

Lourdes Travel Technology: Platform Documentation

Lourdes Travel Technology high-performance travel solutions designed for IATA and Non-IATA agencies, tour operators, and Travel Management Companies (TMCs). Our platform simplifies the complexity of global travel distribution, allowing you to scale your operations with ease.

1. Implementation & Core Setup

Establish your digital presence with our streamlined deployment tools.

- **Setup & Installation:** A comprehensive, step-by-step framework to build and launch your online travel booking website.
 - **Go Live:** Once your branding and configurations are complete, initiate a "Go LIVE" request via the back office to begin processing real-time bookings.
 - **Global Settings:** Centralized management for core site configurations, general preferences, and site-wide operational rules.
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2. Branding & Content Management

Tailor the user experience to match your unique brand identity.

- **Upload Your Logo:** Seamlessly integrate your logo (GIF, PNG, or JPG) into the header. Size and placement are optimized based on your chosen theme.
 - **Customize Searchbox:** Access various white-label designs for your search interface, booking funnel, and confirmation pages.
 - **Custom Styling (CSS):** For advanced design requirements, take full control of your site's UI through our integrated CSS editor.
 - **Manage Pages:** Easily update essential content, including *Terms and Conditions*, *Privacy Policy*, and *About Us* pages.
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3. Revenue & Financial Operations

Maximize profitability through advanced financial management tools.

- **Load Funds:** Recharge your platform wallet via Wire Transfer or online payments (Debit/Credit Card) for instant settlement.
- **Setting a Markup:** Manage pricing strategies with ease. Setup percentage-based or flat markups for each travel module independently.
- **Transaction History:** Monitor every movement in your wallet with detailed, timestamped logs. Export data for audit and analysis.
- **Manage Cashback & Coupons:** Incentivize repeat bookings by creating unlimited cashback offers and discount coupons.

- **Hold Bookings:** Maintain inventory for a set period, giving your customers time to complete payment before final ticketing.
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4. Inventory & Connectivity

Connect your business to the global travel market.

- **APP Store:** Connect with your preferred suppliers through third-party API integrations (GDS/LCC/Aggregators).
 - **Payment Gateway:** Activate or deactivate multiple payment methods on the fly to provide a seamless checkout experience.
 - **SMTP Settings:** Ensure all transactional communications (booking confirmations, tickets) are sent from your official business email.
 - **Multicurrency:** Enable global commerce by allowing users to browse and pay in their local currency.
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5. Specialized Services & Ancillaries

Enhance the traveler journey with high-value add-ons.

- **Meals and Baggage (SSR):** Manage Special Service Requests (SSR) directly with suppliers for personalized traveler preferences.
 - **Travel Insurance:** Offer custom-made insurance plans covering medical and flight-related emergencies.
 - **Refund Protection:** Provide a membership-based safety net that allows customers to apply for refunds on non-refundable bookings.
 - **Self-Service Dashboard:** Empower customers to **Cancel & Amend Bookings** directly through their personal portal, reducing manual support tasks.
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6. Intelligent Support & Security

Stay connected and keep your data secure.

- **WhatsApp Notifications:** Automate the delivery of E-Tickets and booking alerts directly to customers' mobile devices.
- **Chatbot Settings:** Provide 24/7 automated customer assistance to handle routine queries instantly.
- **Manage Profile:** Update your corporate identity and account information across all managed sites.
- **Change Password:** Secure your administrative access with simple password management and recovery tools.