

USER MANUAL

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What Is NeXt?

NeXt is an end to end online booking management solution that is easy to use and allows you to make bookings from anywhere with an internet solution.

Since 1999, Travelstart has provided the simplest way to book domestic and international flights online.

Our mission is to make travel easier for customers when it comes to searching, comparing prices and booking.

If you're travelling for business, leisure or as a group; we take the hassle out of getting there. Powered by Travelstart, neXt was launched in 2014 and with a global footprint throughout the travel industry. We have been at the forefront by continuously striving to ensure we exceed our clients' expectations.

NeXt solution:

NeXt provides cutting edge technology with this e-booking platform, enabling the user to book flights at net fares.

It takes the hassle out of having your own business by providing reporting tools and invoicing capabilities, etc.

Through neXt, you are able to submit flight requirements of travelers, rank the search results and make the selection from virtually every available flight world-wide.

PART 1: GETTING STARTED

Welcome to neXt. You are now registered as a neXt agent. Once you have signed up online you will need to access your profile.

Step 1: Set Your Password

You would have received an email to set your password after signing up online. After clicking on the link to set your password please ensure your password contains at least 1 capitalized letter 1 digit and 1 symbol.

Step 2: Logging in

You can login to neXt by clicking on the following link and entering your username and password. Your user name will always be the email address used to sign up with.

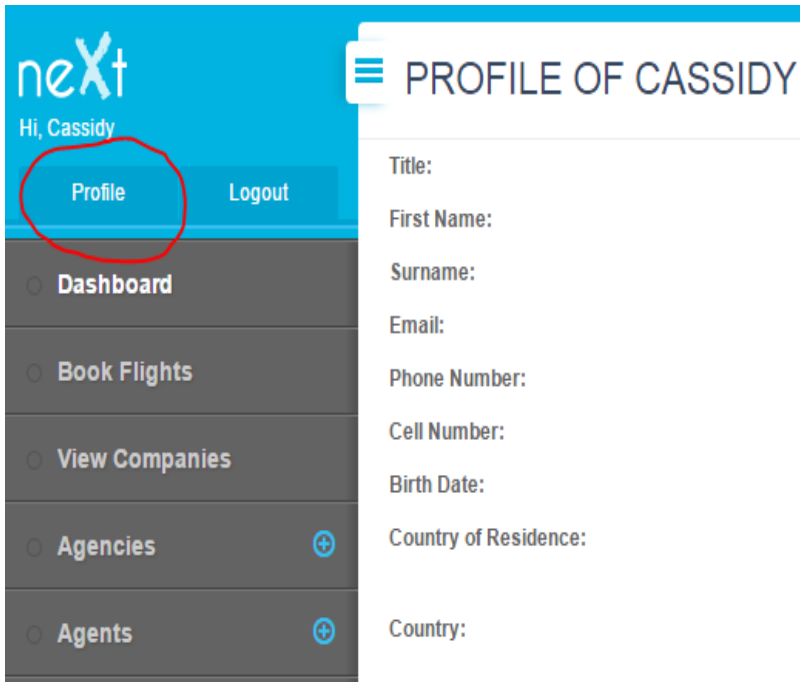
<https://nextgen.travel/next/home>

Forgot your password?

This can be solved in one easy step. On the login page select “forgot password”.

Once you have filled in all the required details an email will be sent to you where you can easily reset your password and be on your way again.

Step 3: Setting Up Your Profile

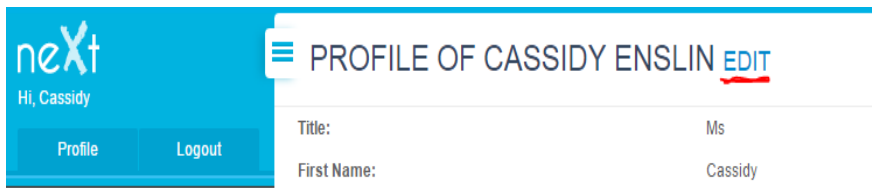


After logging on to the neXt platform you need to set up your agency profile.

