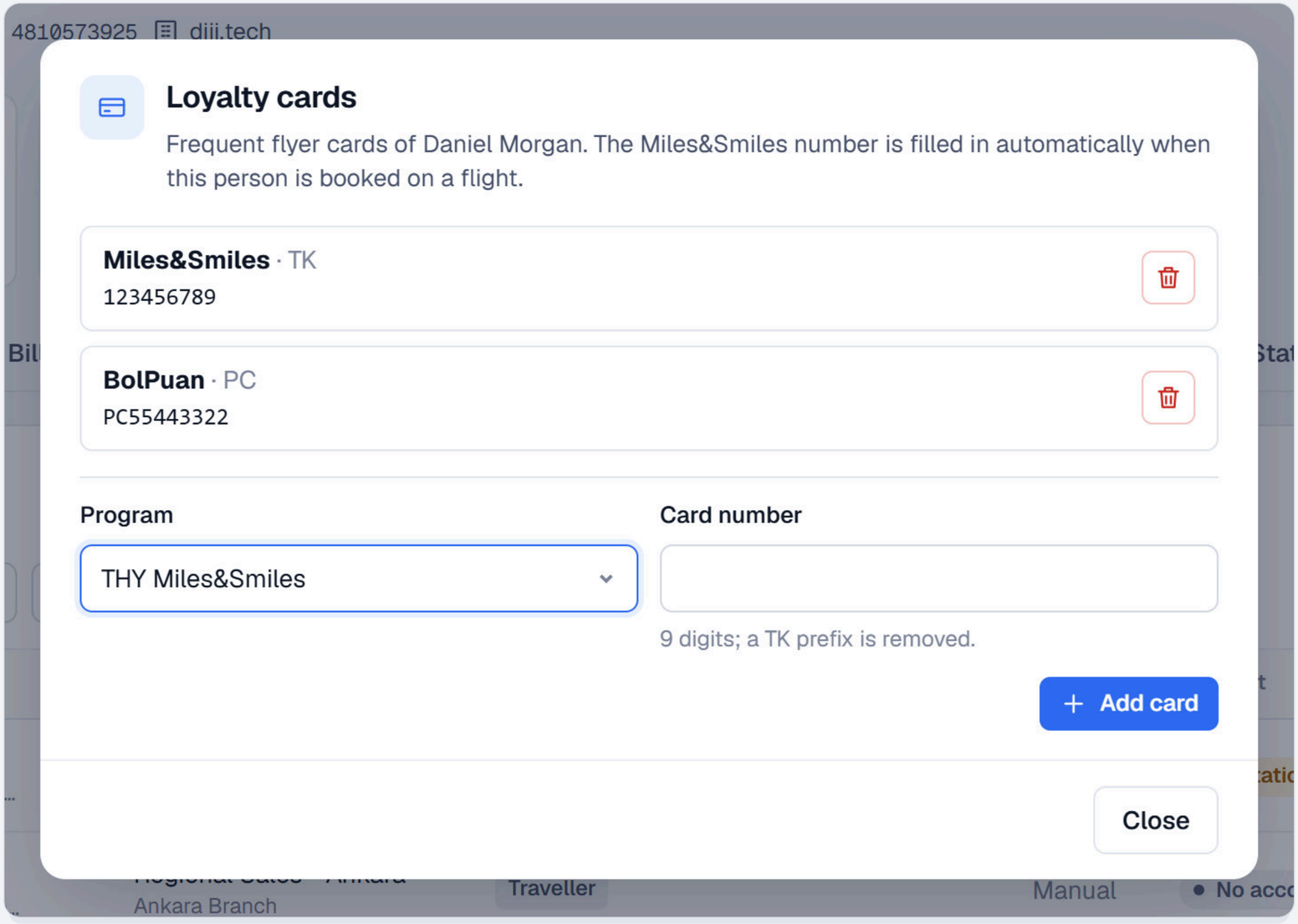


05 · SETTINGS AND STAFF

Loyalty cards

The employee's airline loyalty cards are stored; the Miles&Smiles number is filled in automatically on flights.

- Program: THY Miles&Smiles or other programmes
- Card number; 9 digits for Miles&Smiles, a TK prefix is removed
- Add / remove cards
- The number is filled in automatically when the person is booked on a flight



06

Company wallet

Allocating from the agency balance to the company wallet, reclaiming, the warning threshold and movements.

IN THIS SECTION · 5 SCREENS

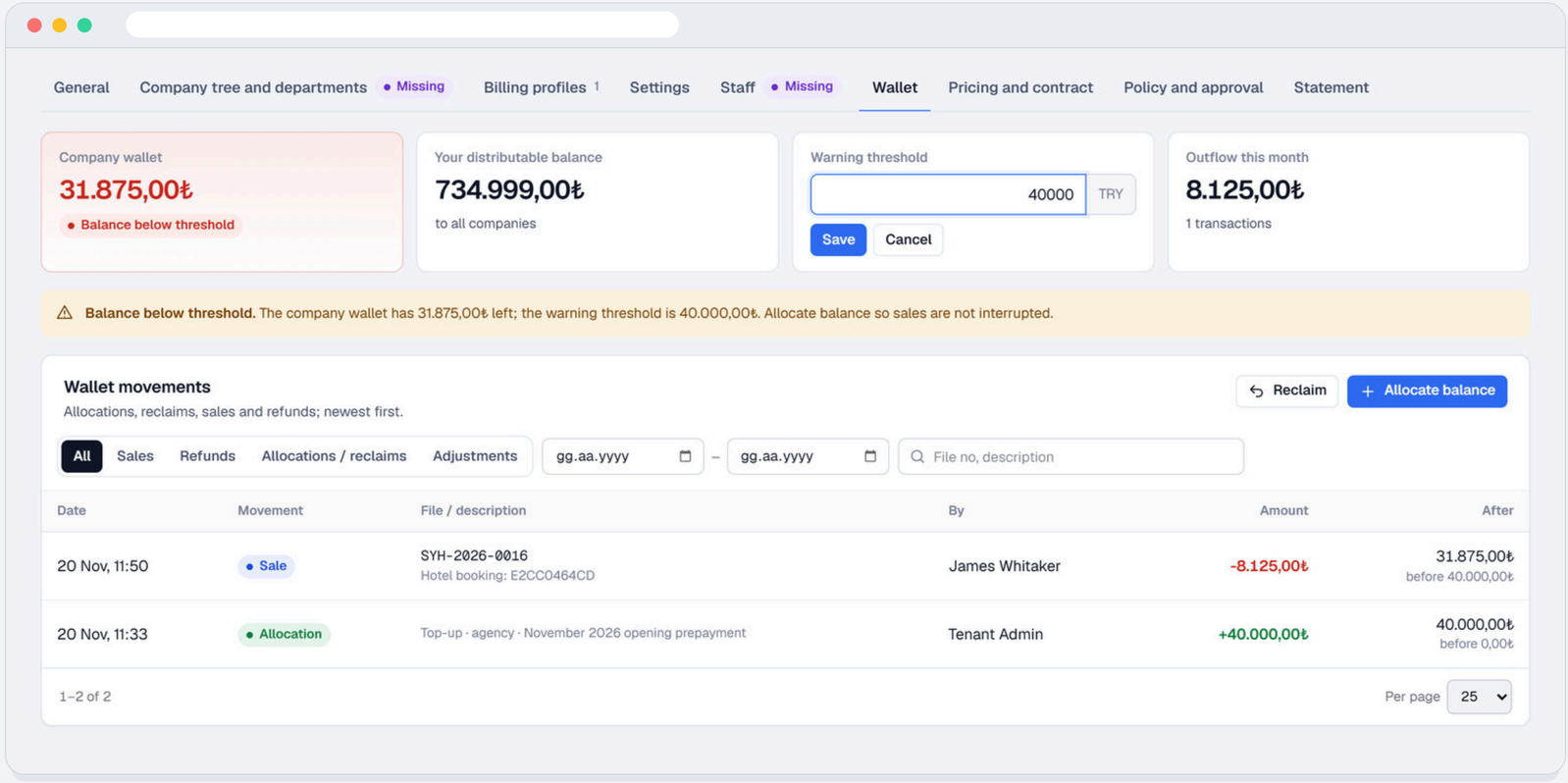
- Company wallet and threshold warning
- Allocate balance
- Reclaim
- Wallet movements and filters
- Where the distributable balance comes from

06 · COMPANY WALLET

Company wallet and threshold warning

The company wallet's balance, warning threshold and monthly outflow appear at the top of the tab; a warning appears when the balance falls below the threshold.

- KPIs: Company wallet, Your distributable balance, Warning threshold, Outflow this month
- "Balance below threshold" badge and warning banner
- The warning threshold is edited inline (Save / Cancel)
- Wallet movements: "Reclaim" and "Allocate balance"

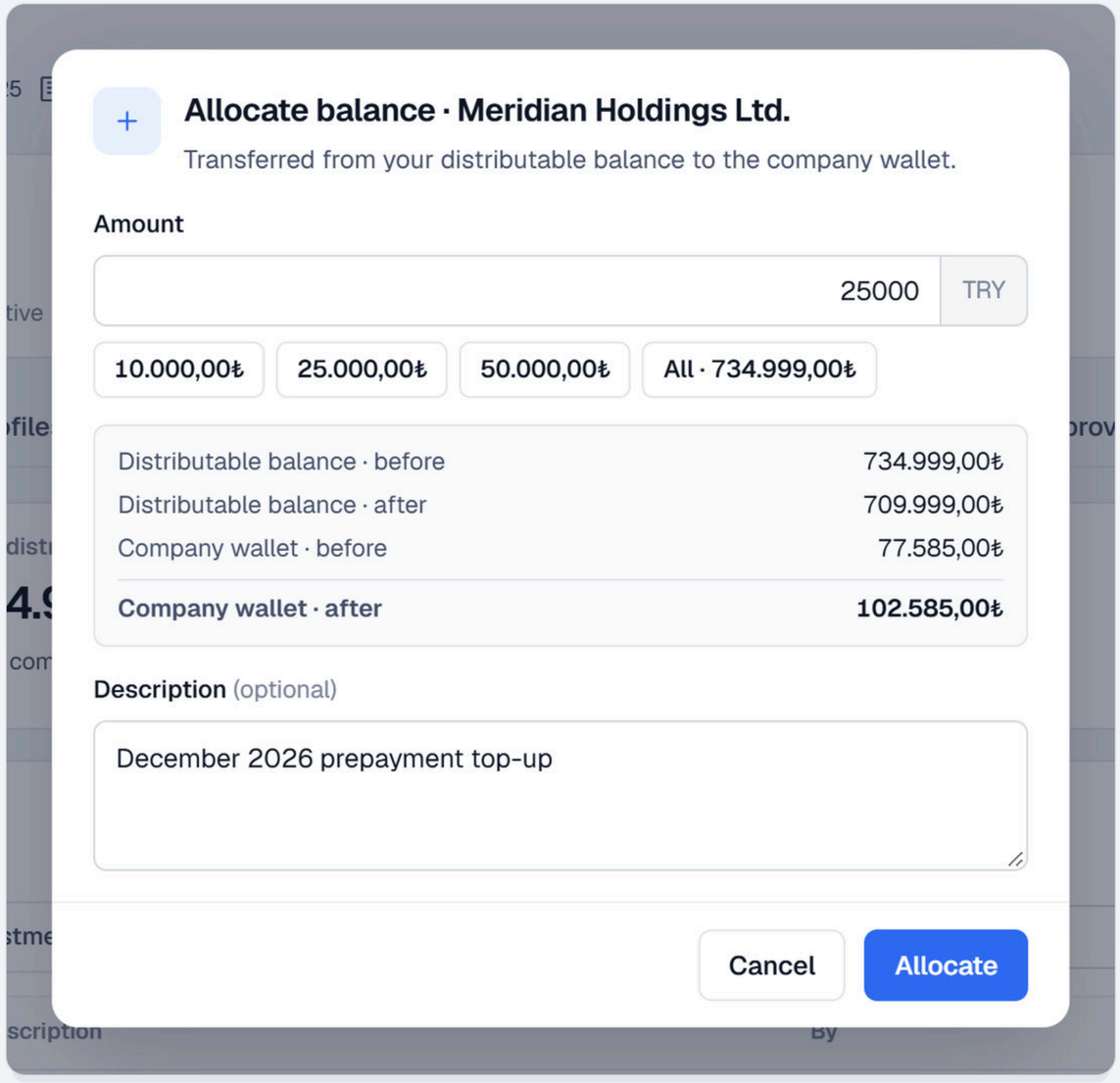


06 · COMPANY WALLET

Allocate balance

An amount is moved from the agency's distributable balance into the company wallet; the result is previewed before confirming.

- Amount and quick amounts (10,000, 25,000, 50,000, All)
- Before / after: distributable balance and company wallet
- Optional description
- The upper limit is the agency's distributable balance

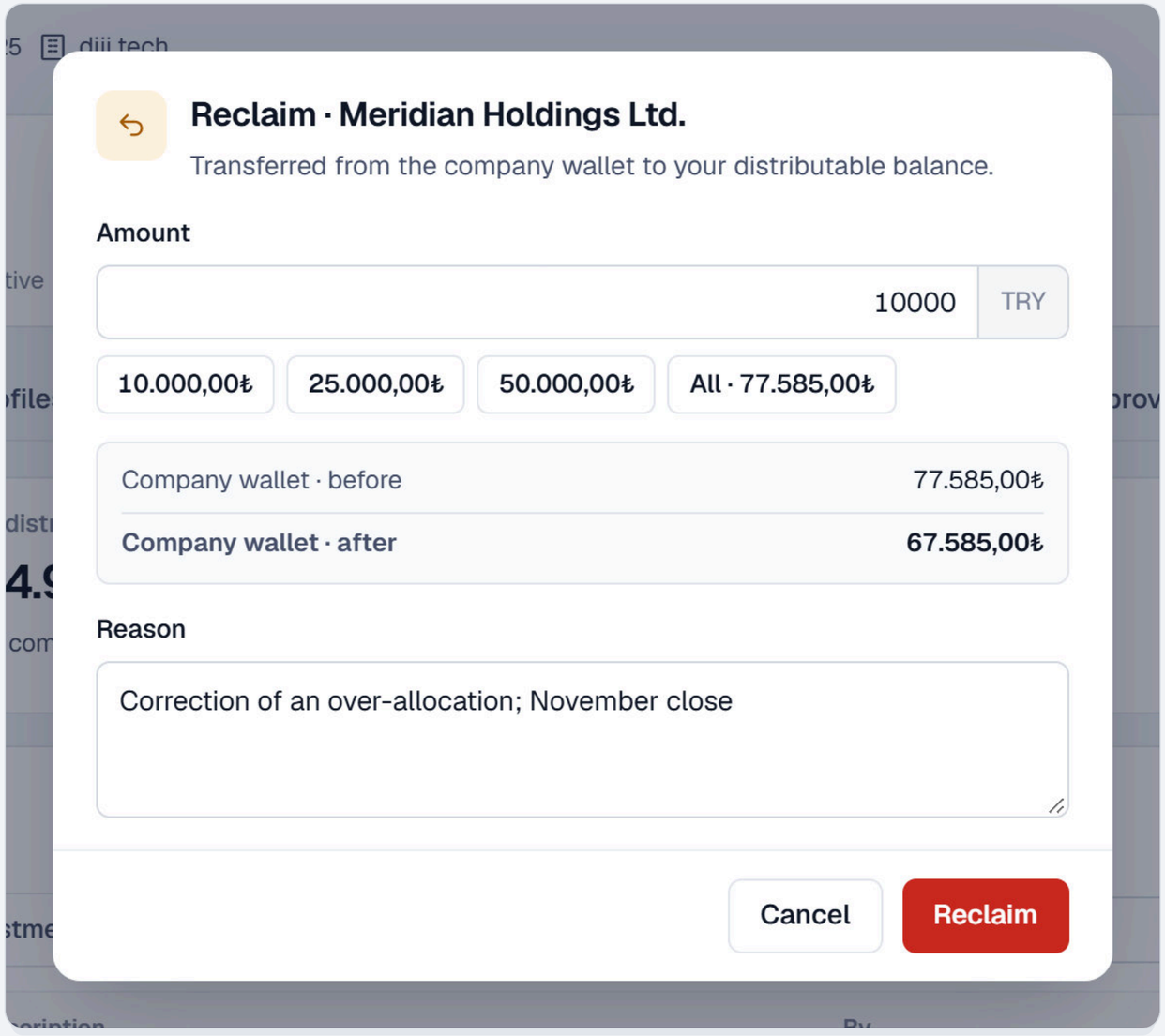


06 · COMPANY WALLET

Reclaim

An amount in the company wallet is transferred back to the agency's distributable balance.

- Amount and quick amounts
- Reason field
- Before / after preview

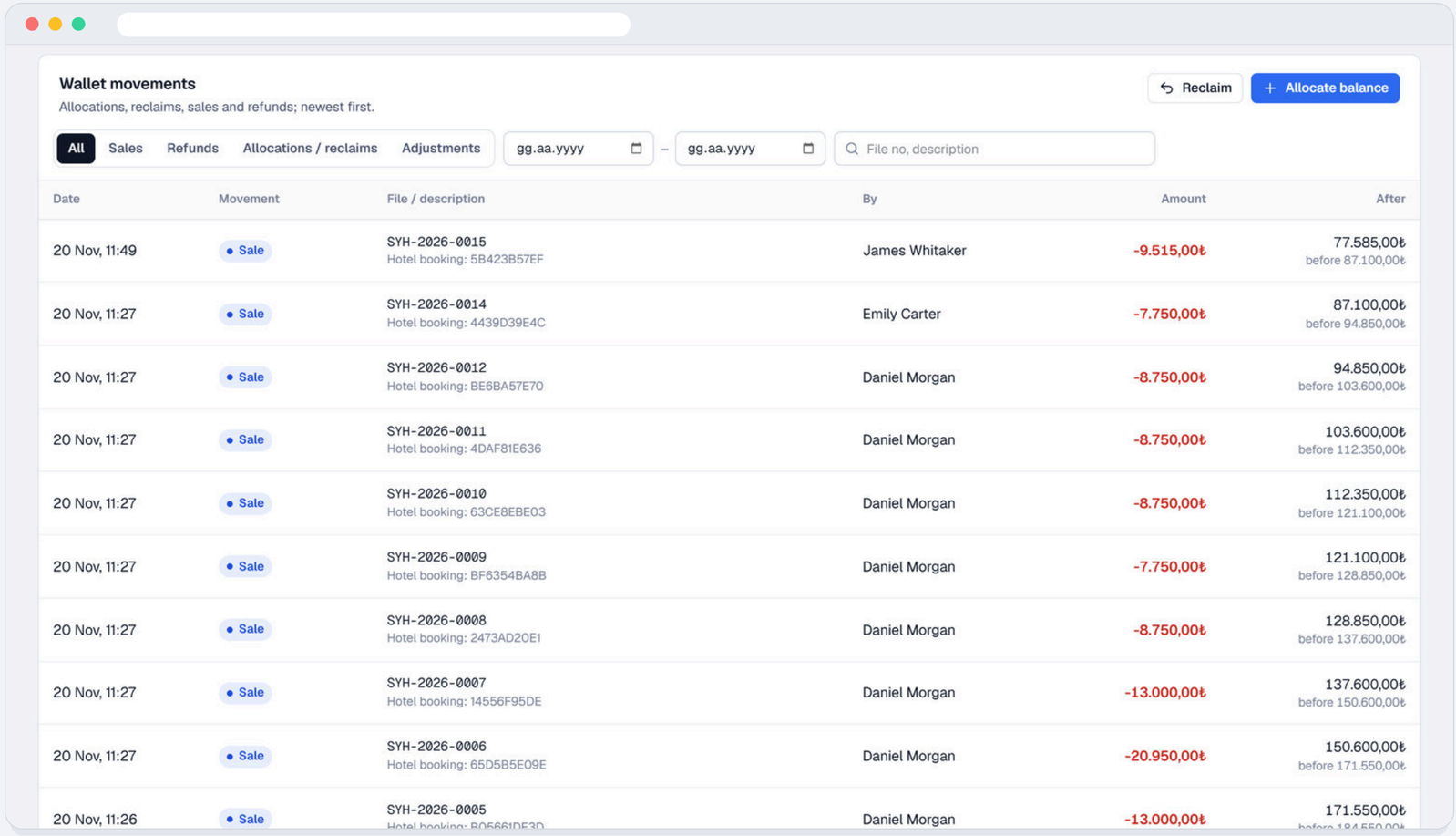


06 · COMPANY WALLET

Wallet movements and filters

Allocations, reclaims, sales and refunds are listed newest first; every sale shows its file number and who made it.

