



# **USER MANUAL**

"SELLER"

http://virtualmart.tourismthailand.org

For more information please contact Email: admin.ttvm@tat.or.th



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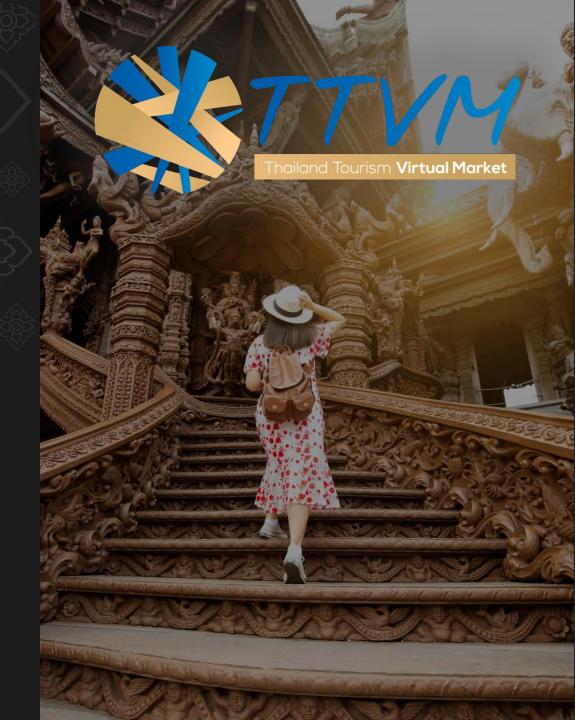
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# **BUSINESS TO BUSINESS**

ONLINE PLATFORM



## THAILAND TOURISM VIRTUAL MARKET - TTVM



Aim to drive digital transformation of Thai tourism industry, Thailand Tourism Virtual Market (TTVM) is developed for all tourism products in Thailand and our global partners. We provide a new alternative way to achieve your business goal, support you to elevate your business abilities to connect with current and future business partners, discover more exciting deals as well as negotiate and complete the business deal,...

all in one online platform.

Start connecting with the global tourism industry via TTVM now at:

https://virtualmart.tourismthailand.org/

For further information or inquiry please contact Email: admin.ttvm@tat.or.th

### **HIGHLIGHT FEATURES**



### **Online Tourism Marketplace**

We are B2B tourism marketplace that brings together sellers with buyers.



#### **Always Available**

Stay on business 24 hours a day / 7 days a week / 365 days a year.



#### **Expand Your Market**

Discover new business partners from around the World.



#### **Create Attractive Profile**

Create your online business profile for marketing purpose and more.



#### **Deal Offer**

Customize your deals (Offers) with tourism products and services.



#### **Business Matching**

With our deal matchings and deal searching tools.



#### Let Us Know Your Valuable Feedback

Your feedback and evaluation help us improve the service and strengthen the industry.



#### **Your Data Center**

Summarize your business deals with our proactive dashboard.



- DISCOVER -

- CONNECT -

- NEGOTIATE -

- COMPLETE -

## THAILAND TOURISM VIRTUAL MARKET - TTVM

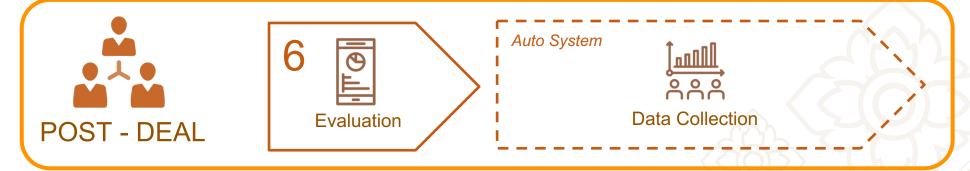


# USER's JOURNEY

Complete your business deal within six easy steps via Thailand Tourism Virtual Market (TTVM). Go further with all the essential information you may need to develop your business and overall Thailand tourism market.







## HOME



<u>HOME</u> is the starting page where you can access to all function and feature of the system as well as updated news and stories from TAT.

At the top, you can click at each menu to access to each function.





\*Guest User, without login, they will see only 3 menu
Get limited access to Events & News menu only.

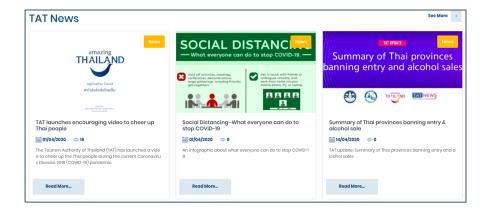
Home Events News Sign Up Sign In

**Main Banner** 

Interesting information from Tourism Authority of Thailand, and partners; upcoming update, information, promotion and more...

News

List of news business contents from TAT Newsroom.



### **STEP 1: REGISTRATION**

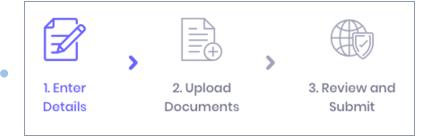
TTVM USER MANUAL SELLER

To start creating your account, you will need to register and get approval by the Tourism Authority of Thailand. Just follow 3 simple steps of the registration process and submit your business registration document and required license to verify your business identification.





Complete the registration form Follow 3 steps to submit the registration.



- Once you click "submit", the document will be uploaded. We will send you a Submit Confirm Email when it's completed.
- We will verify all information and document to APPROVE and your account will be created.

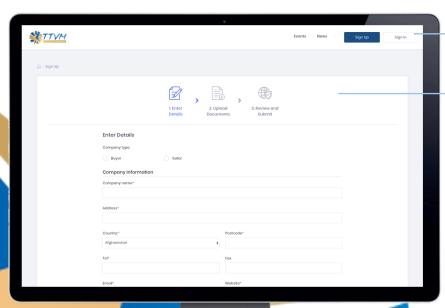
Standard time: 2 working days



**APPROVE**: You will receive an acknowledge Email together with temporary Username & Password for first sign-in.



REJECT: You will get an acknowledge Email to inform you that your registration was rejected.



