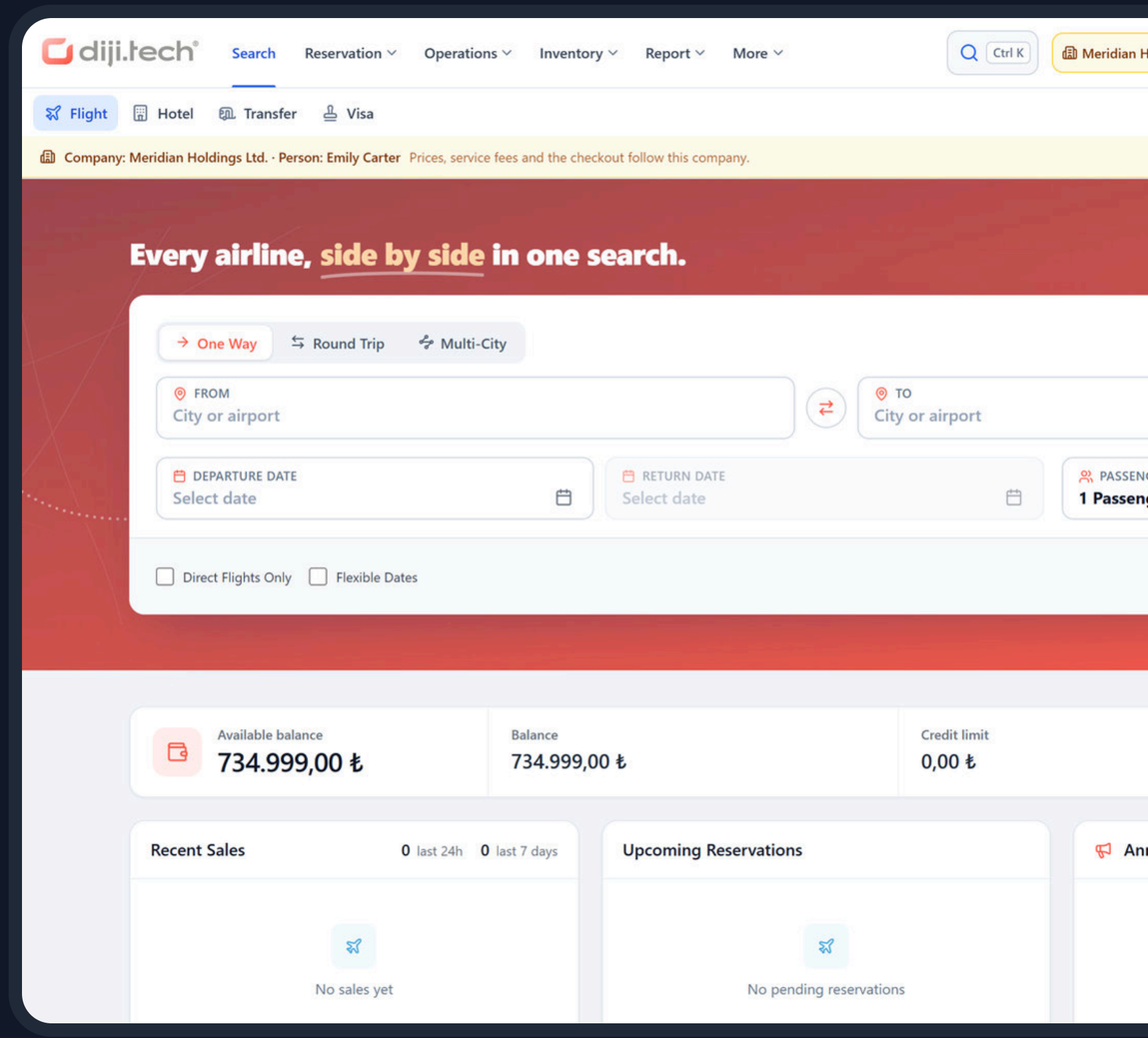
diji.tech®

CORPORATE CHANNEL

diji.tech Corporate Channel

Agency Staff Sales Guide

For the corporate sales and call-centre team



info@diji.tech www.diji.tech

How does corporate selling work?

The representative picks a company in the agency panel and sells on its behalf: the search comes with the company's price rules, payment is taken from the company wallet, and the sale goes into the company's statement and reports.

01
Act for a company
Pick a company and, optionally, a person in the top bar; every screen then works for that company.

02
The company's price
The company layer and, if there is one, the THY corporate code are applied to the search automatically.

03
Offer PDF
Options chosen from the flight results become an offer document with your agency's logo.

04
Corporate payment step
Company, billing profile, staff link, invoice note and hidden markup in one section.

05
Company wallet
Payment from the company wallet or the agency's account balance; call-centre sales need no approval.

06
Trail and after-sales
The travel file is created with the corporate details; portal requests land in the file and the queues.

Agenda

The guide walks through the representative's daily sales flow screen by screen. Each section starts with a divider page.

01 Sign-in and workspace p. 4

02 Companies and applications p. 8

03 Act for a company p. 16

04 Price layers and markup p. 20

05 Flight sales and the offer PDF p. 25

06 Hotel and visa sales p. 31

07 Cart and corporate payment p. 35

08 Travel file and after-sales p. 44

01

Sign-in and workspace

The representative signs in to the agency panel with their own user. The assigned products, the menus and the Corporate overview make up the daily workspace.

IN THIS SECTION · 3 SCREENS

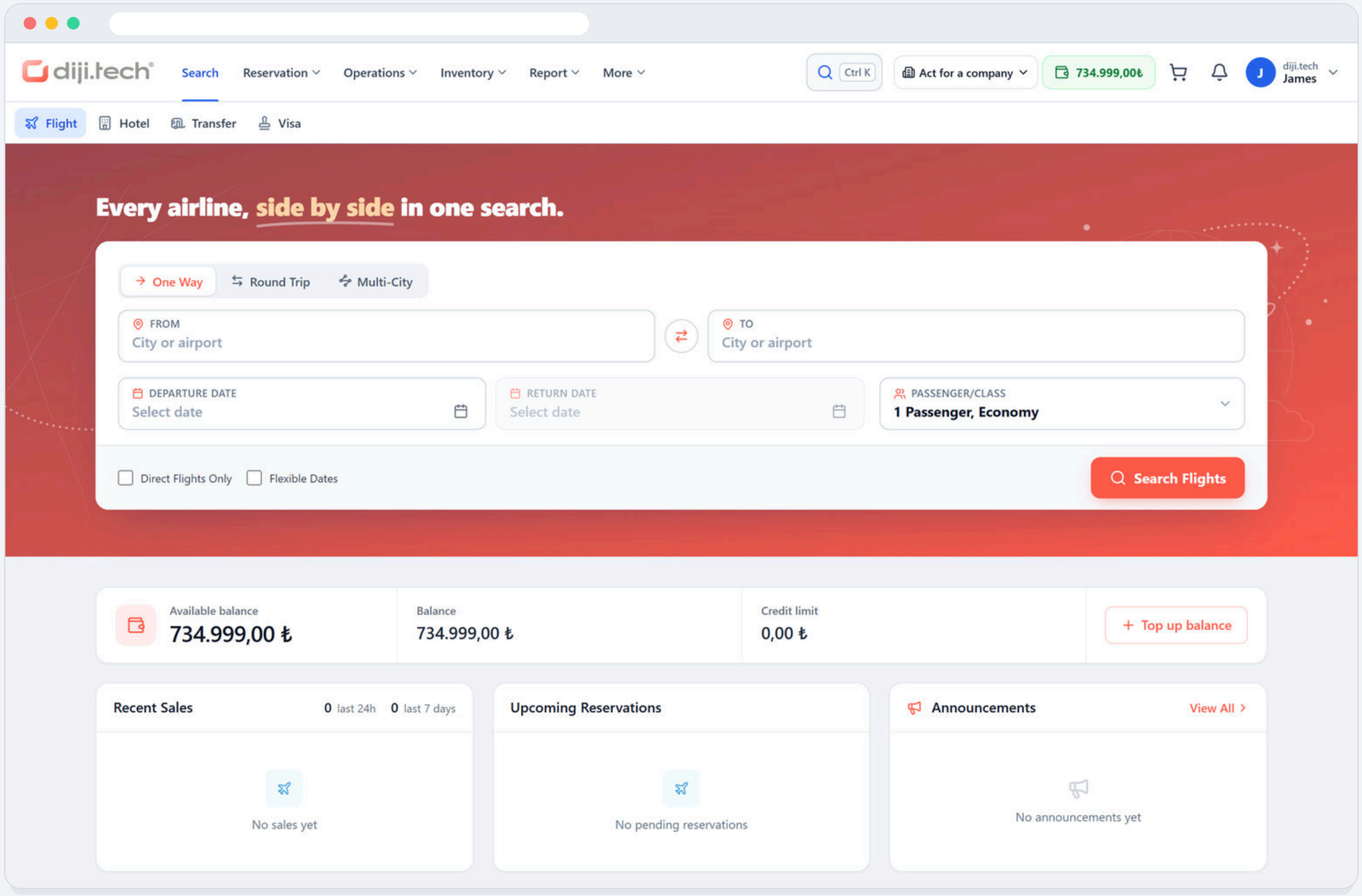
- The representative’s workspace
- Representative assignment: scope by product
- Corporate overview

01 · SIGN-IN AND WORKSPACE

The representative's workspace

The representative signs in to the agency panel with their own e-mail and password and lands straight on the first product they may sell. The "Act for a company" selector and the cart are in the top bar on every screen.

- After sign-in the flight search opens: "Every airline, side by side in one search."
- Top menu: Search, Reservation, Operations, Inventory, Report, More
- Search tabs show only the assigned products: Flight, Hotel, Transfer, Visa
- "Act for a company" selector, agency balance, cart and notifications
- Available balance, Recent Sales, Upcoming Reservations and Announcements
- The agency admin creates the account (Representative assignment › Add representative)

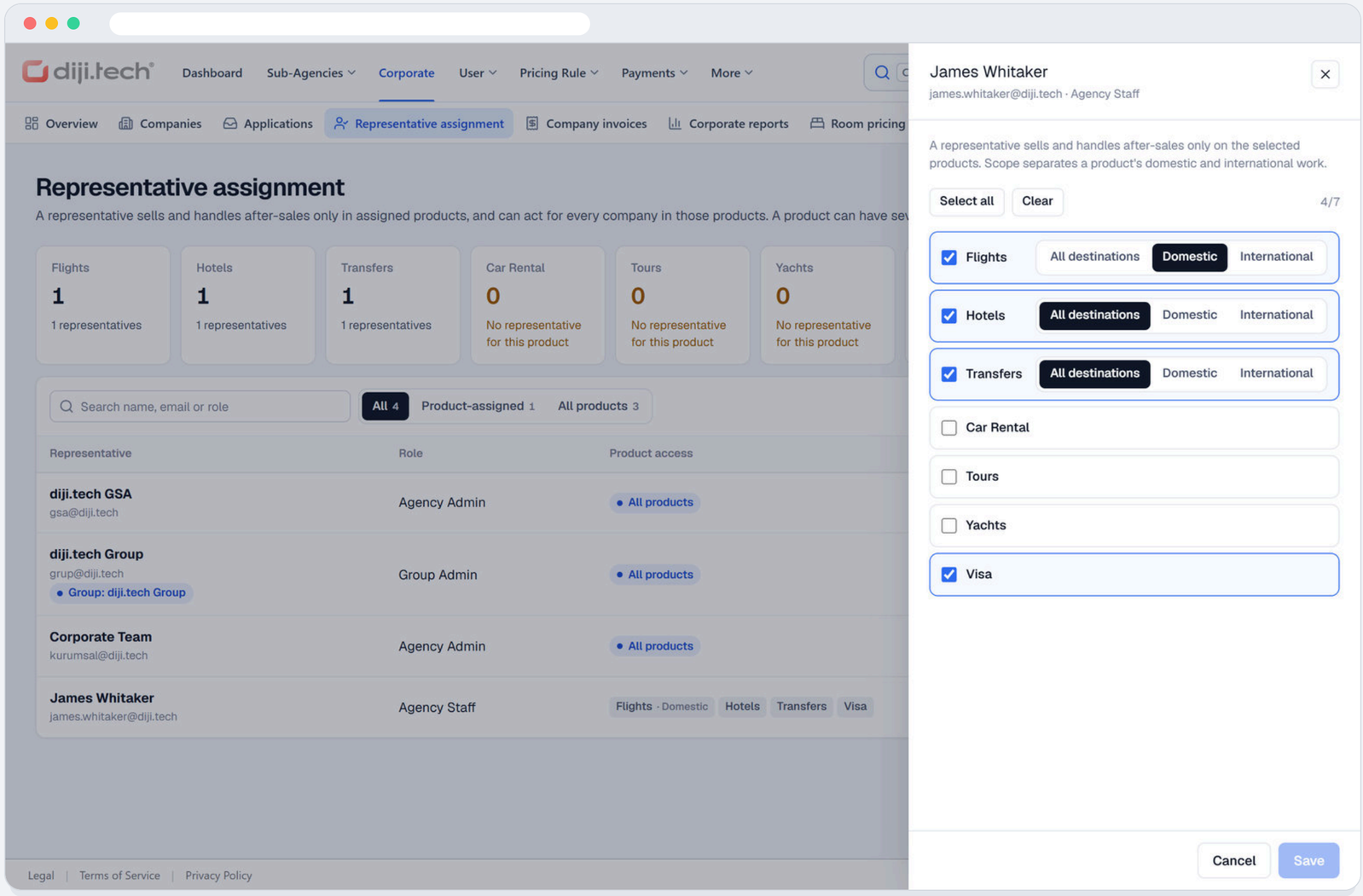


01 · SIGN-IN AND WORKSPACE

Representative assignment: scope by product

The agency admin assigns each representative the products they may sell; the representative searches and sells only those products.

- “A representative sells and handles after-sales only in assigned products, and can act for every company in those products.”
- Product boxes: Flights, Hotels, Transfers, Car Rental, Tours, Yachts, Visa, each with its number of representatives
- Row: Representative, Role (Agency Staff), Product access; filter All / Product-assigned / All products
- Edit drawer: product check boxes and, per product, All destinations / Domestic / International (not for Visa); the scope does not restrict access
- A product that is not assigned does not appear in the representative’s search tabs; this screen is shown with agency admin rights

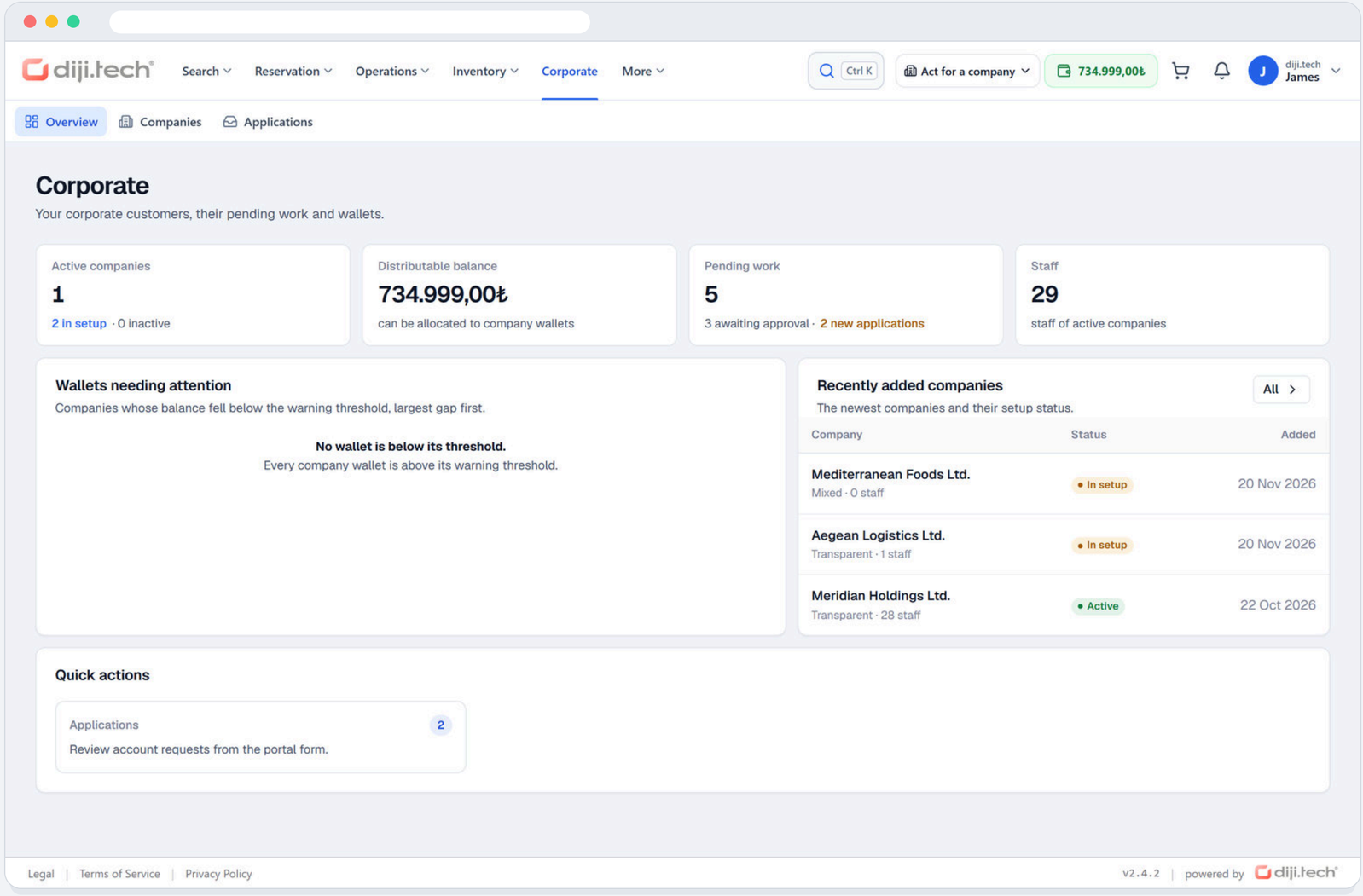


01 · SIGN-IN AND WORKSPACE

Corporate overview

On the first screen of the Corporate menu the representative sees the state of every company, the pending work and the wallet warnings at a glance.

- KPIs: Active companies 1 (2 in setup · 0 inactive), Distributable balance, Pending work (approvals · 2 new applications), Staff 29
- Wallets needing attention: companies whose balance fell below the warning threshold (none right now)
- Recently added companies: model, staff count, setup status and date added
- Quick actions: Applications; “New company” and “Representative assignment” appear only with admin rights



02

Companies and applications

The representative sees all of the agency’s companies, the company card, wallet, statement and applications read-only. Editing stays with the agency admin.

