Website: http://buyer.t-bunker.com/
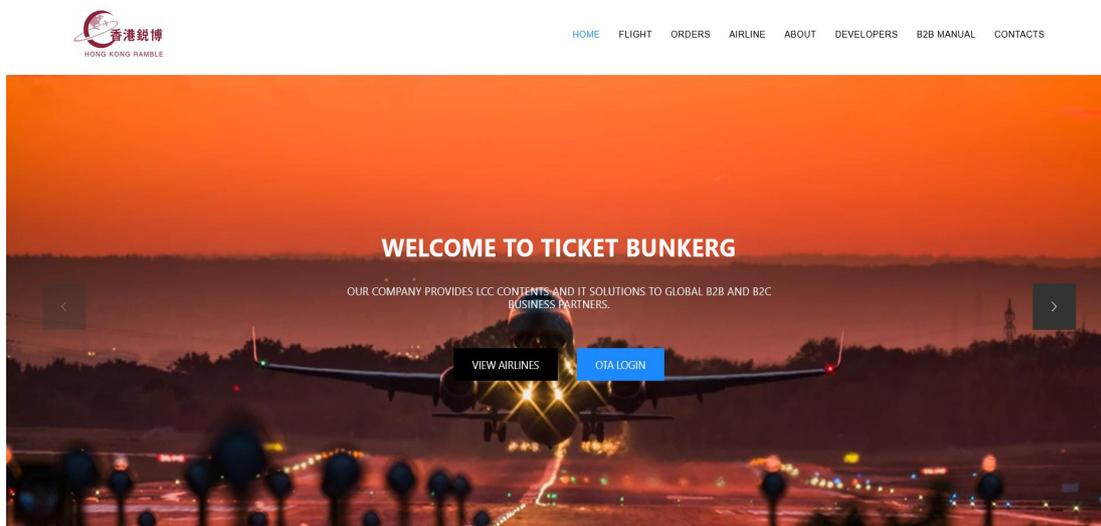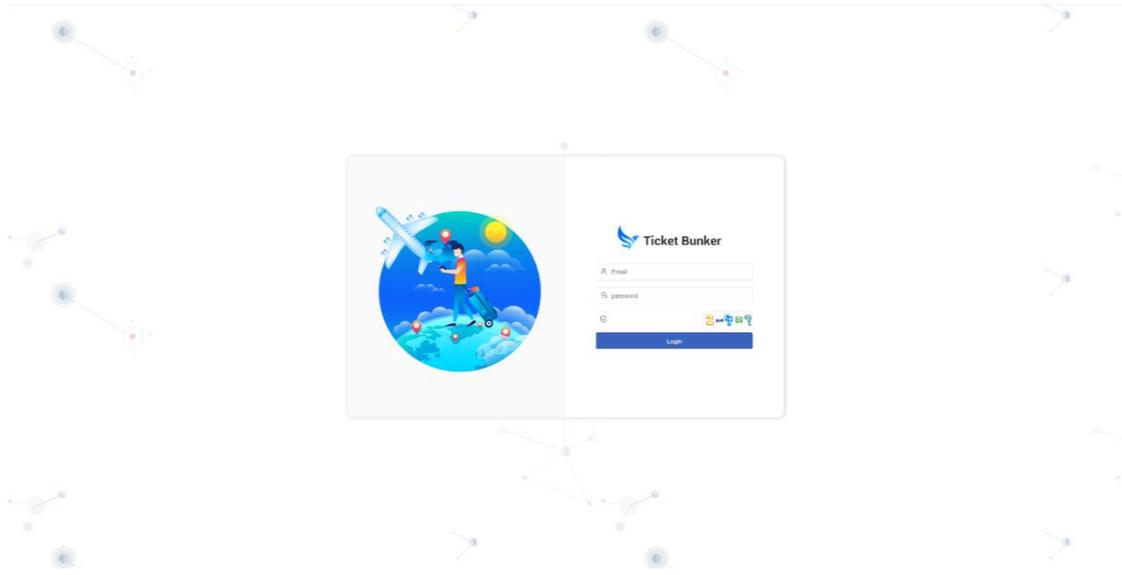
● Homepage

Login (the login button is in the upper right corner)

You will have to log in to access the two main functions (Flight/Orders) and the rest

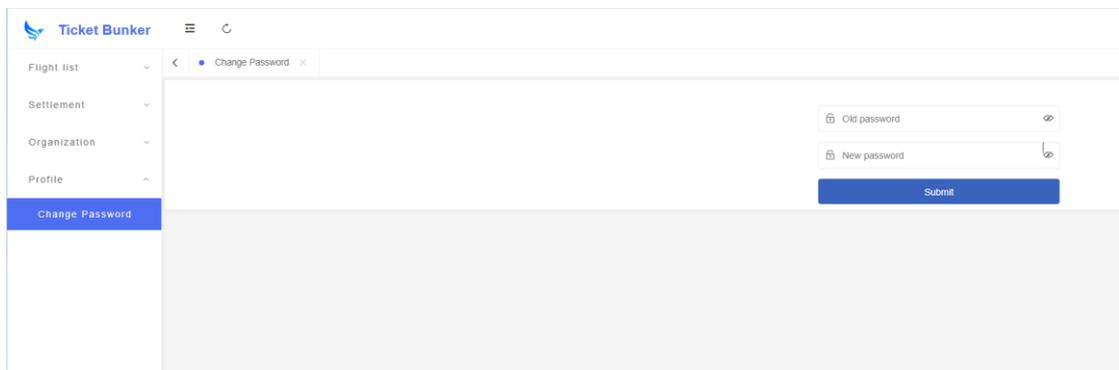(Airline/Developers/Contact) can be checked without login.

