

AMMENDMENTS OF THE TRIP TOSTERS SUPPLIER MODULE

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Table of Contents

List of Figures	2
1. Dashboard	4
2. Booking Management.....	4
3. Product Management	6
3.1 Create Product	7
3.1.1 Basic Info	7
3.1.1.1. Categorization.....	8
3.1.1.2. Themes	8
3.1.1.3. Photos.....	9
3.1.2. Product Content.....	10
3.1.2.1. Meeting Point	10
3.1.2.2. Tour Details.....	10
3.1.2.3. Language offered and guide details.....	12
3.1.2.4. Inclusions and Exclusions.....	12
3.1.2.5. Information for Customers/ Information Travellers need from your	12
3.1.2.6. COVID-19 Information	13
3.1.3. Schedules & Pricing	14
3.1.3.1. Option Setup.....	14
3.1.4. Booking & Tickets	15
4. Ratings and Reviews.....	16
5. Supplier Account	17
6. Manage Users.....	18

List of Figures

Figure 1 Current Dashboard Layout	4
Figura 2 Current Booking Management Format	4
Figura 6 Viator Booking Management Filtering Options	5
Figura 3 Drop down of all products filter as seen in Fig. 03.....	5
Figura 4 Drop down on Booking Status Filter as seen in Fig. 03	5
Figura 5 Drop down of Booking Status Filter as seen in Fig. 03	5
Figura 7 An individual booking displayed on Booking Management.....	5
Figura 8 Additional Information of an individual booking	5
Figura 9 Customer Care Support.....	5
Figura 10 GYG Product List	6
Figura 11 Product name, system code, product status, supplier code	6
Figura 12 Viator Product Action- Manage.....	6
Figura 13 TripToster Product Creation - Stage 01	7
Figura 14 Viator Basic Information.....	7
Figura 15 Preferred Languages	7
Figura 16 Product Categorization as Viator	8
Figura 17 Viator Theme Options	8
Figura 18 Photo Upload Section as Viator	9
Figura 19 Photo Copyright Consent as GYG	9

Figura 20 Viator Meeting Point Section	10
Figura 21 Viator tour duration	10
Figura 22 GYG Short Description.....	11
Figura 23 GYG Tour Highlights.....	11
Figura 24 Viator Tour itinerary, tour location.....	11
Figura 25 Viator Tour Language	12
Figura 26 Viator Additional Information	13
Figura 27 GYG Additional Information	13
Figura 28 COVID Info	13
Figura 29 Booking & Tickets Section	15
Figura 30 GYG Review and Rating Section	16
Figura 31 Company Profile of GYG	17

1. Dashboard

The dashboard could include the upcoming tours, next pay-out amount and date, review summary, and even the overall cancellation rates rather than the Figure 01 as displayed.

