

JEEVI TRAVELOS

Complete User Guide

Reservations, itineraries, agents, customers, fleet, drivers, operations, reporting and support - in one configurable travel-operations framework.

Built around the business

Jeevi TravelOS is the configurable core framework by DAIM HUB Fiji. Each implementation can be adjusted around the organisation's roles, approval flow, forms, payment methods, documents, reporting, branding and integrations.

Version 0.7.1

Product ownership: Sarneet Sahvil Kumar / DAIM HUB Fiji

This guide intentionally contains no login credentials or secret keys.

GUIDE MAP

What this guide covers

Use this document as the product reference for evaluating, configuring and operating Jeevi TravelOS.

Public experience

Website navigation, language selection, login entry points and public Support Center.

Agents & customers

Agent approvals, commercial rules, customer orders, itineraries, notifications and live tracking.

Finance & reporting

Sell versus supplier cost, margin, manifests, movement sheets and accounting-ready exports.

Support & training

Searchable guides, screenshots, FAQs, PDF manual and direct DAIM HUB Fiji support.

Reservations

Bookings, passengers, day-by-day itineraries, hotels, supplier confirmations, rates and vouchers.

Operations & fleet

Movement planning, driver allocation, GPS shifts, vehicles, maintenance, work orders and parts.

Administration

Role access, Master/Super Admin control, custom fields, imports, language and implementation settings.

Customisation

Business discovery, configured workflows, custom payment methods, documents, branding and integrations.

How Jeevi is positioned

Jeevi is not a rigid one-size-fits-all package. DAIM HUB Fiji studies the business first, then configures and customises the framework to best fit the operating requirements.

ACCESS MODEL

Roles and portal access

Every user signs in through the Jeevi Portal and sees only the workspace assigned to their role. The Master Admin retains core system authority.

Role	Primary access
Master Admin	Core system dashboard, Super Admin creation, final approvals, full platform control
Super Admin	All Jeevi operational portals, records, oversight and configuration
Reservations User	Bookings, locations, services, suppliers, customers, itineraries, rates, vouchers and reports
Fleet Coordinator	Movement planning, vehicle/driver allocation, live dispatch, movement sheets and tracking
Driver	Daily schedule, assigned vehicle, navigation, shift GPS, pickup/drop-off status and vehicle checks
Reservations Agent	Approved customer/order creation under assigned commercial terms; no master-data editing
Fleet Manager	Vehicle registry, mileage, condition, maintenance, work orders, parts and service schedules
Customer	Form-based booking requests, checkout, bookings, itinerary, notifications and transfer tracking

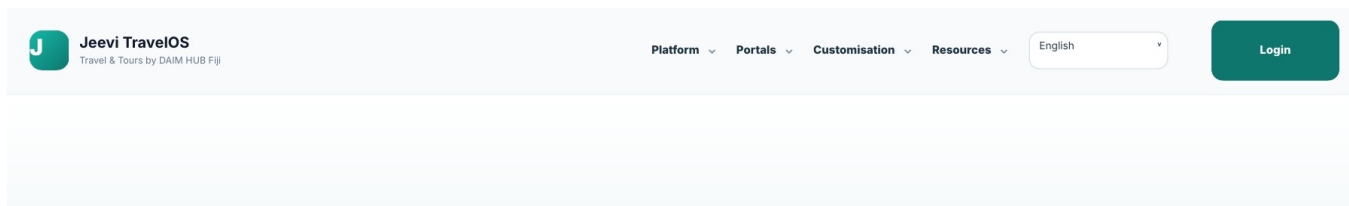
Protected administration

Operational users work inside Jeevi. Only the designated Master Admin can enter the normal core system dashboard.

PUBLIC WEBSITE

Simple, grouped navigation

The public header is intentionally compact. Related content is grouped into mega menus so the navigation remains readable at desktop sizes and responsive on smaller screens.



Public navigation - grouped menus reduce crowding and keep the main actions visible.

Platform groups the core product areas: overview, Reservations, Operations, Fleet and Experience.

Portals provides role-focused entry points while Login remains visible as the primary action.

Customisation groups business fit, payment workflows, documents, reporting, branding and integrations.

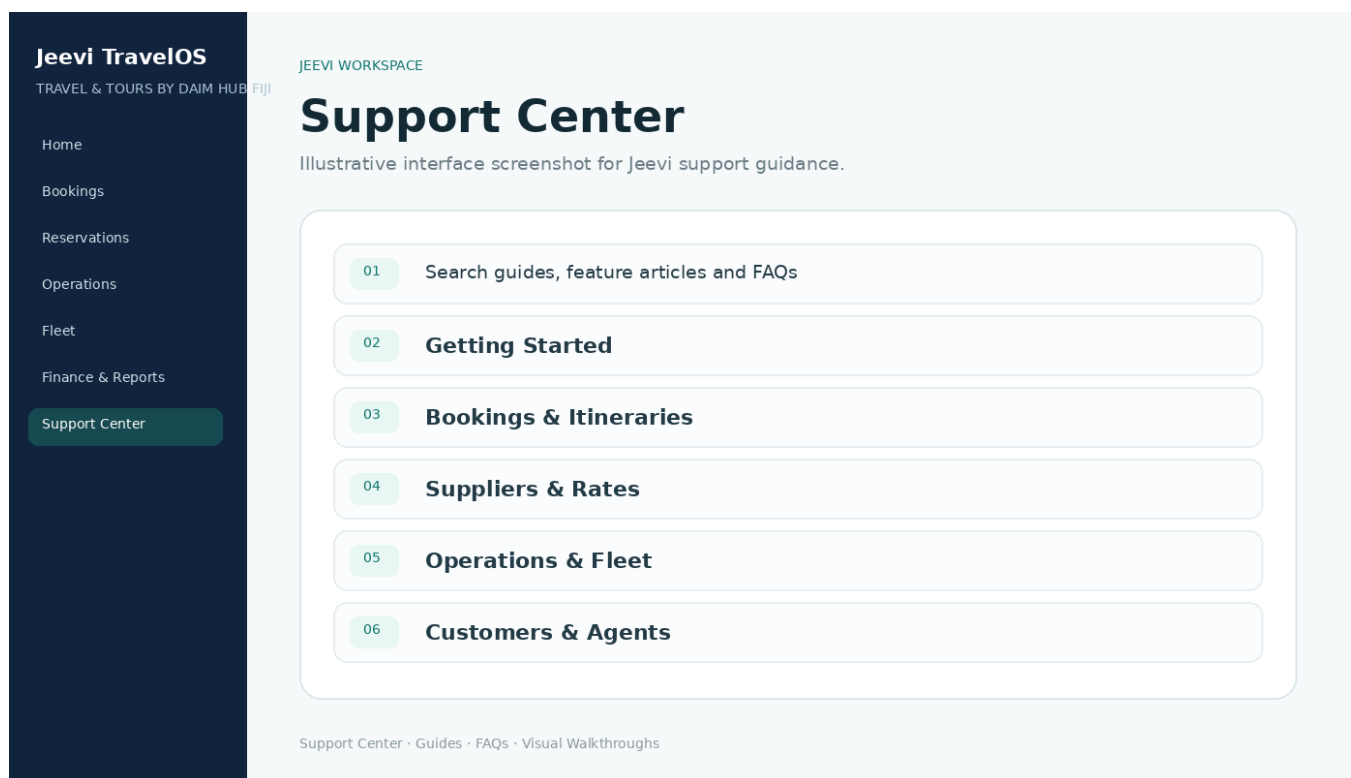
Resources groups the Support Center, FAQ, offline user guide and More from DAIM HUB Fiji.

The language selector remains available without forcing long menu labels into multiple lines.