IN THIS SECTION · 6 SCREENS

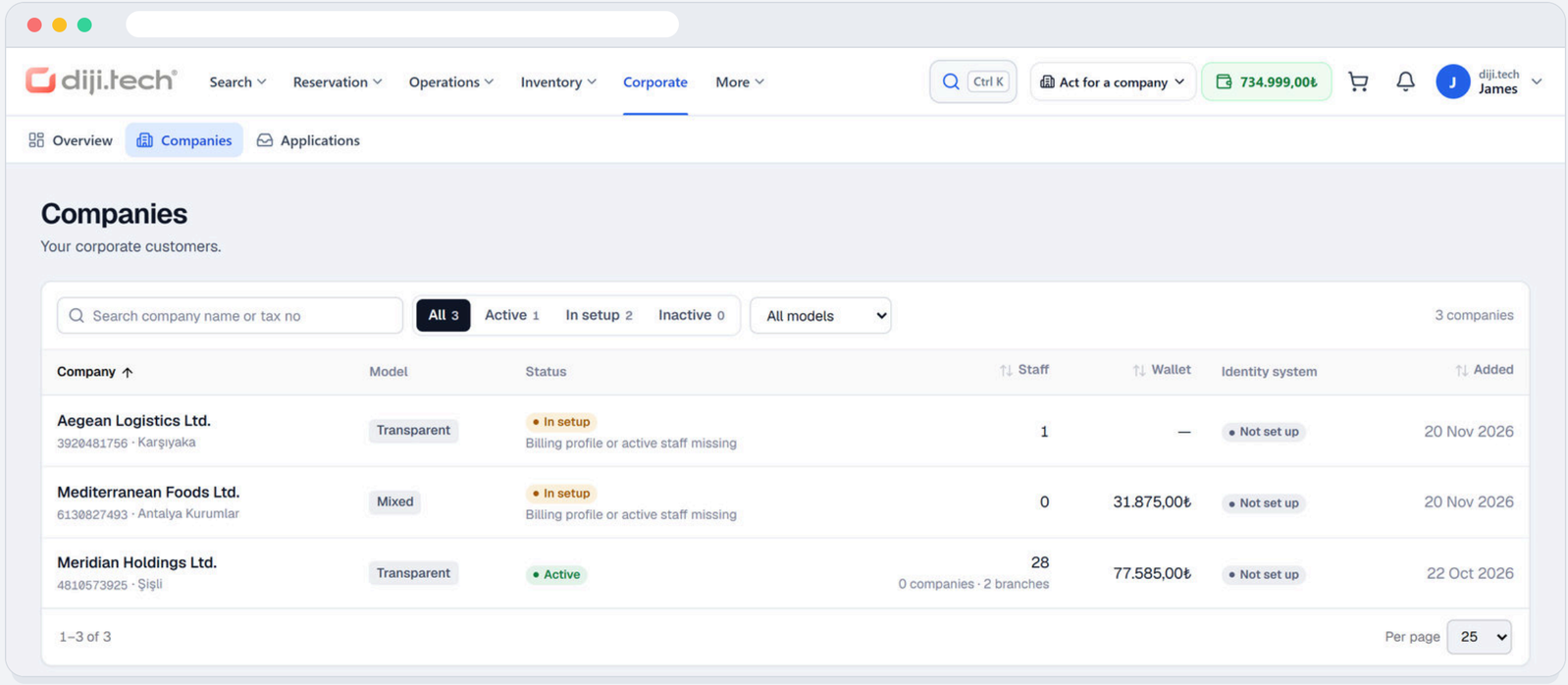
- Company list
- Company card and General tab
- Company tree and billing profiles
- Company wallet
- Sales statement
- Company applications

02 · COMPANIES AND APPLICATIONS

Company list

The representative searches and filters all of the agency's companies and sees missing setup steps right in the list.

- Search by company name or tax number; tabs All · Active · In setup · Inactive
- Model filter: Transparent, Hidden margin, Mixed
- Columns: Company, Model, Status, Staff, Wallet, Added
- A company in setup shows its missing step: "Billing profile or active staff missing"
- "Import" and "Add company" appear only for the agency admin

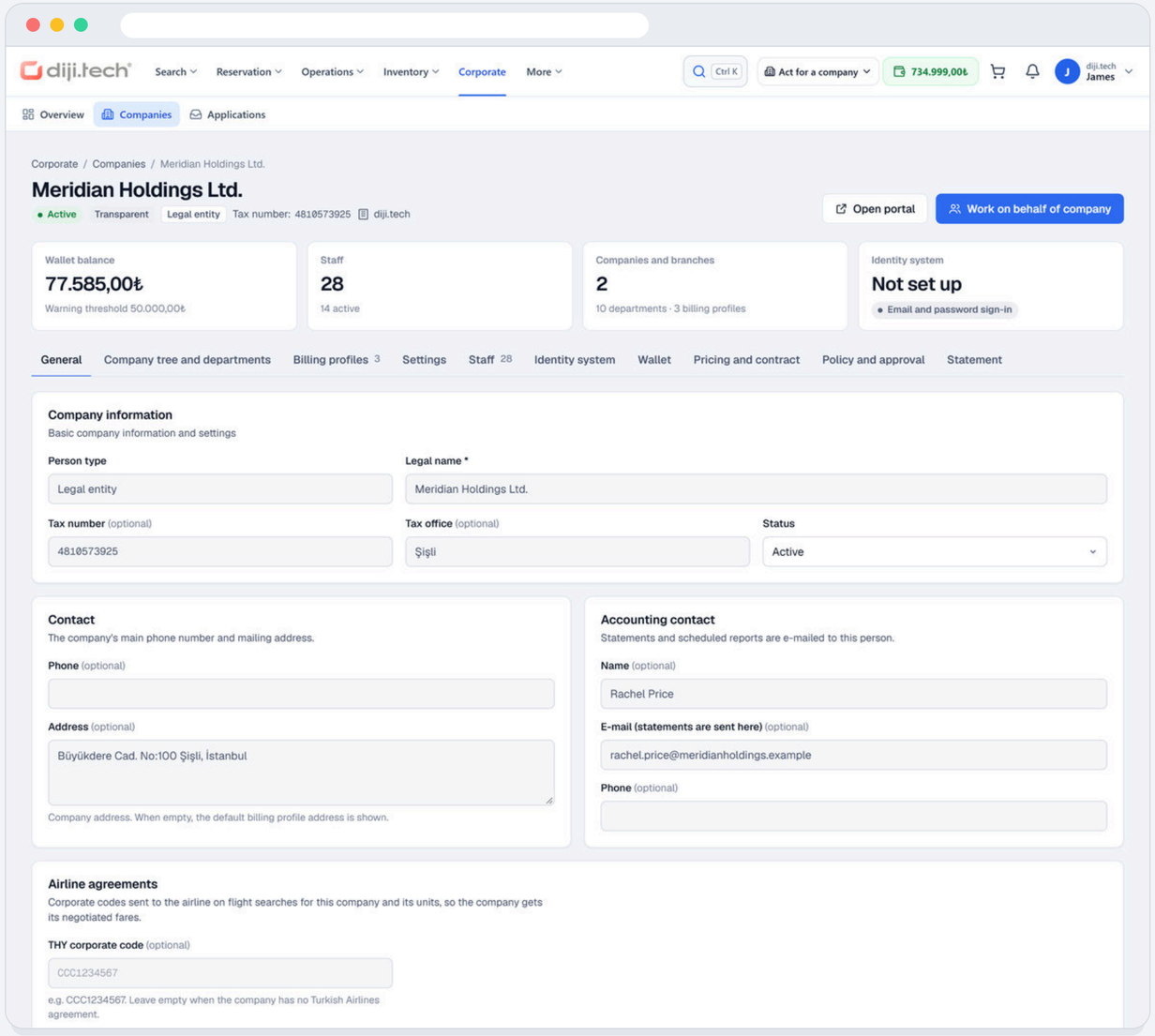


02 · COMPANIES AND APPLICATIONS

Company card and General tab

The company card gathers all company details in tabs; the representative sees the information, editing stays with the agency admin.

- Header: Active · Transparent · Legal entity; “Open portal” and “Work on behalf of company”
- KPIs: Wallet balance 77,585 ₺ (threshold 50,000 ₺), Staff 28, Companies and branches 2
- Tabs: General, Company tree and departments, Billing profiles, Settings, Staff, Wallet, Pricing and contract, Policy and approval, Statement
- Accounting contact: statements and scheduled reports are e-mailed to this person
- Airline agreements: the THY corporate code is sent to the airline on flight searches made for the company (empty for this company)
- The Settings tab is read-only: products shown on the portal and the payment methods that are open

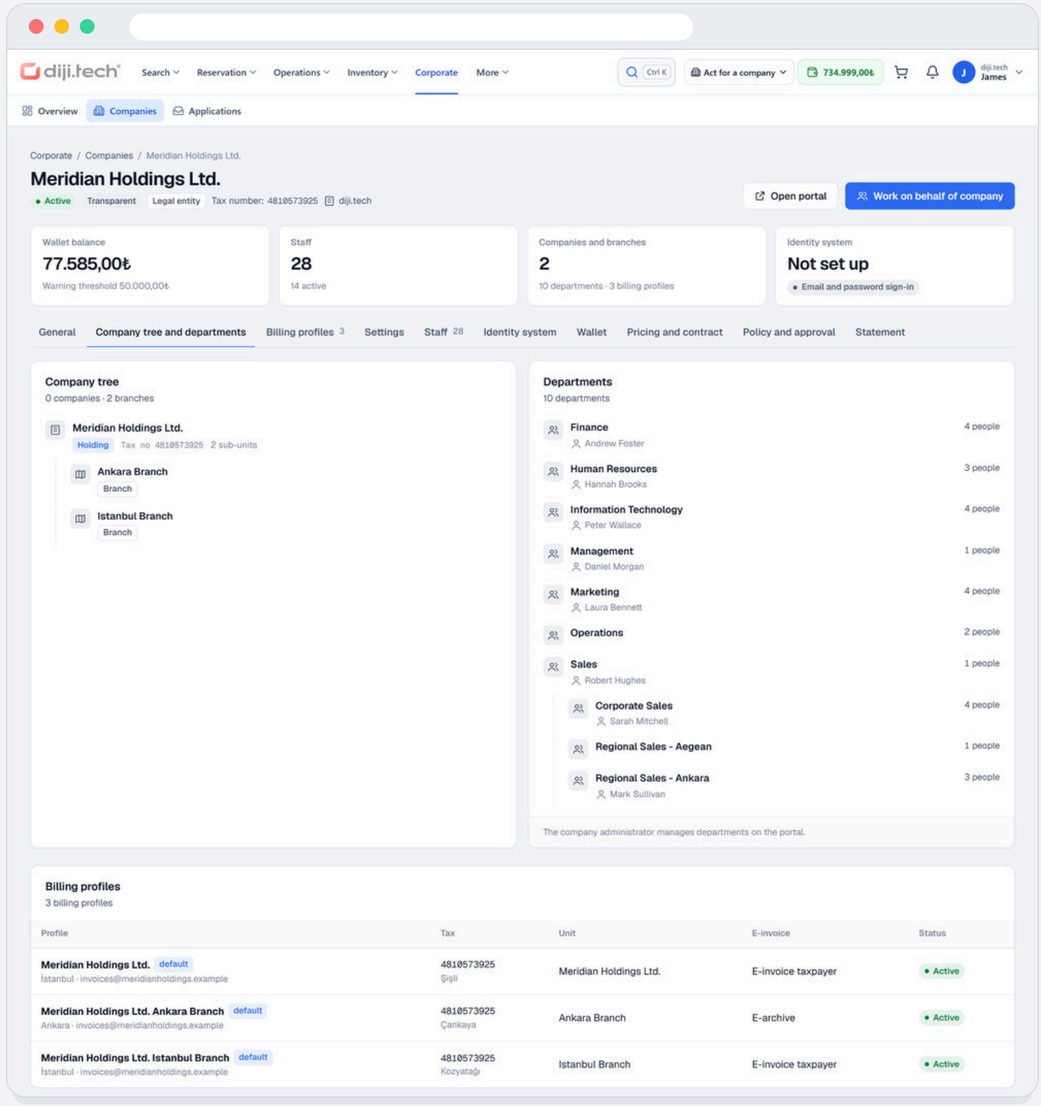


02 · COMPANIES AND APPLICATIONS

Company tree and billing profiles

Branches, departments and billing profiles of the company are visible in one place; the billing choice at checkout comes from these profiles.

- Company tree: Ankara Branch and Istanbul Branch under Meridian Holdings Ltd.
- 10 departments with their managers and headcounts; sub-departments (Corporate Sales, Regional Sales – Aegean, Regional Sales – Ankara)
- “The company administrator manages departments on the portal.”
- Billing profiles: root and branch profiles (E-invoice taxpayer / E-archive), linked unit and status

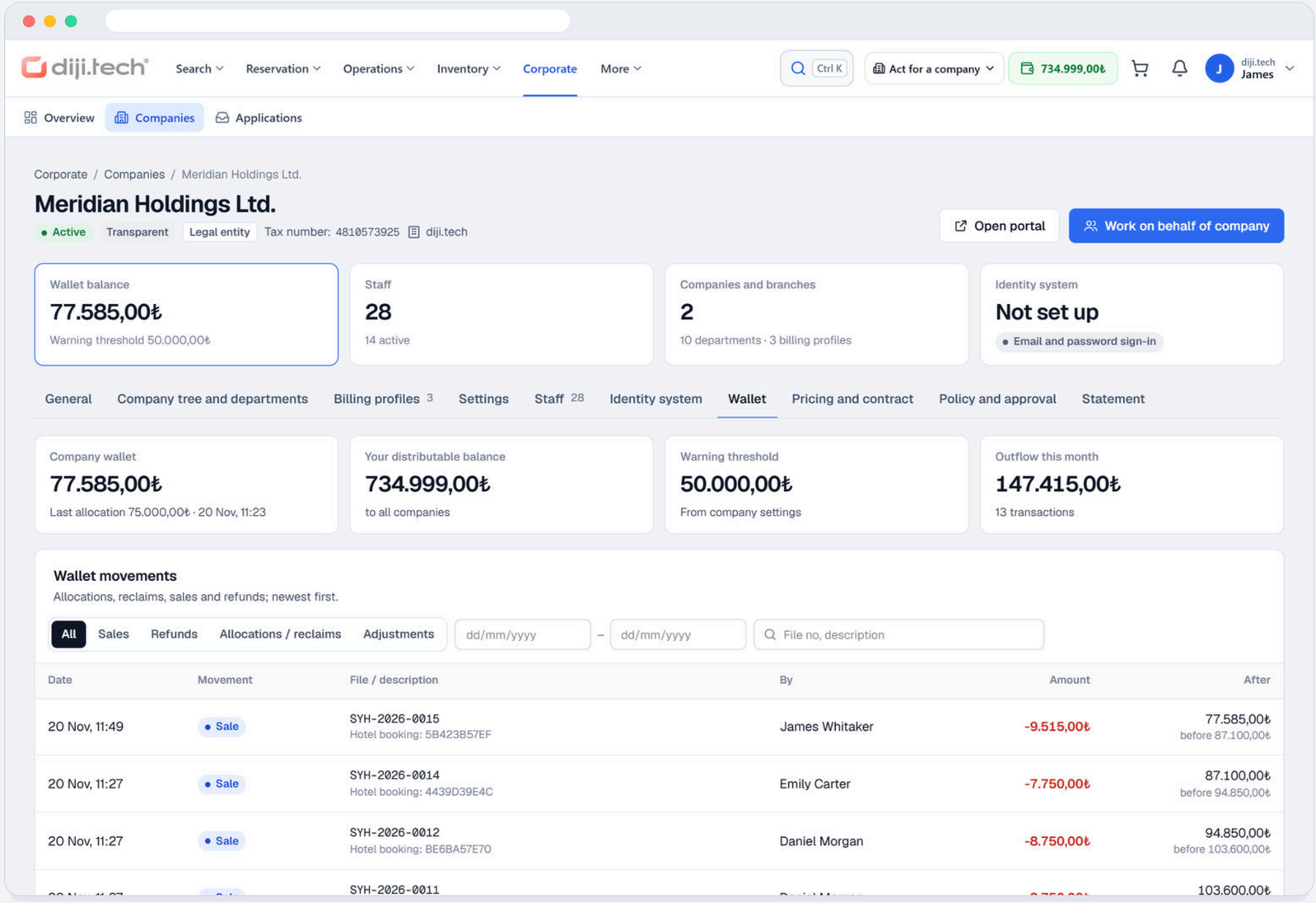


02 · COMPANIES AND APPLICATIONS

Company wallet

The balance of the prepaid company wallet and every movement on it are tracked together with the representative's sales.

- Company wallet 77,585 ₺, last allocation 75,000 ₺ and warning threshold 50,000 ₺
- Your distributable balance and outflow this month (13 transactions)
- Movements: Date, Movement, File / description, By, Amount, After
- Filter: All, Sales, Refunds, Allocations / reclaims, Adjustments
- The representative's sales show James Whitaker in the "By" column; allocating and reclaiming stay with the agency admin

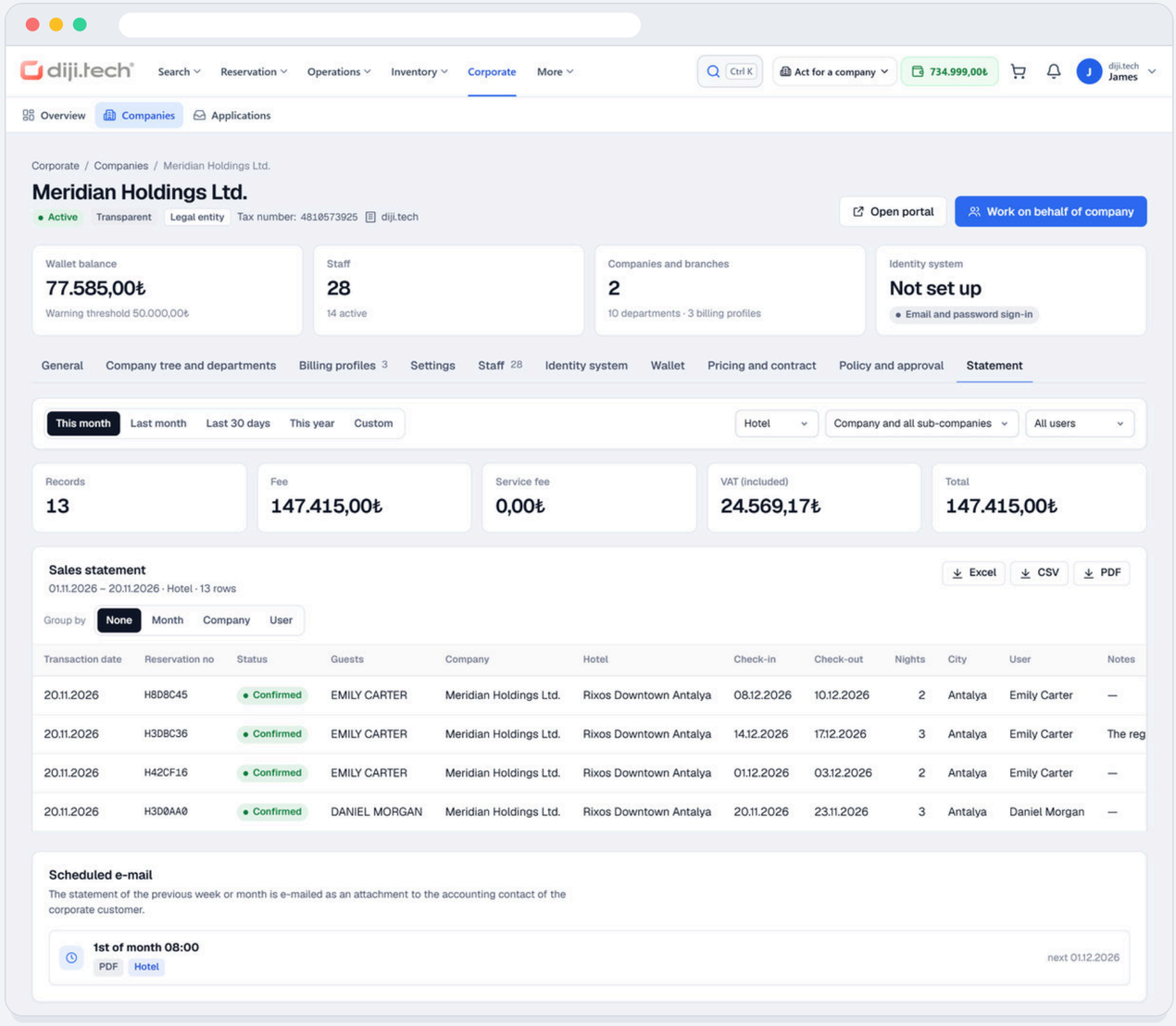


02 · COMPANIES AND APPLICATIONS

Sales statement

The Statement tab lists the company's sales by period, product, unit and user, and exports them.