You can change your profile settings by clicking on the “profile” button at the top left of the page.

You then need to click on the profile button in order to bring up the overview of your agent profile.

In order to adjust your agency settings you will need to click on the edit tabs.



You will now be able to make various changes and edits depending on your agency specifications.

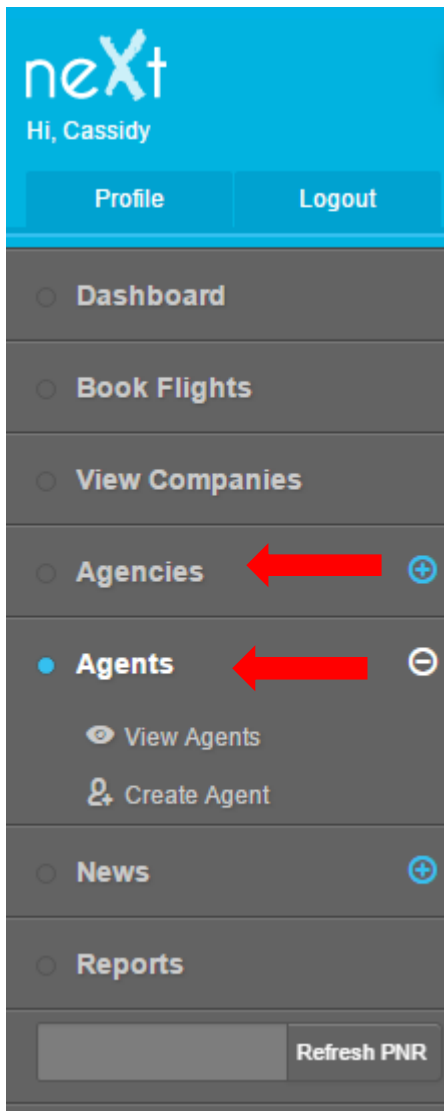
Step 4: Adding Sub Agents

As your agency grows you are able to add ‘sub agents’ to your agency profile.

You are able to set different permissions to each of the sub agents you add to your agency’s profile.

Sub Agents can have their own markups, lodge cards and forms of payment which can all be assigned by the Agency Administrator.

As the agency administrator you are able view, edit and deactivate existing agents as you please.



On the left hand control bar under the “Agents” tab you have two options. You can either “view” agents or “edit” agents within your agency.

View Agents enables you to:

- View and edit existing Agent’s profiles.
- Deactivate Agent’s profiles.
- Change and set agents permissions as required.

Create Agent enables you to:

- Create a new Agent and assign them to your agency.
- Set agent permissions according to your agency.

How to create an agent?

- Assign the agent to your agency.
- Set the Agents role within the Agency.
- Insert the Agents email address and personal details.

These are the basic requirements when adding an Agent to your Agency .Once this is completed and saved you can then edit the Agent profile to your specific preferences.

nextt
Hi, Cassidy

Profile Logout

Dashboard
Book Flights
View Companies
Agencies
Agents
News
Reports

Refresh PNR

CREATE NEW USER

Save Changes Cancel

Profile Details

Agency: Please Select Role: Administrator E-mail: * Reset Password

Agent Details

Title: Mr Name: * Surname: * Landline Number: * Cell Number: * Corporate Codes: Birth Date

Default Markup

Step 5: Adjusting Agent's profile

Markups: This is the amount added to the cost price of goods to cover overheads and profit.

Default Markup: By adding the total under the default markup the markup will automatically pull through to the fares quoted on the search results page.

Apply Auto Markup: This needs to be selected for the agent's markup to pull through automatically.

Apply Percentage Markup: You can add the markup as an amount or as a percentage. NOTE: When adding markup as a percentage it is calculated from the base fare and not the total fare amount.

