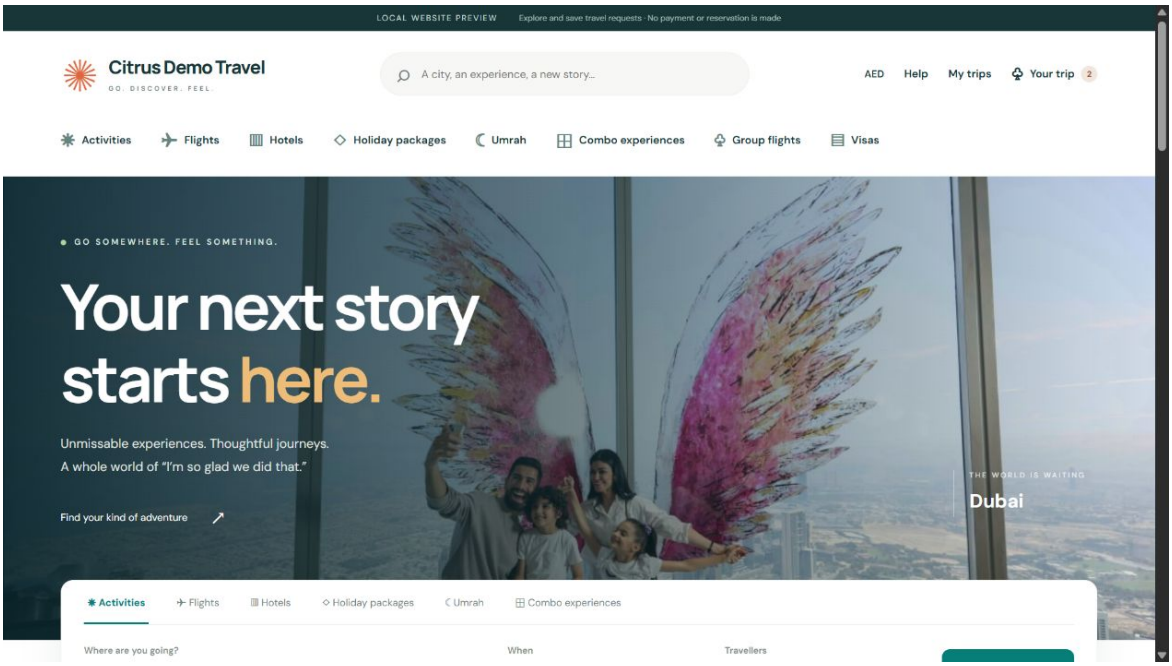
CITRUS SOFT / TRAVEL BUSINESS SOFTWARE

Citrus Soft
Customer Capability Guide

A modular workspace for travel companies, their agents and their travellers.

Manage your own products, approved supplier connections, sales channels, bookings and business accounts under your travel company's brand. Start with the modules you need and agree a rollout that fits your operation.



Product review edition | 16 November 2026

This guide explains the current build and the intended customer offering. Features depend on your enabled modules, publication settings and approved connections. A demonstrated workflow is not a promise that every supplier, card payment or ticketing service is live. The readiness pages identify what still needs configuration, testing or development.

One business with connected workspaces

Citrus Soft is being developed for travel agencies, tour operators, activity sellers, Umrah specialists and businesses managing agent networks. Your company uses a managed software service; ordinary subscriptions do not give your customers the application source code.

Workspace	Who uses it	What it controls
Software platform	Citrus Soft administrators	Company access, modules, commercial plans, permitted suppliers, software billing and support.
Company dashboard	Your managers and staff	Travel products, supplier accounts, agents, sales, accounts, publishing, staff permissions and service settings.
B2B partner portal	Your approved agents and buyers	Published inventory, booking selections, cart, credit balance, own bookings and reports.
B2C website	Your retail travellers	Branded product browsing, category searches, cart, eligible test checkout, trip access and enquiries.

Choose modules and channels

Your company can use a single product area or combine activities, own tours, packages, Umrah, group flights, visa services, ticket inventory, accounts and sales channels. Each module has its own readiness and activation requirements.