- Period: This month, Last month, Last 30 days, This year, Custom; product, unit and user filters
- Summary: Records, Fee, Service fee, VAT (included), Total
- Excel / CSV / PDF export; Group by None / Month / Company / User
- Row: reservation no, guest, company, hotel, dates, user, notes and invoice description
- The Policy and approval tab gives a read-only summary of the company's policies, approval flows and budgets

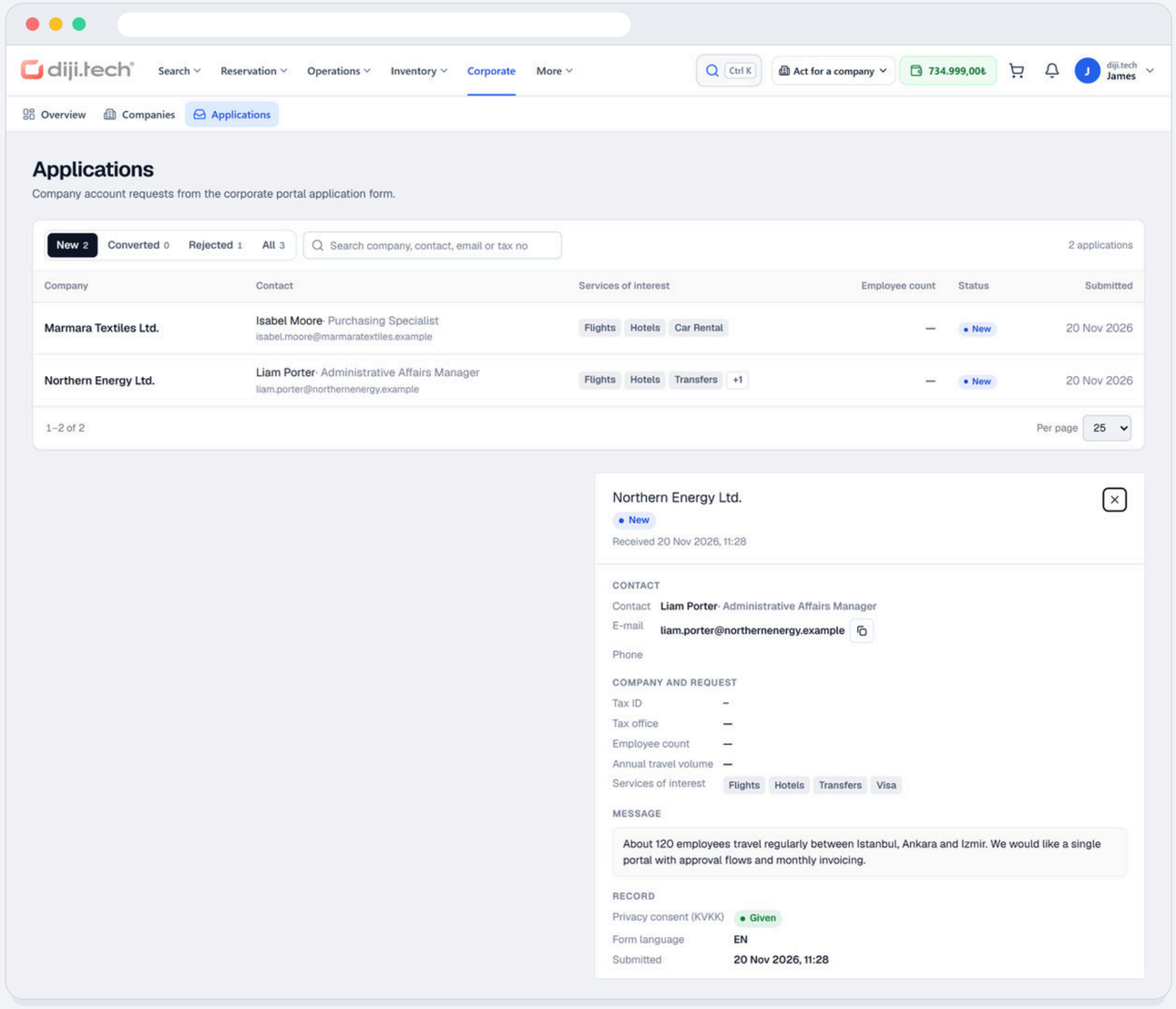


02 · COMPANIES AND APPLICATIONS

Company applications

Account requests sent from the portal form land on the Applications screen; the representative reviews the details.

- Tabs: New · Converted · Rejected · All
- Columns: Company, Contact, Services of interest, Employee count, Status, Submitted
- Detail drawer: contact e-mail and phone, services of interest, message, privacy consent (KVKK), form language
- Converting to a company and rejecting are the agency admin's job; the new company is then set up with billing profiles, a wallet and prices



02 · COMPANIES AND APPLICATIONS · FLOW

Opening a company

A company goes through these steps from the portal application to the representative’s first sale.

1

Application

The company fills in the portal form; the application appears as “New” in the panel and the representative contacts the person in charge.

2

Conversion to a company

The agency admin completes the company details, the contract model and the company administrator’s invitation.

3

Structure

Billing profiles and the company tree are set up; the company administrator adds the staff in the portal.

4

Wallet

Balance is allocated from the agency balance to the company wallet and the warning threshold is set.

5

Company prices

Service Fee, hidden markup, flight fees; the THY corporate code if there is one.

6

First sale

Products are assigned to the representatives; the representative starts selling with “Act for a company”.

03

Act for a company

The representative picks a company and, optionally, a person in the top bar. Search, prices, payment and the file then work for that company.

IN THIS SECTION · 3 SCREENS

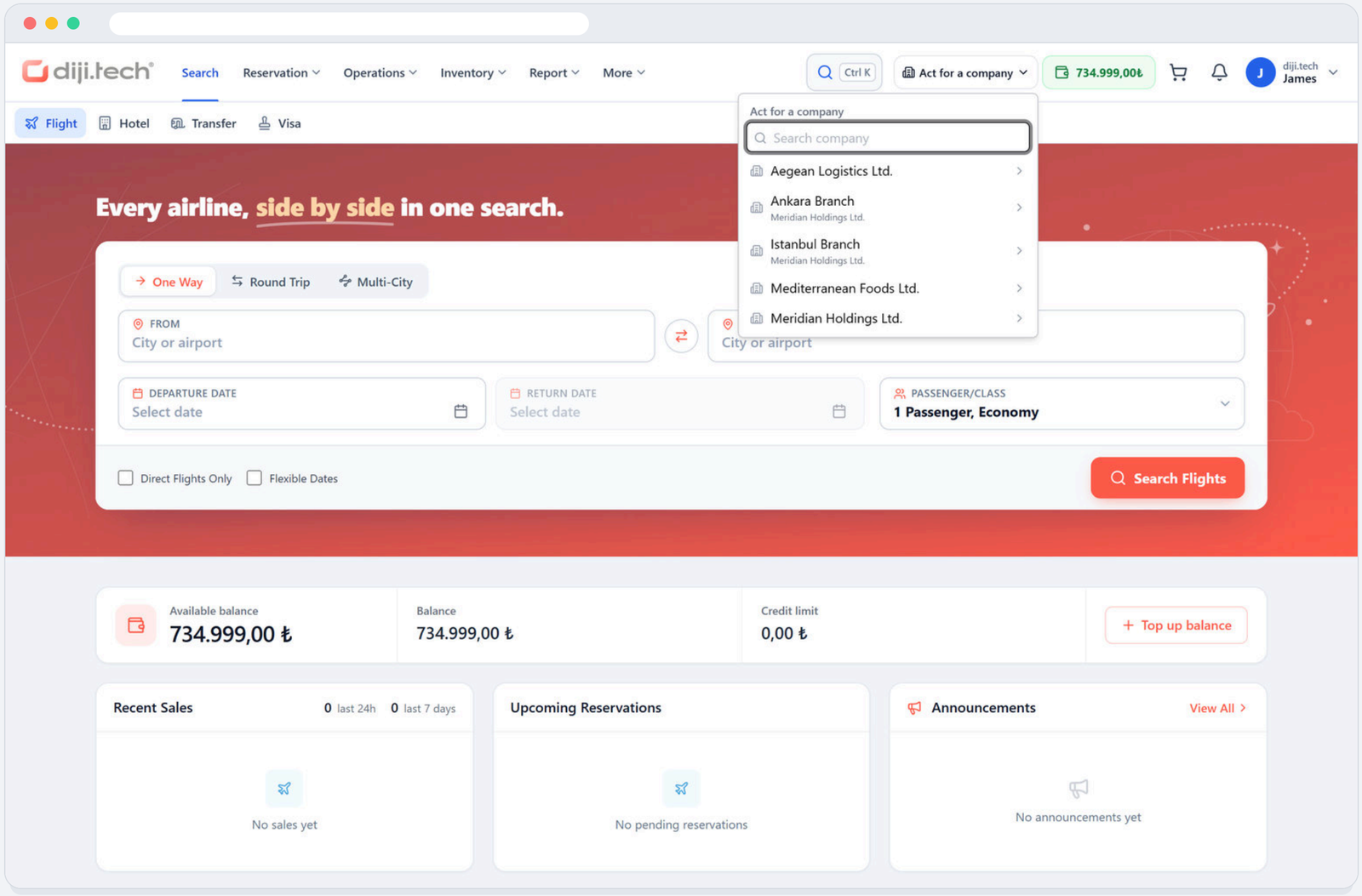
- Choosing the company
- Choosing a person (optional)
- Company band

03 · ACT FOR A COMPANY

Choosing the company

In the “Act for a company” selector the representative first picks the company or branch they will sell for.

- Search company: name, company code, accounting code or tax number
- Parent company and branches on separate rows (Istanbul Branch, Ankara Branch · parent Meridian Holdings Ltd.)
- Only active units are listed
- The choice is checked on the server with every request

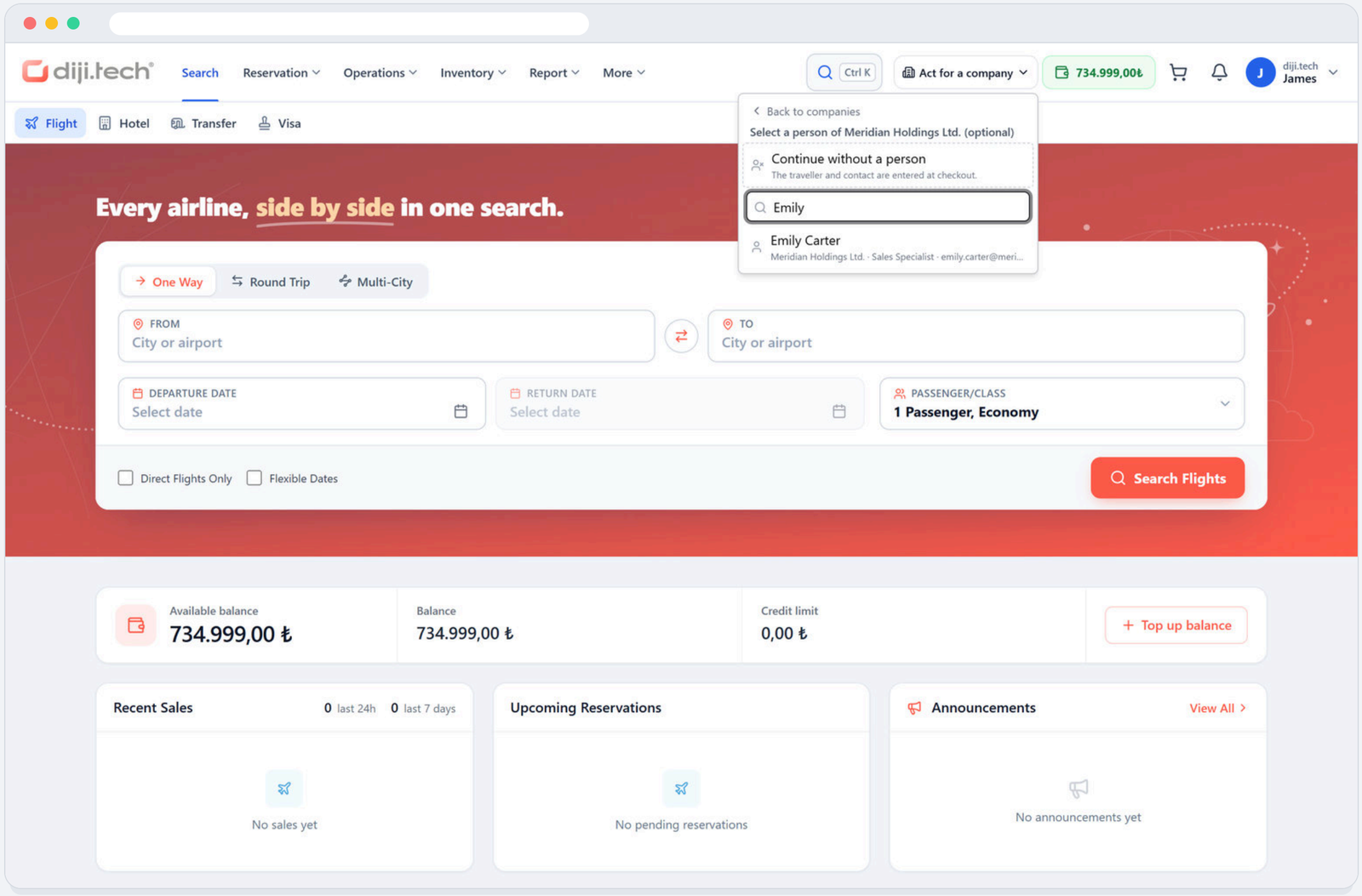


03 · ACT FOR A COMPANY

Choosing a person (optional)

In the second step the company staff member the sale is for is chosen; traveller details are then filled from this person in later steps.

- “Select a person of Meridian Holdings Ltd. (optional)” and a person search
- Each row shows company · title · e-mail (Emily Carter · Sales Specialist)
- “Continue without a person”: the traveller and contact are entered at checkout
- People come from the company’s Staff tab

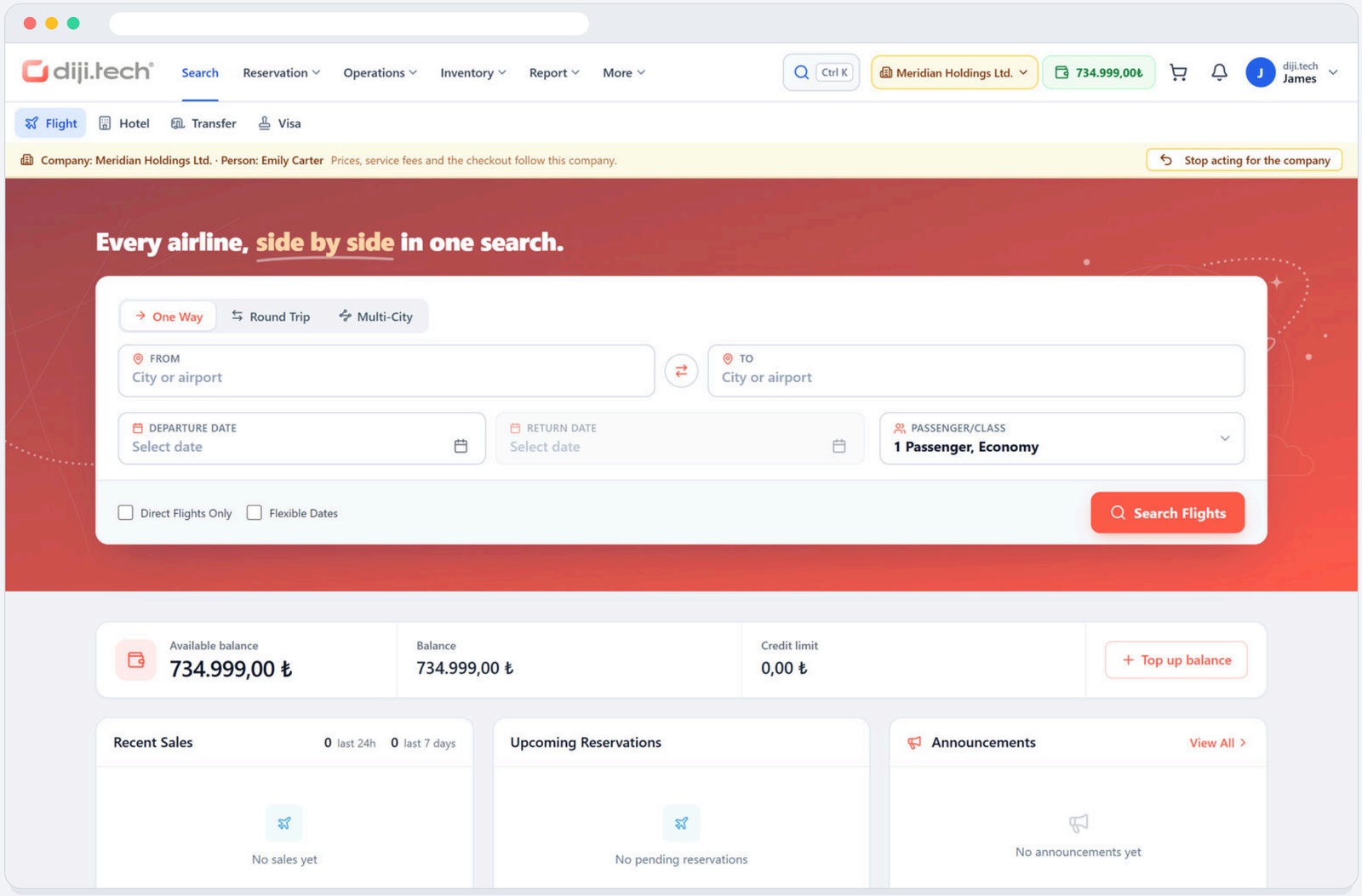


03 · ACT FOR A COMPANY

Company band

After the choice a company band appears at the top of every screen; search, prices and payment work for this company.

- “Company: Meridian Holdings Ltd. · Person: Emily Carter”
- “Prices, service fees and the checkout follow this company.”
- “Stop acting for the company” returns to selling without a company
- The top bar shows the selected company’s name; the seller is still the agency



04

Price layers and markup

The price the company sees is the supplier price plus the agency’s rules, the company layer (hidden markup, Service Fee) and commission.

IN THIS SECTION · 3 SCREENS

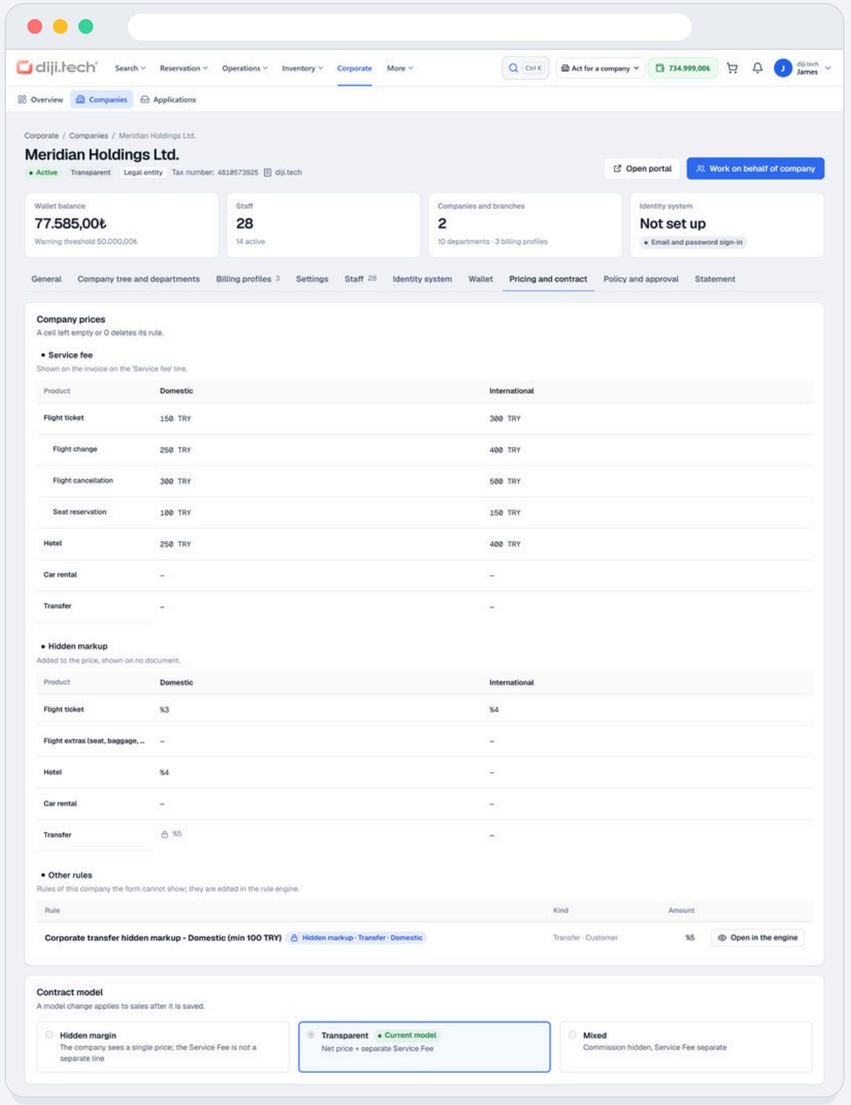
- Company prices
- Pricing Rule: the agency’s own rules
- Price simulation

04 · PRICE LAYERS AND MARKUP

Company prices

The Pricing and contract tab shows the company's own service fees, hidden markup and rule-engine rules in one table.