Can Set On Fly Markup: Selecting this allows the agent to change the mark up.

You have two options when selecting markups: `

- 1.) You can either chose to manually set your own markups and pay Travelstart the fare and product amount OR
- 2.) Alternatively Travelstart can process the mark up for you which is then paid out at the end of every month once you receive your statement from Travelstart.

Default Markup

☐ Apply Auto Markup
☐ Apply Percentage Markup
☐ Can set On-Fly Markup
☐ Can Refresh PNR

Dom. Return Adult:	Dom. Return Child:	Dom. Return Infant:	Dom. One-Way Adult:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Dom. One-Way Child:	Dom. One-Way Infant:	Int. return Adult:	Int. return Child:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Int. return Infant:	Int. One-Way Adult:	Int. One-Way Child:	Int. One-Way Infant:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Open-Jaw Dom. Adult:	Open-Jaw Dom. Child:	Open-Jaw Dom. Infant:	Open-Jaw Int. Adult:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Open-Jaw Int. Child:	Open-Jaw Int. Infant:	Multi-City Dom. Adult:	Multi-City Dom. Child:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Multi-City Dom. Infant:	Multi-City Int. Adult:	Multi-City Int. Child:	Multi-City Int. Infant:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

How to set markups?

After adding your Agent to your Agency and filling in their necessary details you will be able to add Markups directly beneath the personal detail fields.

You can select your preferred markup methods from here and save the changes you have made.

Step 6: Set Permissions

Apply Auto Markup: This will apply the agency markups automatically when performing a search.

Can set on fly Auto Markup: This allows the agent amend markup during the search.

Can refresh PNR: For GDS agents who wish to manually create bookings.

Agency Lodge card: This allows the agent to make bookings on the preloaded agency lodge card.

Step 7: Your Dashboard

Your Dashboard is an interactive interface which allows you to track your bookings, sales, commissions and account balance. You are able to view the overall Dashboard for the whole agency or for a specific single agent

You are able to change the Dashboard date, allowing you to view previous days or months on the Dashboard results page. To view past and current bookings you enter details into the Search field such as the passenger's name, email address, booking number or the PNR code.

Step 8: Queue Summary

To view bookings in a specific Queue you simply need to click on the "Queue Summary" button on your dashboard and a list will appear.

If you have no bookings in a specific queue the list will not appear.

QUEUES SUMMARY



0 Failed Bookings	0 Payment Failed Bookings	0 Completed Bookings	1 Cancelled Bookings	0 Awaiting Processing
0 Bookings On Hold				

Couldn't find booking for the selected status: Awaiting Processing



Awaiting Processing: These are bookings that have not yet been processed.

Failed Bookings: Bookings that have failed either by connectivity issues, tech error or through the supplier.

Payment Failed Bookings: Bookings that have failed due to payment not going through. Note that it is your responsibility to follow up on all your payment failed bookings.

Cancelled Bookings: Bookings that have been cancelled either due to non-payment or by request.

Completed Bookings: Bookings that have been paid and ticketed. Bookings are taken off this queue 7 days after the last segment has been flown.

Adding Your Logo:

You are able to further personalize your profile by adding in your logo which will be visible on your e-tickets and booking confirmation emails. In order to insert your logo please email your logo's to: next@travelstart.com

PART 2: MAKING A BOOKING

Now that you are familiar with navigating your way around the neXt platform you are able to start making bookings. Through neXt you are able to do detailed flight searches.

You can search one way flights, return flights and multi-city flights. Select “Book flights” on the left hand bar of the website, from here you can select your flight specifications – starting from the top of the page, working your way down.

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Profile Logout

Dashboard

Book Flights

View Companies

Agencies

Agents

News

Reports

SEARCH FOR FLIGHTS

RETURN ONE WAY MULTI CITY

From: To:

Depart date: Return Date:

Mon, 13 Feb, 2017 Thu, 16 Feb, 2017

Adults: 1 Teens: 0 Children: 0 Infants: 0

16+ Years 12 - 15 Years 2 - 11 Years Under 2 Years

SEARCH

Recent Searches

No recent search recorded at the moment!

