



Find your way. Plan the journey.

User Manual

Customer app and admin portal — every journey from creating an account to booking, paying and managing a trip, and how staff run bookings, payments, marketing, content, reports and settings.

Version 1.0 · Phases 1–12 · 08 October 2026

About this manual

Wayfinder has two applications:

Application	Who uses it	What it does
Customer app (web, responsive for phones and computers)	Travellers	Discover destinations, search flights, hotels and packages, plan trips, book and pay, manage bookings, refunds, reviews and the account.
Admin portal	Staff (Super Admin, Admin, Operations, Finance, Content, Support...)	Manage users and roles, the travel catalogue, bookings, payments and refunds, promotions, reviews, notifications, content, reports and system settings.

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Part A — Customer app

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4. Hotels
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7. After booking
8. Your account
9. On a computer

Part B — Admin portal

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2. Users and access
3. Travel management
4. Bookings and money
5. Marketing
6. Content
7. Reports and settings

Part C — Reference

1. Booking and payment statuses
2. Good to know

Screens show sample data. Prices are in Pakistani Rupees (PKR) and include taxes unless stated.

Part A — Customer app (web and mobile)

The customer app runs in any modern browser on phones, tablets and computers. Screens below are shown at phone size; the same features are available on desktop with a wider layout (see “On a computer”).

Getting started



1. Welcome screens

The first time you open Wayfinder you see three short introduction screens.

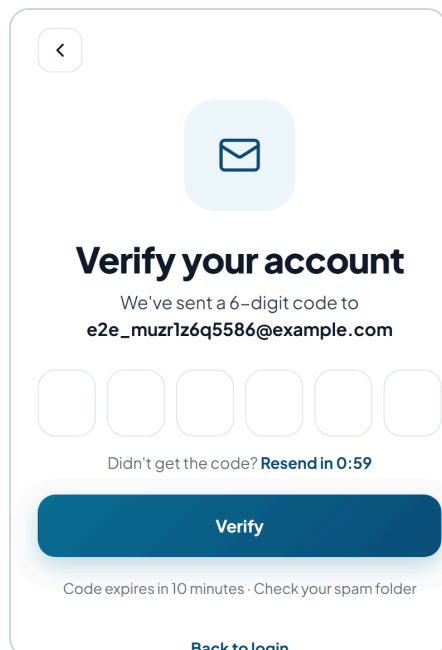
1. Swipe or tap **Next** to read each screen.
2. Tap **Get started** to create an account, or **Log in** if you already have one.

A mobile app 'Create your account' screen. It has a back arrow in the top left. The title is 'Create your account' with a subtitle 'It takes less than a minute.' Below are input fields for 'First name', 'Last name', 'Username', 'Email', and 'Phone (optional)'. The phone field has a dropdown for country code (showing 'PK +92') and a text input for the number (showing '3001234567'). A 'Password' field is partially visible at the bottom.

2. Create an account

Register with your name, email, mobile number and a password.

1. Enter your first and last name, email and mobile number (country code + number).
2. Choose a strong password — the meter shows its strength.
3. Tick the box to accept the Terms & Conditions and Privacy Policy.
4. Tap **Create account**.



Verify your account

We've sent a 6-digit code to
e2e_muzrlz6q5586@example.com

Didn't get the code? [Resend in 0:59](#)

[Verify](#)

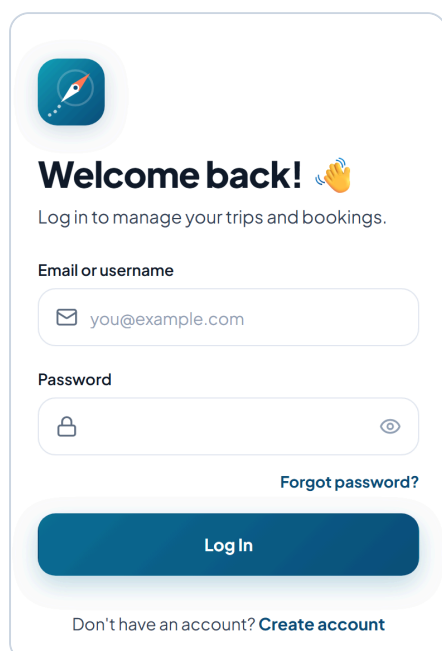
Code expires in 10 minutes - Check your spam folder

[Back to login](#)

3. Verify your email

A 6-digit code is emailed to you.

1. Type the code from the email (it is valid for a few minutes).
2. Tap **Resend code** if it did not arrive.
3. After verification you are signed in.



Welcome back! 🙌

Log in to manage your trips and bookings.

Email or username

Password

[Forgot password?](#)

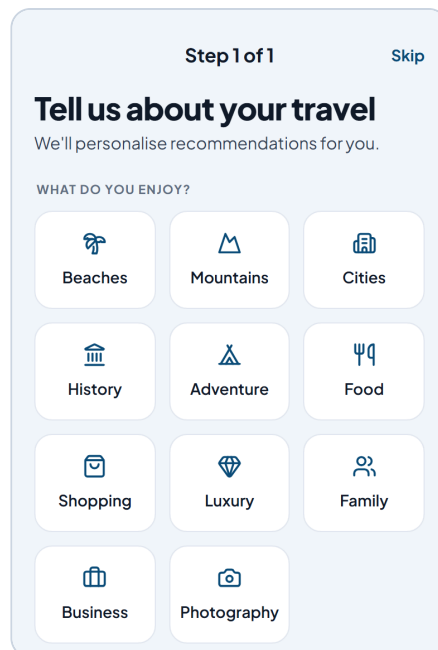
[Log In](#)

Don't have an account? [Create account](#)

5. Log in

Sign in with your email (or username) and password.

1. Enter your email or username and password and tap **Log In**.
2. If our Terms were updated since your last visit, a dialog asks you to read and **Accept and continue**.
3. Unverified accounts are sent to the verification screen with a fresh code.



Step 1 of 1 [Skip](#)

Tell us about your travel

We'll personalise recommendations for you.

WHAT DO YOU ENJOY?

Beaches Mountains Cities

History Adventure Food

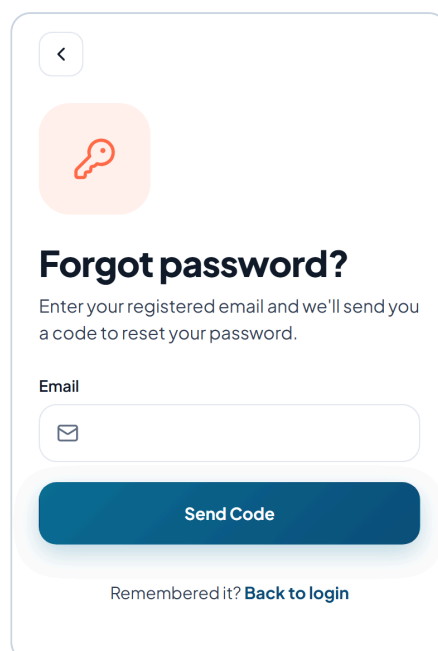
Shopping Luxury Family

Business Photography

4. Travel preferences

Tell us what you like so Home can suggest the right places.

1. Choose interests, travel style and budget.
2. Tap **Save**, or **Skip for now** — you can change them later in Account > Travel preferences.



Forgot password?

Enter your registered email and we'll send you a code to reset your password.

Email

[Send Code](#)

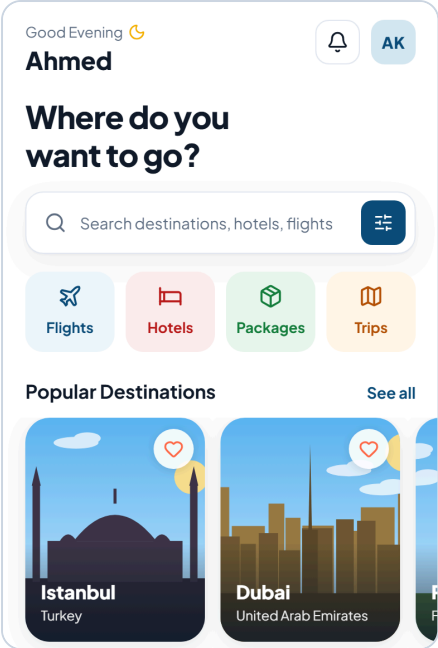
Remembered it? [Back to login](#)

6. Forgot password

Reset your password with an emailed code.

1. Enter your email and tap **Send code**.
2. Type the code and choose a new password.

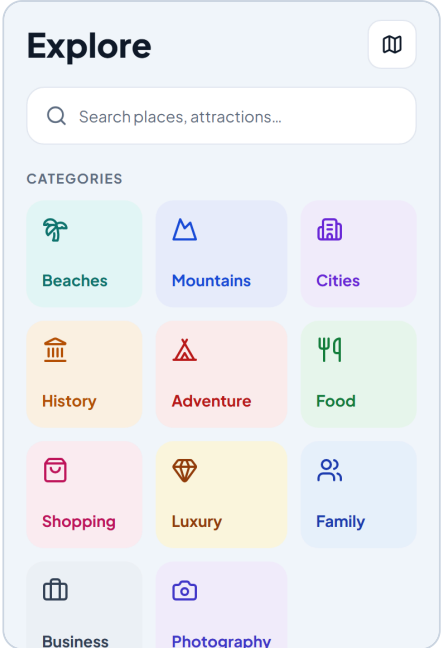
Discover



7. Home

Your personal start page.

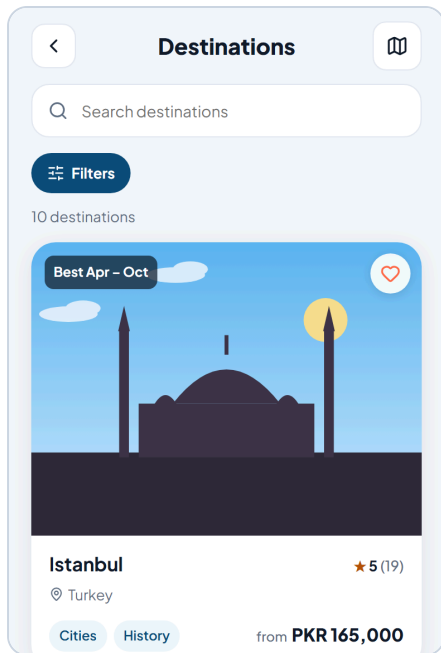
1. Search bar at the top opens the search page.
2. Sections show your upcoming trip, popular destinations, packages, Special Offers and featured banners.
3. The bell opens your notifications; the bottom bar switches between Home, Explore, Trips, Saved and Account.



8. Explore

Browse destinations by category and region.

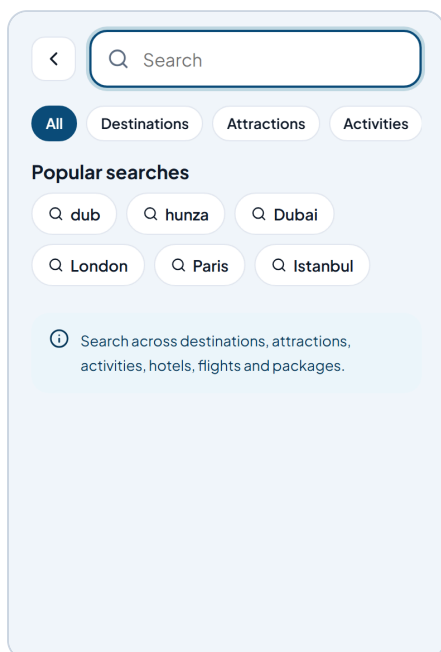
1. Tap a category chip to filter.
2. Tap a card to open the destination.



9. Destinations list

All destinations with filters and sorting.

1. Use **Filters** for country, type, budget, rating, best month and activities.
2. Switch to the map view to see destinations on a map.
3. Tap the heart to save a destination.



11. Search

One search for destinations, hotels, flights and packages.

1. Type at least two letters; results are grouped by type.
2. Recent searches are kept so you can repeat them.

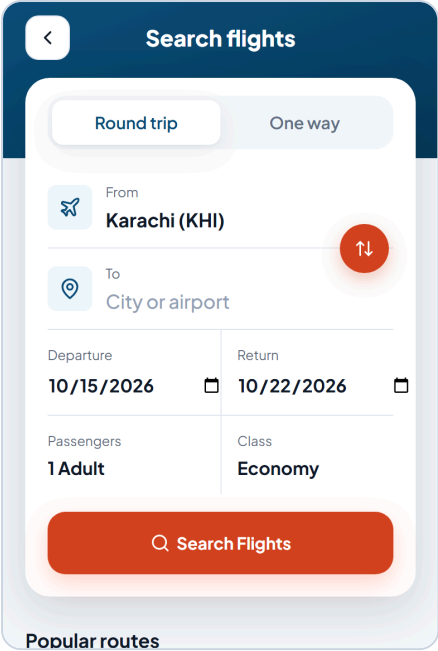


10. Destination details

Everything about a place in one page.

1. Gallery, overview, best time to visit, flight time from home and weather.
2. Attractions, activities, hotels and packages for that destination.
3. **Plan trip** starts a trip for this destination.

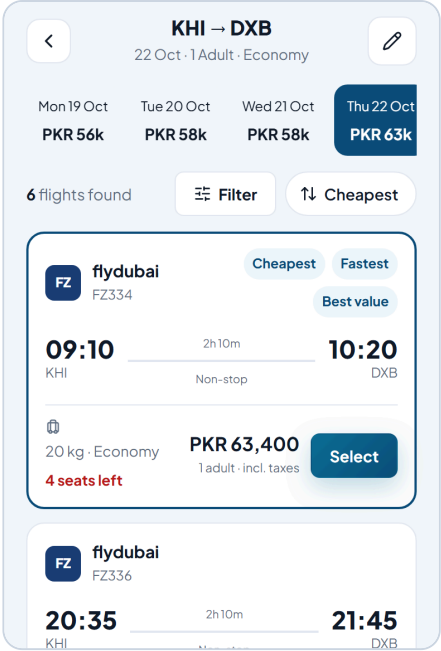
Flights



12. Search flights

Find one-way or return flights.

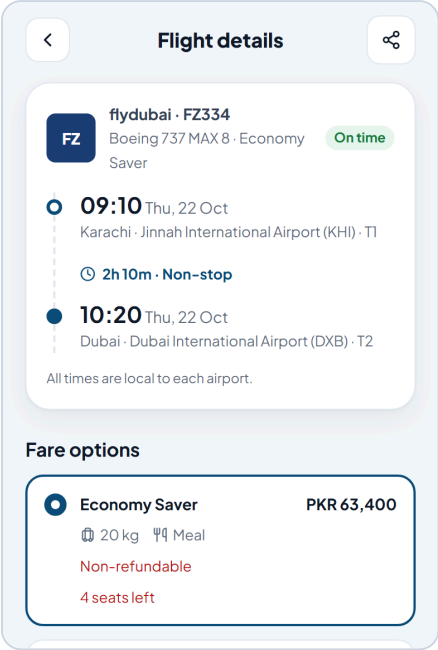
1. Choose From and To airports, dates, passengers and cabin class.
2. Tap **Search flights**.



13. Flight results

Compare flights side by side.

1. The date strip shows the cheapest fare per day.
2. **Filter** by stops, airlines, times, price, baggage and refundability; **Sort** by price, duration or departure.
3. Tap **Select** on a flight.

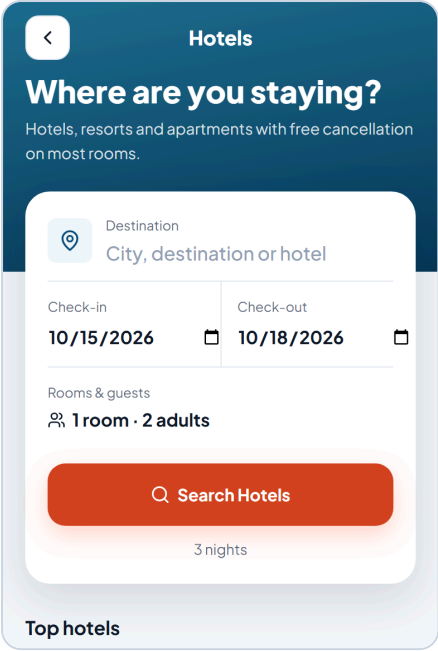


14. Flight details and fares

Choose your fare.

1. Review segments, baggage and fare rules.
2. Pick a fare (e.g. Economy Saver / Flex) and tap **Continue to Book**.

Hotels



15. Search hotels

Find a place to stay.

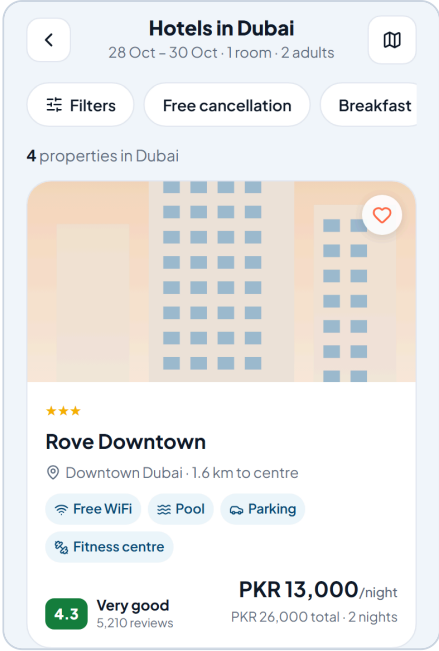
1. Choose a destination or hotel name, check-in/out dates and guests per room.
2. Tap **Search hotels**.