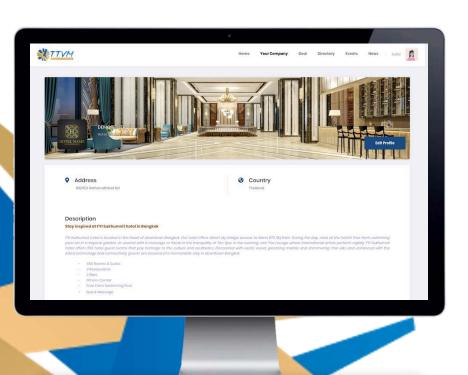
### **STEP 2 : COMPLETE PROFILE**

After your account is created, it is now your task to complete your company profile.

Click from main menu "Your Company" then, "View Profile"

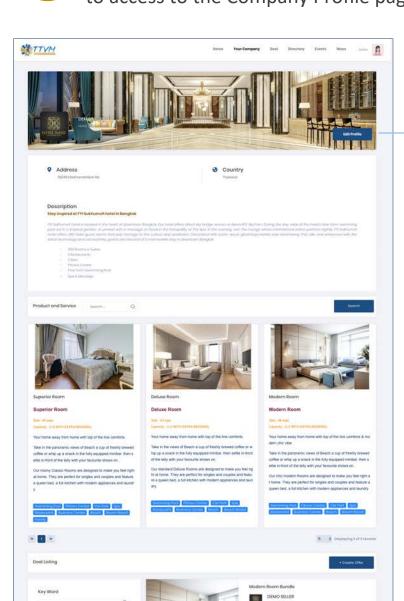
#### Our advice:

Your attractive business profile is a key to gain interest from your future business partner and the first step to start your business.





Select "Your Company", then "View Profile" to access to the Company Profile page.







To access "Edit Profile" page.



Company Profile		
DEMO SELL	ER	
-	Business type"	
	Hotel & Resort	
HOTEL NAME	Products and services Type*	
23	x  Accermedation  x  Food  A  Buyerogs  x  Neith  A  Wellness  x  Meeting  A  Evert Space	
	CompanyProductType	
	Company stary*	
	B / U # S X X n - X - E E E - T	
	×	
	access to learn 815 stylinan During the day relax at the hotels free-from werming pool trapport greater or unwaised with or managing or facial free the transplit of the Says at the evening launge where elementarial strikes perform registry in Subtraint hade offers 350 hotel guest no your famoging of the cubits and admitteds. Decreated with sealth wood glooming man or memorable story in downstown Blangliak.  — 350 floorist Subtree.  — 350 floorist Subtree.  — 350 floorist Subtree.	visit The ome that rble and
	Profile Cover  Upleed Background	
	Best photo size is 1330px x 300px	

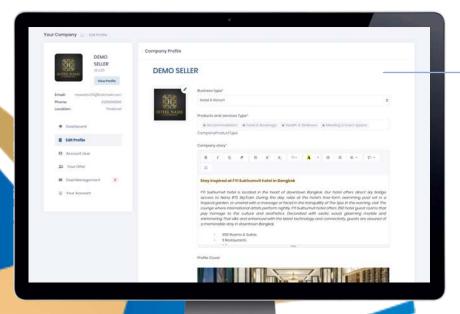
(More details at Appendix 7-9)

### **STEP 2 : COMPLETE PROFILE**

You can **Add** and **Edit** all information and upload attractive photos of your product.

#### Our advice:

Quality and meaningful photo will make your profile more attractive especially products and services photo.





Select "Edit Profile" to access "Edit Profile" page. Then you could add and edit all information. (More details at Appendix 7-9)

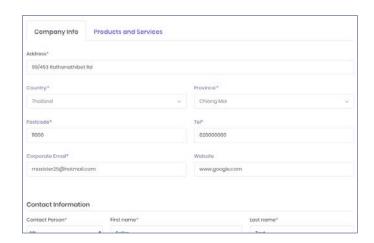
#### 1.1) Add/Edit Main Information.

- Company Logo
- Profile Cover
- Business Type
- Products and Services Type
- Company Story (Description of company / Business)

### 

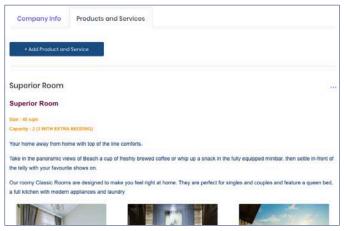
#### 1.2) Add/Edit Company Information.

- Edit information from the registration process
- Update the new Business License document here once it is going to expire.



#### 1.3) Add Products / Services Information

- Products/Services name
- Description
- Special Feature
- Available amount
- Feature photos (Add up to 5 photos per unit)



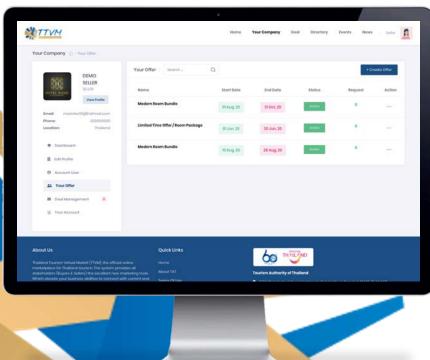
2 After complete, then click "Save".

### **STEP 3 : CREATE OFFERS**

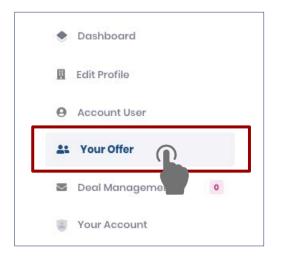
Next step is to create your **OFFER** base on your products/services.

#### Our advice:

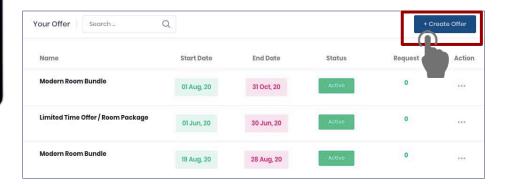
To **maximize your opportunity** to meet the buyer, the <u>OFFER</u> need to have specific criteria with additional information to connect to the right buyer.



Select "Your Offers " from the Dashboard menu to get to the list of your company deal which able to Add/Edit/Delete



Click " + Create Offers " to create your offer.





Complete the form and "Save" to add the new offers.

