

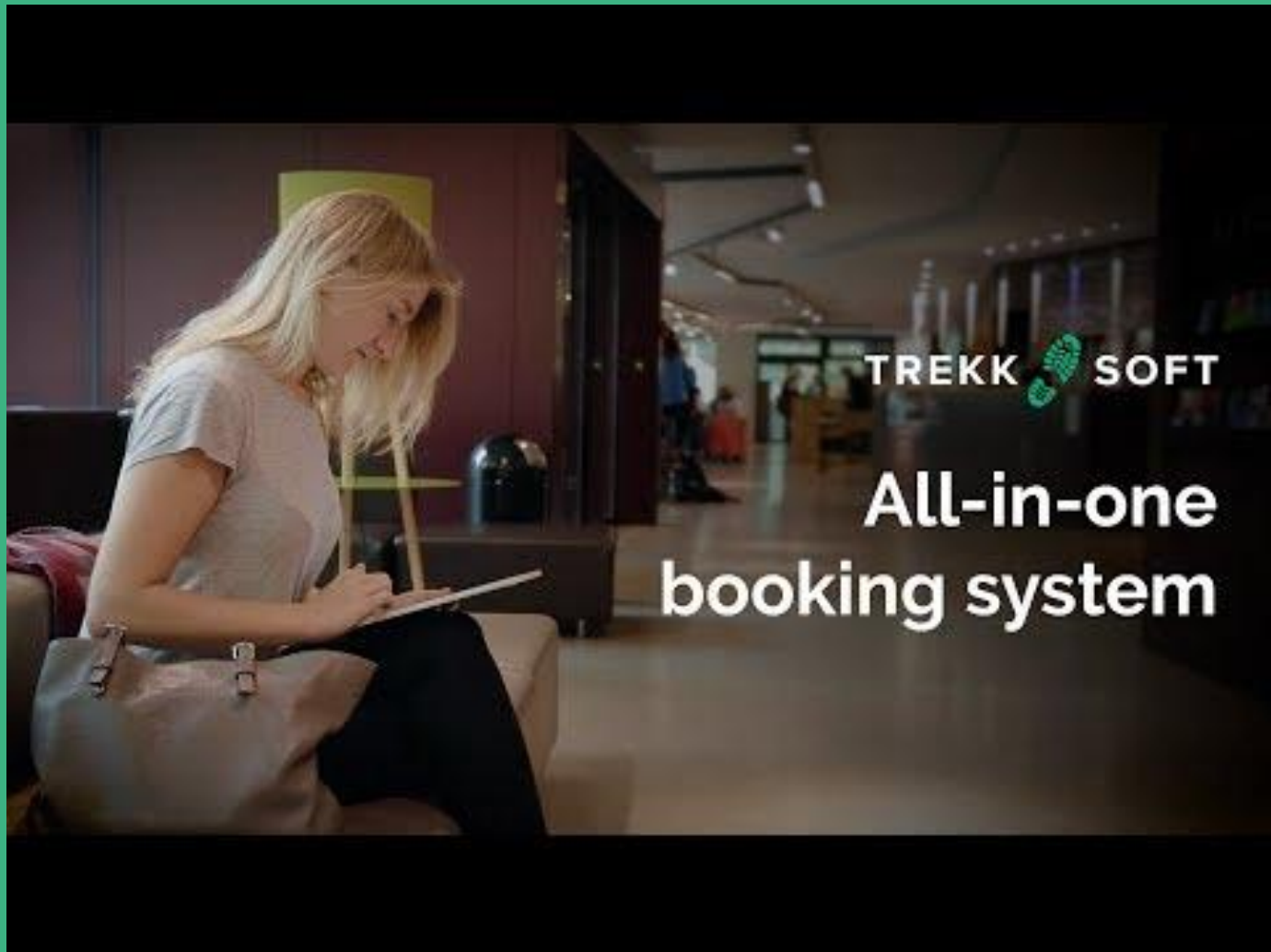
PARTNER MANUAL



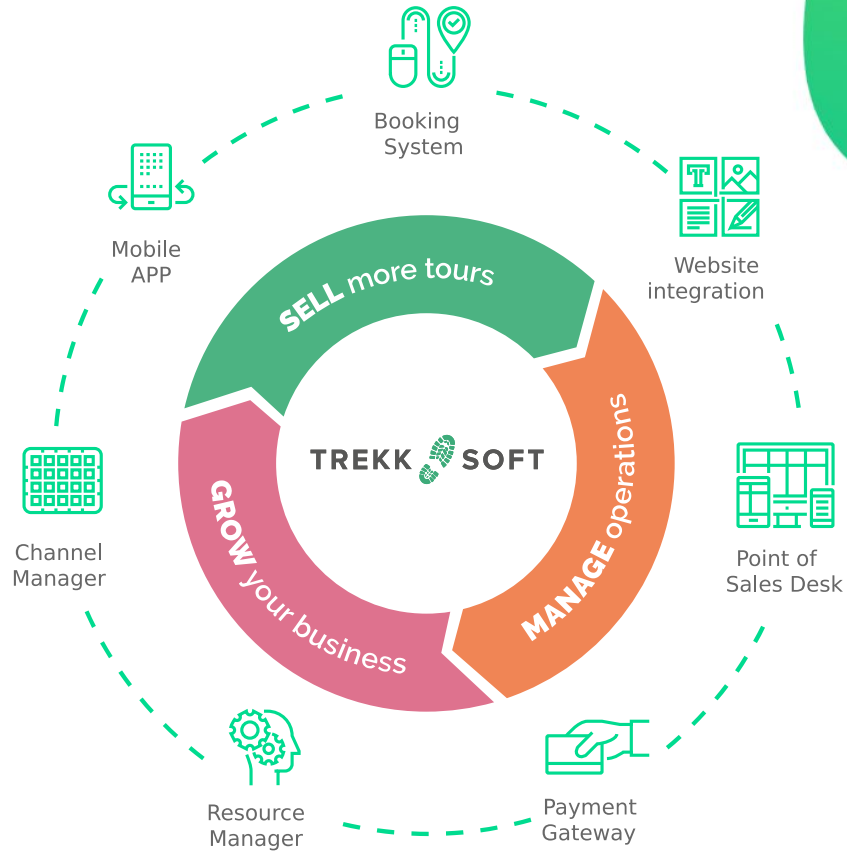
Engadin Tourismus AG - Experience Shop

What is TrekSoft

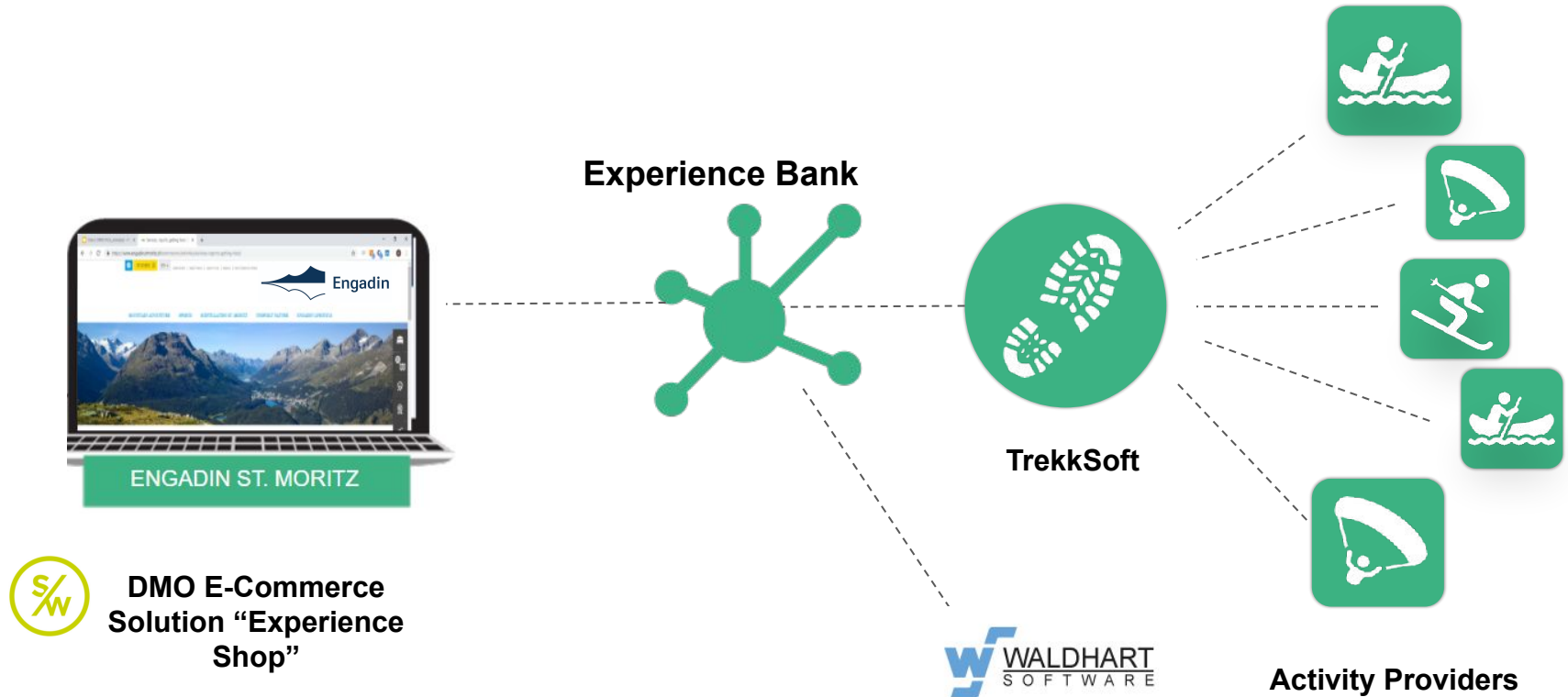
Sell,
Distribute
And Grow



Helping operators
grow since
2010



Sell through Engadin Tourismus Experience Shop



How To Get Your Trekksoft Account

Reach out to ferienshop@engadin.ch to inform the Destination that you are interested in creating an account.

Then,

1. Create your account at <https://signup.trekksoft.com/en/>