● Login Page

1. Email & Password

At first, we will provide 4 currencies test account for you to do fare check.

When about to go live, we will need an email address from you to create admin.

Once you had the admin, you could log in your account and change your password.

4 test accounts are addressed below:

USD

Username: tester-usd@t-bunker.com

Passcode: tester0612

EUR

Username: tester-eur@t-bunker.com

passcode: tester0520

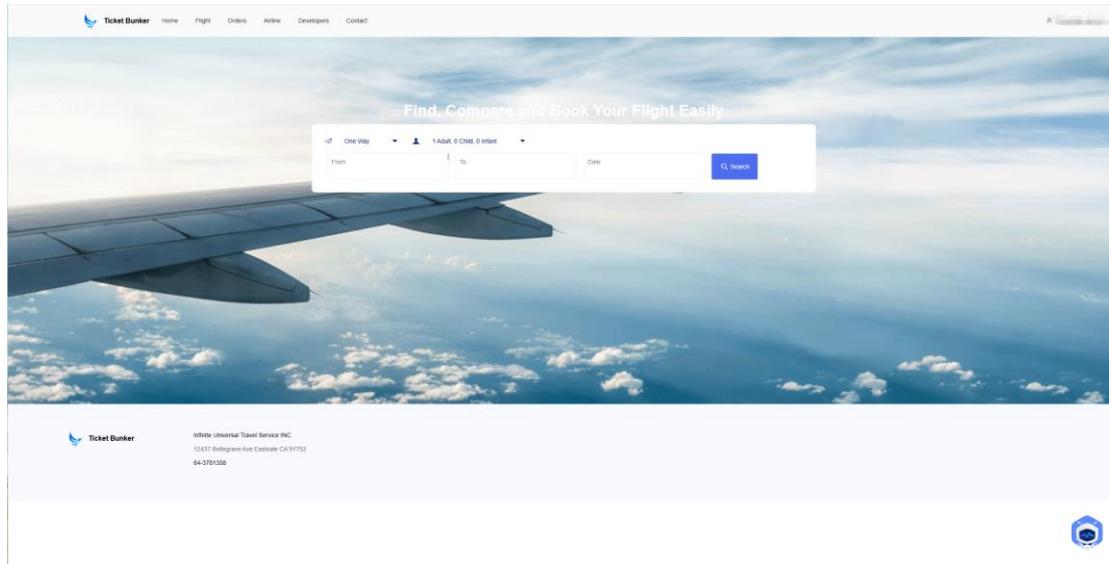**AUD**

Username: tester-aud@t-bunker.com

Passcode: aud0710
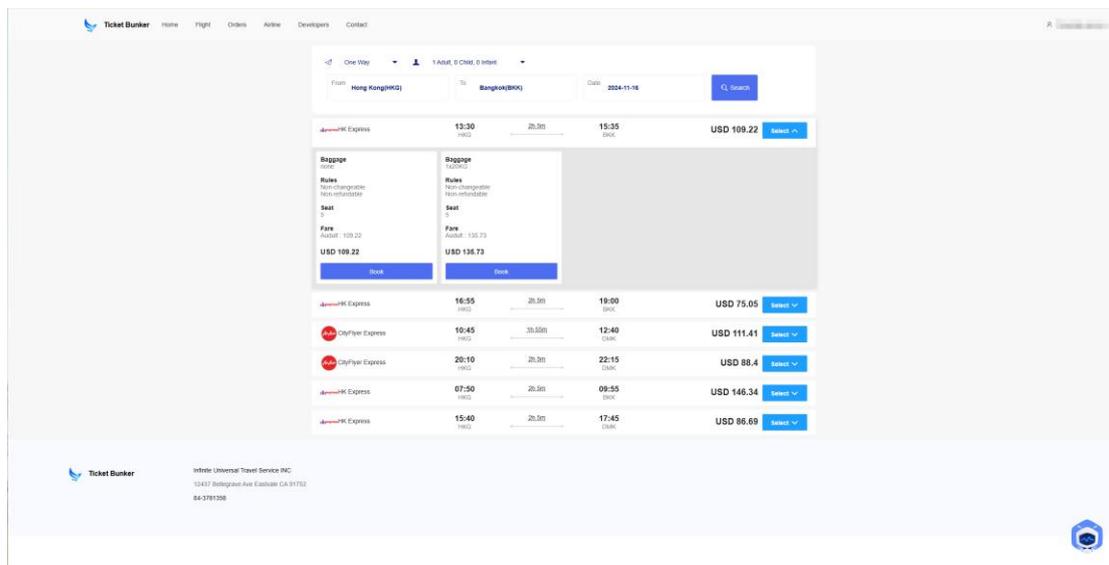
CNY

Username: tester-cny@t-bunker.com

Passcode: test0724

2. **Code: math tricks :)**

- **Flight Page (Fare checking/Benchmarking)**

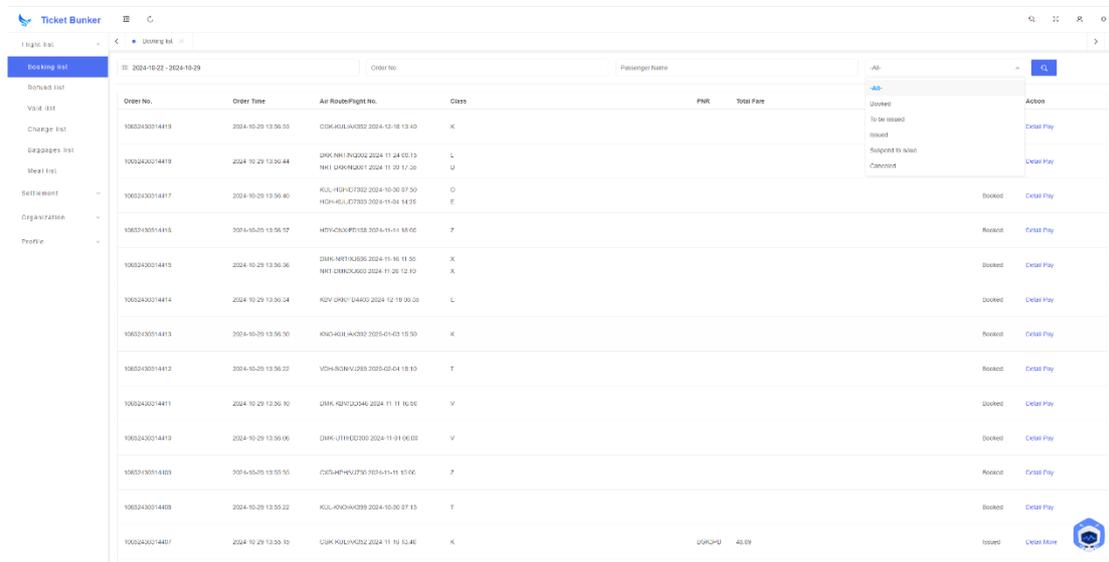1. Choose one way/round trip, the number of adult/child/infant and the departure
   date and let the searching begins.

2. Let's take this flight as an example, for most flights we provide multiple fares
   including flight fares only and bundle fares.
3. If you have discovered some flights missing, it's mainly due to the testing account
   issue. You could contact us and we would adjust the flight inventory for you at
   once.

● Orders Page