- Service fee (a separate line on the invoice): Flight ticket 150 / 300 TRY, Hotel 250 / 400 TRY (domestic / international); flight change, cancellation and seat fees
- Hidden markup (shown on no document): Flight ticket %3 / %4, Hotel %4
- Locked cell: the domestic Transfer %5 rule is managed in the detailed rule engine ("Open in the engine")
- Other rules: rules the form cannot show are listed
- Contract model: Hidden margin, Transparent (current model), Mixed; it decides whether the Service Fee is a separate line

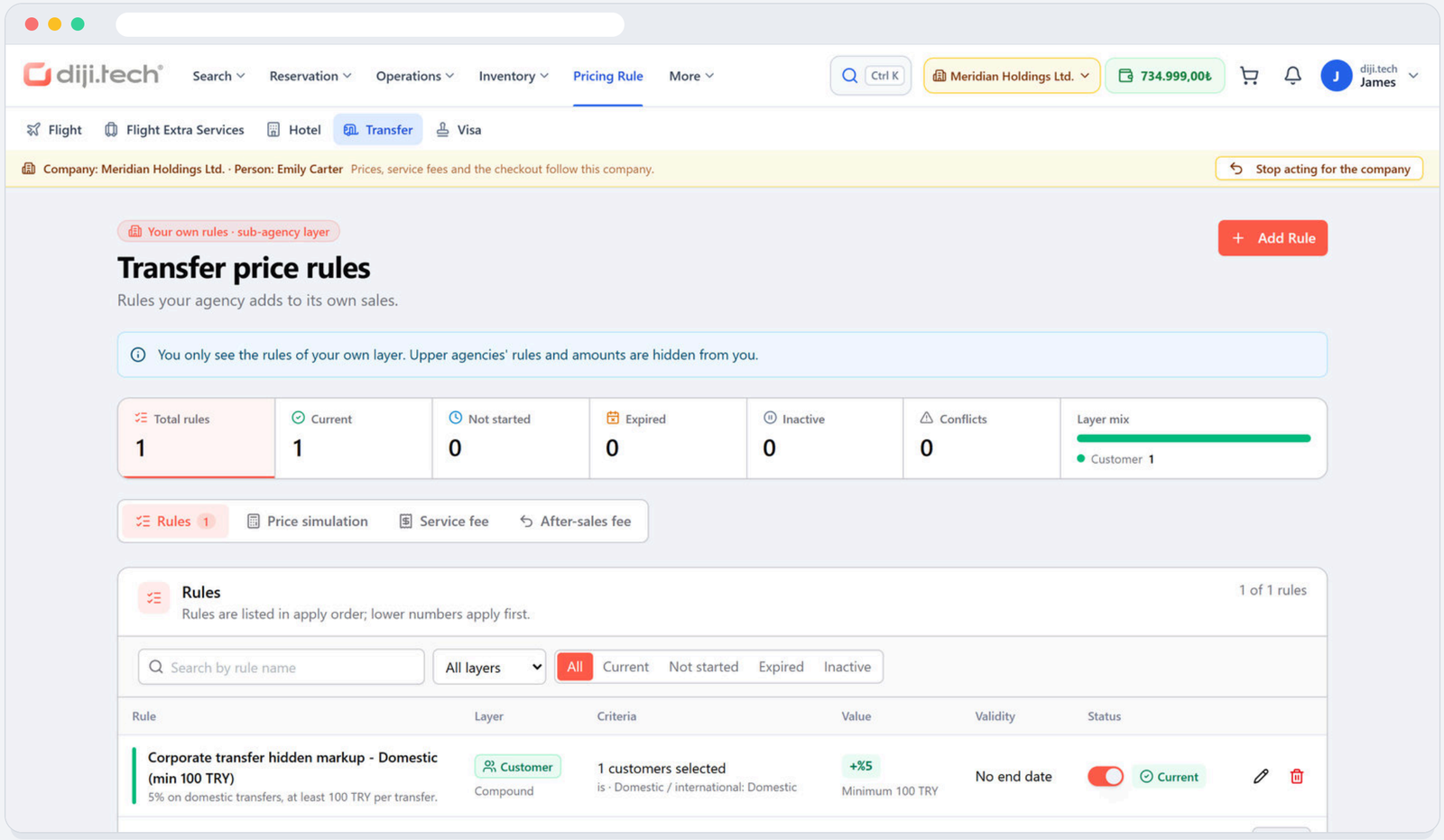


04 · PRICE LAYERS AND MARKUP

Pricing Rule: the agency's own rules

In the Pricing Rule menu the representative sees the rules of their own layer per product; the screen shows the Transfer rules.

- "Your own rules · sub-agency layer" and "Add Rule"
- Product tabs: Flight, Flight Extra Services, Hotel, Transfer, Visa
- Counters: Total rules, Current, Not started, Expired, Inactive and the layer mix
- Sections: Rules, Price simulation, Service fee, After-sales fee
- Rule row: layer (Customer · Compound), criteria (customer, domestic), value +%5 / minimum 100 TRY, validity (No end date), status (Current)

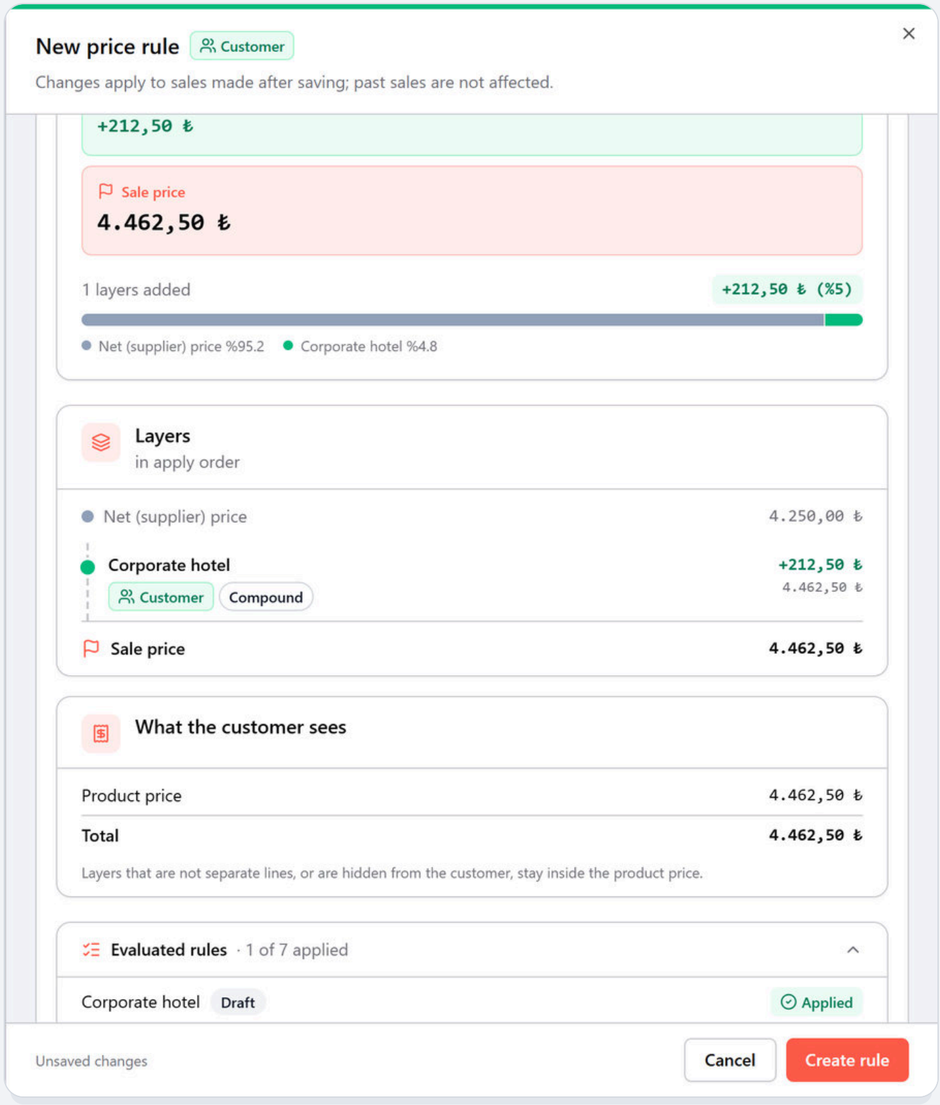


04 · PRICE LAYERS AND MARKUP

Price simulation

Before a rule is saved, “Simulate with this rule” shows the price of a sample sale layer by layer.

- Example: Net (supplier) price 4,250 ₺, draft rule “Corporate hotel” (Customer · Compound) +212.50 ₺
- Sale price 4,462.50 ₺ and the “1 layers added” bar
- “What the customer sees”: Product price and Total
- “Evaluated rules · 1 of 7 applied”: whether each rule matched
- The simulation makes no sale and saves no rule; the draft is closed with “Cancel”



04 · PRICE LAYERS AND MARKUP · FLOW

Price layers

The price the company sees is made of amounts added layer by layer on top of the supplier price.

1

Net price

The price of the supplier or of your own hotel inventory; a company-specific room price if there is one.

2

Agency rules

The agency layer in the Pricing Rule menu.

3

Hidden markup

The company layer is built into the price and shows on no document.

4

Service Fee

A separate line on the invoice; folded into the price in the hidden margin model.

5

Commission

Not shown to the company separately; it is included in the product price.

6

At the time of sale

The representative sets the hidden markup at checkout; it is locked after the booking or the payment.

05

Flight sales and the offer PDF

A flight search on behalf of a company brings all airlines side by side. Results are filtered, and the chosen options become an offer PDF in one click.

IN THIS SECTION · 5 SCREENS

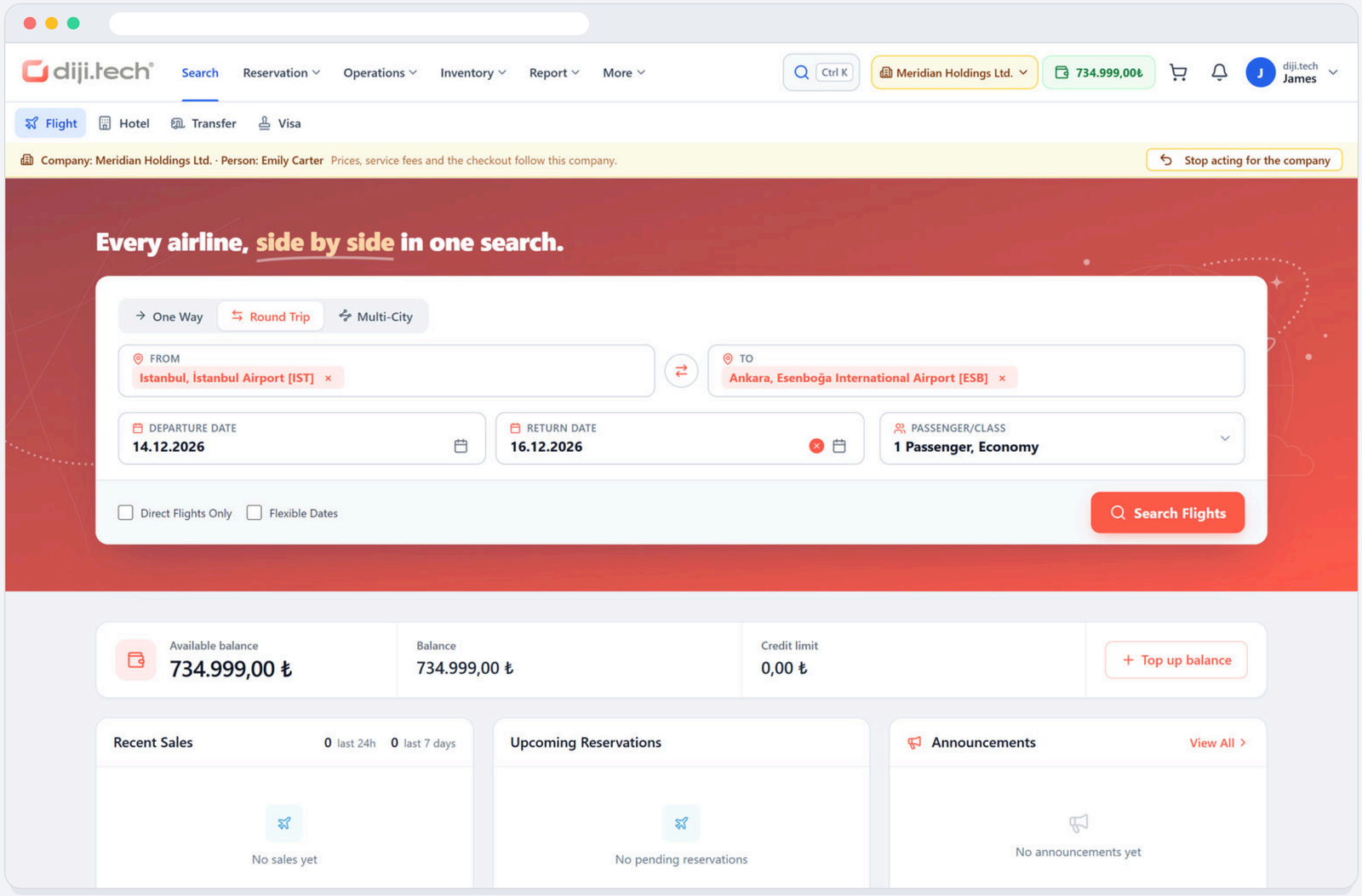
- Flight search
- Results: views and filters
- Create offer: ticking the options
- Offer PDF window
- The offer PDF

05 · FLIGHT SALES AND THE OFFER PDF

Flight search

With the company band on, the representative runs the flight search on behalf of the company.

- One Way / Round Trip / Multi-City
- Example: İstanbul Airport [IST] → Esenboğa International Airport [ESB], 14–16.12.2026, 1 Passenger, Economy
- Direct Flights Only and Flexible Dates
- If the company has a THY corporate code, it is added to the THY search automatically
- The representative searches only in assigned products

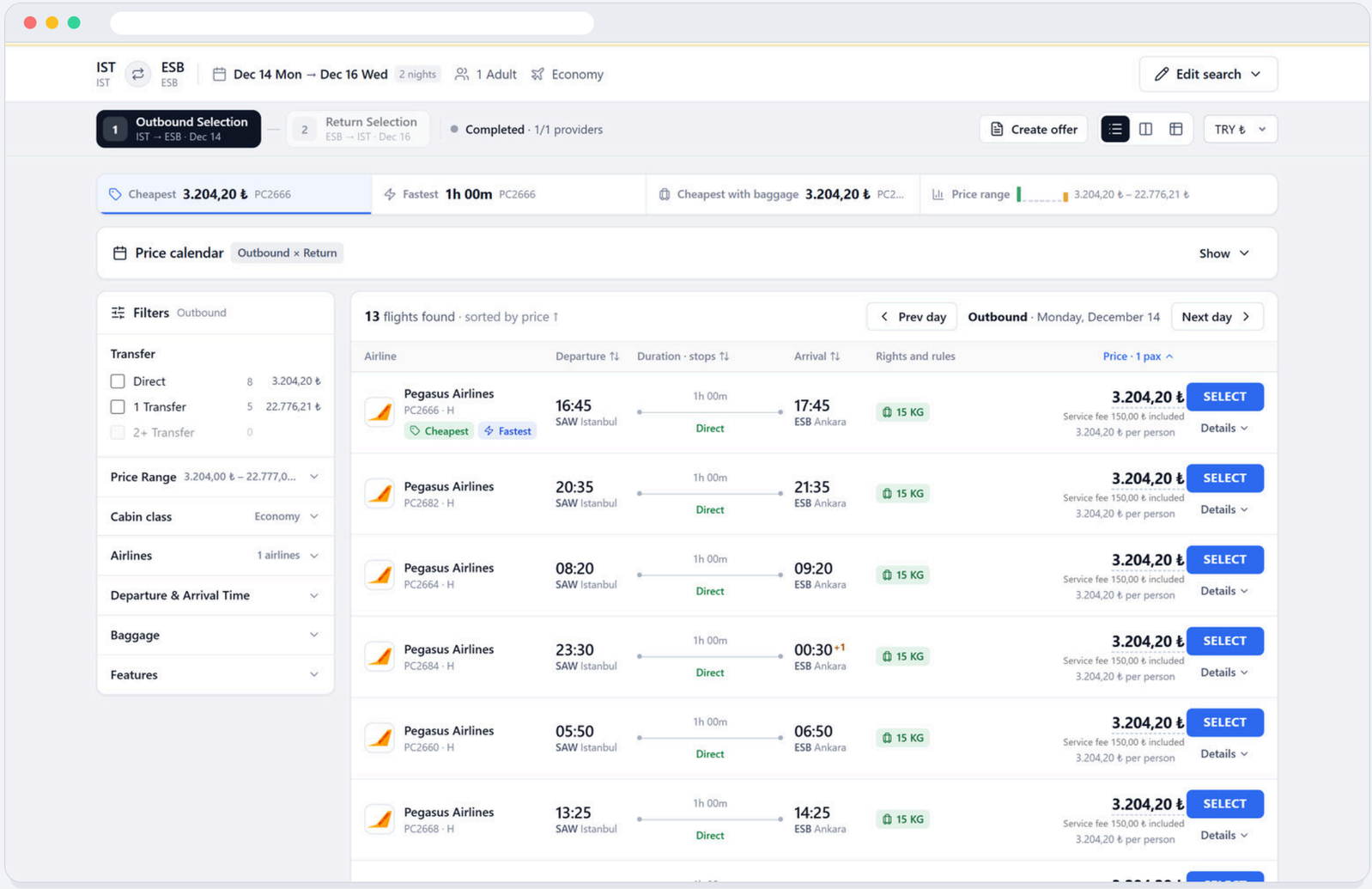


05 · FLIGHT SALES AND THE OFFER PDF

Results: views and filters

The results screen opens with filters, a view switch and the outbound / return selection steps.

- Filters: Transfer, Price Range, Cabin class, Airlines, Departure & Arrival Time, Baggage, Features
- Views: List, Split (outbound and return side by side), Table
- “13 flights found”, Prev day / Next day, 1 Outbound Selection · 2 Return Selection
- Cheapest, Fastest, Cheapest with baggage and Price calendar; each row shows airline, flight no, times, baggage and the price with the service fee included
- “Create offer” turns the chosen options into a PDF offer

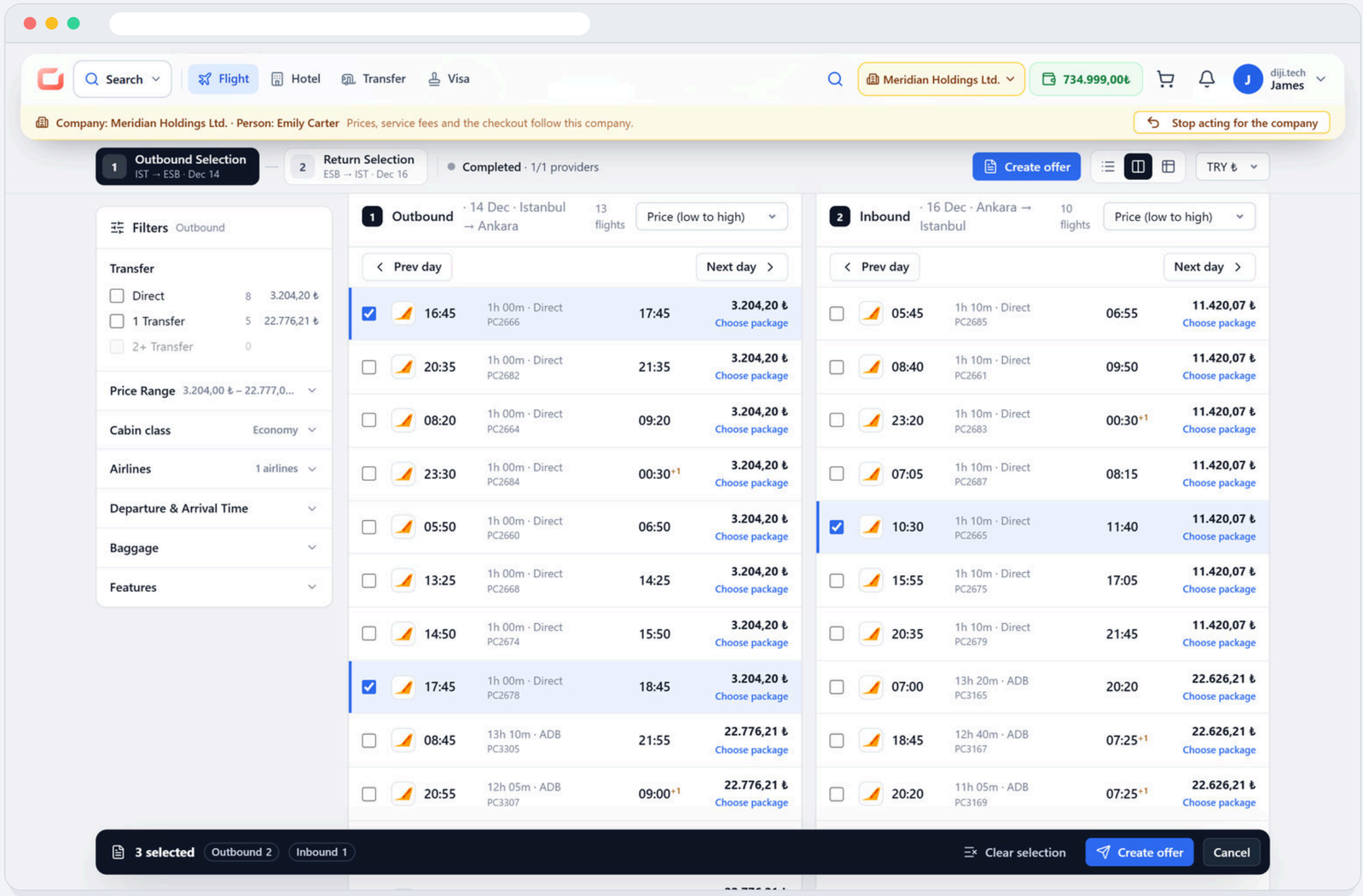


05 · FLIGHT SALES AND THE OFFER PDF

Create offer: ticking the options

In offer mode the representative ticks the outbound and return options to send to the customer.