17. Hotel details

Rooms, amenities, policies and reviews.

1. Choose a room option and tap **Reserve**.

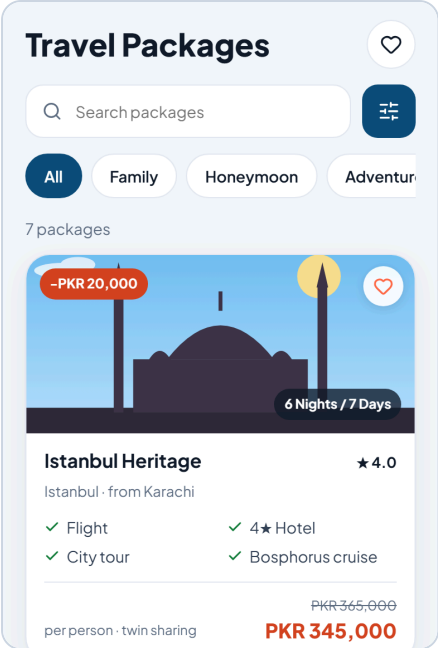


16. Hotel results

Filter and compare hotels.

1. Filter by price, stars, guest rating, area, amenities, breakfast and free cancellation.
2. Switch to the map to search an area.

Packages and trips



18. Packages

Ready-made holidays with flights, hotels and tours.

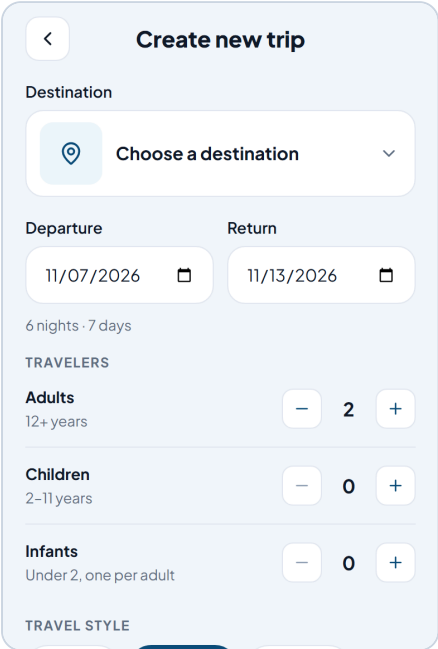
1. Filter by destination, duration, budget and travel type.



19. Package details

Day-by-day plan, inclusions and departures.

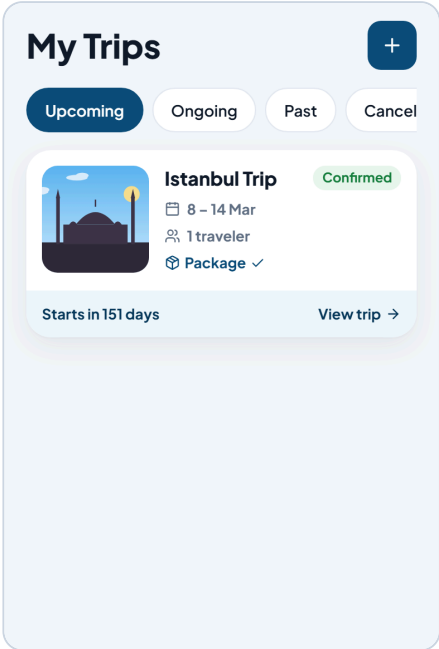
1. Pick a departure date and the number of travellers — the price updates.
2. Tap **Book Package**.



20. Plan a trip

Create your own itinerary.

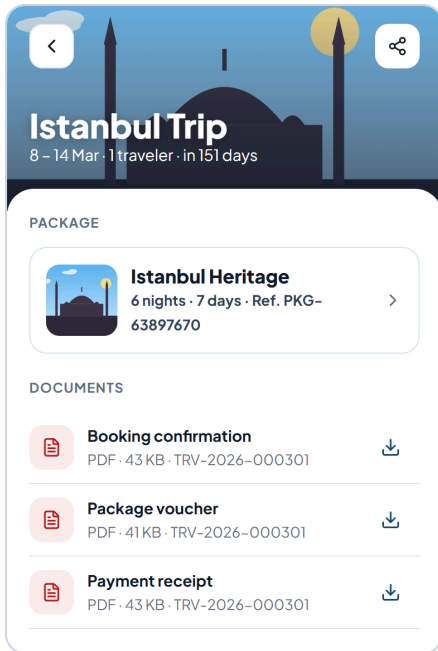
1. Choose a destination, dates and travellers, then tap **Create trip**.



21. My trips

All your trips: upcoming, drafts and past.

1. Tap a trip to open it.



22. Trip builder

Build the day-by-day itinerary.

1. Add attractions, activities, flights and hotels to each day.
2. Drag items to reorder them.
3. Invite friends or family to view or edit the trip.

Booking and payment

23. Checkout – travellers

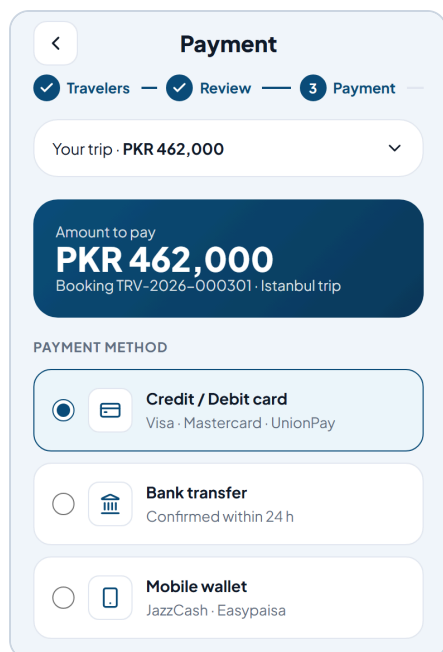
Step 1 of 3.

1. Enter each traveller as in the passport (or pick a saved traveller).
2. International trips need a passport number and expiry.
3. Enter contact details and tap **Continue to Review**.

24. Checkout – review

Step 2 of 3.

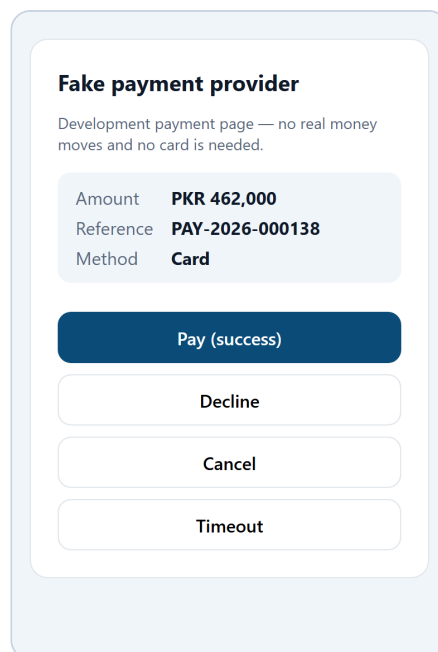
1. Check items, travellers and the price breakdown.
2. Apply a promo code if you have one.
3. Accept the fare rules and tap **Proceed to Payment**.



25. Checkout – payment

Step 3 of 3. Your seats/rooms are held while you pay.

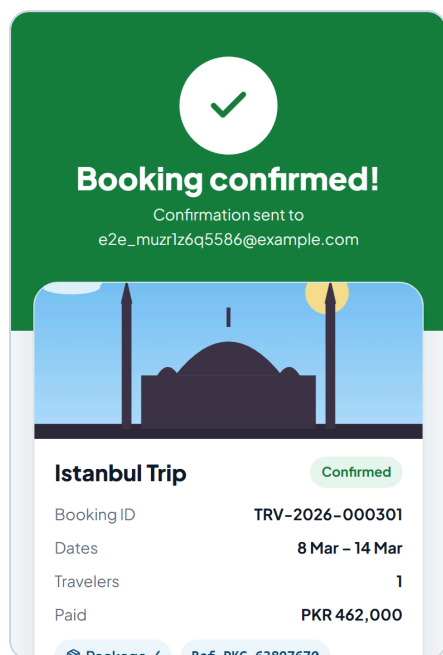
1. Choose card, wallet or bank transfer.
2. Card details are entered on the payment provider's secure page — Wayfinder never sees or stores them.



26. Payment page

The payment provider's page.

1. Complete the payment. You return to Wayfinder automatically.

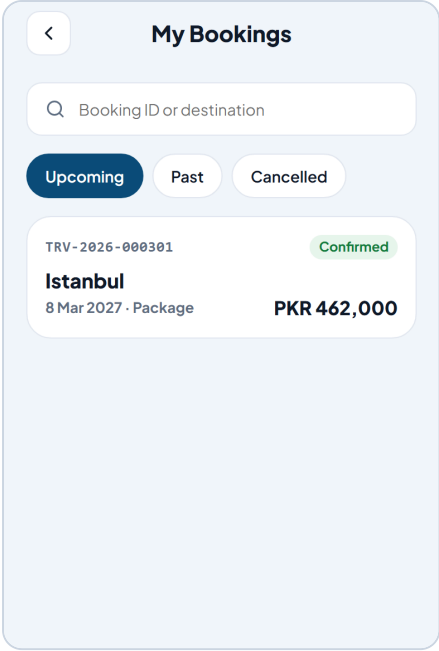


27. Booking confirmed

Your booking number and next steps.

1. A confirmation email with documents is sent.
2. Tap **View Booking** to see the details.

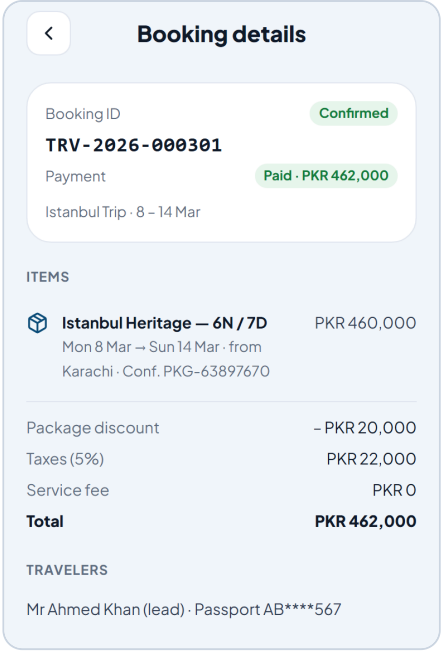
After booking



28. My bookings

Upcoming, completed and cancelled bookings.

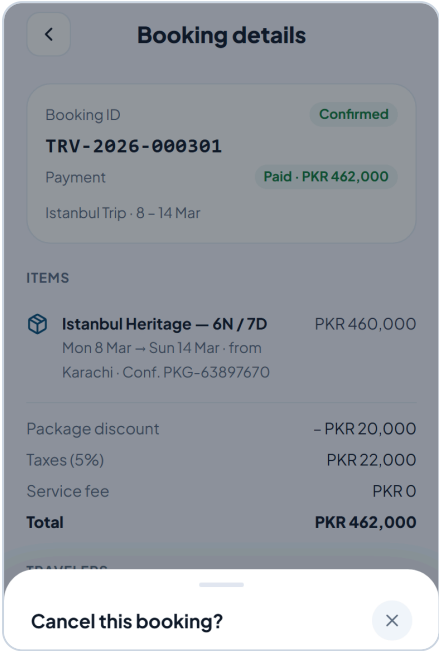
- 1. Search by booking number or destination.
- 2. Tap a booking to open it.



29. Booking details

Everything about one booking.

- 1. Items, travellers, payment and the status timeline.
- 2. Download e-tickets, vouchers, invoice and receipt.
- 3. Cancel, request a refund or write a review after the trip.

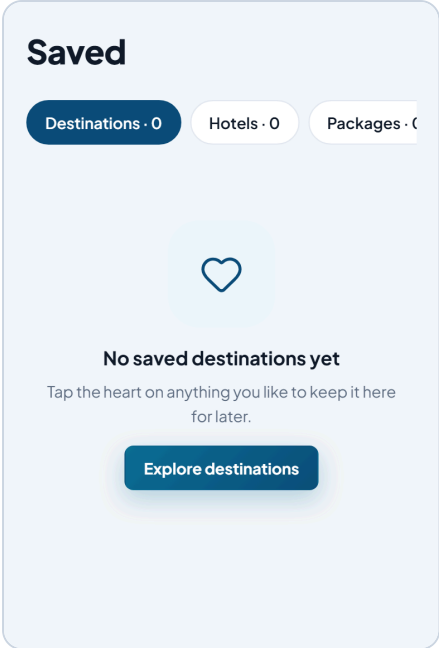


30. Cancel a booking

The dialog shows the cancellation fee and the refund before you confirm.

- 1. Choose a reason and confirm.
- 2. Refunds go back to the original payment method; track them on the refund status page.

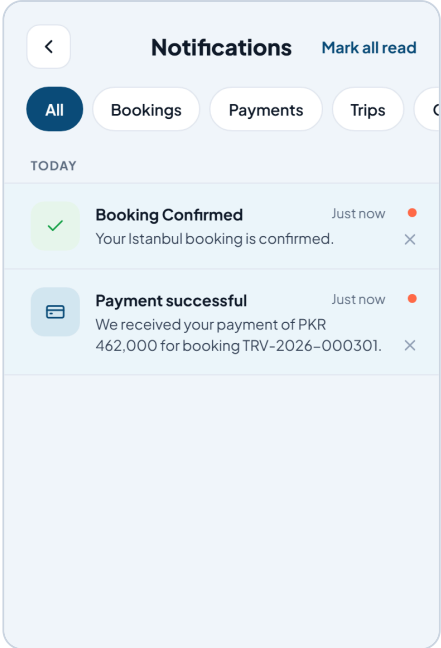
Your account



31. Saved

Destinations, hotels and packages you saved.

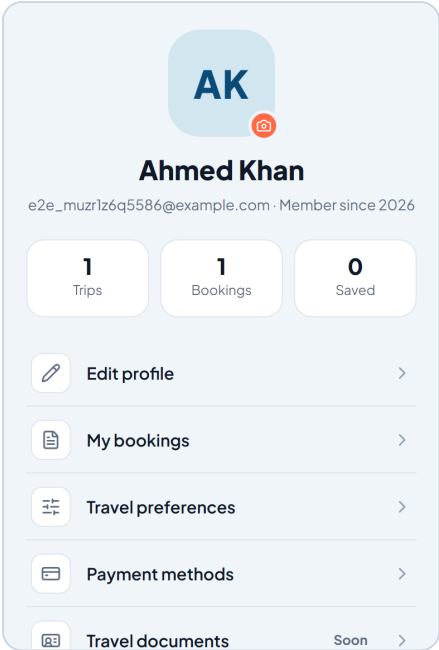
1. Tap the heart again to remove an item.



32. Notifications

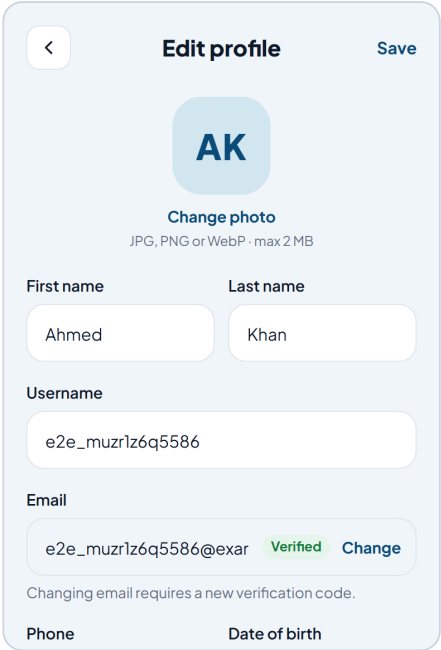
Booking, payment, trip and offer messages.

1. Filter by category; **Mark all read**.



33. Account

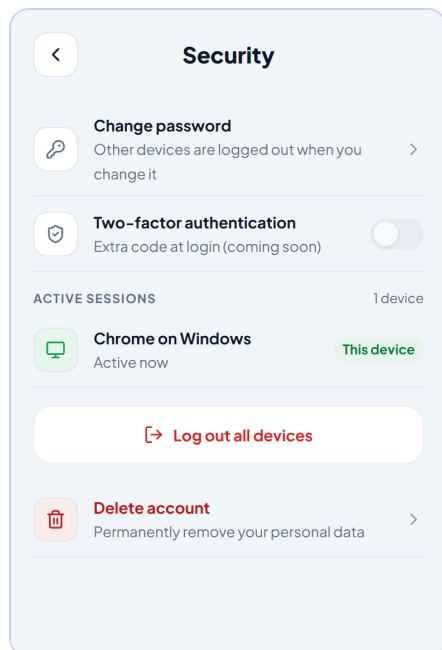
Profile, bookings, preferences, payment methods, security and help.