DAILY WORKSPACE

Premium but easy to understand

Jeevi uses role-based dashboards, grouped navigation and clear action cards so users can start with their daily work instead of technical settings.



Role-based workspace example.

Home is the daily starting point for each role.

Users see only the menus and data relevant to their assigned responsibilities.

Master Admin and Super Admin can see broader operational portals and management areas.

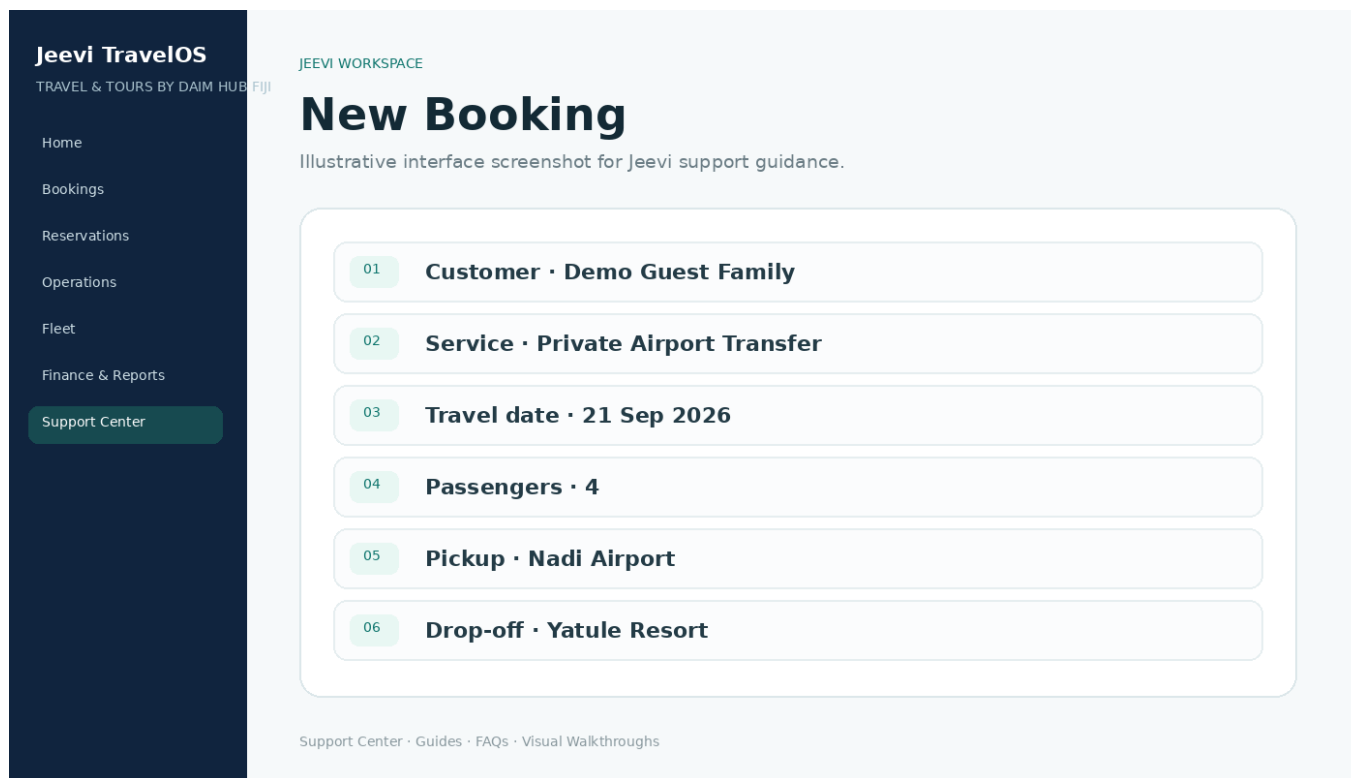
The portal is responsive and designed to be installed as a PWA on supported devices.

Support Center access is available from inside the portal and from the public website.

RESERVATIONS

Create and manage bookings

The booking record is the common operational record that connects the customer, passengers, services, itinerary, suppliers, movements, vouchers, costing and reporting.



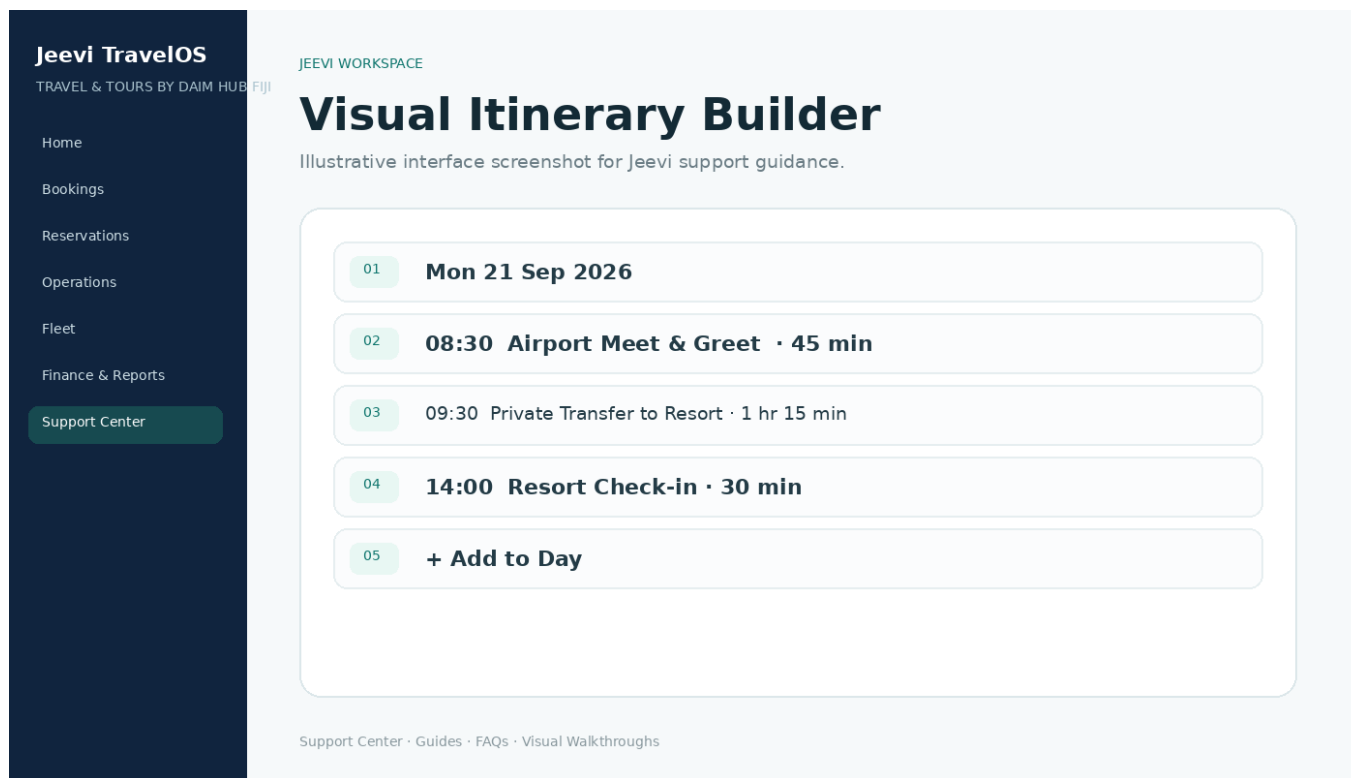
Booking workspace - the booking remains the common record across departments.