- Columns: Date, Movement, File / description, By, Amount, After
- Movement filter: All, Sales, Refunds, Allocations / reclaims, Adjustments
- Date range and file number / description search
- Balance before and after on every row

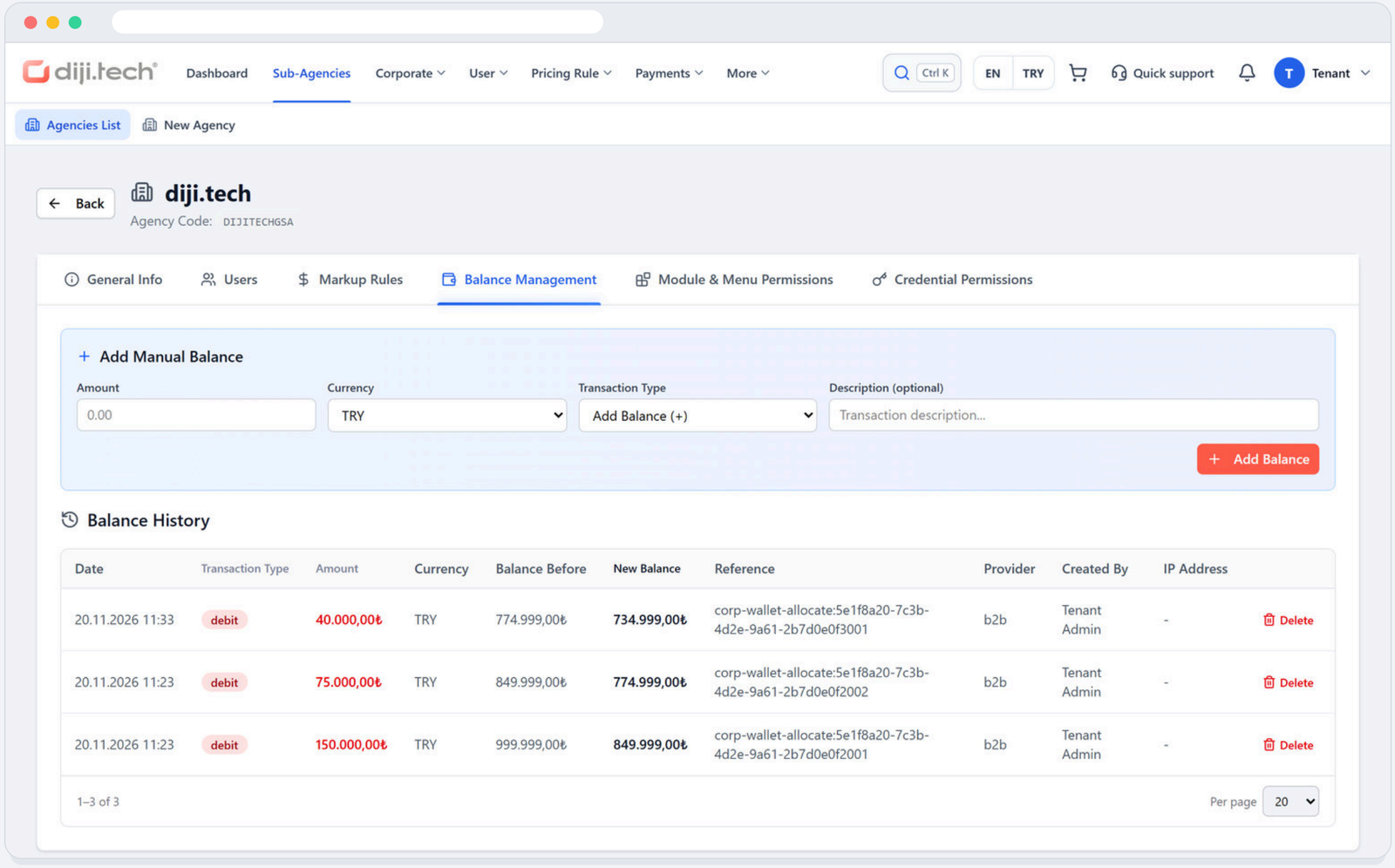


06 · COMPANY WALLET

Where the distributable balance comes from

Balance allocated to companies is deducted from the corporate agency's balance; the tenant admin manages that balance on the sub-agency screen.

- Sub-agency › "Balance Management" tab
- Add Manual Balance: amount, currency, transaction type, description
- Every allocation to a company is a debit on the agency balance
- Balance History: balance before / new balance, created by



06 · COMPANY WALLET · FLOW

The wallet cycle

How money moves in the prepaid company wallet.

1

Agency balance

The tenant admin tops up the corporate agency's balance.

2

Allocate balance

Transfer from the agency balance to the company wallet, with a before / after preview.

3

Sales

Portal and call-centre sales are deducted from the company wallet and show in the movements with their file number.

4

Threshold warning

When the balance drops below the threshold, a warning in the panel and a low-balance notice to the company.

5

Reclaim and reports

If needed, balance is reclaimed to the agency; sales flow into the statement and the reports.

07

Pricing and contract

Company-specific service fees, hidden markup, commission, flight fees, the detailed rule engine, extra price items and the contract model.

IN THIS SECTION · 8 SCREENS

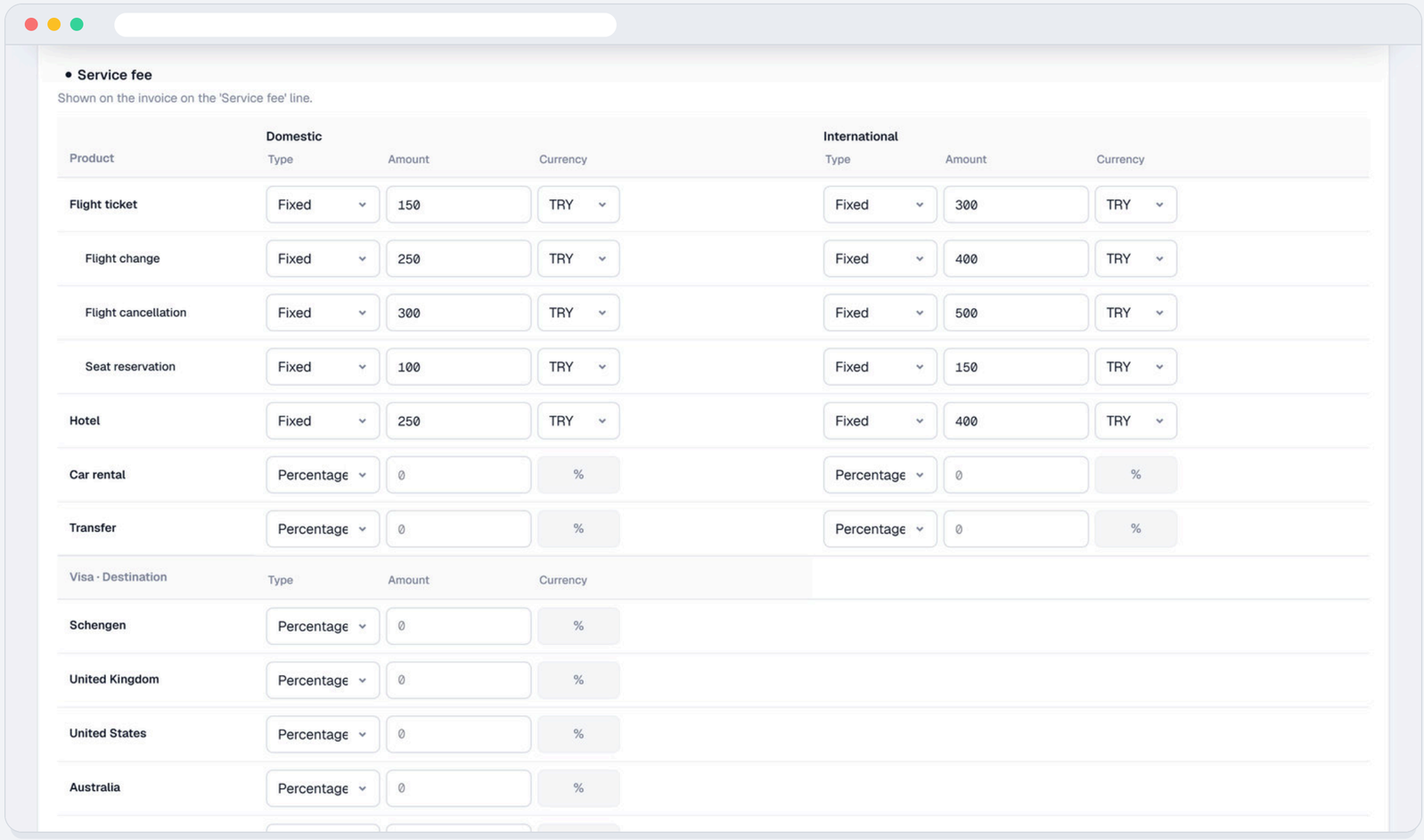
- Company prices — Service fee
- Company prices — Hidden markup
- Company prices — Commission
- Flight fees
- Locked cell and other rules
- Detailed rule engine and a company-specific rule
- Additional price items
- Contract model

07 · PRICING AND CONTRACT

Company prices — Service fee

A company-specific Service Fee is entered in one form, per product and domestic / international.

- Rows: Flight ticket (with flight change, cancellation and seat reservation), Hotel, Car rental, Transfer × Domestic / International
- Visa by destination: Schengen, United Kingdom, United States, Australia, Canada, India, Other countries
- Cell: Type (Percentage / Fixed), Amount, Currency
- Shown on the invoice on the “Service fee” line

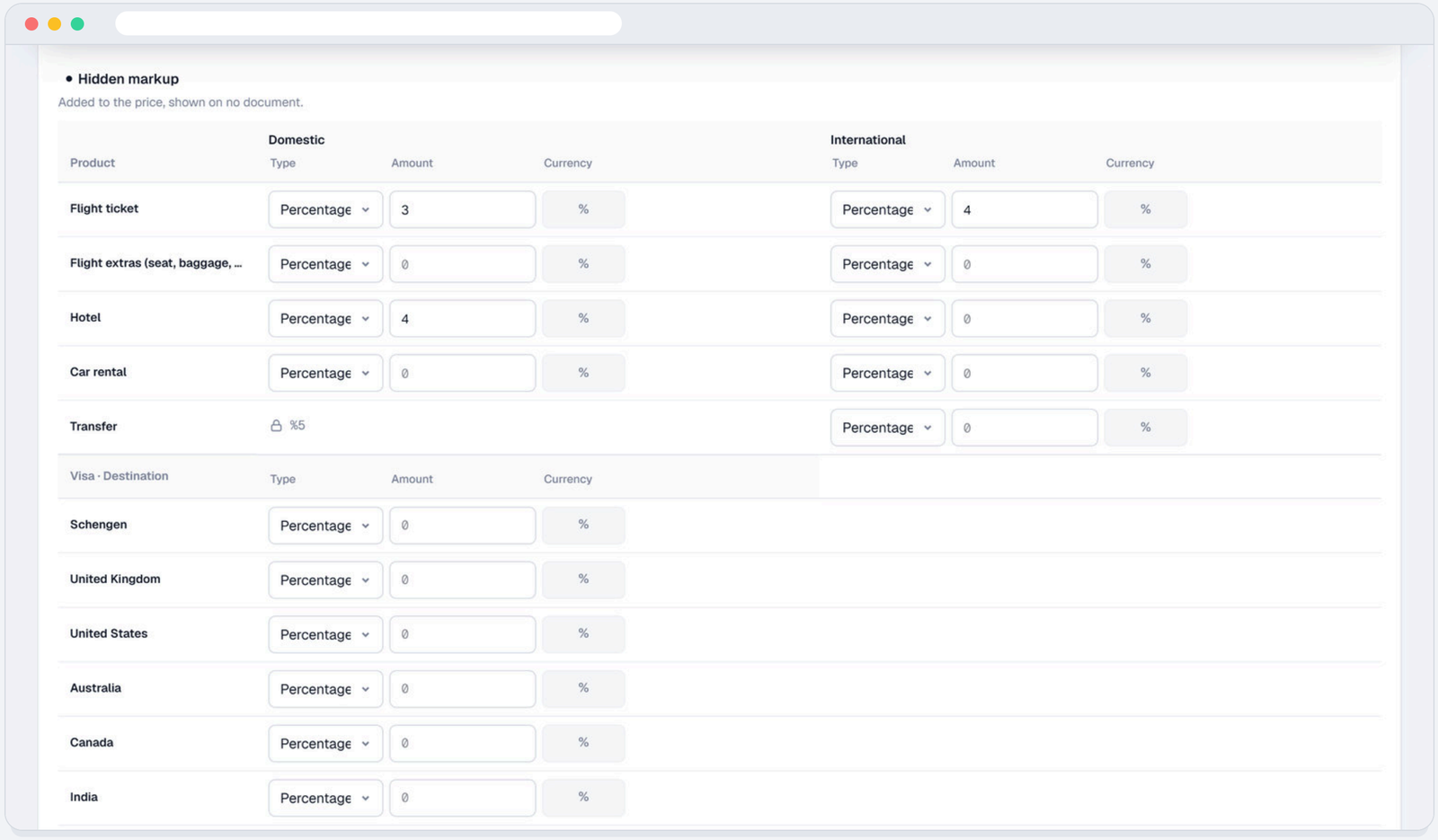


07 · PRICING AND CONTRACT

Company prices — Hidden markup

Hidden markup is added to the price and never appears separately on any document.

- “Added to the price, shown on no document.”
- Percentage or fixed; per product and domestic / international
- A value per destination for visa
- A cell with a detailed rule in the rule engine is shown locked

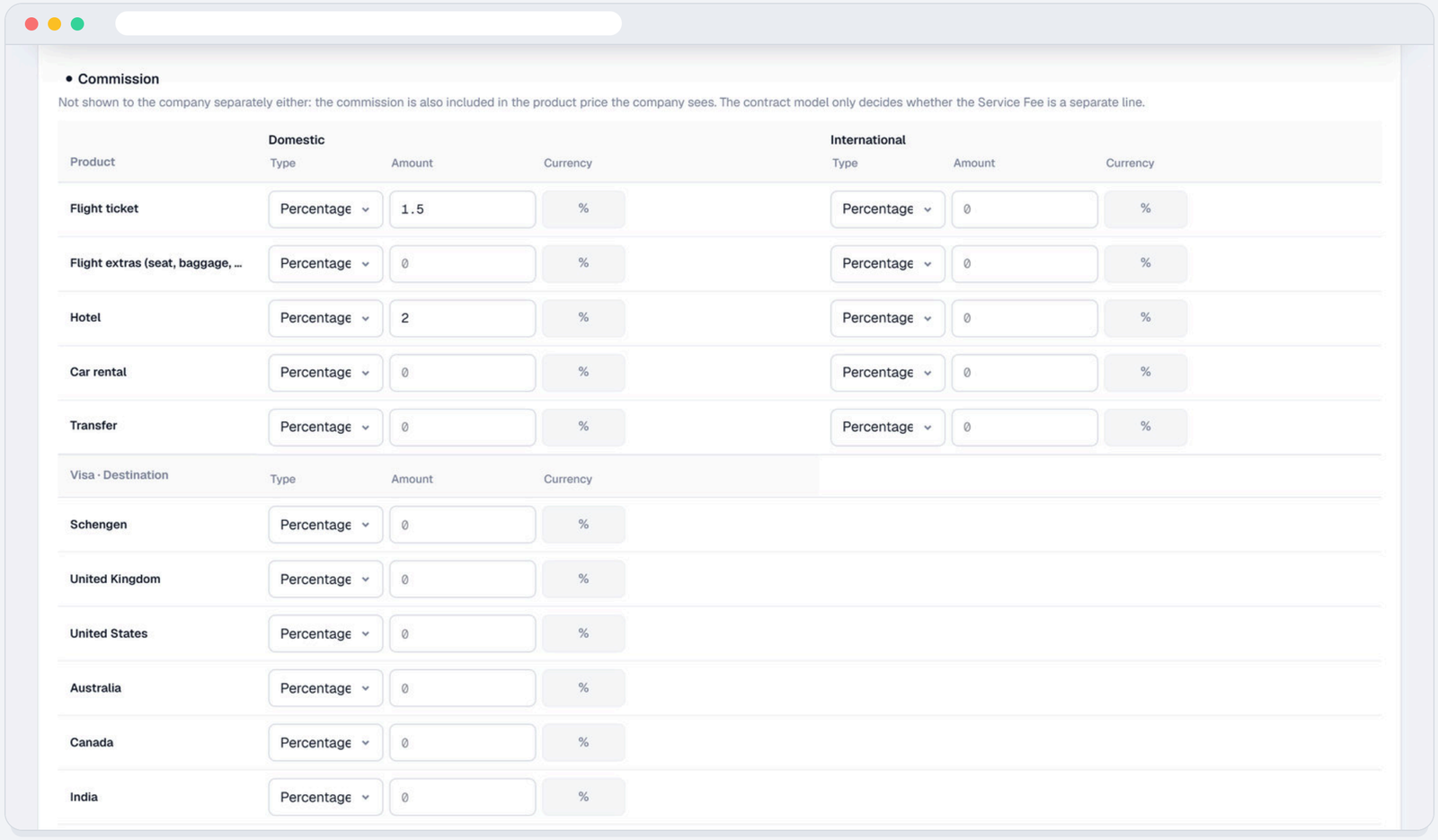


07 · PRICING AND CONTRACT

Company prices — Commission

A company-specific commission is also included in the product price the company sees.

- “Not shown to the company separately either” note
- The contract model only decides whether the Service Fee is a separate line
- Percentage or fixed per product and domestic / international
- A value per destination for visa

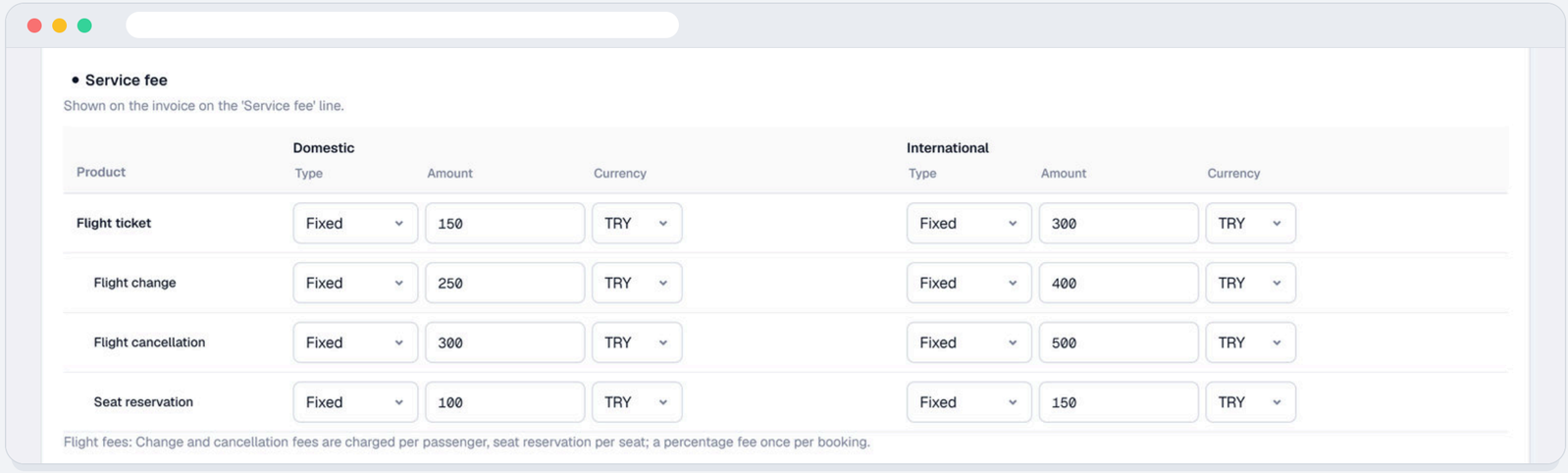


07 · PRICING AND CONTRACT

Flight fees

Company-specific fees for flight changes, cancellations and seat reservations are defined in the same form.

