How To Create A Product In Travelity

Definition of terms

Workspace

A workspace is a tour agent's working environment where they can manage their tasks, projects, and resources - either individually or as part of a team. Travelity defines 2 types of workspaces:

My Workspace
This is each user's personal working environment.

Shared Workspace

This is a collaborative space where tour agents work as a team. To access a Shared Workspace, a user must receive an invitation by either the Team Owner or a user with the Administrator role. Each user is invited to a specific team with a defined role, which determines their level of access and permissions within the system.

Product

A Product refers to an available tour listed for sale, with its availability period, vehicle, and capacity set within the system.

Booking

Booking is the reservation of a certain number of guests for a Product. Every booking has a clearly defined date and time, number of people, as well as any additional services.

Events

Events refer to calendar entries. Events section reflects the existing bookings or planned events on the calendar. An Event is created as a result of a Booking, and it is associated with a certain number of Bookings. An Event typically includes information about the time and some operational details.

Order

Order reflects the grouped purchases of a specific customer. This section works on the principle of a shopping cart. Orders have two statuses: Open and Confirmed.

Staff

Staff refers to the personnel serving the Event, such as drivers, guides, operators responsible for the tour, and tour managers

Asset

Assets refer to vehicles or other types of property that are used during the service delivery of an Event.

Team

It is the collaboration among tour agents

Customer

Customer refers to the guest

Availability Calendar

Availability Calendar is a calendar based tool where users can view the offered products and easily check the availability of their preferred products. It includes all services: group tours, individual tours, and transfers.
Filters allow users to adjust searches based on specific criteria: date, number of passengers, service type, and service name.

Through integration with the Channel Manager, the Availability Calendar automatically updates availability, reducing the risk of double bookings.

Guest check-in

Check-In feature is in the Daily view dashboard. This functionality allows tour agents to mark attendees as present or absent. To perform a check-in, tour agent should access the Travelers section of the Event menu, where they can see a list of participants and mark their status.

They can also view the participant's phone number or email address based on the information provided at the time of booking. If users click on the profile icon, they can check if any attachments have been uploaded for the guests.

Daily View

The Daily View section is designed to provide tour agents with a clear, daily overview of routes and bookings. This section simplifies team collaboration by serving as a shared page where all team members can simultaneously view all events.

