



Modern tour and transfer booking software.

Bookings · Transfers · Tours · Agents · Suppliers · Reports

Built for global travel teams

18 languages · Role-based access · Support documentation

USER & SUPPORT HANDBOOK

Jeevi Tours and Transfer Booking System

Version 2.2.1 | Customizable commercial framework edition

Product documentation for travel agencies, DMCs, tour operators and transfer businesses

Created by DAIM Hub Fiji | Developer: Sarneet Sahvil Kumar

Security note

This handbook contains no account passwords and no GOD ADMIN login instructions or private administrator credentials.

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A complete reference for the public website, booking portal, administration model and support center.

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1. Product Overview

Jeevi Tours and Transfer Booking System is an operational booking framework for businesses that sell and coordinate tours, transfers and related destination services. It combines a public sales website with a secure role-based booking portal and a public support documentation center. Jeevi is created by DAIM Hub Fiji and developed by Sarneet Sahvil Kumar.

- Create and manage reservations with multiple services.
- Coordinate airport transfers, hotel transfers, tours and excursions.
- Maintain guests, customers, companies, suppliers and service types.
- Issue booking details, vouchers and invoices from the same reservation record.
- Send booking-related email through the configured email delivery service.
- Track sales, payments, passenger counts, service mix and upcoming operations.
- Control access using the existing six-level hierarchy plus configurable portal rights.
- Operate globally with 18 selectable languages and automatic first-visit language detection.
- Use fictional demo data for training and evaluation without exposing previous production data.
- Publish searchable FAQs, support articles and feature blogs from the content management area.