- Create tour or transfer bookings from a form-based order flow rather than a public shop catalogue.
- Capture customer/agent, travel dates, passenger counts, flight details, pickup and drop-off information.
- Use multiple services inside one trip instead of limiting the booking to a single product.
- Keep booking status visible as components move from request to confirmation and operation.
- Use customer and agent records as commercial accounts while passenger records remain separate travellers.

RESERVATIONS

Visual day-by-day itinerary builder

The itinerary builder is designed around the way a Reservations user thinks: date, time, duration, activity and guest-facing details.



Visual Itinerary Builder - a clear timeline rather than a large technical form.

Add date, start time, duration and itinerary type for every item.

Use clear titles such as Airport Pickup, Resort Check-in, Tour Departure or Free Time.

Add location/meeting point, description and guest information.

Link optional services and hotels when pricing or supplier operations are required.

Edit or delete any itinerary item directly from the day-by-day timeline.

Keep advanced commercial information secondary so a simple itinerary stays easy to build.

RESERVATIONS

Passengers, hotels and multi-leg journeys

Jeevi separates the traveller from the booking account and supports complex destination-management itineraries across multiple properties and services.

Passenger records

Store traveller names and booking-linked passenger details separately from the customer or travel agent.

Multiple services

Combine accommodation, transfers, tours, meals, activities and information resources inside one trip.

Operational notes

Keep business-specific instructions and local metadata attached to the relevant record.

Hotel itinerary mapping

Map check-in and checkout, property, room type and meal plan to the correct itinerary leg.

User-defined fields

Create additional booking, passenger, hotel, service and movement fields without changing code.

Historical continuity

Confirmed commercial values can be retained even when future contract rates are changed.

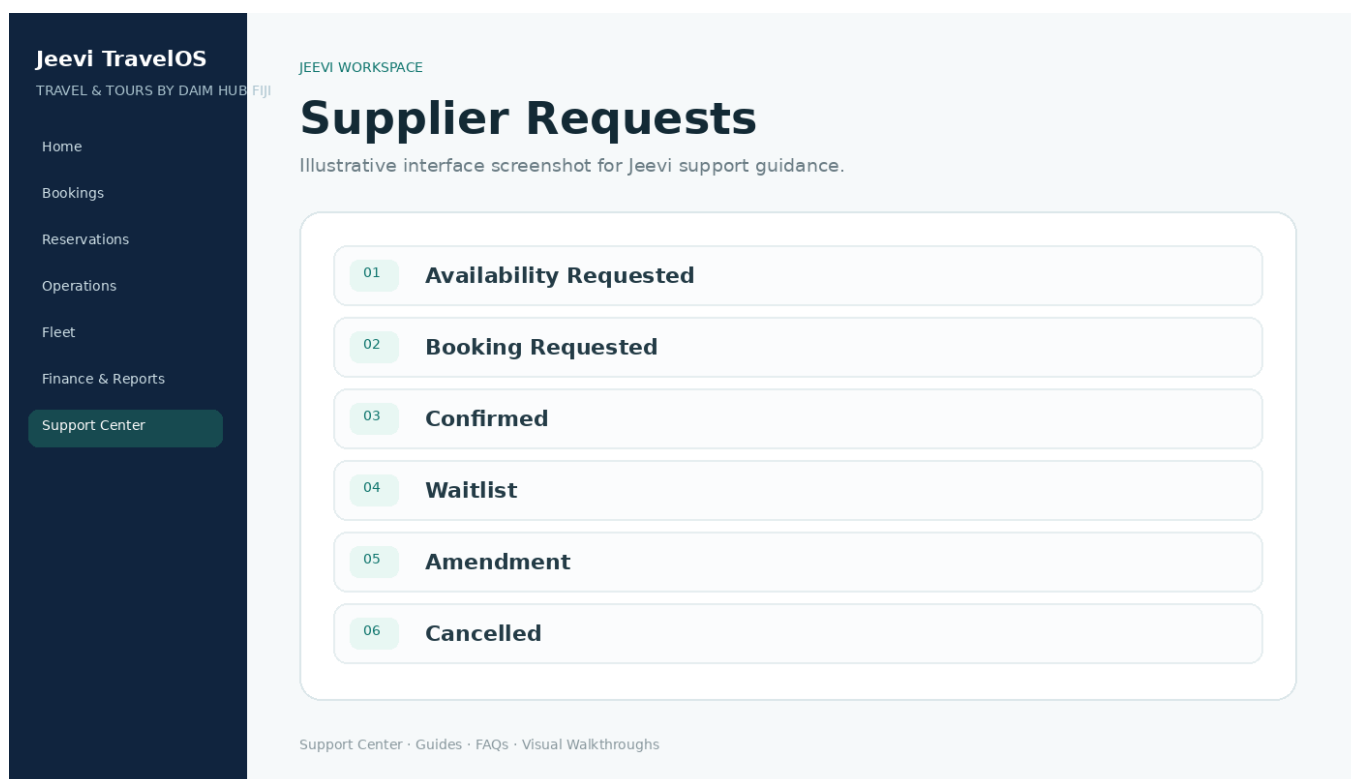


Supplier and itinerary components remain linked to the booking.

SUPPLIER WORKFLOW

Availability, confirmations and supplier documents

Reservations can manage supplier requests independently for each booking component while keeping the traveller itinerary and costing connected.



Supplier workflow - each service can progress independently while remaining part of one booking.

Use availability request, booking request, confirmed, waitlist, amendment and cancellation states.

Record supplier references against the relevant itinerary component.

Generate supplier vouchers for confirmed accommodation and activity components.

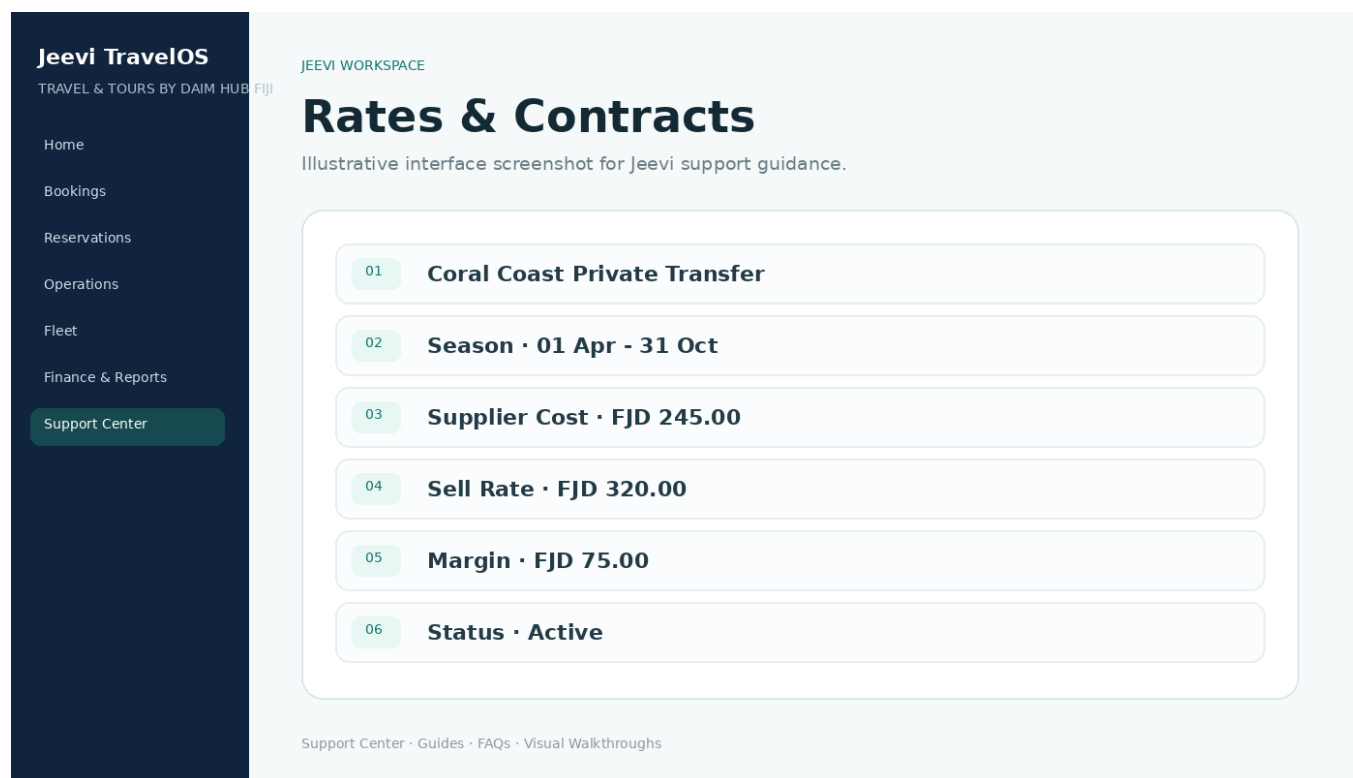
Keep movement vouchers available for transport and ground-operation requirements.