The Daily View allows users to see all events planned for the current day or upcoming days. The ability to filter by date and product helps users quickly find the necessary event.
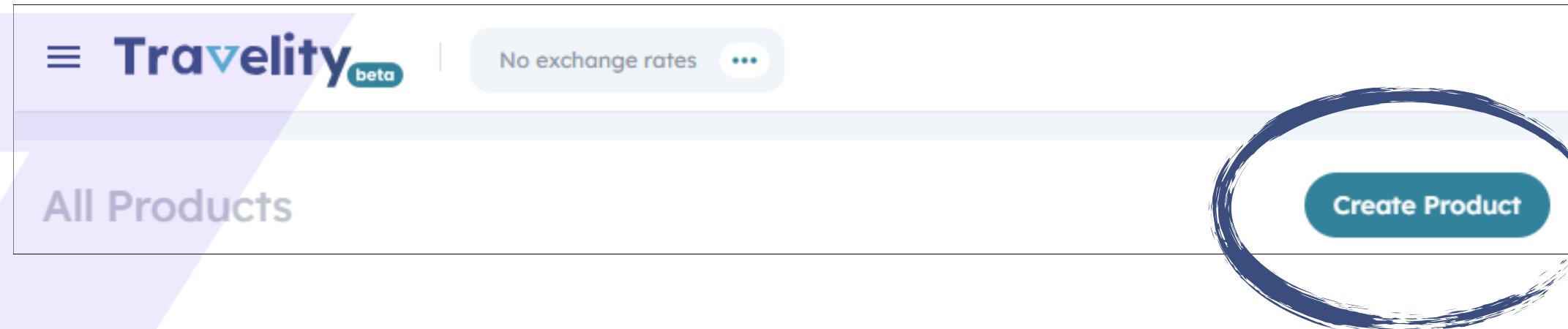
In this section, the assigned guide, driver, and the vehicle designated for the event are displayed.
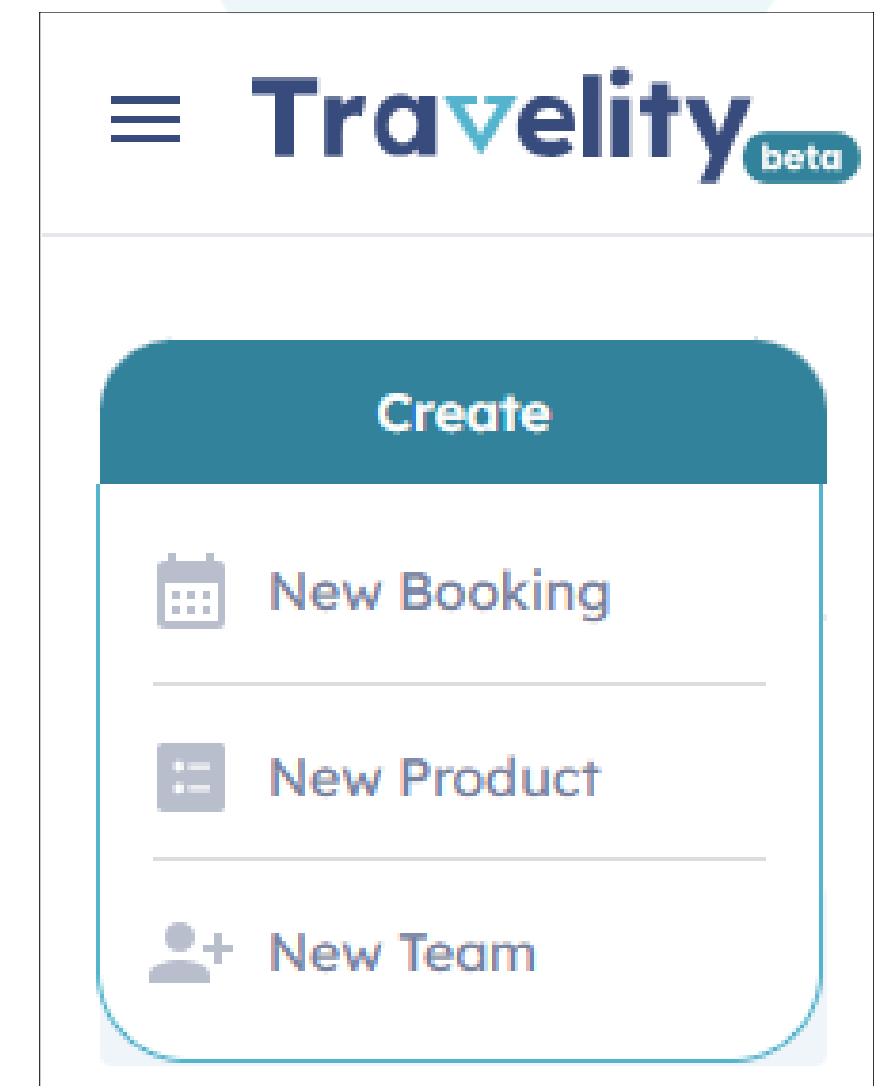
Creating a product in Travelity

The Products section of the platform is a comprehensive list of available tour offerings. You can review, duplicate and delete Products as well as filter them.

There are 2 options to create a new Product:

You can go to the **Products** section and click the **Create Product** button.