34. Edit profile

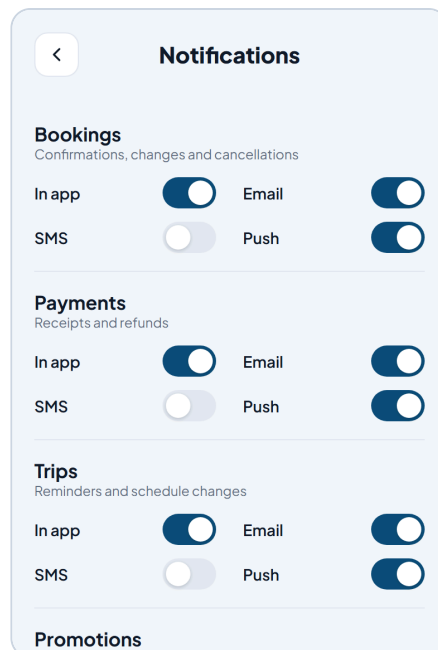
Name, photo, phone, date of birth and country.

1. Changing your email needs a confirmation code sent to the new address.



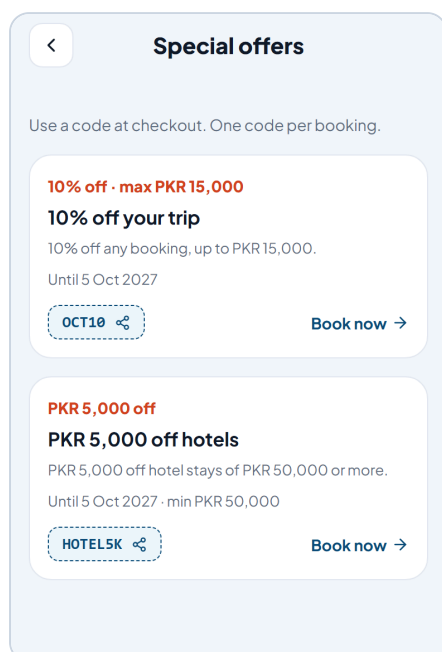
35. Security

Change your password and sign out of other devices.



36. Notification settings

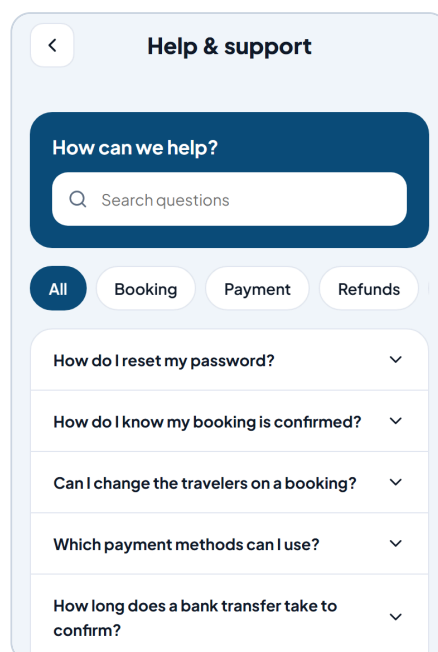
Choose which notifications you get by email, SMS, push and in-app.



37. Special offers

Current promotions with their codes.

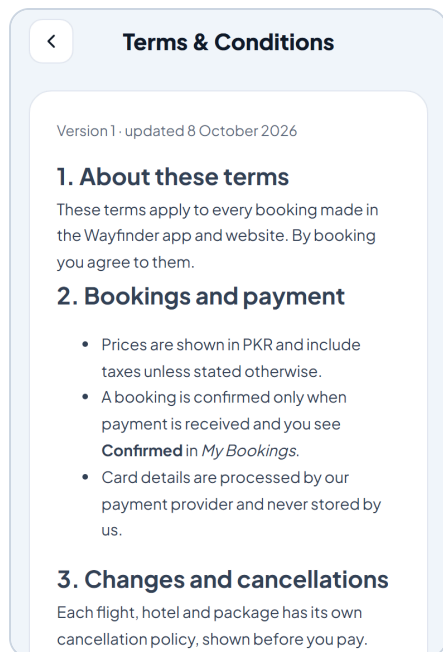
1. Tap a code to copy it and use it at checkout.



38. Help & support

Answers to common questions and how to contact us.

1. Search questions or filter by Booking, Payment, Refunds, Account and Travel.
2. Links to the Terms & Conditions and Privacy Policy.



39. Terms & Conditions

The current published version (Privacy Policy and About us work the same way).

On a computer

40. Home on desktop

The web app adapts to large screens: a top navigation bar replaces the bottom bar.

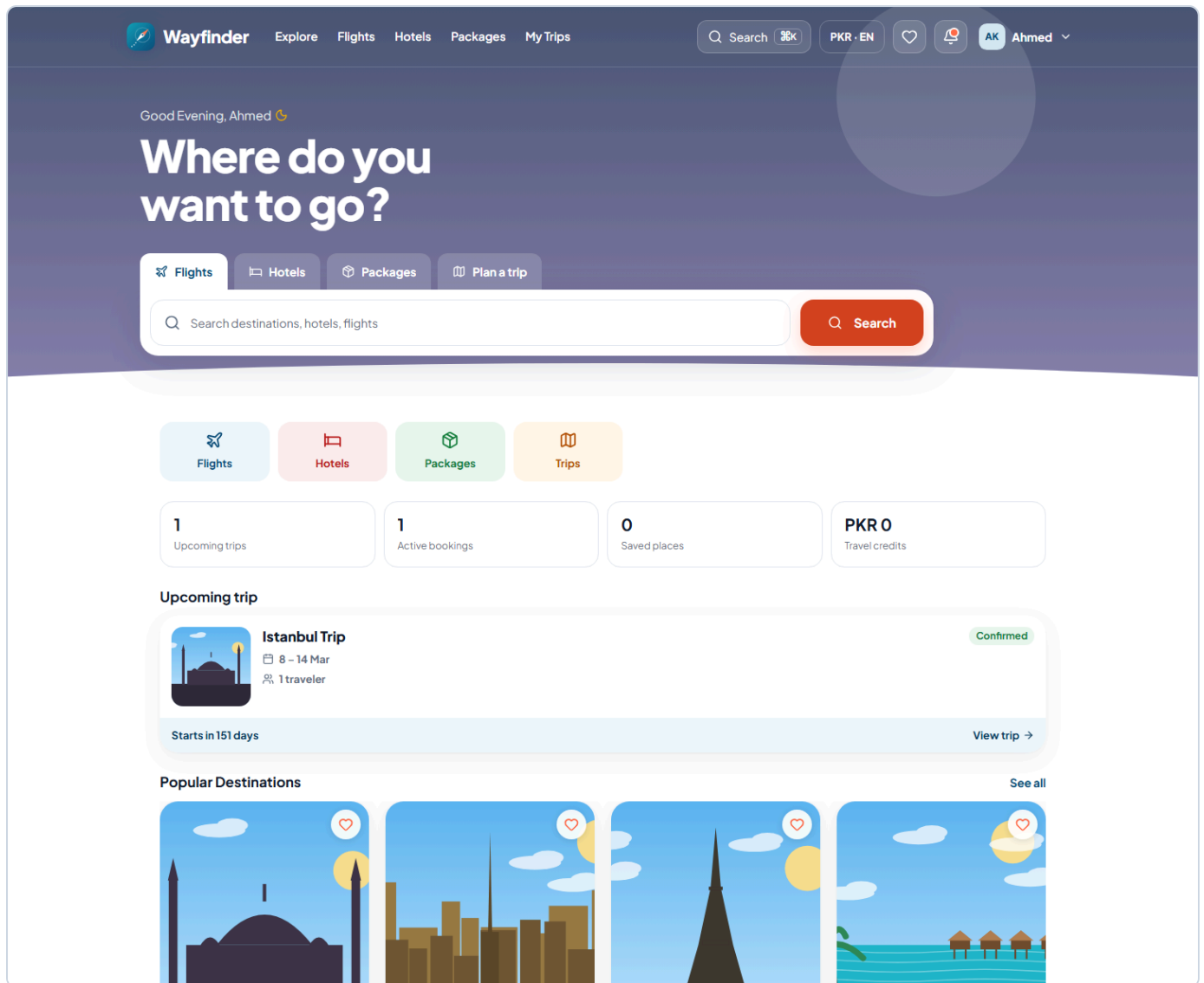


Figure 40 – Home on desktop

41. Destination on desktop

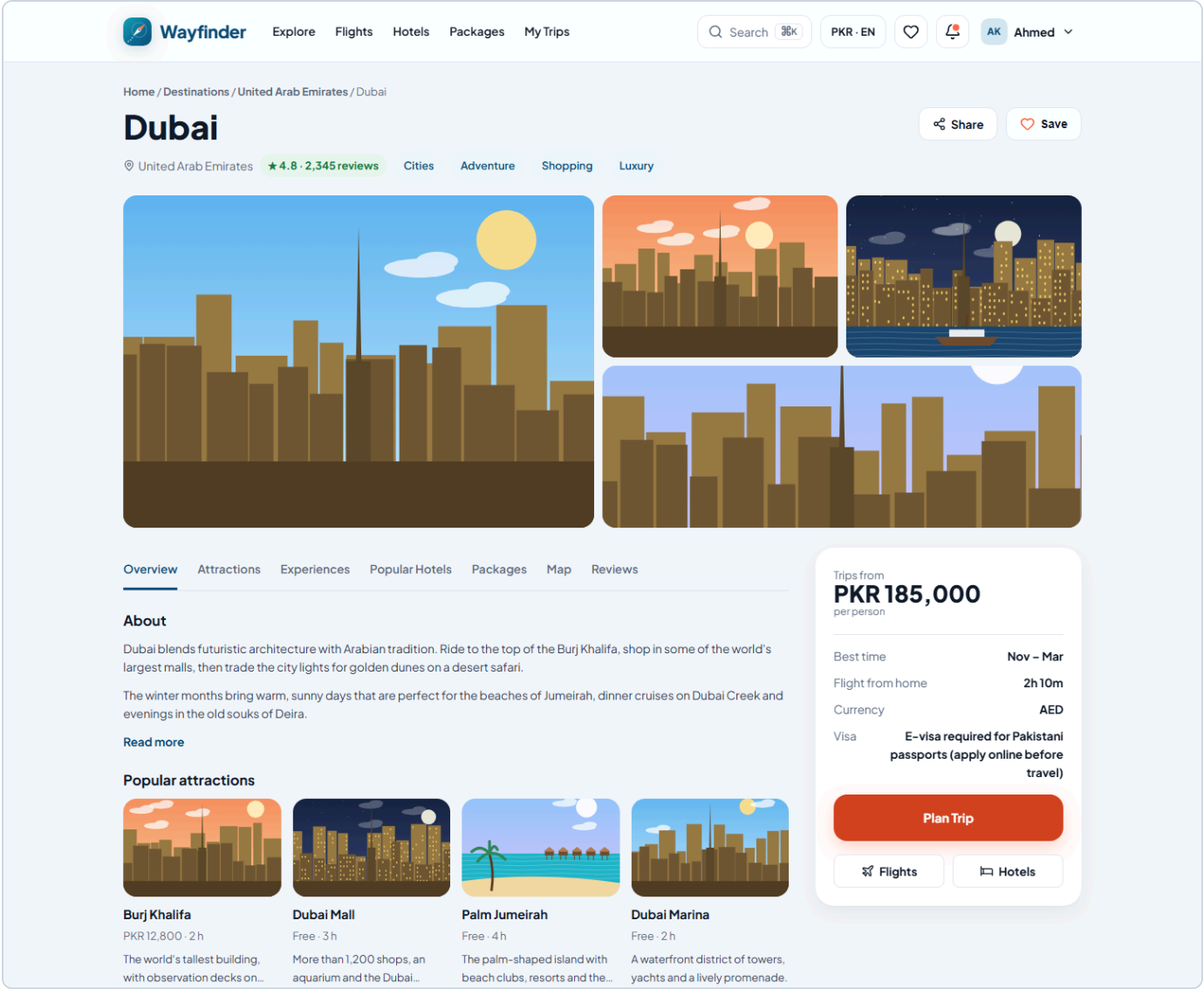


Figure 41 – Destination on desktop

42. Hotel results on desktop

Filters stay visible in a side panel.

Wayfinder

Explore

Flights

Hotels

Packages

My Trips

Search

PKR · EN

AK

Ahmed

Destination

Dubai

Check-in

10/28/2026

Check-out

10/30/2026

Rooms & guests

1 room · 2 adults

Search

Filters

Free cancellation

Breakfast

Recommended

4 properties in Dubai

Rove Downtown

Downtown Dubai · 1.6 km to centre

Free WiFi

Pool

Parking

Fitness centre

4.3

Very good

5,210 reviews

PKR 13,000/night

PKR 26,000 total · 2 nights

Atlantis The Palm

Palm Jumeirah · 17.5 km to centre

Free WiFi

Pool

Breakfast

Parking

4.7

Excellent

3,412 reviews

PKR 35,000/night

PKR 70,000 total · 2 nights

JW Marriott Marquis

Business Bay · 2.5 km to centre

Free WiFi

Pool

Parking

Fitness centre

4.6

Excellent

2,018 reviews

PKR 28,500/night

PKR 57,000 total · 2 nights

Raffles The Palm

Palm Jumeirah · 19 km to centre

Free WiFi

Pool

Breakfast

Fitness centre

Free cancellation

Map

PKR 13k

PKR 29k

PKR 35k

PKR 82k

Figure 42 – Hotel results on desktop

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43. Package on desktop

The price and booking panel stays in view while you scroll.

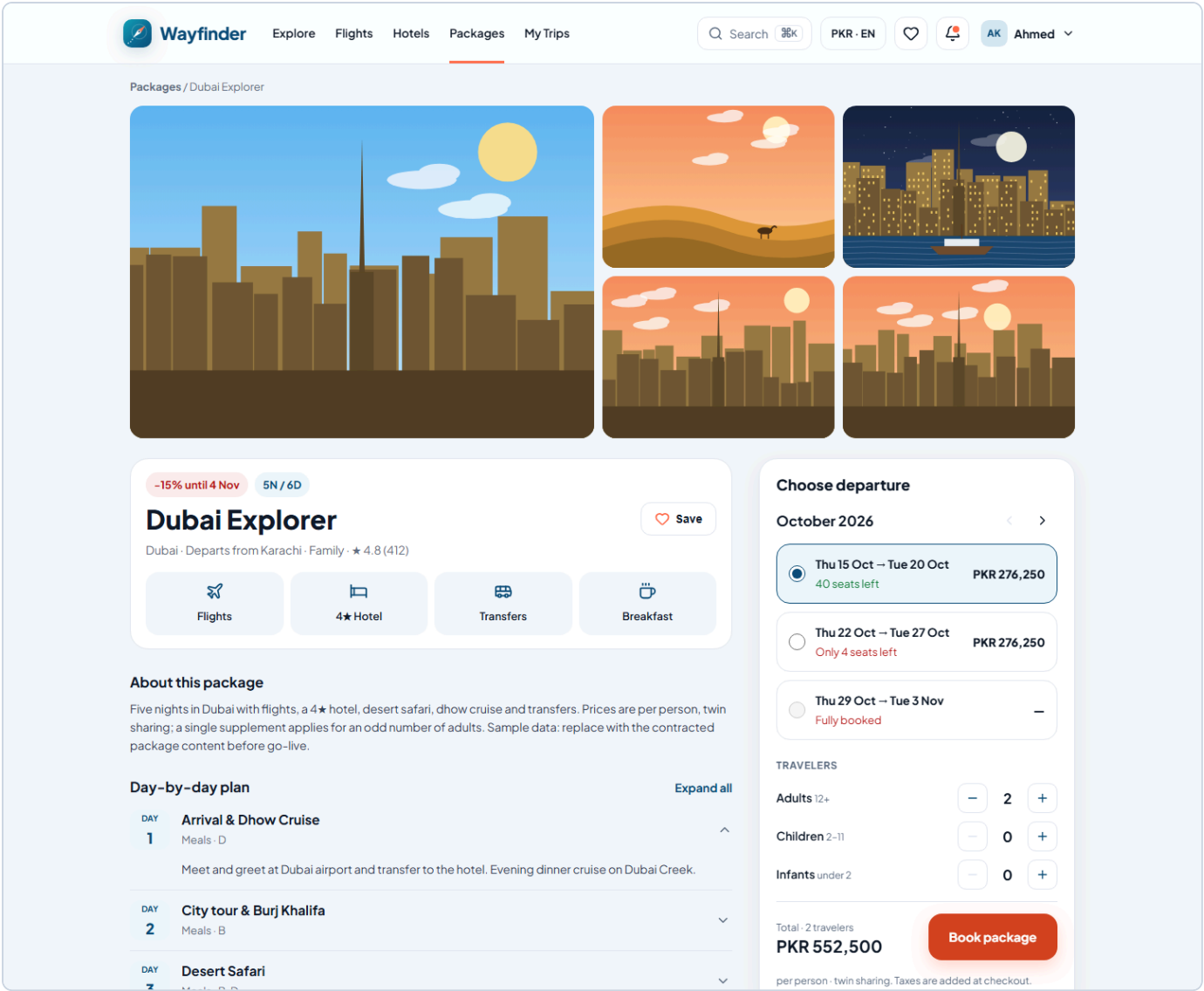


Figure 43 – Package on desktop

Part B — Admin portal

The admin portal is used by staff to run the business. What you see depends on your role: the sidebar and buttons only show the modules and actions your role is allowed to use, and the server enforces the same permissions.