2. Send following info to gabriella.porcu@trekksoft.com
3. so that we can create the contract:
 - URL just created
 - Name of the company
 - Name of the person who will sign the contract
 - Email Address of the person who will sign the contract

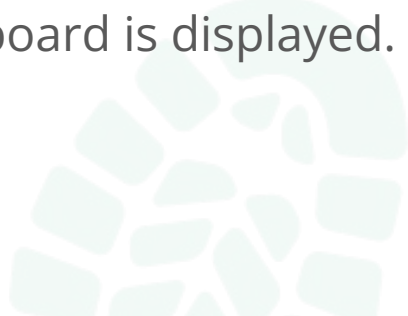
Our sales team will contact you to finalize the details of the contract.



[Watch Video](#)

Create Your Account

Note: the URL created is found in the search bar as soon as you've completed the sign up form and the Dashboard is displayed.



Angebotsübersicht

Leistungspaket	Preis	%Rabatt	Sonderpreis	Anzahl	Total
Accelerate	1370 CHF/Jahr*	100%	0 CHF	1	0 CHF
TOT. Subscription nach Rabatt					0 CHF

*Diese Kosten werden von der Destination übernommen. Wenn der Betreiber 100.000 CHF an Einnahmen erreicht, die über den Experience Shop verkauft werden, wird das Abonnement vom Anbieter bezahlt.

Zum Zeitpunkt der Vertragsunterzeichnung wird der Anbieter aufgefordert, eine Zahlungsmethode (Kreditkarte oder Paypal) im Backoffice seines TrekkSoft Kontos hinzuzufügen, um dieses zu aktivieren.