2. Click on the **Create** button at the top left corner of the screen and from the available options, select **Create Product**.
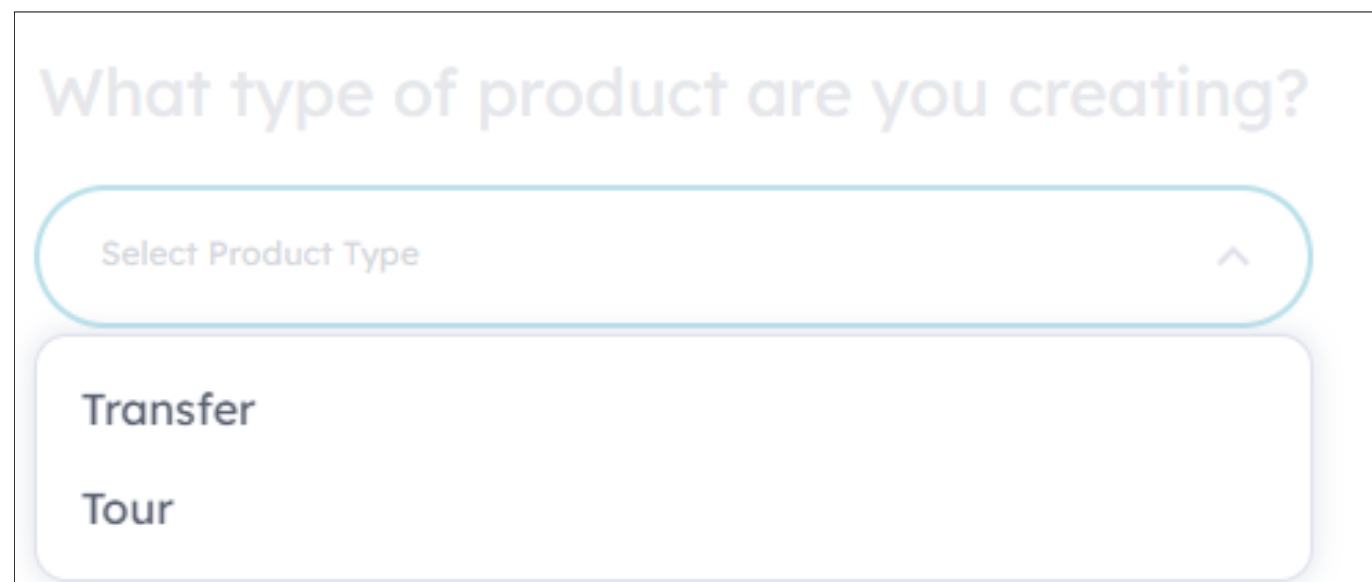
Creating a product in Travelity

In Travelity, a Product refers to a Tour or a Transfer.

Tours can be either:

- **Individual** – customized experiences for solo travelers or private groups.
- **Group** – scheduled experiences shared with other participants.

Transfers refer to transportation services between locations, such as airport pick-ups or drop-offs.

Product configuration

Product configuration section allows you to define product type: either individual or group. You can also enable the Autoscaled function.

Product Configuration

Group Tour   ○ No

Autoscaled   ○ No

What is the Autoscaled function?
If you want **multiple events to be created simultaneously for the same product**, you need to enable the Autoscaled function. When the Autoscaled function is turned on, once the maximum capacity indicated in the Capacity field is reached, the system automatically activates a second event for that same product on the same day. If the Autoscaled function is not enabled, once the maximum capacity is reached, the product will no longer appear in the Availability Calendar.

1 Product Configuration

2 Product Details

3 Route

4 Capacity

5 Schedule

6 Pricing and Financials

7 Product Options

8 Preview

Product Details

In the **Product details section** you need to fill in the details about the Product:

- Product Name
- Description
- Language

The Description field is mandatory. There is no character limit for the description: it can be as short as 2–3 words or a longer text.

Product Details

Product Name *

Type Product Name or Use Generated Name   P-GH-CF2759

Description *

Type Description

Languages *

Select Language

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Route

In this section, you'll provide detailed information about the route, including all planned stops. For each stop, you must specify:

- **Arrival Offset** - the time it takes to reach the stop from the starting point
- **Stop Duration** - the duration of the stop

If the trip begins and ends at the same location, enable the **Round Trip** option while selecting the starting point.