- Flight change, Flight cancellation, Seat reservation × Domestic / International
- Change and cancellation fees are charged per passenger, seat reservation per seat
- A percentage fee is applied once per booking
- Type, amount and currency

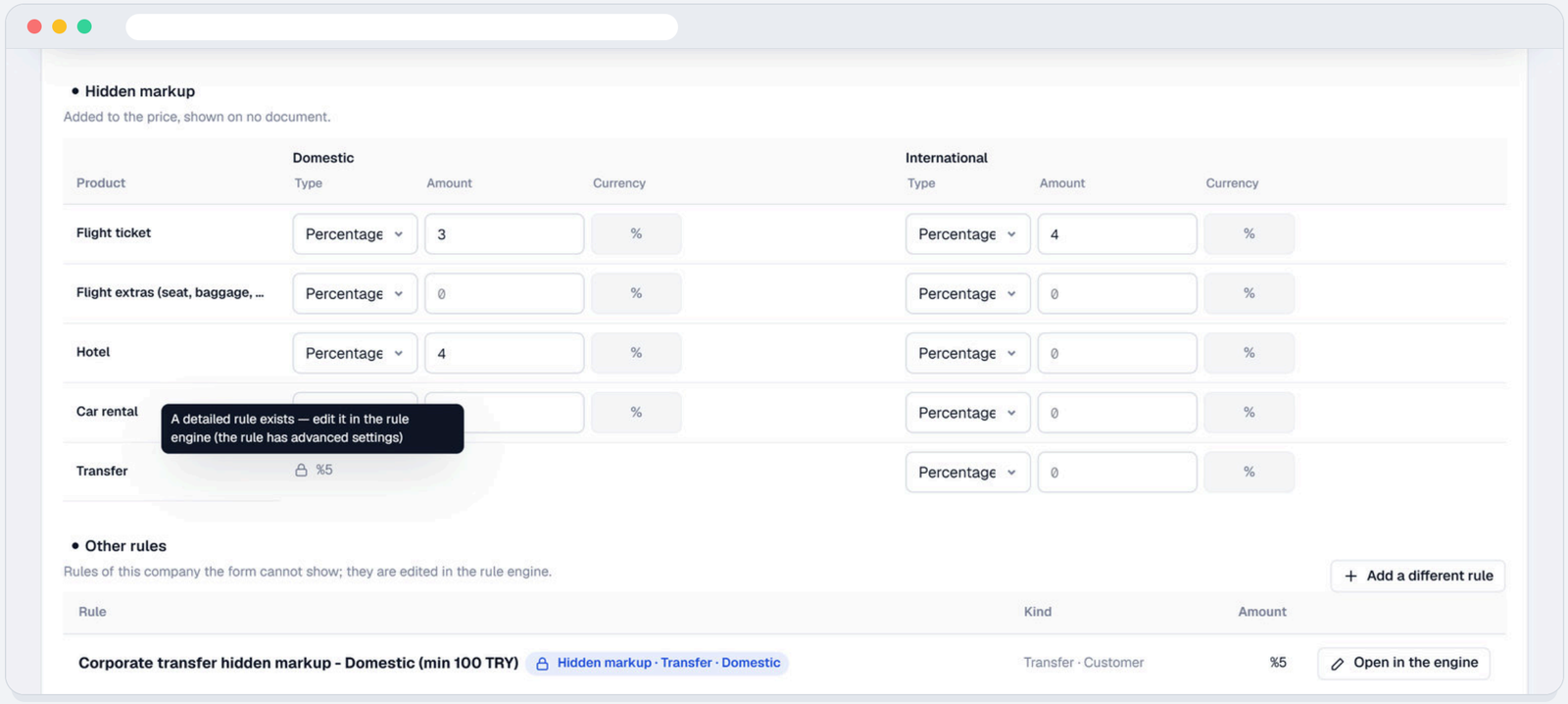


07 · PRICING AND CONTRACT

Locked cell and other rules

A cell with a detailed rule in the rule engine is locked on the form; these rules open in the engine from the Other rules list.

- Lock icon and the “A detailed rule exists — edit it in the rule engine” tip
- Other rules: rule name, scope badge, kind, amount
- “Open in the engine” goes to the rule
- “Add a different rule” opens the engine filtered to the company

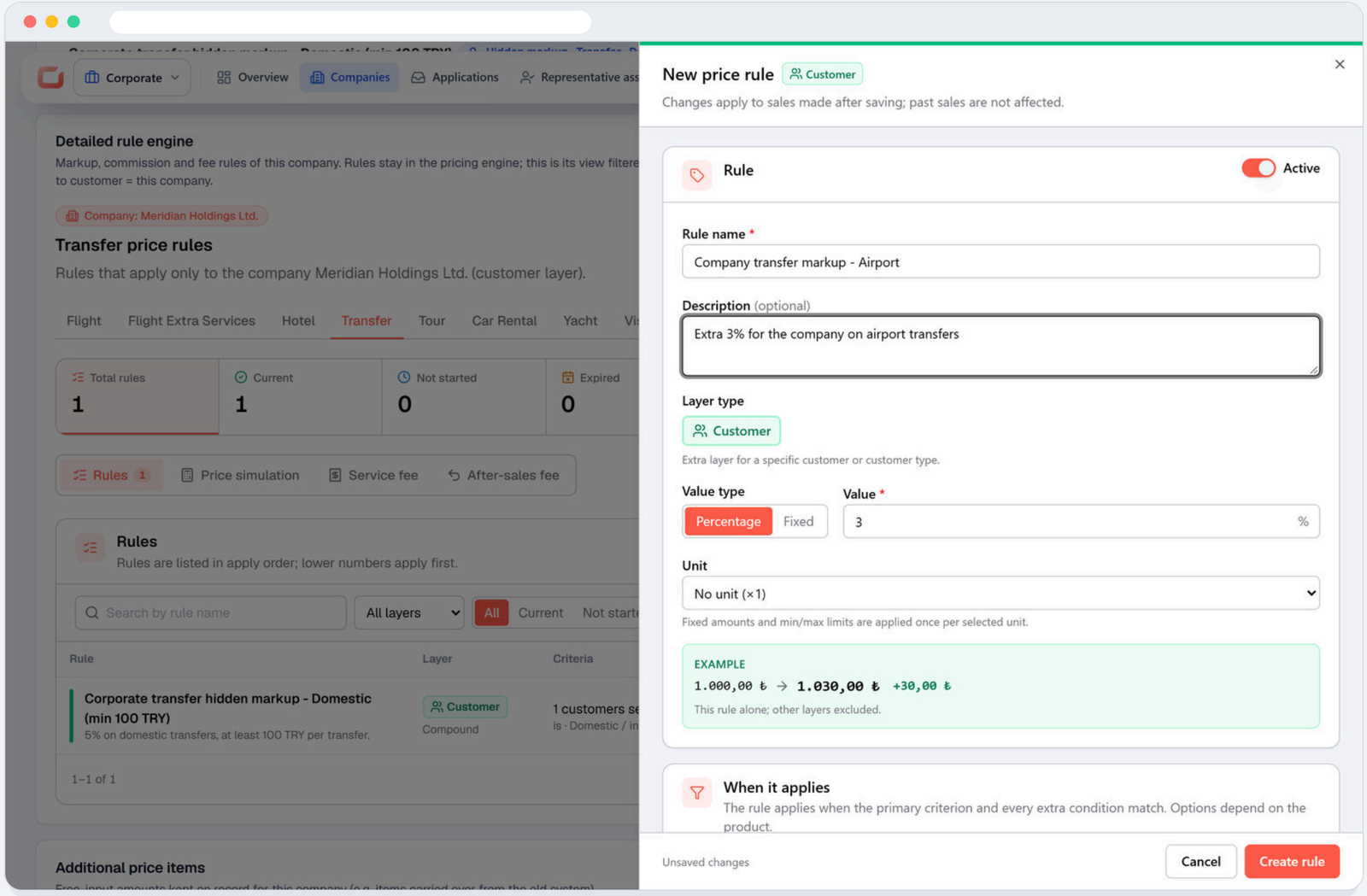


07 · PRICING AND CONTRACT

Detailed rule engine and a company–specific rule

When the form is not enough, the rule engine opens filtered to this company only, and rules are added in the customer layer.

- Product tabs filtered with “Company: Meridian Holdings Ltd.”
- Sections: Rules, Price simulation, Service fee, After-sales fee
- New price rule: name, description, Customer layer, Percentage / Fixed, unit
- Example price preview and “When it applies” conditions

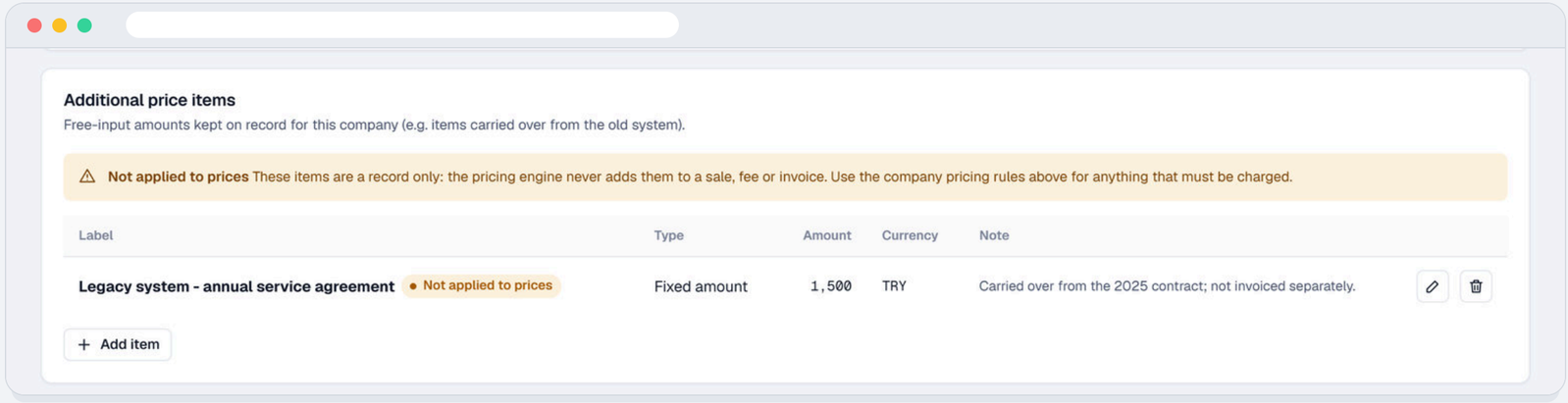


07 · PRICING AND CONTRACT

Additional price items

Amounts carried over from the old system or kept for the record are listed separately on the company card.

- Label, Type, Amount, Currency, Note
- “Not applied to prices”: these items are never added to a sale, fee or invoice
- Add, edit, delete items
- Amounts to be charged use the company pricing rules

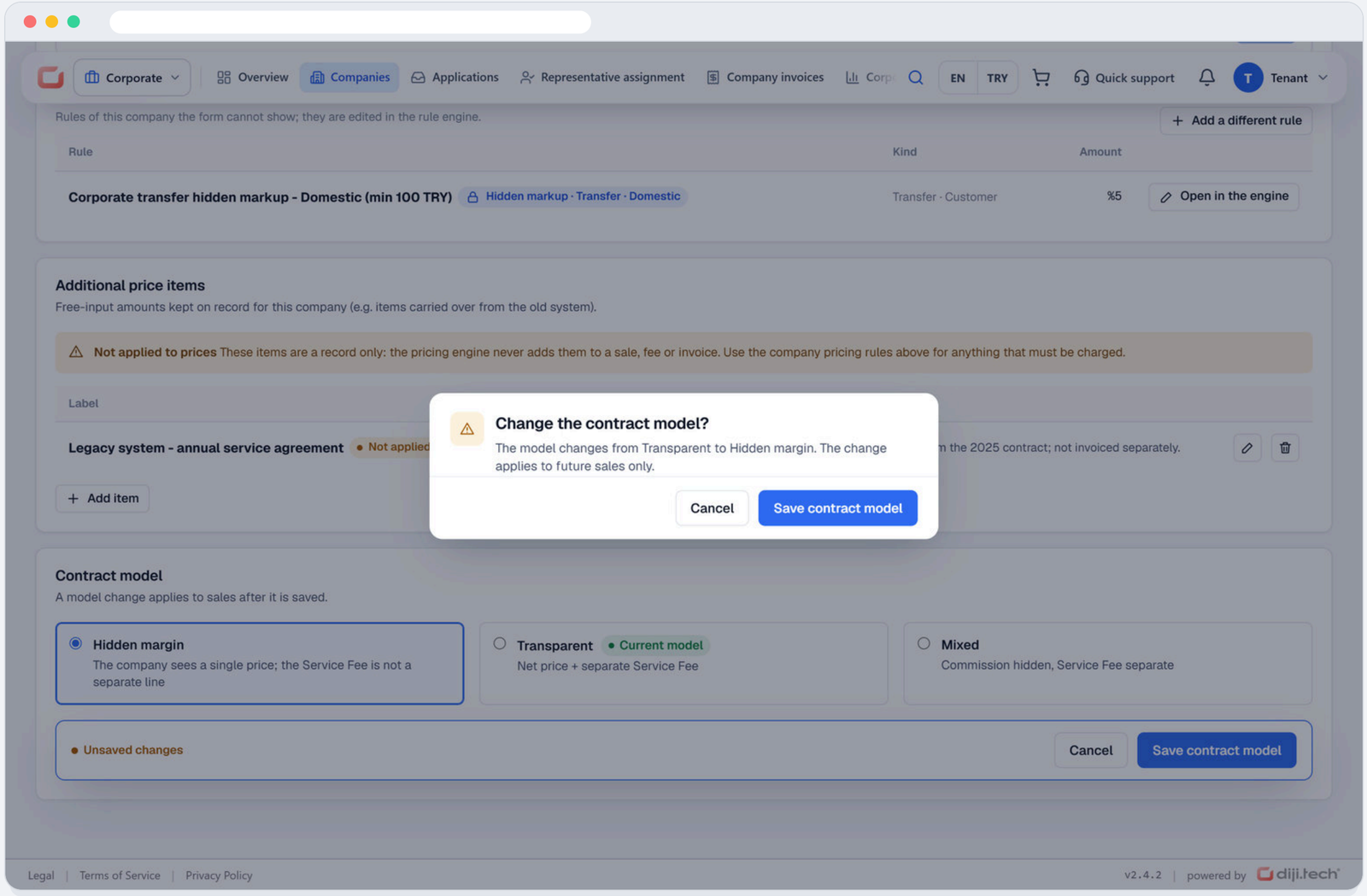


07 · PRICING AND CONTRACT

Contract model

The company's model is changed in this section; the change applies to future sales only.

- Hidden margin: the company sees a single price; the Service Fee is folded into it, not a separate line
- Transparent and Mixed: the Service Fee is a separate invoice line; commission is inside the product price in every model
- A change is saved through a confirmation dialog and applies to future sales only
- "Current model" badge



08

Policy, statement and scheduling

A summary of the company administrator’s policy settings, the sales statement, export and scheduled e-mail.

IN THIS SECTION · 3 SCREENS

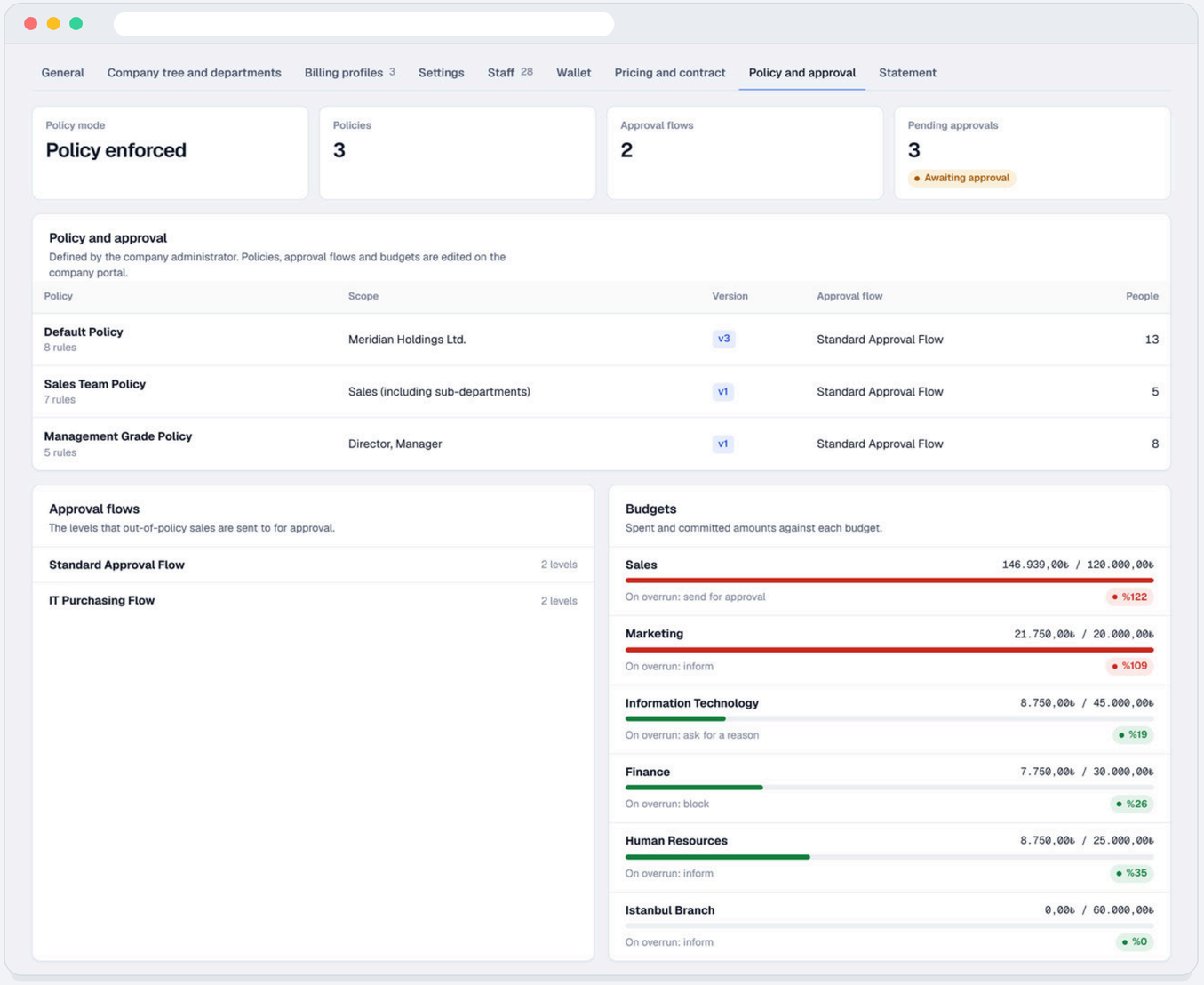
- Policy and approval
- Sales statement and grouping
- Scheduled e-mail

08 · POLICY, STATEMENT AND SCHEDULING

Policy and approval

The policies, approval flows and budgets defined by the company administrator can be followed from the agency panel.

- KPIs: Policy mode, Policies, Approval flows, Pending approvals
- Policies: scope, version, approval flow, people
- Approval flows and their number of levels
- Budgets: spent / budget ratio and overrun behaviour
- Definitions are edited on the company portal

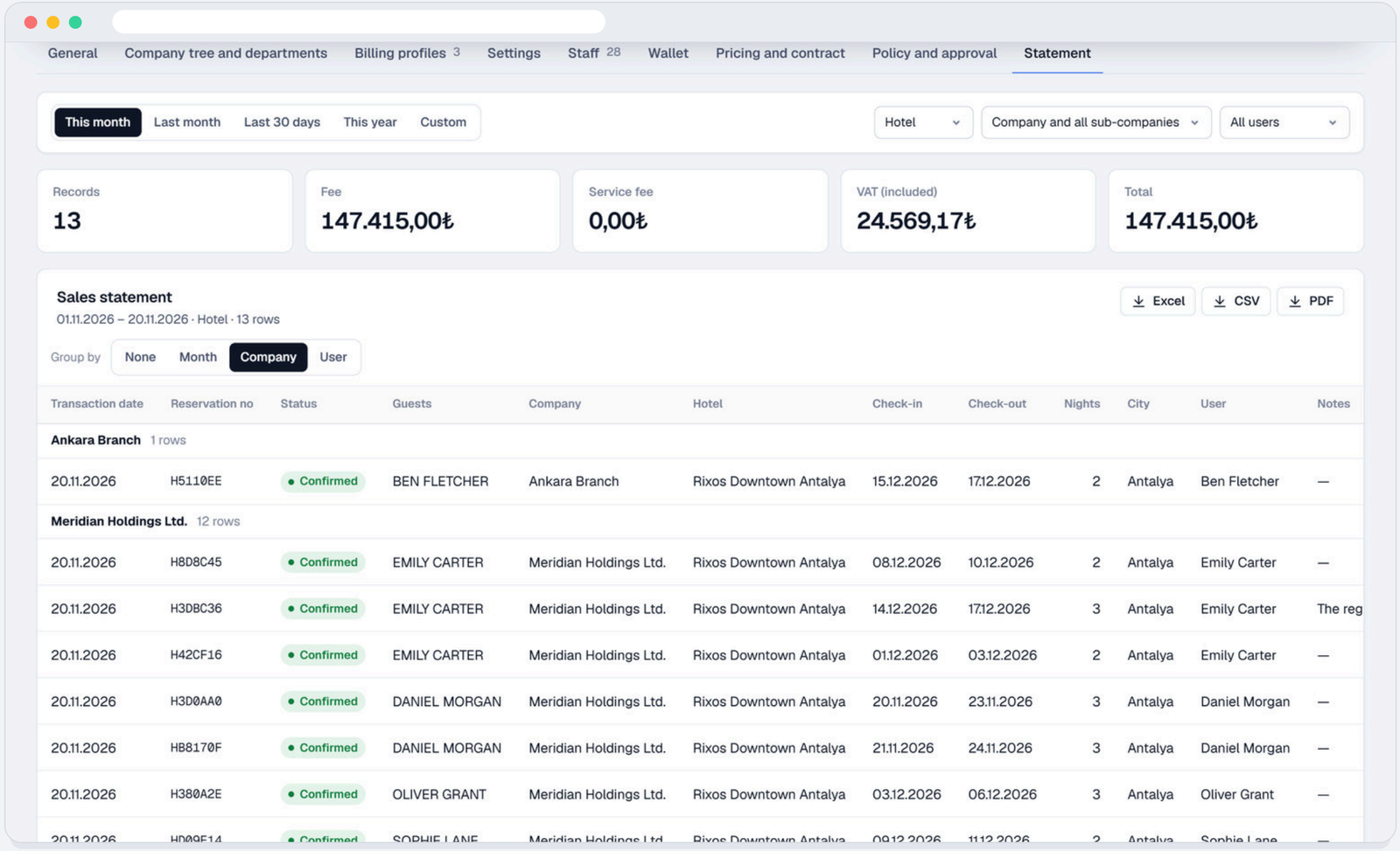


08 · POLICY, STATEMENT AND SCHEDULING

Sales statement and grouping

The company's sales are broken down by period, product, sub-company and user, and exported.