Link supplier actions back to the same booking instead of duplicating information in separate tools.

COMMERCIAL CONTROL

Rates, seasons, contracts and margin

Jeevi separates customer/agent selling value from supplier cost so the commercial result remains visible and auditable.



Rate and contract workspace - commercial rules feed booking price snapshots.

Maintain supplier cost, sell rate, currency, season and commercial terms.

Support agent-specific rates and commission arrangements where configured.

Apply live yield adjustments to current selling prices when the business requires them.

Lock booking price snapshots so future contract changes do not rewrite confirmed history.

Show sell, supplier cost and gross margin together in costing and management reporting.

DATA & REPORTING

Imports, manifests and finance-ready outputs

The platform is designed to move data in and out of the reservation operation without forcing teams to re-key large volumes of information.

CSV & XLSX import

Mass-ingest bookings, passengers, customers, suppliers, hotel properties and services.

Movement sheets

Print or export daily, weekly, fortnightly and monthly movement views.

Voucher register

Keep generated supplier and operational vouchers traceable to their bookings.

Custom fields

Retain extra business-specific values when importing or managing bookings.

Passenger manifests

Produce passenger lists for operational use and service coordination.

Revenue summaries

Review booked revenue, supplier cost and margin across the reservation operation.

Accounting-ready export

Stage sales, supplier costs, margin, currency and account mapping for the finance workflow.

Audit trail

Keep important status and workflow actions visible for operational accountability.

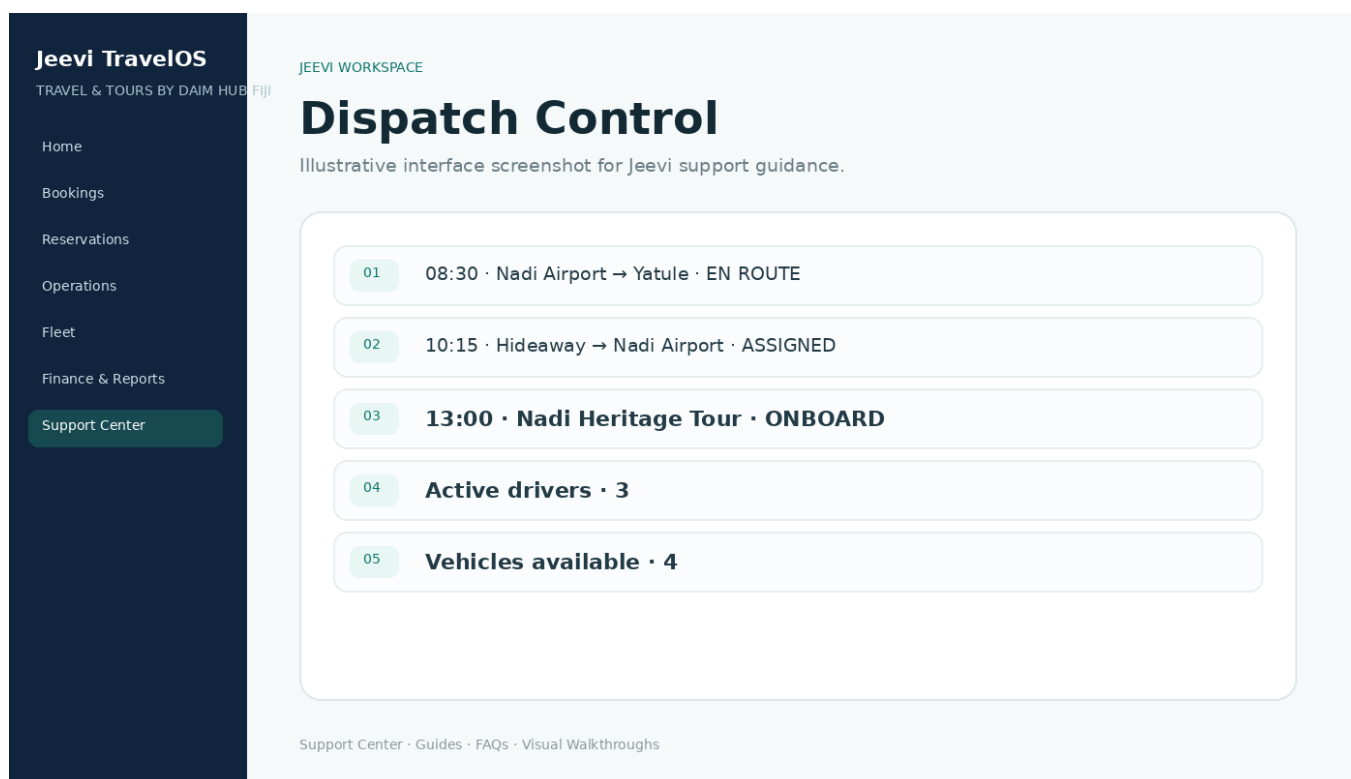
Data portability

Jeevi keeps the reservation platform usable in real operations where spreadsheets, partner files and finance systems still need reliable import/export paths.

OPERATIONS

Central dispatch and movement control

Fleet Coordination uses a unified movement view to assign the correct vehicle and driver, monitor the current job state and prepare printable movement schedules.



Dispatch Control - allocations and movement status in one workspace.

View today, tomorrow, upcoming, unassigned, assigned, in-progress, delayed, completed and cancelled work.

Assign drivers and vehicles from the movement record.

See active driver shifts and available/live vehicle information where device permissions allow.