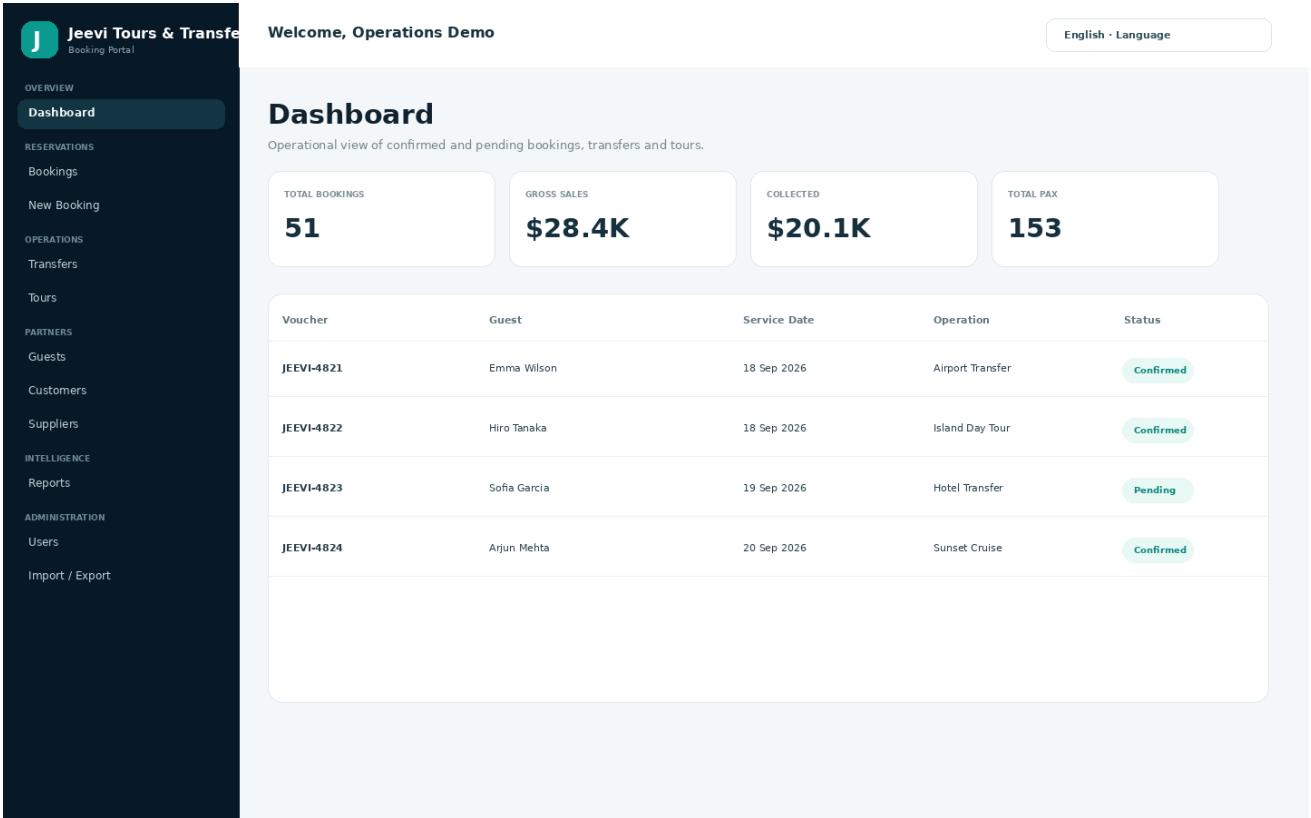


Figure 1. Jeevi portal dashboard using fictional sample data.

2. What Is Included in Version 2.2.1

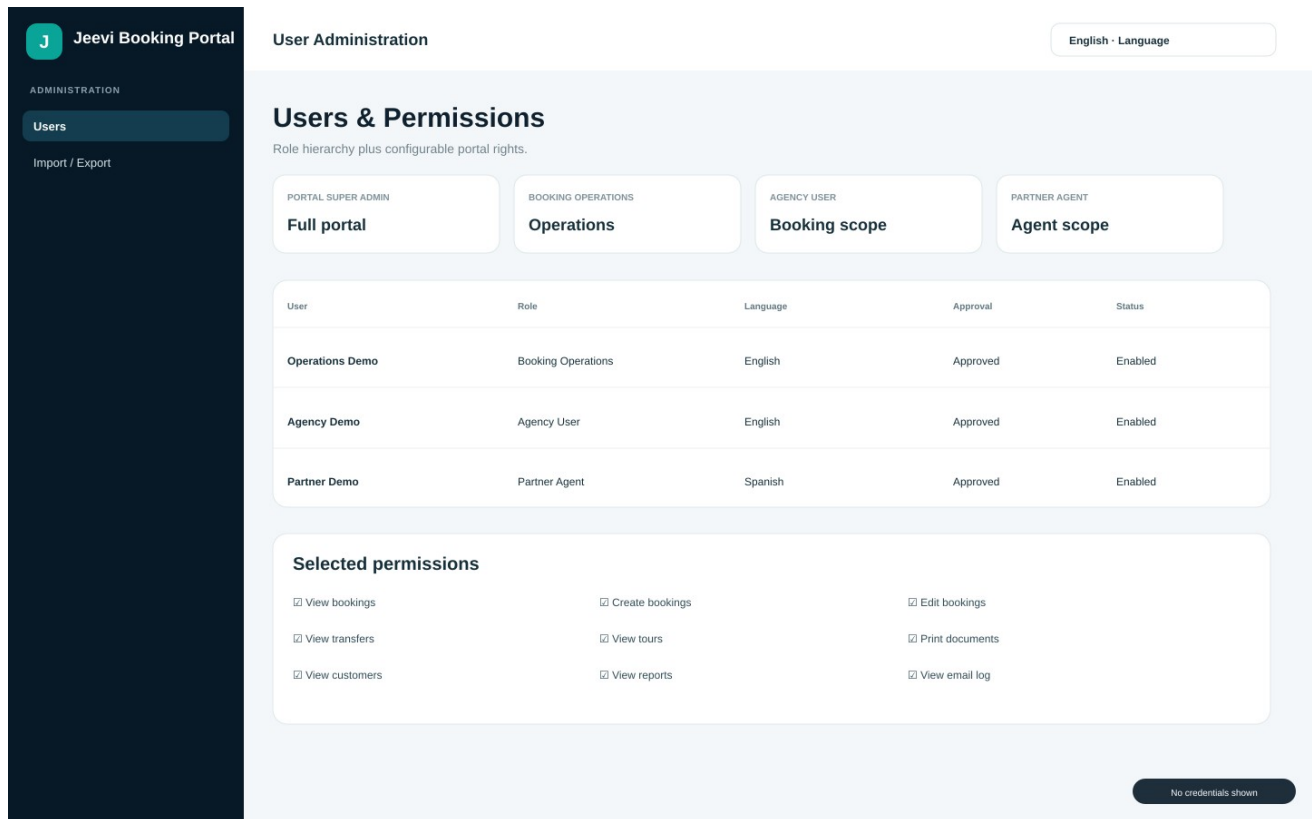
Area	Included capabilities
Commercial website	SEO-focused product homepage, responsive design, demo CTA, portal CTA, support CTA, global language selector.
Booking portal	Dashboard, bookings, services, transfers, tours, guests, partner/master data, reports, email log, users and data tools.
Languages	18 options: English, Simplified Chinese, Traditional Chinese, Spanish, French, German, Portuguese, Arabic, Hindi, Japanese, Korean, Russian, Italian, Dutch, Indonesian, Turkish, Thai and Vietnamese.
Support center	Searchable FAQs, articles and feature blogs, plus the PDF handbook.
SEO	Titles, descriptions, canonical URLs, hreflang alternates, Open Graph, Twitter cards, structured data, sitemap support and robots controls.
Demo environment	Fictional customers, suppliers, guests, companies, service types, tourism products and bookings spanning about 100 days before and after installation.
Security model	Separated portal accounts and protected system administration with role and permission enforcement.