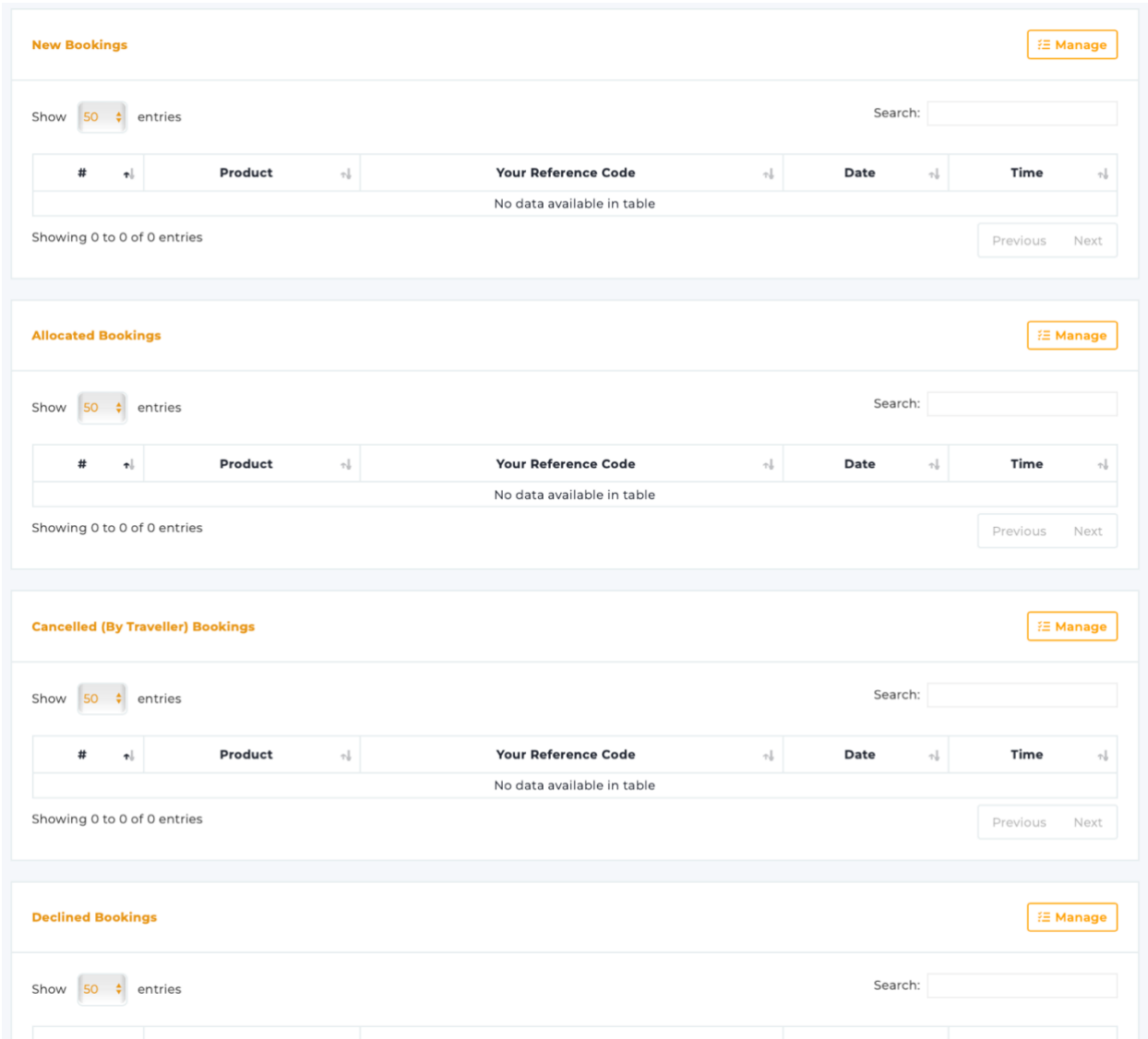


Figure 1 Current Dashboard Layout

2. Booking Management

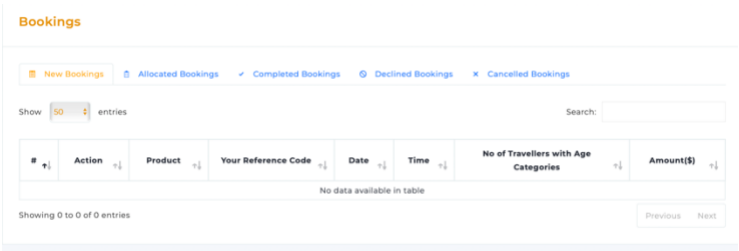


Figura 2 Current Booking Management Format

The bookings on TripToster are not filtered accurately, as it must provide the feature to filtering the booking according to individual products as well. Further, the five sections of filtering the bookings can be shown as below Figure 03. The Figures 04, 05 and 06 are the options provided to further filter the current bookings. It is easy for suppliers to work with.

Figura 6 Viator Booking Management Filtering Options

Figura 3 Drop down of all products filter as seen in Fig. 03

Figura 4 Drop down on Booking Status Filter as seen in Fig. 03

Figura 5 Drop down of Booking Status Filter as seen in Fig. 03

The figure 07 and 08 shows how the booking information are displayed for suppliers to view. In a booking the suppliers must have the chance to amend, cancel or provide information, this can be done manually by suppliers itself via customer email or contact number the customers will provide at the time of booking or through contacting customer care. Please refer to the Figure 09.