Sign in and dashboard

44. Admin sign in

Staff sign in at the admin portal with their work email and password.

- 1. New staff receive a “set your password” email (valid 24 hours).
- 2. **Forgot password** sends a reset link.
- 3. Tick **Remember me** to stay signed in for 30 days.

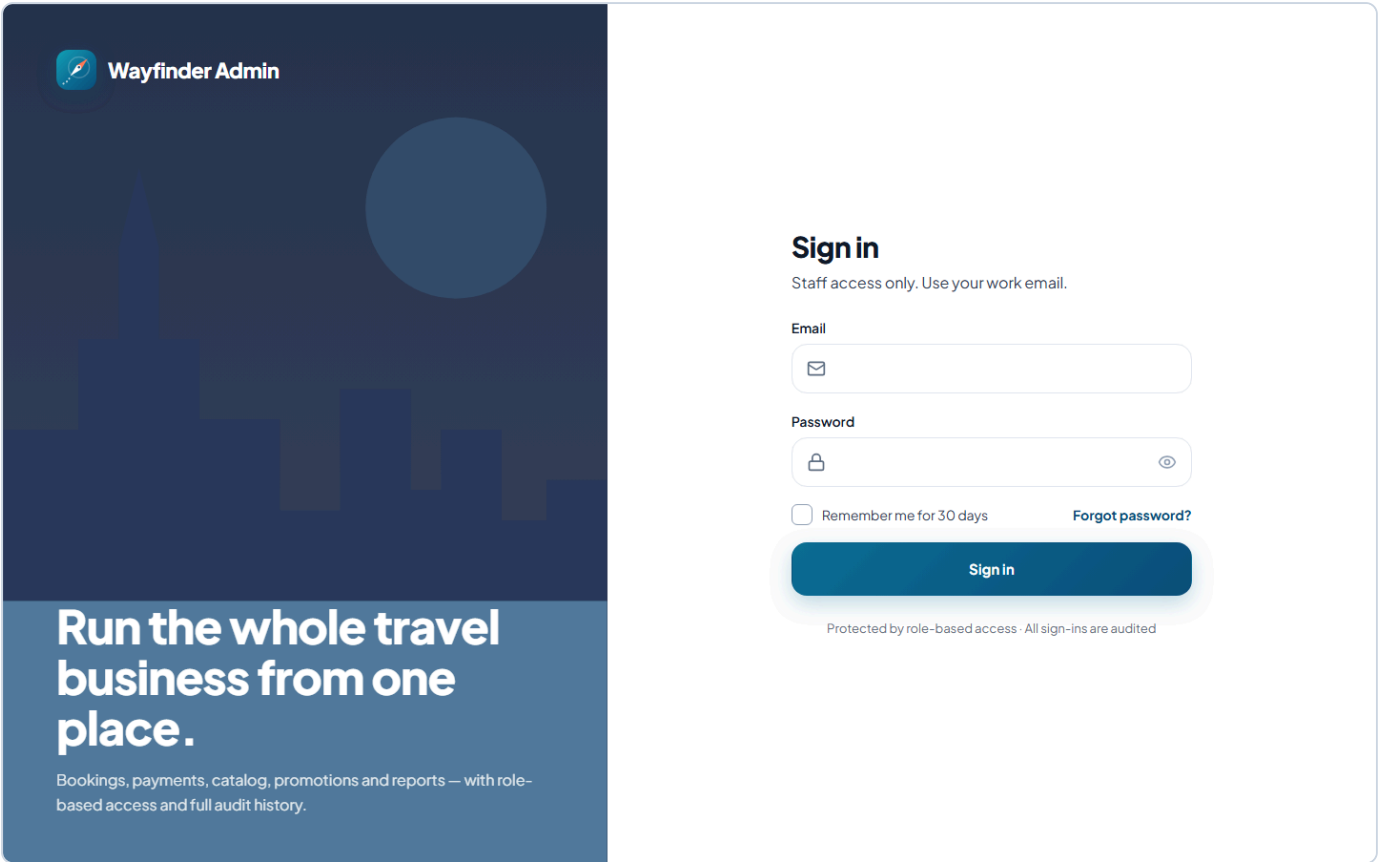


Figure 44 – Admin sign in

45. Dashboard

Today's business at a glance.

- 1. KPI cards: revenue, bookings, new users and more, compared with the previous period.
- 2. Revenue chart, bookings by type, recent bookings and items needing attention.
- 3. The sidebar shows only the modules your role allows; badges count items waiting for you.

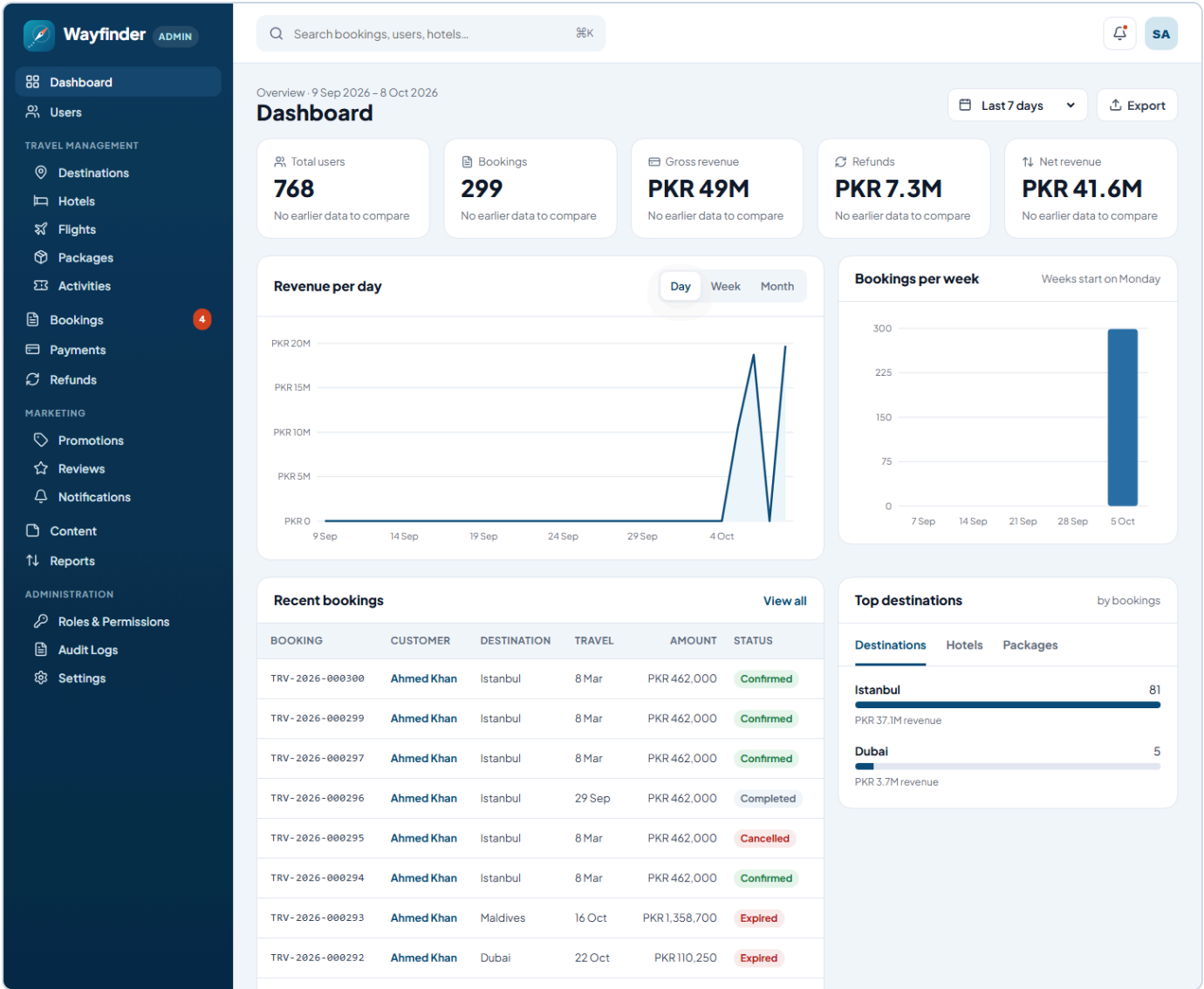


Figure 45 – Dashboard

Users and access

46. Users

Customers and staff.

- 1. Search and filter by role, status and registration date; export CSV.
- 2. **Add user** creates a staff account with one or more roles.

Wayfinder

ADMIN

Dashboard

Users

TRAVEL MANAGEMENT

- Destinations
- Hotels
- Flights
- Packages
- Activities

Bookings

4

Payments

Refunds

MARKETING

- Promotions
- Reviews
- Notifications

Content

Reports

ADMINISTRATION

- Roles & Permissions
- Audit Logs
- Settings

SA

Super Admin

SuperAdmin

Q Search bookings, users, hotels...

🔍

🔔

SA

Users - 769 total

Export CSV

+ Add user

Q Search name, email, phone

Role: All

Status: All

Joined: Any time

☐	NAME ↕	EMAIL ↕	PHONE	ROLE	STATUS	JOINED ↕	LAST LOGIN ↕		
☐	<div>AK</div> Ahmed Khan @e2e_muzrlz6q5586	e2e_muzrlz6q5586@example.com	+923001234567	Customer	Active	08 Oct 2026	1 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzqxzb17462	e2e_muzqxzb17462@example.com	+923001234567	Customer	Active	08 Oct 2026	4 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzqleh49205	e2e_muzqleh49205@example.com	+923001234567	Customer	Active	08 Oct 2026	14 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzqjfti3384	e2e_muzqjfti3384@example.com	+923001234567	Customer	Active	08 Oct 2026	15 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzq000n1255	e2e_muzq000n1255@example.com	+923001234567	Customer	Active	08 Oct 2026	30 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzpxzly3771	e2e_muzpxzly3771@example.com	+923001234567	Customer	Active	08 Oct 2026	32 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzpwefi3790	e2e_muzpwefi3790@example.com	+923001234567	Customer	Active	08 Oct 2026	33 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzpu5qz5792	e2e_muzpu5qz5792@example.com	+923001234567	Customer	Active	08 Oct 2026	35 min ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzfwrti4559	e2e_muzfwrti4559@example.com	+923001234567	Customer	Active	08 Oct 2026	5 h ago		
☐	<div>AK</div> Ahmed Khan @e2e_muzfirth7802	e2e_muzfirth7802@example.com	+923001234567	Customer	Active	08 Oct 2026	5 h ago		

Showing 1-10 of 769

<

1

2

...

77

>

Figure 46 – Users

Wayfinder — User Manual

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47. User details

Profile, bookings, trips, logins and reviews of one user.

1. Admin actions: change roles, send password reset, revoke sessions, activate/deactivate.

WayfinderADMIN

Dashboard

Users

TRAVEL MANAGEMENT

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Packages

Activities

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Refunds

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Promotions

Reviews

Notifications

Content

Reports

ADMINISTRATION

Roles & Permissions

Audit Logs

Settings

SA

Super Admin

SuperAdmin

Q

Search bookings, users, hotels...

🔍

🔔

SA

Users / User details

Ahmed Khan

Edit user

Deactivate

AK

Ahmed Khan

@e2e_muzrlz6q5586 · ID 1248

Active

Customer

Email

e2e_muzrlz6q5586@example.com ✓

Phone

+923001234567

Registered

8 Oct 2026

Country

—

Last login

8 Oct 2026 · 21:27

ADMIN ACTIONS

🔗 Change roles

🔗 Send password reset

🔗 Revoke all sessions

✖ Deactivate user

📅 Trips

1

📅 Bookings

1

💰 Total spend

PKR 462k

Bookings

Trips

Login activity

Reviews

Notes

BOOKING	DESTINATION	TYPE	TRAVEL DATE	AMOUNT	PAYMENT	STATUS
TRV-2026-000301	Istanbul	Package	8 Mar 2027	PKR 462,000	Paid	Confirmed

Recent login activity

View all

TIME	RESULT	DEVICE	IP ADDRESS
08 Oct 2026 · 21:27	Success	Chrome on Windows	:::1

Figure 47 – User details

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48. Roles & permissions

What each role may do.

- 1. Tick view/create/edit/delete/approve/export per module.
- 2. System roles cannot be deleted.

WayfinderADMIN

Dashboard

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Reports

ADMINISTRATION

Roles & Permissions

Audit Logs

Settings

Search bookings, users, hotels...

SA

Administration · 7 roles

Roles & permissions

DiscardSave permissions

SuperAdmin1 user · system

Admin1 user · system

Travel Manager0 users · system

Booking Manager0 users · system

Finance Manager0 users · system

Content Manager0 users · system

Support Agent10 users · system

+ New role

Admin1 userAssign users

Everything except roles and security settings

MODULE	VIEW	CREATE	EDIT	DELETE	APPROVE	EXPORT
Dashboard	✓	—	—	—	—	—
Users	✓	✓	✓	✓	—	✓
Roles	✓	✓	☐	☐	—	—
Destinations	✓	✓	✓	✓	—	✓
Hotels	✓	✓	✓	✓	—	✓
Flights	✓	✓	✓	✓	—	✓
Packages	✓	✓	✓	✓	—	✓
Activities	✓	✓	✓	✓	—	✓
Bookings	✓	✓	✓	—	✓	✓
Payments	✓	—	—	—	✓	✓
Refunds	✓	✓	—	—	✓	✓
Promotions	✓	✓	✓	✓	—	✓
Reviews	✓	—	✓	✓	✓	✓
Notifications	✓	✓	✓	✓	—	—
Content	✓	✓	✓	✓	—	—
Reports	✓	—	—	—	—	✓
Audit logs	✓	—	—	—	—	✓

Figure 48 – Roles & permissions

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49. Audit logs

Every sensitive action is recorded.

- 1. Filter by user, module, action and date; open an entry to see old and new values; export.

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Search bookings, users, hotels...

SA

Administration - Read-only, tamper-evident

Export CSV

Record, admin or entity ID

Action: All

Module: All

Today

Timestamp	Admin	Action	Module	Record	IP Address
08 Oct 2026 · 21:28	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 21:28	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 21:25	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 21:25	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 21:15	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 21:15	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 20:56	Super Admin	Deleted	Settings	E2E autumn deals #1	:::1
08 Oct 2026 · 20:56	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 20:55	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 20:55	Super Admin	Created	Settings	E2E autumn deals #1	:::1
08 Oct 2026 · 20:55	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 20:55	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 20:54	Super Admin	Deleted	Settings	E2E question muzpvo2e? #8	:::1
08 Oct 2026 · 20:54	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1
08 Oct 2026 · 20:54	Super Admin	Login	Users	superadmin@travelapp.local #1	:::1

Figure 49 – Audit logs

Travel management

50. Destinations

The destination catalogue.

- 1. Filter by status, country and category.
- 2. **Add destination** opens the editor.

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Search bookings, users, hotels...

🔍

🔔

SA

Travel Management - 10 destinations

Categories

+ Add destination

Search destinations

Country: All

Status: All

Category: All

☰

⌵

☐	DESTINATION ↑↓	COUNTRY	CATEGORIES	STATUS	VIEWS ↑↓	BOOKINGS ↑↓	RATING ↑↓	UPDATED ↓	
☐	 Dubai	AE United Arab Emirates	Cities, Adventure, Shopping, Luxury	Published	2,272	7	★ 4.8	6 h ago	  
☐	 Skardu	PK Pakistan	Mountains, Adventure	Published	950	0	★ 4.8	4 days ago	  
☐	 Hunza	PK Pakistan	Mountains, Adventure, Photography	Published	1,151	0	★ 4.9	4 days ago	  
☐	 Bangkok	TH Thailand	Cities, Food, Shopping	Published	1,000	0	★ 4.6	4 days ago	  
☐	 Kuala Lumpur	MY Malaysia	Cities, Shopping, Family	Published	900	0	★ 4.6	4 days ago	  
☐	 Baku	AZ Azerbaijan	Cities, History	Published	700	0	★ 4.5	4 days ago	  
☐	 Paris	FR France	Cities, History, Food	Published	1,423	0	★ 4.8	4 days ago	  
☐	 London	GB United Kingdom	Cities, History, Shopping	Published	1,300	0	★ 4.7	4 days ago	  
☐	 Maldives	MV Maldives	Beaches, Luxury	Published	1,401	0	★ 4.9	4 days ago	  
☐	 Istanbul	TR Turkey	Cities, History, Food	Published	1,517	98	★ 5.0	4 days ago	  

Showing 1-10 of 10

Figure 50 – Destinations

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51. Destination editor

Content, gallery, attractions, activities and SEO.

1. Save as draft, preview as a customer, then **Publish**.

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Destinations / Edit · Published

Dubai

CancelSave draftUnpublishSave & keep live

Basic information

Destination name *

Dubai

URL slug

travel.app/destinations/ dubai

Country *

AE United Arab Emirates

City

Dubai

Region

Middle East

Short description *

A city of record-breaking towers, desert adventures and world-class shopping on the Arabian Gulf.

Description

Dubai blends futuristic architecture with Arabian tradition. Ride to the top of the Burj Khalifa, shop in some of the world's largest malls, then trade the city lights for golden dunes on a desert safari.