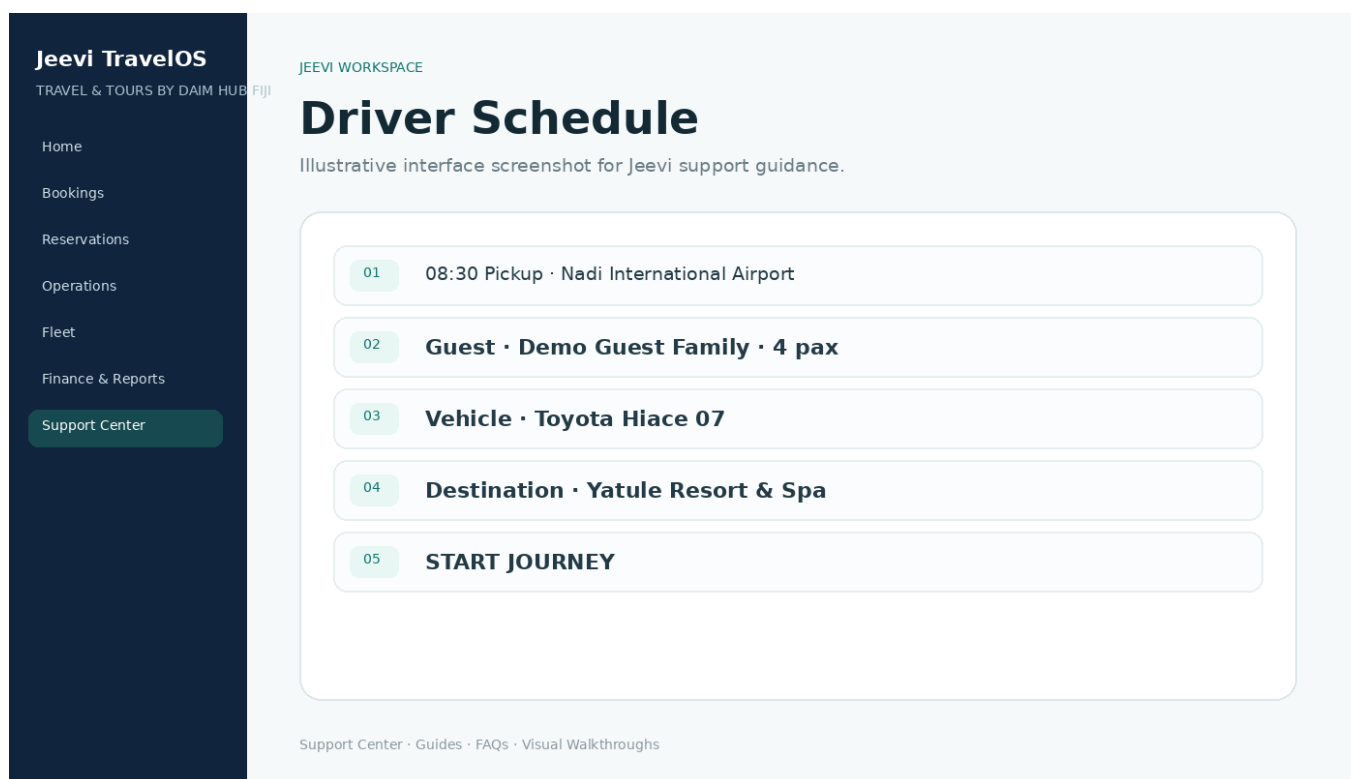
Print or export movement sheets for day, week, fortnight or month.

Keep the movement linked to booking, guest, flight, pickup, drop-off and voucher details.

DRIVER MOBILE

Daily jobs, navigation and vehicle checks

The driver portal keeps the screen focused on what the driver needs next rather than exposing reservation, supplier or finance complexity.



Driver workspace - mobile-first schedule and vehicle-check actions.

See the daily schedule, guest/party, pickup time, pickup and destination, flight, passengers and assigned vehicle.

Start shift to enable permitted live location reporting; end shift to stop the shift tracking workflow.

Progress each job through acknowledgement, arrival, passenger pickup and completion states.

Open navigation to pickup and destination coordinates from the movement.

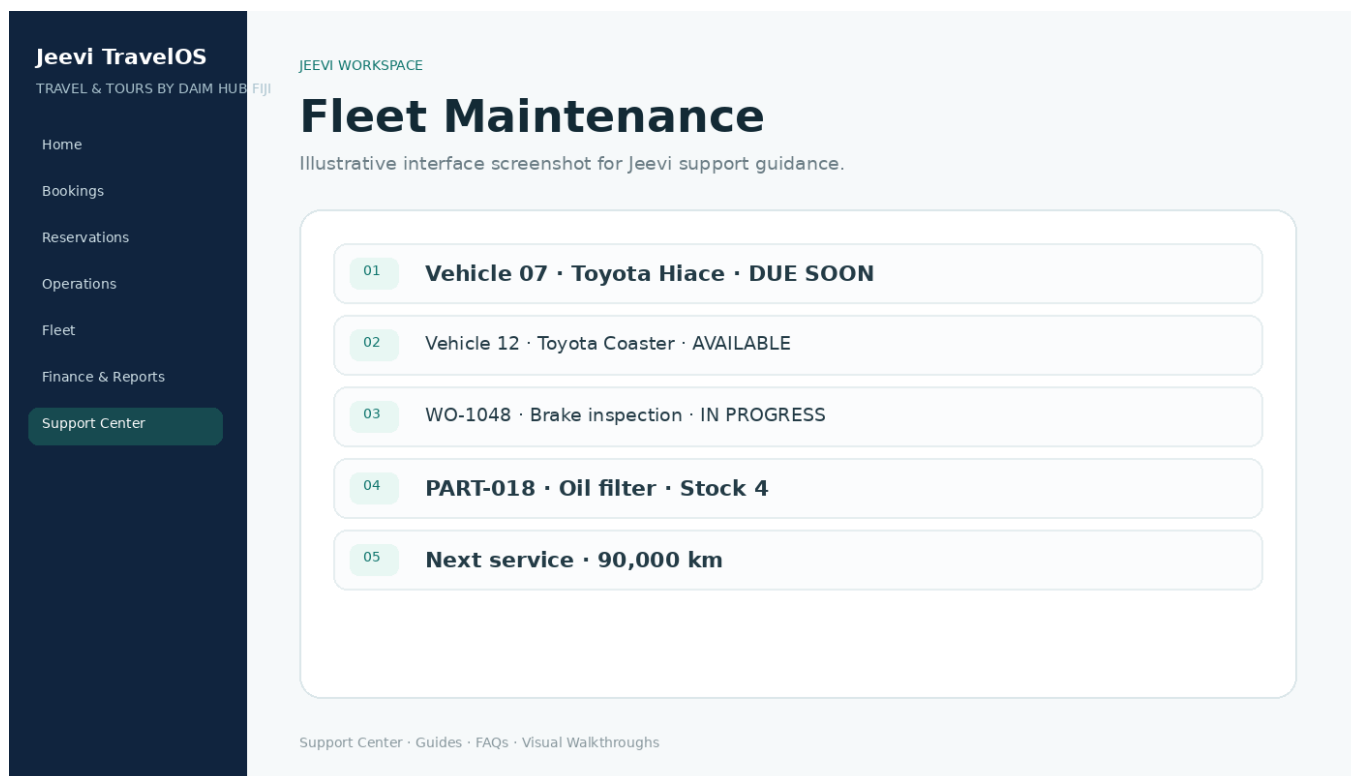
Record vehicle odometer and condition before departure and on return.

Report damage or safety concerns directly into the Fleet maintenance workflow.

FLEET MANAGEMENT

Assets, maintenance, work orders and parts

Fleet Management tracks the physical vehicle lifecycle as well as operational readiness.



Fleet maintenance workspace - vehicle readiness, service and repair history.

Keep a digital asset profile for registration, VIN, make/model, seating, odometer, condition and expiry dates.

Schedule preventive servicing by date and/or odometer thresholds.

Create maintenance issues from driver damage reports or Fleet Manager inspections.

Manage work orders through diagnosis, waiting for parts, repair, quality check and completion.