1. Flight list (Orders Management)

1.1. Booking list

1) Here, you can view all your orders and find orders by selecting the date, order number, pax name, and the ticket status including

   Booked: You have successfully created orders in our system.

   To be issued: The order is waiting in queue to be issued.

   Issued: The order has been issued successfully. For most of the flights, we can issue within 2 hours and the rest of the flights take 4 hours.

   Suspend to issue: The order that you request to suspend issuing and it had been suspended successfully.

   Canceled: The order once created in our system, you have one hour (two hours tops) to make the payment, or the order will be over time and canceled.

2) The booking list is the booking you requested via API, you can process payment via API or through the B2B portal by clicking on **Pay**.


3) Click **Detail** to see the order details (price details/pax info/contact/remarks) and the Detail option is available in all ticket statuses.
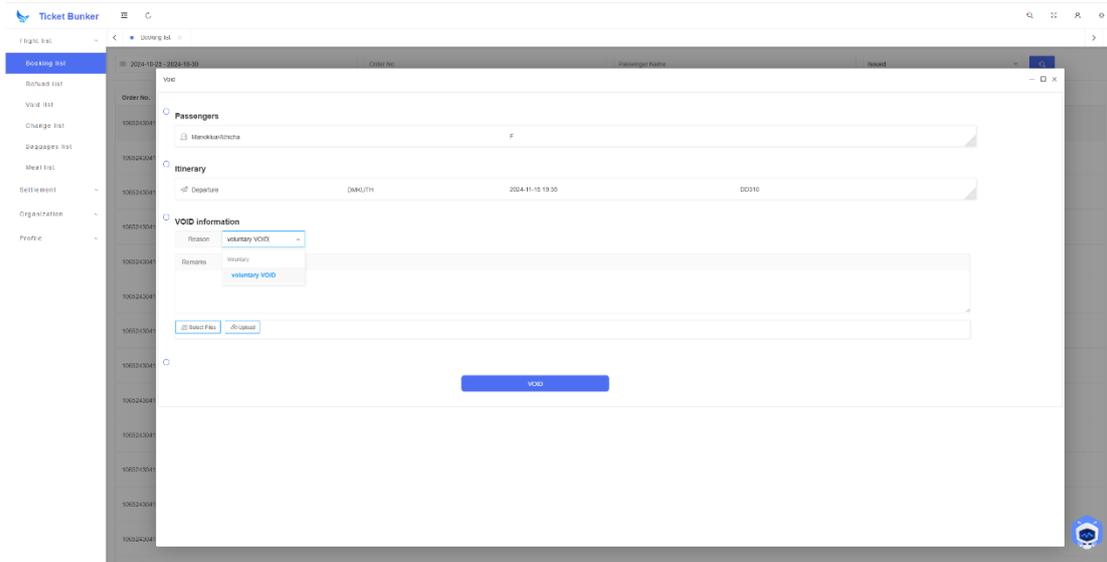
4) **Suspend** refers to a request from your side to stop ticketing if the ticket status is "to be issued". You may encounter a failure when the ticketing is in the queue already.