(More details at Appendix 11)

Create Offer B / U # S X X, 11 - A - E E E - TI-Please upload the feature photo: \* Max file size is 5 MB and max number of files is 5 One price O Not Active Active

### **STEP 3 : CREATE OFFERS**

**OFFER** is the key activity in this platform. Here, Buyers from around the world can search and see your offer.

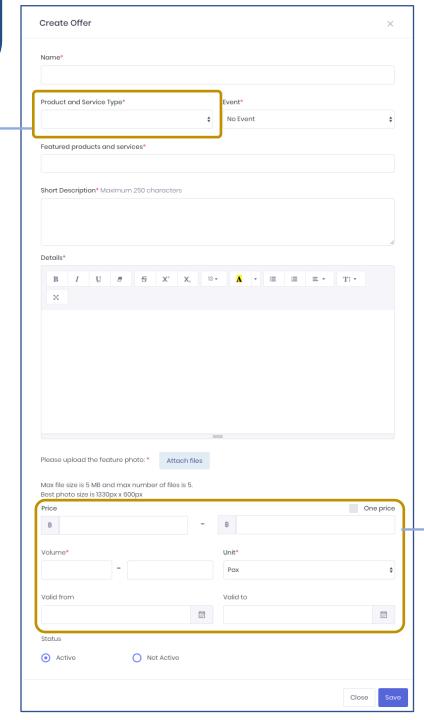
(More details at Appendix 11)

Crucial Information for buyer to match with your offer

#### 1. Products and Services Type –

The tourism products & services you need to sell (business offer) through this deal.







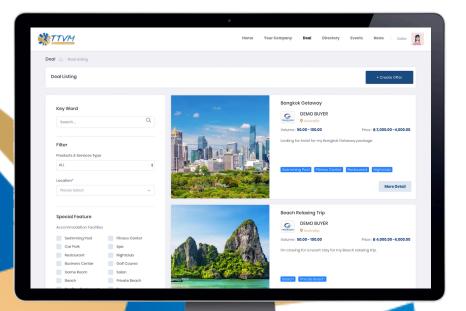
- 2. Price Pricing is the art. Too wide range can cause confusion to the buyer, as well as, too small range will limit your negotiation.
- **3. Volume** put number that you want to offer in this price range, or minimum sales volume in this price offering range.
- **4. Validation** period that the price can be effective.

### **STEP 4: MATCHING**

Now is the time we expand your business.

Our platform processes 3 simple ways to match your "OFFER" with buyer's "REQUEST";

- 1. Auto-match
- 2. Search requests
- 3. Suggestion

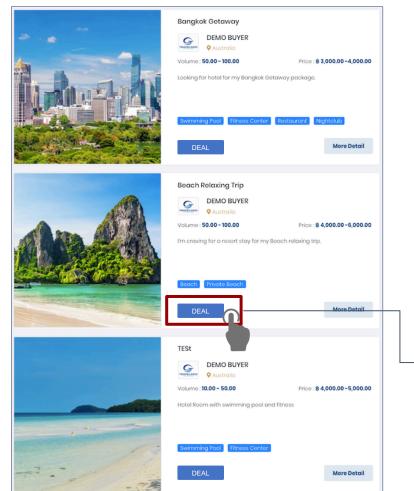




### 4.1 Auto-Match

Once finish creating the <u>OFFER</u>, the system will automatically <u>match your offer's</u> <u>criteria with buyers'</u> and generate the list of <u>REQUEST</u> from the buyer that is highly matched with yours.

\* Auto Match : Automatically pop up right after the offer is created





#### **Matching Criteria**

TTVM use the following factor to match your Offers with Buyer's Requests:

- Products/Services type
- Location
- Price
- Volume
- Available Period
- Specific Keywords

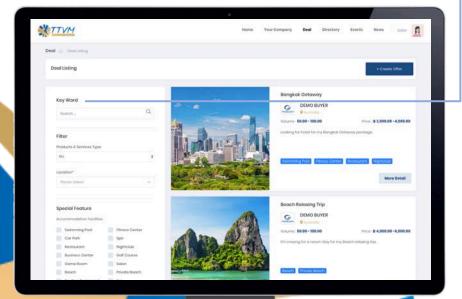
Click "Deal" to send dealing request
 Dealing process will start when the buyer click accept.

### **STEP 4: MATCHING**

Now is the time we expand your business.

Our platform processes 3 simple ways to match your "OFFER" with buyer's "REQUEST";

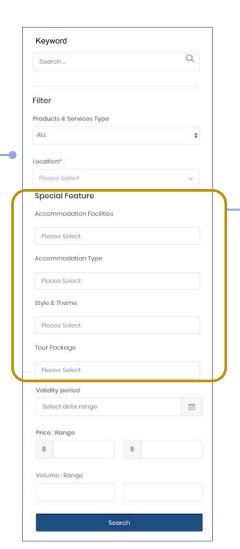
- 1. Auto-match
- 2. Search requests
- 3. Suggestion



### **4.2 Search Requests**



Click "<u>Deal</u>" on the main menu, you will find the search box on the left side, which allow you to select many criteria as you want to search for the deal (<u>REQUEST</u> from buyers). As details below:



#### The list of special feature Tour Package Special Feature Accommodation Facilities Swimming Pool Fitness Center Tourism Car Park Diving Nightclub Restaurant Food Tour Business Center Golf Course Salon Game Room Beach Private Beach Rooftop Restaurant Executive Lounge Shopping Accommodation Type Adventure Hotel Resort Resort & Spa Beach Resort Boutique Hotel Service City Hotel Pool Villa Convention Hotel Service Apartment Bungalow Home Stay Treatment Green Hotel Long Stay Air Ticket Style & Theme Restaurant Family Romantic Accessibility Business Wellness Fun Laboratory Relax Luxury

Classic

Private

Modern

Regenerative

Hotel & Resort

Wellness & Spa

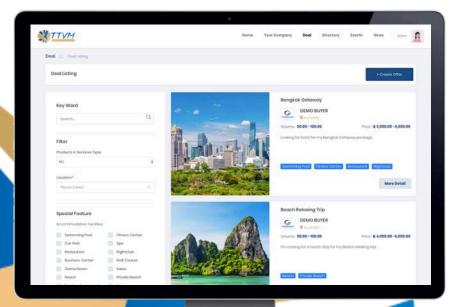
### **STEP 4: MATCHING**



Now is the time we expand your business.