Capacity

Capacity is a concept that carries information about the number and age categories of customers who can participate in a single event of this product.
Capacity is not a vehicle or any other asset - its the information of quantities those assets can carry.
There are **3 capacity options:**

- Flat Count
- Ageband Count
- Browse

1

Capacity

+

Add Capacity Option

2

Capacity

+

Add Capacity Option

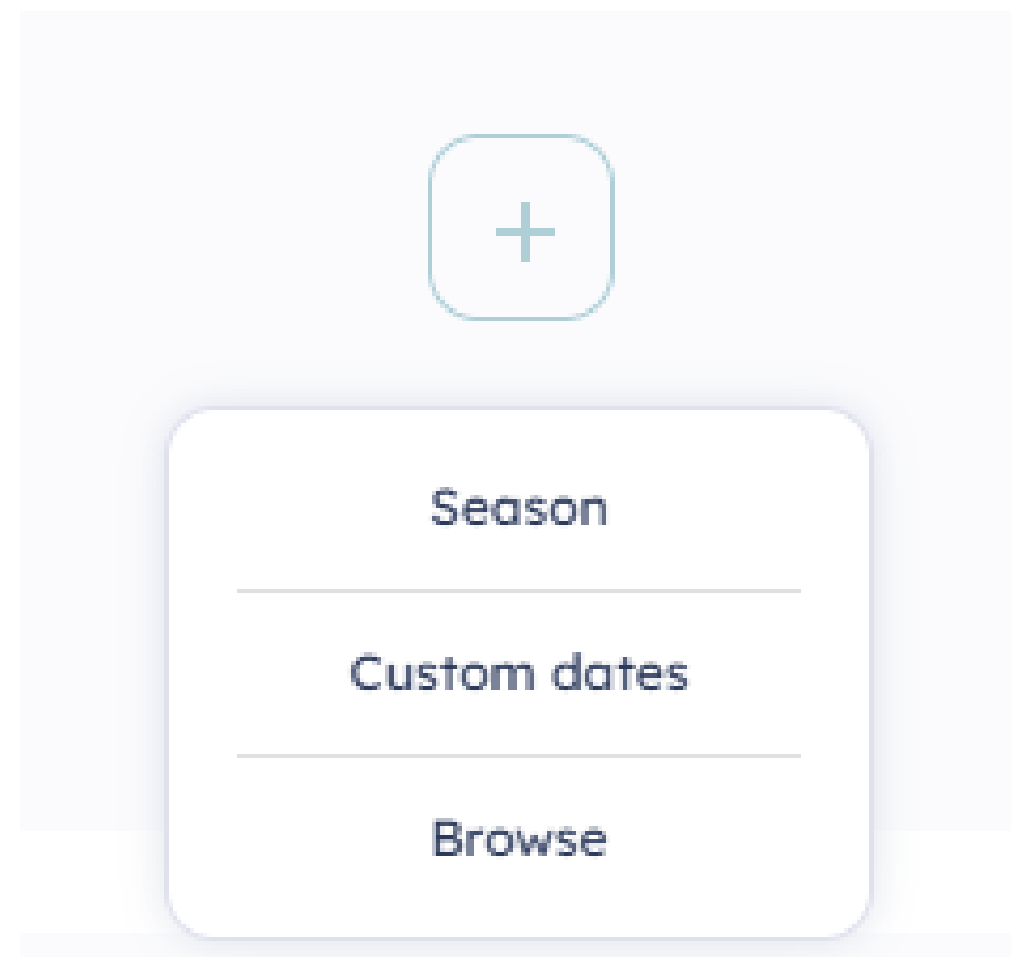| Flat Count |
| --- |
| Ageband Count |
| Browse |

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Capacity

- In the case of **Flat Count Capacity**, you simply set the **maximum and minimum limits for the product**. These limits define the range of availability, ensuring that bookings stay within the defined capacity for each event.

- In the case of **Ageband Count Capacity**, fields are opened **according to age groups**, where you specify the number of available spots for each age group that your service is intended for. This allows you to set different capacities based on the specific age ranges of your customers.

- When selecting the **Browse** option, you can **choose from one of the suggested options** instead of manually adding the details. This feature is not available when you are just starting to work with the software and creating your first product. However, for subsequent products, you can take advantage of the Browse option to select from the available choices.

Schedule

In the **Schedule** section you need to specify the **Product Duration.** The platform also allows you to define **anticipated time deviations**. If you are confident in the accuracy of your schedule, you can select the **"No overtime"** option. However, if slight deviations are possible, you can choose from the suggested options in the dropdown menu.