3. User Structure and Permissions

Jeevi uses a layered role hierarchy with configurable portal rights so each business can apply access according to its operating structure.

Role	Purpose	Typical access
GOD ADMIN	Platform owner / highest administration tier	protected system administration plus full portal and master-data authority. Login instructions are intentionally excluded from this handbook.
Master Admin	Governance and protected data control	Full portal administration, approval workflows and protected bulk-data functions.
Portal Super Admin	Front-end portal administration	Users, bookings, master data, operations, reports and portal configuration within the front-end application.
Booking Operations	Operational delivery team	Operational booking, transfer, tour, guest, partner and reporting functions according to assigned rights.
Agency User	Travel agent / reservations user	Booking-focused access with configurable rights and normal booking scope.
Partner Agent	Agent role retained for compatibility	Agent-focused access using the same global language selector and configurable rights.

Portal rights can independently control viewing, creating or editing bookings; viewing all agent bookings; editing booking identity information; removing services; cancelling bookings; printing documents; sending booking emails; using transfer and tour worklists; managing guests, customers, companies, suppliers and service types; managing tourism products; viewing and exporting reports; and viewing email logs.



Recommended practice

Use least privilege. Assign only the rights required for a user's actual responsibilities, and review access whenever duties change.

4. Global Language System

English is the fallback language. On a first visit, Jeevi can select a supported language from a two-letter country code supplied by the hosting/CDN environment. If that signal is unavailable, the browser Accept-Language preference is checked. The visitor can always choose another language manually, and the choice is stored for later visits.

Language	Code	Direction
English	en	LTR
Chinese (Simplified)	zh	LTR
Chinese (Traditional)	zh-hant	LTR
Spanish	es	LTR
French	fr	LTR
German	de	LTR
Portuguese	pt	LTR
Arabic	ar	RTL
Hindi	hi	LTR
Japanese	ja	LTR
Korean	ko	LTR
Russian	ru	LTR
Italian	it	LTR
Dutch	nl	LTR
Indonesian	id	LTR
Turkish	tr	LTR
Thai	th	LTR
Vietnamese	vi	LTR

18 LANGUAGE OPTIONS

One booking portal for global travel teams.

English is the fallback. Country signals and browser language can set the first-view language, while the user can always choose and save a preference.

English English	简体中文 Chinese (Simplified)	繁體中文 Chinese (Traditional)
Español Spanish	Français French	Deutsch German
Português Portuguese	العربية Arabic - RTL	हिन्दी Hindi
日本語 Japanese	한국어 Korean	Русский Russian
Italiano Italian	Nederlands Dutch	Bahasa Indonesia Indonesian
Türkçe Turkish	ไทย Thai	Tiếng Việt Vietnamese

Figure 3. Included global language options. Arabic receives right-to-left layout handling.

Privacy-friendly detection

Jeevi does not require an external IP-geolocation request. Country detection relies on host/CDN headers when present, with browser language as the fallback signal.