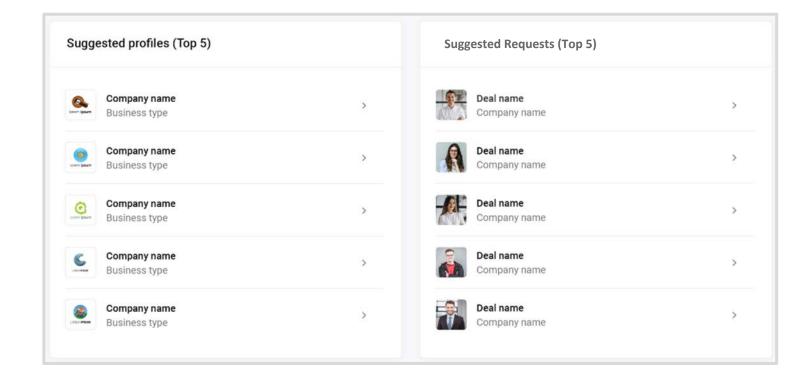
Our platform processes 3 simple ways to match your "OFFER" with buyer's "REQUEST";

- 1. Auto-match
- 2. Search Requests
- 3. Suggestion



### 4.3 Suggestion

From the "<u>Dashboard</u>" you will find the "<u>Suggested (Deal) Requests</u>" section which is automatically recommended to give you more chance on the weekly basis to explore more deal to grow your business opportunity.

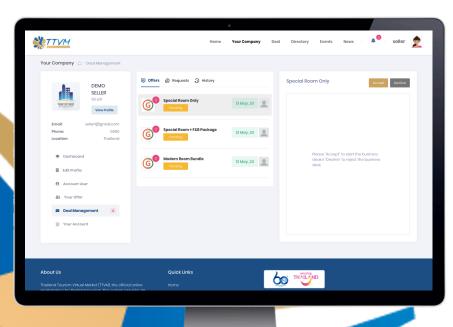


### **STEP 5: DEALING**

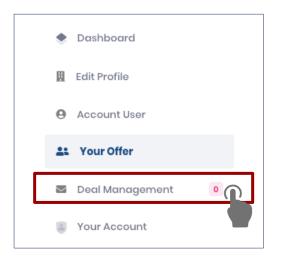
TTVM USER MANUAL SELLER

From each channel, you can connect to buyers by clicking "Deal" to send a request and wait until they "Accept" your dealing request. Then you could continue negotiation in the chat box.

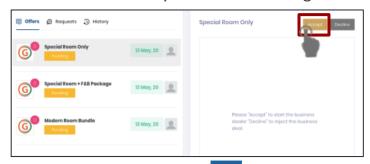
This chat log will be kept confidential only in your account.



From the Dashboard menu, select "Deal Management" to access the list of deals (Offers & Requests) you've interacted.



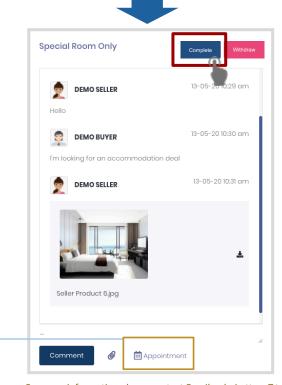
Once the owner of the Requests, select "Accept". The chat box will be created for you to start the negotiation.



You could have a conversation until both sides agree. To complete the dealing process, buyer and seller must click "Complete". Then chat box will close, and all conversation history will be kept as a history (chat log).

### Appointment

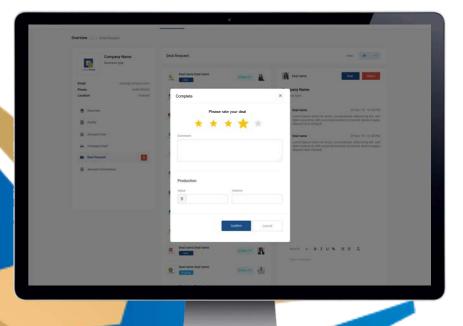
You can make an appointment to continue negotiation with the buyer (from the appointment function next to chat box). All list of appointment will show in the Dashboard to let you jump to the conversation directly.



### **STEP 6: EVALUATION**

Right after you click "Complete", the evaluation box will appear to let you rate or leave a comment. You can input the final Selling Price and Volume of this deal. This important result will be kept confidential.

Consolidated calculation will be shown on your dashboard for your performance, further analysis, forecast or data management as well.

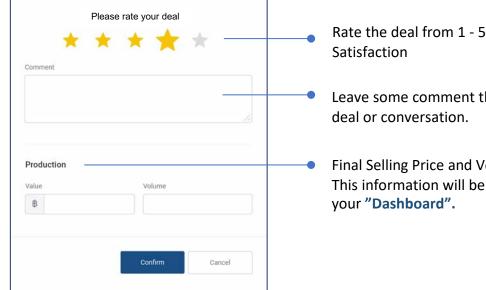




Once you've come to the final agreement for each business deal, just click "Complete" to finish it and count your performance.



The evaluation box; you could rate and comment about your experience and satisfaction on the specific conversation. This will also reflex to your counterpart performance. And they will also have to do the same.



Rate the deal from 1 - 5 Stars; Less to most

Leave some comment that relates to this

Final Selling Price and Volume of this deal. This information will be summarized on





