TRAVKART - B2C USER MANUAL

USER SIGNUP

Go to Travkart Home Page → Login Link → Guest Tab. If you are a registered user, you can directly login to the system. Otherwise you have to signup first.

SIGNUP PROCESS:

Click on Join us Link at the bottom of the login popup window.
Fill all the mandatory fields and submit the form. An OTP code will be sent to the user’s mobile for the verification process.

A message will show on the Screen if the signup process completed successfully.

Subscription of promotional messages and news letter can be done also from the footer section after the user login.
A confirmation mail and 2 other mails will be received by the guest user from the travkart staff after the registration.

(1) Confirmation Email

Hello SHARON V SHAJI,

We are delighted to know that you have joined us. Click here to explore what all we have for you. In case you require any assistance, you can reach out to our travel experts through mail (enquiry@travkart.com) or via phone +91 11 4586 4000 (Monday-Friday, 10am to 7pm).

Your Login Details given below:
URL: http://www.travkart.com
Username: sharontester1992@gmail.com
Password: sharontest

Thank You

Cheers,
Team Travkart
www.travkart.com

(2) TravCash Credited Email: You will be credited with an amount of TravCash in your travkart wallet for being a member of the travkart.
(3) Refer and Earn TravCash Email

Refer your friend to signup with travkart. And if your friend joins us, you and your friend will get an amount of TravCash. More over when your friend makes first booking with us we reward you again.

Refer and Earn INR 1000.00 TravCash!

Refer your friend to download the travkart app and sign up using your referral code, to earn TravCash!

You get INR 1000.00 TravCash!
Your referred friend gets INR 2000.00 TravCash!
More over when you friend makes a first booking with us we Reward you again

Start referring your friends and earn unlimited TravCash!

TRAVCASH?
It’s a Cash Back form currency of Travkart which can be earned or used under offers applicable on Website, M-Web, Mobile -App.

Follow the link to know more about TravCash.
USER LOGIN

Enter username and password in the field. Use email id and password that you have used while user registration → Click on sign in button.

Username will be shown on the right top corner of the website if the user has logged in successfully.

MY PROFILE

This page shows booking activities and its details.

A User would be able to:

1. View/Edit and update profile details.
2. Add/Remove Profile Picture.
3. View all the bookings made.
4. Use my wallet facility.
5. View Favourite packages.
(7) **PROFILE SETTINGS** (Edit and Update User profile details)

![Profile Settings Image]

(B) **CHANGE PASSWORD**

Enter Current Password and New password, then update.

![Change Password Image]

Then update.
(C) **MY BOOKINGS**  (View all the booking details and its status)

(D) **MY WALLET**  
View your Travcash and wallet transactions here.
(D.1) **ADD CASH TO THE WALLET**

Add cash to your wallet via online banking, debit cards, and credit cards and use it while you make a booking.

![Refill My Wallet](image)

(E) **MY FAVOURITES**

The packages added to the favourite list will be shown here. Any number of packages can be added to the favourite list.

![My Favourites](image)
(F) ADD PACKAGES TO FAVOURITE/COMPARE LIST

(1) Add to Favourite ➔ Choose package and click on Add to favourite icon.

(2) Add to Compare ➔ Choose package and click on add to compare icon.

MY FAVOURITES PAGE (View your favourite packages)

Packages which are added to the favourite list will be shown here. Any number of packages can be added to the favourite list.
Favourite packages can be deleted individually

Or can be deleted as a whole.

You can also list your favourite packages from my profile page.
The User can compare interested packages to find the right one. We can compare one package with any packages in the system but only up to 4 packages can be added to the comparing list at a time.
PACKAGE BOOKING PROCESS

(A) OVER VIEW

Details of destinations and itinerary information will be shown here.
(A) **PRICE CALENDAR**

User will get an overall idea about the departure dates and costing of the package from here. There is an option to select category and departure city. Some packages may have multiple departure cities with the same itinerary details and inclusions.

(C) **HOTELS AND FLIGHTS:**

The hotels and flights which are included in our package can be seen under this tab.
Hotels included.