5) When the ticket is issued, we have a **More** button to add baggage/meal or refund/void/change. Then the orders will automatically go to the corresponding list. And the seat selection function will be added here shortly, it's under our IT team's development now.
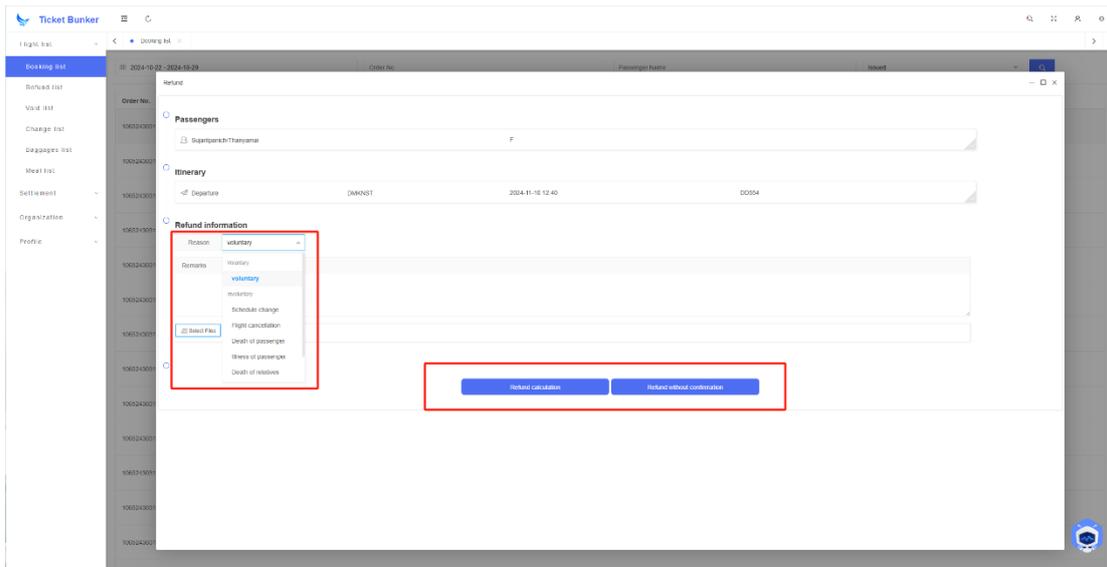
6) For **Refund**, please choose the reason and upload the related documents, the remarks area is also required, or the request will have a high possibility of being rejected by our post-team. As for the refund calculation and refund without confirmation, kindly ask to check below for further explanations.

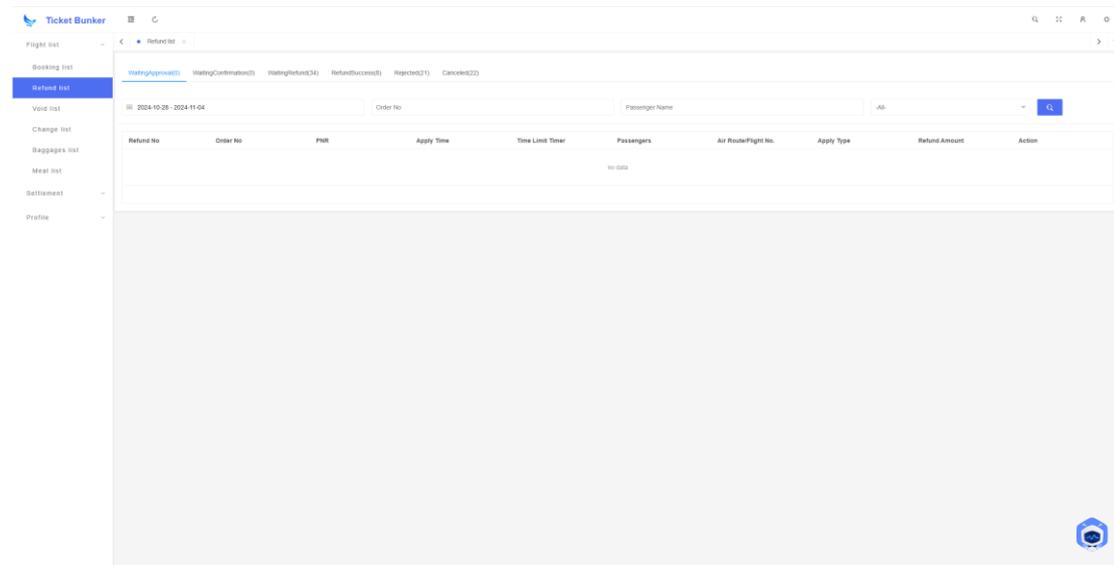7) For **Void**, certain LCC airlines do not allow to void, please watch out.

8) For **Change**, you can change the itinerary (RT can be changed separately) and the pax info here. Please choose the reason and upload the related documents, the remarks area is also required, or the request will have a high possibility of being rejected by our post-team.

1.2. Refund list

Waiting approval: The refund order submitted by you and is under our review.