# **APPENDIX**

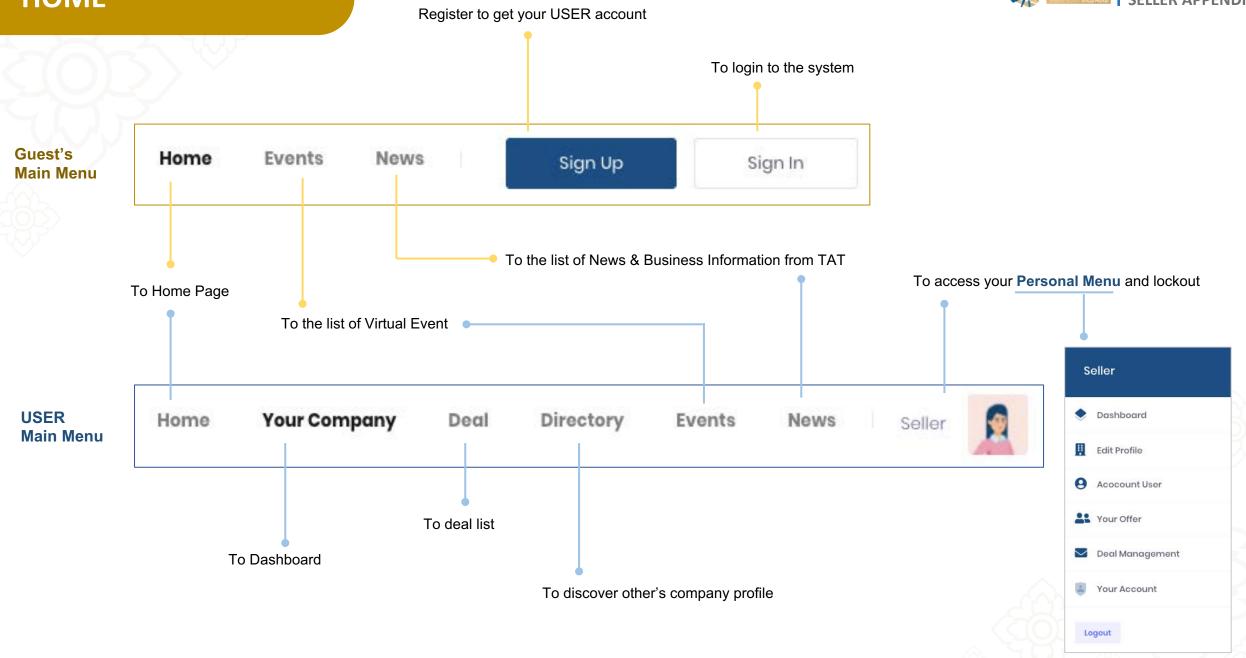
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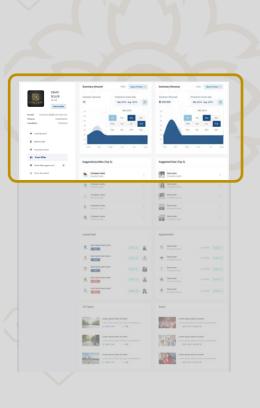


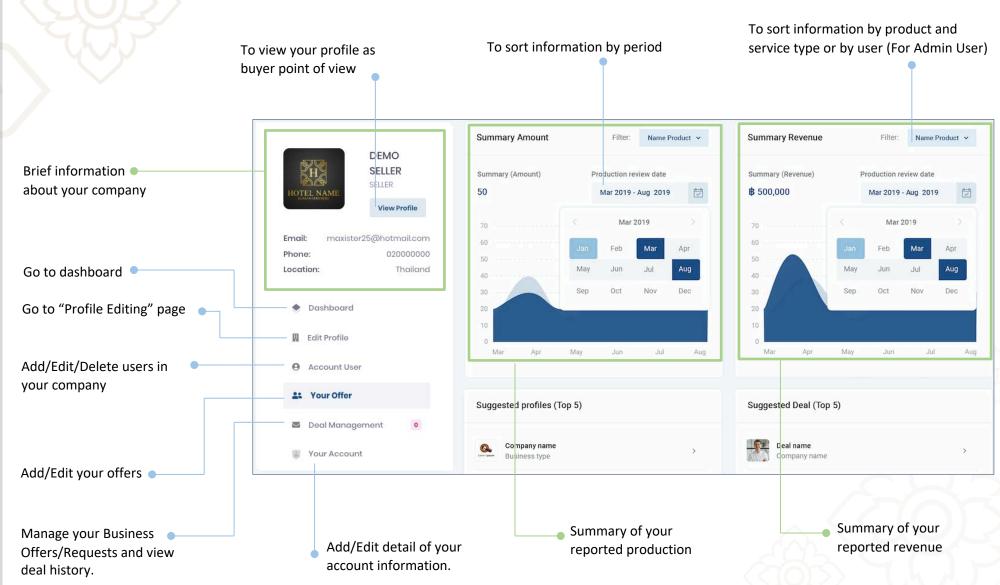




### **DASHBOARD**

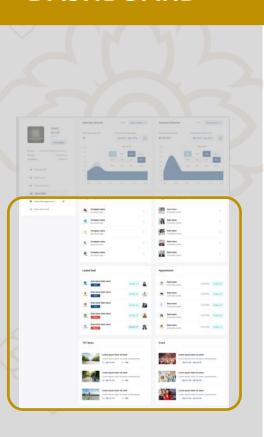


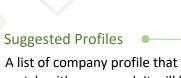




### **DASHBOARD**







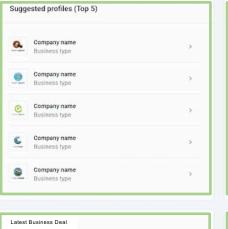
match with your need. It will be automatically shuffle and show in weekly basis.

#### Latest Business Deal •

The list of your latest business deal that you've interacted.

#### TAT News

The list of latest business news from TAT Newsroom.



25 Nov 19

25 Nov 19

25 Nov 19

Event

Deal name Deal name

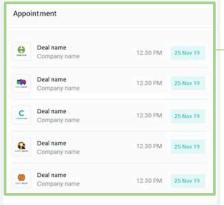
Lorem ipsum dolor sit amet

E 25/11/19

TAT News

25 Nov 19





#### Suggested Requests

A list of Buyer's Request (Business Request) that match with your offer. It will be automatically shuffle and show in weekly basis.

#### Appointment

The list of your latest appointment.

### Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet

25/11/19 - 10/12/19 Lorem ipsum dolor sit amet

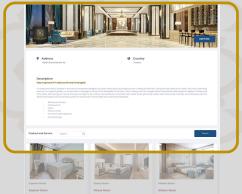
# 25/11/19 - 10/12/19

#### Event

The list of the upcoming virtual event.

### **COMPANY PROFILE**







### Company Name & Business Type

Business name and type to identify your company identity and value.

#### Edit Profile

To edit, add, change and delete the company profile.

#### Profile Cover

As the first impression, a meaningful profile cover will reflex your business and product.