Location & season

Latitude

25.2048

Longitude

55.2708

Best time to visit

November – March

Best months from

Nov

Best months to

Mar

Visa info

E-visa required for Pakistani

Travel categories *

BeachesMountainsCitiesHistoryAdventureFoodShoppingLuxuryFamilyBusinessPhotography

Publish

Status

Published

Last saved

6 h ago

Ready to publish

✓ Name, country, description, categories, cover and attractions are in place

Save draft

Preview

Save & keep live

Archive destination

Attractions

Burj Khalifa

Published · Popular

Dubai Mall

Published · Popular

Palm Jumeirah

Published · Popular

Dubai Marina

Published

Activities

Burj Khalifa At The Top

Published · Photography

Desert Safari

Published · Adventure

Dhow Cruise

Published · Food

SEO

SEO title

Dubai travel guide

Figure 51 – Destination editor

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52. Hotels

Hotels with rating, rooms and status.

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Travel Management : 23 hotels

Hotels

Amenities

Policies

Generate inventory

+ Add hotel

Search hotels

Destination: All

Stars: All

Type: All

Status: All

HOTEL ^	CITY	COUNTRY	RATING ↑↓	ROOMS	PRICE RANGE / NIGHT ↑↓	STATUS
<div><div></div><div>Adaaran Club Rannalhi</div><div>★★★★ Resort</div></div>	Malé	Maldives	4.2 (760)	3 types · 24	PKR 48,000 – PKR 77,000	Active
<div><div></div><div>Atlantis The Palm</div><div>★★★★ Resort</div></div>	Dubai	United Arab Emirates	4.7 (3,412)	4 types · 25	PKR 35,000 – PKR 84,000	Active
<div><div></div><div>Çırağan Palace Kempinski</div><div>★★★★ Hotel</div></div>	Istanbul	Turkey	4.7 (1,820)	4 types · 25	PKR 62,000 – PKR 149,000	Active
<div><div></div><div>Eagle Nest Hotel</div><div>★★★ Guesthouse</div></div>	Gilgit	Pakistan	4.5 (610)	2 types · 30	PKR 12,500 – PKR 14,000	Active
<div><div></div><div>Fairmont Baku Flame Towers</div><div>★★★★ Hotel</div></div>	Baku	Azerbaijan	4.7 (2,050)	4 types · 25	PKR 45,000 – PKR 108,000	Active
<div><div></div><div>Hôtel Le Six</div><div>★★★★ Hotel</div></div>	Paris	France	4.6 (1,120)	3 types · 24	PKR 42,000 – PKR 67,000	Active
<div><div></div><div>Hôtel Plaza Athénée</div><div>★★★★ Hotel</div></div>	Paris	France	4.8 (1,450)	4 types · 25	PKR 180,000 – PKR 432,000	Active
<div><div></div><div>Hotel Stripes</div><div>★★★★ Hotel</div></div>	Kuala Lumpur	Malaysia	4.5 (2,600)	3 types · 24	PKR 21,000 – PKR 33,500	Active
<div><div></div><div>Hunza Serena Inn</div><div>★★★★ Hotel</div></div>	Gilgit	Pakistan	4.6 (820)	3 types · 24	PKR 24,000 – PKR 38,500	Active
<div><div></div><div>Ibis Styles Bangkok Khaosan</div><div>★★★ Hotel</div></div>	Bangkok	Thailand	3.9 (2,900)	2 types · 30	PKR 9,500 – PKR 10,500	Active

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<

1

2

3

>

Figure 52 – Hotels

Wayfinder — User Manual

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53. Hotel editor

Details, amenities, room types and the inventory calendar.

- 1. Set price and availability per day in the inventory calendar; close dates in bulk.

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Hotels / Edit hotel - Active

BackDeactivateSave changes

Adaaran Club Rannalhi

GeneralLocation & contactAmenitiesImagesRooms & pricingPoliciesSEO

Hotel name *URL slug

Adaaran Club Rannalhiadaaran-club-rannalhi-maldives

Leave empty to use the name

Destination *TypeStar rating *

Maldives · MaldivesResort4 stars

Short description *

4-star resort in South Malé Atoll, Malé.

40 / 300

Description

Adaaran Club Rannalhi is a 4-star resort in South Malé Atoll, Malé. Rooms are air-conditioned with free WiFi and a flat-screen TV, and the team at the front desk is on hand day and night. Sample data: replace with the contracted hotel content before go-live.

258 / 5000

☐ Featured hotel

Figure 53 – Hotel editor

Wayfinder — User Manual

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54. Flights

Flights, schedules (with fare templates), airlines, airports and baggage rules.

1. Change a flight's status (delayed/cancelled) — affected customers are notified.

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Travel Management : schedules, flights and fares

Flights

Flights

Schedules

Airlines

Airports

Baggage rules

Flight no.

Airline: All

From: Any

To: Any

10/08/2026

-

10/14/2026

Status: All

AIRLINE	FLIGHT	ROUTE	DEPARTURE	ARRIVAL	DURATION	SEATS SOLD	FROM PRICE	STATUS		
Qatar Airways	QR611	KHI → MLE	8 Oct : 03:30	11:30	8h 00m · 1 stop	0 / 112	PKR 101,500	On time	🕒	🔍
Emirates	EK615	ISB → DXB	8 Oct : 04:00	06:15	3h 15m	0 / 112	PKR 80,400	On time	🕒	🔍
Etihad Airways	EY222	LHE → AUH	8 Oct : 04:10	06:35	3h 25m	59 / 112	PKR 76,100	On time	🕒	🔍
Emirates	EK601	KHI → DXB	8 Oct : 04:25	05:35	2h 10m	0 / 112	PKR 66,500	On time	🕒	🔍
Emirates	EK623	LHE → DXB	8 Oct : 04:40	07:00	3h 20m	0 / 112	PKR 85,700	On time	🕒	🔍
Saudia	SV701	KHI → JED	8 Oct : 05:00	07:15	4h 15m	0 / 112	PKR 83,800	On time	🕒	🔍
flydubai	FZ333	DXB → KHI	8 Oct : 04:30	07:35	2h 05m	57 / 112	PKR 59,200	On time	🕒	🔍
Turkish Airlines	TK709	KHI → IST	8 Oct : 06:15	10:05	5h 50m	0 / 112	PKR 118,600	On time	🕒	🔍
Pakistan International Airlines	PK605	ISB → GIL	8 Oct : 07:00	08:15	1h 15m	0 / 110	PKR 12,700	On time	🕒	🔍
Airblue	PA200	KHI → ISB	8 Oct : 07:00	09:00	2h 00m	0 / 110	PKR 16,400	On time	🕒	🔍

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Figure 54 – Flights

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55. Packages

Package list.

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Travel Management - 7 packages

SA

+ Add package

Search packages

Destination: All

Type: All

Status: All

☐	PACKAGE ↕	DESTINATION	TYPE	PRICE / PERSON ↕	NEXT DEPARTURE	STATUS	BOOKINGS ↕	UPDATED ↕		
☐	<div><div>Skardu & Deosai</div><div>4 nights - 5 days</div></div>	Skardu	Adventure	PKR 145,000	Tue 13 Oct - 25 open	Published	0	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>
☐	<div><div>Hunza Valley Tour</div><div>5 nights - 6 days</div></div>	Hunza	Adventure	PKR 89,000	Fri 16 Oct - 25 open	Published	0	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>
☐	<div><div>Baku Getaway</div><div>4 nights - 5 days</div></div>	Baku	Family	PKR 185,000	Wed 14 Oct - 25 open	Published	0	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>
☐	<div><div>Maldives Honeymoon</div><div>4 nights - 5 days</div></div>	Maldives	Honeymoon	PKR 612,000	Fri 16 Oct - 25 open	Published	0	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>
☐	<div><div>Istanbul Heritage</div><div>6 nights - 7 days</div></div>	Istanbul	Leisure	PKR 345,000 PKR 365,000 - PKR 20,000	Mon 12 Oct - 25 open	Published	98	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>
☐	<div><div>Dubai Luxury Escape</div><div>4 nights - 5 days</div></div>	Dubai	Honeymoon	PKR 520,000	Sat 10 Oct - 25 open	Published	0	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>
☐	<div><div>Dubai Explorer</div><div>5 nights - 6 days</div></div>	Dubai	Family	PKR 276,250 PKR 325,000 - 15%	Thu 15 Oct - 25 open	Published	7	3 days ago	<div><div></div><div></div></div>	<div><div></div><div></div></div>

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Figure 55 – Packages

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56. Package editor

Itinerary days, inclusions, pricing, departures and discounts.

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Packages / Edit package : Published

Skardu & Deosai

Preview

Unpublish

Save changes

BasicsInclusions & planPricingDeparturesImagesTerms & SEO

Package name *

Skardu & Deosai

URL slug

skardu-deosai-4n

Leave empty to use the name

Destination *

Skardu - Pakistan

Departs from

Islamabad

Category

Adventure

Nights *

4

Days *

5

Travel type

Adventure

Meal plan

HalfBoard

Short description *

Four nights in Skardu with flights from Islamabad, a lakeside resort and a jeep safari to Deosai.

Description

Four nights in Skardu with flights from Islamabad, a lakeside resort and a jeep safari to Deosai. Prices are per person, twin sharing; a single supplement applies for an odd number of adults. Sample data: replace with the contracted package content before go-live.

At least 100 characters to publish

264 / 5000

HOTEL & FLIGHT LINKS

Hotel

Shangrila Resort Skardu

Room type

Standard Room

Hotel name shown

e.g. Rove Downtown or similar

Airline

Pakistan International Airlines

☒ Flights

☒ Hotel

☒ Transfers

☐ Visa

☐ Insurance

☐ Featured

Pricing (per person)

Adult

145000

Child

90000

Infant

15000

Discount

None

Customer sees

PKR 145,000

DeparturesGenerate weekly

DATE	SEATS	STATUS
Tue 13 Oct	0 / 22	Open
Tue 20 Oct	16 / 20	4 left
Tue 27 Oct	18 / 18	Full
Tue 3 Nov	4 / 22	Open
Tue 10 Nov	0 / 20	Open
Tue 17 Nov	7 / 18	Open

Figure 56 – Package editor

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57. Activities

Tours and activities per destination.

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Travel Management - 14 activities

Activities

Search activities or destination

Destination: All

Category: All

Status: All

ACTIVITY	DESTINATION	CATEGORY	DURATION	PRICE	BOOKABLE	STATUS	
 Gabala day trip	Baku	Adventure	12 h	PKR 16,000	No	Published	
 Floating market tour	Bangkok	Food	6 h	PKR 7,000	No	Published	
 Burj Khalifa At The Top at Burj Khalifa	Dubai	Photography	1 h 30 min	PKR 12,800	No	Published	
 Desert Safari	Dubai	Adventure	6 h	PKR 15,000	No	Published	
 Dhow Cruise	Dubai	Food	2 h	PKR 9,500	No	Published	
 Jeep to Khunjerab Pass	Hunza	Adventure	10 h	PKR 18,000	No	Published	
 Bosphorus Cruise	Istanbul	Photography	2 h	PKR 6,500	No	Published	
 Food Tour	Istanbul	Food	4 h	PKR 12,000	No	Published	
 Genting day trip	Kuala Lumpur	Family	10 h	PKR 11,000	No	Published	
 Thames Cruise	London	History	1 h	PKR 6,000	No	Published	
 Snorkelling	Maldives	Adventure	3 h	PKR 14,000	No	Published	
 Sunset Cruise	Maldives	Luxury	2 h	PKR 18,000	No	Published	
 Seine Cruise	Paris	Photography	1 h	PKR 5,000	No	Published	
 Deosai jeep safari at Deosai Plains	Skardu	Adventure	10 h	PKR 16,000	No	Published	

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Figure 57 – Activities

Wayfinder — User Manual

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Bookings and money

58. Bookings

All bookings with status chips and counts.

- 1. Chips: All, Pending payment, Confirmed, Needs attention, Cancelled, Completed.
- 2. Filter by travel date, created date, destination and type; search by booking number, name or email.
- 3. **Export** downloads a CSV.

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Q Search bookings, users, hotels...

🔍

Operations: 301 bookings

Bookings

All · 301

Pending payment · 5

Confirmed · 65

Needs attention · 0

Cancelled · 18

Completed · 22

Q Booking ID, customer, email

Travel: Any

Created: Last 30 days

Destination: All

Type: All

Export

BOOKING ID	CUSTOMER ↕	DESTINATION	TYPE	TRAVEL DATE ↕	AMOUNT ↕	PAYMENT	STATUS
TRV - 2026 - 000301	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzrlz6q5586@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Paid	Confirmed
TRV - 2026 - 000300	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzqxbi7462@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Paid	Confirmed
TRV - 2026 - 000299	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzqjeh49205@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Paid	Confirmed
TRV - 2026 - 000298	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzqjfti3384@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Unpaid	Draft
TRV - 2026 - 000297	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzpu5qz5792@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Paid	Confirmed
TRV - 2026 - 000296	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzft56k4487@example.com</div>	Istanbul	Package	29 Sep 2026	PKR 462,000	Paid	Completed
TRV - 2026 - 000295	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzfey893392@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Part refunded	Cancelled
TRV - 2026 - 000294	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzfeokg9142@example.com</div>	Istanbul	Package	8 Mar 2027	PKR 462,000	Paid	Confirmed
TRV - 2026 - 000293	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzf-fw76639@example.com</div>	Maldives	Package	16 Oct 2026	PKR 1,358,700	Unpaid	Expired
TRV - 2026 - 000292	<div>AK</div> <div>Ahmed Khan</div> <div>e2e_muzfdxgp8347@example.com</div>	Dubai	Hotel	22 Oct 2026	PKR 110,250	Unpaid	Expired

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...

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>

Figure 58 – Bookings

59. Booking details

One booking end to end.

1. **Resend confirmation**, **Assign** to a staff member, **Mark completed**, **Cancel booking** (shows the fee; Approvers may waive it).
2. Passengers are masked; **Unmask** (needs the approve permission) is recorded in the audit log.
3. Payment panel: mark a bank transfer received or send a manual refund.
4. Documents: download or **Regenerate**.
5. Activity timeline with internal notes (never shown to the customer).

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Bookings / Booking details

TRV-2026-000301

Resend confirmation

Assign

Cancel booking

ConfirmedPaidCreated 8 Oct 2026 · Source: Web

CUSTOMER

Ahmed Khan

e2e_muzrlz6q5586@example.com

+923001234567

1 booking · member since Oct 2026

TRAVEL

Istanbul · 8 Mar – 14 Mar 2027

1 adult · Package

CONTACT

Ahmed Khan

e2e_muzrlz6q5586@example.com

+923001234567

Edit contact

Items

ITEM	DETAILS	SUPPLIER REF.	QTY	TOTAL	STATUS
Istanbul Heritage — 6N / 7D	Mon 8 Mar – Sun 14 Mar · from Karachi · 6 nights · refundable	PKG-63897670	1	PKR 460,000	Vouchered
Subtotal 460,000		Package discount -20,000	Tax 5% 22,000	Total PKR 462,000	

Passengers

Unmasking is recorded in the audit log

NAME	TYPE	DATE OF BIRTH	NATIONALITY	PASSPORT / CNIC	EXPIRY	
Mr Ahmed Khan (lead)	Adult	14 May 1990	Pakistan	AB****567	2029	Unmask

Payment

Manual refund

Total

PKR 462,000

Paid

PKR 462,000

Refunded

—

PAY-2026-000138

PKR 462,000

Visa **** 4242 · Fake · 8 Oct · 21:27

Successful

Documents

Regenerate

Confirmation · v1 · 43 KB

Package voucher · v1 · 41 KB

Receipt · v1 · 43 KB

Activity timeline

Booking created

8 Oct · 21:27 · Ahmed Khan

Held until 16:42 UTC

Traveler details added

8 Oct · 21:27 · Ahmed Khan

1 travelers

Terms accepted Internal

8 Oct · 21:27 · Ahmed Khan

Payment started

8 Oct · 21:27 · Ahmed Khan

PAY-2026-000138 · Card

Payment received

8 Oct · 21:27 · System

PKR 462,000 · Visa **** 4242

Booking confirmed

8 Oct · 21:27 · System

Booking TRV-2026-000301

Voucher issued

8 Oct · 21:27 · System

Istanbul Heritage — 6N / 7D

Added to Istanbul Trip

8 Oct · 21:27 · Ahmed Khan

Add internal note (not visible to customer)...

Add note

Figure 59 – Booking details

60. Payments

Transactions with KPI cards for the chosen period.

- 1. Filter by method and status; export CSV.
- 2. Open a payment to see the gateway log; **Sync status** asks the gateway for a stuck pending payment.
- 3. Only card brand and last 4 digits are ever shown.