Waiting confirmation: The order is refundable and we have given you a refund amount, if you agree on it (the time limit normally will be 2-3 hours), click confirmation and the orders will go to the waiting refund list, if you don't, click canceled and the orders will go to canceled list. (This step won't be necessary and the order will go straight to the waiting refund list if you choose refund without confirmation in the previous booking list.)

Waiting refund: Waiting for the airlines to send back the refund amount or voucher code to us.

Refund success: We have received the refund amount from the airlines and it will be added to your account credit at once.

Rejected: The refund request has been rejected by us. There are some reasons for the rejection, 1. The order is non-refundable; 2. The refund amount that needs your confirmation has been over time; 3. You have chosen the wrong types (voluntary/involuntary) of the refund reason.
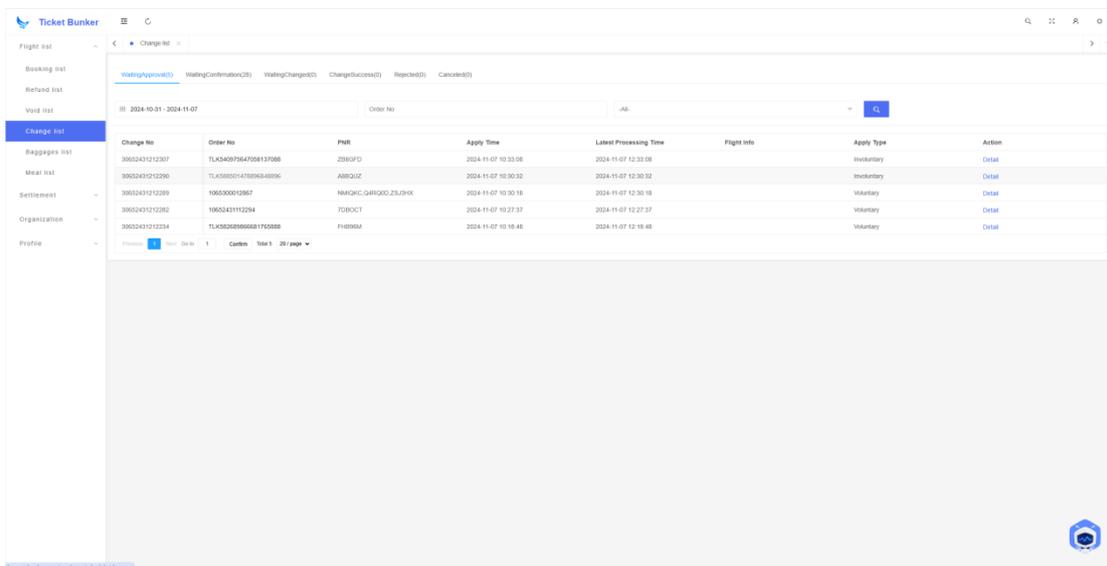
Canceled: You have canceled your refund request.
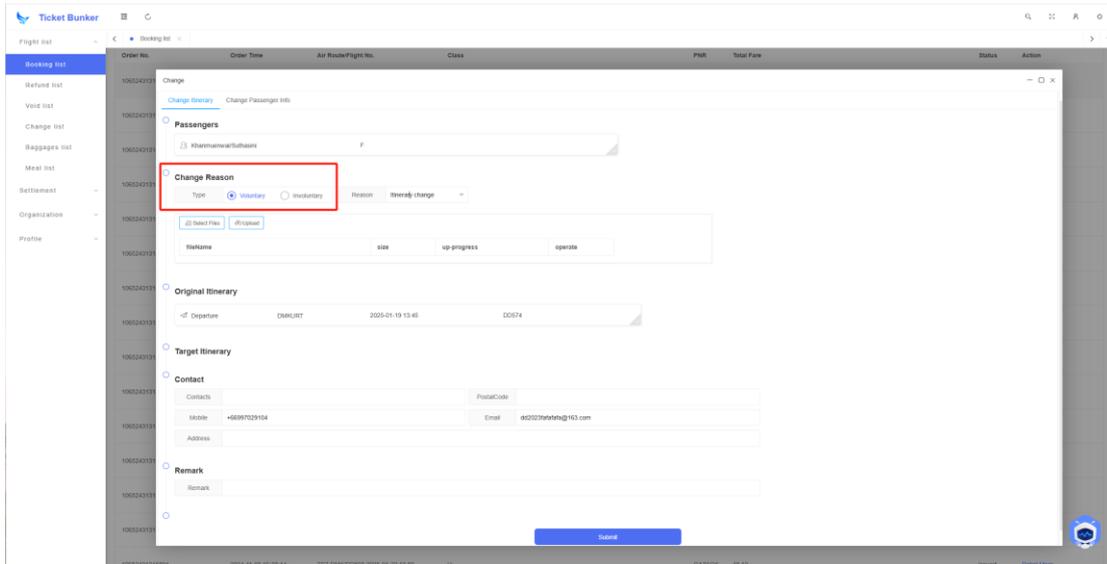
1.3. Void list
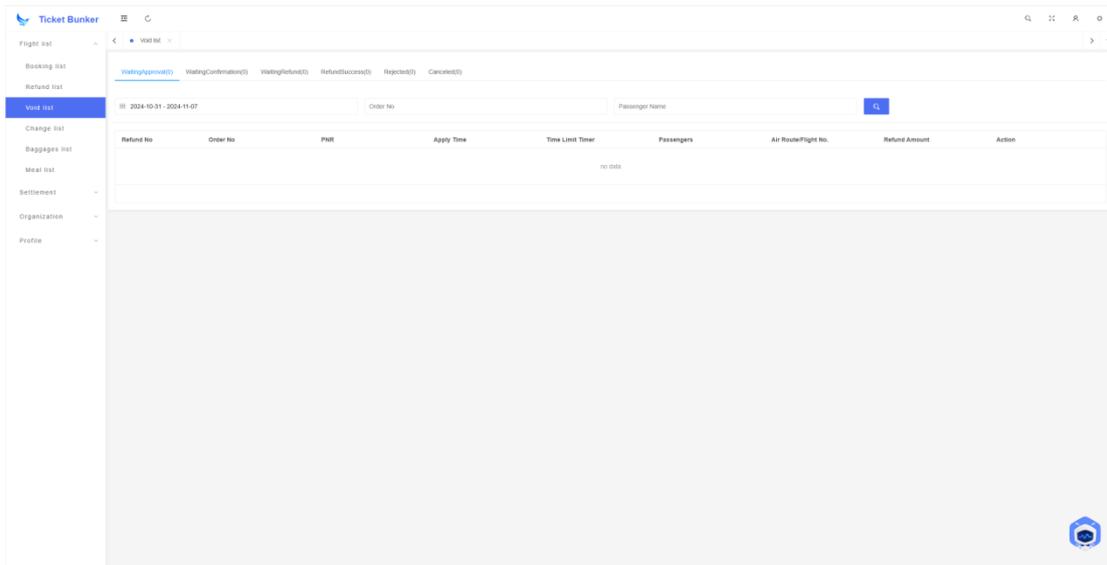
The procedures are pretty much the same as refund. Except there won't be skipping the confirmation step from your side.

