Resilience Package

FAQs

What is the Resilience Package?

TravelCarma Resilience Package is a special digital solution designed for the current times to help small/mid-sized travel agencies take their business online at a minimal investment.

What does it include?

It includes all the online tools a small/mid-sized agency needs to get ready for the new normal - A responsive website, a booking engine and a mid/back-office system, all with the agency's own branding.

How much does the Resilience Package cost?

The cost of joining the platform is $999. There will be a small transaction fee for bookings made through the platform. Monthly subscription fee has been waived off until 31st December, 2020. After that there will be a fixed but low monthly cost that will include hosting, maintenance and basic support.

Does the Resilience Package include Inventory?

It comes with two options – the Starter plan, which includes inventory, and the Pro Plan, which doesn't include inventory (meant for agencies that have their own contracts). You can choose the option you prefer.

Where does your Inventory come from?

We have partnered with some of the top global suppliers to provide their inventory to our clients through our platform. You can access live inventory from as many suppliers available on the platform as you like. All you need to do is sign a commercial agreement with them. We can assist you with contracting with our inventory partners if needed.

Can I markup the rates coming from your partners?

Yes, you will be able to add your own markups through the back-office management module.

Can I Integrate our own APIs/Direct Contracts?

Yes, integration of your own inventory is possible in the Pro Plan. So, if you have API contracts or negotiated rates of your own, we can easily integrate them in the booking platform. The live feeds will be activated once you provide us the live credentials.

What Booking Modes does your Solution Provide?

It depends on the plan you choose – Starter or Pro. If you choose the Starter plan, you get a call center interface by default where bookings can be made by your employees on behalf of customers. We can also provide a B2C interface if you want customers to directly book from the portal. The starter plan does not include B2B logins (for sub-agents). All bookings under the Starter plan have to be made by passing your/customer's credit card directly to supplier(s).

If you choose the Pro plan, you can get a call center interface, a B2C interface as well as B2B logins upon request.

What kinds of rates are available through your partners – Net or Commissionable?

Our partners provide net rates.

Does your platform mark up on the supplier's pricing?

No, our platform does not add any markups. We directly pass on the suppliers' net rates to you.

How does your Platform process Payments?

Again, it depends on the plan you choose. In the Starter plan, all payments will be processed by securely passing your/your customer's credit card directly to the supplier's payment gateway via API. Most of our partner suppliers support multiple currencies.

In the Pro model, we can integrate your own choice payment gateway(s) to allow you to take bookings from your clients by card. You can also book with your suppliers using your deposits.

Do we need to pay any deposits to your inventory partners?

No, you do not have to pay any deposit to our inventory partners. As mentioned earlier, you will have to pay using your credit card to book the services. You will however, need to sign a commercial agreement with the supplier(s) you wish to integrate in your portal.

What will be the platform prices after 2020? Will we have to pay a subscription?

You will have to pay a minimum subscription fee of $100 and there will be a negotiated fixed charge per booking. This will depend on your booking volume and look-to-book ratio (load that the system needs to manage).

Can I host the solution on my own Server?

Not under the 'Resilience Package'. This is a SaaS(Software-as-a-Service) platform wherein the solution is hosted on a common cloud used by several clients on a subscription basis. If you want to host it on your own server you will need to go for on-premise hosting, which will cost significantly more.

What products can I book through your platform?

The Starter Plan, where the inventory comes from our partners, currently allows you to book Flights and Accommodation. If you have your own contracts, you opt for the Pro plan where you can book Hotels, Flights, Activities/Day Tours/Excursions, Transfers, Car Rentals and Bus.

How do I load my Direct Contracts on your platform?

If you have your contracted inventory, we can provide you our Inventory Management Module (CRS) for loading your contracted rates. It is available for Hotels, Activities/Day Tours/Excursions/Transfers, Fixed Packages and Car Rentals.

Will you provide Training?

Yes, the training for the platform will be conducted via online webinars. If necessary, we shall arrange query-solving sessions too.

Can I combine my own contracts with your partner inventory?

That's not currently possible but we are working on this feature and it should be available in the future.

Why do I need to sign an agreement with your supplier partners for inventory?

A commercial agreement between our supplier partners and agency clients is necessary as our partners will provide you unique API credentials using which we will activate live feeds in your portal. Moreover, it will also allow the suppliers to track your agency's bookings through the platform and provide you the rates accordingly. The more bookings you make, the better will be the rates your agency will get.