- Outbound and inbound lists side by side in the split view
- A tick box on each row adds it to or removes it from the offer; “Clear selection” starts over
- Bottom bar: “3 selected · Outbound 2 · Inbound 1”
- “Create offer” and “Cancel”

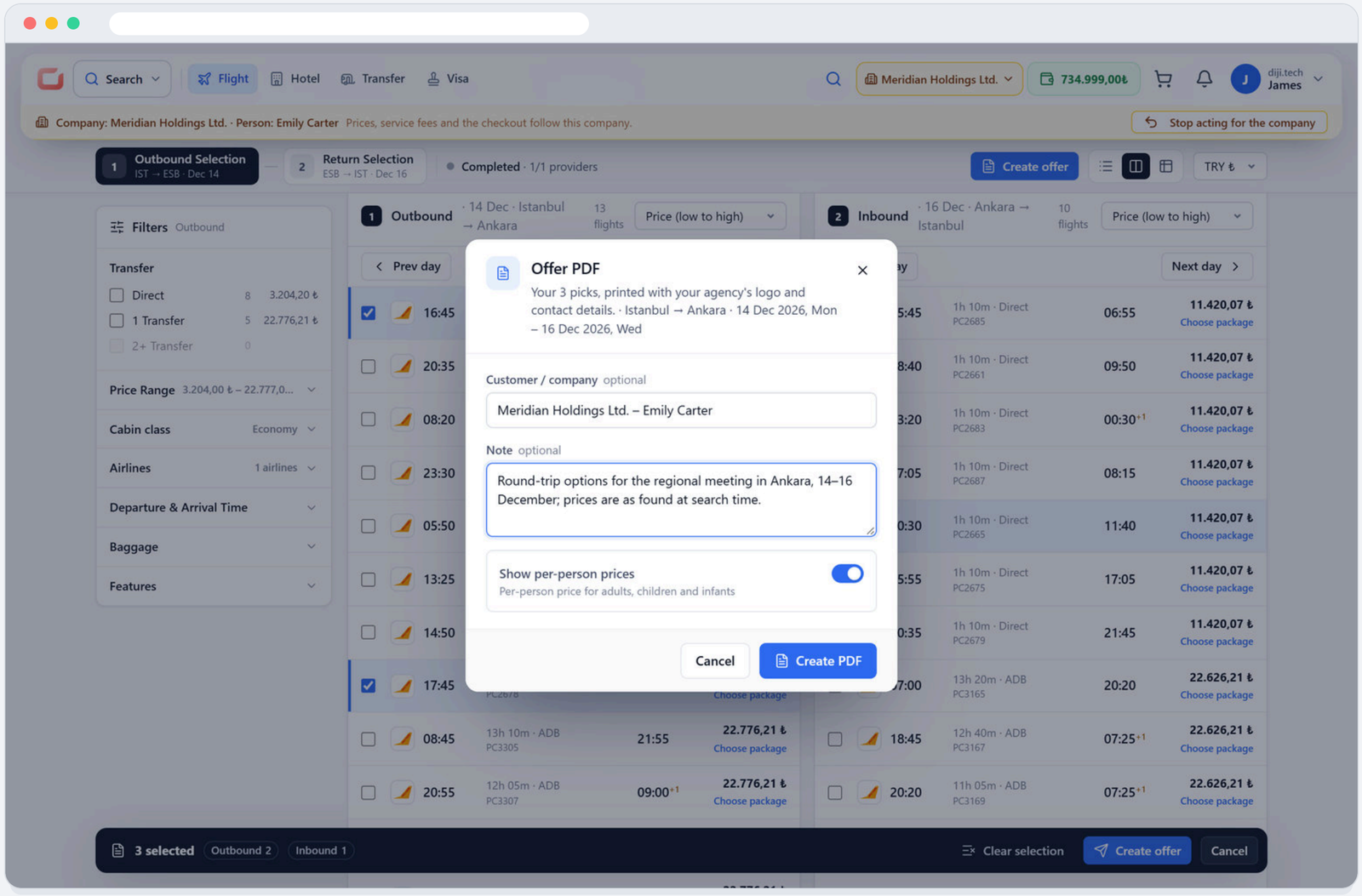


05 · FLIGHT SALES AND THE OFFER PDF

Offer PDF window

In the PDF window the customer name is filled in automatically while acting for a company; the representative adds a note and creates the PDF.

- “Your 3 picks, printed with your agency’s logo and contact details.”
- Route and date summary: Istanbul → Ankara · 14 Dec 2026 – 16 Dec 2026
- Customer / company: “Meridian Holdings Ltd. – Emily Carter” (automatic)
- Note (optional), “Show per-person prices” and “Create PDF”

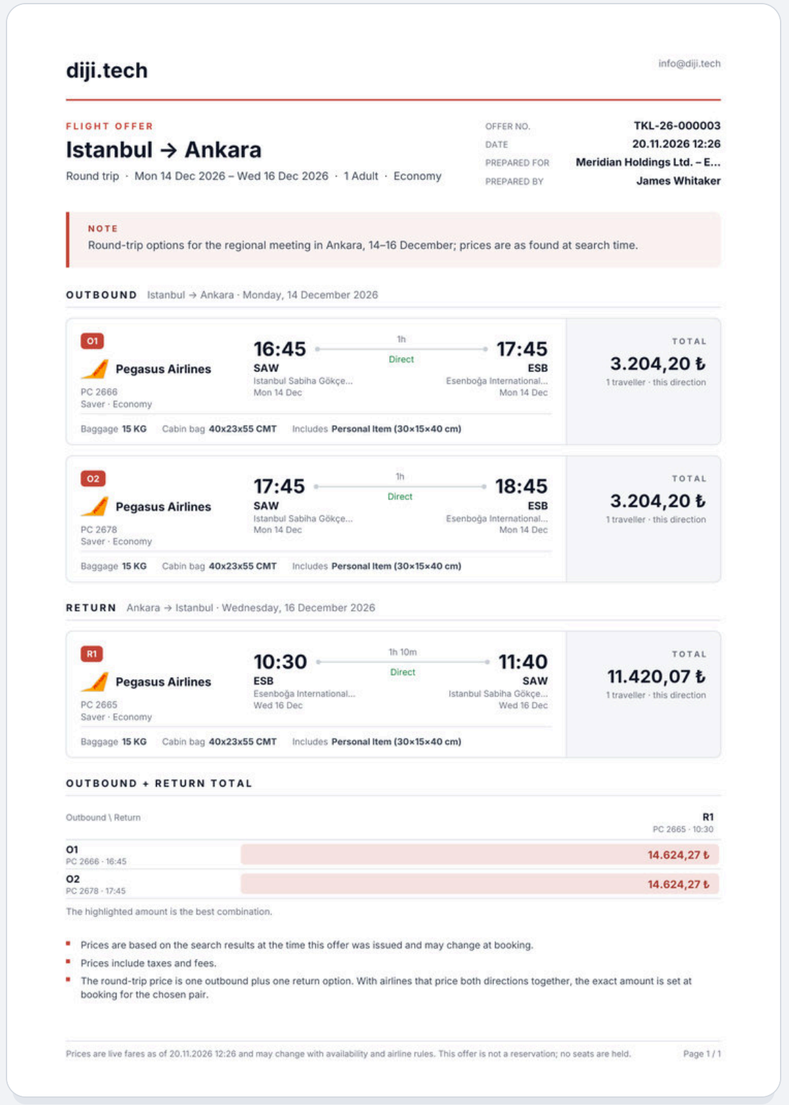


05 · FLIGHT SALES AND THE OFFER PDF

The offer PDF

The A4 offer opens with the agency's name and contact details; the options and the outbound + return totals are presented in one document.

- Header: diji.tech and info@diji.tech; "Flight Offer · Istanbul → Ankara"
- Offer no., Date, Prepared for (Meridian Holdings Ltd. – Emily Carter), Prepared by (James Whitaker) and Note
- Per option: airline, flight no, fare, times, baggage and cabin bag
- Outbound + return total matrix; the best combination is highlighted
- Footer: "This offer is not a reservation; no seats are held."



diji.tech

info@diji.tech

FLIGHT OFFER

Istanbul → Ankara

Round trip · Mon 14 Dec 2026 – Wed 16 Dec 2026 · 1 Adult · Economy

OFFER NO. TKL-26-000003
DATE 20.11.2026 12:26
PREPARED FOR Meridian Holdings Ltd. – E...
PREPARED BY James Whitaker

NOTE
Round-trip options for the regional meeting in Ankara, 14–16 December; prices are as found at search time.

OUTBOUND Istanbul → Ankara · Monday, 14 December 2026

O1 Pegasus Airlines
PC 2666
Saver · Economy
16:45 SAW Istanbul Sabiha Gökçe... Mon 14 Dec
1h Direct
17:45 ESB Esenboğa International... Mon 14 Dec
TOTAL 3.204,20 ₺ 1 traveller · this direction
Baggage 15 KG Cabin bag 40x23x55 CMT Includes Personal Item (30×15×40 cm)

O2 Pegasus Airlines
PC 2678
Saver · Economy
17:45 SAW Istanbul Sabiha Gökçe... Mon 14 Dec
1h Direct
18:45 ESB Esenboğa International... Mon 14 Dec
TOTAL 3.204,20 ₺ 1 traveller · this direction
Baggage 15 KG Cabin bag 40x23x55 CMT Includes Personal Item (30×15×40 cm)

RETURN Ankara → Istanbul · Wednesday, 16 December 2026

R1 Pegasus Airlines
PC 2665
Saver · Economy
10:30 ESB Esenboğa International... Wed 16 Dec
1h 10m Direct
11:40 SAW Istanbul Sabiha Gökçe... Wed 16 Dec
TOTAL 11.420,07 ₺ 1 traveller · this direction
Baggage 15 KG Cabin bag 40x23x55 CMT Includes Personal Item (30×15×40 cm)

OUTBOUND + RETURN TOTAL

Outbound \ Return	R1 PC 2665 · 10:30
O1 PC 2666 · 16:45	14.624,27 ₺
O2 PC 2678 · 17:45	14.624,27 ₺

The highlighted amount is the best combination.

- Prices are based on the search results at the time this offer was issued and may change at booking.
- Prices include taxes and fees.
- The round-trip price is one outbound plus one return option. With airlines that price both directions together, the exact amount is set at booking for the chosen pair.

Prices are live fares as of 20.11.2026 12:26 and may change with availability and airline rules. This offer is not a reservation; no seats are held. Page 1 / 1

06

Hotel and visa sales

For hotels, the agency’s own hotel inventory is searched and sold on behalf of the company. Visa, transfer and car rental follow the same company logic.

IN THIS SECTION · 3 SCREENS

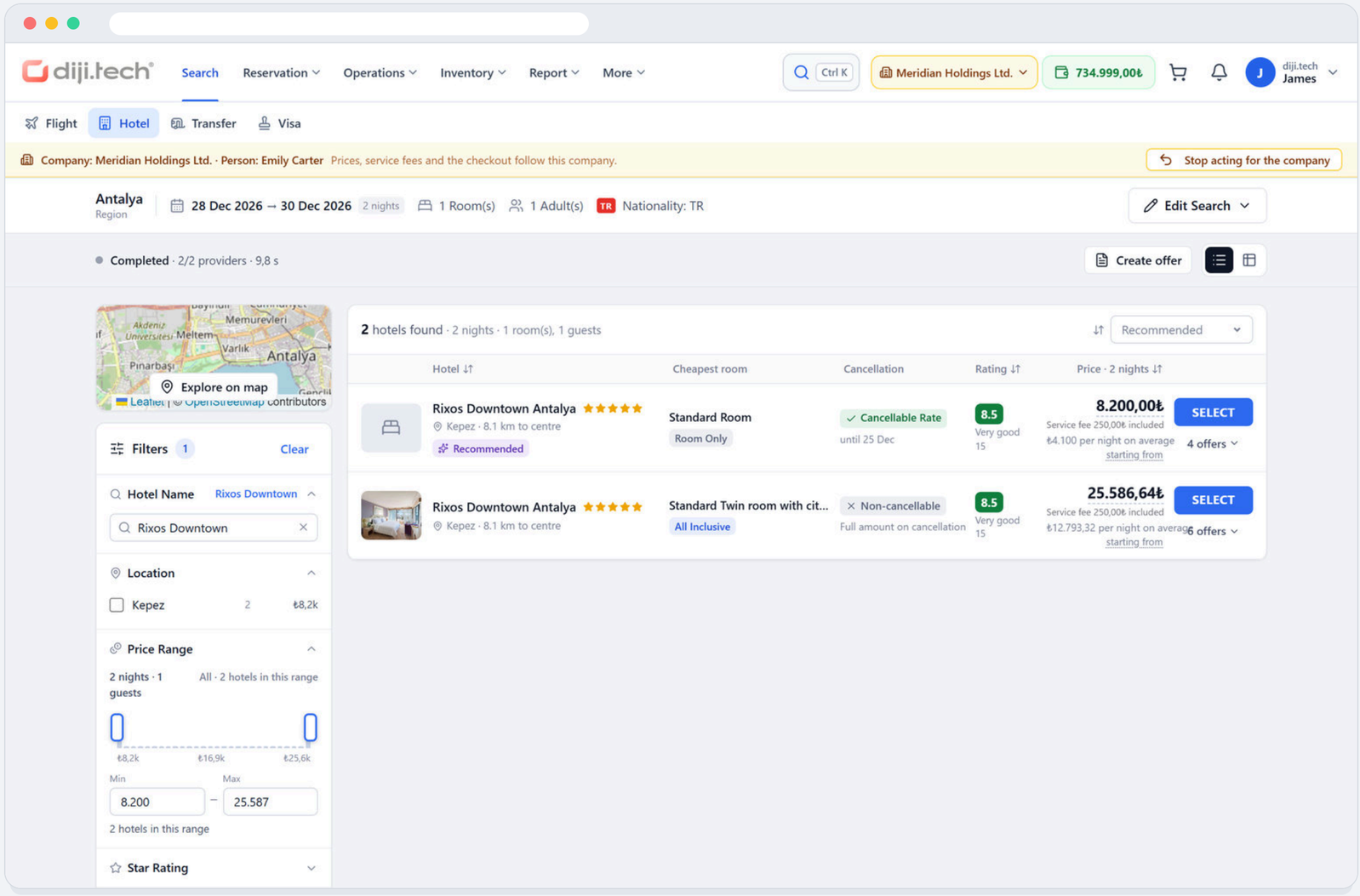
- Hotel search and results
- Room and rate selection
- Visa sales and other products

06 · HOTEL AND VISA SALES

Hotel search and results

In the hotel search the hotel from the agency's own inventory (DMC) is listed for the company together with supplier offers.

- Search summary: Antalya, 28 Dec 2026 → 30 Dec 2026 (2 nights), 1 Room(s), 1 Adult(s), Nationality TR; company band on
- Result: Rixos Downtown Antalya from the agency's inventory, "Recommended", Standard Room, Room Only
- "Cancellable Rate" until 25 Dec
- 8,200 ₺ for 2 nights (service fee 250 ₺ included), ₺4,100 per night on average
- Filters: Hotel Name, Location, Price Range, Star Rating and the map

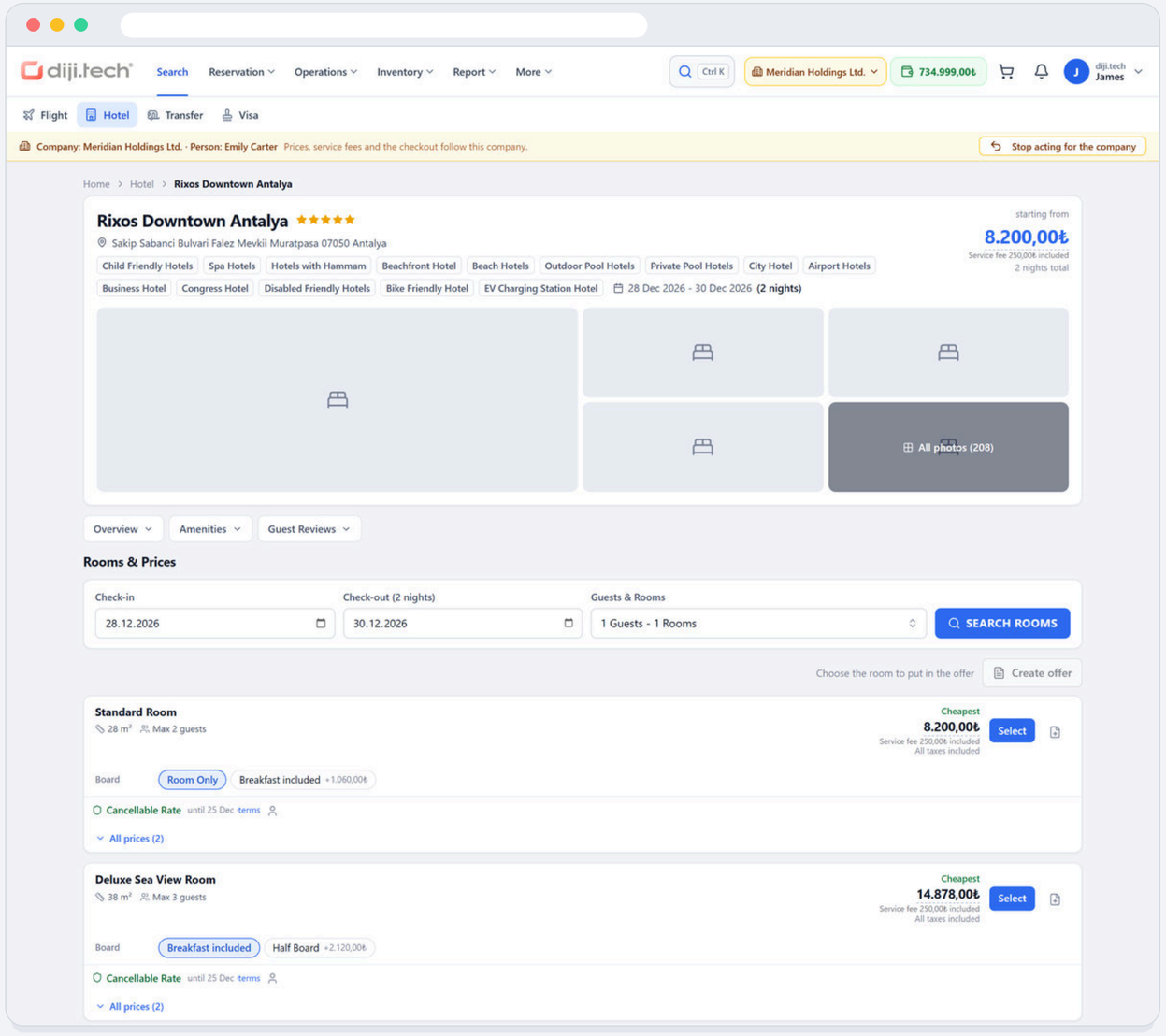


06 · HOTEL AND VISA SALES

Room and rate selection

The hotel page lists room types and boards with their prices; “Select” adds the room to the cart.