Flights Included.
(D) **INCLUSIONS AND EXCLUSIONS**

Details of additional features which are included and excluded in the package will be shown here.

- **Inclusions**
  - Domestic Economy class airfare with taxes.
  - 02 Nights accommodation in Munnar.
  - 02 Nights accommodation in Thekkady.
  - 01 Night accommodation in Alleppey.
  - 02 Nights accommodation in Kollam.
  - Daily Breakfast at the hotel.
  - Welcome drink on arrival.
  - All meals on demand.
  - All tours and transfers as per the itinerary.

- **Exclusions**
  - Any hotel taxes.
  - Any meals other than specified in inclusions.
  - Any Personal Expenditure such as Tips, bar, phone calls, etc.
  - Any meals which are not specified as per itinerary.
  - Insurance.
  - GST – 5.45% extra.

(E) **BOOKING PROCEDURE**

You will get a brief idea about the payment structure, Bank details, Documentation, Cancellation charges, Refund policies and other terms and conditions.
(F) ADDONS

This page enables the user to view included activities and to include other available activities at that particular location.
(1) Select expected date of travel and allocate rooms.

(2) Click on check availability.

(3) Select Accommodation type.
(4) Select additional Activities if required.

(4) View your selection and overall costing here.

(5) Apply coupon code if available.

And some special tour packages may have “Auto apply coupons” and special “TravCash Discounts”.
(6) Select payment schedule.

(7) Enter passenger information.

(8) Enter booker information.
(9) Select Mode of payment.

(H) PAYMENT METHODS

Payments can be made through

(1) Travkart Wallet

(2) Paytm [Credit Card / Debit Card /Net Banking/ Paytm Wallet ]

(3) PayU [Credit Card / Debit Card /Net Banking ]

(4) PayUmoney [Credit Card / Debit Card /Net Banking/ PayUmoney Wallet ]

(5) Or Can be payed partially using my wallet + any of the above online payment methods.

Total Booking amount will be deducted from the wallet if the user proceeds to pay through “My wallet”. You will get booking confirmation mail instantly whenever the booking amount (full payment/ scheduled payment) is received by the travkart team.

Paytm Payment Gateway
PayU Payment Gateway

PayUmoney Payment Gateway
Booking Details after paying first scheduled amount

<table>
<thead>
<tr>
<th>Package Name</th>
<th>Accommodation Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classic Russia – Fly &amp; Stay</td>
<td>Standard Accommodation – 1</td>
<td>96,000.00</td>
</tr>
</tbody>
</table>

Booking Summary

- **Package Total**: Rs 1000.00 Discount Via TrauCash + Rs 20000.00 Discount Via E-Coupon Code|RU5FLASH|
- **Rs 19000.00** Rs 76285.00
- **Tax**: 3285.00
- **Total Amount**: Rs 76285.00

Payment Schedules

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Scheduled Date of Payment</th>
<th>Amount to be Paid</th>
<th>Status</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30 Dec 2016</td>
<td>38142.50</td>
<td>Received</td>
<td>Traukart Wallet</td>
</tr>
<tr>
<td>2</td>
<td>25 Jul 2017</td>
<td>15071.25</td>
<td>Pending</td>
<td>- -</td>
</tr>
<tr>
<td>3</td>
<td>09 Aug 2017</td>
<td>15071.25</td>
<td>Pending</td>
<td>- -</td>
</tr>
</tbody>
</table>

Inclusions
- Return airfare in economy class with taxes.
- Internal travel by Speed Train.
- 03 Nights accommodation in Moscow.
- 03 Nights accommodation in St. Petersburg.
- Daily Breakfast at hotel.
- Return Airport and railway transfers.
- Sightseeing with English Speaking Guide.
- Moscow City Tour.
- St. Petersburg City Tour.
- Peter and Paul Fortress.
- Kazan Cathedral.
- Registration in hostels.
- Bottle of Champagne on arrival.
- Russian Visa fees.
- 1 bottle of drinking water per day per person.