Figura 7 An individual booking displayed on Booking Management

Figura 8 Additional Information of an individual booking

Figura 9 Customer Care Support

3. Product Management

The product list structure can be as seen below in Figure 10. The must include the product name, system ref. code, product ref. code and product status (Refer the Figure 11 for reference). The action for already existing products is to “Manage” (Figure 12).

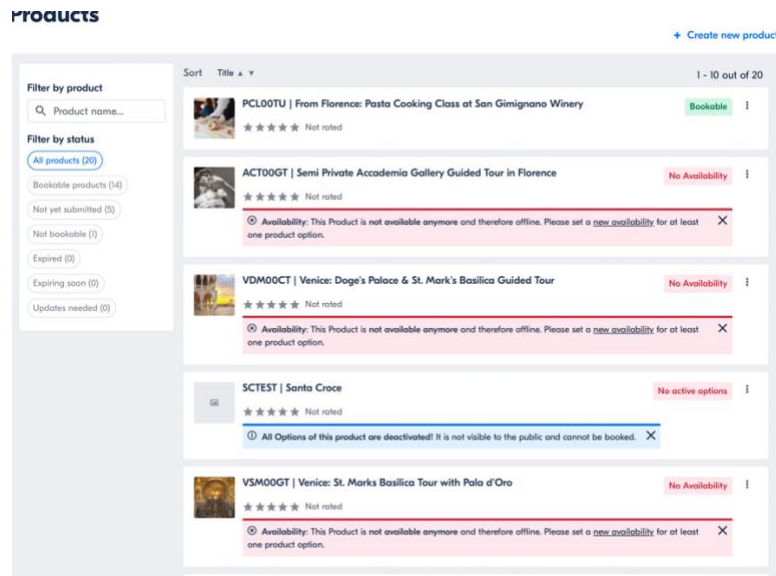


Figura 10 GYG Product List



Figura 11 Product name, system code, product status, supplier code



Figura 12 Viator Product Action- Manage

3.1 Create Product

Create Product

Initiation

* Preferred Language
- Select Language -

Old Reference Code
Old Reference Code

* Product Reference Code (System Generated)
000000047

* Product Name
Product Name

* Product Reference Code (Your Own)
Product Reference Code (Your Own)

Type of Tour

* Type of the Tour

☒ Attraction ☒ Activity ☒ Accommodation ☒ Restaurant ☒ Ticket

Save & Continue Clear

Figura 13 TripToster Product Creation - Stage 01

3.1.1 Basic Info

The preferred Languages for inputting the data are ENGLISH, DEUTSCH, ESPANOL, FRANCAIS, and ITALIANO (Figure 14). And for the rest of the basic information, it'll be Product Title and Reference Code.

Let's get started

Select the language you will use to write your product details
We recommend writing in your strongest language.

English
Deutsch
English
Español
Français
Italiano

Figura 15 Preferred Languages

Let's get started

Select the language you will use to write your product details

We recommend writing in your strongest language.

English

How would you like to translate your product details?

- ☒ Add manual translation
- ☐ Use automated translation (recommended)
- ✓ Continue entering your product details in English. You will be able to translate once everything is done.

What is your product title?

A great title will help you attract the right travelers, in all the right places.

khblfbdd

Product reference code (optional)

Assign a reference code to your product for your internal use.

Save & continue

Figura 14 Viator Basic Information

3.1.1.1. Categorization

With reference to Figure 13, the categorize section must be named as “TYPE OF PRODUCT” instead of Type of Tour as accommodation and restaurants don’t fall under the tour category. Further the system allows the supplier to also select all the five options of products created rather than only allowing one product category which is mandatory (Figure 16).

7% Complete

BASICS

- Language and title ✓
- Categorization**
- Theme
- Photos

PRODUCT CONTENT

SCHEDULES & PRICING

BOOKING & TICKETS

FINISH

What type of product are you creating?

Please choose carefully as it impacts the following sections and you won't be able to edit this later.

- ☐ **Tour**
A guided visit to one or more sites ?
- ☐ **Activity**
An instructed or interactive experience ?
- ☐ **Ticket or pass**
Independent entry and/or discounts to one or more attractions or events ?
- ☐ **Rental**
Temporary access to a vehicle or equipment for independent use ?
- ☐ **Transport**
Transferring travelers between locations, with a focus on transportation rather than sightseeing ?