#### Company Logo •

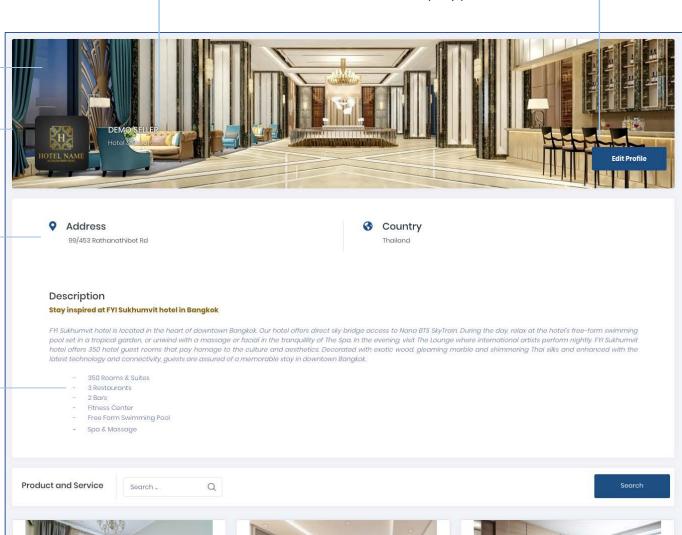
Official company logo (or a business logo) to strengthen your brand identity.

#### Address & Location •

To identify your company address and the area that your products/services operate.

#### Company Story •

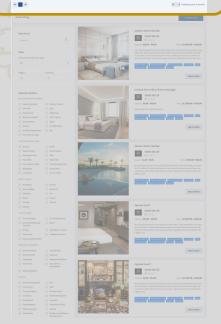
Brief information about your company. Such as history, business details, products and services, operation, reputation and achievement.



### **COMPANY PROFILE**







### **Products & Services Search**

To search for specific Products & Services

Product and Service

Search ...

Search

#### Products and Services •

The list of your products & services available for sale.

#### Products and Services Photo •

Products & Services' Photos which able to gain more interest from buyers.

#### Products and Services Name

The name of products & services. Such as the name of Room type, Name of Tour package, Name of Spa treatment, etc.

#### Products and Services Information •

The detail information about products & service such as specification and value that able to gain more interest from the buyer.

#### Special Features •

The List of unique features of each product & service which able to clarify the point of interest.



Superior Room

#### Superior Room

Capacity: 2 (3 WITH EXTRA BEDDING)

Your home away from home with top of the line comforts.

Take in the panoramic views of Beach a cup of freshly brewed coffee or whip up a snack in the fully equipped minibar. then s ettle in-front of the telly with your favourite shows on.

Our roomy Classic Rooms are designed to make you feel right at home. They are perfect for singles and couples and feature a queen bed, a full kitchen with modern appliances and laundr



Deluxe Room

#### **Deluxe Room**

Capacity: 2 (3 WITH EXTRA BEDDING)

Your home away from home with top of the line comforts.

Take in the views of Beach a cup of freshly brewed coffee or w hip up a snack in the fully equipped minibar, then settle in-front of the telly with your favourite shows on.

Our standard Deluxe Rooms are designed to make you feel rig ht at home. They are perfect for singles and couples and featu re a queen bed, a full kitchen with modern appliances and laun



Modern Room

#### Modern Room

Size: 48 sqm Capacity: 2 (3 WITH EXTRA BEDDING)

Your home away from home with top of the line comforts & mo

Take in the panoramic views of Beach a cup of freshly brewed coffee or whip up a snack in the fully equipped minibar, then s ettle in-front of the telly with your favourite shows on.

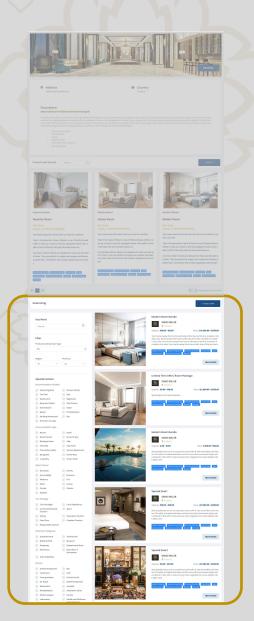
Our chic modern Rooms are designed to make you feel right a t home. They are perfect for singles and couples and feature a queen bed, a full kitchen with modern appliances and laundry

Deal Listing

### **COMPANY PROFILE**



+ Create Offer



#### Offers List

List of your offers (Business Offers)

Province:

Fitness Center

Nightclub

Golf Course

Private Beach

Spa

Hotel

Resort & Spa

Villa

Service Apartment

Q

#### Create Offer

Create new offers (Business Offer) to get attention from buyer to start dealing process.

Modern Room Bundle

#### Offers List

Keyword

Search\_

Products and Services Type

Filter

Region:

Special Feature

Swimming Pool

Car Park

Restaurant

Game Room

Business Center

Rooftop Restaurant

Executive Lounge

Accommodation Type

Beach Resort

Convention Hotel

Boutique Hotel

Accommodation Facilities

To search in your offer, you or buyer can use criteria to narrow down the search result. Such as: Keyword, Products & Services Type, Location, Price, Volume, Validity, Special Feature.

#### Offer's Feature Photo

Offers Search

A photo that identify the products & services type or a component of the offer.

#### Offer's Information

Brief information of the offer. Such as name of the offer, short description, range of offering price, expected or minimum volume and list of special features.

#### More Details

To explore more information about this Offer.







Volume: **50.00 - 100.00**Price: **\$ 2,500.00 - 3,500.00**Special price for special period

h Resort Swimming Pool Fitness Center Car Park Jurant Business Center Beach Family

More Detail

More Detail



Modern Room Bundle

DEMO SELLER

O Thailand

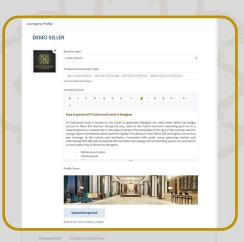
Volume: 4.00 - 10.00 Price: \$ 100.00 - 500.00

Stay inspired at one of our specious room with 5-star amenities and serv

Appendix 6

### **EDIT PROFILE**









Official name of company, business or property.

#### Logo •

Official logo of company, business or property.

#### Business Type •

Type of your business or category of main business activity.