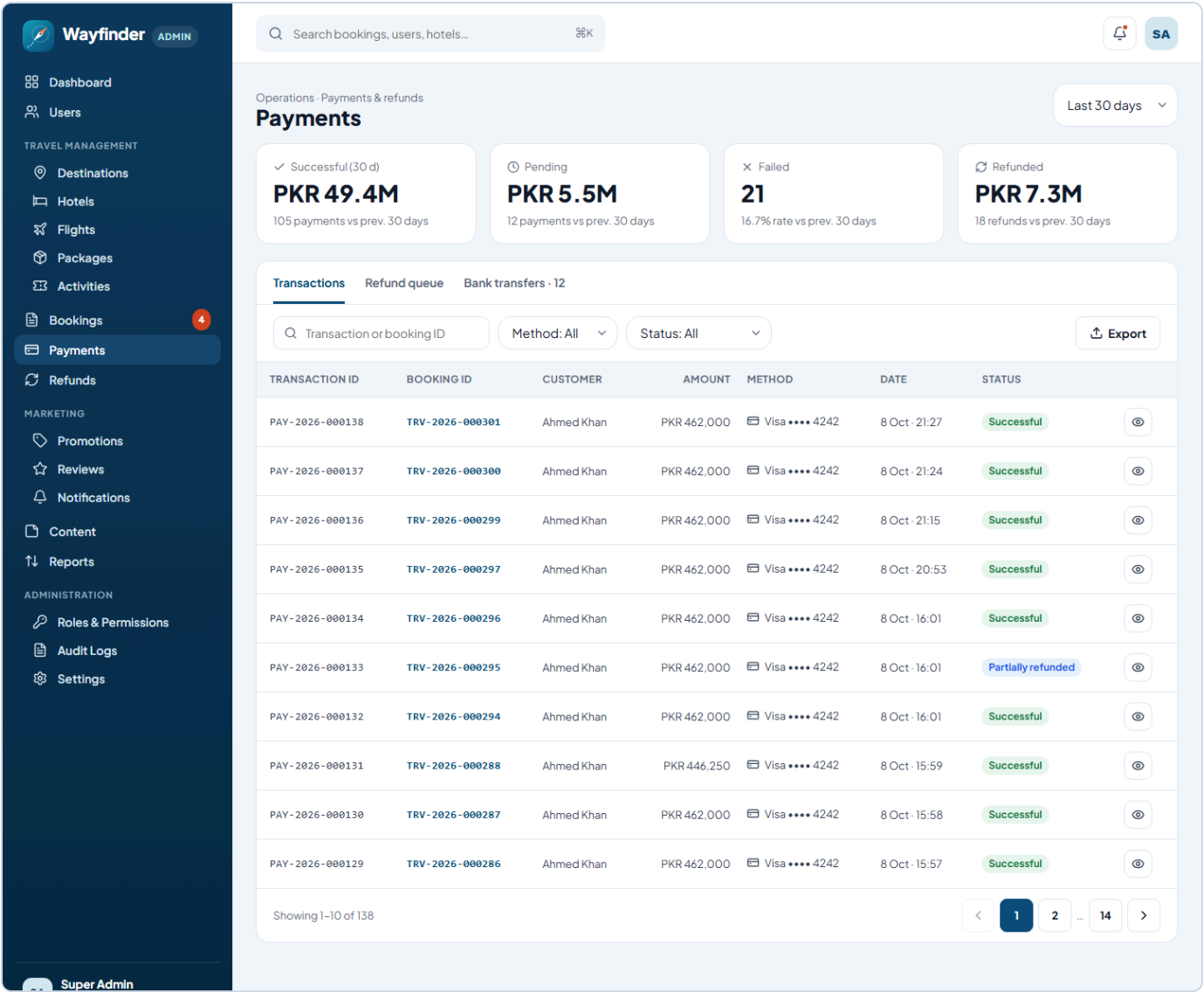


Figure 60 – Payments

61. Refund queue

Refunds waiting for approval (when auto-approval is off).

1. **Approve** sends the refund through the gateway; **Reject** needs a reason that is sent to the customer; **Retry** failed refunds.

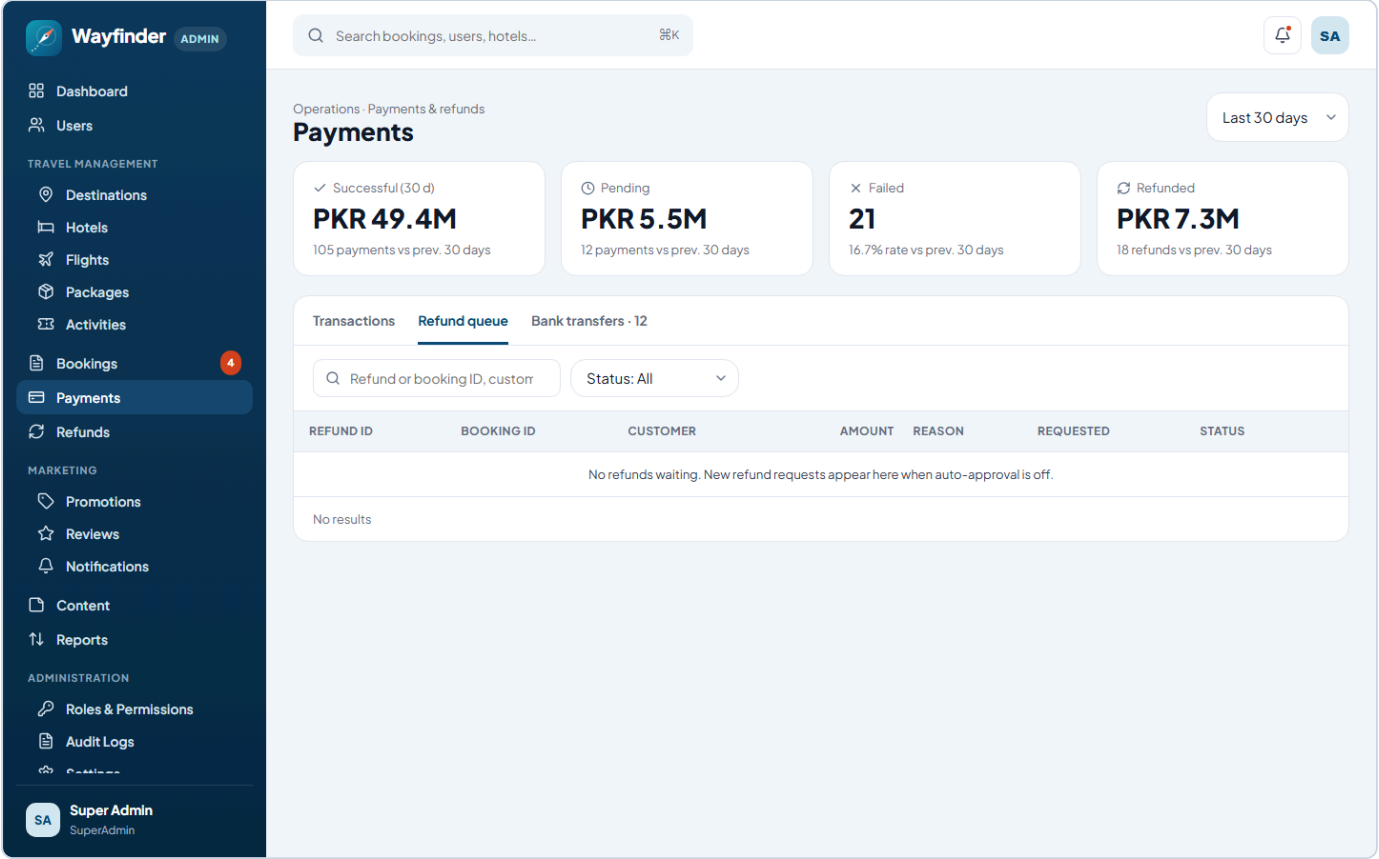


Figure 61 – Refund queue

62. Bank transfers

Bookings waiting for a bank transfer.

1. **Mark received** with the bank reference: the booking is confirmed and documents are sent.

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Operations · Payments & refunds

Payments

Last 30 days

✓ Successful (30 d)

PKR 49.4M

105 payments vs prev. 30 days

⌚ Pending

PKR 5.5M

12 payments vs prev. 30 days

✗ Failed

21

16.7% rate vs prev. 30 days

↺ Refunded

PKR 7.3M

18 refunds vs prev. 30 days

TransactionsRefund queueBank transfers · 12

Transaction or booking ID

TRANSACTION ID	BOOKING ID	CUSTOMER	AMOUNT	METHOD	DATE	STATUS	
PAY - 2026 - 000126	TRV - 2026 - 000273	Ahmed Khan	PKR 462,000	Bank transfer	8 Oct · 15:54	Pending	Mark received
PAY - 2026 - 000114	TRV - 2026 - 000246	Ahmed Khan	PKR 462,000	Bank transfer	8 Oct · 15:29	Pending	Mark received
PAY - 2026 - 000102	TRV - 2026 - 000219	Ahmed Khan	PKR 462,000	Bank transfer	8 Oct · 11:26	Pending	Mark received
PAY - 2026 - 000090	TRV - 2026 - 000192	Ahmed Khan	PKR 462,000	Bank transfer	8 Oct · 10:43	Pending	Mark received
PAY - 2026 - 000071	TRV - 2026 - 000155	Ahmed Khan	PKR 462,000	Bank transfer	6 Oct · 10:36	Pending	Mark received
PAY - 2026 - 000042	TRV - 2026 - 000111	Ahmed Khan	PKR 462,000	Bank transfer	5 Oct · 16:43	Pending	Mark received
PAY - 2026 - 000037	TRV - 2026 - 000075	Ahmed Khan	PKR 462,000	Bank transfer	5 Oct · 16:31	Pending	Mark received
PAY - 2026 - 000032	TRV - 2026 - 000054	Ahmed Khan	PKR 462,000	Bank transfer	5 Oct · 16:15	Pending	Mark received
PAY - 2026 - 000013	TRV - 2026 - 000032	Ahmed Khan	PKR 462,000	Bank transfer	5 Oct · 15:59	Pending	Mark received
PAY - 2026 - 000009	TRV - 2026 - 000024	Ahmed Khan	PKR 462,000	Bank transfer	5 Oct · 15:58	Pending	Mark received

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<

1

2

>

Figure 62 – Bank transfers

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Marketing

63. Promotions

Discount codes with usage and revenue.

1. Pause or activate a code; open its usage report; delete unused codes.

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Search bookings, users, hotels...

🔍

Marketing: 2 promotions

Promotions

+ New promotion

Search code or name

Status: All

Visibility: All

CODE	DESCRIPTION	DISCOUNT	VALID	USAGE	REVENUE	STATUS	
HOTEL5K	PKR 5,000 off hotels Special offer	PKR 5,000	4 Oct - 5 Oct 2027	0 / ∞	PKR 0	Active	<div><div>↕</div><div>✎</div><div>Pause</div><div>🗑</div></div>
OCT10	10% off your trip Special offer	10% · max 15k	4 Oct - 5 Oct 2027	23 / ∞	PKR 11,724,565	Active	<div><div>↕</div><div>✎</div><div>Pause</div></div>

Showing 1-2 of 2

Figure 63 – Promotions

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64. Create a promotion

The promotion drawer.

1. Code (A–Z, 0–9, 4–30 characters), name and description.
2. Percentage or fixed amount, maximum discount, minimum booking, usage limits and dates.
3. Limit it to a destination, package or booking types.
4. **Show as public Special Offer** lists it on the customer Home and Offers page.
5. Once a code is used its discount can't change — create a new code instead.

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Search bookings, users, hotels...K

Marketing: 2 promotions

Promotions

Search code or name

Status: All

Visibility: All

CODE	DESCRIPTION	DISCOUNT	VALID
HOTEL5K	PKR 5,000 off hotels Special offer	PKR 5,000	4 Oct – 5 Oct 2026
OCT10	10% off your trip Special offer	10% · max 15k	4 Oct – 5 Oct 2026

Showing 1–2 of 2

New promotionX

Promo code *

Status

Active (scheduled until the s

A-Z, 0-9 · 4-30 chars

Name *

Description (shown on the special offer)

Discount type

Percentage

Fixed amount

Discount value (%) *

Maximum discount (PKR)

Minimum booking (PKR)

Usage limit (total / per user)

∞

1

Start date *

End date *

10/08/2026

11/07/2026

Applicable destination

Applicable package

Any

Any

Figure 64 – Create a promotion

65. Reviews

Moderate customer reviews.

1. Tabs: Pending, Flagged, Approved, Rejected, Hidden.
2. Open a review in the detail panel to **Approve**, **Reject** (reason sent to the customer), **Hide** or **Respond** publicly.
3. Select several pending reviews and use **Approve selected**.

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Search bookings, users, hotels...

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Marketing: Moderation queue

Reviews

Pending · 0

Flagged · 0

Approved · 36

Rejected · 0

Hidden · 0

Search text, customer

Rating: All

Type: All

CUSTOMER	DESTINATION	FOR	RATING	COMMENT	DATE	STATUS
Ahmed Khan	Istanbul	Istanbul Heritage	★★★★☆	—	8 Oct	Approved
Ahmed Khan	Istanbul	—	★★★★★	Wonderful week...	8 Oct	Approved
Ahmed Khan	Istanbul	Istanbul Heritage	★★★★☆	—	8 Oct	Approved
Ahmed Khan	Istanbul	—	★★★★★	Wonderful week...	8 Oct	Approved
Ahmed Khan	Istanbul	Istanbul Heritage	★★★★☆	—	8 Oct	Approved
Ahmed Khan	Istanbul	—	★★★★★	Wonderful week...	8 Oct	Approved
Ahmed Khan	Istanbul	Istanbul Heritage	★★★★☆	—	8 Oct	Approved
Ahmed Khan	Istanbul	—	★★★★★	Wonderful week...	8 Oct	Approved
Ahmed Khan	Istanbul	Istanbul Heritage	★★★★☆	—	8 Oct	Approved
Ahmed Khan	Istanbul	—	★★★★★	Wonderful week...	8 Oct	Approved

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1

2

...

4

>

Review detail

Ahmed Khan

AK

Verified booking TRV-2026-000296 · Istanbul Heritage · Sep 2026

★★★★☆ Approved

No comment — rating only.

17 reviews · 4.0 average for Istanbul Heritage · author wrote 2

Public response (optional)

Thank you for travelling with us...

Reject reason (sent to customer)

Other

Reject

Hide

Respond

Figure 65 – Reviews

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66. Notification campaigns

Messages sent to customers.

1. See status and delivery numbers; open a campaign for details.

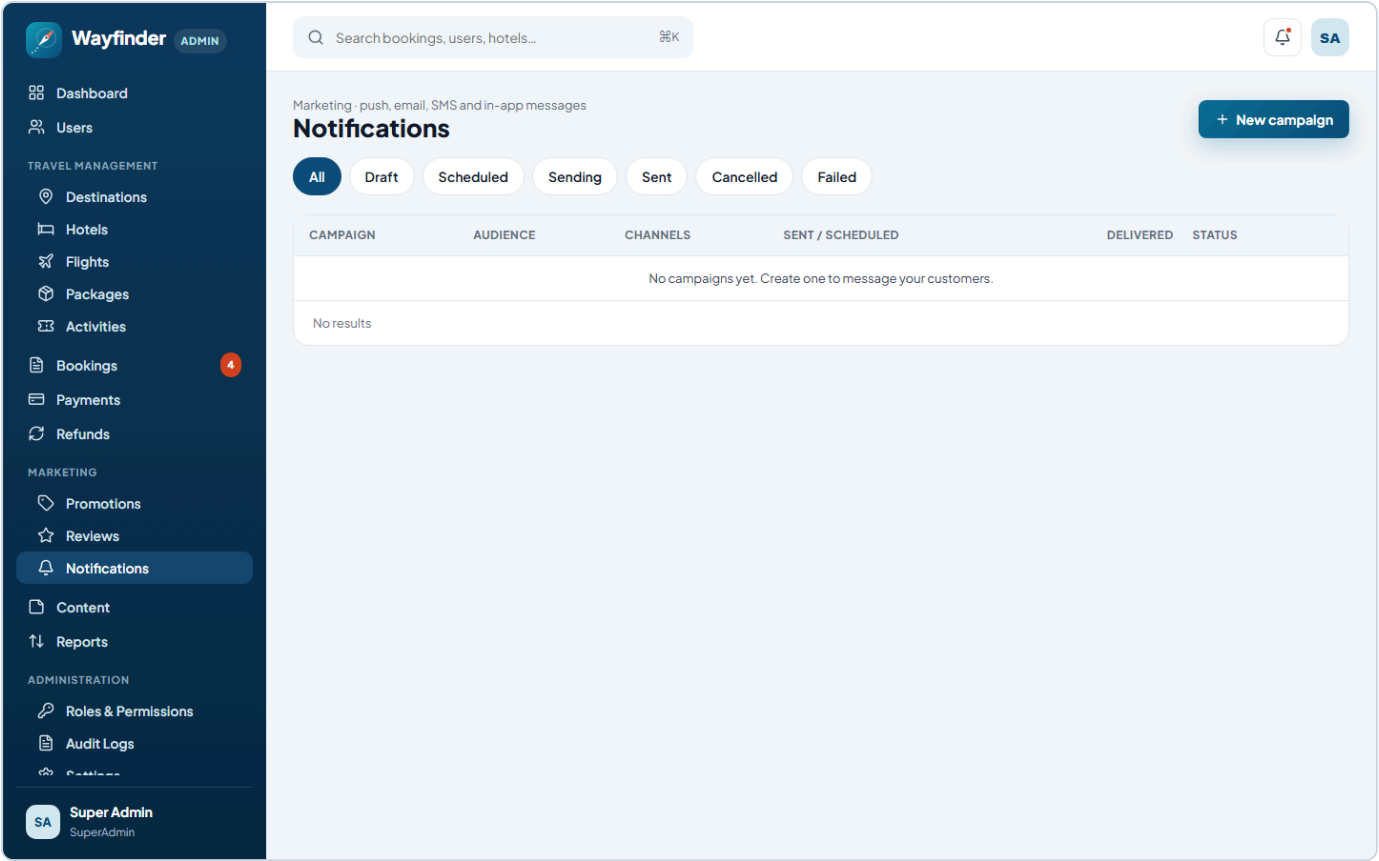


Figure 66 – Notification campaigns

67. Compose a campaign

Message, audience, channels and schedule.