You are also able to make specific advanced searches by pre-selecting your preferred airline, cabin and the routes/stopover.

SEARCH

Advanced Options

Preferred Airlines Preferred Cabin Max Stops

All Any Any

Powered by travelstart

Return and one way bookings are simple and straight forward to book. You simply selected your dates and departure/arrival destinations.

Multi-city bookings allow you to select up to 6 sectors. These tickets are usually issued per passenger. If there is more than one airline operating they would need to have interline agreements in place in order for us to issue the ticket.

Adults 16+ Years Old

Teens 12-15 Years Old

Children 2-11 Years Old

Infants-Under 2 Years Old and are unable to travel unaccompanied

When making bookings you would need to keep the various age categories in mind for flight bookings.

NB: Children under the age of 11 are considered as a "child". In order to book an unaccompanied minor you would need to book this directly with the airline as this is a special service and has a limited availability.

+ - 3 Day Search

This is a useful feature if you are fare driven rather than date driven. When selecting this option you are able to see a fare comparison three days before and after your selected date. The dates selected will be highlighted in blue and the most affordable fare within 7 days is highlighted in green, enabling you to find the most affordable dates.

To book the flight of your choice, select the fare you want by clicking on the price, this will take you to the flights results page and will show further information on the flight.

CAPE TOWN TO LONDON

From Fri, 24 Feb 2017 To Mon, 27 Feb 2017 | Any | 1 Passenger

New Search

	Returning Fri, 24 Feb 17	Returning Sat, 25 Feb 17	Returning Sun, 26 Feb 17	Returning Mon, 27 Feb 17	Returning Tue, 28 Feb 17	Returning Wed, 1 Mar 17	Returning Thu, 2 Mar 17
Departing Tue, 21 Feb 17							
Departing Wed, 22 Feb 17	R10,731.00 Qatar Airways	R9,476.00 Emirates	Best Price R9,336.00 Emirates	Best Price R9,336.00 Emirates	Best Price R9,336.00 Emirates	R9,621.00 Qatar Airways	Best Price R9,336.00 Emirates
Departing Thu, 23 Feb 17	R11,081.00 Qatar Airways	R10,381.00 Qatar Airways	Best Price R9,336.00 Emirates	Best Price R9,336.00 Emirates	Best Price R9,336.00 Emirates	R9,621.00 Qatar Airways	Best Price R9,336.00 Emirates
Departing Fri, 24 Feb 17	R25,735.00 KLM	R11,231.00 Qatar Airways	R10,381.00 Qatar Airways	R9,761.00 Qatar Airways	R9,761.00 Qatar Airways	R9,761.00 Qatar Airways	R9,761.00 Qatar Airways
Departing Sat, 25 Feb 17		R31,085.00 Air France	R11,081.00 Qatar Airways	R10,381.00 Qatar Airways	R9,761.00 Qatar Airways	R9,761.00 Qatar Airways	R9,761.00 Qatar Airways
Departing Sun, 26 Feb 17			R31,085.00 Air France	R10,931.00 Qatar Airways	R10,231.00 Qatar Airways	R9,611.00 Qatar Airways	R9,611.00 Qatar Airways
Departing Mon, 27 Feb 17				R18,852.00 KLM	R16,036.00 Kenya Airways		R10,404.00 Thomas Cook Airlines

Search Options:

When booking your flights you are able to make specific searches based on your needs and requirements by the following options:

Airline: Filters the search results by the Airline in alphabetical order.

Depart: Filters the search results by departure times from earliest – latest OR latest-earliest.

Arrive: Filters the search results by arrival times from earliest – latest OR latest-earliest.

Duration: Filters the search results by the duration of the flight.

Layover: Filters the search by the duration of the layover.

Stops: Filters the search by the number of stops during the specific route.