#### Products and Services Type •

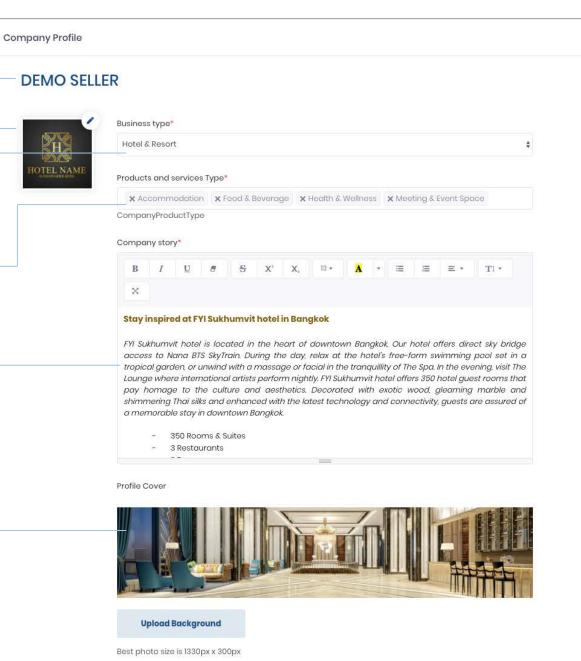
List of your product and service category. Able to add up to 5 types.

#### Company Story •

The details information of the company. Such as history, vision, the scope of work, strategy, main activity, expected customer, level or style of products & services, business specification, etc. You can create and edit all text style and layout as you prefer.

#### Profile Cover •

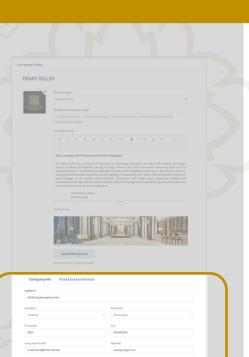
Top cover of company profile page. The photo should be nice and attractive as it is the first thing that buyer will see.



### **EDIT PROFILE**







This tab is where you can edit company information.

#### Company Address

Company, business or property contact address.

#### Corporate Email & Website

Official corporate Email & Website. This email will use as a main contact email between TTVM and company too.

#### **Contact Person Information**

Contact person information. This person can be "admin user" for the company and will be the main contact person with TAT and TTVM support team.

#### Business License Information •

The copy file of your company business license as well as the license number and expiry date. This information may remind you to renew the business license once it close to expire.

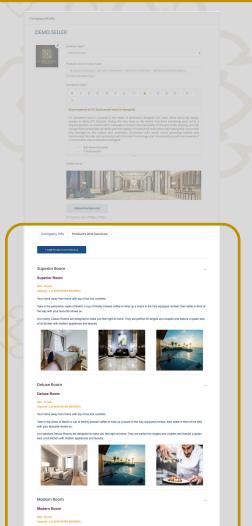
#### **Business Certificate Information**

The copy file of your company's VAT certificate.

New file can be uploaded any time. Please make sure you have the updated one before the previous is expired.

Address*				
99/453 Rathanathibet Rd				
Country:*	Province:*			
Thailand	∨ Chiang M	ai	~	
Postcode*	Tel*			
11000	02000000	02000000		
Corporate Email*	Website	Website		
maxister25@hotmail.com	www.goo	www.google.com		
Position*	Email*			
Contact Information  Contact Person* First name*				
Mr. \$ Seller		Test		
osition* Seller		25@gmail.com		
50101	THANGEOI	es e		
Fel.*				
020000000				
Business License				
Business License Number : 00000	Business Lic	ense Expiredate : 10/07/2025		
2-BusinessLicens-01png			Ŧ	
VAT Certificate				
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### **EDIT PROFILE**



#### Products and Services Tab

This tab is where you can add/edit/delete your company's products and services

#### Add Products and Services

To add new Products and Service.

#### Products and Services Name •

The name of products & services. Such as the name of Room type, Name of Tour package, Name of Spa treatment, etc.

#### Products and Services Information •

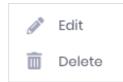
the details information about the products and services. Such as specification, style, level, popularity, etc. This section needs to be carefully designed as such a tool to deliver the strong selling point of each product and service.

#### Products and Services Photo

Products & Services' photos which able to gain more interest from buyers.

#### Products and Services Menu

To Edit and Delete the existing Products and Services.





Company Info

Products and Services

+ Add Product and Service

Superior Room

Superior Room

Size: 45 sqr

Capacity: 2 (3 WITH EXTRA BEDDING)

Your home away from home with top of the line comforts.

Take in the panoramic views of Beach a cup of freshly brewed coffee or whip up a snack in the fully equipped minibar. then settle in-front of the telly with your favourite shows on.

Our roomy Classic Rooms are designed to make you feel right at home. They are perfect for singles and couples and feature a queen bed, a full kitchen with modern appliances and laundry







Deluxe Room

Deluxe Room

Size: 43 sqm

Capacity: 2 (3 WITH EXTRA BEDDING)

Your home away from home with top of the line comforts.

Take in the views of Beach a cup of freshly brewed coffee or whip up a snack in the fully equipped minibar, then settle in-front of the telly with your favourite shows on.

Our standard Deluxe Rooms are designed to make you feel right at home. They are perfect for singles and couples and feature a queen bed, a full kitchen with modern appliances and laundry.