- Header: address, hotel types, date range and “starting from” 8,200 ₺ (2 nights total)
- Overview, Amenities, Guest Reviews; Rooms & Prices
- Standard Room: Room Only 8,200 ₺, Breakfast included +1,060 ₺; Deluxe Sea View Room: Breakfast included 14,878 ₺, Half Board +2,120 ₺
- Each room shows “Cancellable Rate” with the last free day and “All taxes included”
- “Select” adds it to the cart; the cart is locked to the company it was opened for

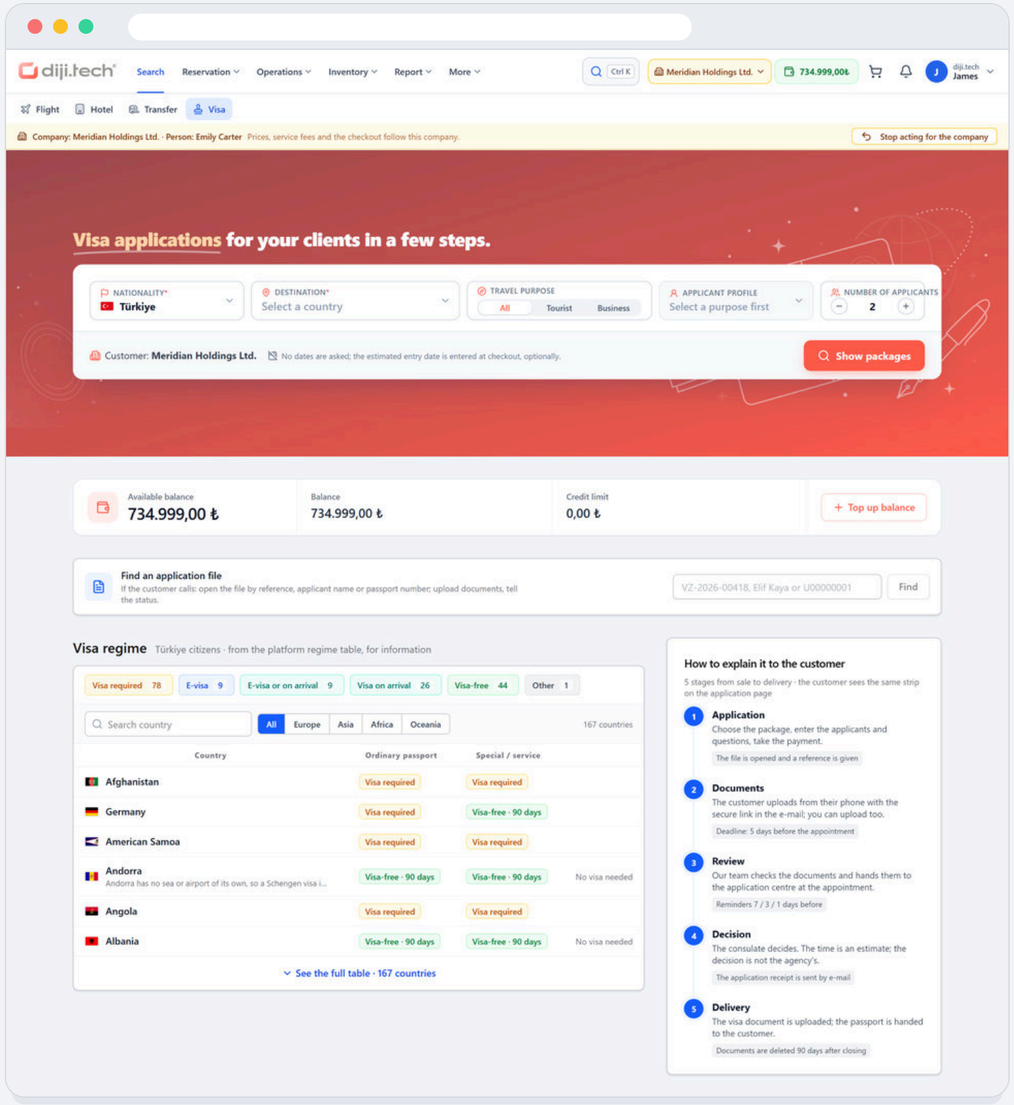


06 · HOTEL AND VISA SALES

Visa sales and other products

The visa page brings together the application search for the company, the visa regime table and the steps to explain to the customer.

- “Visa applications for your clients in a few steps.”: nationality, destination, travel purpose, applicant profile and number of applicants
- “Customer: Meridian Holdings Ltd.” comes from the company band; no dates are asked
- “Find an application file”: reference, applicant name or passport number
- Visa regime: 167 countries; Visa required, E-visa, Visa on arrival, Visa-free counters
- “How to explain it to the customer”: Application, Documents, Review, Decision, Delivery
- Transfer and Car Rental are sold with the same company band, cart and corporate payment



07

Cart and corporate payment

The “Corporate sale” section at checkout records the company, billing profile, staff member and invoice note. Hidden markup and the company wallet are handled here.

IN THIS SECTION · 7 SCREENS

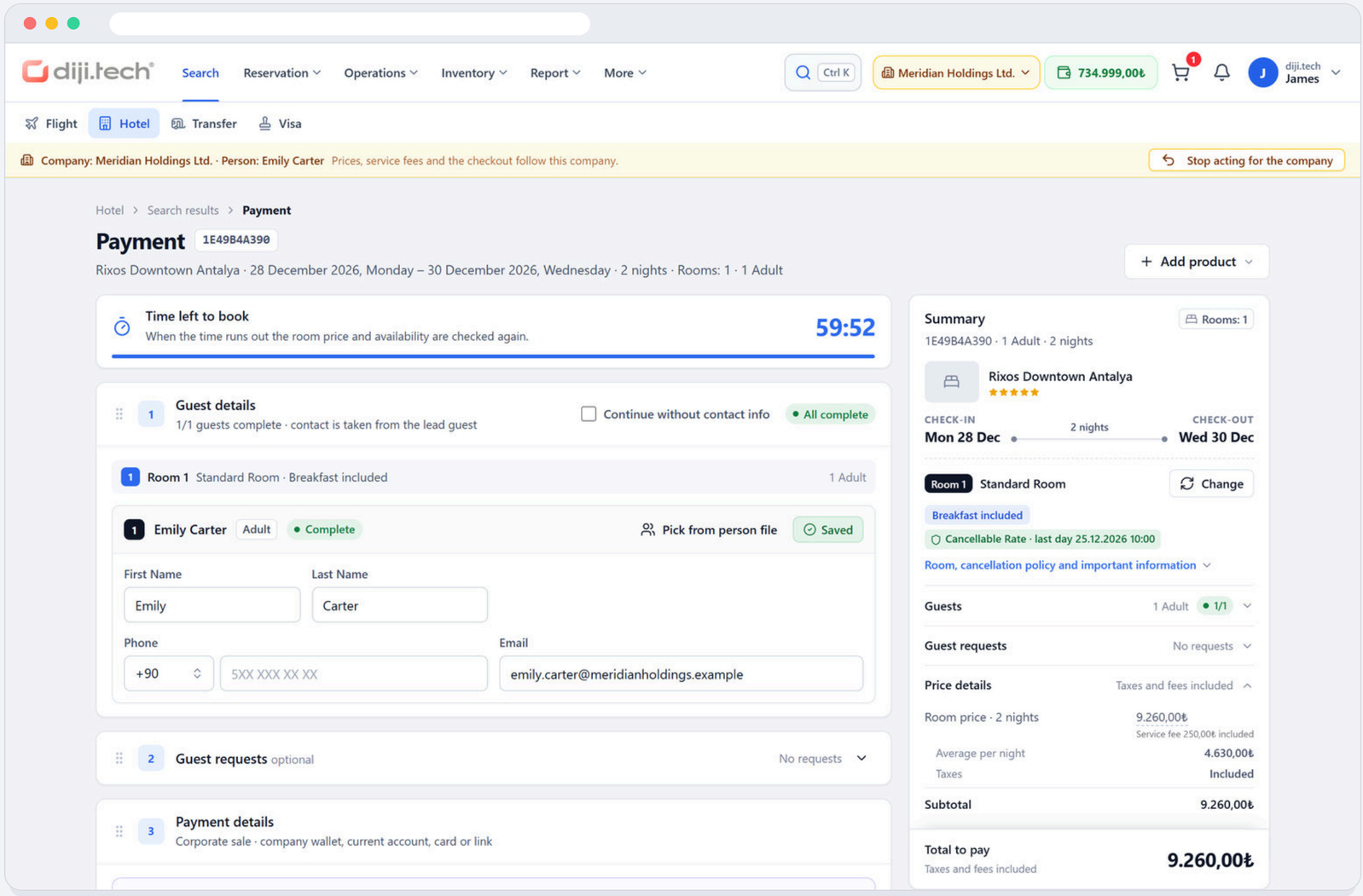
- Cart and guest details
- Corporate sale: company and billing profile
- Company picker (cart opened without a company)
- Staff link and sales notes
- Hidden markup
- Payment: company wallet
- Booking result

07 · CART AND CORPORATE PAYMENT

Cart and guest details

On the payment screen the guest form arrives filled with the chosen person's details; the booking summary sits on the right.

- "Time left to book" countdown and "Add product"
- Guest details: First Name, Last Name, Phone and Email filled from Emily Carter
- "Pick from person file" and "Saved"; "Continue without contact info"
- Right panel: Rixos Downtown Antalya, check-in and check-out, Standard Room, Breakfast included, Cancellable Rate with its last day
- Agency Reference and Invoice note fields

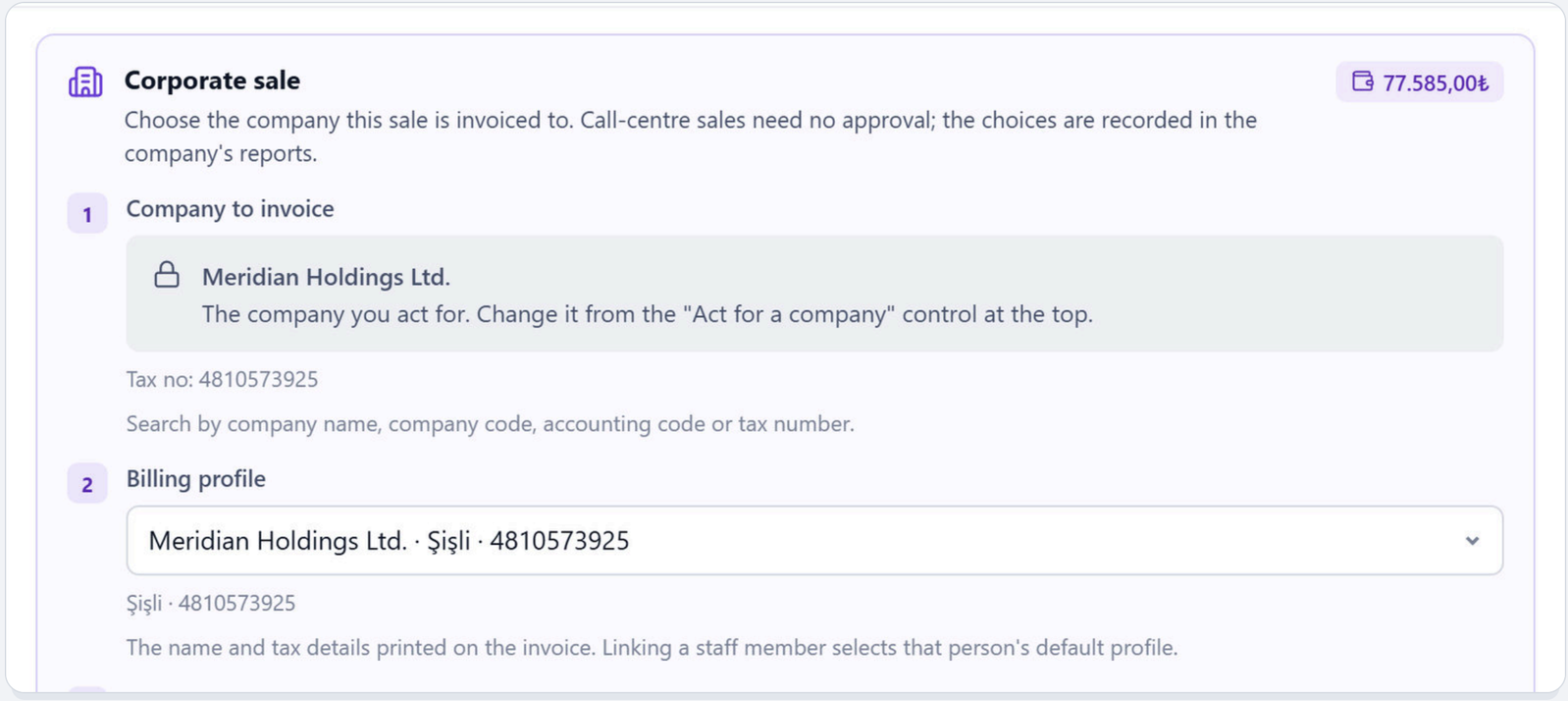


07 · CART AND CORPORATE PAYMENT

Corporate sale: company and billing profile

The “Corporate sale” section at checkout records the company the sale is invoiced to and the billing profile.

- “Choose the company this sale is invoiced to. Call-centre sales need no approval; the choices are recorded in the company’s reports.”
- The company wallet balance 77,585 ₺ in the header
- 1 Company to invoice: locked “Meridian Holdings Ltd.” and tax no; to change it, use the “Act for a company” control at the top
- 2 Billing profile: the company’s active profiles; when a staff member is linked, that person’s default profile is selected

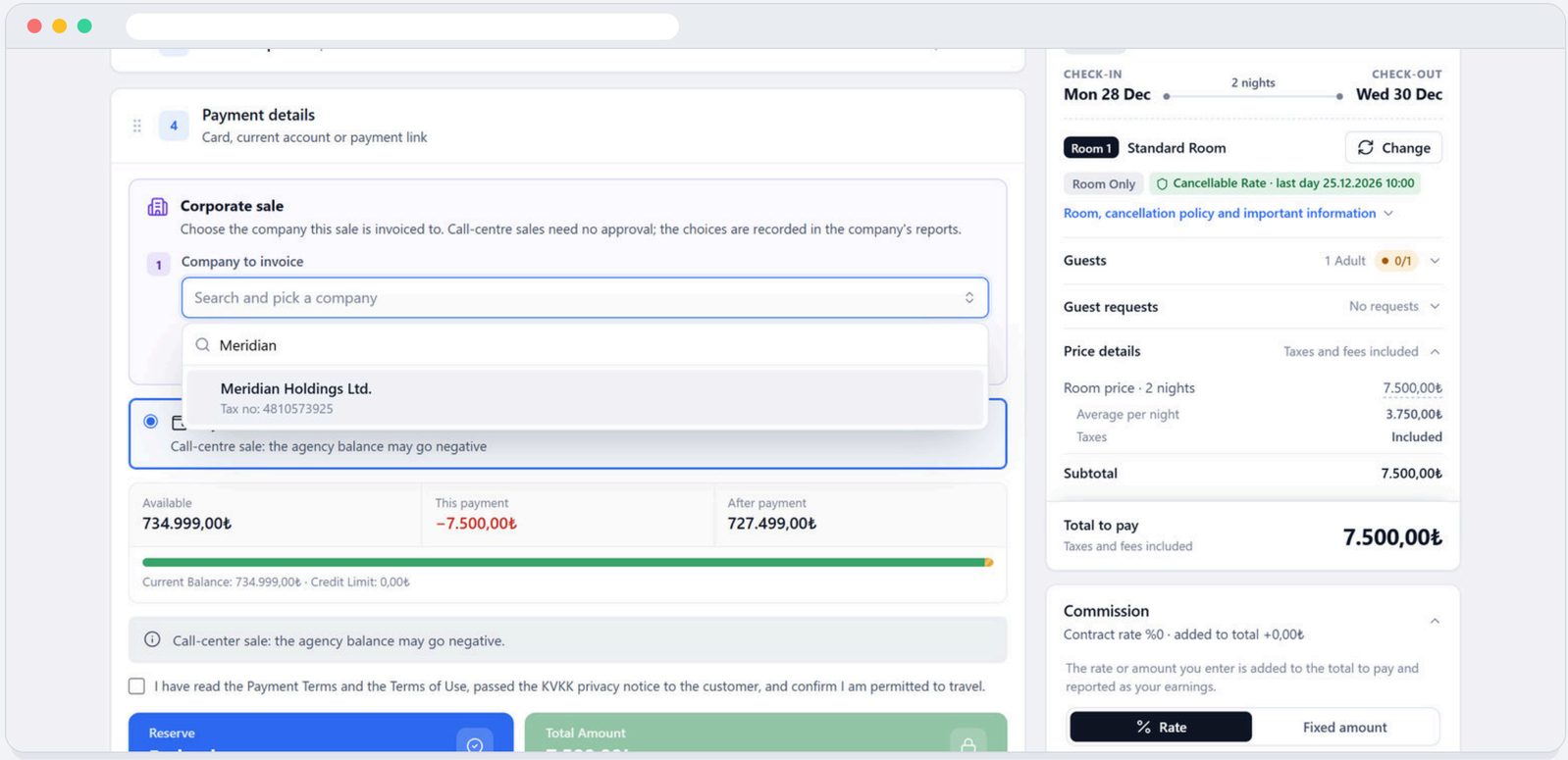


07 · CART AND CORPORATE PAYMENT

Company picker (cart opened without a company)

In a cart opened without a company, the company to invoice is found at checkout with a server-side search picker.

- Search: company name, company code, accounting code or tax number
- Result row: “Meridian Holdings Ltd. · Tax no: 4810573925”
- If no company is chosen, the sale is made without a company and the invoice details come from the invoice form on the page
- In a cart without a company the right panel shows the “Commission” box for the agency’s own commission or service fee

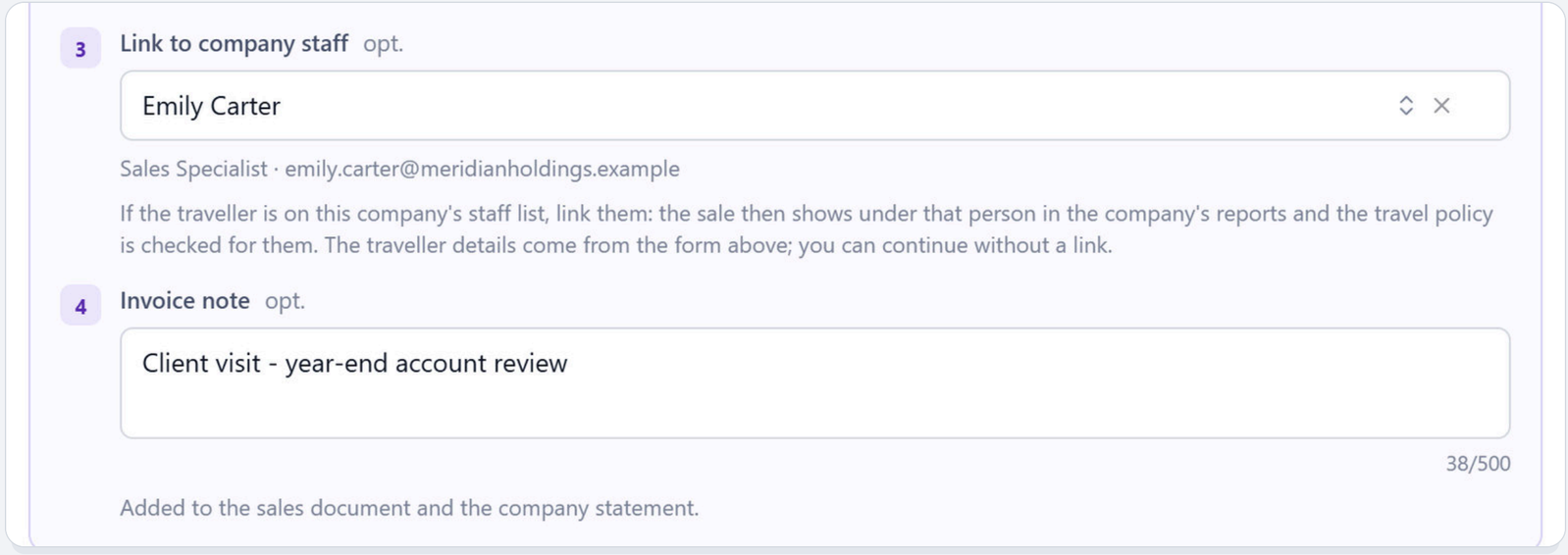


07 · CART AND CORPORATE PAYMENT

Staff link and sales notes

The sale is linked to a company staff member and an invoice note is added that shows in the company's records.