Keep the customer journey under your brand

Your public website and agent portal use your business identity. Supplier credentials, internal costs and commercial margins stay within authorised company operations. Supplier brands are not presented as the selling company in the agent catalogue; legally required operating and ticket information must still be retained.

Readiness labels used in this guide

Demonstrable: implemented workflows available for review. **Test mode:** exercised without real payment or live issuance. **Connection required:** depends on authorised provider access and validation. **Planned:** part of the proposed service, with further development required.

Create and manage your own travel products

The company dashboard has an Own Products area with separate workflows for tours, holiday packages, Umrah packages, group air tickets and combo offers. Product details are structured for each service rather than collected through one generic enquiry form.

Own tours and activities

Capture name, location, category, duration, departure and reporting details, language, child and infant rules, map coordinates and status. Add product images, descriptions, inclusions, exclusions, important information, FAQs and search information. Configure ticket options, transfer choices, prices and applicable availability rules.

Holiday and Umrah packages

Describe the itinerary, accommodation, transport, departure arrangements and included services. Umrah products can explain Makkah and Madinah arrangements. The current customer journey is enquiry-led so your team can confirm the requirements and actual services before sale. The software does not itself grant visas, permits or official approvals.

Combo offers from existing tours

Search existing tours and select 2 to 20 components, with the applicable option, transfer and quantity choices. Give the combination its own name, content and selling price. Own-product combinations can use the supported booking workflow. Combinations requiring supplier API fulfilment remain enquiry-led until the complete supplier booking process is validated.

Group air tickets

Create allocated group flight offers with route, departure dates, flight details, fares and terms. These products are separate from live GDS shopping. An order or payment confirmation is not an airline e-ticket; official issue checks remain a separate stage.

Costs and multiple suppliers

A product can contain more than one supplier cost component, such as an attraction ticket from one supplier and transport from another. Keep the supplier, cost and selling price in the product setup. Sale-time cost snapshots preserve the economics of the actual booking when the product changes later.

Control publication and prices

Choose B2B, website and app distribution separately. Product and option visibility, channel prices and applicable customer pricing determine the offer shown. App publication settings prepare the catalogue for a future connected app; they do not create a native app automatically.

Barcode inventory and branded vouchers

The ticket inventory module is designed for pre-purchased admission codes supplied in spreadsheets. Each imported ticket is a stock unit linked to a product and supplier, with its purchase cost and validity recorded.

Import and organise stock

Upload supported CSV or Excel data and map the relevant fields. Organise different attractions into separate products and stock batches, rather than treating a file containing many attractions as one tour. Preserve original ticket codes, including leading zeros, and detect duplicate stock entries.

Record purchase cost and availability

Link the batch to its supplier and cost so the purchase is reflected in accounts. Review remaining stock and expiry information. Stock allocation and checkout holds protect tickets already assigned to a sale or an active supported checkout.

Issue for online and direct sales

Publish eligible ticket products to your agent portal or website, or create a sale from the company dashboard for a direct client. Select the buyer so the sale and balance are attached to the correct customer or agent ledger.

Give the traveller a clear document

The voucher shows the travel company identity, product name, relevant validity and terms, and the original admission barcode where one exists. Download individual documents or a combined PDF for the supported order. The layout is designed for practical printing and sharing rather than an oversized barcode alone.

Preserve the difference between a voucher and admission

A company booking confirmation may be generated for an own tour. A valid admission barcode must come from authorised inventory or supplier fulfilment. Rebranding must preserve required operator details, redemption conditions and original codes. A newly drawn barcode does not create supplier authorisation.

Illustrative transaction	Operational result
Buy 100 tickets at AED 120 each	Record AED 12,000 supplier-linked stock purchase.
Sell one ticket for AED 130	Allocate one stock unit and attach the sale to its buyer.
Recognise the fulfilled sale	AED 130 revenue less AED 120 cost gives AED 10 gross profit, before tax and other expenses.

