



Travel Yamu

SUPPLIER PRODUCT UPLOAD MANUAL

Travel Yamu (Group of Asni Tours & Travels (M) Sdn Bhd)
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How do I create a product?

Learn how to create products following the steps below. Once you create and submit your product, we'll review it to make sure it's a good fit, and if it is, we'll let you know if we need any further information from you before publishing it to our sites.

Overview

Information You'll Need

- **The Basics:** Title, category, and location
- **Availability and Pricing:** Product options, languages, and booking requirements
- **Product Details:** Descriptions, photos, and departure information
- **Customer Details:** Ticket details and information you require from customers

Logging In

Log in to your Travel **Yamu Management Center** using your email and password.

You'll be prompted to select the currency you wish to receive payments in. Note that after clicking "Save," your currency cannot be changed. **(Currently Only USD)**

Click on the button that says "**Create a Product**" to begin. A product is a tour, activity, attraction ticket or any other in-destination experience sold on the Travel Yamu network.

Product Basics

The Basics

These are the core details of your product. Here's what you'll need to provide:

- **Product Title:** A short, clear title that includes the most important selling points, attractions, or destinations visited. Don't start with 'The,' don't use your company name, and don't mention transport type unless it's a selling point (helicopter or limo, for example).
- **Product Type:** Pick the category most closely associated with your product. Consider both what the activity is and what the mode of transport is.
- **Nearest City:** Pick the nearest city from where your activity departs. If it's a day trip from London to Bath, select London, where your group will meet.
- **Nearest Major Airport:** Pick the nearest airport to your activity's departure location. You may search by city, airport name, or airport code.

Availability and Pricing:

Booking Details

Here's what you'll need to specify:

- **Pricing Type:** Indicate if pricing is per person or per group
- **Maximum per Booking:** Enter the most number of people allowed per booking
- **Age Groups:** If you charge different prices for different age groups, indicate your age groups. If you charge the same price for everyone, use only the Adult field and enter "0" to "99."
- **Activity Duration:** Enter the duration of the activity, the days of the week your activity operates, and your languages offered (if any)
- **Booking Requirements:** Choose your preferred booking confirmation method (learn more here) and enter your cut-off time, which is the number of hours before the activity starts that you can no longer accept new bookings

Tour Options

Do you sell different versions of the product with varying start times, extras or upgrades? With Tour Options, you can set up variations of your activity. You have two options:

- **Yes** - If your activity has different departure times, durations, or upgrades, create multiple Tour Options. You'll be asked to specify the titles, descriptions, and departure times for each.
- **No** - If your activity only has only one option, just enter one Tour Option

Availability

Here's what you'll need to specify:

- **Days of the week:** Indicate what days of the week your activity is available
- **Dates of the year:** If your activity isn't available year-round, indicate which season or time of year you offer it

Pricing

Enter your prices as follows. Be sure to include all local taxes, fees and any other charges in the totals.

- **Suggested Retail Price:** The suggested retail price is the suggested price that a customer will pay for your activity (generally this is your best-published price).
- **Net Rate:** The net rate is the negotiated wholesale rate that we will remit to you. The difference between the price the consumer pays (often the suggested retail rate) and the net rate is the margin that we keep on each transaction. [Learn more here.](#)
- **Minimum Travelers:** Minimum travelers is the number of passengers within that age band required to make a booking. Generally, this should be set as 0 for all age bands. For example, setting minimum travelers as 1 for a child would mean a child must be present on every booking.

Product Details

Activity Descriptions

Here's what you'll need to provide:

- **Activity Summary:** Write a brief overview of your activity. This should be 3-5 sentences.
- **Activity Details:** Write a detailed itinerary of your activity, specifying the mode of transport, the attractions visited, the guide's narration (if any), and inclusions, such as meals or entrance tickets. This should be 5-10 sentences.

Please note that you alone are responsible for your content. You assume all risks associated with your content, including anyone's reliance on its accuracy, completeness, or usefulness. You also represent that you own or have the necessary permissions to use and authorize the use of your content.

Inclusions/Exclusions:

Here's what you'll need to specify:

- **Inclusions:** What is included in the price—such as a guide, hotel pickup, or overnight accommodation
- **Exclusions:** What is not included in the price—such as gratuities or meals

Important Information:

Here you can advise customers of any other important information they should know, such as age limits or items they should bring with them for the activity.

Departure Details:

Some of these sections are optional, but you're encouraged to fill out all relevant information to ensure the best possible customer experience. Here's what you'll need to specify:

- **Departure Time:** Enter the time(s) your activity starts. Use a 12-hour clock and separate hours and minutes with a colon (9pm or 9:30am).
- **Departure Location Name:** Enter your departure location in general terms, such as "Centrally located Paris hotels," "Fisherman's Wharf, San Francisco" or "Central Rome, near the Trevi Fountain."

- **Address:** Enter the physical address of your departure location. Do not repeat the name from the “Name” field. This appears only on the customer’s ticket once they’ve purchased. If your tour starts with hotel pickup, you don’t need to enter an address.
- **Directions to Departure Location:** Enter any directions customer will need to get to your departure location, such as “Tour departs from the fountain in front of Buckingham Palace. Your guide will be holding a sign that says London Tours.” This appears only on the customer’s ticket once they’ve purchased.
- **Return Location:** If your tour ends at a different location from your departure point, please provide it, such as “Tour ends at the bottom of the Empire State Building.”

Photos:

Upload a main photo and a secondary photo that depict your activity. Be sure to follow these photo guidelines:

- Minimum dimensions are **720 x 480 pixels**
- Logos and text prohibited
- Collage-style photos are allowed but not preferred
- To avoid copyright infringement issues and possible fines, only submit photos that you own or have authorized permission or license to use. Refer to Travel Yamu Terms and Conditions for detail.