Save & continue

Figura 16 Product Categorization as Viator

3.1.1.2. Themes

It is necessary to include themes as seen in Figure 17. Refer to Viator Theme options.

Choose up to 3 themes that best describe this product

Increase your visibility in traveler searches by selecting all 3 themes.

Art, Design, & Fashion

Select theme(s)

- ☒ Architecture
- ☐ Art
- ☐ Fashion
- ☐ Literature
- ☒ Photography
- ☐ Street Art

Add another theme (optional) Remove

History & Culture

Select theme(s)

- ☒ Archaeology
- ☐ Crime
- ☐ Culture
- ☐ Haunted/Ghost
- ☐ Heritage
- ☐ History
- ☐ Horror/Vampire
- ☐ Medieval
- ☐ Plantation
- ☐ Samurai

Save & continue

Figura 17 Viator Theme Options

3.1.1.3. Photos

Each product needs at least 3 photos to be updated to proceed with product creation. System should also include a consent as seen in Figure 19.

Add Photos

Include 6+ high quality, candid photos that showcase your experience. This will help you attract more travelers, and meet our Product Quality Standards .

Cover

Add caption

Add photos

Add caption

Add caption

Add caption

By uploading these photos, I verify that I am the owner or lawful licensee of the copyrights in these photographs and I accept the Viator Supplier Agreement & Tripadvisor's Terms of Use.

Save & continue

Do:

- ✓ Include 6+ photos
- ✓ Only use photos you own
- ✓ Add candid traveler photos

Don't:

- ✗ Use screenshots, watermarks, or photo collages
- ✗ Add blurry or dark photos

Examples of great photos

Figura 18 Photo Upload Section as Viator

☐ I own the copyright for these pictures. I understand I'm liable for any copyright infringement.

Figura 19 Photo Copyright Consent as GYG

3.1.2. Product Content

Product content section includes meeting point, Tour details, itinerary, language offered, inclusions, exclusions, and other information.

3.1.2.1. Meeting Point

The meeting point includes 3 options provided for suppliers. Refer to more details in the Product Content section of Viator. Please note only one option can be selected for each product and either one of meeting point or pickup points must be selected to proceed.

Tell us how and where you meet your travelers

Did you know?
Travelers want to book products with accurate pickup locations so they can plan their day. Adding specific meeting and pickup points will help them find your product.

How do you meet your travelers?

☒ Choose one

- ☐ We pick up all travelers
- ☐ We can pick up travelers or meet them at a meeting point
- ☐ No, we meet all travelers at a meeting point

Figura 20 Viator Meeting Point Section

3.1.2.2. Tour Details

Primarily it must include total duration of the tour as seen in Figure 21.

Tell us about your tour
Be sure to enter all key attractions in your itinerary. This helps travelers find and book your experience.

What is the total duration of your tour from start to end, including pickup and drop-off (if applicable)?

☐ Flexible

0 hours 0 minutes

Duration is required

What attractions will travelers see?
Enter all landmarks or points of interest in your itinerary.

+ Add an attraction

Save & continue

Figura 21 Viator tour duration

The tour details section must also include the descriptions section as seen in the Figure 22 (snapped from GYG platform) and Activity highlights as seen in Figure 23.

Descriptions

Short description

[Learn more](#)

This is the customer's first introduction to your activity. Aim to give customer a taste of what they'll do in 2 or 3 sentences so they'll want to learn more.

• Tip: Use action words such as "Explore...", "Experience...", or "Enjoy..." to get customers excited about what they'll do

200 characters left

Figura 22 GYG Short Description

Activity highlights

[Learn more](#)

Write 3-5 short phrases about what makes your activity special. Avoid repeating the itinerary. Ask yourself: what makes this activity stand out from others?