Connect suppliers and control your catalogue

Your company uses its own authorised agency credentials for supported supplier connections. Citrus Soft controls which supplier options are made available to your account; your team configures the allowed connections inside your company dashboard.

Manage several sources for one experience

A catalogue can include supplier API activities, your own tours and uploaded barcode products. Link comparable offers and choose the preferred source. You can stop selling one supplier offer and choose your own stock instead. A disabled or unavailable source is not silently replaced with another supplier.

Own the presentation

Keep your own product titles, descriptions, images, FAQs and search content separate from imported supplier data. Import supported images or use your own. Apply supported percentage or fixed markups and margin rules without exposing the supplier cost in the agent or retail catalogue.

Separate catalogue refresh from availability

A saved catalogue helps browsing, editing and search. It does not prove that a date, option or entry time is still available. Live supplier prices, options and times are checked in the supported selection flow. Final supplier revalidation and confirmed issue must be completed before a supplier booking is advertised as live.

Activity connection progress

The current activity integration has fetched a real supplier catalogue and exercised price, transfer, time-slot and availability selection through to the local cart. The background catalogue refresh is configured at a 12-hour interval while its server is running. Live supplier reservation and automatic supplier ticket fulfilment are not yet enabled.

Hotel and airline connection progress

Hotel catalogue and search interfaces exist, but the saved agency credentials are currently rejected for hotel search. Hotel booking work is paused pending valid access. GDS and direct airline credential settings and workflow development require provider approval, working test access and certification before live reservations or ticket issue.

Your supplier access remains your responsibility

A website or portal username may not be an API credential. Provider agreements, market eligibility, IP allowlisting, agency identifiers and commercial permissions must be confirmed for each company. An integration option does not grant a supplier licence or guarantee inventory.

A practical portal for your agents

The B2B partner portal serves your approved agents and business customers. Agents sign in using the account you create for them. The inventory offered follows your active modules, allowed suppliers, preferred sources and B2B publication settings.

Search in the language of each service

Activities use destination, visit date, passenger counts, ticket options, transfers and entry times. Hotels require destination, stay dates, rooms and occupancy. Flight shopping uses routes, dates, passengers and cabin choices. Group departures, visa services and packages have their own relevant inputs. Provider-dependent categories remain subject to their connection status.

Choose first and enter traveller details at checkout

The supported activity journey lets an agent review the experience, images, descriptions, options and available times before adding it to the cart. Booking contact and traveller information belong in the checkout stage. The cart sits alongside the account controls for convenient access.

Credit and balances

Your company can set agent credit limits and record receipts or advances against the correct buyer. Supported credit bookings check the available balance on the server. A recorded receipt can be allocated to a buyer and its invoices; a browser display alone cannot increase spendable credit.

Bookings and reports for each agent

Agents see their own sales, bookings, enquiries, receipts and balances. Relevant date, reference, product, status and payment filters help with daily operations. Supported reports can be printed or exported. Internal supplier costs are excluded from the agent view.

Instant products and enquiries

Eligible own tours and barcode products use the supported cart and booking flow. Holiday and Umrah packages currently use enquiries. API products may be explored and selected, but live supplier fulfilment must be completed before they can safely be sold through automated paid checkout.

Mixed travel orders

A shared multi-line cart foundation is implemented. Complete hotel, flight and activity fulfilment in one live paid order is not yet validated across all providers. Each service needs its own availability, passenger or guest data, cancellation rules and confirmed supplier response. The current build must not be presented as a completed cross-provider checkout.

Your branded retail website

The new B2C storefront gives travellers a public way to explore the services your company publishes. Its catalogue uses company data rather than a separate collection of manually maintained website products.

Service pages and relevant searches

The website includes activities, hotels, flights, holiday packages, Umrah, combo offers, group flights and visa service routes, plus cart, checkout, trip access, help, privacy and terms pages. Active inventory is constrained by your module access and publication choices; an existing page does not imply a live provider booking connection.

Detailed activity presentation

Travellers can review images, descriptions, important conditions, inclusions and available ticket choices. They select the visit date, party size, transfer and entry time before the cart. Filters help them find the right product without exposing internal supplier identities or costs.