Schedule

Schedule Settings

Select event duration

0 d	0 h	0 m

Select potential overtime

No overtime ⌄

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5 **Schedule**

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Schedule

Schedule items define the full availability schedule of your product using date ranges or specific dates. You have three options when creating a schedule item:

- **Season** - Select this if the schedule item will cover a range of dates.
- **Custom Dates** - Select this if you want to pick one or more precise dates, that are scattered over time.
- **Browse** - Select this if you already created a schedule item and want to reuse it

Pricing and Financials

In the Pricing and Financials section you need to enter all the financial details related to the product offering.
You can add the price of the product by clicking the **Add Pricing** button.

Pricing and Financials

Pricing

+

Add Pricing

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Pricing and Financials

You can define the price
- **Per Person**
- **Per Product**
- **Per Ageband**

You can pricing that **depends on specific conditions:**
- Default Pricing
- Capacity Dependency Price
- Schedule Dependency Price
- Capacity and Schedule Dependency Price

No product exists without a defined price.
In addition to the base price, products can have prices that vary based on **schedule**, **capacity**, or both. For example, if your product price changes depending on seasonality, group size, or vehicle type, this feature enables you to reflect those variations with flexible pricing rules.

Pricing and Financials

Payment Requirements

Payment Methods

Cash POS Terminal Wire Transfer Promo

Gift card Partner OTA Website

Prepayment required? No

For **Prepayment**, you can choose either percentage or a fixed amount.

Prepayment required? Yes

%

AMD

Product Options

Product option price and the main product price are set using the same pricing method.