• Tip: Start each highlight with an action word, such as "Discover...", "Admire...", or "Learn..." to let customers mentally visualize the experience

Good highlight examples

- ✓ Savor the bright flavors of Vietnamese food with an immersive cooking class
- ✓ Be transported back to Ancient Rome as you stroll through the Colosseum
- ✓ Discover 35,000 works of art up close and at your own pace

Examples to avoid

- ✗ Vatican Museums, Sistine Chapel, St. Peter's Basilica
- ✗ Amazing views!
- ✗ Entrance tickets, local guide, and lunch

Figura 23 GYG Tour Highlights

Adding one or more attractions will include the location of attraction, tour itinerary, duration spent at the attraction, and whether admissions to the attractions are included.

×

Add an attraction

A detailed itinerary helps travelers know what to expect.
[Learn more](#)

Select an attraction

Q

Describe what travelers will see and do here if they book your experience

Enter a description about this attraction only. For example, "Our accredited guide will meet you at the ticket booth and will accompany you up the tower, [view full itinerary on our website](#)." [View our help center](#)

How much time do travelers typically spend here?

☐ Pass by without stopping

minute

Is admission to this place included in the price of your tour?

☐ Yes

☐ No

☐ N/A (Admission is free)

Cancel

Done

Figura 24 Viator Tour itinerary, tour location

3.1.2.3. *Language offered and guide details.*

The below section does not include the tour language offered for customers as seen in Figure 25. It must include the type of language and the options to verify the guides qualification.

Tell us about the guides provided

Do you offer in-person, audio or written guides?

☒ Yes
☐ No

What type of guide is included? ⓘ

Languages	In-person	Audio	Written
English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
German	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Italian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bengali	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="Add another language"/>			

Are your guides licensed/certified?

☒ Yes
☐ No

Do your guides also serve as drivers?

☐ Yes
☒ No

Save & continue

Figura 25 Viator Tour Language

3.1.2.4. *Inclusions and Exclusions*

Refer the Inclusion and Exclusion of Viator for the following section.

3.1.2.5. *Information for Customers/ Information Travellers need from your*

The following information must be added in the information section.

Will the customer skip the existing line to get in? If so, which line?

- ☐ No
- ☐ Yes

Is the activity wheelchair accessible?

- ☐ No
- ☐ Yes

Health restrictions
Check all that apply

- ☐ Not recommended for travelers with back problems
- ☐ Not recommended for pregnant travelers
- ☐ Not recommended for travelers with heart problems or other serious medical conditions
- + Add another

Select the physical difficulty level

- ☐ Easy
Most travelers can participate
- ☐ Moderate
Travelers should have a moderate physical fitness level
- ☐ Challenging
Travelers should have a strong physical fitness level

Your phone number
This is the number travelers will call if they need to reach you on the day of the travel.

Information before booking (optional)
Add any remaining information that customers must know before they book. This information appears on the activity details page.
• Tip: Avoid repeating structured information from above

Examples

- ✓ All visitors must pass through airport-style security.
- ✓ This tour will take place rain or shine.
- ✓ You will climb 200 steps to reach the top of the Duomo. There is no elevator.

Examples

- ✗ This tour is non-refundable.
- ✗ Please note that lunch is not included.
- ✗ Bring your passport.

1000 characters left

[Edit](#)

Figura 26 Viator Additional Information

Figura 27 GYG Additional Information

The Figures 26 and 27 depicts the layout for additional information for customer's section.

3.1.2.6. COVID-19 Information

Refer the GYG COVID-19 information for the following section as seen in Figure 28.

Covid-19 info

Does your activity have any special health or safety controls in place?

- ☐ No, no controls are in place.
- ☒ Yes

Any requirements you select will appear to customers when they visit your activity page. Select all that apply.

- ☐ You must bring your own headphones
- ☐ All required protective equipment is provided
- ☐ All areas that customers touch are frequently cleaned
- ☐ You must keep social distance while in vehicles
- ☐ The number of visitors is limited to reduce crowds
- ☐ You are required to bring and wear a mask
- ☐ You must fill out a travel information form
- ☐ You will receive a mandatory temperature check
- ☐ You must present a negative rapid test taken on the same day of the activity
- ☐ You must present either proof of full vaccination, proof of a Covid-19 infection in the past 3 months, or a negative test taken no more than 24 hours before the activity starts

Save and continue

Figura 28 COVID Info

3.1.3. Schedules & Pricing

3.1.3.1. *Option Setup*

When creating a pricing schedule and adding availability refer to Viator Scheduling and pricing section. The below are few snaps of pricing and availability schedules.