Price: Filters the search results page according to the price in ascending or descending order.



Apply Fee: Adult 100.0 Child 200.0 Infant 200.0

Airline/Cabin ▾ Depart ▾ Arrive ▾ Duration ▾ Layover ▾ Stops ▾ Price ▲

To view filtered search results simply click on any of the above search options you wish to filter the search results by.

On The Fly Markup:

You are able to make on the fly markups for each specific flight booking dependent on your preferences, you can set different markups per flight search/booking.

You can set these markups by selecting the blue circle – then clicking “apply” once you have chosen a markup.



Apply Fee: Adult 100.0 Child 200.0 Infant 200.0

Airline/Cabin ▾ Depart ▾ Arrive ▾ Duration ▾ Layover ▾ Stops ▾ Price ▲

Product and Fare Rules:

To view the different fare rules and products you simply select the relevant tab. In order to add or remove products to your booking you can either select or deselect the block on the right hand side. Fare rules are updated as what the airline has given unto us. Should you be unsure regarding any rules please feel free to contact our amendments department.

You earn up to 50% of the profit Travelstart makes on the products sold. You are able to view your profit for each booking, including markups, in the price breakdown feature.

Passenger Information:

When entering your passenger's information it is crucial to ensure that it is EXACTLY the same as the information appears in the passengers ID or Passport.

No nicknames / shortened names can be accepted. All airlines and most local carriers do not permit name changes once the ticket has been issued and therefore if a name is incorrect they will advise you to cancel your booking and make a new booking with the correct information.

Note that cancellation will go according to the fare rules of the ticket (and could be nonrefundable)

Certain airlines require that you enter the passenger's gender, middle name and D.O.B. You will be notified of this during the booking process.

Passenger Details

Adult 1

Title: *	<input type="text" value="Mr"/>
First Name: *	<input type="text" value="click/tap to enter"/>
Middle Name:	<input type="text" value="click/tap to enter"/>
Surname: *	<input type="text" value="click/tap to enter"/>

Booking Comments:

Airlines also require that you provide passport details before you travel. It is not mandatory to have passport details as you book but an email will be sent to you after the booking has been made for the Advanced Passenger Information System details.

The comment field allows you to add any comment that you have for the booking that you are making. Please rather not use this comment section as a communication tool between yourself and the Travelstart agents, rather email us directly.

Price Breakdown

Once you have selected to “Create booking” you will be taken to the Payment Information Page. You will again be given the full flight details, a breakdown for the ticket price as well as various payment options.

Price Breakdown

Product	Units	Unit Price	Total
Airfare (ADT)	1	R4,390	R4,390
Taxes and fees (ADT)	1	R7,247	R7,247
Cancellation & Refund Assistance	1	R289	R289
Method of Payment:		Total:	R11,926
Total Profit:			R540

Contact Details

☒ Agent ☐ Other

Payment Methods

☐ Agency Account ☐ Credit Card ☐ EFT ☐ Lodge-Card

Invoiced To

☒ Agent ☐ Other

Hint! Choose other if you need to enter a VAT invoice

[Back](#)

[CONFIRM BOOKING](#)

Payment Options:

There are three payment options available to you on the neXt platform. The default options being Credit card or EFT. If you wish to use alternative payment options please contact us to have these permissions set on your profile.

Payment methods:

Credit card:

- Credit cards can be that of the agency or of the passengers travelling.
- Fraud checks are done on all bookings using CC as form of payment.
- Should we not obtain proper authorization to take payment we will rather request you pay via EFT.
- The ticketing turnaround time is 2 hours for all credit card payments.

EFT:

- Payments can be made into our Nedbank, Standard Bank, FNB or ABSA accounts.
- When paying via EFT please ensure you use your booking number as a reference when making the payment. After this, a proof of payment needs to be sent to us b2b@travelstart.com.
- We are only able to issue tickets once the funds have cleared in our accounts.
- Should payments be made from banks with 24-48 hour clearance time you will be held liable for any air fare or tax increases on your booking.
- EFT payments made from international bank accounts can take several days to clear, in which case we are unable to hold that fare.