5. Public Marketing Website and SEO

The public homepage is designed as a sale-ready product website for a tour, transfer or destination-management booking platform. It explains the booking workflow, roles, operations, reporting and global suitability, then directs visitors to request a demo, sign in to the portal or open the support center.

- SEO site identity and product-focused page titles.
- Meta descriptions and index/follow directives for public content.
- Canonical URLs for public pages.
- Language-specific URLs with hreflang annotations and an x-default English version.
- Open Graph and Twitter card metadata.
- Organization, WebSite, SoftwareApplication, FAQPage and TechArticle structured data where appropriate.
- XML sitemap participation for support content.
- robots.txt rules that keep the portal and agent-login paths out of search results.
- Large social-sharing image for the Jeevi product.
- Searchable public support content that adds useful long-tail documentation pages.

Search strategy

Public marketing and documentation content is indexable. Secure application and authentication pages are intentionally noindex so search engines focus on product and support content.

6. Agent Login and Registration

The agent login experience remains separate from the content management area administration. Users choose the appropriate portal role entry and authenticate through the front-end portal. Registration requests can be held pending until an authorized administrator reviews and approves them.

- Language selector is available before login.
- Automatic first-view language applies to the login experience.
- User language preference persists after selection.
- Pending or disapproved registrations do not receive portal access.
- Portal identities are redirected away from the protected administration area.
- The login flow records the selected portal language and agent type for authorized accounts.

Credential handling

This handbook intentionally contains no passwords, reusable credentials or private administrator login instructions.

7. Dashboard

The dashboard gives operations and management a fast summary of active booking performance. Visibility depends on the signed-in user’s permissions and booking scope.

- Total bookings and booking status counts.
- Gross sales, collected value and outstanding value.
- Average booking value, passenger counts and cost/gross-profit indicators when cost data exists.
- Sales and booking-volume trends.
- Service mix and top-supplier views.
- Top-customer and payment-position views.
- Upcoming transfer and tour activity.
- Filters by date basis, date range, agent, customer, service type and status.