Exclusions
- Any meals other than specified in inclusions.
- Any internal travel not covered by package.
- All personal expenses such as tips, portage, telephone calls, room service, etc.
- Any surcharge will be applicable on particular events, festival, exhibition & fairs.
- Any security deposit asked by the hotel during check in.
- Travel Insurance.
- **GST**: 5.5% extra.

Cancellation Fee

Cancellation made 30 days or more before departure date - 25% of package price will be forfeited
Cancellation made 10 to 30 Days prior to departure - 50% of package price will be forfeited
Cancellation made Within 19 Days before departure - 100% of package price will be forfeited
In case of no-show - 100% Note: Please read the terms and conditions before booking.
Confirmation mail after making the reservation.

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**Classic Russia - Fly & Stay**

- **Reservation No:** TRK20161230-703
- **Reservation Date:** Fri 30 Dec 2016
- **Departure:** Thu 24 Aug 2017

**Guest Information**

<table>
<thead>
<tr>
<th>Booker Name</th>
<th>Booker Phone</th>
<th>Booker Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ramil Cree</td>
<td>0037735538</td>
<td><a href="mailto:gabbtravkart@gmail.com">gabbtravkart@gmail.com</a></td>
</tr>
</tbody>
</table>

**Guest Details**

<table>
<thead>
<tr>
<th>SLNo</th>
<th>Name</th>
<th>Date Of Birth</th>
<th>Adult/Child</th>
<th>Passport No</th>
<th>Passport Exp.</th>
<th>Country of Issuance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mr. SHARON TEST BOOKING (Lead Guest)</td>
<td>1992-04-10</td>
<td>Adult</td>
<td>123456789</td>
<td>2017-04-10</td>
<td>India Kerala Kochi</td>
</tr>
</tbody>
</table>

**Package Details**

- **Package Name:** Classic Russia - Fly & Stay (TRKCSR-A)
- **Accommodation Type:** Standard Accommodation - 1
- **Price:** Rs.94000.00

**BOOKING SUMMARY**

<table>
<thead>
<tr>
<th>Package Total</th>
<th>Rs.1000.00 Discount Via TravCash + Rs.20000.00 Discount Via E-Coupon Code (RUSFLASH) Rs.94000.00 Rs.73000.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax</td>
<td>3265.00</td>
</tr>
<tr>
<td>Total Amount</td>
<td>Rs.76285.00</td>
</tr>
</tbody>
</table>

**PAYMENT SCHEDULES**

<table>
<thead>
<tr>
<th>SLNo</th>
<th>Scheduled Date of Payment</th>
<th>Amount to be Paid</th>
<th>Status</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fri 30 Dec 2016</td>
<td>38142.60</td>
<td>Received</td>
<td>Travkart Wallet</td>
</tr>
<tr>
<td>2</td>
<td>Tue 25 Jul 2017</td>
<td>19071.26</td>
<td>Pending</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td>Wed 09 Aug 2017</td>
<td>19071.26</td>
<td>Pending</td>
<td>-</td>
</tr>
</tbody>
</table>
TravCash Debited mail

You will receive this mail only if you have used Travcash discount while booking.

TravCash has been debited to your account

Dear Remil Crs,

We have debited **INR 1000** TravCash to your account.

Your net balance as on 2018-12-30 12:20:02 is **INR 1000.00** TravCash in your wallet.

[Check your Wallet Balance]

Keep Travelling

Team Travkart

(I) View your reservations

User can view all the bookings from my profile page ➔ My Bookings.
See Confirmed/Cancelled Bookings by clicking on the count in my profile page.

**UPDATE YOUR BOOKING PAYMENT**

Click on Update payment button → Select payment method → Proceed to payment
Schedule payment Received Email

Scheduled Payment Details

Booking ID 703
Package Name Classic Russia - Fly & Stay
Departure Date Thu 24 Aug 2017
Lead Guest Name SHARON

Please find the Scheduled Payment Details below.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Scheduled Date of Payment</th>
<th>Amount to be Paid</th>
<th>Payment Type</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30 Dec 2016</td>
<td>19071.25</td>
<td>Travkart Wallet</td>
<td>Paid through Travkart Wallet</td>
<td>Paid to Travkart</td>
</tr>
<tr>
<td>2</td>
<td>30 Dec 2016</td>
<td>19071.25</td>
<td>Travkart Wallet</td>
<td>Paid through Travkart Wallet</td>
<td>Paid to Travkart</td>
</tr>
<tr>
<td>3</td>
<td>30 Dec 2016</td>
<td>38142.50</td>
<td>Wallet</td>
<td>Paid through Wallet</td>
<td>Paid to Travkart</td>
</tr>
</tbody>
</table>

Important Note: If payment is not made within the deadline period the booking shall be auto released without any intimation and same shall not be reinstated.