1. Write the title and message; {FirstName} is replaced for each user. The preview shows the push and email.
2. Choose the audience: all users, a destination, a customer segment or upcoming trips — the estimated recipients update live.
3. Choose channels (push, email, in-app, SMS) and send now or schedule.
4. **Send test to me** before sending. Users who opted out are skipped.

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Notifications / New

New campaign

Save draft

Send test to me

Schedule campaign

1 · Message

Title *

0 / 150

Message *

0 / 1000 · {FirstName} is replaced per user

Action link

/packages?destination=istanbul

Category

Promotions

2 · Audience

All users

Every active customer

Specific destination

Saved, searched (90 days) or booked

Customer segment

e.g. Family travellers

Upcoming trips

Travelling in the next N days

Estimated recipients

740

3 · Channels & schedule

☒ Push

☐ Email

☒ In-app

☐ SMS

☐ Send now

☒ Schedule for

10/09/2026 09:00 PM

Send in batches of 500. Users who turned off Promotions notifications are skipped, and nobody gets more than one promotional campaign a day.

Preview

Wayfinder · now

Notification title

Your message appears here.

Recent campaigns

None yet.

Figure 67 – Compose a campaign

Content

68. Banners

Home, Explore and Offers banners.

- 1. Drag rows to reorder; set dates to schedule; link a banner to a promotion.

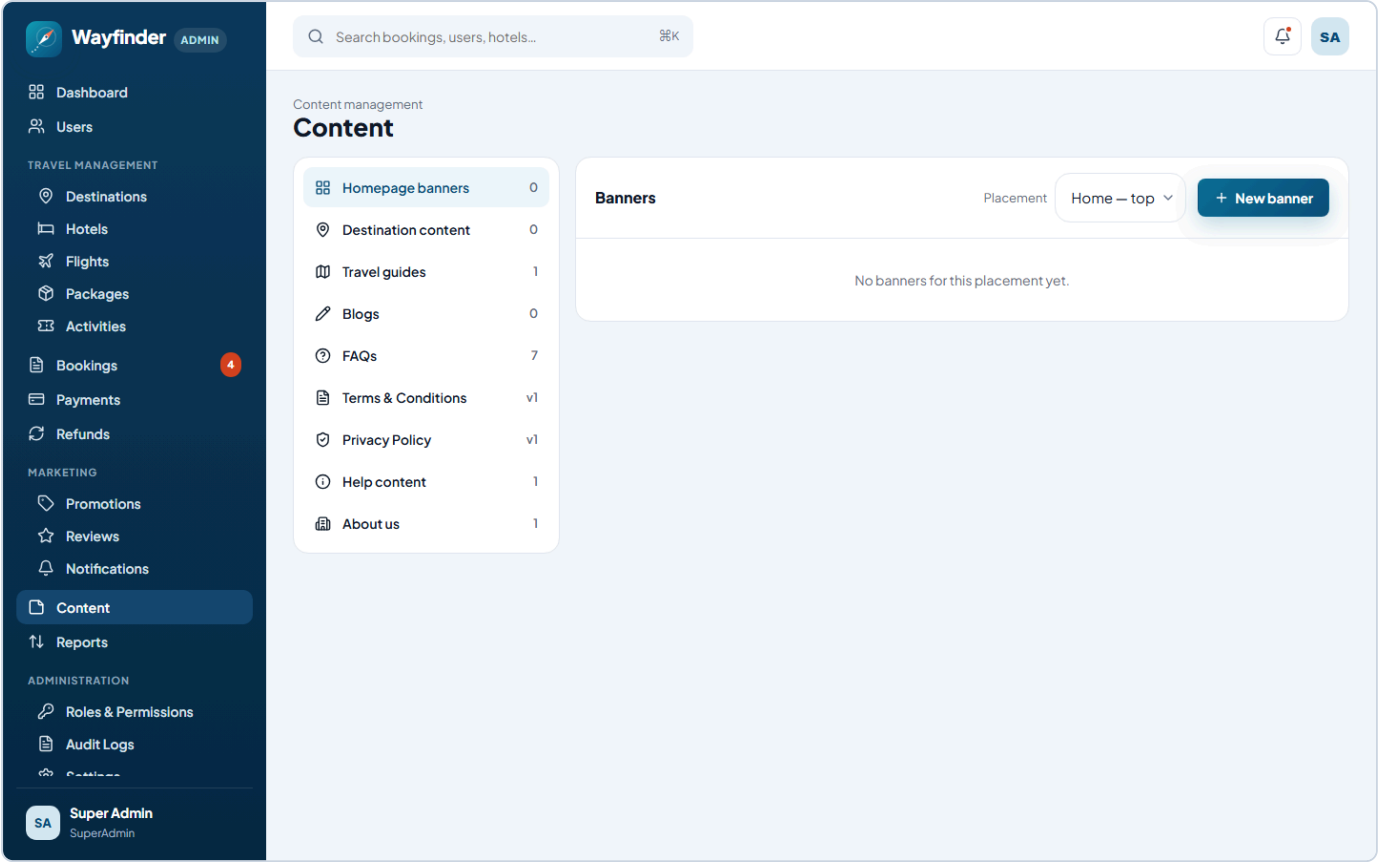


Figure 68 – Banners

69. FAQs

Questions shown on the customer Help page.

- 1. Add, edit, delete and drag to reorder within a category.

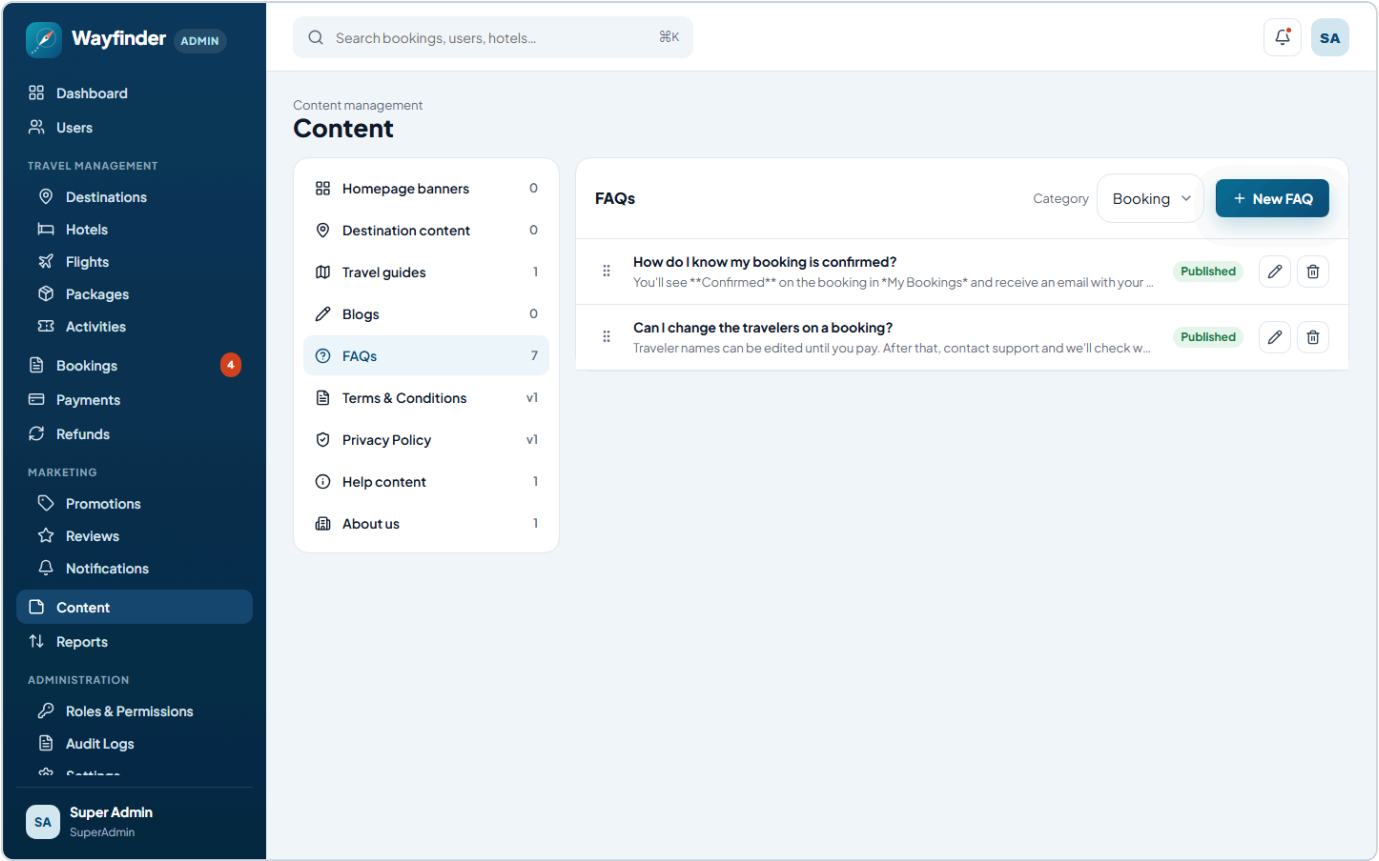


Figure 69 – FAQs

70. Terms & Conditions editor

Legal and help pages, guides and blogs share this Markdown editor.

- 1. **Save draft** keeps changes private; **Publish** makes them live and creates a revision.
- 2. **Revisions** lists earlier versions to load back.
- 3. Publishing a new Terms version asks every customer to accept it at their next login.

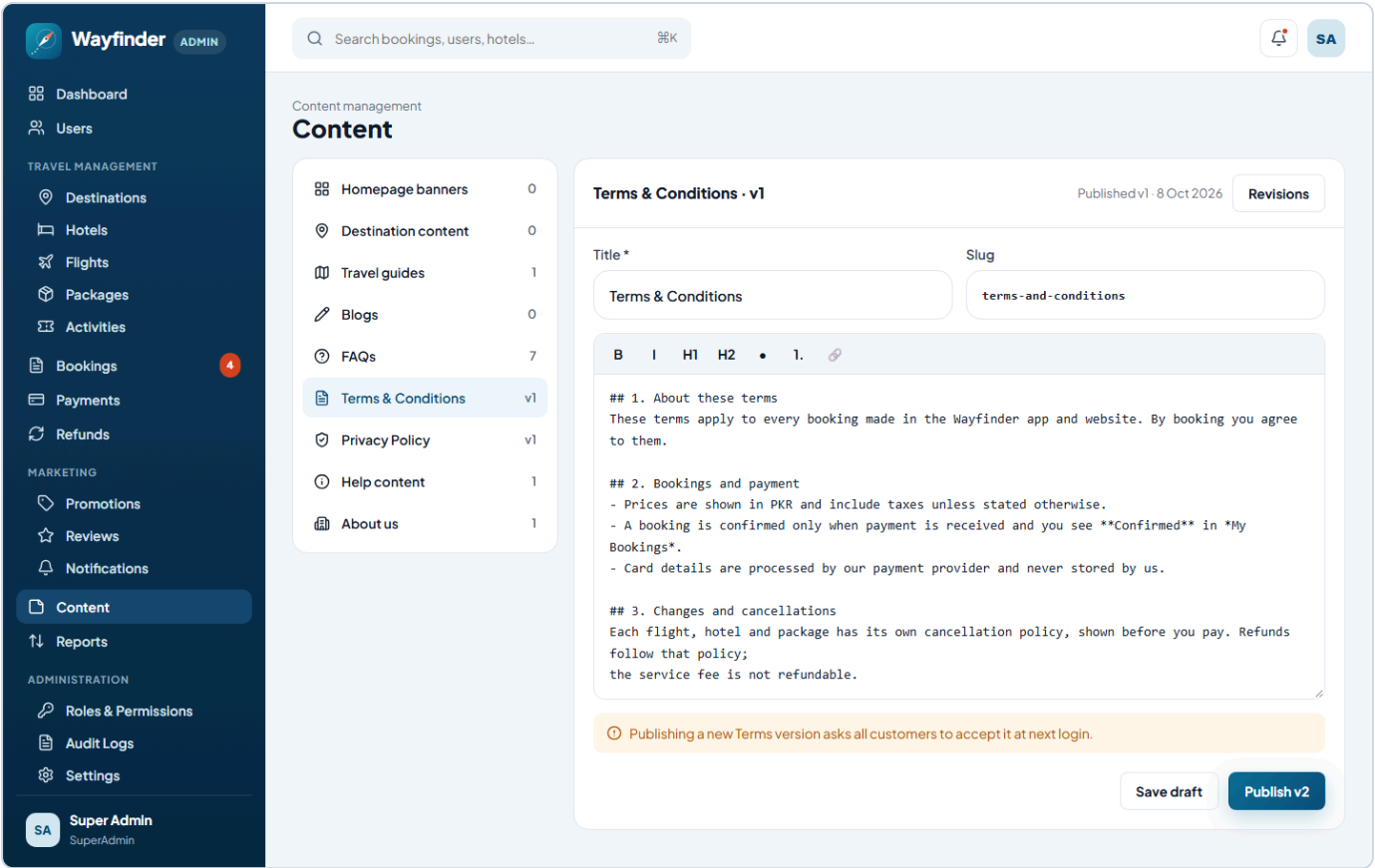


Figure 70 – Terms & Conditions editor

Reports and settings

71. Reports – Sales

Revenue by booking type with KPIs and a table.

- 1. Pick the report tab (Sales, Bookings, Customers, Destinations, Financial), date range and grouping (day, week, month, year).
- 2. **Export CSV** / **Export Excel** download the table (audited).

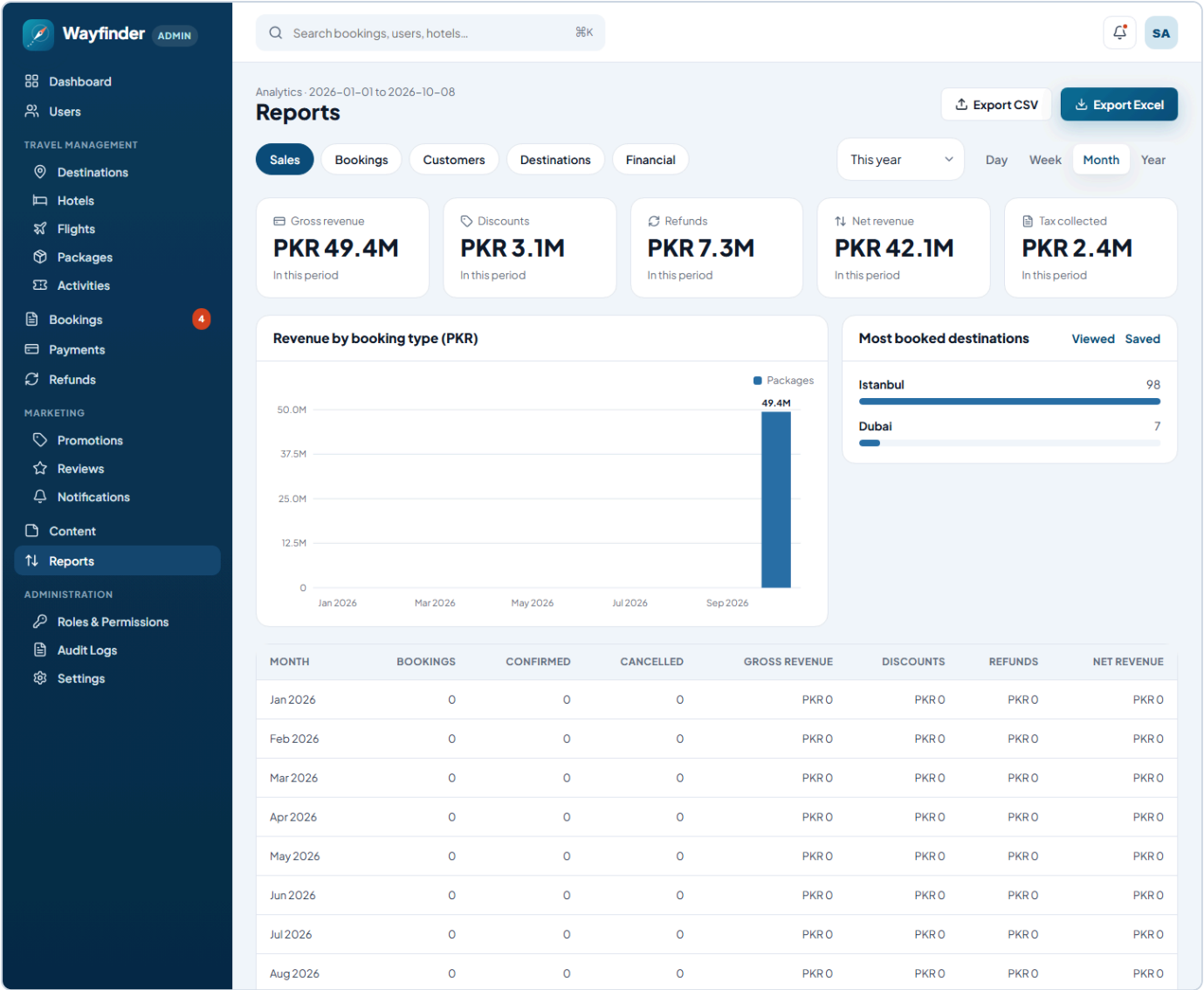


Figure 71 – Reports – Sales

72. Reports – Bookings

Created, confirmed, cancelled and conversion.