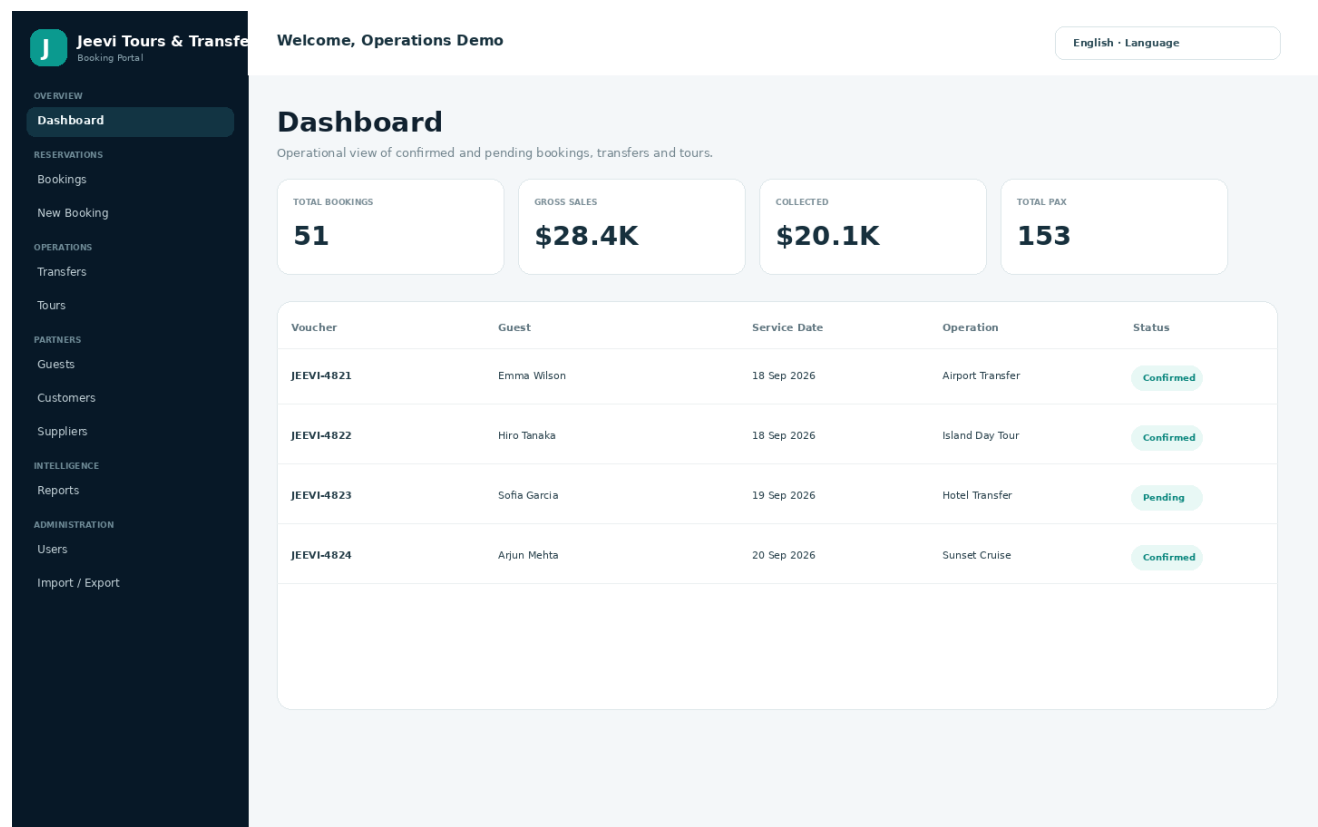


Figure 4. Operational dashboard and upcoming-service list.

8. Booking Management

A booking is the core operational record. It connects the client/agent reference, guest, passenger count, flight and travel dates, commercial values, status and one or more service lines.

- Generated Jeevi voucher/reference number.
- Agent/client reference.
- Customer and agent ownership.
- English/passport guest name and Chinese guest-name field compatibility.
- Guest email and phone.
- Passenger count.
- Arrival date, flight and time.
- Departure date, flight and time.
- Booking status and currency.
- Notes, receipt number, paid amount and balance.
- Scoped visibility based on user rights and agent ownership.

Jeevi Tours & Transfer Booking Portal

New Booking

English · Language

Create Booking

Customer	REF / Agent Reference	Status
Guest Name	Guest Email	PAX
Arrival Date	Arrival Flight	Arrival Time

Services

Service Type	Service Name	Supplier	Date / Time	Rate

Figure 5. Booking form with multiple service rows.

9. Booking Services

Each booking can contain multiple services. This lets a single guest journey include arrival transfer, tours, inter-hotel movement and departure transfer without creating duplicate booking records.

Service field	Purpose
Service type	Categorizes the line, such as transfer or tour.
Service name	Operational product/service description.
KK / reference number	Optional service-level reference.
Service details	Free-form service instructions.
Pickup / Drop-off	Operational locations.
Supplier	The partner fulfilling the service.
Rate / Quantity / Total	Commercial values for the service line.
Date / Time	When the service must operate.
Comments	Additional operational notes.

10. Transfer Operations

The Transfers worklist converts transfer-type booking services into an operational schedule. Teams can use date ranges and filters to focus on the movements that need attention.

- Today, tomorrow and future quick ranges.
- Supplier filtering.
- Booking status filtering.
- Pickup and drop-off visibility.
- Guest and booking reference visibility.
- Service date and time.
- Passenger and supplier context.
- Access controlled by transfer-view rights.

J

Jeevi Tours & Transfers

Booking Portal

OVERVIEW

Dashboard

RESERVATIONS

Bookings

New Booking

OPERATIONS

Transfers

Tours

PARTNERS

Guests

Customers

SUPPLIERS

Suppliers

INTELLIGENCE

Reports

ADMINISTRATION

Users

Import / Export

Operational Schedule

English · Language

Upcoming Transfers & Tours

Quickly filter the services your team needs to coordinate.

From

To

Supplier

Status

Operation Type

Date / Time	Guest / Booking	Pickup → Drop-off	Supplier	Status
18 Sep · 09:15	Emma Wilson · JEEVI-4821	Airport → Coral Bay Resort	Pacific Transfer Co.	Confirmed
18 Sep · 14:00	Hiro Tanaka · JEEVI-4822	Seaside Hotel → Marina	Bluewater Tours	Confirmed
19 Sep · 08:00	Sofia Garcia · JEEVI-4823	Lagoon Resort → Airport	Island Mobility	Pending

Figure 6. Transfer/tour operational schedule with filters.