1.4. Change list

The procedures are pretty much the same as refund. Except there won't be skipping the confirmation step from your side.
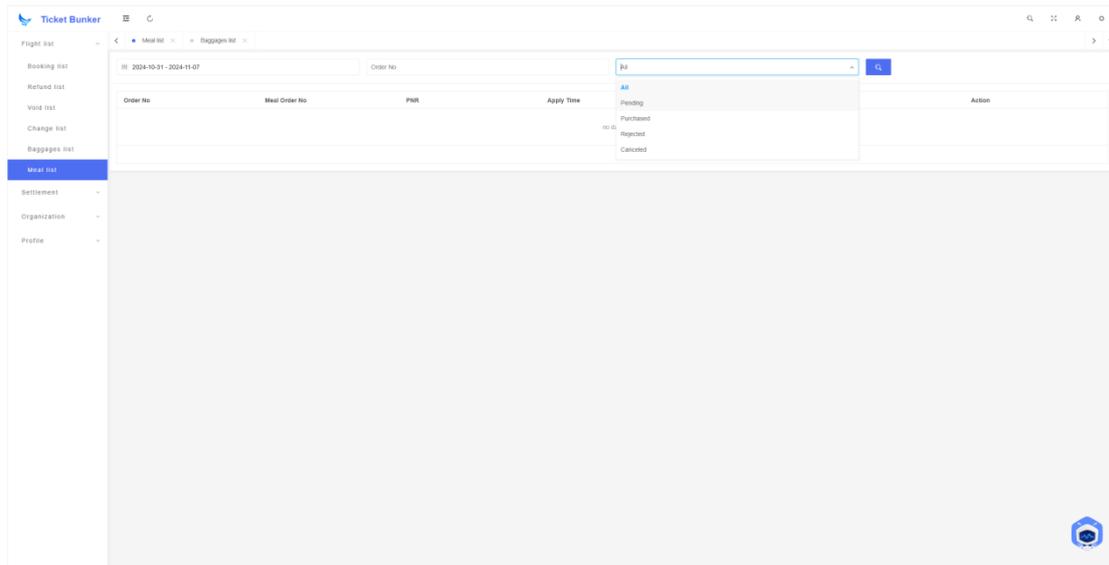
The change can be voluntary and involuntary.

1.5. Baggage list

You can check your baggage order here, we will show you the flight order number,

baggage order number, PNR, apply time, air route/flight Number, status

(pending/purchased/rejected/canceled), and actions for detail.

1.6.   Meal list

The meal list is pretty much the same as the baggage list.