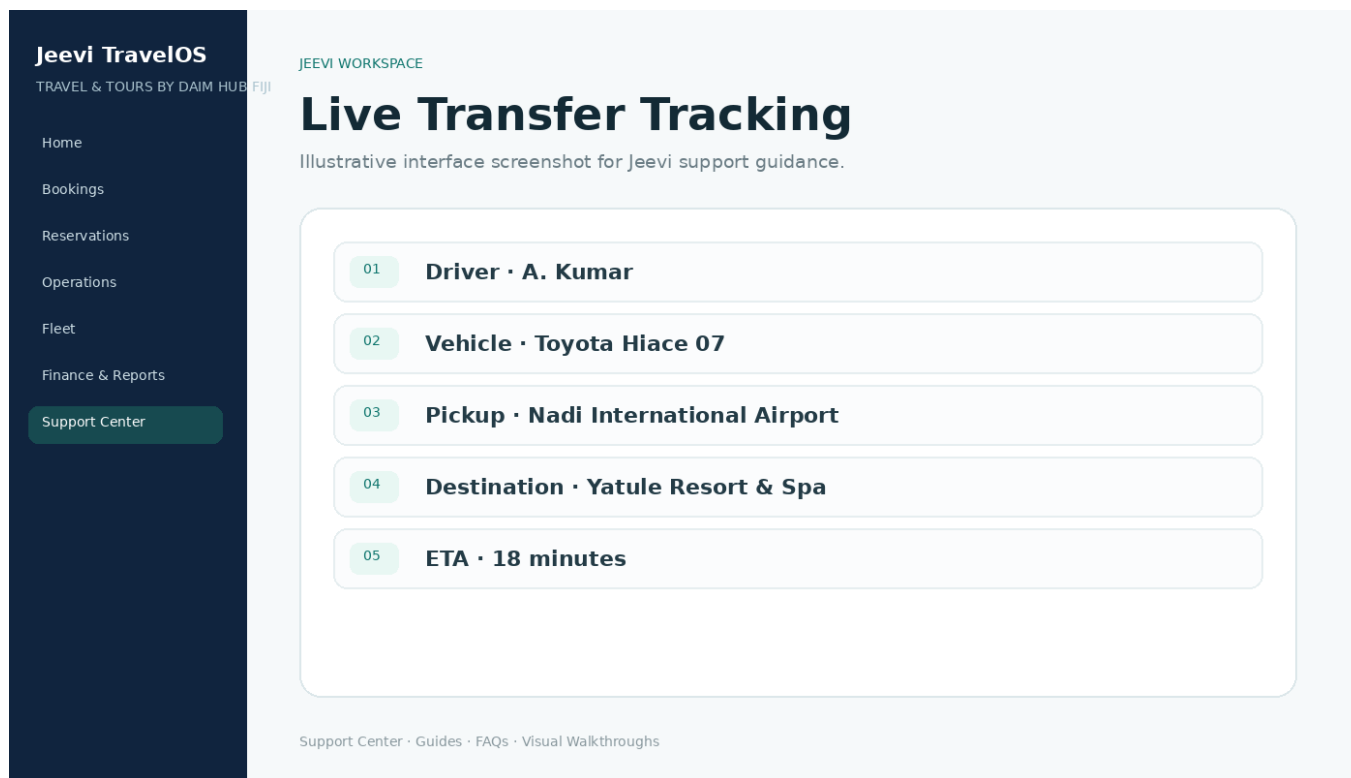
Track parts inventory, unit cost, stock on hand, minimum levels, location and supplier.

Accumulate maintenance spend and service history against the vehicle lifecycle.

CUSTOMER EXPERIENCE

Live transfer tracking

A movement can provide a secure guest tracking link so arriving passengers can follow the assigned transfer without entering the internal operations system.



Guest live tracking - a customer-facing map rather than an internal dispatch screen.

Display assigned vehicle, registration, driver first name, pickup, destination and movement status.

Show the live driver/vehicle position when an active shift is reporting GPS and the device permits it.

Provide an estimated arrival time from current movement data; traffic-aware routing can be added through the configured routing provider.

Keep internal operational notes and unrelated customer data out of the guest view.

Expose the tracking link from the customer booking/itinerary experience where configured.

PWA tracking note

Because Jeevi is a web/PWA platform, phone operating systems can suspend background browser activity. Continuous background GPS in every phone state would require a dedicated native tracking component.

COMMERCIAL PORTALS

Agents and customers

External users get focused portal experiences without access to the internal master data or supplier-cost workflow.

Agent registration

Agents can register and enter a staged approval process before activation.

Agent permissions

Active agents can create customers and new orders but cannot edit tours, transfers, locations, fleet or core rate masters.

Checkout & payment

Payment options can be configured around the business, including card gateway, links, deposits, bank transfer or account billing.

Itinerary access

Customers can review the travel itinerary and relevant booking information from their portal.

Commercial controls

Authorised administrators can set commission/charge terms before the agent becomes active.

Customer ordering

Customers use a form-based tour/transfer request flow with their own account and booking history.

Notifications

Customers can receive booking, account and movement notifications from the connected workflow.

Transfer tracking

Where assigned, customers can open the secure live vehicle tracking experience.

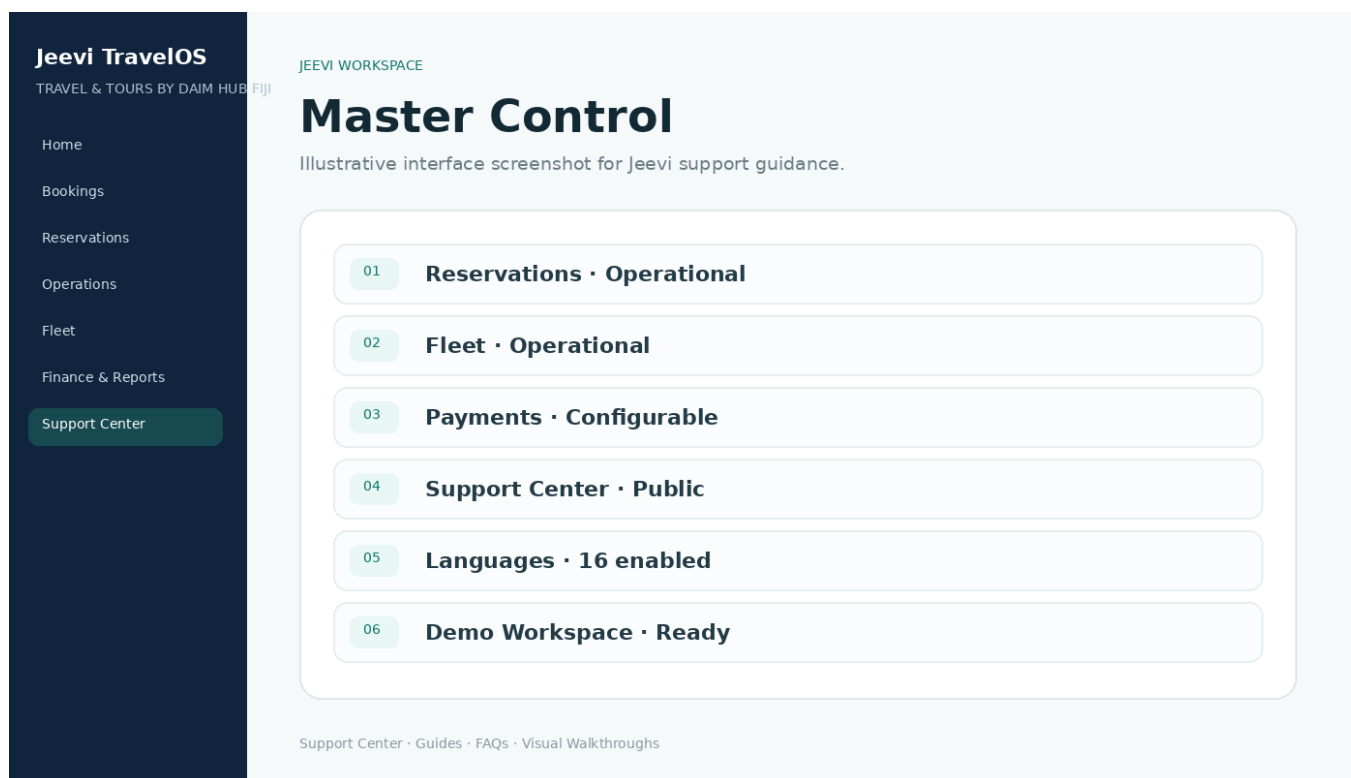
Designed for control

External portals expose only the information and actions needed for that user type. Internal supplier costs, fleet administration and system configuration remain protected.