Gebühren werden vor der Auszahlung von dem vom Endkunden bezahlten Betrag abgezogen oder je nach Fall über die oben genannte Zahlungsmethode erhoben. Für Details bitte unten nachlesen.

Buchungsgebühren für den Experience Shop		
Art der Gebühr	Gebühr	Wie wird es abgerechnet?
Experience Shop	2.5% / Transaktion* *Mindestens 0.50 CHF pro Transaktion	Wird automatisch von der Auszahlung von Payyo abgezogen
Payyo Zahlungsportal* *Nur für Buchungen aus dem Experience Shop	Visa / Mastercard 1.30% Twint 1.90% AMEX/ Diners 2.90% Alipay 2.90% Rechnung 1.90% iDeal 1.70% Crypto 2.90% Apple pay 1.90% Google pay 1.90%	

Alle Preise verstehen sich inkl. 7.7% MWST

Den Anbietern von kostenlosen Aktivitäten wird einmal pro Quartal die Mindestgebühr von 0,50 CHF für die Transaktion über die TrekkSoft-Zahlungsmethode in Rechnung gestellt.

Wählen Sie eine der 2 Optionen

- Ich werde den Kunden zum Zeitpunkt der Buchung belasten
- Ich werde die Kreditkarte als Kaution verwenden (Zahlungen werden vor Ort durchgeführt)*

* In diesem Fall wird Ihnen die Experience Shop-Gebühr von Ihrer im Trekksoft-Backoffice gespeicherten Zahlungsmethode abgebucht

Check the Terms

Engadin Tourismus destination partners have an exclusive offer - 100% off from your subscription fee

How To Get Started

As soon as you have signed your contract and created an account, you may proceed to complete the following steps:

1. Add a payment method in your TrekkSoft back office. For that, go to > Settings > TrekkSoft Subscription and click on “Add payment method”. [Find more information here](#).

Note: for Experience Shop bookings, the commissions are automatically deducted from your balance in Payyo. If you sell on channels other than the Experience Shop, commissions will be charged on the payment method.

2. Next, the destination will guide you through setting up your TrekkSoft account and Payyo payment gateway.

Note: you can access our [knowledge base](#) as well as our support team at any point if you have doubts.

3. If you are interested on using our TrekkSoft to sell through your Website, as soon as your activities are live in the Experience Shop, someone from TrekkSoft will reach out to you to assist you further.

Going Live On The Experience Shop

Once all your products are ready in your TrekkSoft back office, it's time to share them on the Experience Shop to start selling.

1. To enable the connection, simply notify your contact person that you are ready to go live.
2. TrekkSoft will then share your products, availabilities and prices with the Experience Shop.
3. As soon as everything has been checked by the destination, they will put the content live on the Experience Shop, enabling customers to book your products.

WHERE TO GET HELP

TREKKSOFT

[KNOWLEDGE BASE](#)

For questions regarding your payouts or your customer payments in the Experience Shop, reach out to ferienshop@engadin.ch

PAYMENTS

If you need any help updating or managing availability on TrekkSoft dashboard, reach out to support@trekksoft.com or use our in-app chat.

AVAILABILITY

If you are facing issues with the content displayed on the Experience Shop website, please contact ferienshop@engadin.ch

CONTENT

If you are in doubt about how to manage your bookings, reach out to support@trekksoft.com or use our in-app chat.

BOOKINGS

Additional Information

- If you will only sell via the Experience Shop, the commissions listed in the contract under ***Buchungsgebühren für den Experience Shop*** will apply.
- TrekkSoft can help you to connect all your sales channels such as your website, your local resellers and the Online Travel Agencies. The commissions for these extra channels are listed under ***Buchungsgebühren für andere Trekksoft-Kanäle***.
- To activate your account, we require a payment method saved in your TrekkSoft back office. If you only work with the Experience Shop, you will not be charged any commission on this payment method, however, we still ask you to fill it in, as a back up. You can proceed to **add the payment method in the back office** under Settings > TrekkSoft Subscription > Manage Payment Details.