Jeevi Tours and Transfer Booking System | v2.2.1 | Created by DAIM Hub Fiji | Developer: Sarneet Sahvil Kumar

11. Tour Operations

Tour booking services use the same booking record and operational model as transfers while remaining available through a dedicated tour worklist. This keeps tours and transfers connected to the guest journey but still easy for operations teams to separate.

- Tour service date and time.
- Guest and booking reference.
- Supplier assignment.
- Pickup instructions and service notes.
- Status visibility.
- Dedicated tour-view permission.

12. Guest Management

Guest records provide a reusable view of traveler information generated from booking activity. The system maintains compatibility with English/passport names and Chinese guest-name fields from the earlier portal design.

- Guest name and localized display.
- Email and phone.
- Gender and passport/reference fields where captured.
- Birthday and company/customer relationship data where applicable.
- Booking association and operational context.

13. Customers and Companies

Customers and companies are managed separately so agency/client records and organizational information do not become mixed into booking data.

Record	Typical use	Common fields
Customer	Client, reseller, agency or account associated with bookings.	Name, contact information, country, address, agreement information, company relationship and status.
Company	Organization-level record used across master data.	Company name, description, logo URL and status.

14. Suppliers and Service Types

Supplier and service-type master data powers the booking service lines and operational worklists.

- Suppliers can represent transport operators, tour providers and other fulfillment partners.
- Service types standardize how transfer, tour and other service lines are categorized.
- Authorized users can view, create or edit these records according to assigned rights.
- Service-type English and Chinese naming fields remain available for legacy compatibility.

15. Tourism Products and Tourism Bookings

Jeevi also includes a tourism-product module separate from ordinary booking service lines. Products can have English/Chinese titles and content, pricing, images, notices, itineraries and online/offline status. Authorized portal users can create tourism orders from those products.

- Product title and content fields.
- Notice and itinerary fields.
- Price label and numeric price.
- Image references.
- Online/offline status.
- Tourism-product booking with guest, hotel, pickup, passenger and children information.
- Separate tourism-order list and status tracking.

16. Vouchers, Invoices and Email

Authorized users can generate customer-facing and operational documents from the same booking record rather than re-entering reservation information.

Output	Purpose
Booking detail	Complete reservation summary for review and operational reference.
Voucher	Service confirmation/fulfillment document based on booking services.
Invoice	Financial booking document based on booking totals and payment information.
Email	Booking-related communication sent through the configured configured email delivery environment and recorded in the email log where successful.

- Browser print workflow supports printing or saving documents as PDF.
- Email log access is permission-controlled.
- Accurate customer, guest, service and supplier data improves all generated outputs.

17. Reports and Analytics

Reporting extends the dashboard with filters and grouping for operational and commercial analysis.

- Date basis: booking created, service date or arrival date.
- Date-range filters.
- Agent/user, customer, service type and status filters.
- Booking, revenue and passenger summaries.
- Customer, supplier, service and agent groupings.
- Outstanding/collected position.
- Gross-profit indicators when costs are populated.
- Export capability subject to user rights and approval rules.

18. User Administration

Authorized administrators can create portal users, choose the agent type, select a supported language, approve or disapprove registrations, enable/disable accounts and configure portal rights.

- 18-language user preference selector.
- Role/agent type retained separately from portal rights.
- Pending registration workflow.
- Approval/disapproval state.
- Account enable/disable control.
- Rights editor for detailed capabilities.
- Master-level governance remains separated from ordinary portal administration.

19. Import, Export and Approval Workflows

Bulk data functions are deliberately governed. Portal Super Admin import/export requests are designed for Master Admin review and approval rather than silently applying high-impact data changes from a normal portal session.

- CSV-based bulk import requests.
- Category-specific data schemas.
- Automatic ID/natural-key matching options.
- Comparison/review before data is applied.
- Approved export generation.
- Request history and administrator notes.
- JSON backup/export functions for authorized administration.
- No delete-by-default behavior during standard import matching.

Data governance

Back up the database before large imports, test with a small file first, and review matches before approval.