Lodge Card:

- Travelstart requires a signed copy of credit card authorization, a copy of the card holders ID as well as a copy of the front and back of the credit card.
- We will upload the card details to your profile and activate this payment option.
- You are able to have a single agency lodge card or different lodge cards per agent.
- You are also able to set permissions as to what agents in your agency have access to the lodge card.

How To Put Bookings On Hold:

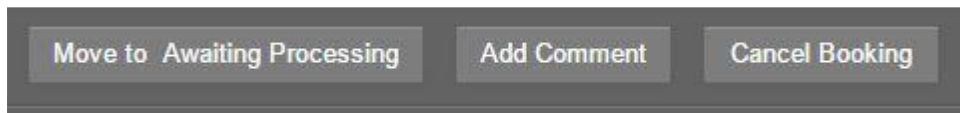
The “on hold” function allows you to keep your booking on hold for 4 four hours. You are able to do this by selecting “ticket later”.



Once you are ready to ticket search for your booking on your Dashboard

You would need to move your ticket from “On hold” to “Awaiting processing”

If you don’t wish to keep the booking it will auto cancel, alternatively you can select “cancel booking”



Booking Confirmation:

Once your booking has been confirmed you will be taken to the booking confirmation page that contains the following:

- A booking reference number.
- A flight / airline reference
- The date the booking was made
- The Name of the Agent that made the booking.
- The Passenger Details.
- The Flight Details.
- A price summary.

BOOKING CONFIRMED				Dashboard	New Search
Booking Reference: ZA00673188		Booking Created: 07:07:45 Wed, 22 Oct 14			
Flight Reference: 5B4KFW					
Agent: Terri Brand					
Banking details					
Bank:		First National Bank			
Account Name:		Travelstart			
Account Number:		62182487895			
Branch Number:		202509			
Passenger Details					
Pax Type	Name	DOB	Frequent Flyer Nr.		
Adult	Mr John Smith	1998-10-07			
Comments					
Contact Person	Day Phone Number	Cell Phone Number	E-Mail		
Ms Terri Brand	0214684300	0847204522	terri@travelstart.com		

You now have the option of printing or emailing the booking confirmation.

Flight Details

 e-mail  print

Johannesburg - New York City, NY (Success)					Duration: 22h 45m
Flight	Class	Departing	Time	Arriving	Time
 KL 592	Economy	Johannesburg (JNB)	20 Jan 15, 23:55	Amsterdam (AMS)	21 Jan 15, 10:10
 KL 6179	Economy	Amsterdam (AMS)	21 Jan 15, 12:50	New York City, NY (EWR)	21 Jan 15, 15:40
New York City, NY - Johannesburg (Success)					Duration: 20h 28m
Flight	Class	Departing	Time	Arriving	Time
 KL 6178	Economy	New York City, NY (EWR)	31 Jan 15, 18:32	Amsterdam (AMS)	01 Feb 15, 08:05
 KL 591	Economy	Amsterdam (AMS)	01 Feb 15, 10:10	Johannesburg (JNB)	01 Feb 15, 22:00

You will also receive a booking confirmation that will be sent to your email address. There is a 2 hour turnaround time for all tickets to be issued.

The ticketing agents work off a queue, should you have an urgent booking that needs to be issued please send an email to b2b@travelstart.com.

Note: that there is an urgent ticketing fee charged for this.