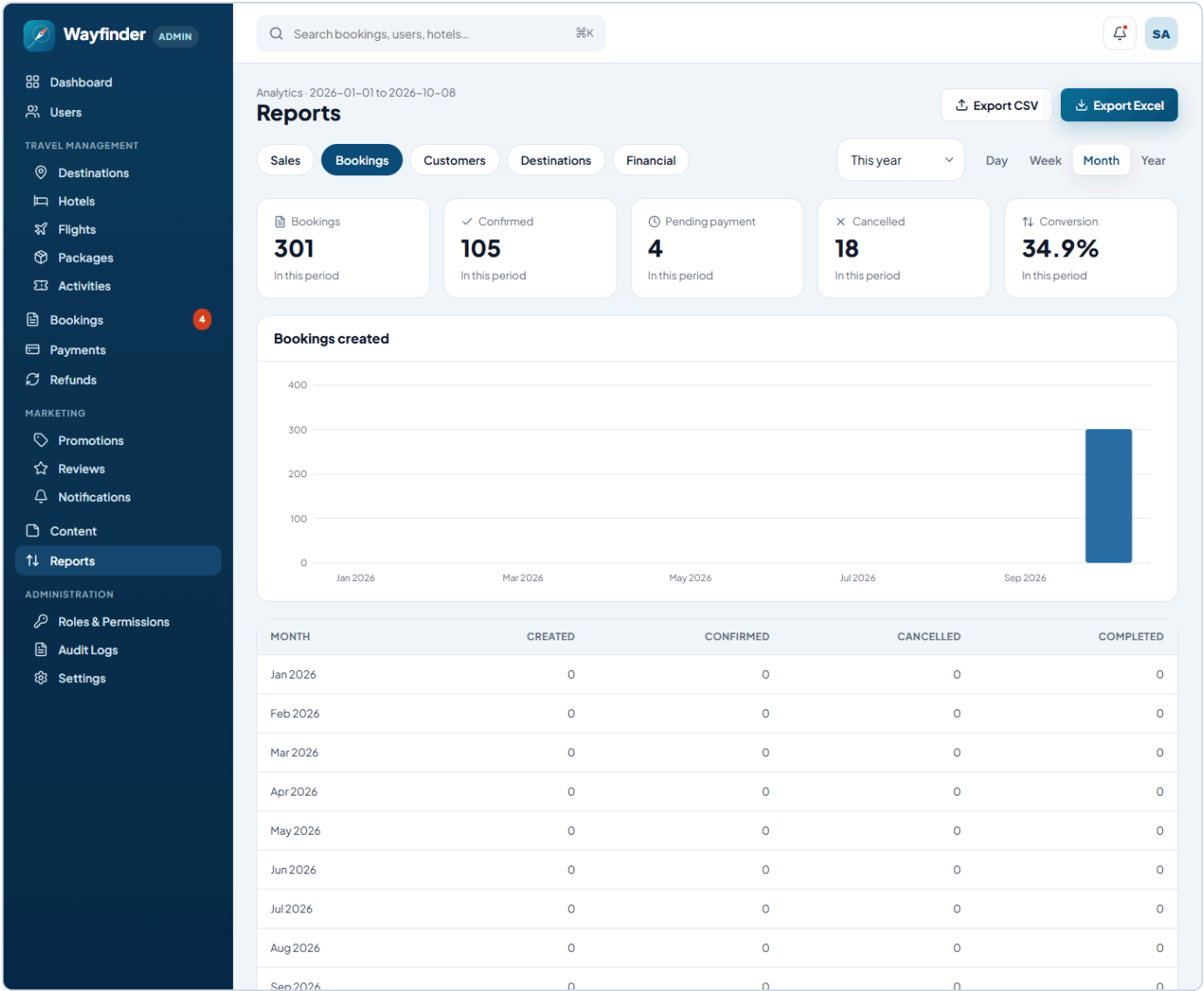


Figure 72 – Reports – Bookings

73. Reports – Destinations

Most booked, viewed and saved destinations.

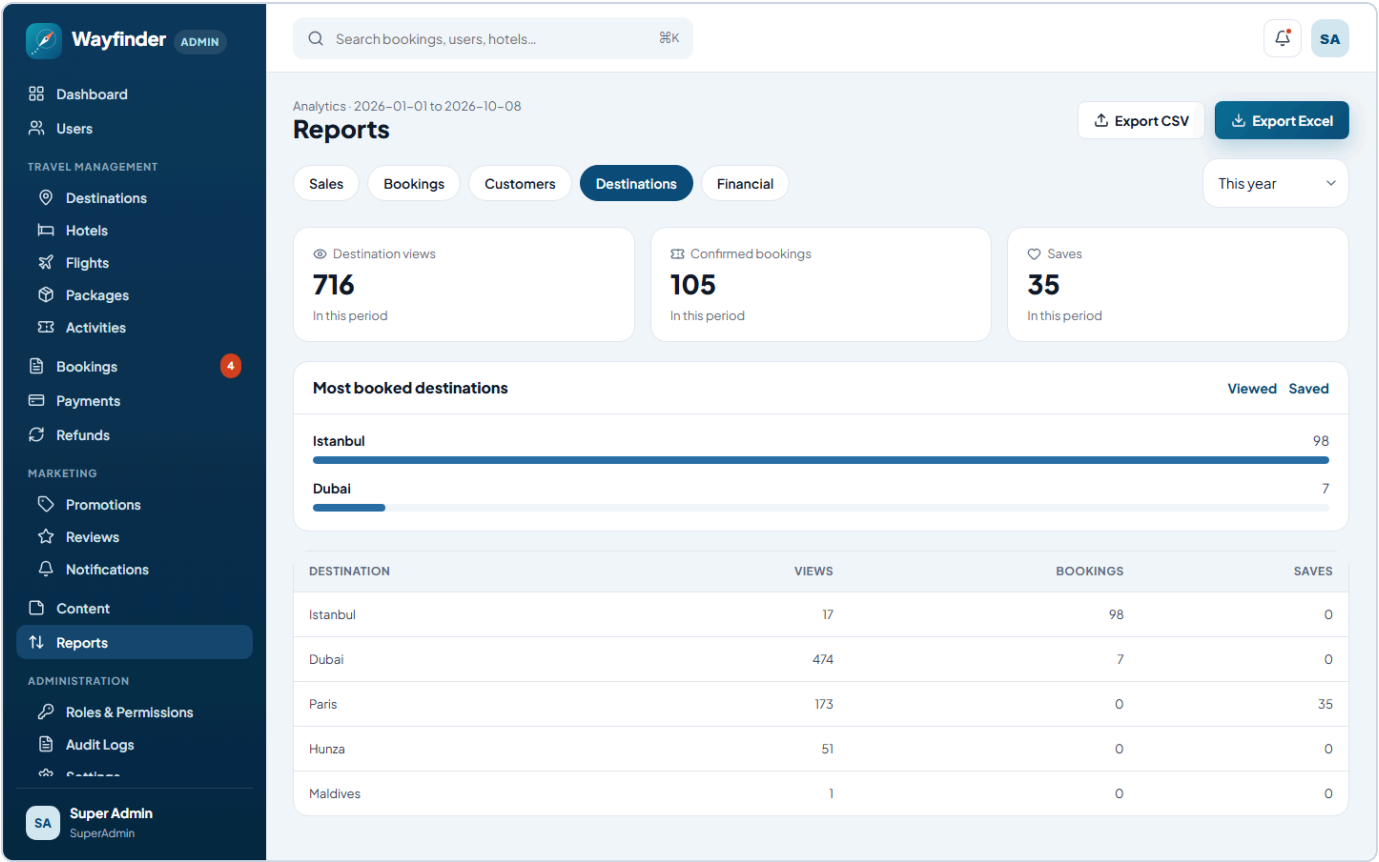


Figure 73 – Reports – Destinations

74. Settings

System settings grouped by area.

- 1. Change values and **Save settings**; **Reset** discards unsaved changes.
- 2. An empty value falls back to the server configuration.
- 3. Authentication and Security are editable by Super Admin only. Every change is audited.

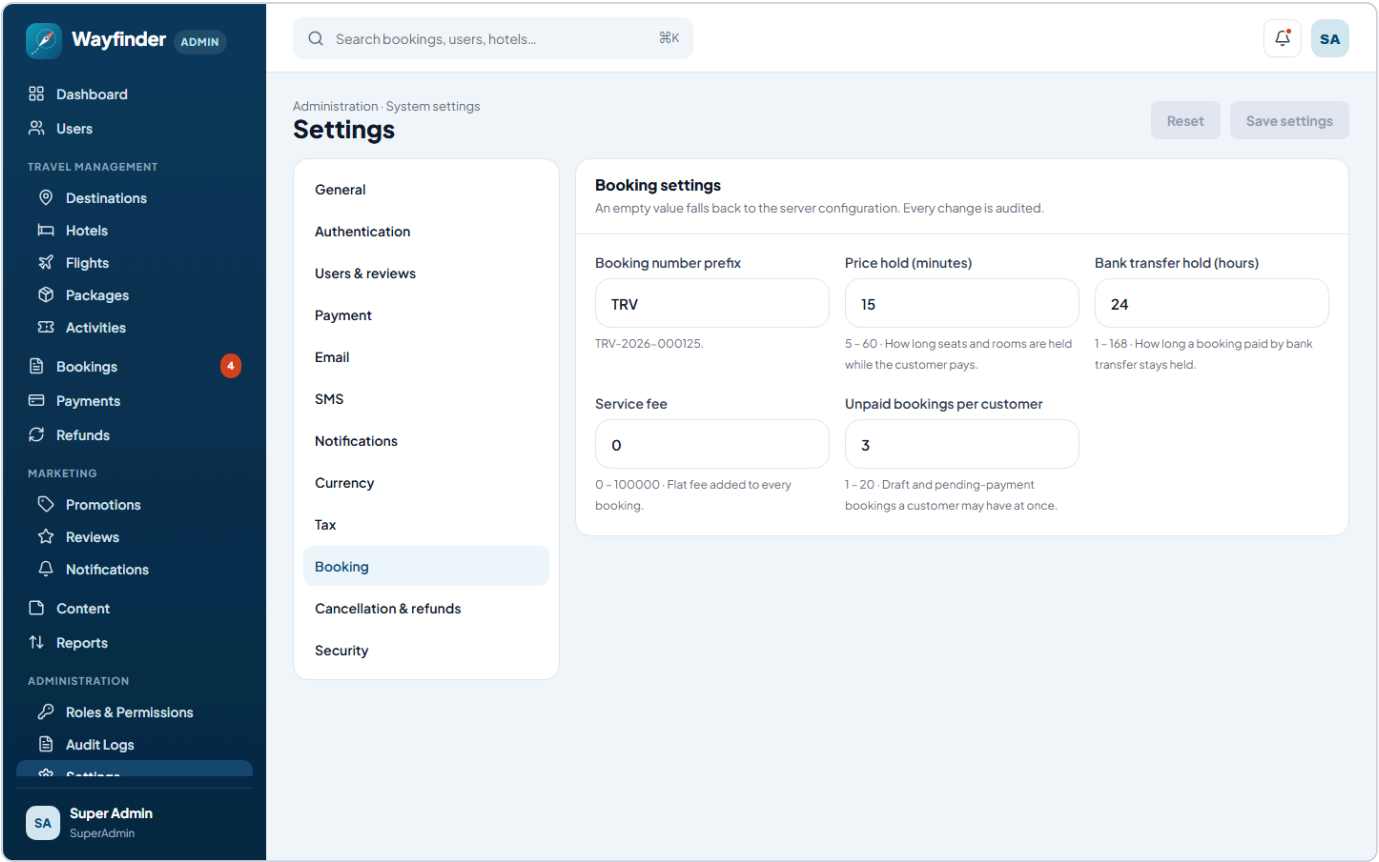


Figure 74 – Settings

75. Payment settings

Secrets are write-only: they show as dots and are replaced only when you type a new value.

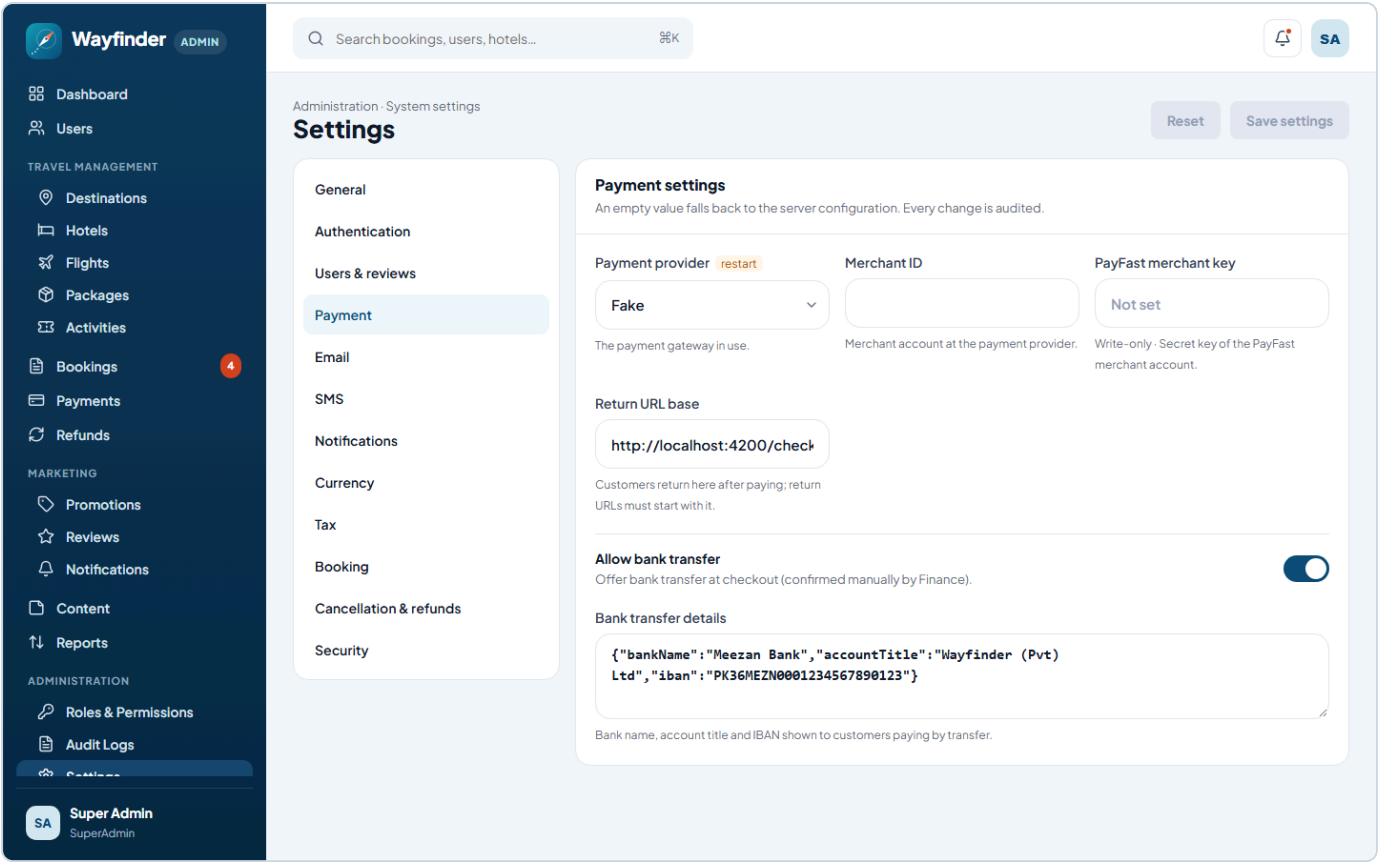


Figure 75 – Payment settings

Part C — Reference

Booking and payment statuses

Booking status	Meaning
Pending payment	Created; seats/rooms are held for a short time (or until the bank-transfer deadline) while the customer pays.
Confirmed	Paid; documents have been issued.
Completed	The trip has ended; the customer can write a review.
Cancelled	Cancelled by the customer or staff; any refund follows the cancellation policy.
Expired / Failed	Not paid in time, or the payment failed.

Payment / refund status	Meaning
Pending / Processing	Waiting for the gateway or a bank transfer. Staff can Sync status or Mark received .
Successful	Money received.
Partially refunded / Refunded	Part or all of the payment was returned.
Refund: Awaiting approval → Processing → Completed	Refund life cycle; Rejected and Failed refunds show the reason.

Good to know

- Card details are entered only on the payment provider's page; Wayfinder never stores card numbers.
- Passport and CNIC numbers are stored encrypted and shown masked; staff unmasking is audited.
- Customers can turn notification channels and categories on or off in Account › Notifications; campaigns respect these choices.
- When the Terms & Conditions are updated, customers accept the new version at their next login.
- Support: support@travelapp.pk