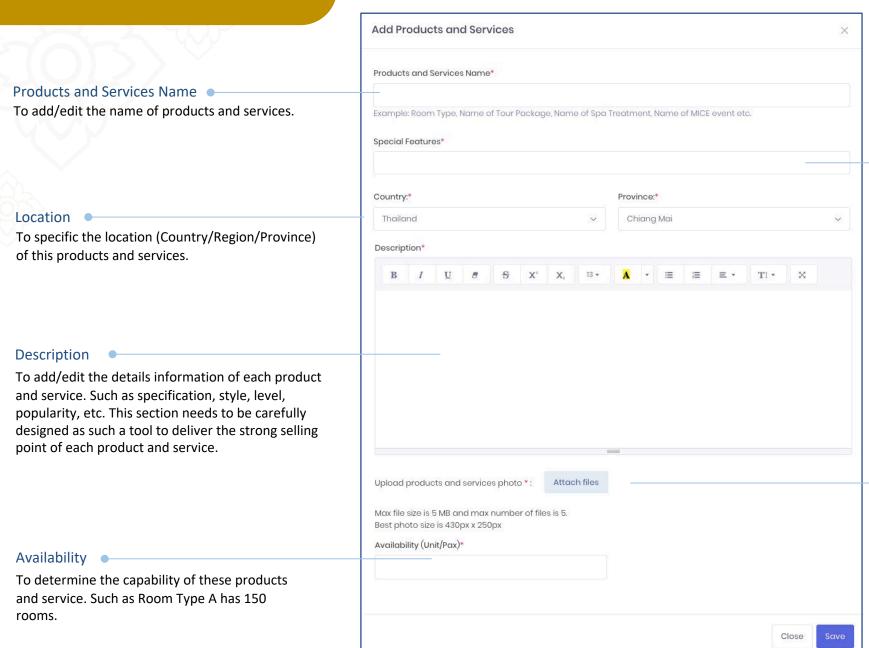






#### **ADD PRODUCTS AND SERVICES**



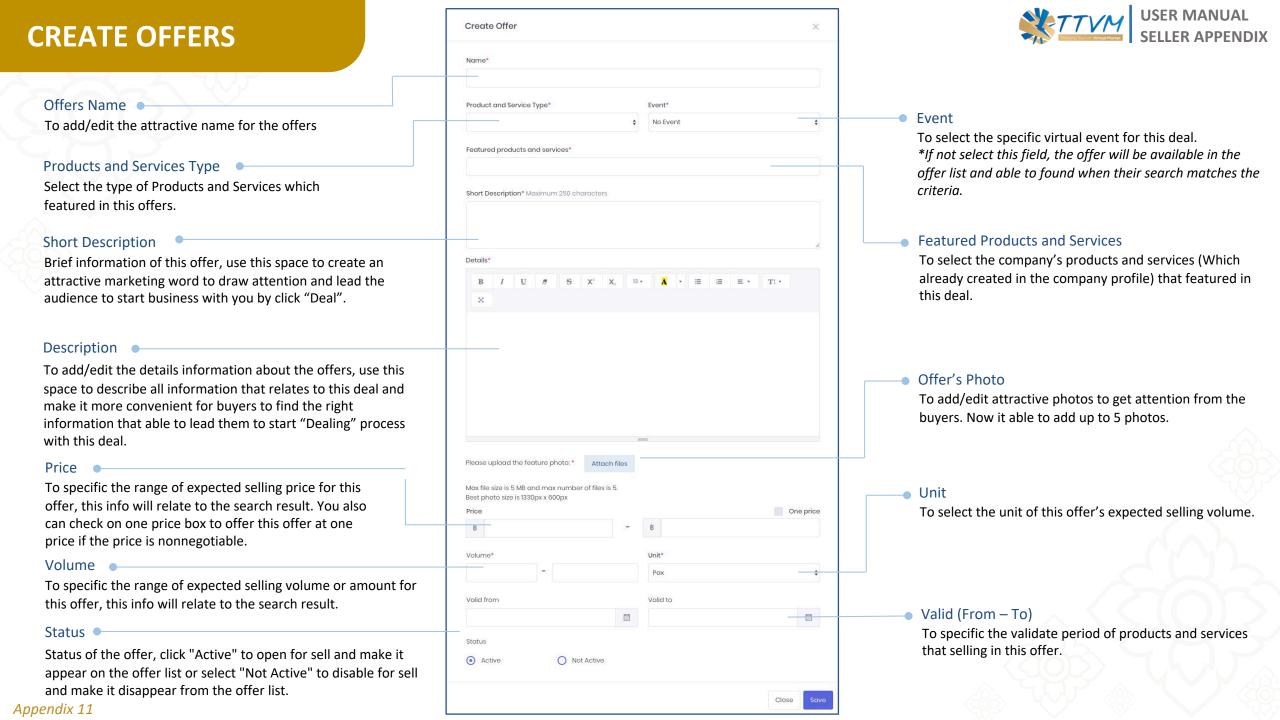


#### Special features

To add/edit the list of Special feature which able to match with buyer's need. Special features were divided into specific categories such as Accommodation Facilities, Accommodation Type, Style & Theme, Tour Package Categories, Attraction Categories, Service Type. You may need to select this Special feature base on the real value of your products and services which able to match with the requirement of buyers.

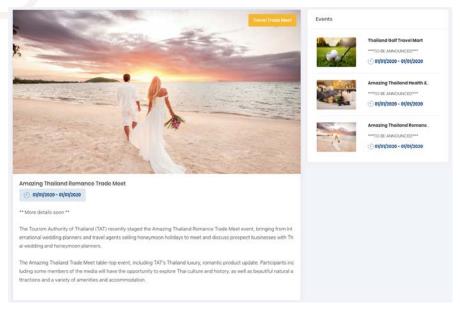
#### **Products and Services Photo**

To add/edit Products & Services' Photos. You may add up to 5 photos to make your products and services look more attractive.



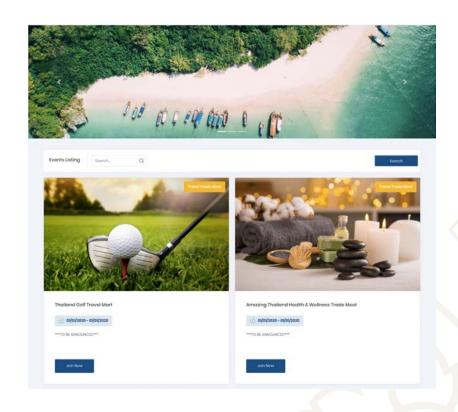


"Event" is a specific virtual trade activity that creates by TAT which brings some marketing activity from on-ground event to online event and may focus on the group of buyer and seller who interest in the same products/services during a specific period. Such as "A Romantic Travel Trade Event" which is the virtual event that focuses on products and services that relate to a romantic or honeymoon trip.



All event information will appear on the user "Dashboard" or "Events" menu. Each event information will be:

- Event name and description
- Products/Services or theme that relates to the event
- A specific period of the event
- Other rules or conditions of the event (if any)



Buyers & Sellers who interest in the event can join by click on the "Join" then prepare specific business offers/requests for each event and add on the platform before the event start. Once the event begins, all pre-create business offers/requests will appear on the event page. Then everyone can start to look up and consider to begin business negotiation and complete it within the event period.





# **USER MANUAL**

"SELLER"

http://virtualmart.tourismthailand.org

For more information please contact Email: admin.ttvm@tat.or.th