Customer Details

Here's what you'll need to specify:

- **Information you Require:** Check the boxes that each customer must provide at the time of booking. This may include information such as hotel details or airline information.
- **Local Phone Number:** We provide customer service to our shared customers, but we encourage you to list your contact information should customers need to get in touch with you directly.
- **Ticket Information:** Use the drop-down menu to select any information you want to appear on the customer's ticket.
- **Cancellation Policy:** Choose our standard cancellation policy (recommended) or a non-refundable policy. [Learn more here.](#)

Submitting Your Product

Save and Preview

When you're finished entering all the information for your product, click "OK." If you'd like to see how your product will appear online, click "Preview." If you need to make changes, scroll to the appropriate section, click "Edit," and enter the correct information.

Click "Submit for Review"

When you're ready, click "Submit for Review" to submit your product. If you don't click this button, your product will not be submitted, so don't forget this! Note that if your product requires edits or is missing critical information, it will be sent back to you for revision, which may cause delays in the publication process.

Product Stages

If you'd like to check the progress of your submitted products, you may view your products and their status under the "Products" tab. The status of your product is displayed under the product title.

1. **Draft:** Your product is still in progress and hasn't been submitted yet
2. **Waiting for Review:** You've successfully submitted your product
3. **In Review:** Your product is under review
4. **Approved:** Your product is live

Editing Your Products

You can make edits to your product in the Travel Yamu Management Center at any time, even after your product has been published online. Simply select the product you want to revise and click "Edit" next to the appropriate section. Remember to click "**Submit for Review**" to submit your changes.

Cloning Your Products

If you have several similar products and want to save time, we recommend using the cloning tool. Next to an existing product, click "Clone." This will duplicate most of the product fields for easy editing. Finish filling out any additional information necessary and then click "Submit for Review."

Note: If you have multiple versions of one product (e.g. 3-hour afternoon bike tour with lunch vs. 3-hour afternoon bike tour without lunch), we recommend setting these up as multiple Tour Options within a single product.

How do bookings work?

When a customer books your product on Travel Yamu, asiaadvisor, or any of our partner channels, they will receive an email with automatic confirmation of the reservation or pending confirmation of the reservation, depending on the booking confirmation method you've selected for your product.

There are three different booking confirmation methods available:

- **Instant Confirmation** – Bookings are instantly and automatically confirmed (recommended)
- **On Request** – Bookings must be accepted by you before being confirmed
- **Instead Confirmation/On Request hybrid** – Bookings are instantly and automatically confirmed up to a certain point before the tour/activity, then bookings must be accepted by you

For Instant Confirmation bookings, you can elect to receive email notifications, but no response from you is required. For On Request bookings, you will receive an email with a link to accept or reject the booking via the [Travel Yamu Management Center](#) – you must do this within 48 hours to avoid cancellation.

All of your bookings are located in the [Travel Yamu Management Center](#) under the Bookings tab. Here you can view all your upcoming bookings and see any On Request bookings you need to confirm. You can also search for specific bookings by product name, booking reference number, customer name, or tour/activity date using the search field. Click the "Contact" buttons next to your bookings to contact customers or Customer Service.

New Bookings – New Instant Confirmation bookings do not require your confirmation.

Pending Bookings – On Request bookings are pending until accepted or rejected by you. Click "Confirm Booking" or "Reject Booking" to accept or reject the booking. If you reject a booking, you'll be prompted to offer an alternative date/time for the customer. Bookings pending for more than 48 hours risk being cancelled, so we urge you to confirm your On Request bookings as soon as you receive them. On Request bookings that have pending for over 18 hours will be highlighted in yellow. On Request bookings that have been pending for over 24 hours will be highlighted in red and require your urgent attention. Bookings that are not yet confirmed and are less than 48 hours from the date of travel will be highlighted with an asterisk next to the travel date.

Amended Bookings – An amended booking is a change to an existing booking. Amended bookings do not require your confirmation.

Pending Amendments – A pending amendment is a change to an existing On Request booking. Pending amendments must be accepted or rejected by you. They will be highlighted in green.

Cancelled Bookings – Cancelled bookings will be highlighted in blue. Cancelled bookings do not require your confirmation.

How do rates/fees work?

For each tour or activity you submit, you provide Travel Yamu with a net rate and a suggested retail price. The suggested retail price is what the customer pays -- generally this is your best-available price -- and the net rate is the negotiated wholesale rate that we pay you for each booking. The difference between the net rate and the retail price is the margin that we keep.

Will I be notified when there is a booking?

Yes. By default, the Primary Contact will receive all booking notifications via email. You can change or add recipients to these emails in the [Travel Yamu Management Center](#) under the Create Users tab.

To enable booking notification emails, follow these steps:

1. Log in to the [Travel Yamu Experiences Management Center](#) and go to the My Account & Click Create Users tab
2. Click "Edit" next the existing user that you want to edit, or create a new user

When do I get paid?

Travel Yamu sends out payments each month via direct deposit, and our standard payment schedule is based on the **customer's month of travel**. Payments are typically made within the **first 21 business days after the end of the settlement period**. (e.g. January 1 – 31) completed booking will settle on (e.g. February 15 – 22). please note that the settlement periods associated with specific currencies are subject to change.

When payments are made, it means they've left our account and are awaiting acceptance by your financial institution. It generally takes 1-3 business days for funds to appear in your account, but timing can vary by institution. We unfortunately can't see or control what happens to the funds once we've made payment, and any questions about funds after this point should be directed to your financial institution.

If you have questions or issues about your products upload, visit our [Help Centre](#) or send us e mail on supplier@traveleyamu.com