CANCEL A BOOKING:

Request for Cancellation button → Accept Terms and Conditions → Request for Cancellation.
We have received your Request for Cancellation of below booking. Our team would get back to you asap.

**Classic Russia - Fly & Stay**

<table>
<thead>
<tr>
<th>Reservation No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRK20161230-703</td>
</tr>
<tr>
<td>Status:</td>
</tr>
<tr>
<td>Req for Cancellation</td>
</tr>
</tbody>
</table>

**Reservation Date:** Fri 30 Dec 2016  
**Departure:** Thu 24 Aug 2017

**Guest Information**

<table>
<thead>
<tr>
<th>Bookor Name</th>
<th>Bookor Phone</th>
<th>Booker Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reeti Cres</td>
<td>90377303533</td>
<td><a href="mailto:sabbirtravkart@email.com">sabbirtravkart@email.com</a></td>
</tr>
</tbody>
</table>

**Guest Details**

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Name</th>
<th>Date Of Birth</th>
<th>Adult/Child</th>
<th>Passport No.</th>
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<th>Country of Issuance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mr SHARON TEST BOOKING (Lead Guest)</td>
<td>1992-04-10</td>
<td>Adult</td>
<td>1234567890</td>
<td>2017-04-10</td>
<td>India, Kerala, Kochi</td>
</tr>
</tbody>
</table>

**Package Details**

<table>
<thead>
<tr>
<th>Package Name</th>
<th>Accommodation Type</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
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<td>Standard Accommodation - 1</td>
<td>94000.00</td>
</tr>
</tbody>
</table>

**BOOKING SUMMARY**

<table>
<thead>
<tr>
<th>Package Total</th>
<th>Tax</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rs. 1000.00</td>
<td>+ Rs 2000.00 Discount Via TravCash</td>
<td>Rs.76285.00</td>
</tr>
<tr>
<td>+ Rs 3000.00</td>
<td>E-Coupon Code (RUSFLASH)</td>
<td></td>
</tr>
<tr>
<td>Rs. 64000.00</td>
<td>Rs. 64000.00</td>
<td></td>
</tr>
<tr>
<td>Rs. 3285.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PAYMENT SCHEDULES**
Cancelled Booking Email: You will get an email like this if your requested booking is cancelled, and the refunded amount will be credited to your wallet instantly.

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**Cancelled Booking:**

**Classic Russia - Fly & Stay**

Reservation Date: Fri 30 Dec 2016  
Departure: Thu 24 Aug 2017

---

**Guest Information**

<table>
<thead>
<tr>
<th>Booker Name</th>
<th>Booker Phone</th>
<th>Booker Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Romil Go</td>
<td>903773358</td>
<td><a href="mailto:gabbyhravkarti@gmail.com">gabbyhravkarti@gmail.com</a></td>
</tr>
</tbody>
</table>

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**Guest Details**

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Name</th>
<th>Date Of Birth</th>
<th>Adult/Child</th>
<th>Passport No.</th>
<th>Passport Exp.</th>
<th>Country of Issuance</th>
</tr>
</thead>
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<tr>
<td>1</td>
<td>Mr. SHARON TEST BOOKING (Lead Guest)</td>
<td>1992-04-10</td>
<td>Adult</td>
<td>123456780</td>
<td>2017-04-10</td>
<td>India Kerala Kochi</td>
</tr>
</tbody>
</table>

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**Package Details**

<table>
<thead>
<tr>
<th>Package Name</th>
<th>Accommodation Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Standard Accommodation - 1</td>
<td>04000.00</td>
</tr>
</tbody>
</table>