- 3 Link to company staff (opt.): Emily Carter · Sales Specialist
- Linked staff: the sale shows under this person in the company's reports and the travel policy is checked for them
- 4 Invoice note (opt.): e.g. "Client visit – year-end account review"
- "Added to the sales document and the company statement."

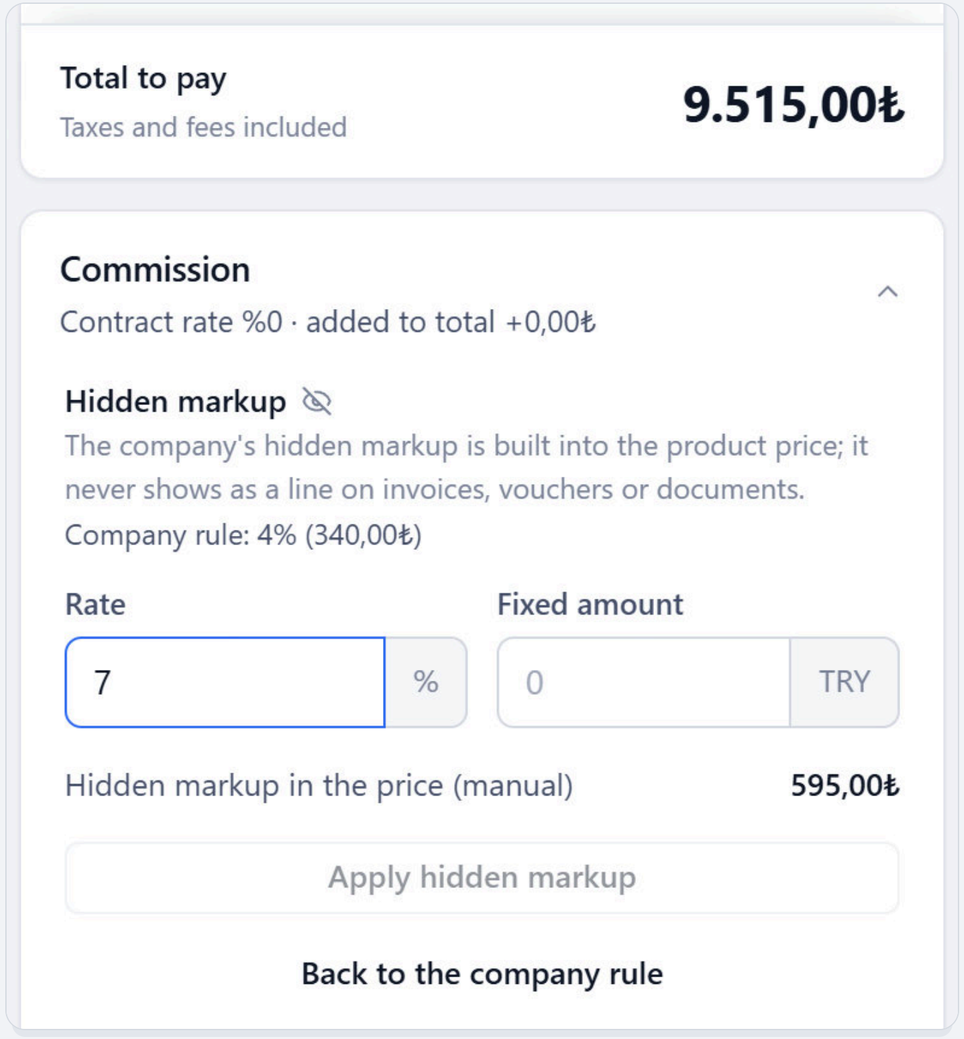


07 · CART AND CORPORATE PAYMENT

Hidden markup

In the hidden markup box on the right panel the representative enters a rate or a fixed amount; the amount is built into the product price.

- “The company’s hidden markup is built into the product price; it never shows as a line on invoices, vouchers or documents.”
- The company rule is shown (“Company rule: 4%”); the representative can enter a rate or a fixed amount per sale, 7% in the example
- “Hidden markup in the price (manual)” 595 ₺
- Total to pay updates to 9,515 ₺; “Back to the company rule” button
- It cannot be changed after the booking or the payment

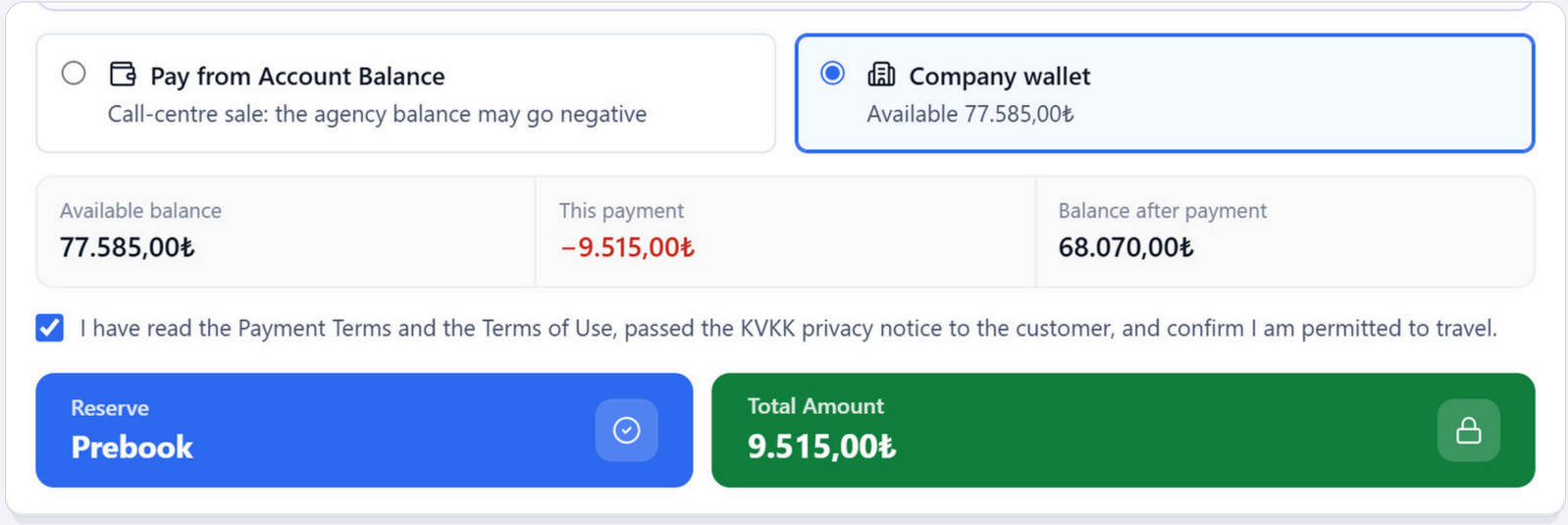


07 · CART AND CORPORATE PAYMENT

Payment: company wallet

When “Company wallet” is chosen at payment, the available balance and the balance after payment are shown together.

- Options: Pay from Account Balance and Company wallet
- Available balance 77,585 ₺ → This payment −9,515 ₺ → Balance after payment 68,070 ₺
- Confirmation of the Payment Terms, the KVKK privacy notice and the Terms of Use
- “Prebook” and the “Total Amount 9,515 ₺” payment button

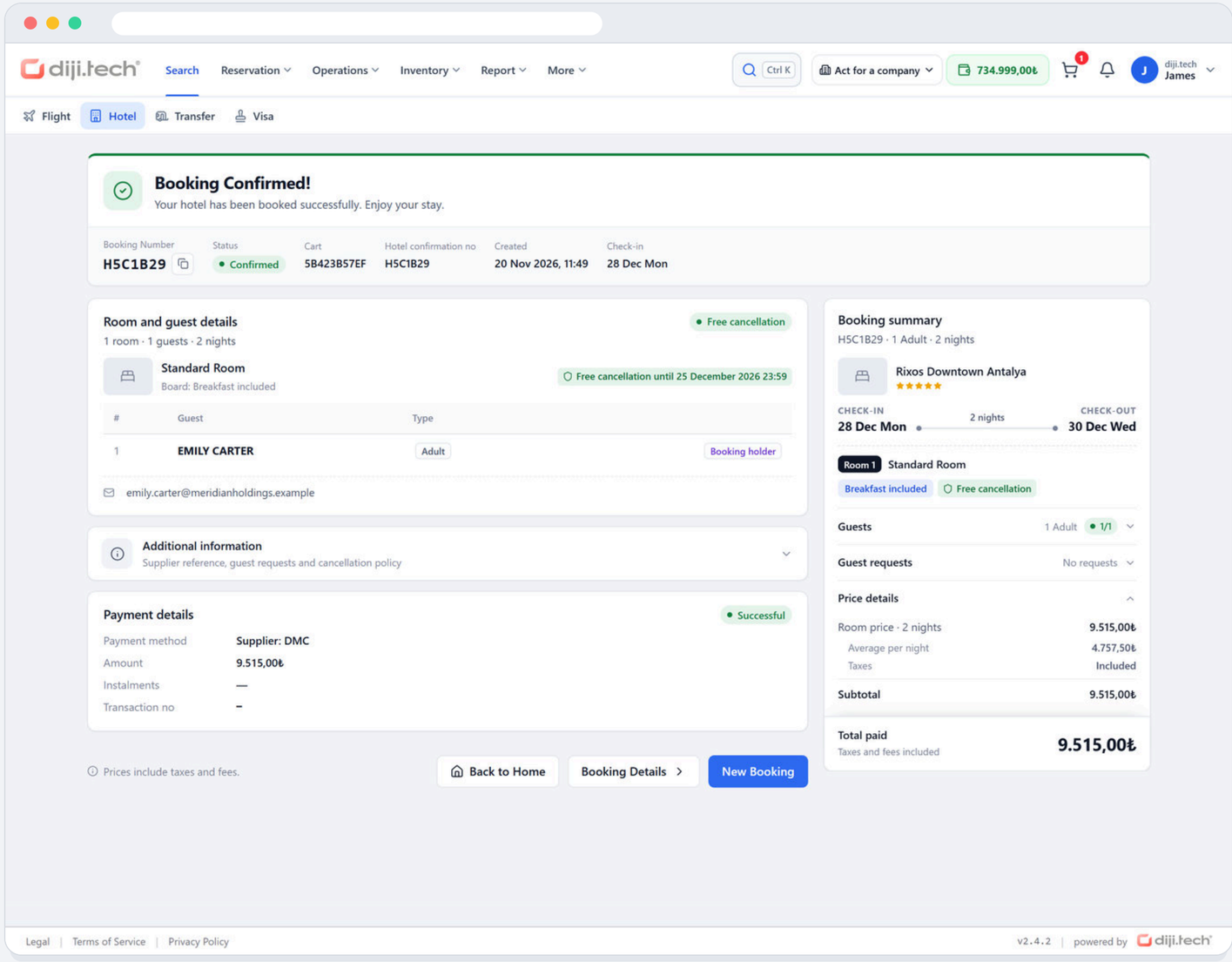


07 · CART AND CORPORATE PAYMENT

Booking result

A DMC hotel sale paid from the company wallet is confirmed at once and the booking number is issued immediately.

- “Booking Confirmed!”
- Booking Number H5C1B29, Status Confirmed, Cart and hotel confirmation no, created 20 Nov 2026
- Rixos Downtown Antalya, 28–30 December 2026, 2 nights
- Room details: Standard Room, Breakfast included, free cancellation until 25 December; guest EMILY CARTER
- Payment details: Successful, Supplier DMC, Amount 9,515 ₺; the file opens with “Source: Call center”



07 · CART AND CORPORATE PAYMENT · FLOW

Selling on behalf of a company

A call-centre sale is one flow, from choosing the company to the travel file.

1

Choose the company

Company and optional person in the top bar; the company band opens.

2

Search

Flight, hotel, transfer, visa; an offer PDF for flights if wanted.

3

Cart

The product is added to the cart; the cart is locked to the company.

4

Corporate sale

Company, billing profile, staff link, invoice note.

5

Hidden markup

It is checked and the total is confirmed.

6

Payment

From the company wallet or the agency's account balance; the sale needs no approval.

7

File

With "Source: Call center" and the representative's name; in the statement and the reports.

08

Travel file and after-sales

Every sale is tracked in a travel file with its corporate details. Cancellation and change requests run through the file, hotel operations and the work queues.

IN THIS SECTION · 6 SCREENS

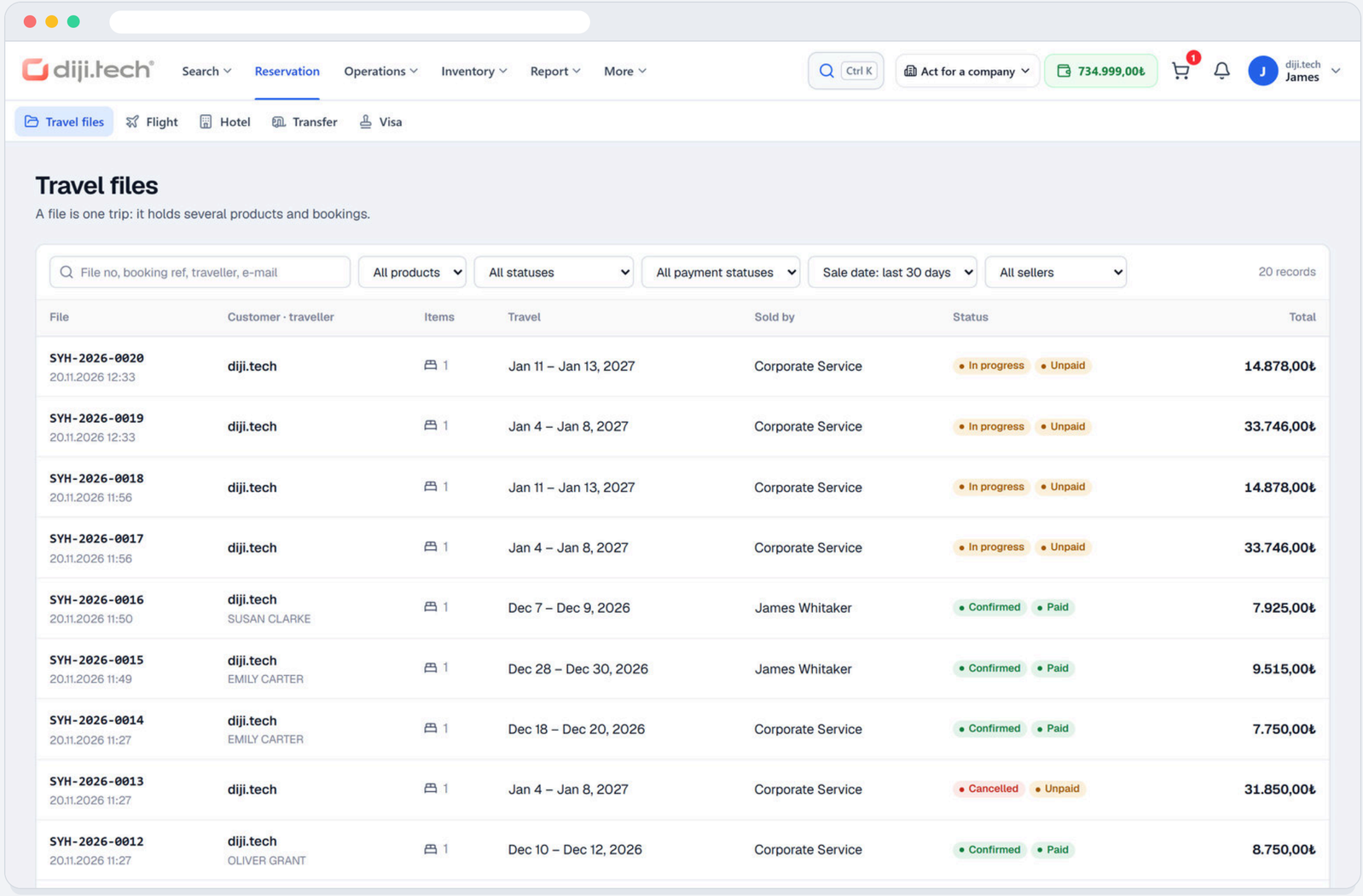
- Travel files
- Corporate details in the file
- Booking detail and voucher
- Cancellation quote
- Hotel change requests
- Work queues: after-sales requests

08 · TRAVEL FILE AND AFTER-SALES

Travel files

Every sale is tracked in a travel file; the list filters by product, status, payment, sale date and seller.

- “A file is one trip: it holds several products and bookings.”
- Search: file no, booking ref, traveller, e-mail
- Filters: All products, All statuses, All payment statuses, Sale date, All sellers
- Columns: File, Customer · traveller, Items, Travel, Sold by, Status, Total
- Representative sales show James Whitaker under “Sold by”; portal sales show “Corporate Service”

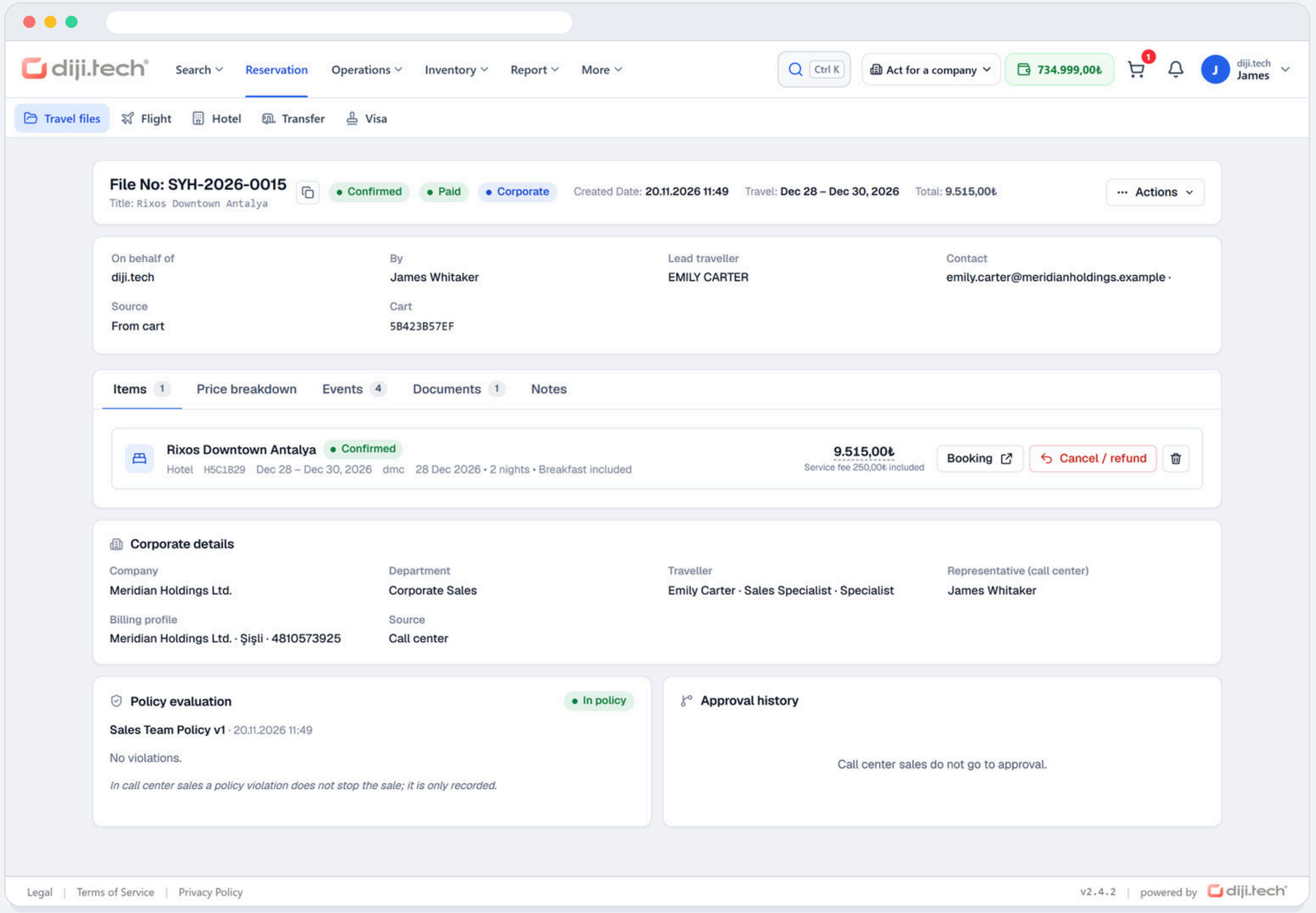


08 · TRAVEL FILE AND AFTER-SALES

Corporate details in the file

The file screen carries the corporate trail of the sale: company, department, traveller, representative, billing profile and policy result.