Product Options

Product Options allows tour agents to define all additional services that are either paid or free.
To add a **Product Option**, simply click the **"Add Product Option"** button.
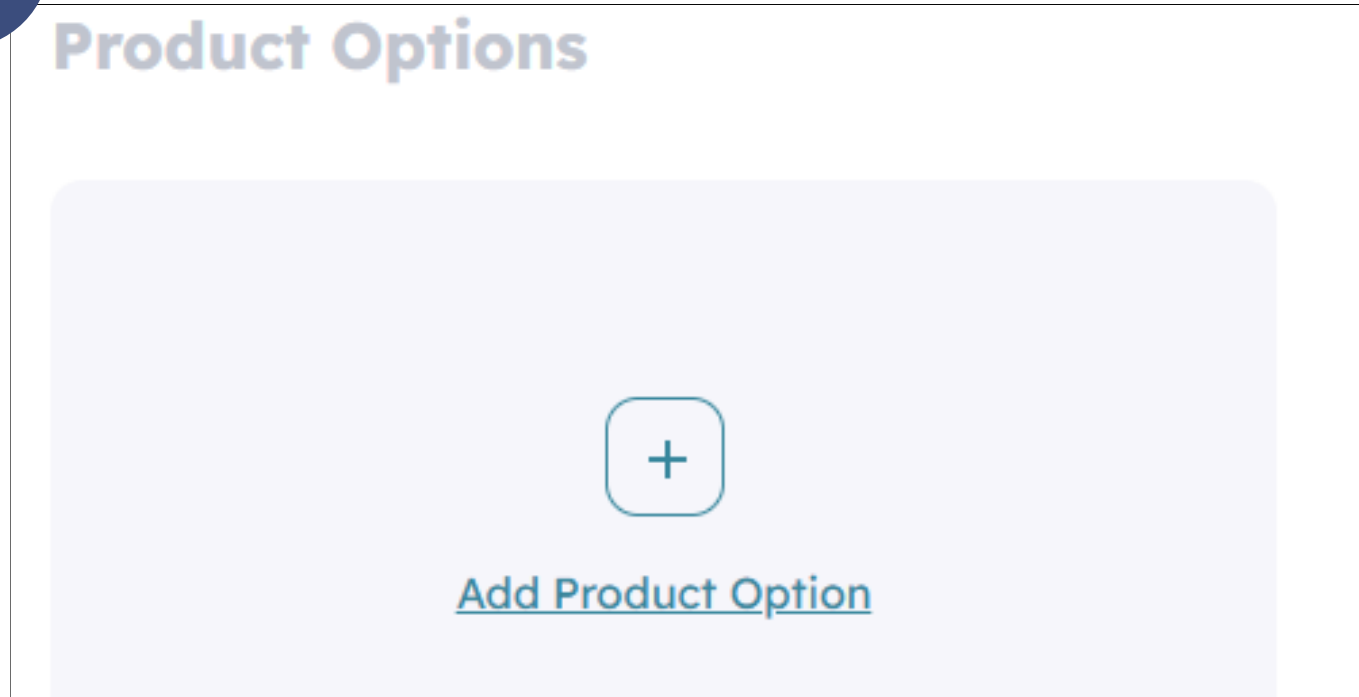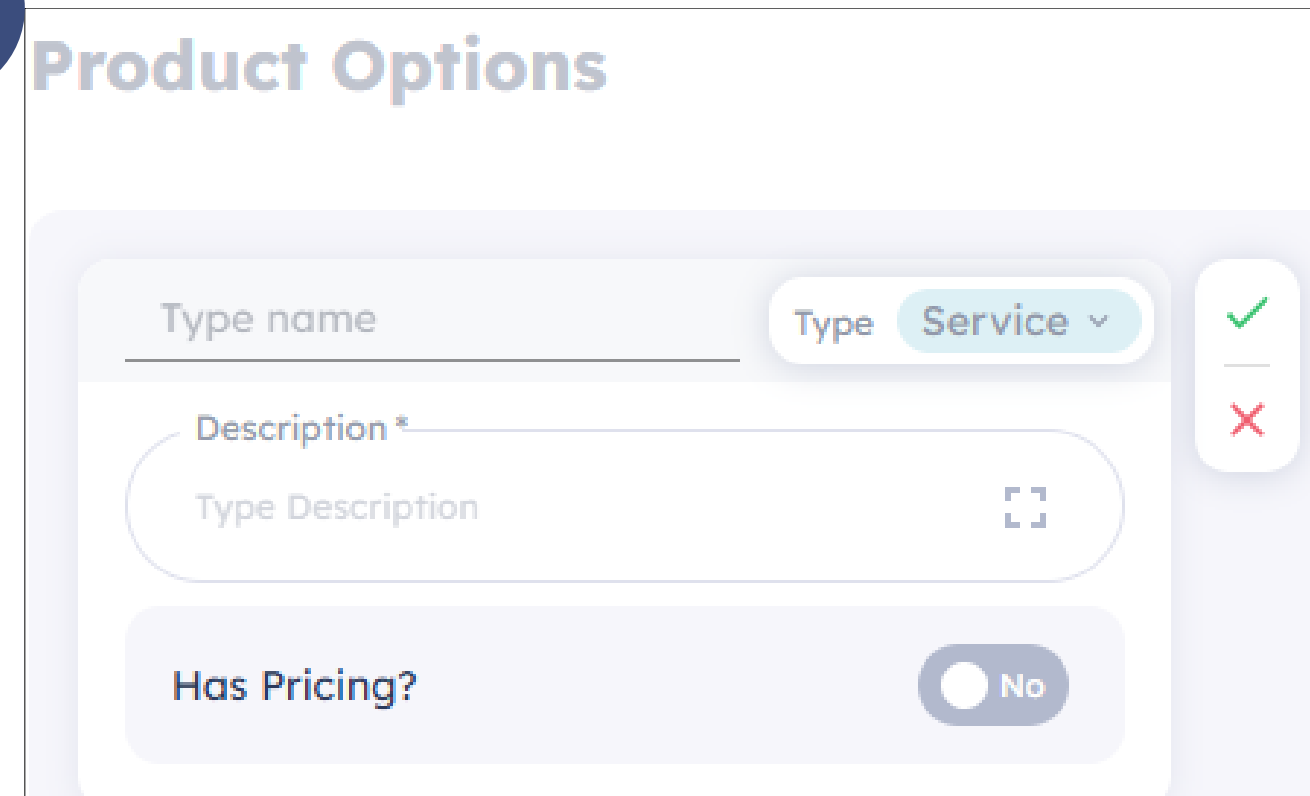
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Product Options