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**BOOKING SUMMARY**

Package Total: Rs 76285.00  
Tax: Rs 3285.00

---

**PAYMENT SCHEDULES**

<table>
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<th>Sl.No</th>
<th>Scheduled Date of Payment</th>
<th>Amount to be Paid</th>
<th>Status</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fri 30 Dec 2016</td>
<td>10071.25</td>
<td>Received</td>
<td>Travkart Wallet</td>
</tr>
<tr>
<td>2</td>
<td>Fri 30 Dec 2016</td>
<td>10071.25</td>
<td>Received</td>
<td>Travkart Wallet</td>
</tr>
<tr>
<td>3</td>
<td>Fri 30 Dec 2016</td>
<td>38142.50</td>
<td>Received</td>
<td>Travkart Wallet</td>
</tr>
</tbody>
</table>

---

**CANCELLATION SCHEDULES**

<table>
<thead>
<tr>
<th>Status</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Amount Paid</td>
<td>76285.00</td>
</tr>
<tr>
<td>Enter Cancellation Charge</td>
<td>76285.00</td>
</tr>
<tr>
<td>Refund Amount to Wallet</td>
<td>6000.00</td>
</tr>
</tbody>
</table>
REFER AND EARN

Refer and earn link could not be visible to user unless logged in to the system.

Clicking on that link will navigate the user to refer and earn page. Enter email id of your friend in the text box provided and click on Send button to refer.

You will see the following message on doing so.
**Emails received by the users**

Confirmation mail to the referrer.

Referred by: Sharoncrstester1992@gmail.com
Referred to: Gabbytravkart@gmail.com

Email Recipient: Sharoncrstester1992@gmail.com

---

**Reference Email**

Email Recipient: Gabbytravkart@gmail.com (Referred to)

---

Follow us

View Our Web Page

travkart.com
A unit of Holidays by Sahibji Pvt Ltd
When your friend signs up with your reference.

**Email Recipient:** Sharoncrstester1992@gmail.com (Referrer)

---

**TravCash has been credited to your account**

Dear SHARON TEST,

Congratulations!! Your friend Remil Cr has become our member by your reference, as a reward we have credited **INR 1000.00** TravCash to your account.

Your wallet balance as on 2018-12-29 19:38:42 **INR 2000.00**

[Check your Wallet Balance]

Keep Travelling

Team Travkart

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When your friend pays the complete booking amount.

**Email Recipient:** Sharoncrstester1992@gmail.com (Referrer)

---

**Thank you for showing your love :)**

Dear Mr SHARON TEST,

One of your friend (email: gabbytravkart@gmail.com) has joined travkart with your referral code and booked a ticket on travkart app.

We appreciate your efforts to increase travkart family. As a token of love, we have credited **INR 1000.00** in your TravCash account.

Keep Travelling

Team Travkart
**Cash Back Email** If your booked package has a cash back offer, that amount will be credited to your wallet when you pays the amount completely.

**Email Recipient:** Gabbytravkart@gmail.com

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**WAYS TO EARN TRAVCASH**

- By booking products of Travkart.com such as Domestic & International Holidays / Add-ons & Activities.
- By participating in promotional / flash sale offers available on Travkart.com.
- By referring, encouraging others to sign up on Travkart.com.

**LOGOUT FROM THE SYSTEM**

User can be logout from any of the below links.
<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Sharon V Shril</td>
<td>Address:</td>
</tr>
<tr>
<td>Email: <a href="mailto:sharonvshril@gmail.com">sharonvshril@gmail.com</a></td>
<td>Pilibhit, Karauli</td>
</tr>
<tr>
<td>Contact Number: 9037733330</td>
<td>Village:</td>
</tr>
<tr>
<td>Alternate Number: 1234567890</td>
<td>Block:</td>
</tr>
<tr>
<td>City: Karauli</td>
<td>Pilibhit:</td>
</tr>
<tr>
<td>State: Uttar Pradesh</td>
<td>Road:</td>
</tr>
<tr>
<td>Country: India</td>
<td></td>
</tr>
</tbody>
</table>