- Badges: Confirmed · Paid · Corporate; item, booking no, “Booking” and “Cancel / refund”
- Corporate details: Company, Department, Traveller, Representative (call center), Billing profile, Source: Call center
- Policy evaluation: In policy · Sales Team Policy v1, “No violations.”
- “In call center sales a policy violation does not stop the sale; it is only recorded.”; Approval history: “Call center sales do not go to approval.”
- Tabs: Items, Price breakdown, Events, Documents, Notes

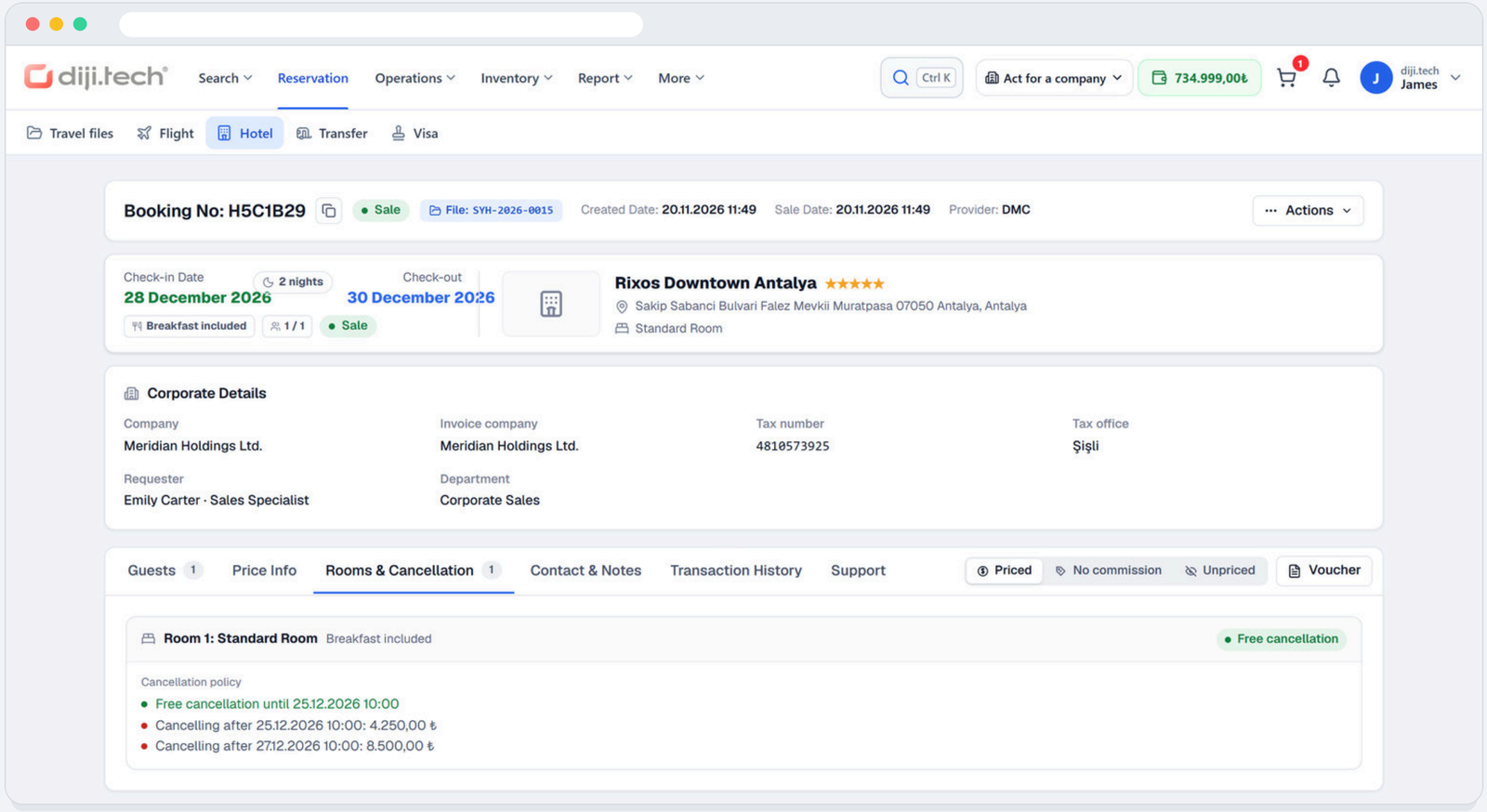


08 · TRAVEL FILE AND AFTER-SALES

Booking detail and voucher

The booking screen gathers every detail of the hotel sale in tabs; the voucher is printed with or without prices.

- Booking No H5C1B29, Sale badge, file link SYH-2026-0015, Provider: DMC
- Check-in 28 December – Check-out 30 December 2026, 2 nights, Breakfast included; Corporate Details card
- Tabs: Guests, Price Info, Rooms & Cancellation, Contact & Notes, Transaction History, Support
- Cancellation tiers: free until 25.12.2026 10:00, then 4,250 ₺, after 27.12.2026 10:00 8,500 ₺
- Voucher: Priced / Unpriced and the “Actions” menu

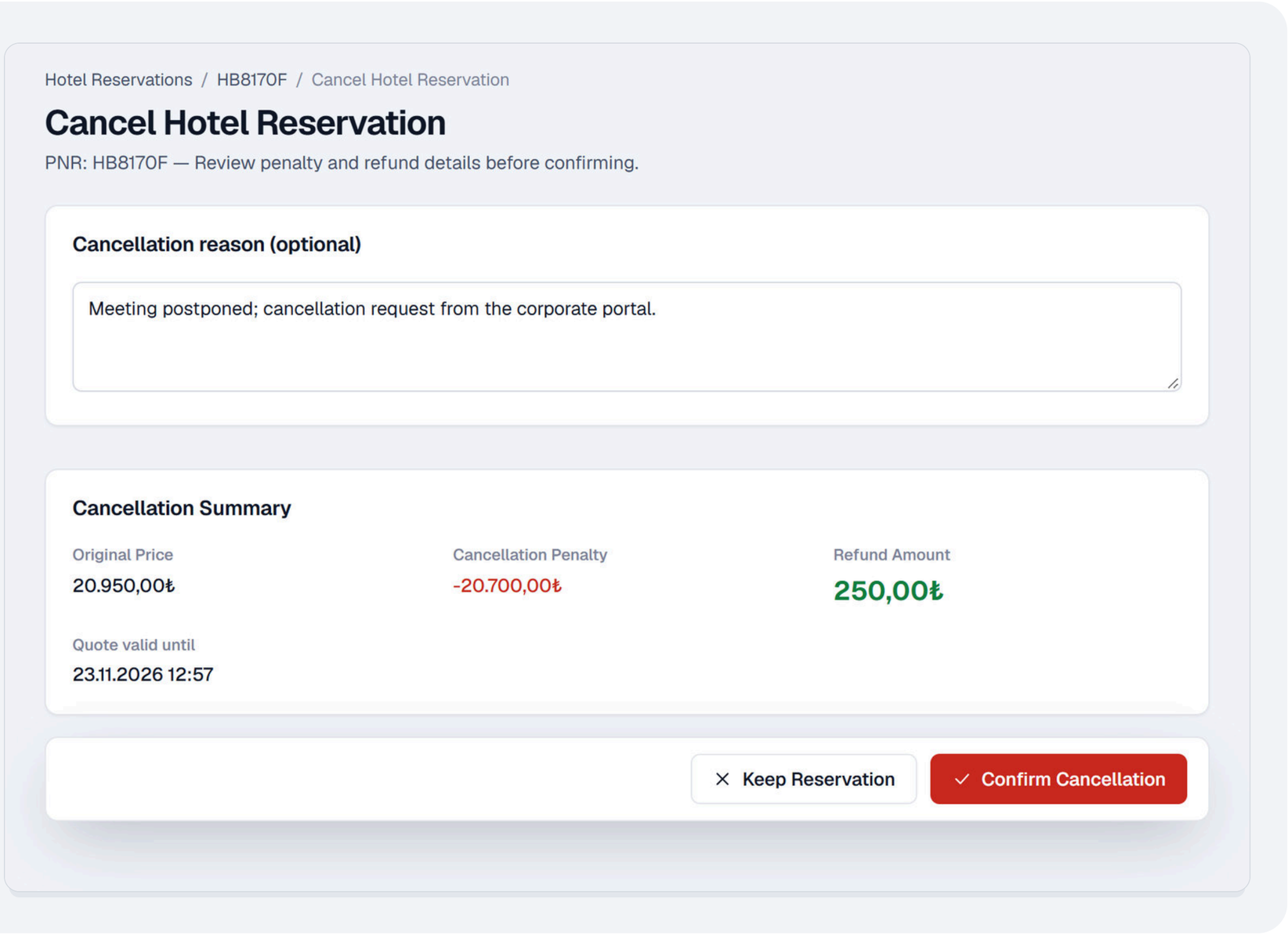


08 · TRAVEL FILE AND AFTER-SALES

Cancellation quote

Before a cancellation the penalty and refund are fetched as a quote; nothing is cancelled until it is confirmed.

- “Cancel Hotel Reservation”: PNR HB8170F, “Review penalty and refund details before confirming.”
- Cancellation reason (optional)
- Cancellation Summary: Original Price 20,950 ₺, Cancellation Penalty –20,700 ₺, Refund Amount 250 ₺; quote valid until
- “Keep Reservation” or “Confirm Cancellation”
- Cancellation rights depend on the role; this screen is shown with agency admin rights

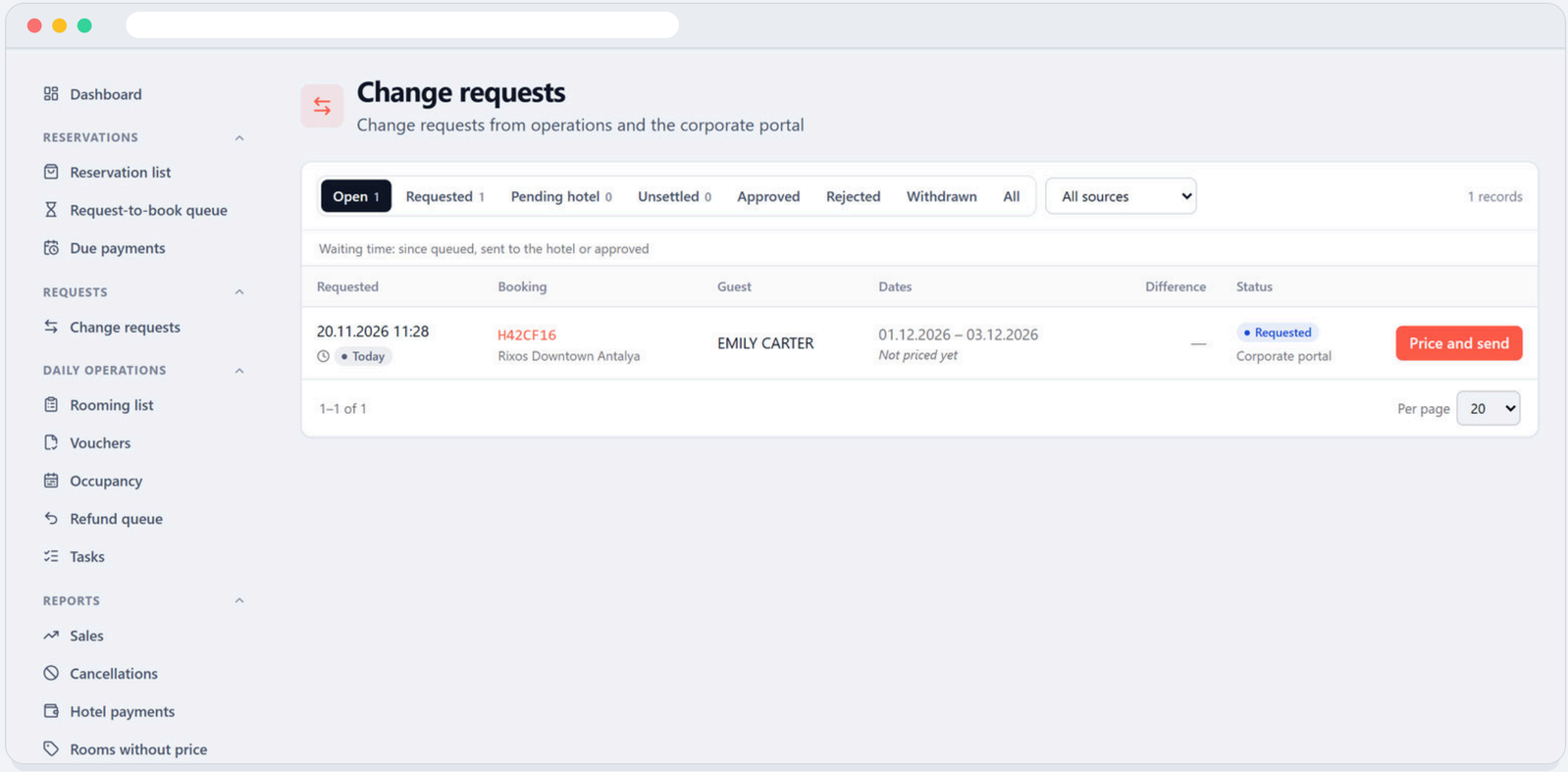


08 · TRAVEL FILE AND AFTER-SALES

Hotel change requests

Hotel change requests from the corporate portal land in the change list of hotel operations.

- “Change requests from operations and the corporate portal”
- Tabs: Open, Requested, Pending hotel, Unsettled, Approved, Rejected, Withdrawn, All; source filter
- Row: request date and waiting time, booking H42CF16, guest, dates, “Not priced yet”, Requested · Corporate portal
- “Price and send”: the difference is priced and sent to the hotel
- Hotel operations menu: Request-to-book queue, Rooming list, Vouchers, Refund queue; shown with agency admin rights

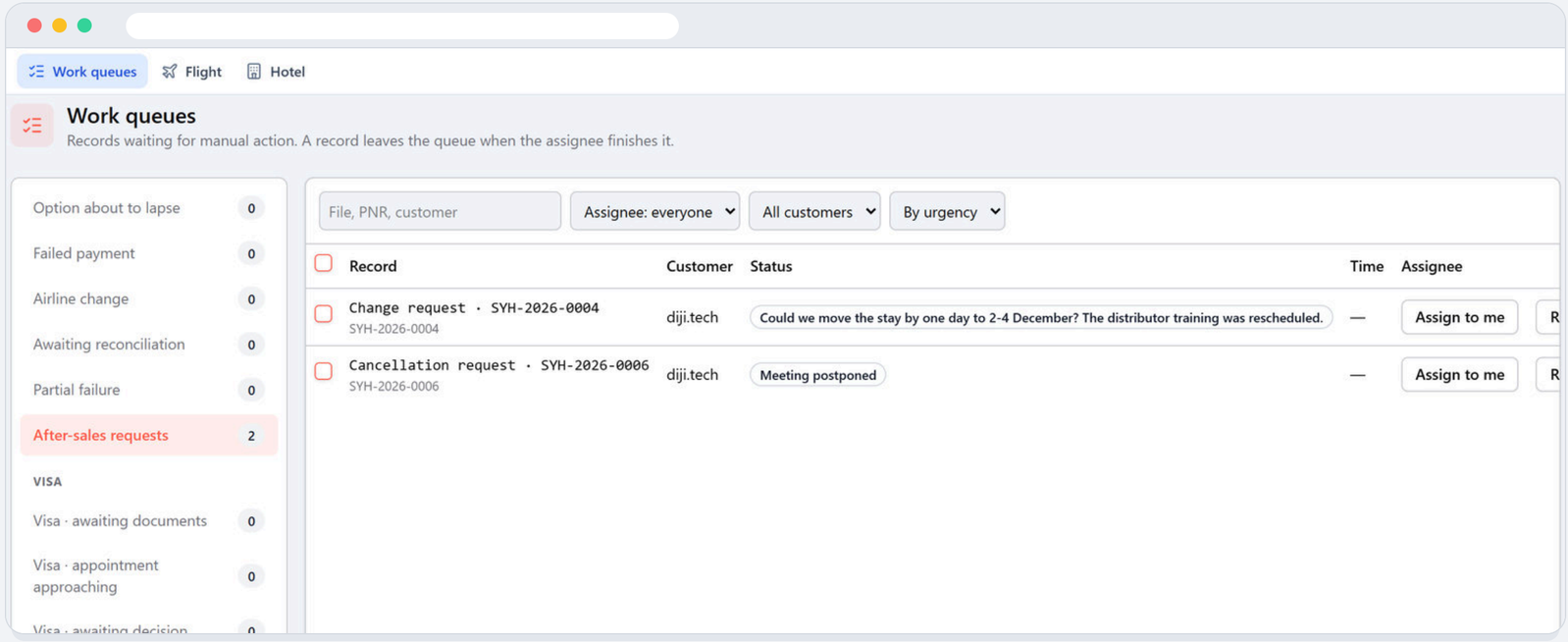


08 · TRAVEL FILE AND AFTER-SALES

Work queues: after-sales requests

Cancellation and change requests from the portal wait for the operations team in the “After-sales requests” queue.

- “Records waiting for manual action. A record leaves the queue when the assignee finishes it.”
- Queues: Option about to lapse, Failed payment, Airline change, Awaiting reconciliation, Partial failure, After-sales requests
- Visa queues: awaiting documents, appointment approaching, awaiting decision
- Records: Change request · SYH-2026-0004 and Cancellation request · SYH-2026-0006; filters for assignee, customer and urgency
- A portal request is not sent to the supplier automatically; the queue opens with operations rights (shown with the agency admin)



08 · TRAVEL FILE AND AFTER-SALES · FLOW

After-sales

Cancellation and change requests from company staff are settled by the agency’s operations.

1

Portal request

A company employee opens a cancellation or change request; no cancellation is sent to the supplier automatically.

2

Note and queue

The request lands in the file as a note and enters the “After-sales requests” queue; a hotel change also lands in the hotel operations queue.

3

Booking screen

For a cancellation, “Get Cancellation Quote” shows the penalty and refund; for a change, “Price and send”.

4

Result

The operation is confirmed; the refund or the difference is passed on to the company.

5

Keeping the company informed

The agency team informs the company employee by phone or e-mail.

What to check when selling

Check these eight points on every corporate sale.

01

The right company

Check the company band before the sale; the cart is locked to the company it was opened for.

02

Choosing a person

If a person is chosen, the traveller details are pre-filled; otherwise they are entered at checkout.

03

Billing profile

Pick the profile of the right unit; each booking is invoiced to the chosen profile.

04

Staff link

The linked staff member is used in the company's reports and in the policy evaluation.

05

Hidden markup

Set per sale; it never shows on documents and cannot change after the booking or the payment.

06

Wallet balance

Check the available balance and the balance after payment at the payment step.

07

Policy result

Call-centre sales need no approval; an out-of-policy sale is recorded in the file.

08

After-sales

Portal requests are not sent to the supplier automatically; cancellations and changes are made on the booking screen by an authorised user.

In short: what does the representative do?

The corporate customer’s sale from start to finish in the agency panel, with the company’s prices and rules.

1
choice to act for a company: the company and an optional person

4
steps in the corporate sale section

10
options per direction in an offer PDF, at most

3
result views: list, split, table

- Pick the company and search with its price rules
- Sell your own hotel inventory on behalf of the company
- Pay from the company wallet and follow the travel file with its corporate details
- Send flight options to the customer as an offer PDF
- Settle the company, profile, staff member and hidden markup at the payment step
- Follow portal requests in the file and the work queues

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Thank you

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