20. Demo Data and Data Onboarding

The commercial Jeevi package does not contain the previous production snapshot. Fresh installations use fictional demonstration information so the portal and reports are useful immediately without exposing another operator's real customer data.

- Fictional companies, customers and suppliers.
- Fictional guests and international names.
- Sample service types and tourism products.
- 51 demonstration bookings with mixed statuses.
- Booking activity distributed from approximately 100 days before installation through 100 days after installation.
- Sample services and tourism orders so dashboards and worklists are populated.
- Approved customer, supplier, service, product, user and booking data can be reviewed and prepared for controlled onboarding projects.
- Source identifiers and mapping rules can be retained where they are required for a controlled, repeatable data-onboarding process.

21. Support Documentation Center

The public support center is built into the theme as editable support content. It provides searchable product education while also strengthening the public site with useful indexable documentation.

- FAQ content type for concise questions and answers.
- Article content type for setup and workflow documentation.
- Feature Blog content type for feature explanations and product education.
- Search across support content.
- Type filters/tabs.
- Individual support article pages.
- Structured data for FAQs and technical articles.
- Support content included in the site sitemap.
- Download link to this complete PDF handbook.

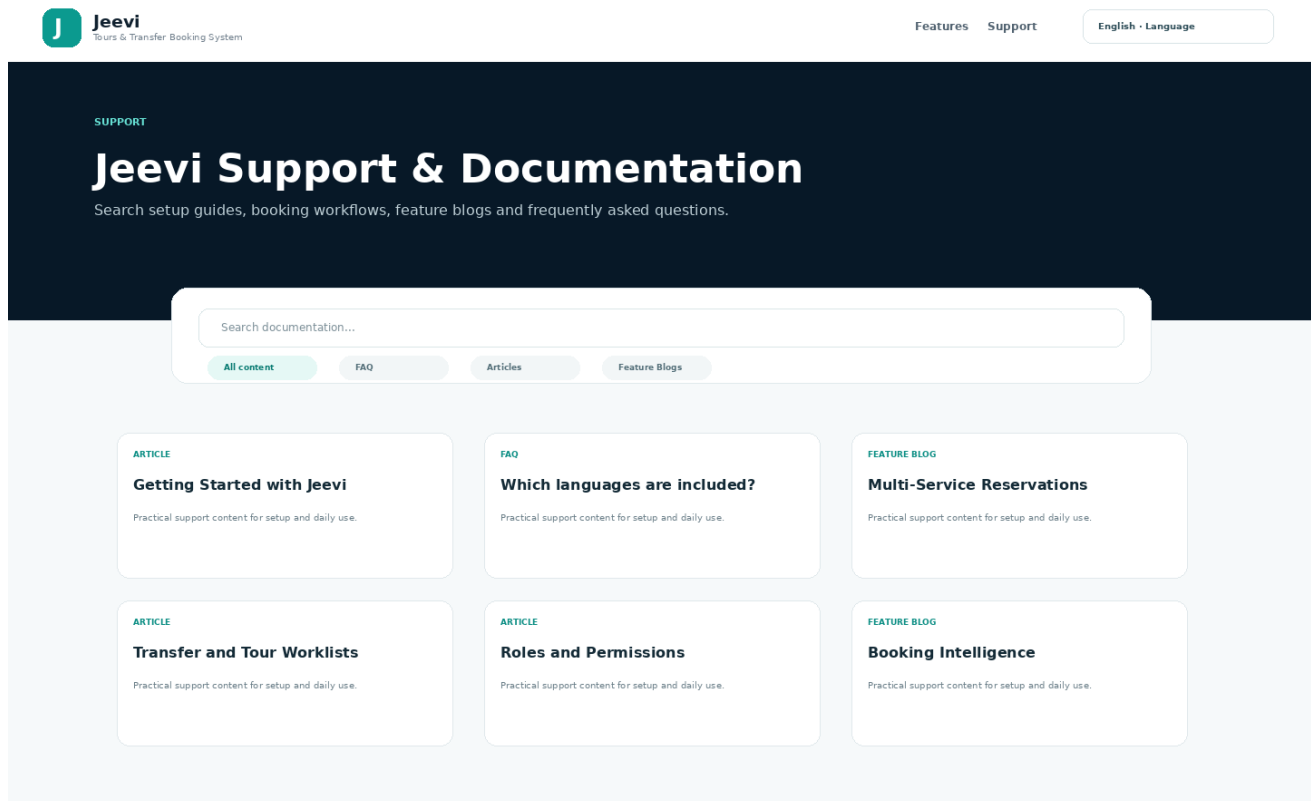


Figure 7. Public Jeevi Support & Documentation Center.