Website prices and publication

Publish only the products you want retail customers to see. Website pricing can differ from your agent prices. Option-level controls prevent unpublished or unavailable choices being offered. Foreign-currency items retain their own currency totals; the current checkout does not silently convert everything into one currency.

Search visibility and mobile presentation

Server-rendered product pages contain page titles, descriptions, canonical links and structured information. The layout adapts to mobile screens. Local and review pages use indexing controls; production indexing should be enabled only after the public domain, content and legal pages are agreed.

Customer trip access

The current guest journey stores its cart, quotes and trip references on the server with a protected session. It includes order status and resume-payment links where applicable. This is guest trip access, not a completed retail account registration and recovery service.

Keep sales enquiries honest

Package and Umrah pages use an enquiry path. A quote or enquiry is not a confirmed booking. Unsupported hotel or airline connections should remain clearly unavailable rather than display invented live prices. Customer-facing policies and contact information need your final approval before launch.

Payments and ticket delivery

Your company dashboard includes Payment gateways and ticket delivery settings. Each travel company supplies its own merchant and sending-service credentials; the software subscription account is separate from the money collected for travel sales.

Stripe test checkout

Stripe test payments are implemented for eligible own-product retail orders. The server validates prices, costs, stock and order eligibility before creating checkout. A signed provider notification must match the order, session, amount and currency before payment is recorded. Returning to a success page is not accepted as proof of payment. Live merchant keys are not accepted in this current test implementation.

Other gateway options

The dashboard lists options including PayPal, Checkout.com, Network International, Telr, PayTabs, JazzCash and Easypaisa. These currently create a connection request for the company; they are not completed payment adapters. Availability and settlement terms depend on the selected provider and country.

Stock holds and unfinished orders

Supported stock is held temporarily during checkout. A repeated checkout can resume the same pending order rather than creating a second charge attempt. Failed fulfilment is surfaced for attention, with payment and allocation records retained. A payment does not automatically prove that every travel service has been issued.

Documents after payment

Eligible own tours, own combos and barcode inventory can produce branded documents after successful test fulfilment. Visa and group flight products await the official issuance stage; the system does not invent airline tickets or visa approvals. API activity checkout remains blocked until certified booking and ticket retrieval are implemented.

Automatic email preparation

The test fulfilment flow can queue a branded order email with protected document links and download access. The configured sending service is limited to an approved test recipient. A verified sender and valid provider credentials are required before delivery can be exercised. A queued message is not a delivered message, and provider acceptance does not guarantee inbox arrival.

What must happen before real payments

Agree the merchant account, settlement account, supported currencies, refund process, verified sending domain and fulfilment rules. Validate signed callbacks, duplicate notifications, stock contention and failure recovery. No real payment, supplier booking or customer email has been executed as part of the current local review.

Accounts that follow the travel transaction

The finance foundation connects the buyer, suppliers, product costs, invoices, receipts, payments and fulfilment. Company travel accounts remain separate from the software fees paid to Citrus Soft.

Sales and supplier ledgers

Supported sales attach to a named agent or customer. Product supplier costs are captured at the time of sale. Supplier-linked stock purchases and relevant sale obligations flow into the financial records so your team can review what the buyer owes and what is payable to suppliers.

Receipts and settlement

Record money received into a bank, cash or supported card settlement account. Associate it with the correct buyer as a receipt or advance, and allocate it to invoices. Record supplier payments and allocations against the correct supplier. Permissions protect who can post payments and change credit limits.

Profit based on the actual booking

Selling price alone is not profit. Stored cost components support gross profit reporting without recalculating historical sales from today's product price. Revenue and costs are recognised through the supported fulfilment lifecycle; receipt of money alone is not treated as earned revenue.

Currencies and VAT settings

Each company can set its base currency and configure supported transaction currencies with explicit exchange rates. VAT can be optional, with variable rate settings and product treatment. The correct jurisdiction, tax basis and registration details must be confirmed by the business. The build is not advertised as certified statutory or tax filing software.