Create pricing schedules

What currency do you use to set your product prices?
Remember that travelers will always see prices in their local currency.

GBP

ⓘ

Currency change is unavailable for Bókun suppliers at this time

What is a pricing schedule?
Pricing schedules allow you to vary your prices according to a schedule. For example, you can have different weekday and weekend prices.

Add pricing schedule

Step 1 of 3

Add attributes that apply to this option

Name this option ?

Enter a name

Product option details

These are included in the booking price of this option.

☐ Accommodations

☐ Additional Tour/Activity

☐ Class of service

☐ Duration

☐ Meal and/or drinks

☐ Route of tour

☐ Vehicle type

☐ Other

Cancel

Next

Further this section must include the inputting of guides details, that suppliers are currently working with and are being allocated to the certain tour. However, this field can be optional and should not be mandatory and the suppliers will have the ability to change the guide at any point.

The reason for the following field is to allow the customers (with a booking to a certain product) to identify who the guide will be for their booked tour.

3.1.4. Booking & Tickets

Refer to the Viator booking and tickets section when creating a product as seen as the image below.

The screenshot shows the Viator product creation interface. On the left is a sidebar with a progress bar at 94% Complete. The sidebar menu includes: BASICS, PRODUCT CONTENT, SCHEDULES & PRICING, BOOKING & TICKETS (highlighted with an orange border), and FINISH. Under BOOKING & TICKETS, the sub-items are: Booking process (checked), Cancellation policy (checked), Traveler required information (checked), Ticket builder (checked), Ticket redemption, and Preview. The main content area is titled "Now let's customize your booking process". It contains three sections: 1. "How would you like to set your cut-off time?" with a dropdown menu set to "Relative to start time" and a "Learn more" link. 2. "What is your booking cut-off time in hours?" with a text input field containing the number "4" and a help icon. 3. "How will you confirm your booking?" with a dropdown menu set to "Instant confirmation (Recommended)" and a "Learn more" link. Below this is a checked checkbox for "Send us a notification email for each booking". At the bottom is a "Save & continue" button.

Figura 29 Booking & Tickets Section

4. Ratings and Reviews

This section must allow the suppliers to filter the reviews as seen in the figure below. It is depicted from GYG.

Reviews

Find out what customers like about your product and what you can improve.

• How do I show the reviews for one specific product?

Filter by product

Filter by option

Filter by travel date

Filter by review date

Rating

☐ 5 stars

☐ 4 stars

☐ 3 stars

☐ 2 stars

☐ 1 star

Traveler type

☐ Couple

☐ Family with older kids

☐ Family with young kids

☐ Friends

☐ Solo

OVERVIEW

3.5/5
average rating

79%
5-star reviews

14
reviews written

Sort Most recent first ▾

1 - 10 out of 14

★★★★★

Sunday, July 16, 2023 by Fátima (Brazil) | WLT00GT | Small Group Guided Walking Tour in Florence

▾

★★★★★

Très satisfaite, informations complètes, guide attentive. Belle promenade commentée instruc...
Wednesday, July 12, 2023 by Soledad (Belgium) | WLT00GT | Small Group Guided Walking Tour in Florence

▾

★★★★★

Pam was an excellent guide. Full of knowledge and passionate about the city's history. Very...
Monday, July 10, 2023 by Abby (United Kingdom) | WLT00GT | Small Group Guided Walking Tour in Florence

▾

★★★★★

Francesca was knowledgeable and passionate about the history of Florence. We loved the t...
Saturday, July 8, 2023 by Madeleine (Australia) | WLT00GT | Small Group Guided Walking Tour in Florence

▾

★★★★★

Wednesday, July 5, 2023 by Tatjana (Croatia) | UFF00GT | Semi Private Uffizi Gallery Guided Tour in Florence

▾

★★★★★

The tour guide was sooo nicee, the tour was like a history of rome and the families of powe...
Wednesday, July 5, 2023 by Assem (Egypt) | WLT00GT | Small Group Guided Walking Tour in Florence