- Period: This month, Last month, Last 30 days, This year, Custom
- Filters: product, sub-company, user
- KPIs: Records, Fee, Service fee, VAT (included), Total
- Group by: None / Month / Company / User
- Excel, CSV, PDF export

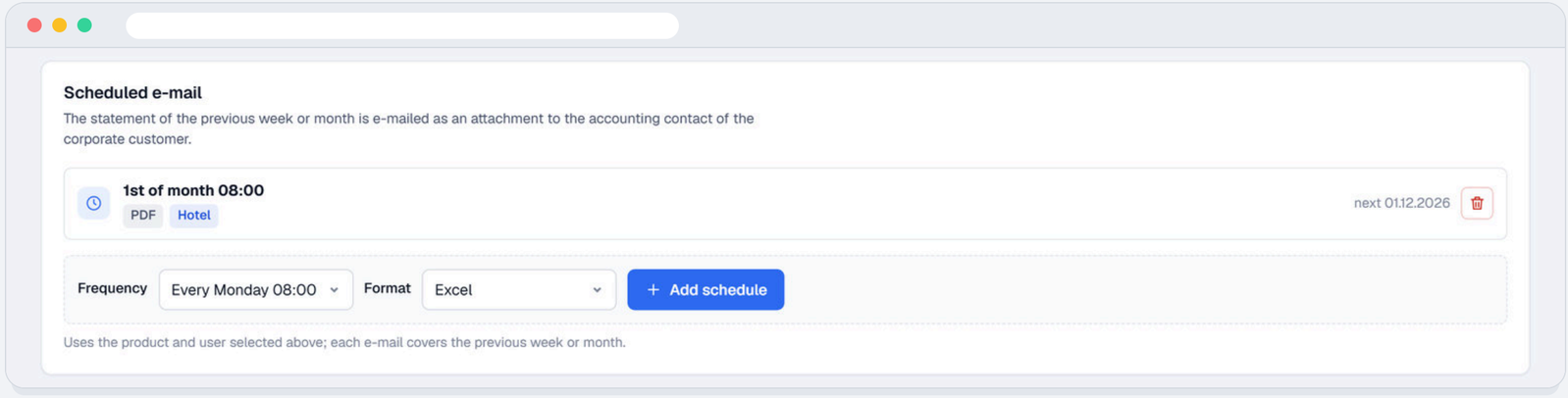


08 · POLICY, STATEMENT AND SCHEDULING

Scheduled e-mail

The sales statement can be scheduled to be e-mailed weekly or monthly to the company's accounting contact.

- Frequency: Every Monday 08:00 / 1st of month 08:00
- Format: Excel, CSV, PDF
- A saved schedule shows its product tag and next send date
- Deleting a schedule



09

Price layers — markup editor

Price rules at tenant and corporate agency level, simulation, service and after-sales fees, and company-specific prices in your own hotel inventory.

IN THIS SECTION · 8 SCREENS

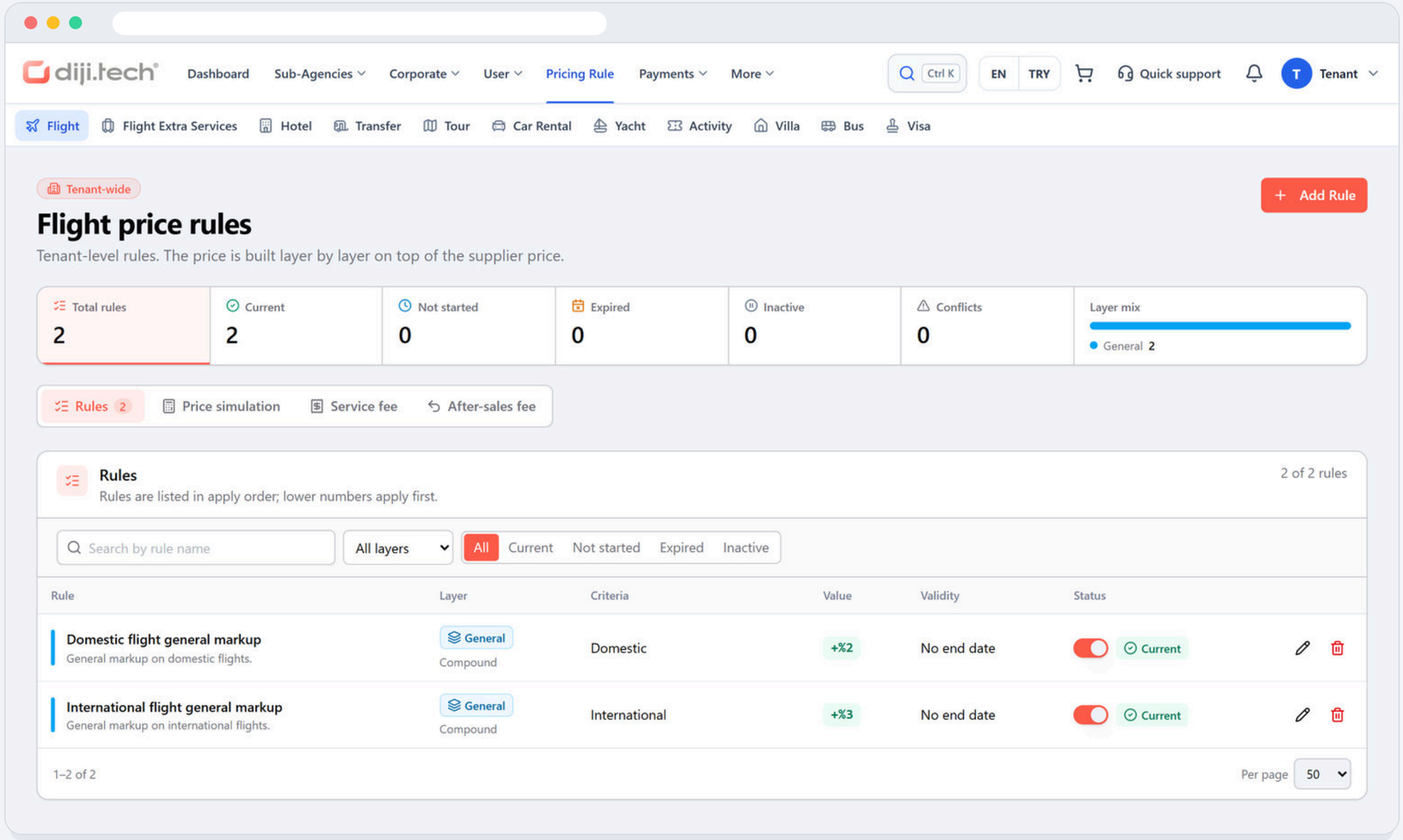
- Price rules — Tenant-wide
- New price rule — layer, value and criteria
- Advanced settings
- Price simulation
- Service fee and after-sales fee
- Agency scope
- Company-specific hotel markup
- Room pricing — company-specific price

09 · PRICE LAYERS — MARKUP EDITOR

Price rules — Tenant-wide

Tenant-wide price rules are listed per product; corporate sales also pass through these layers.

- Product tabs: Flight, Flight Extra Services, Hotel, Transfer, Tour, Car Rental, Yacht, Activity, Villa, Bus, Visa
- KPIs: Total rules, Current, Not started, Expired, Inactive
- Layer and status filters; “Add Rule”

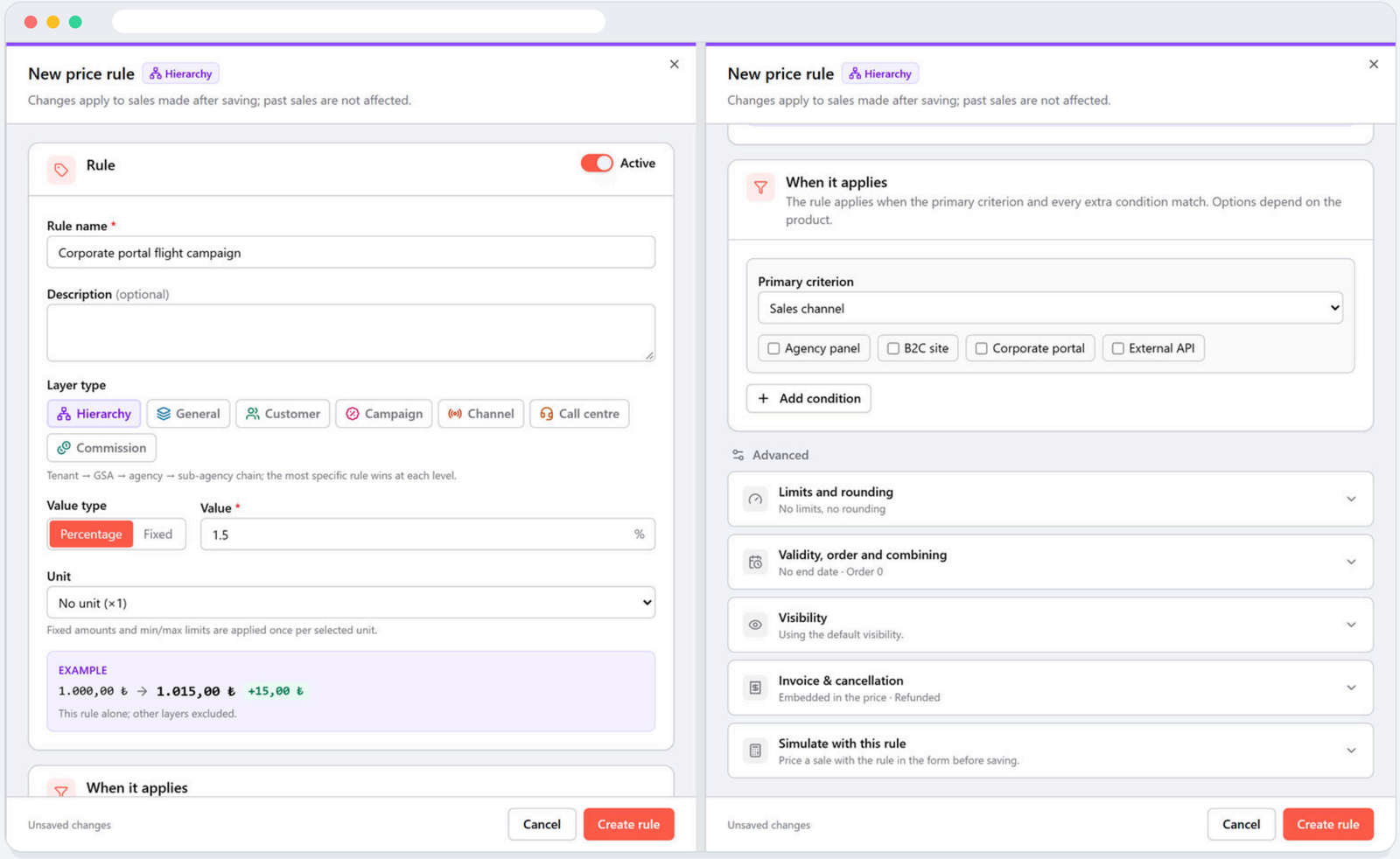


09 · PRICE LAYERS — MARKUP EDITOR

New price rule — layer, value and criteria

When adding a rule you choose its layer, its value and which sales it applies to.

- Layer type: Hierarchy, General, Customer, Campaign, Channel, Call centre, Commission
- Value type Percentage / Fixed, unit and example price preview
- Primary criterion, e.g. sales channel: Agency panel, B2C site, Corporate portal, External API
- Extra conditions with “Add condition”

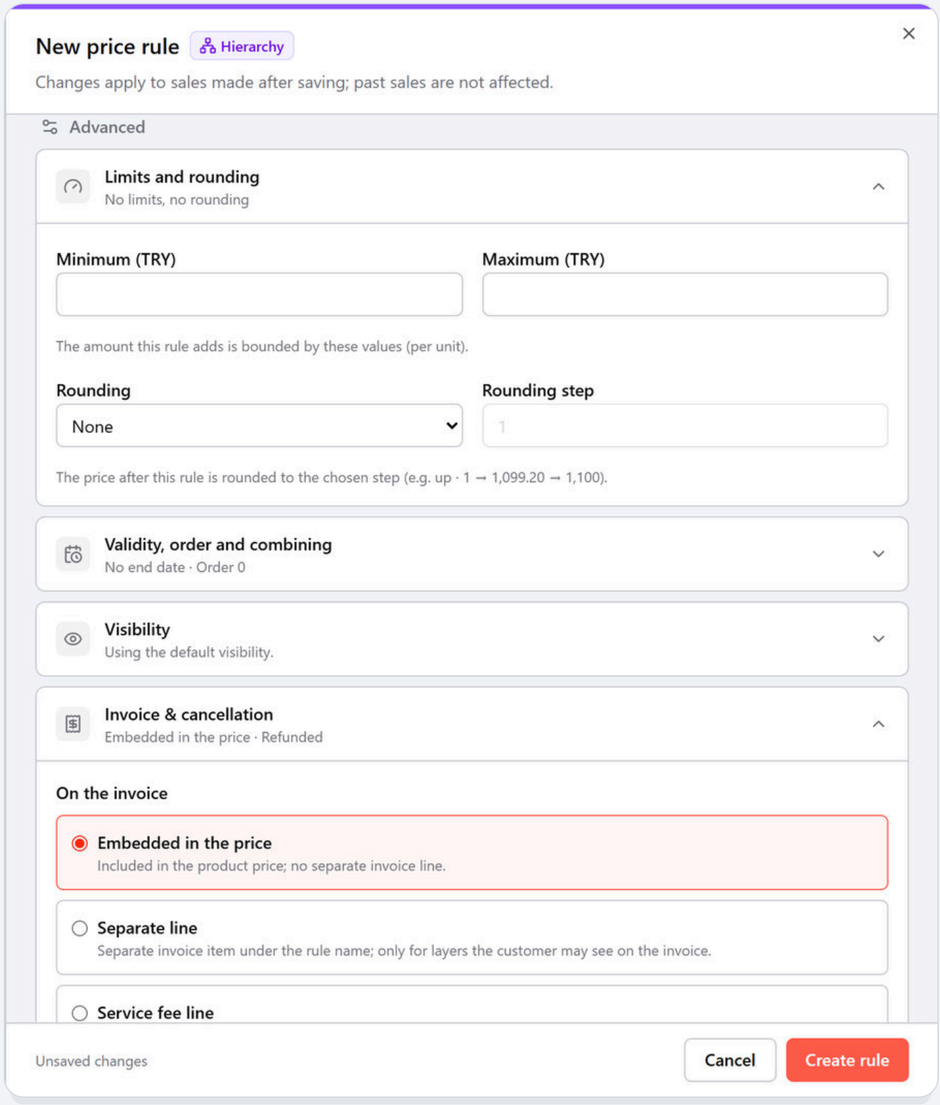


09 · PRICE LAYERS — MARKUP EDITOR

Advanced settings

A rule's limits, rounding, validity and the way it appears on the invoice are set in the Advanced section.

- Limits and rounding: minimum / maximum amount, rounding step
- Validity, order and combining
- Visibility
- Invoice & cancellation: Embedded in the price, Separate line, Service fee line

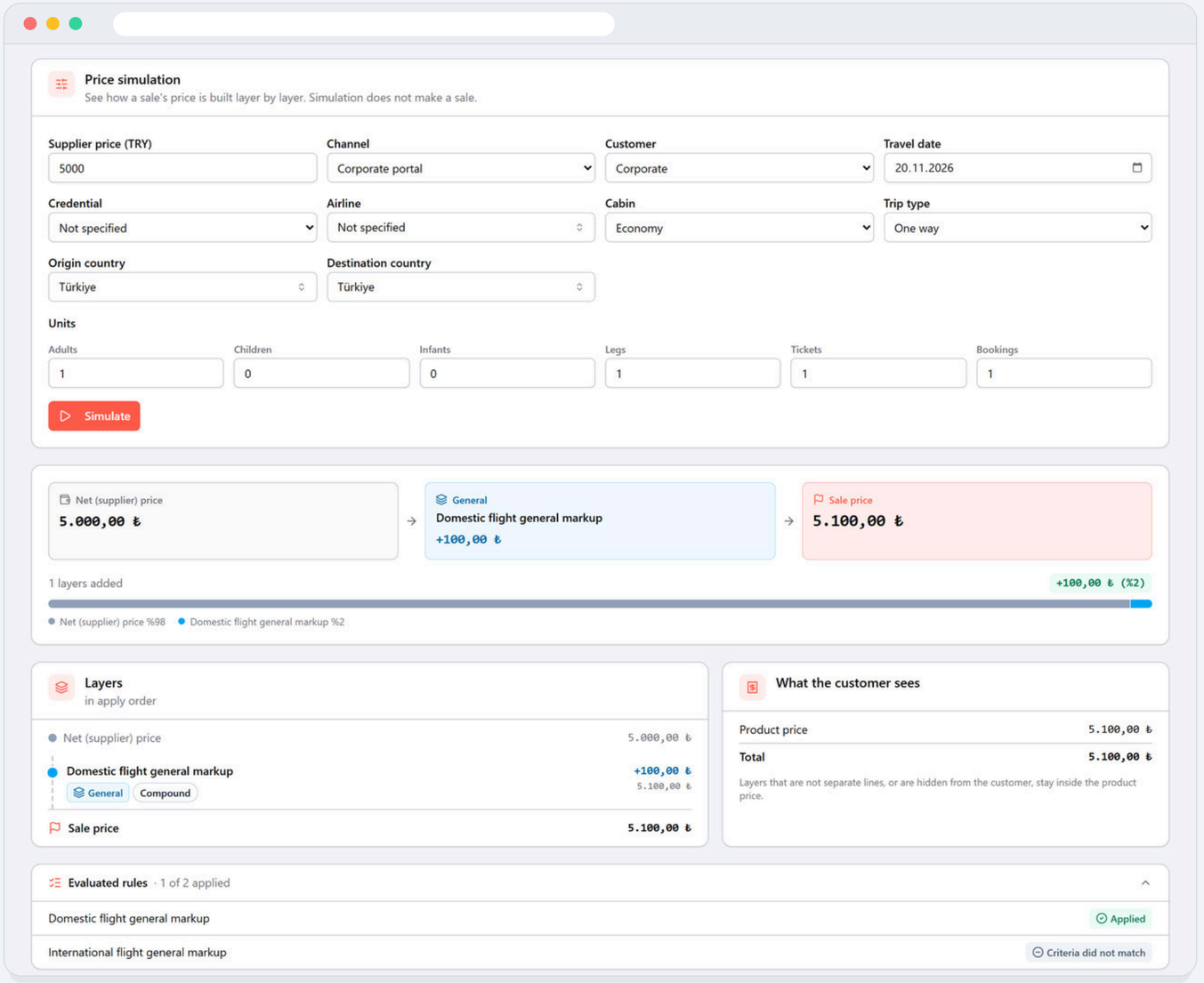


09 · PRICE LAYERS — MARKUP EDITOR

Price simulation

How a sale's price is built up layer by layer is tested without making a sale.