Reports and financial safeguards

Review supported sales, receivables, payables, bank and cash, card clearing, inventory, deferred revenue and gross profit information, including channel views. Entries use balanced debit and credit records. Posted journals and sale-time cost snapshots are protected, closed periods are checked and repeated requests are controlled.

Operational limits to agree

Production bank-feed reconciliation, automated statutory returns, full refunds and reversals, chargeback handling, advanced commission schemes and reconciliation of historic imports still need scoped implementation or verification. Existing accounting features must be reviewed against your actual business model before live adoption.

Control access and grow by module

Staff roles on both management dashboards

Create roles for the software platform team and for each travel company. Grant the applicable actions by resource, including view, add, update, delete, status, cancel, refund and export where the business operation exists. Individual user allow or deny overrides support specific responsibilities. A permission does not create a business operation that has not yet been implemented.

Protect company records

Company-scoped database records, server sessions, active memberships and server-side permission checks limit access. Accountants can be restricted to finance while operations staff work on products and bookings. Suspended memberships and inactive roles are rejected on subsequent requests. Owner protections prevent accidental removal of the controlling owner.

Commercial plans that fit the customer

The software platform can manage standard module prices, company-specific prices, monthly or annual terms, discounts and grace-period settings. A company can see enabled modules and request additional facilities. Fully automated live subscription charging and every suspension or reminder process still require production completion and validation.

Company-linked support

Support issues remain linked to the software customer and can be assigned to staff. Permission controls separate support work from financial approvals. Help pages and ticket workflows support assistance, while automated production notifications need configured delivery services.

Multiple websites and mobile apps

Multi-site plans have allowances of 9, 25 and 50 websites, with prices to be agreed. Automated domain provisioning and a complete independently managed multi-site rollout remain planned. B2B and B2C app plans and catalogue publication settings exist, but native application builds and app-store releases have not been delivered.

Data storage and launch operations

Business records use the server database rather than browser-local storage. The current development build uses an embedded PostgreSQL engine; a regular PostgreSQL deployment path and migrations are supplied. Production hosting, secure recovery, backups, monitoring, retention, legal policies and provider certification need a defined launch plan. This guide does not claim a production uptime or compliance certification.

Readiness and your first rollout

Capability	Current position
Company dashboard, product forms, permissions, finance and barcode stock	Demonstrable in the database-backed local application.
Branded B2B and B2C catalogue journeys	Demonstrable; inventory follows enabled modules and publication rules.
Live activity catalogue, options, prices and entry times	Read-only connection exercised through to cart; supplier booking not enabled.
Stripe checkout and automatic order documents	Test mode for eligible own products; company keys and test delivery setup required.
Hotel booking and live airline issue	Connection required and further validation; hotel search is currently paused.
Other card gateways and full API fulfilment	Requested connection options or further development, not live adapters.
9, 25 and 50 sites; native mobile apps	Plan options; automated provisioning and app releases planned.

What we need from your company

Agree your modules and sales channels, company branding, customer contact information, base currency and tax treatment. Identify your staff roles, agent credit rules, supplier contracts and authorised API credentials. Choose a merchant provider, settlement account, verified email sender and public domains. Supply sample products, ticket files and your booking, cancellation and privacy terms.

A useful demonstration

Create an own tour with two supplier costs, publish different B2B and website prices, import a small authorised ticket batch, and create an agent with a controlled credit limit. Review an agent sale and its accounts, then an eligible test retail checkout and resulting document. Check permission restrictions and try a failed payment or unavailable product. Review enquiries separately from confirmed sales.

Agree the release before accepting real bookings

Confirm provider access, real booking and issue behaviour, payments, notifications, tax rules and failure handling for the exact modules you will launch. Complete deployment and restore checks, operational training and acceptance testing. Your commercial proposal should identify enabled features, exclusions, delivery stages and prices. No price or release date is committed by this guide.

Guide scope: current product build reviewed on 16 November 2026. Online review copies may be older than the latest local application; confirm the version shown before assessing a feature.