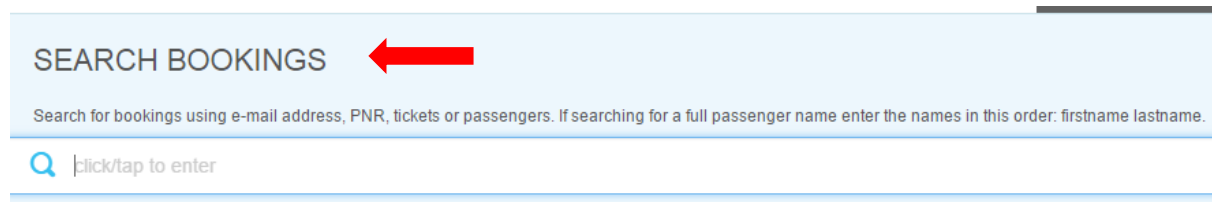
You will now be able to view the booking on your dashboard where you will have access to the booking at any time as well as check the status of the booking.

PART 3: ADDITIONAL

Invoices:


After you have made your booking and received your ticket you may require a tax invoice. You can access invoices via your dashboard.

To pull a specific booking and invoice you can search for it using a booking reference number on the dashboard page.



SEARCH BOOKINGS

Search for bookings using e-mail address, PNR, tickets or passengers. If searching for a full passenger name enter the names in this order: firstname lastname.

 click/tap to enter

Once you have pulled your booking you will be able to review it by scrolling down to “Invoice summary”.

You can then select “View Invoice” and “Print” invoice.

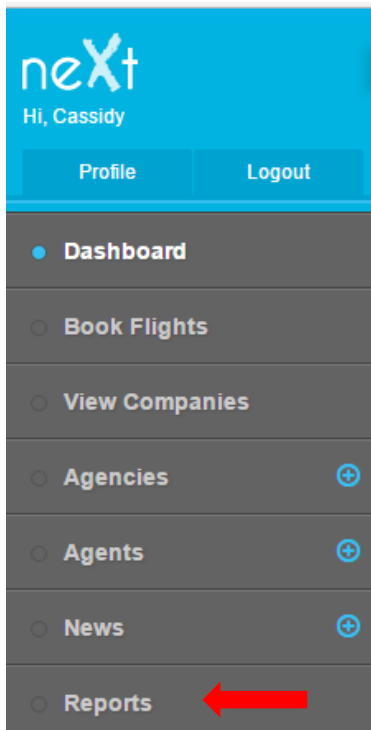


News:

This additional feature enables neXt representatives to communicate with all our clients. We encourage you to check this from time to time for updates, products and travel information. Find this feature under the control tab on the left hand side of our website.

Reports:

Report is a useful tool on our platform that assists in keeping track of all bookings made by your agency.



Through the report feature you are also able to view any booking trends as well as view what commission is due.

You are able to pull financial reports specific to your agency via neXt that will provide you with a full break down of each of the bookings made.

You can access the report function on the left hand side tool bar of the website.

Once selecting your report requirements you can click “Generate Report” and the specific details will be given to you in the report format.

REPORTS

Report Type
Booking Report ▼

Format: CSV ▼ Region: Please Select ▼ Agency: Please Select ▼ Agent Name: Please Select ▼

From Date: Sun, 19 Feb, 2017 To Date: Mon, 20 Feb, 2017

Generate Report



Types of Reports:

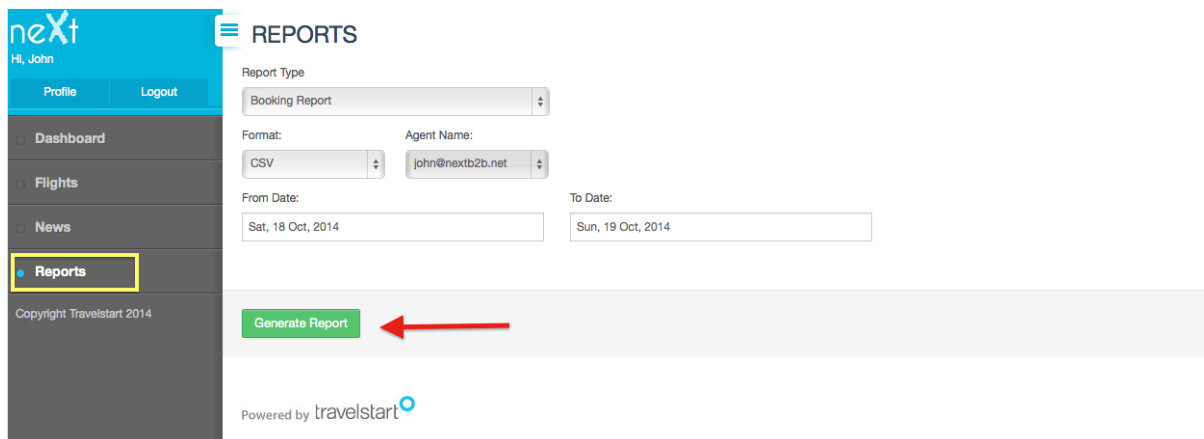
There are four different reports that can be pulled from neXt to keep track of your bookings as well as your financial records.

Account Transaction History Report: A complete breakdown of your booking history for the date period you have selected to pull, including incoming and outgoing funds.

Airline Report: Provides a full breakdown of the airline information for the bookings that you have made in a specific date range.

Booking Report: Provides an overall summary of the bookings made including the markups and commission

Product Report: Provides a breakdown and costing of all products sold within a specific date range.



The screenshot shows the neXt web application interface. On the left is a sidebar with the neXt logo, a greeting 'Hi, John', and navigation links for Profile, Logout, Dashboard, Flights, News, and Reports (which is highlighted with a yellow box). Below the sidebar is the text 'Copyright Travelstart 2014'. The main content area is titled 'REPORTS' and contains a form for generating a report. The form includes a 'Report Type' dropdown menu set to 'Booking Report', a 'Format' dropdown set to 'CSV', and an 'Agent Name' dropdown set to 'john@nextb2b.net'. There are also 'From Date' and 'To Date' input fields with dates 'Sat, 18 Oct, 2014' and 'Sun, 19 Oct, 2014' respectively. A green 'Generate Report' button is at the bottom of the form, with a red arrow pointing to it. At the bottom of the page, it says 'Powered by travelstart' with the travelstart logo.

NeXt Fees and Payouts:

There are minimal fees involved when using the neXt platform. As made clear, sign up access and support to the platform is free of charge.

NeXt charges a R40.00 service fee per domestic flight booking (R80.00 Return) and a R90 service fee for international flights (R180.00 Return)

Amendments cost R150 per Passenger

Cancellations cost R 150 per Passenger

NB: Note that the above excluded airline penalty fee's / or any increase in airfares and taxes.

Commission Payouts:

Statements:

At the beginning of each month you will receive a statement with a summary of all the bookings made in the previous month.

The statement looks like the following:

neXt			Statement Date:	4/5/2015
56 Shortmarket Street				
Cape Town				
8001				
STATEMENT OF ACCOUNT				
U Travels				
Uresha Moodley				
BOOKING DATE	DESCRIPTION	MARK UP	COMISSION	TOTAL BALANCE
1-Apr-2015	ZA00868088	R0.00	R102.00	R102.00
7-Apr-2015	ZA00875951	R0.00	R102.00	R102.00
8-Apr-2015	ZA00877113	R0.00	R580.00	R580.00
9-Apr-2015	ZA00879145	R0.00	R0.00	R0.00
10-Apr-2015	ZA00880898	R0.00	R580.00	R580.00
			Total	R1,364.00

Invoice:

Once you have received your statement you are required to provide an invoice for any markups or commission due. This invoice can be accessed under the report function on the neXt platform.

Your invoice needs to contain the following:

BOOKING DATE	DESCRIPTION	MARK UP	COMISSION	TOTAL BALANCE
--------------	-------------	---------	-----------	------------------

1. Your Agency name and contact details
2. The banking details as well as the amount owed.(See below)

CONTACT US



next@travelstart.com



021 468 4300

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