22. Security and Operational Controls

- Role-separated portal and protected system administration.
- Portal-only users are kept out of wp-admin.
- Disabled, pending and disapproved portal accounts cannot use the operational portal.
- Nonce/security checks protect portal form actions.
- Booking visibility can be scoped by agent unless the user has all-bookings/admin authority.
- Configurable rights restrict actions such as editing, cancellation, printing, email and master-data management.
- Bulk data requests follow protected approval paths.
- Language detection does not require an external IP lookup.
- Public SEO excludes secure login and portal pages from indexing.
- No reusable privileged credentials are bundled in the documentation.

23. Deployment Checklist

1. Install the Jeevi package in a staging environment first.
2. Activate Jeevi using the intended authorized administrator account.
3. Confirm the public homepage, agent login, booking portal and support center pages were created.
4. Review site name, site description, contact/demo email and default currency.
5. Verify demo data appears correctly in bookings, operations and reports.
6. Test the language selector in multiple languages and confirm Arabic layout direction.
7. If country auto-detection is required, confirm the hosting/CDN provides a supported two-letter country header.
8. Test each portal role and its rights on staging.
9. Test creation/editing of bookings and multiple service lines.
10. Test voucher, invoice, print/PDF and email behavior.
11. Review support content and replace or extend articles for the customer implementation.
12. Confirm canonical, hreflang, Open Graph, schema, robots and sitemap output on the public site.
13. Take a full backup before importing live data.
14. Move to production only after functional and permission testing is complete.

24. Frequently Asked Questions

Who is Jeevi designed for?

Travel agencies, DMCs, tour operators, transfer companies and destination-service businesses that coordinate reservations, guests, agents, suppliers, tours and transfers.

Can one booking contain multiple services?

Yes. A reservation can contain multiple transfer, tour and other service lines, each with its own date, time, supplier, locations, rate and notes.

How many languages are included?

18 language options are included, with English as the fallback and manual selection always available.

How does automatic language selection work?

Jeevi checks a host/CDN country header when available, then browser language. It does not require an external IP lookup.

Is Arabic supported?

Yes. Arabic is included and the application adds right-to-left layout direction where appropriate.

Is the demo data real?

No. The bundled commercial demo data is fictional.

Can Jeevi print vouchers and invoices?

Yes. Authorized users can generate documents from booking data and use the browser print workflow to print or save as PDF.

Can users be limited to their own bookings?

Yes. Booking scope is enforced unless the role/right set grants broader booking visibility.

Are bulk imports unrestricted?

No. The design includes Master Admin governance for protected bulk import/export workflows.

Does the support center help SEO?

Yes. Public FAQs, articles and feature blogs create useful crawlable content, while secure portal pages are kept out of search indexing.

25. Troubleshooting and Support

Symptom	Checks
Portal user cannot sign in	Confirm approval state, enabled state, correct agent type, role assignment and login path.
Portal page redirects to login	Confirm the account is a permitted Jeevi portal identity and is not disabled/pending.
Language does not auto-detect by country	Confirm the hosting/CDN sends a supported country-code header. Browser-language fallback should still work.
A label remains in English	Some legacy/master-data terminology can fall back to the complete English catalogue when a localized phrase is not bundled.
Email does not send	Check the configured email delivery service and server mail delivery.
Reports show limited cost/profit data	Enter cost information for the relevant booking services/suppliers.
Support content is missing	Confirm the Jeevi Support post type is registered and the activation/update seed ran; content can also be created manually in the support content area.
Public support PDF link fails	Confirm the handbook exists in the theme assets/docs directory in the deployed release.
SEO metadata appears duplicated	Disable overlapping SEO output from another plugin or configure one SEO owner for title/meta/canonical output.

Support handover

Keep this handbook in the Jeevi Support Documentation Center and update the release version, screenshots and changed features whenever a new production release is prepared.