▾

★★★★★

Tuesday, July 4, 2023 by Joni (United States) | UFF00GT | Semi Private Uffizi Gallery Guided Tour in Florence

▾

★★★★★

Great! Guide was very knowledgeable!
Friday, June 30, 2023 by Stephanie (United States) | UFF00GT | Semi Private Uffizi Gallery Guided Tour in Florence

▾

★★★★★

Saturday, June 24, 2023 by GetYourGuide traveler (United States) | WLT00GT | Small Group Guided Walking Tour in Florence

▾

★★★★★

Friday, June 23, 2023 by GetYourGuide traveler (United States) | UFF00GT | Semi Private Uffizi Gallery Guided Tour in Florence

▾

« Previous

1

2

Next »

Figura 30 GYG Review and Rating Section

5. Supplier Account

The following section consist of Company profile as seen in the Figure 31. The supplier must be able to edit their company description, company logo, upload insurance policies, company registrations and legal requirement details.

Refer the GYG platform- Account section for more information about it.


Company profile

Company details

Legal requirements

Company Information

Edit

Supply partner ID	272615
Company contact	StarEurope Tours Station Approach Road, 9 Surrey, Coulsdon, CR5 2BT United Kingdom Phone: +447566872611
Legal status ⓘ	Registered company
Legal company name ⓘ	Star Europe Tours in UK (pvt) Ltd
Managing director	Hirune Upeksha Rajaguru
Company registration number ⓘ	11880642
Professional license number ⓘ (if applicable)	11880642
Company description	<p>We are Star Europe Tours, tour operator and travel agency in U.K. since 2018.</p> <p>The love and passion that we show in organizing unique experiences for our customers are our fuel and we are always ready to learn from those who choose us. We offer a wide range of tours in England, France and Italy and trips throughout Europe.</p> <p>Our guides, the heart of our tours, are 5 starred expertise & passionate local guides who know the cities like no other. We guarantee that our specialised guides who will make your stay unique and unforgettable.</p>
Company logo	<div> View image</div> <div>Upload new Max file size: 4MB</div>

Documents

Your documents will only be used internally and will not be displayed on the website.



Insurance policy	<div> Insurance policy StarEurope Tours.pdf May 04, 2023</div> <div>Max file size: 6MB</div>
Company registration	<div> Company registration StarEurope Tou... .pdf May 04, 2023</div> <div>Max file size: 6MB</div>

Figura 31 Company Profile of GYG

6. Manage Users

This section allows suppliers to provide different level of login access and accounts.

Manage Users

Manage users by controlling who has access to what products and tabs within the Viator Management Center.					
Add User					
Name/Department	Title/Details	Email	Phone	Role	Action
Saliya Jayasinghe Dhammika	Director	info@stareuropetours.com	+447566872611	Primary Contact	Edit
Bokun		bokun@viator.com	+61299999999	Operations	Edit Delete
Product Quality Team	Hirune	hiruni.upeksha01@gmail.com	+447898363302	Enquiry, Reservation, Refunds & Complaints, Emergency, User Admin, Cancellation, Operations, Executive Management, Fraud, Chargeback	Edit Delete

manage users

CONTACT DETAILS

[Name](#) [Department](#)

First Name (Optional)

Last Name

Title / Details (Optional)

Title, location or relevant information for the user

Email

Unique email address for the user

Email Confirmation

Confirm the email address for the user

Phone

Choose

Fax (Optional)

NEWSLETTERS

Select the newsletters that this user wishes to receive

☐ Strategic Communications [?](#)

☐ Operational Communications [?](#)

PERMISSIONS

Select the tabs that this user can access.

☐ Manage Product Bookings

☐ View Booking Reports

☐ Products

☐ Manage Product Availability

☐ Manage Users

☐ Account details

☐ Manage Product Reviews

☐ Finance

☐ Product Connection

Default Landing Page. (Optional)

Select the default page to be displayed after login

ROLES

Select the roles that this user will perform.

☐ Primary Contact

☐ Refunds & Complaints

☐ Cancellation

☐ XML Email Robot

☐ Enquiry

☐ Emergency

☐ Operations

☐ Fraud

☐ Reservation

☐ User Admin

☐ Executive Management

☐ Chargeback