ADMINISTRATION

Master and Super Admin control

Management has broader operational visibility, while core system authority remains concentrated in the designated Master Admin.



Administration control - system authority is separated from daily role portals.

Master Admin can access the core system dashboard and create/assign Super Admin access.

Super Admin can oversee Jeevi operational portals and manage authorised platform configuration.

Master Admin completes final activation for agent access where the staged approval workflow is used.

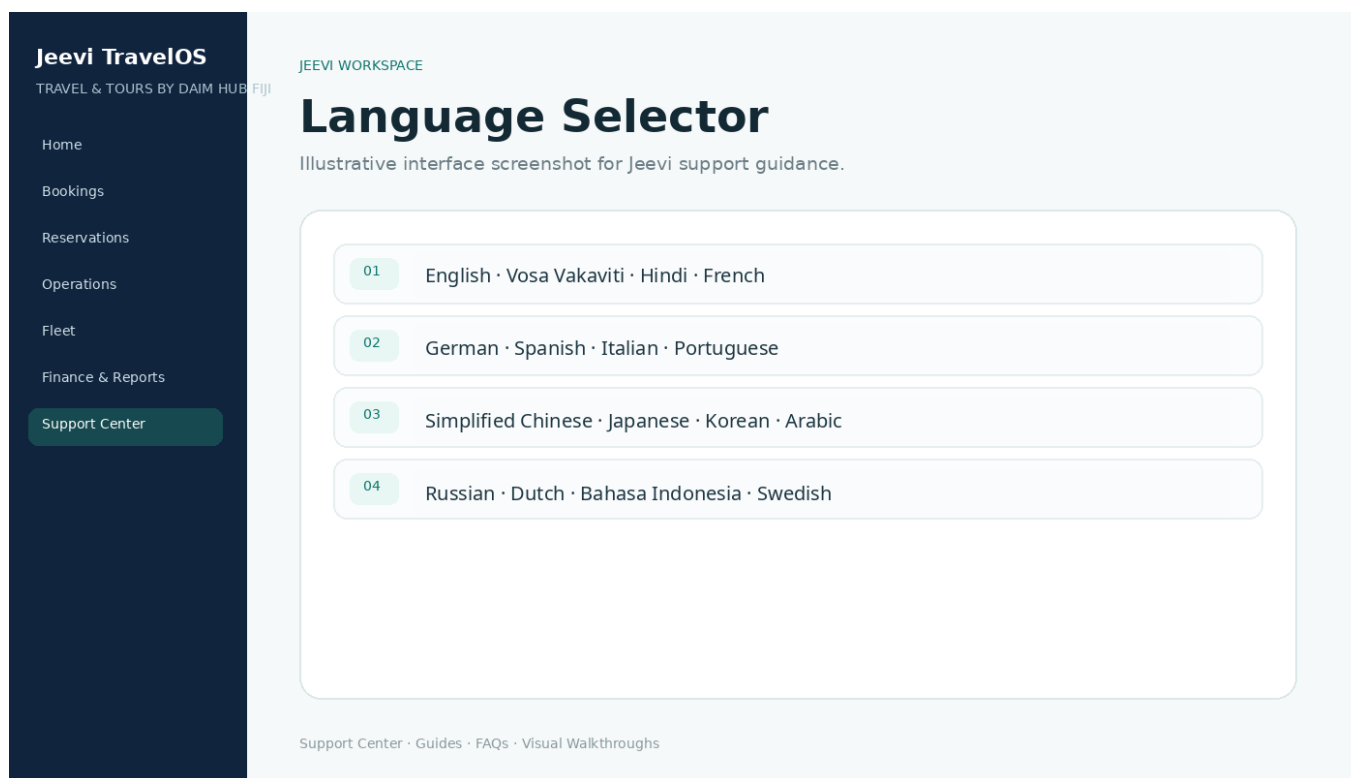
Administrators can configure accounting references, language, operational settings and connected service options.

Role-by-role portal preview/testing helps confirm what each user sees before a business goes live.

GLOBAL ACCESS

16-language framework

Jeevi can detect a supported browser language, fall back to English and remember a user or browser language selection.



Language selection is available without changing the underlying business data.

English is the default fallback.

Supported selector options include English, Vosa Vakaviti, Hindi, French, German, Spanish, Italian, Portuguese, Simplified Chinese, Japanese, Korean, Arabic, Russian, Dutch, Bahasa Indonesia and Swedish.

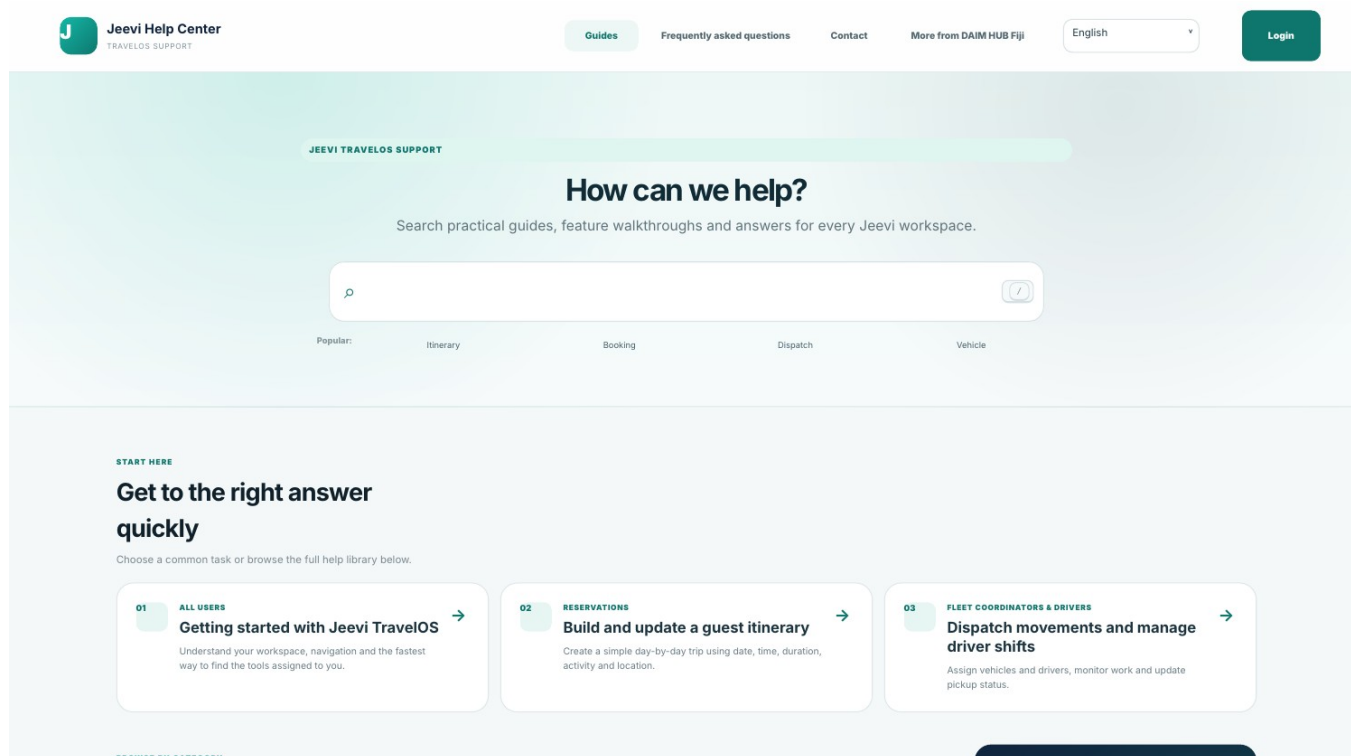
The selector is available across the public website, Support Center and portal framework.