- Input: supplier price, channel, customer, travel date, cabin, countries, units
- Net price → layers → sale price flow
- "What the customer sees" summary
- Evaluated rules: Applied / Criteria did not match

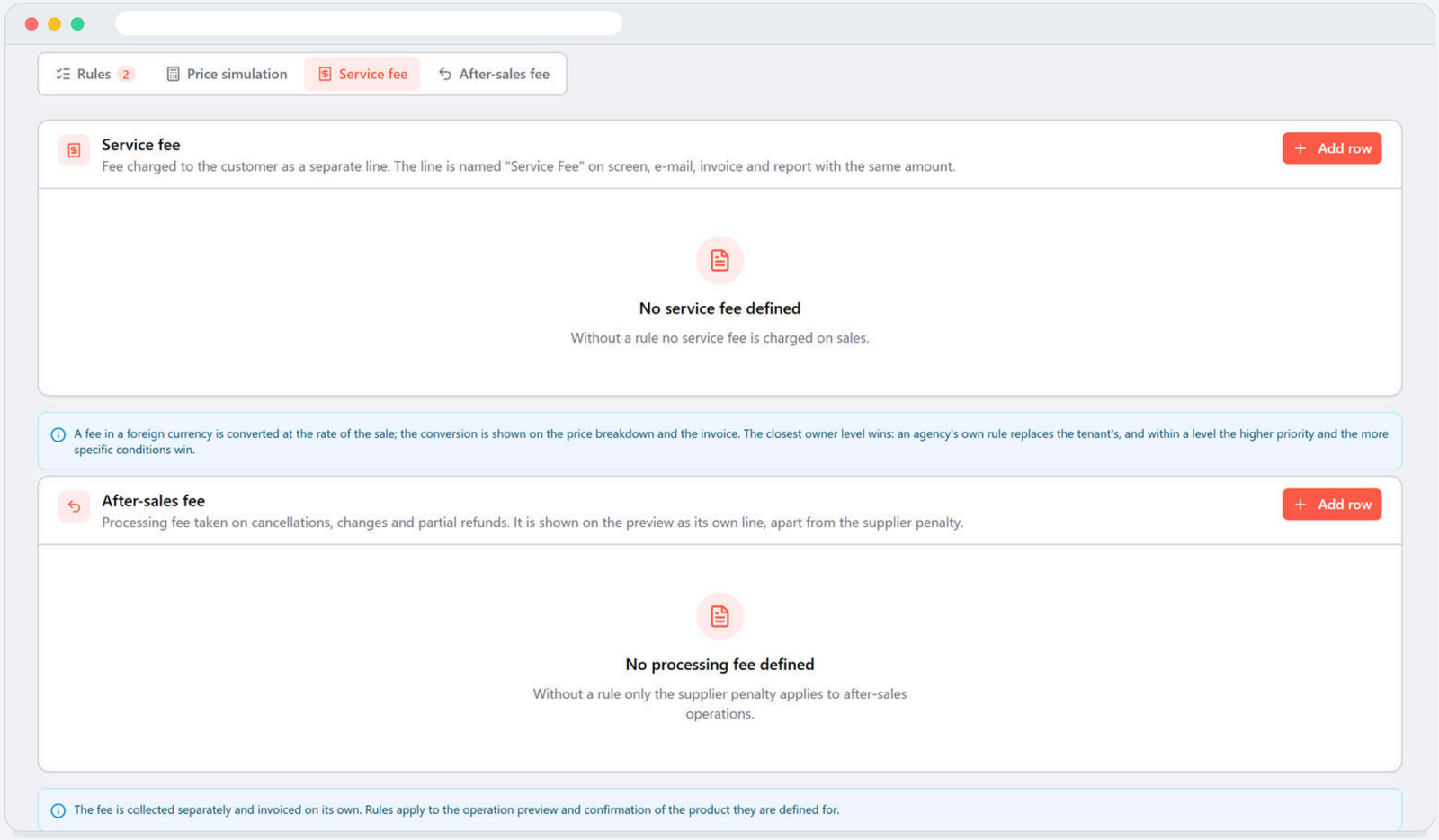


09 · PRICE LAYERS — MARKUP EDITOR

Service fee and after-sales fee

The Service Fee charged as a separate line and the processing fees for cancellations and changes are defined on separate tabs.

- Service fee: shown with the same amount on screen, e-mail, invoice and report
- After-sales fee: a line of its own on cancellations, changes and partial refunds, apart from the supplier penalty
- Defined with “Add row”
- Without a definition no Service Fee is charged and only the supplier penalty applies

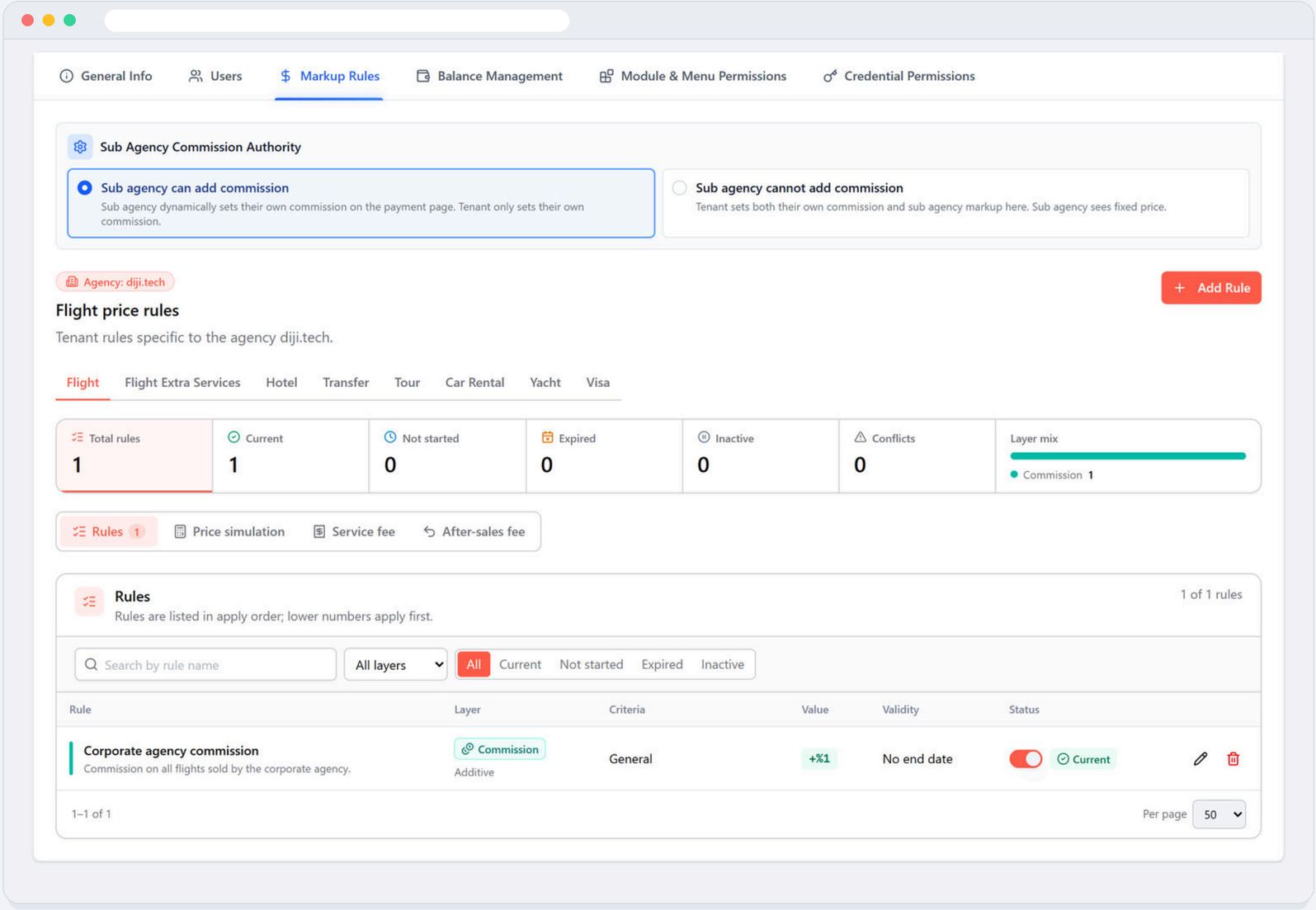


09 · PRICE LAYERS — MARKUP EDITOR

Agency scope

Rules specific to the corporate agency are managed with the same editor on the Markup Rules tab of the sub-agency card.

- Product-based rules in the “Agency: diji.tech” scope
- Sub Agency Commission Authority: can add commission / cannot add commission
- Example: “Corporate agency commission” 1% in the Commission layer
- Same simulation and fee tabs

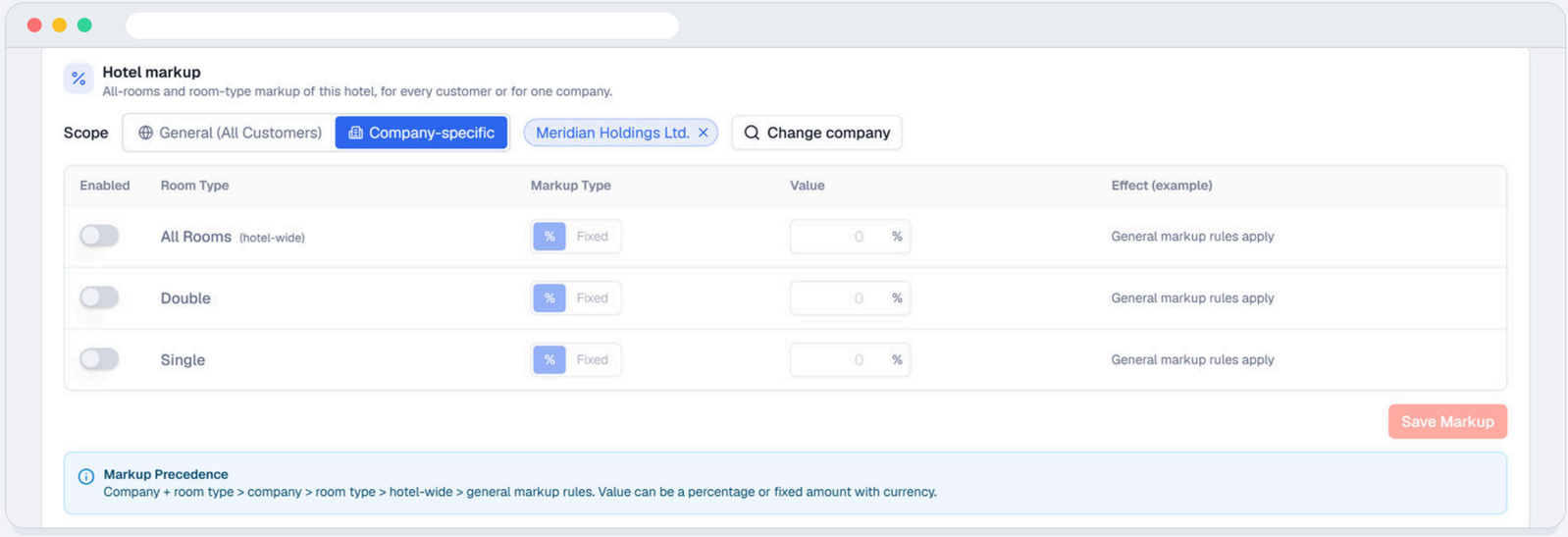


09 · PRICE LAYERS — MARKUP EDITOR

Company-specific hotel markup

In your own hotel inventory, markup is set for all customers or separately for a single company.

- Scope: General (All Customers) / Company-specific + company selection
- Percentage or fixed markup for all rooms and per room type
- Example in the “Effect (example)” column
- Markup precedence: company + room type > company > room type > hotel-wide > general markup rules

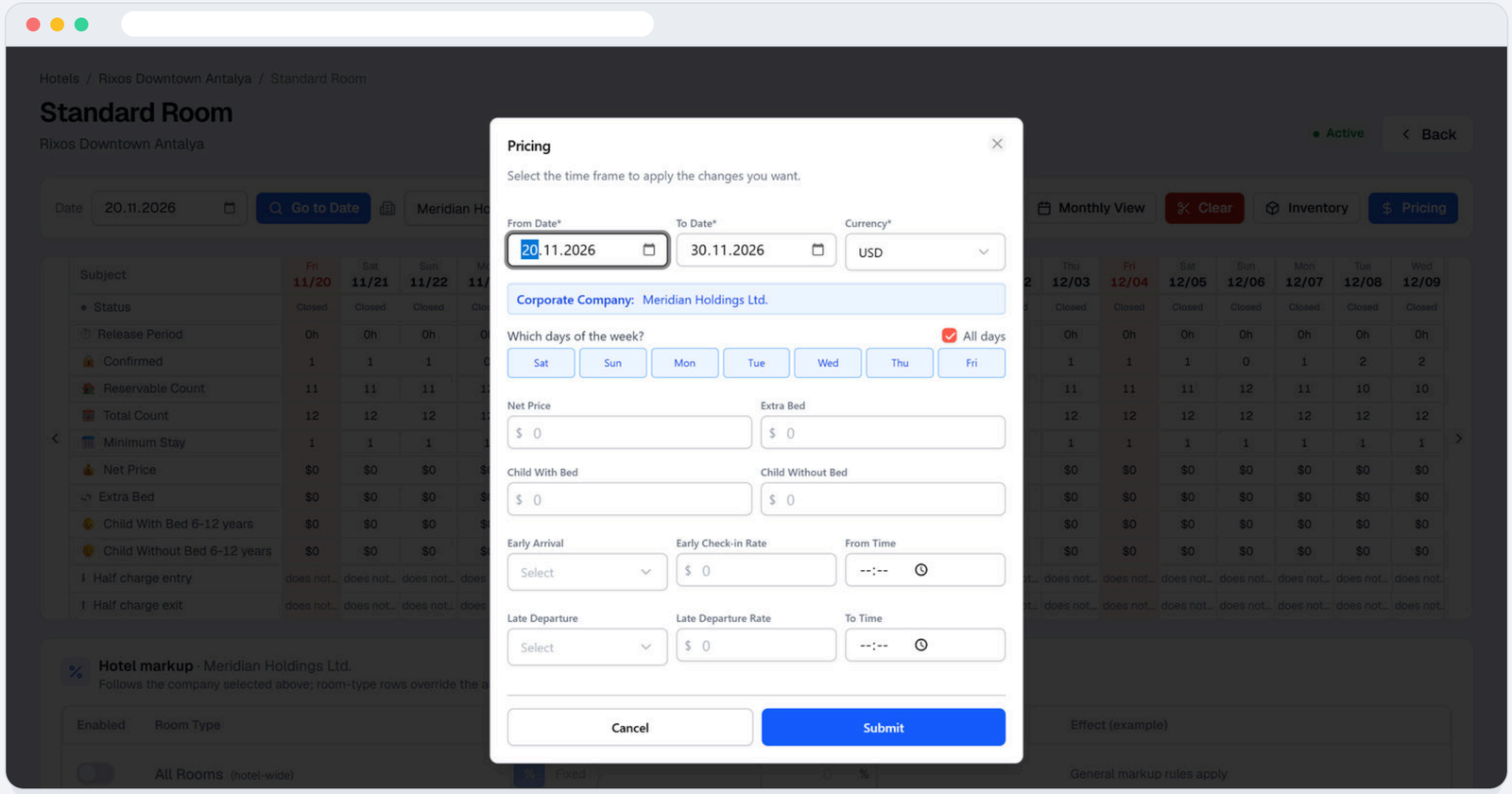


09 · PRICE LAYERS — MARKUP EDITOR

Room pricing — company-specific price

In the room calendar a company is selected and a net price specific to that company is entered; the general price does not change.

- “Corporate Company” shown in the Pricing dialog
- Date range, currency, days of the week
- Net price, extra bed, child prices
- Early arrival / late departure rates and times



09 · PRICE LAYERS — MARKUP EDITOR · FLOW

Price layers

From the supplier price to the price the company sees.

1

Supplier price

The net price of the supplier or of your own hotel inventory.

2

Tenant rules

Hierarchy, general, channel and campaign layers.

3

Corporate agency

Rules and commission specific to the corporate agency.

4

Company layer

Hidden markup and company-specific commission are built into the price and never shown on documents.

5

Service Fee

A separate line on the invoice, depending on the contract model.

6

At the time of sale

The representative can change the company's value in the hidden markup box.

7

Simulation

The layers are checked without making a sale.

10

Representative assignment, users and roles

Which products agency users sell on behalf of companies, the corporate agency’s users, module permissions, role page rights and the display currency.

IN THIS SECTION · 8 SCREENS

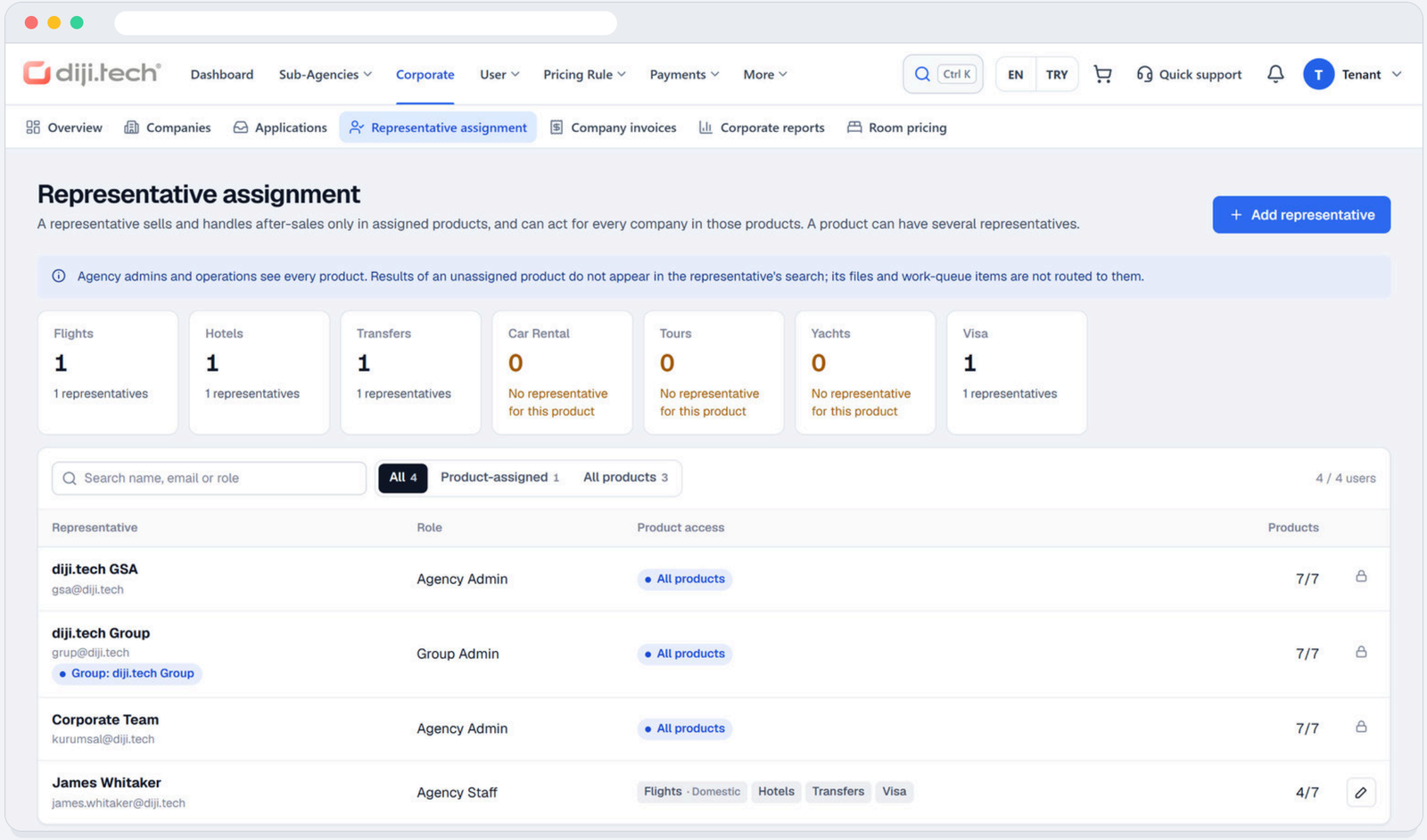
- Representative assignment
- Edit product access
- Add representative
- Corporate agency and its users
- Module and menu permissions
- Roles
- Role page permissions
- Display currency

10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Representative assignment

Representatives are assigned to products, not companies; in their assigned products they sell for every company.