2. Settlement

1.1. Credit
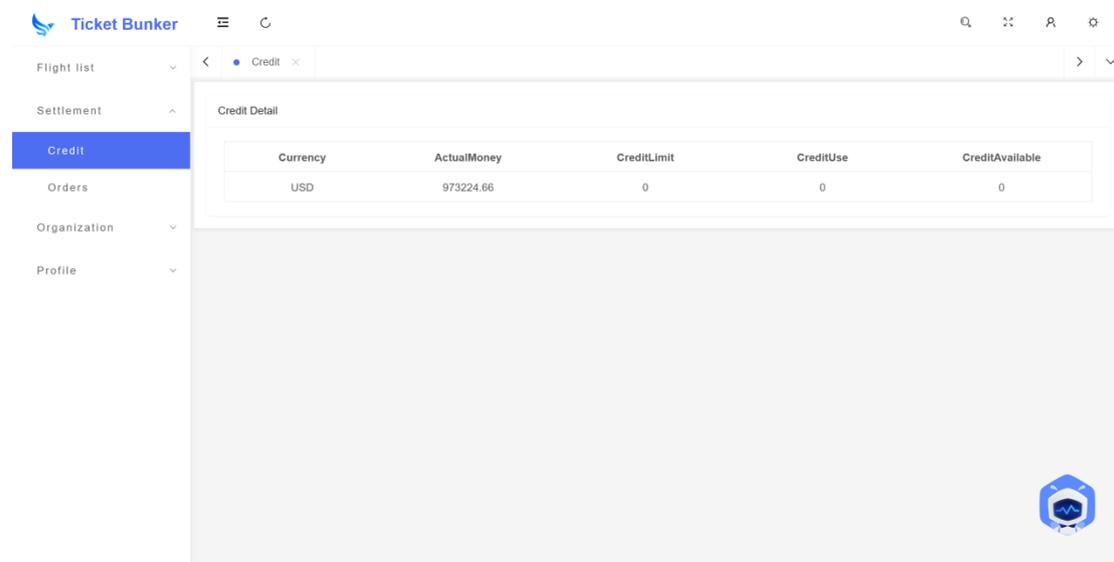
Currency: The top-up/prepayment currency you made to us, and different currencies will be separated.

Actual Top-up: The total amount you've recharged.

Credit Limit: The amount we may offer credit limit to you while running out of Top-up, but do need to pay back later.

Credit Use: The amount we offer as credit that you consumed.

Credit Available: The amount of remaining credit and can be used currently.

1.2. Orders

Your accounting can download the daily or weekly report here including any purchases (tickets/baggage/meal) and refunds will be auto-generated.