Business-entered names, supplier content and operational records remain exactly as entered.

Additional translated help content can be expanded during implementation for the target business and market.

Dedicated Jeevi Help Center

The public Help Center gives users a searchable, visual place to learn the system even when they are not signed in.



Jeevi Help Center - public searchable support, visual guides and offline documentation.

Large search box across guides and frequently asked questions.

Quick searches for common topics such as itinerary, booking, dispatch and vehicle.

Start Here guides for the most common daily workflows.

Help categories organised by workspace rather than technical module names.

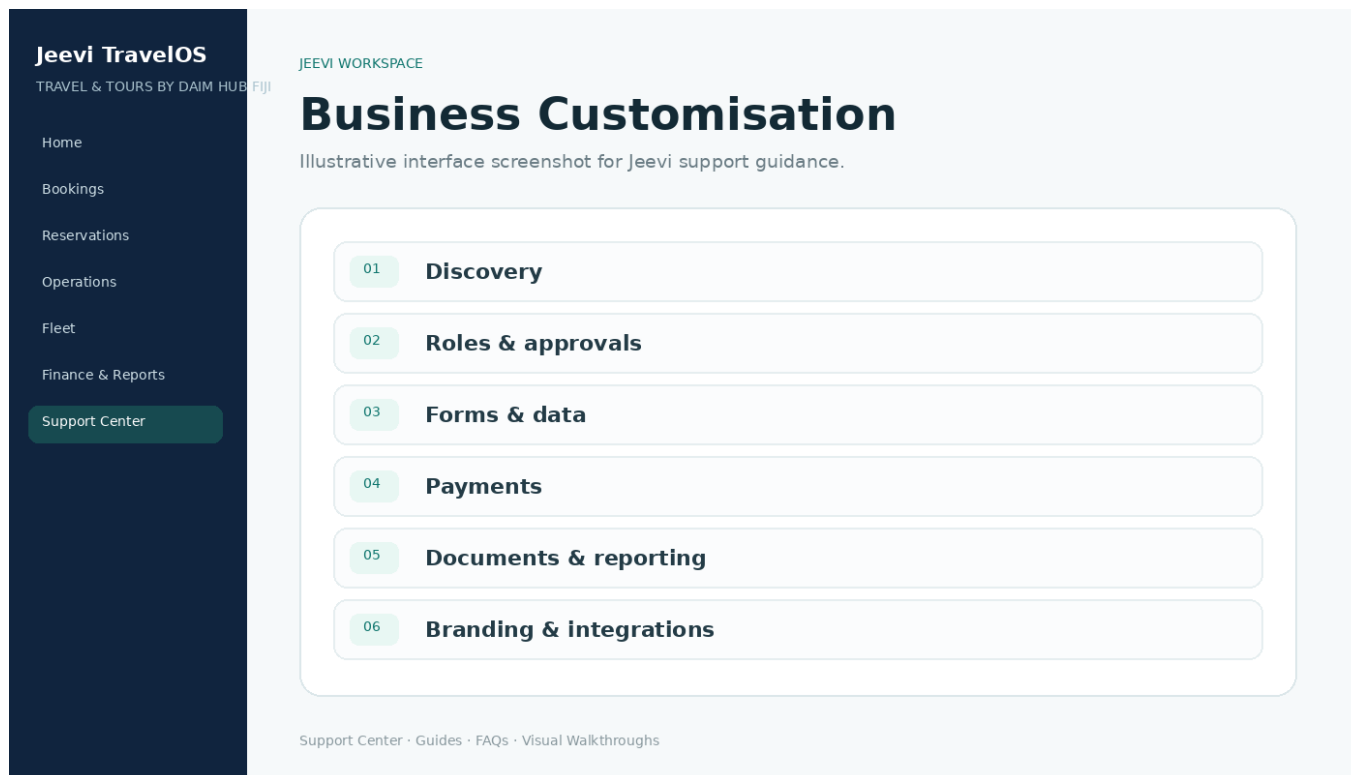
Feature screenshots inside the support articles.

FAQ, language selection, direct support contact and the downloadable PDF user guide.

BUSINESS FIT

A core framework customised around the operation

Jeevi is sold as a configurable core. DAIM HUB Fiji studies the business, maps the current process and adjusts the final implementation around the organisation rather than forcing the organisation to work around the software.



Business customisation - the framework is configured to the operating model.

Business discovery: understand sales, reservation, supplier, dispatch, payment and reporting workflows.

Roles and approvals: configure access, approval gates and responsibilities around the actual organisation.

Forms and data: tailor fields, booking steps, checklists and operational information.

Payments: connect card, payment link, bank transfer, deposit, staged balance, credit/account billing or another suitable provider.

Documents and reporting: tailor vouchers, manifests, movement sheets, confirmations and management outputs.

Branding and integrations: localise terminology, brand the portal and connect the services the business requires.

FREQUENTLY ASKED QUESTIONS

Quick reference

These are the common product questions that also appear in the public Help Center.

How do users sign in?

All users enter through the Jeevi Portal. Their assigned role opens the correct workspace.

Why do different users see different menus?

Jeevi is role-based. Users see only the tools required for their work; authorised administrators see broader areas.

Can itinerary items be edited or removed?

Yes. Reservations can add, edit or delete day-by-day items including date, time, duration, activity and location.

When is a driver location reported?

Location reporting is designed around an active driver shift and depends on device/browser permissions.

Can the platform be customised?

Yes. Roles, workflows, forms, payment options, documents, reports, branding and integrations can be adjusted to the business.

Can the business use its preferred payment method?

Yes. The payment workflow can be configured around the selected provider and commercial model.

Is the Help Center public?

Yes. Users can access guides and FAQ content without first entering a portal.

Can the interface language be changed?

Yes. Use the language selector on the website, Help Center or portal framework.

IMPLEMENTATION

From discovery to launch

DAIM HUB Fiji can use Jeevi as the core framework, then shape the final system around the business requirements and operating model.

1. Discover

Study the business, teams, booking process, supplier flow, fleet operation, payment rules, documents and reporting needs.

2. Configure

Set roles, permissions, core masters, commercial rules, languages and operational settings.

3. Customise

Adjust fields, forms, workflows, documents, payment options, branding and required integrations.

4. Validate

Test realistic bookings and movements using every role that will operate the system.

5. Train

Use the public Help Center, visual articles and this user guide to support onboarding.

6. Launch

Move from test data to production configuration with agreed support and change control.

Support

For product support, implementation guidance or customisation, contact DAIM HUB Fiji through the Jeevi Help Center. The Help Center also links to More from DAIM HUB Fiji for related digital solutions.

Jeevi TravelOS is owned by Sarneet Sahvil Kumar / DAIM HUB Fiji. Product features and integrations can be configured according to the implementation scope and selected third-party services.

One powerful core. Configured around the way your business works.

Reservations, operations, fleet, customer access, agents, finance, multilingual support and help content remain connected in one configurable framework.

DAIM HUB Fiji

We study the business first, then configure the roles, workflows, forms, payment options, documents, reporting, branding and integrations to best suit the requirements.

JEEVI TRAVELOS

Travel & Tours by DAIM HUB Fiji