- Product boxes: representatives per product, warning for products without a representative
- Filter: All / Product-assigned / All products; search
- Columns: Representative, Role, Product access, Products
- Agency admins and operations see every product

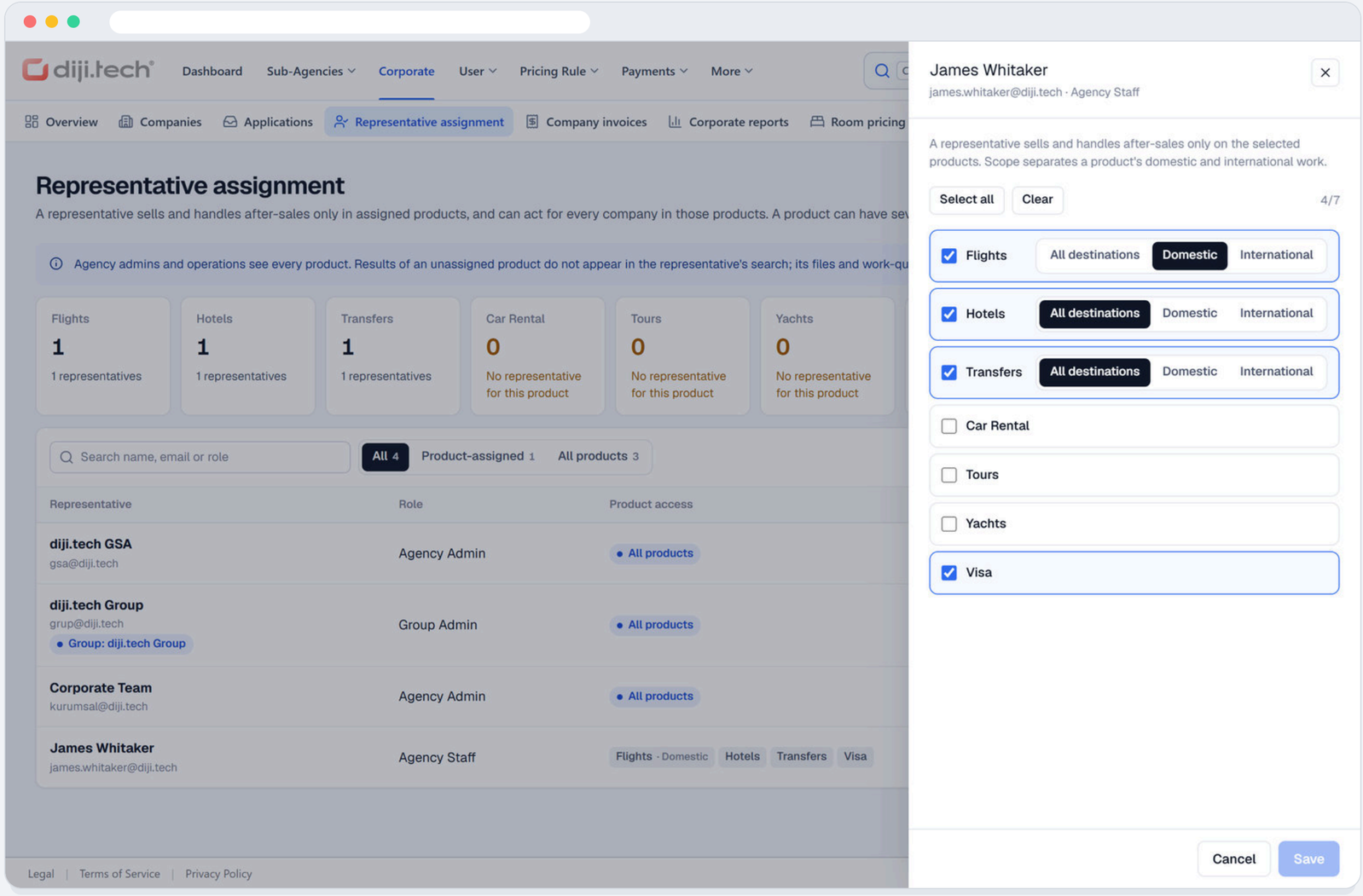


10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Edit product access

The products a representative works on are selected in a side drawer.

- Product checkboxes and the number of selected products (4/7)
- Scope per product: All destinations / Domestic / International; it does not restrict access, it is used to match representatives
- Select all / Clear
- Searches of an unassigned product are closed to the representative

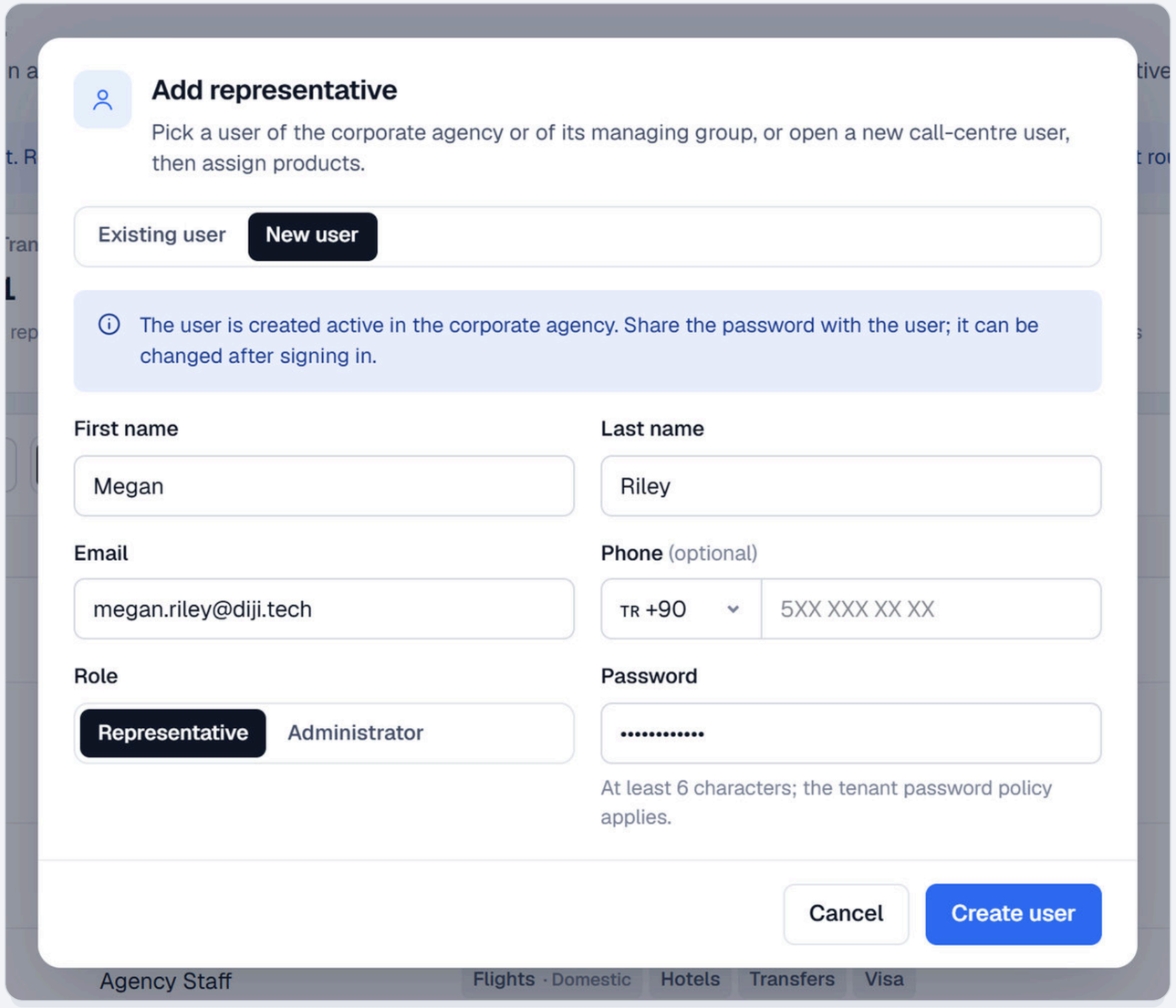


10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Add representative

A new call-centre user is opened in the corporate agency or an existing user is picked; products are assigned afterwards.

- Existing user / New user
- First name, last name, e-mail, phone (optional)
- Role: Representative / Administrator; the password follows the tenant password policy
- The user is created active in the corporate agency



10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES · FLOW

Selling on behalf of a company

The representative’s flow for selling on behalf of a company; the agency manager sets the rules and assignments.

1

Product assignment

The manager assigns products to the representative (Representative assignment).

2

Act for a company

The representative picks the company and an optional person in the top bar.

3

Search and offer

Company prices and the THY corporate code are applied; for flights an offer PDF can be prepared.

4

Corporate payment step

The company comes locked: billing profile, staff link, invoice note, hidden markup.

5

Payment from the company wallet

Call-centre sales need no approval; the policy result is recorded.

6

Travel file

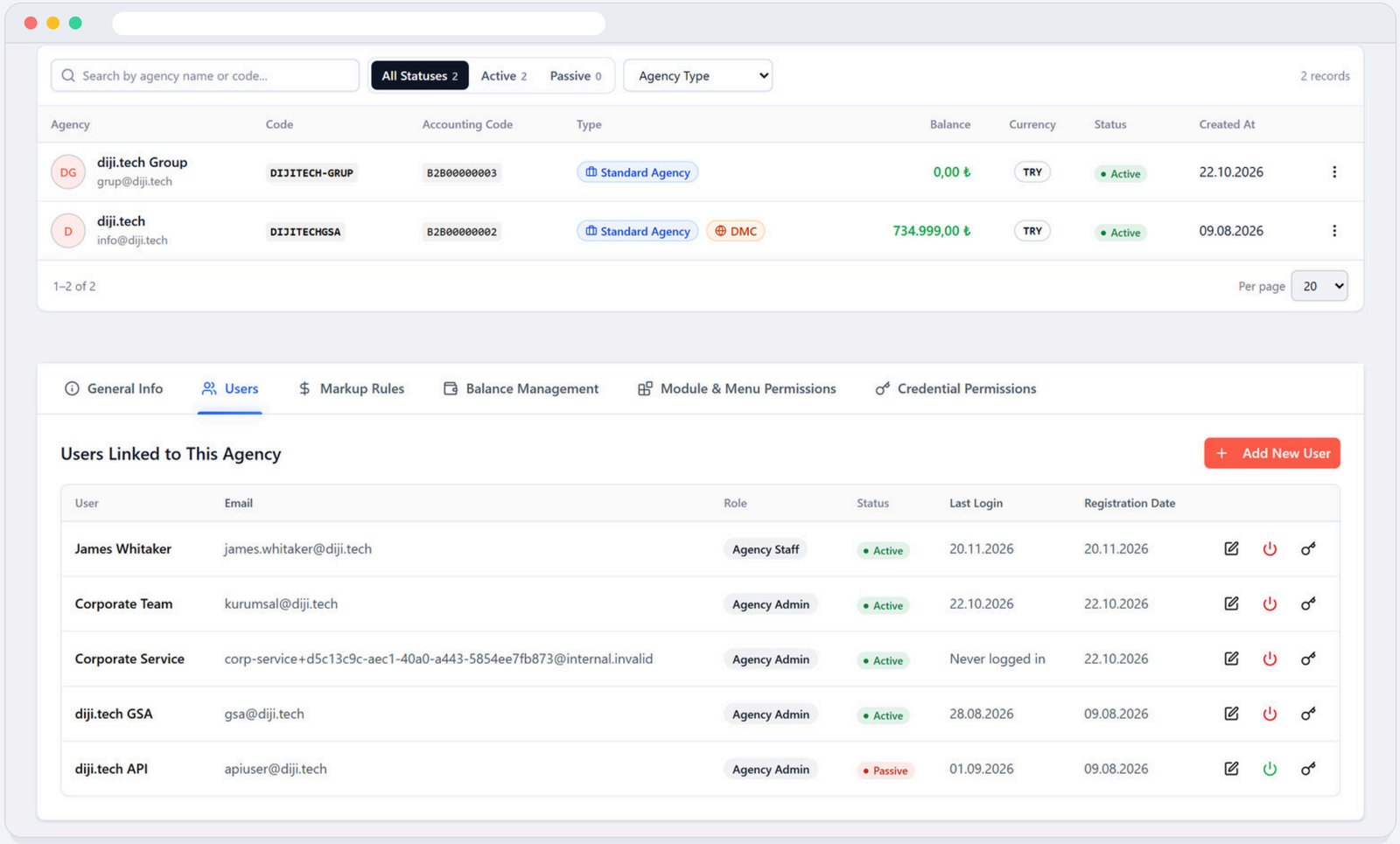
The “Corporate details” card shows the company, the source and the representative’s name.

10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Corporate agency and its users

The corporate agency sits in the sub-agency list; its users and roles are managed from the agency card.

- Sub-agencies: code, accounting code, type, balance, status, created at
- Users: name, e-mail, role (Agency Admin / Agency Staff), status, last login
- “Add New User”
- The portal service user (Corporate Service) is in the list; it must not be deleted

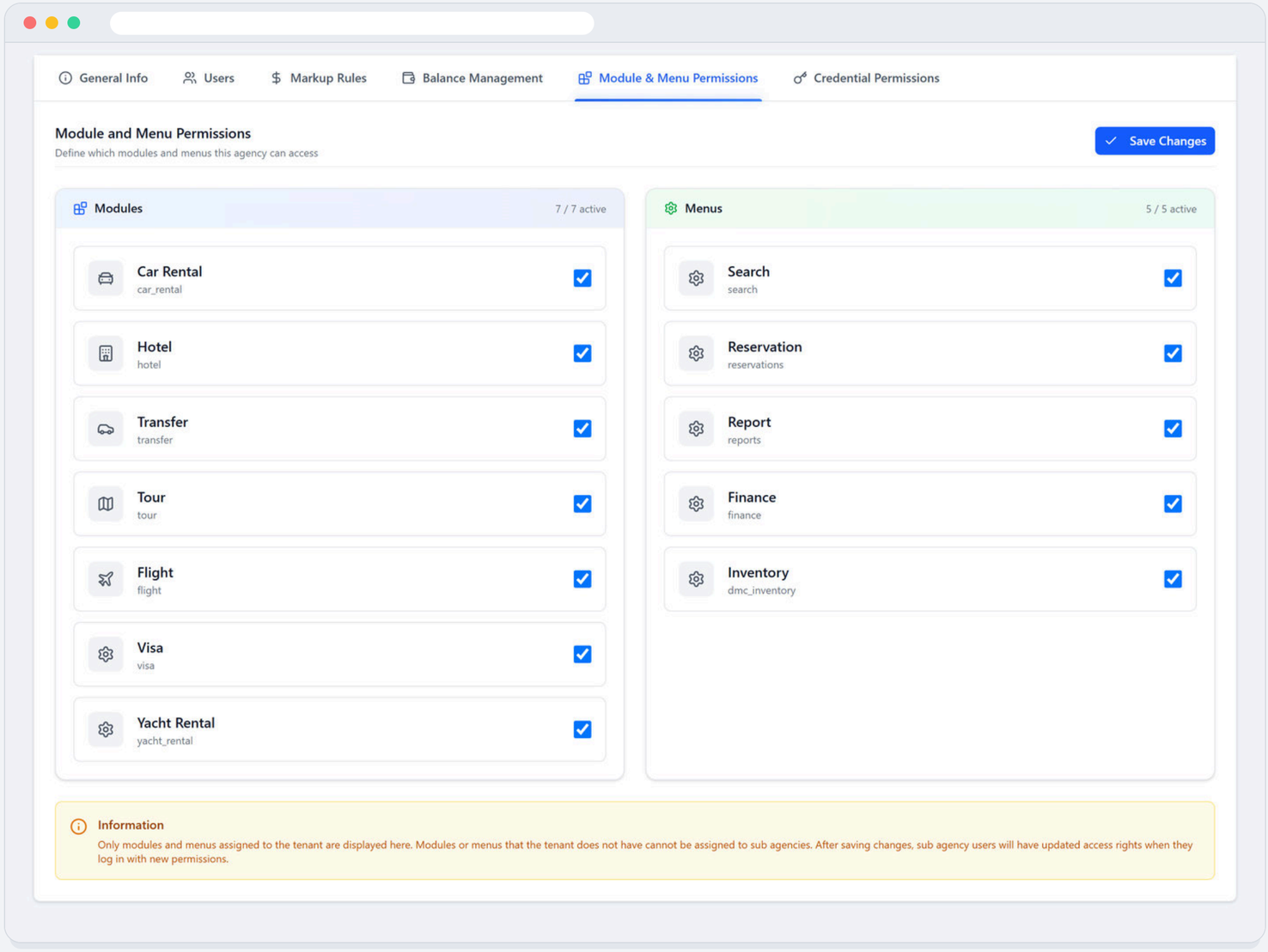


10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Module and menu permissions

The modules and menus the corporate agency can use are switched on and off from the agency card.

- Modules: Car Rental, Hotel, Transfer, Tour, Flight, Visa, Yacht Rental (7 / 7 active)
- Menus: Search, Reservation, Report, Finance, Inventory (5 / 5 active)
- “Save Changes”
- Only modules assigned to the tenant can be granted

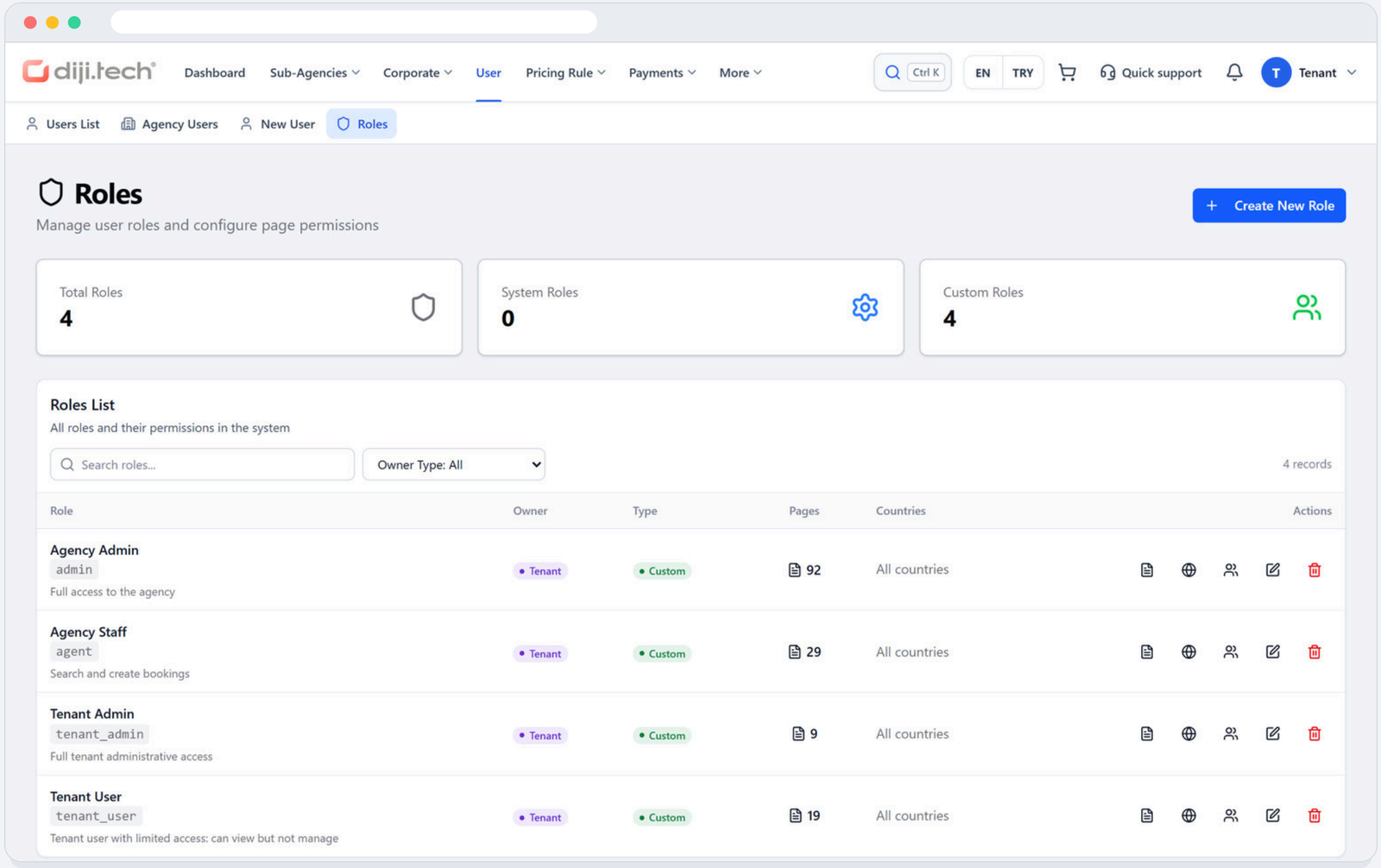


10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Roles

Panel user roles and their page permissions are managed on the User › Roles screen.

