



**never stop exploring**  
untap your inner local



## **INTRODUCTION**

RARO is a travel agent company that facilitates booking trips and organising tours for travellers in Italy, Greece, and the Philippines. The company offers a comprehensive booking system catering to both individual customers and agents. The system incorporates various payment methods, including credit cards, wallets containing real and virtual money, and promotional offers. Additionally, the system supports installment payments and automated recurring payments through integration with Stripe and custom APIs.

## **CUSTOMER EXPERIENCE**

**Booking Process:** Customers can book trips for themselves and multiple guests through RARO's user-friendly platform. During booking, customers are required to deposit a minimum amount, which must be in real money.

## **PAYMENT METHODS**

Customers have the flexibility to pay using different methods, including credit cards, e-wallets (real money), and promotional offers. Promotions can be site-wide, specific to certain trips, countries, or locations, and can be either visible or invisible to customers.

## **WALLET TYPES**

RARO provides various types of wallets, including e-wallets (for real money), future-wallets (for virtual money), promotional wallets, and service wallets. Customers can choose to use these wallets based on their preferences or exclusions set by the company.

## **INSTALLMENT OPTIONS**

Customers can pay the remaining balance through installment plans, with options for 2 equal installments, 4 equal installments, or monthly installments. The system automatically notifies customers about upcoming installment payments and deducts the due amount from their accounts.



## **AGENT EXPERIENCE**

Agents can book trips for one or more customers, including those they create themselves. They go through the same booking process as customers, ensuring a seamless experience.

## **PAYMENT MANAGEMENT**

Agents have the capability to manage customer balances, facilitating payments on their behalf. They can track payments, installment schedules, and promotional offers through the system.

## **INTEGRATION WITH STRIPE**

RARO's payment system is integrated with Stripe, a secure payment gateway, to ensure smooth and secure transactions. Custom APIs are utilised to automate recurring payments and manage the entire payment process efficiently.

## **NOTIFICATIONS**

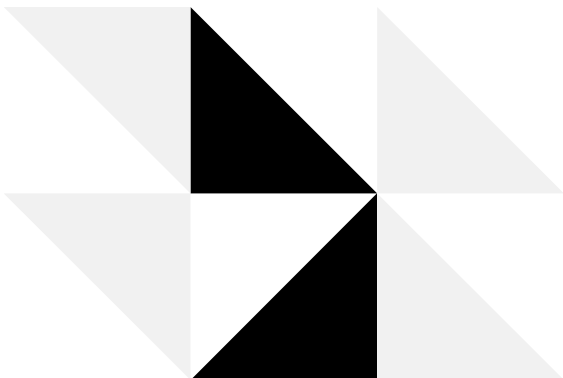
Agents and customers receive timely notifications about payment due dates, installment schedules, and any changes in the booking or payment status.

## **DATABASE MANAGEMENT**

A robust database system stores customer information, booking details, payment history, and wallet balances, ensuring data integrity and seamless retrieval of information.

## **NOTIFICATION SYSTEM**

A notification system sends automated alerts and reminders to agents and customers via email or SMS, keeping them informed about payment deadlines, installment schedules, and booking updates.



## FEATURES

### CUSTOMER BOOKING:

- Book trips for single or multiple guests.
- Minimum deposit required with real money.

### FLEXIBLE PAYMENT OPTIONS:

- Credit card
- E-wallet
- Future-wallet
- Promotional wallet
- Service wallet

### PROMOTION TYPES:

- Site-wide promo
- Specific promos
- Visible promos
- Invisible promos
- Beneficial promos
- Flat promos

### MANAGE REMAINING BALANCE:

- Portal payment
- Installment plans

### AGENT BOOKING:

- Book trips for individual or multiple customers.
- Create new customers.
- Manage customer balances
- Follows the same booking process as customers.



### PAYMENT PROCESSING:

- **Stripe integration:** Handles all financial transactions.
- **Custom API:** Manages the entire payment system.
- **Automated recurring payments:** Streamlines installment plans.
- **Notifications:** Alerts customers/agents about installment periods and deductions.

### BENEFITS

- **Convenience:** Customers/agents can easily book trips and manage payments in one place.
- **Flexibility:** Diverse payment options cater to different financial needs.
- **Promotions:** Customised discounts attract customers and reward loyalty.
- **Control:** Admins can manage wallets and promo types for strategic marketing.
- **Automation:** Streamlined payments and notifications reduce manual work.

### CHALLENGES

- **Complexity:** Managing multiple wallets, promos, and payment methods requires robust system design.
- **Security:** Integrating with Stripe necessitates robust security measures to protect financial data.
- **Customisation:** Defining wallet rules and promo limitations requires clear regulations.
- **Overall,** RARO's travel booking system offers a comprehensive and flexible solution for customers and agents. By leveraging diverse payment options, promotions, and automated features, RARO can streamline booking processes, enhance user experience, and drive sales.