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Add Product Option

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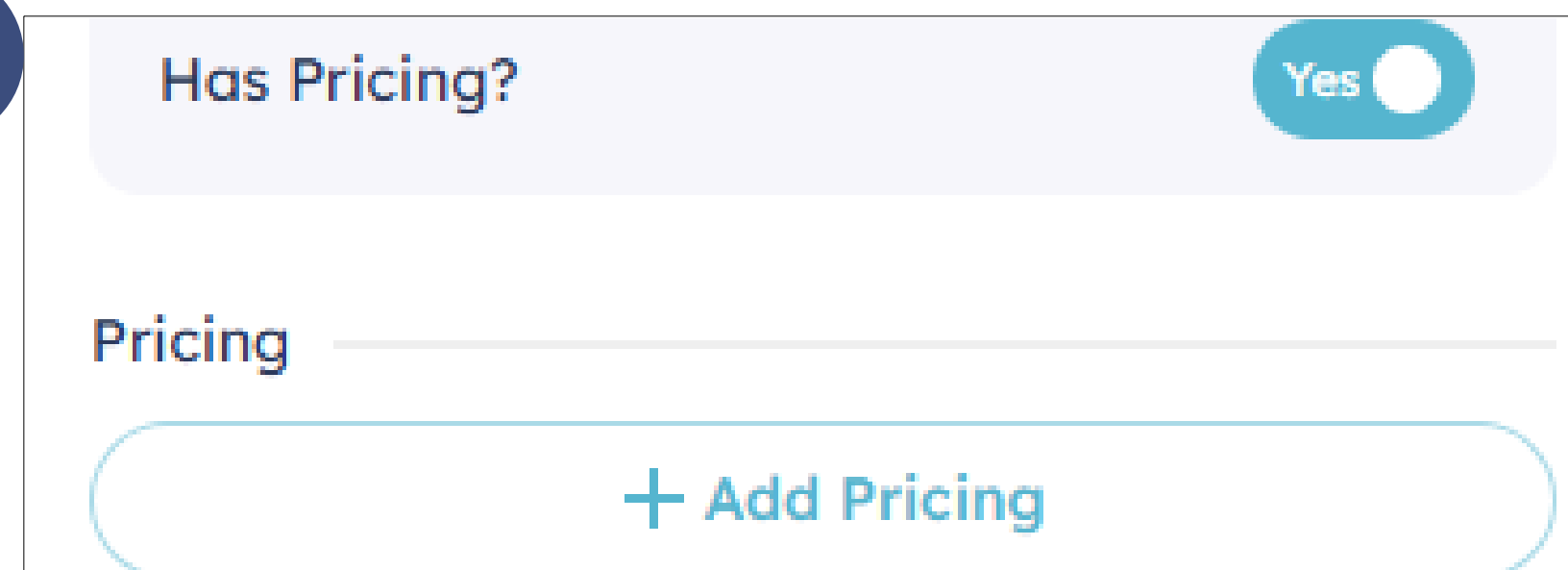
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If the additional product options are offered on price, enable "**Has Pricing?**" button and enter the pricing details.

2

3

Preview

The last step in the Product creation process is the **Preview** section, where users can review all the entered details in their finalized format. This section provides a clear view of how the Product will be displayed in the system after it is saved.

Once you've previewed the product, click **Save** to complete the process.

Preview

Back   Save

Product Configuration

Group Tour   Yes

Autoscaled   Yes

Product Details

Product Name *
Venice In a Day: Basilica San Marco, Doges Palace

Description
Ideal for first-time visitors, this full-day tour of Venice checks off all the most-important attractions. Stroll across the Rialto Bridge and browse the lively Rialto fish market, then hop aboard a traditional gondola for a romantic cruise

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Your product can be found in "Products" section.

All Products

Create Product

Search product names, route locations, etc...

Search

1 product found

Venice In a Day: Basilica San ...   Type   Tour

Route

Duration
6h

Min Price
155.87 USD

Min Capacity
1

● Beginning of route
Ponte di Rialto

● Canal Grande

● Venice

Basilica di San M...
See All Stops (6)