- KPIs: Total Roles, System Roles, Custom Roles
- Roles: Agency Admin, Agency Staff, Tenant Admin, Tenant User
- Owner, type, page and country permission counts
- Role search, owner type filter, “Create New Role”

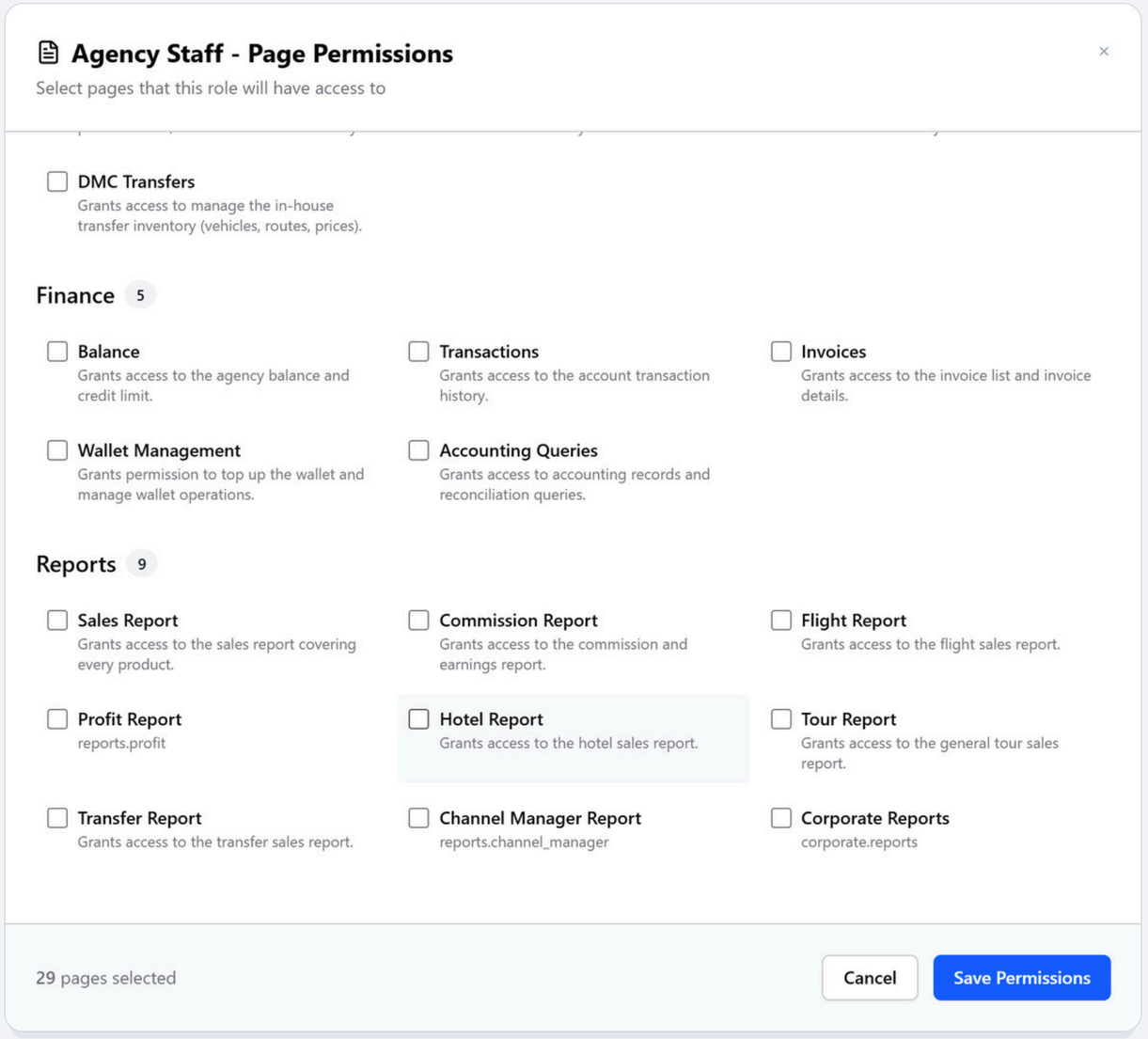


10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Role page permissions

The panel pages a role can reach are selected in groups.

- Groups: Finance, Reports and the other module groups
- A description for each page
- Corporate Reports is a separate permission
- Selected page count (29 pages selected) and “Save Permissions”

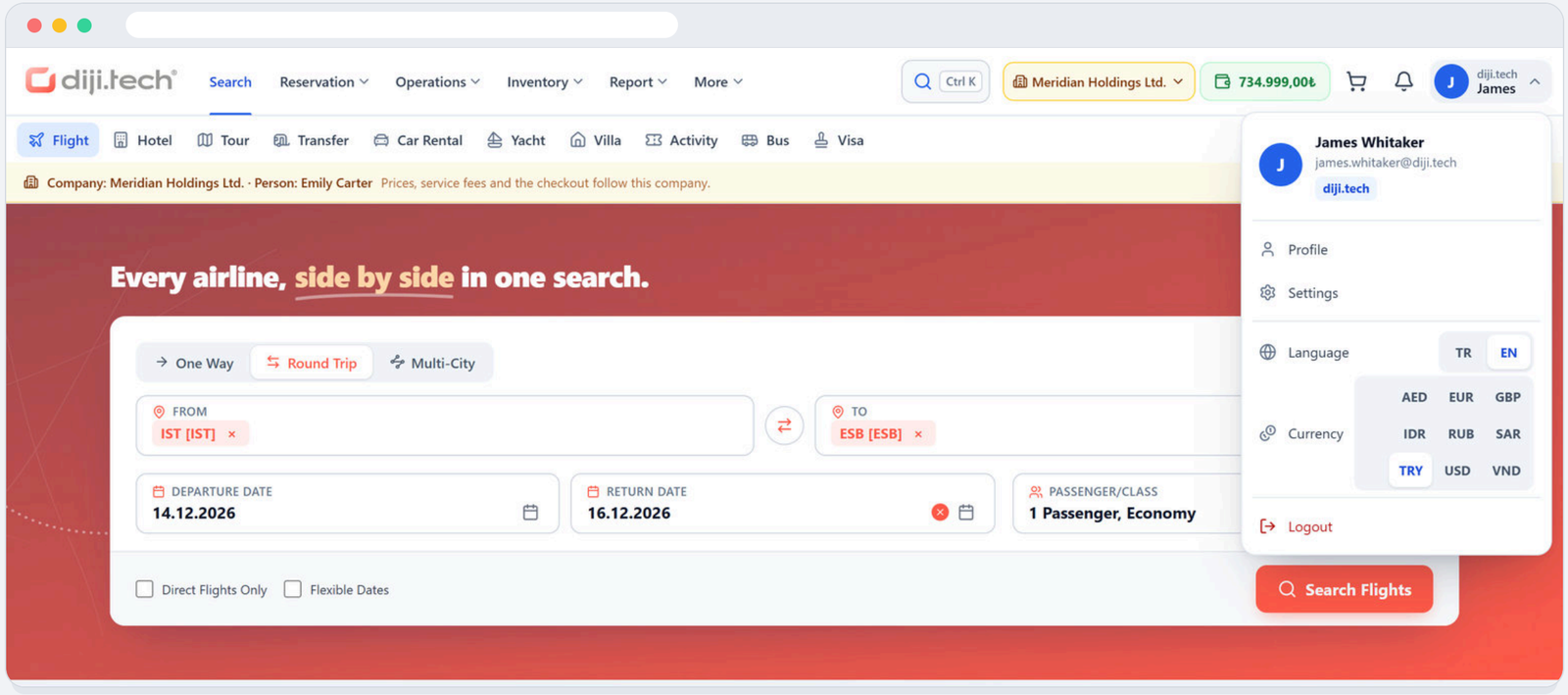


10 · REPRESENTATIVE ASSIGNMENT, USERS AND ROLES

Display currency

Corporate agency users can view prices in a different currency from the user menu.

- Language (TR / EN) and Currency in the user menu
- Currencies: AED, EUR, GBP, IDR, RUB, SAR, TRY, USD, VND
- The choice only changes the display; sales and the wallet stay in the agency currency
- Acting-company bar at the top with the company and the person



11

Reports, after-sales and the portal

Sales per company, profit layer by layer and policy compliance; corporate sales followed in the operations queues and the travel file; the portal the platform sets up.

IN THIS SECTION · 9 SCREENS

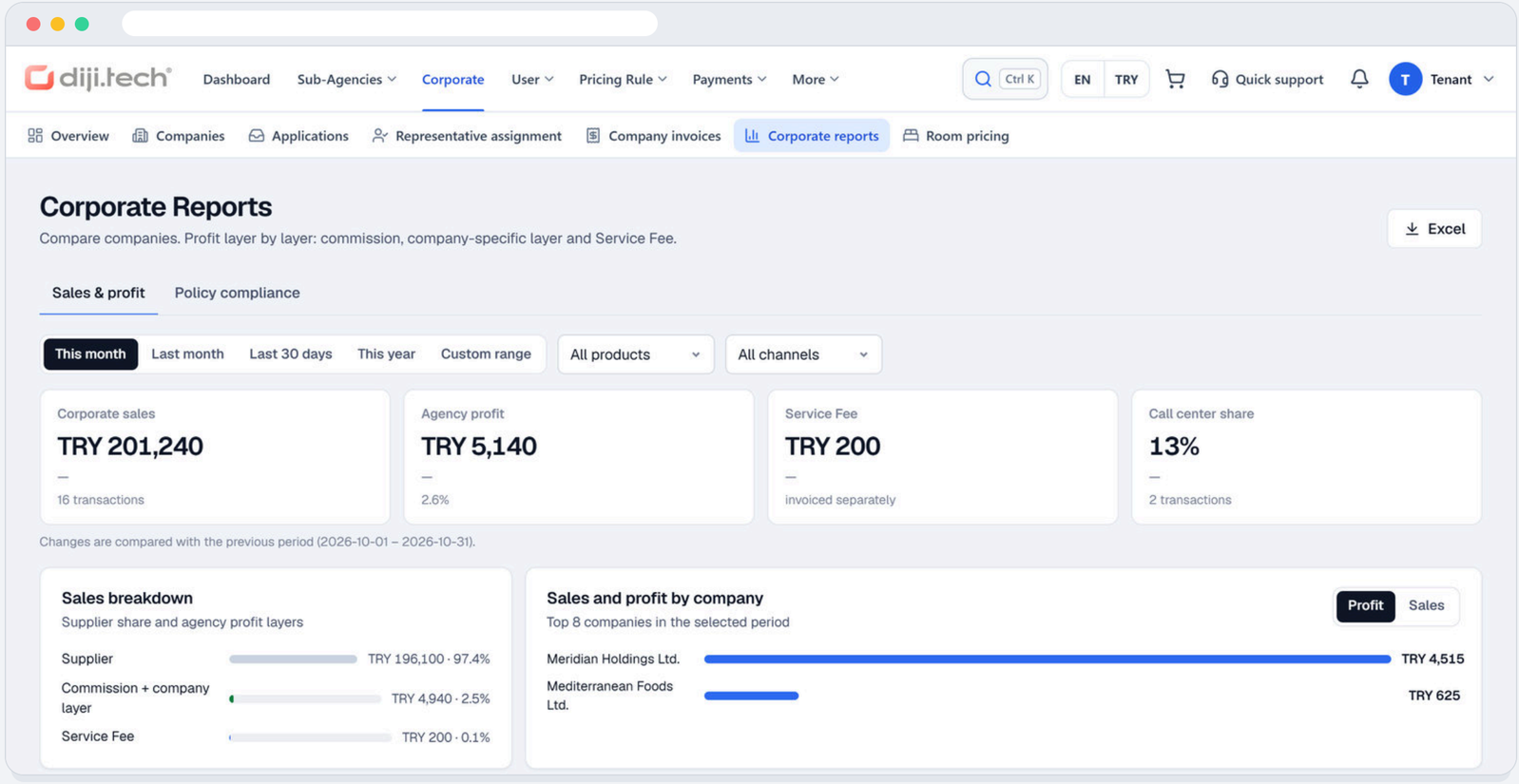
- Corporate reports — Sales and profit
- Sales and profit by company
- Policy compliance
- Operations dashboard
- After-sales requests
- Hotel change requests
- Travel file — Corporate details
- Policy evaluation and approval history
- The corporate portal set up by the platform

11 · REPORTS, AFTER-SALES AND THE PORTAL

Corporate reports — Sales and profit

A periodic summary of corporate sales and agency profit, with KPIs.

- KPIs: Corporate sales, Agency profit, Service Fee, Call center share
- Period: This month, Last month, Last 30 days, This year, Custom range
- Product and channel (Corporate portal, Call center) filters; Excel
- Sales breakdown: Supplier, Commission + company layer, Service Fee

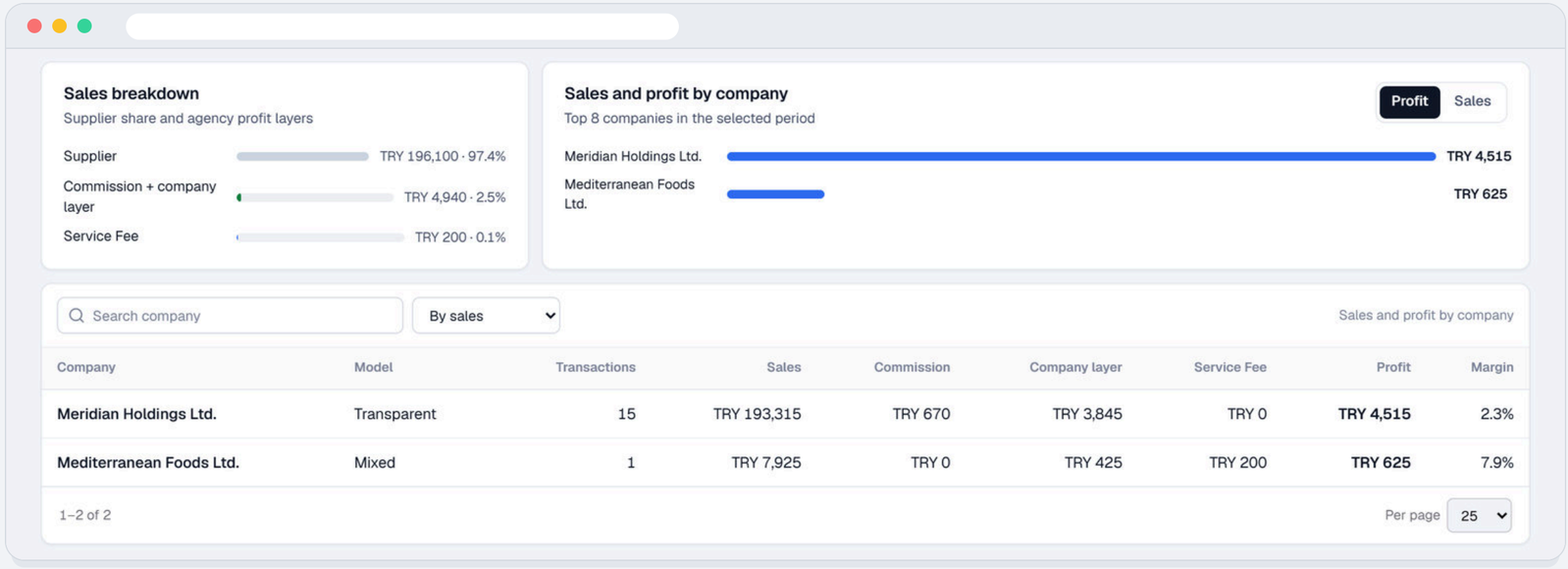


11 · REPORTS, AFTER-SALES AND THE PORTAL

Sales and profit by company

Profit layers are compared company by company; you see what each customer earns you.

- “Sales and profit by company” chart; Profit / Sales toggle
- Table: Company, Model, Transactions, Sales, Commission, Company layer, Service Fee, Profit, Margin
- Sorting: by sales, profit, margin, transactions, name
- Page size selection

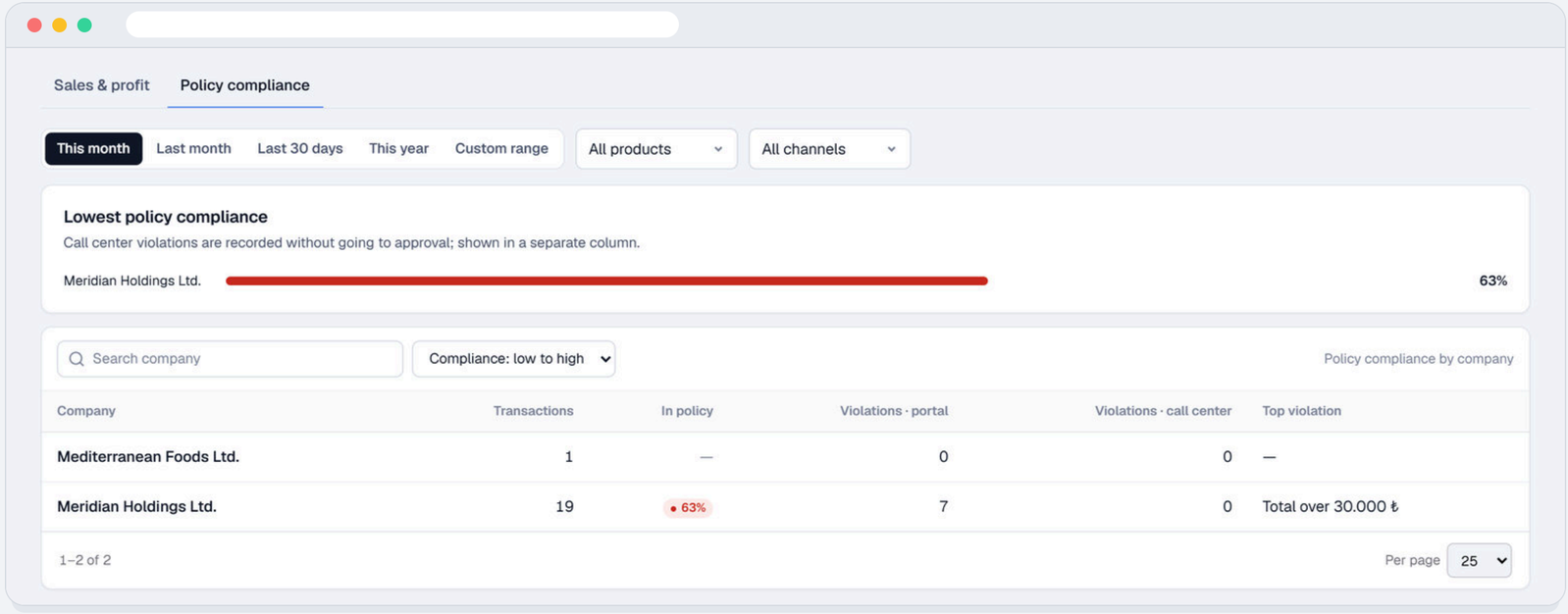


11 · REPORTS, AFTER-SALES AND THE PORTAL

Policy compliance

Companies' policy compliance, and the channel the violations come from, are tracked on a separate tab.

- "Lowest policy compliance" chart
- Table: Company, Transactions, In policy, Violations · portal, Violations · call center, Top violation
- Call center violations are recorded without going to approval, in a separate column
- Sorting by compliance, violations, transactions and name

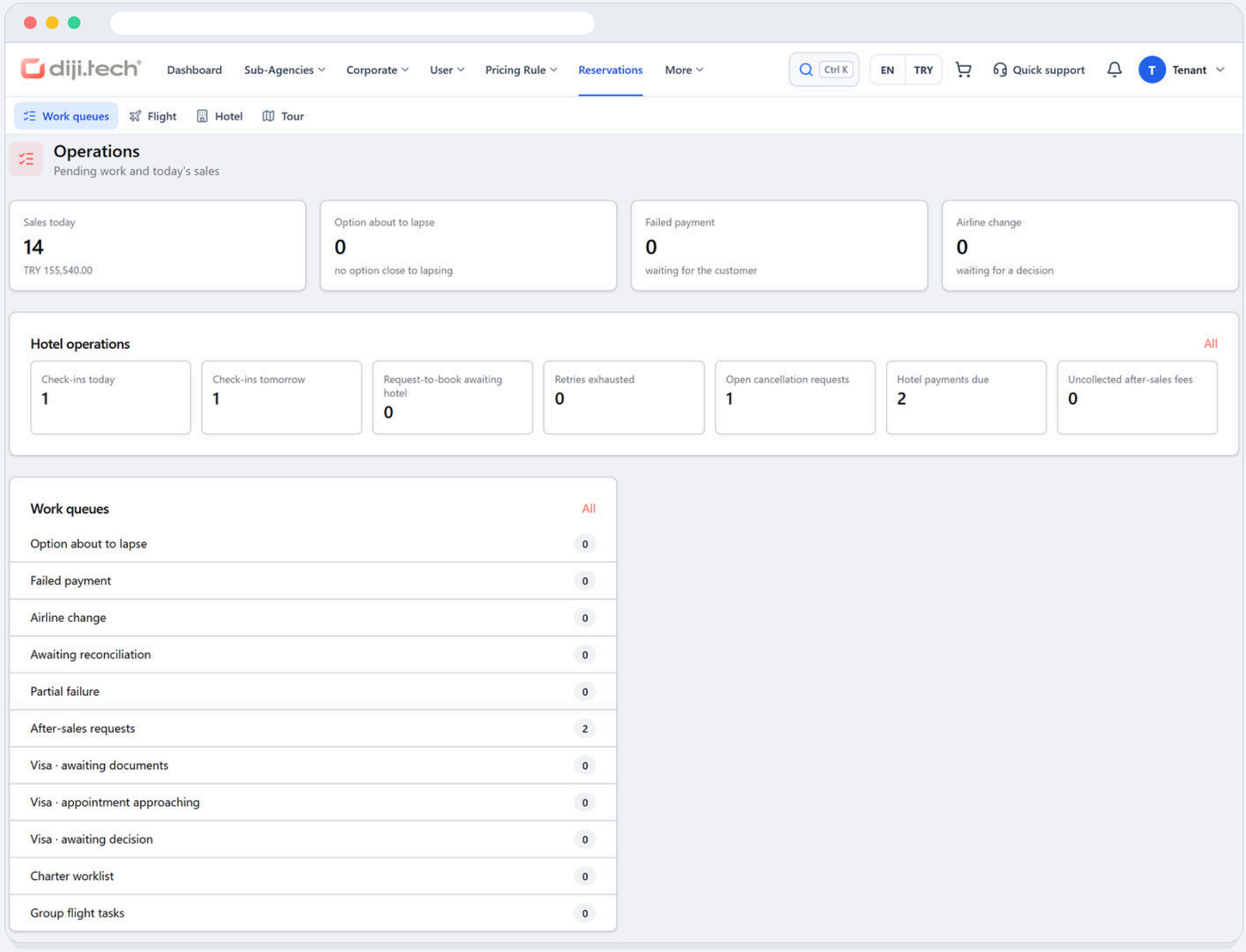


11 · REPORTS, AFTER-SALES AND THE PORTAL

Operations dashboard

Work arising from corporate sales is collected on the operations dashboard as counters and queues.

- Top KPIs: Sales today, Option about to lapse, Failed payment, Airline change
- Hotel operations: check-ins today/tomorrow, open cancellation requests, hotel payments due
- Work queues: After-sales requests, visa queues, charter worklist and group flight tasks
- An “All” link on each block

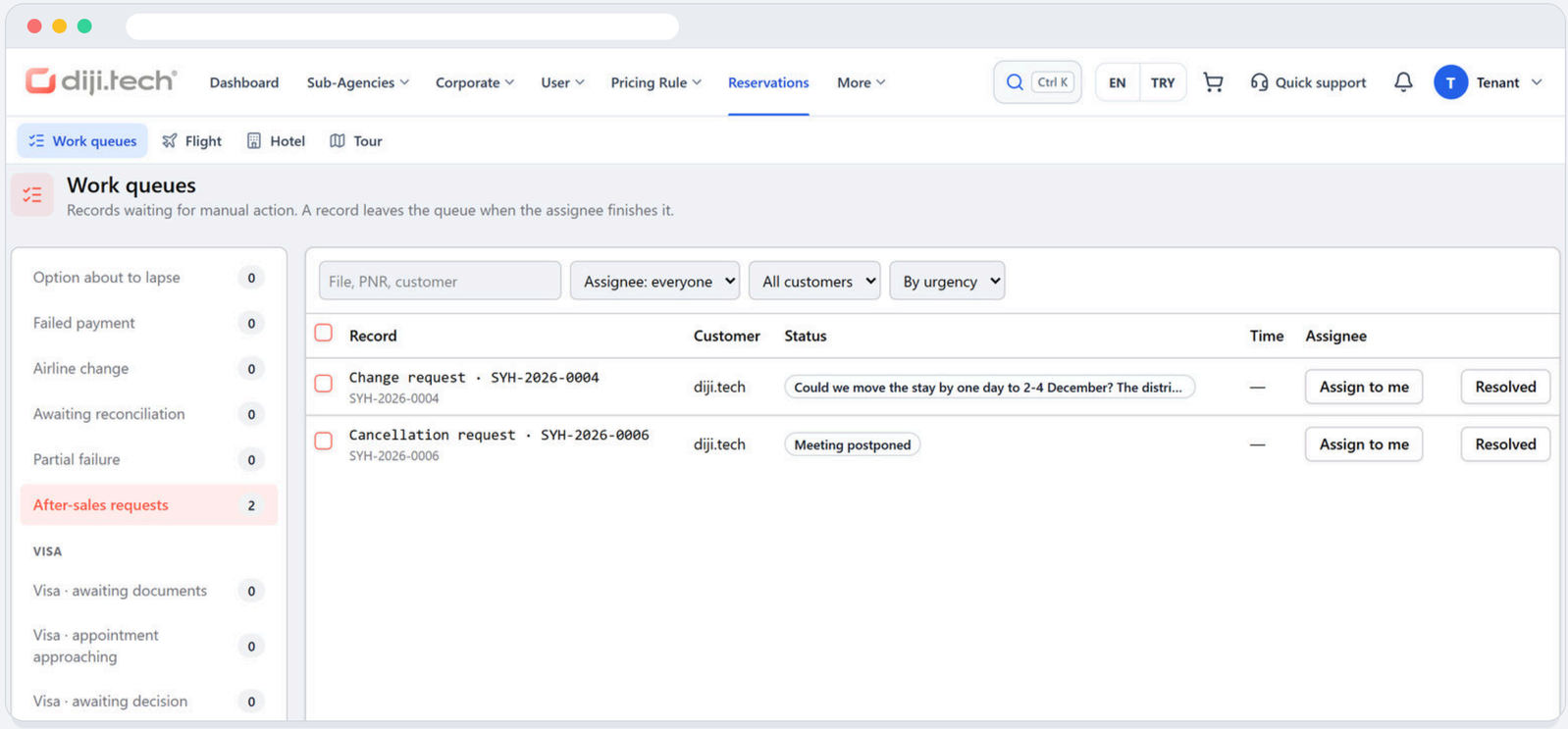


11 · REPORTS, AFTER-SALES AND THE PORTAL

After-sales requests

Cancellation and change requests from the company portal land in this queue and are handled by the operations team.

- Requests are not sent to the supplier automatically; the agency's operations team handles them
- Columns: Record (request and file number), Customer, Status / description, Time, Assignee
- "Assign to me" and "Resolved" actions
- Filters: assignee, customer; sorting by urgency / newest

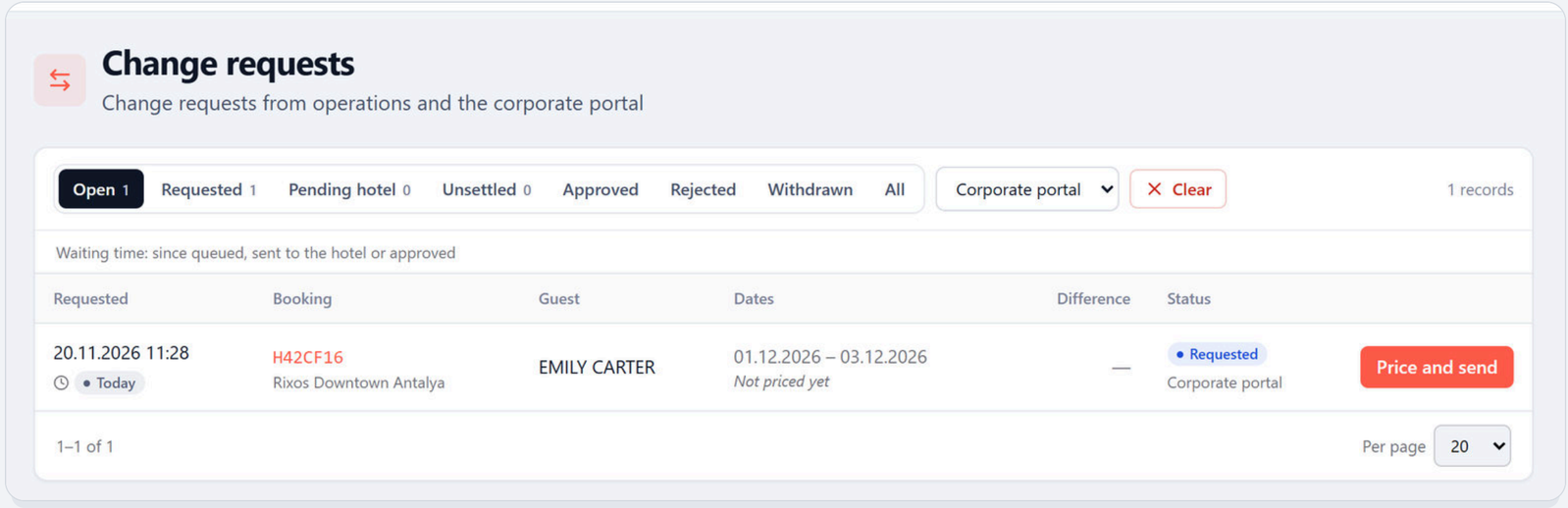


11 · REPORTS, AFTER-SALES AND THE PORTAL

Hotel change requests

Change requests for your own hotel inventory are filtered by source and processed.

- Source filter: All sources, Operations, Corporate portal
- Status tabs: Open, Requested, Pending hotel, Unsettled, Approved, Rejected, Withdrawn, All
- Request, booking, guest, dates, difference, status and waiting time
- “Price and send” action

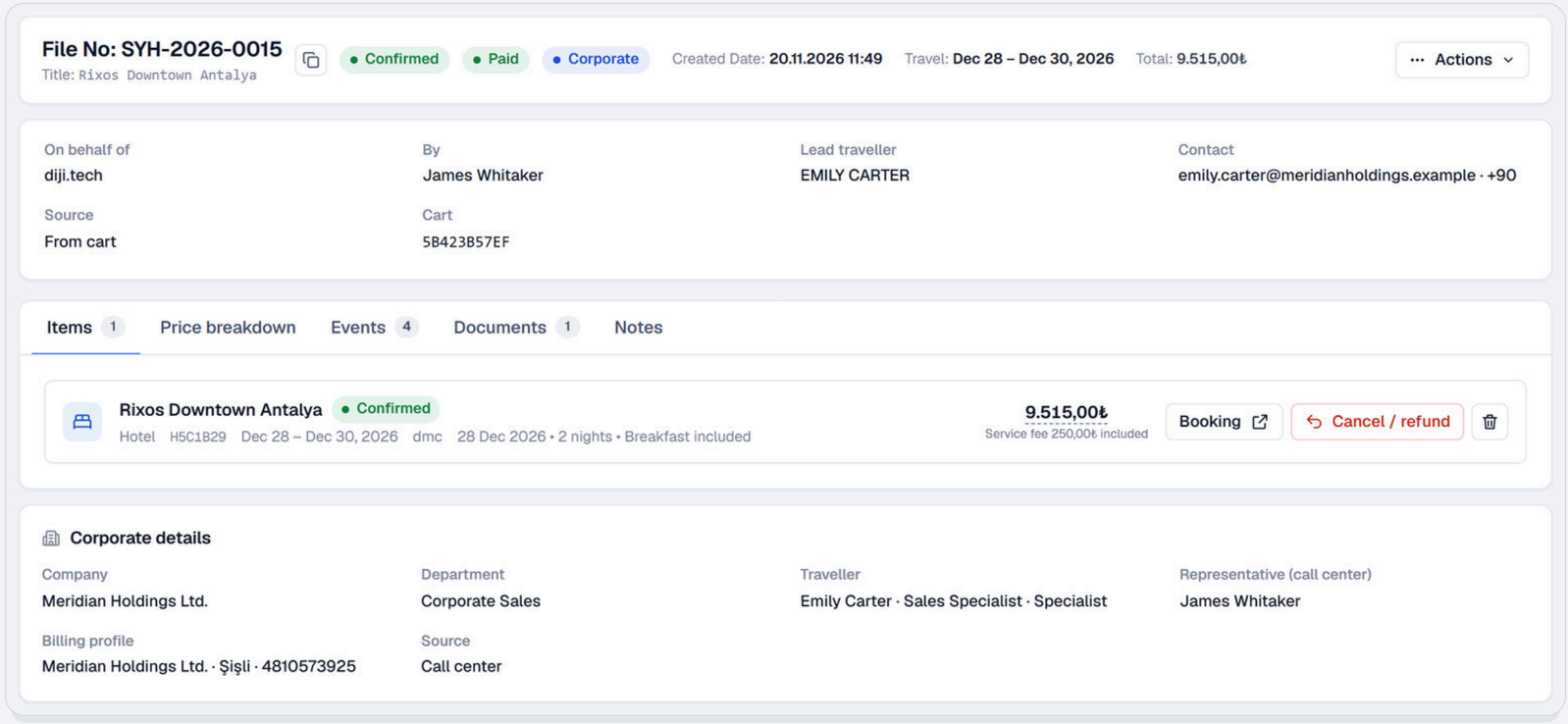


11 · REPORTS, AFTER-SALES AND THE PORTAL

Travel file — Corporate details

The file of a corporate sale shows the company, department, traveller and billing profile together.

- “Corporate” badge in the header, status (Confirmed) and payment (Paid)
- On behalf of / By, lead traveller and contact
- Corporate details: Company, Department, Traveller (job title · grade), Billing profile
- Source: Call center; representative name

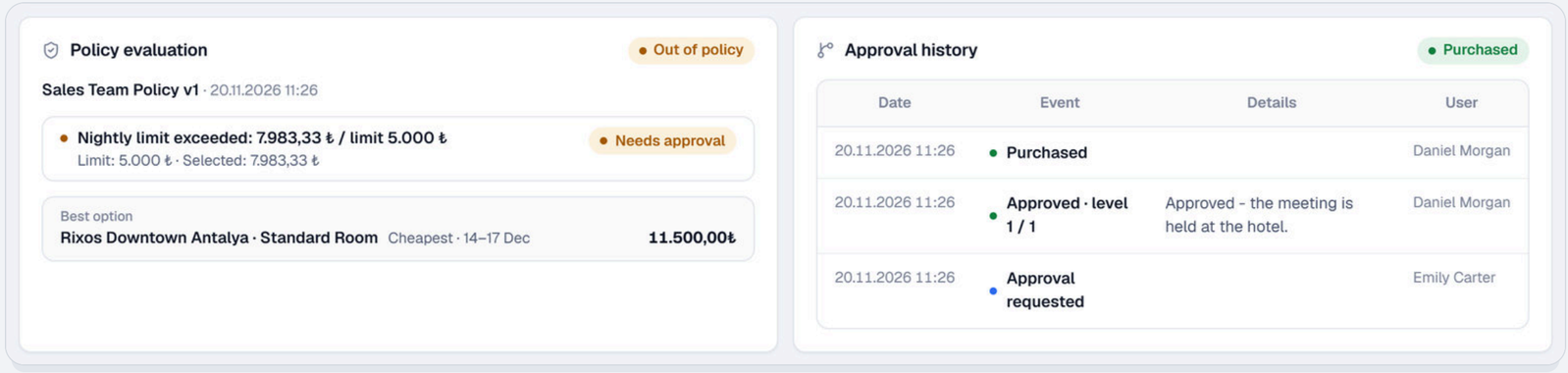


11 · REPORTS, AFTER-SALES AND THE PORTAL

Policy evaluation and approval history

The file of a portal sale permanently keeps the policy result and the approval steps.

- Out-of-policy result, the policy applied and its version
- Violation and limit: nightly limit exceeded
- Best option and its price
- Approval history: approval requested, approved (level 1 / 1), purchased



11 · REPORTS, AFTER-SALES AND THE PORTAL · FLOW

After-sales

How the agency handles a cancellation or change request from the company.

1

Request

A company employee opens a cancellation or change request in the portal.

2

Queue

The request lands in the “After-sales requests” queue and, for an item from your own hotel inventory, in the hotel change queue as well.

3

Handling

Agency operations handle the request with the standard flow on the booking screen.

4

A trail in the file

Corporate details, the policy result and the approval history are in the travel file.

5

Reports

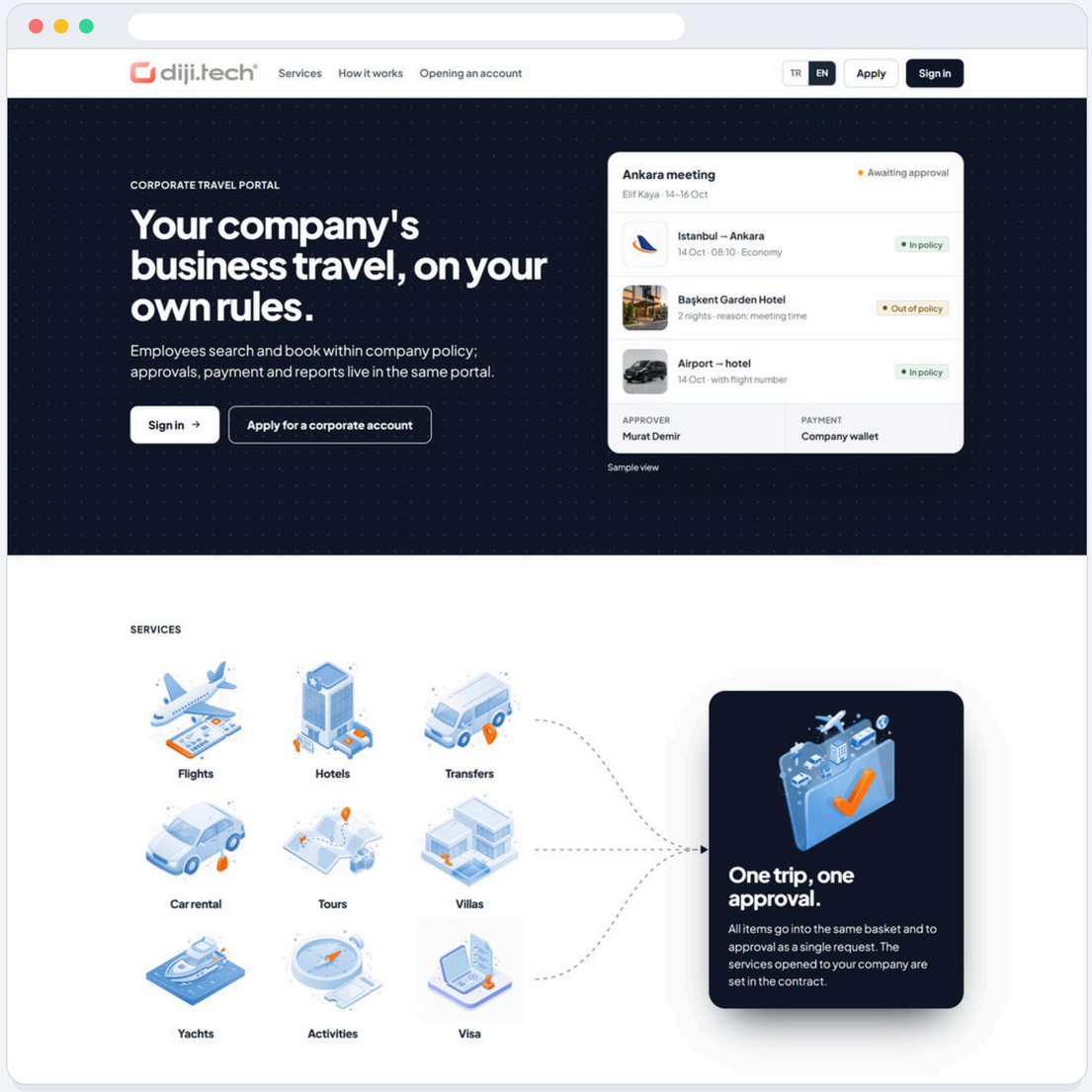
The results flow into the statement and the corporate reports.

11 · REPORTS, AFTER-SALES AND THE PORTAL

The corporate portal set up by the platform

The corporate portal, its domain and branding are set up by the platform on behalf of your agency; company staff sign in at this address.

- Top bar with the agency logo; Services, How it works, Opening an account, Apply, Sign in
- TR / EN language switch
- Hero heading and sample approval card (in policy / out of policy, approver, company wallet)
- Services strip: Flights, Hotels, Transfers, Car rental, Tours, Villas, Yachts, Activities, Visa



Control and assurance

The Corporate Channel comes with checks that prevent mistakes, from opening a company to prices and balances.

01

No duplicate records

A second company cannot be opened with the same tax number; an import is checked before anything is written.

02

Critical actions need confirmation

Deactivating a company, disabling staff and changing the contract model ask for confirmation.

03

Balance safeguards

Allocation is limited by the agency balance, reclaiming by the company balance; the same operation is processed only once.

04

Margin stays hidden

Hidden markup and commission are never shown to the company on any document and are not in the statement.

05

Protected rules

Detailed rules are protected by locked cells; when two people edit at once, the form is refreshed.

06

Separation of rights

A representative searches only in assigned products; profit reports are a separate right given on purpose.

07

A trail in the file

A corporate sale is stored with the company, department, billing profile, policy result and representative.

08

Simulate first

Price rules are simulated before they are saved; nothing is sold and no supplier is called.

Why the diji.tech Corporate Channel?

Corporate customer management, pricing and sales in one panel; the company in its own portal, your team in the panel.

3
steps to a new company: details, contract model, company administrator

5,000
rows per bulk company import from Excel

4
company-specific price items: service fee, hidden markup, commission, flight fees

3
contract models: Transparent, Hidden margin, Mixed

- Open companies in minutes from an application, the wizard or Excel
- Secure collection with the prepaid company wallet
- Report sales, profit and policy compliance per company
- Give every company its own prices, payment methods and visible products
- Let your representatives sell on behalf of the company with its prices and rules
- Keep after-sales requests from getting lost in the operations queues

diji.tech®

Thank you

From opening a company to selling, from the wallet to the report: all your corporate customers in one panel.

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www.diji.tech