3. Organization

1.1. Roles
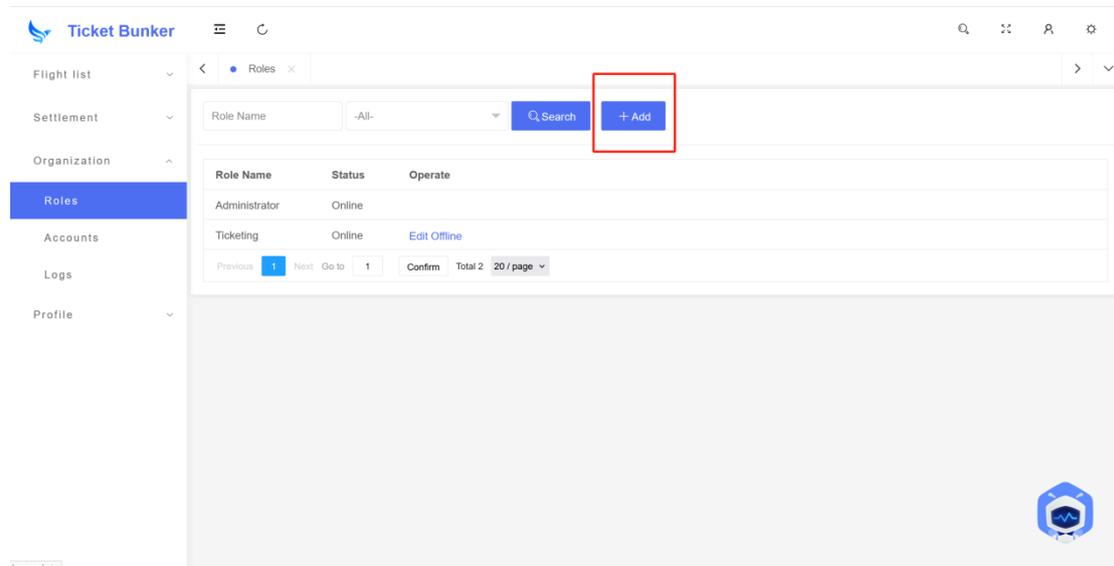
You could add roles to manage the portal.

1.2. Accounts
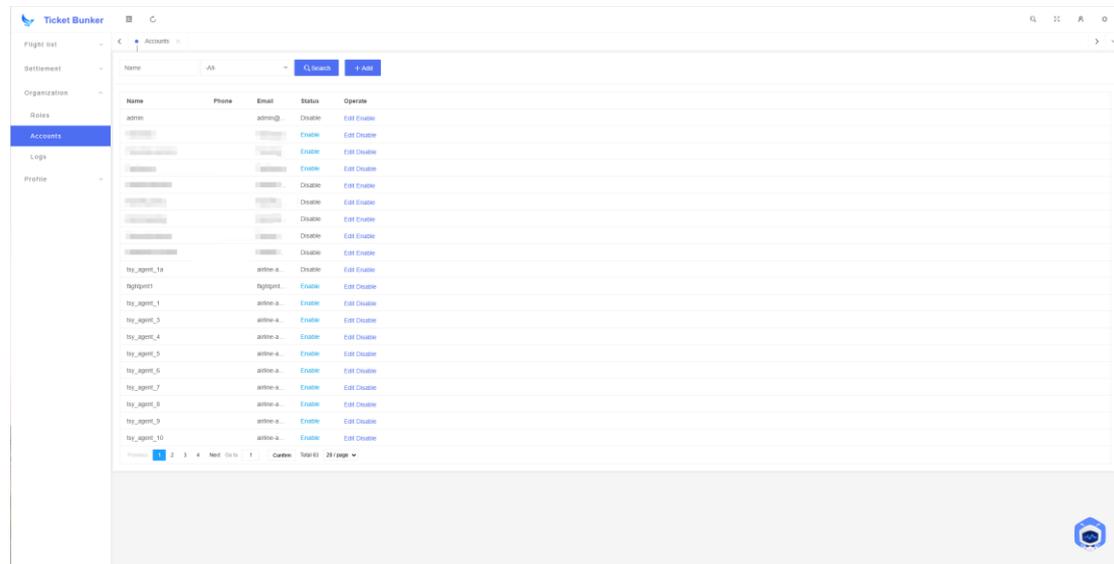
The accounts that could log in the portal and you could add as many accounts for your team to manage as you want, there is no restriction to the accounts amount.
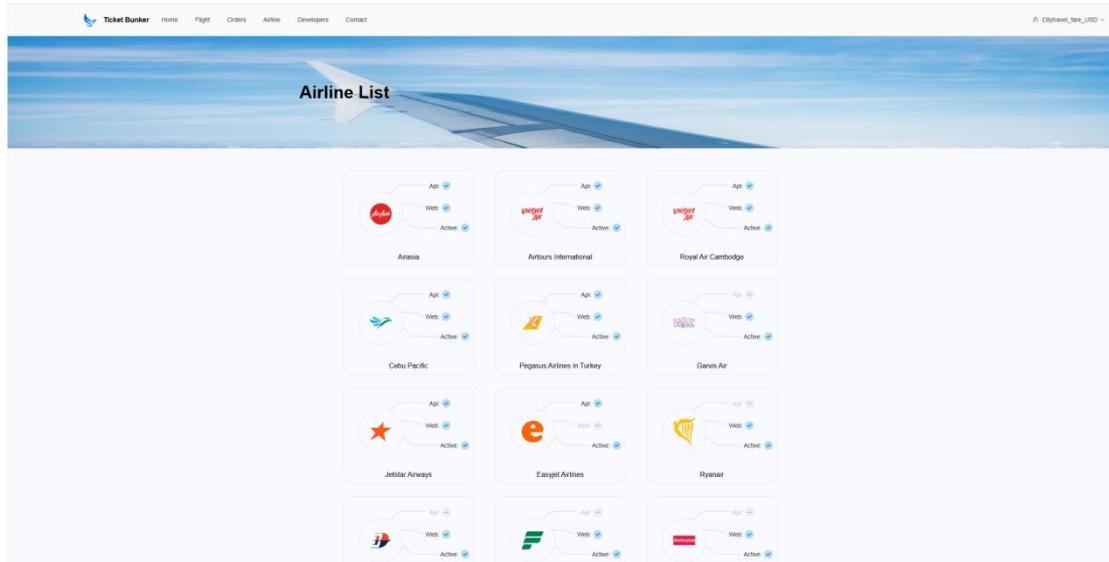
1.3. Logs

Record the time, user, IP and type of account operations on the portal, as well as the key and result.
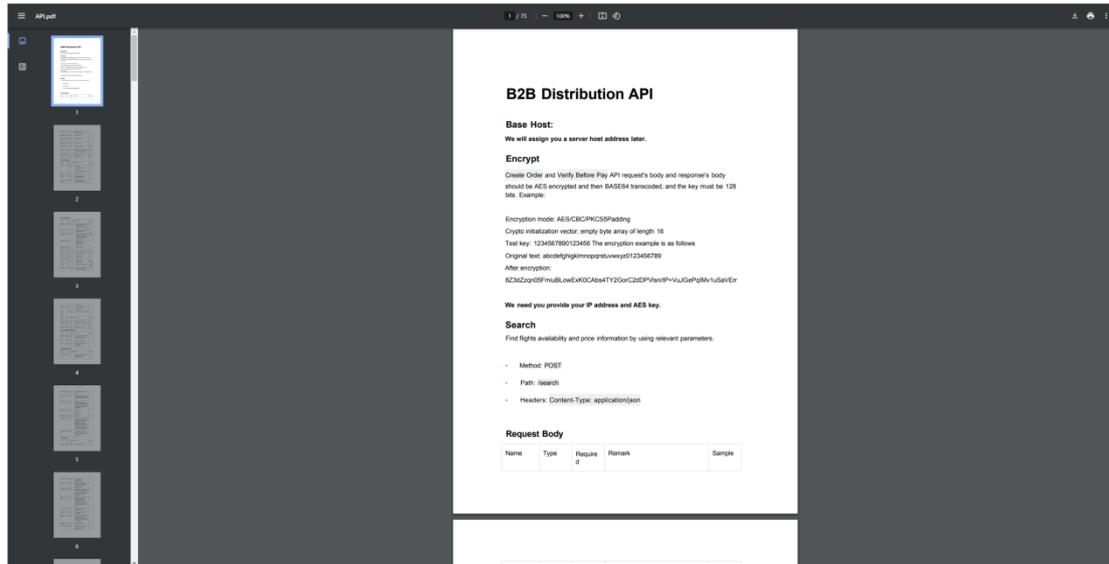
- **Airline Page**

The main airlines that we have partnerships with, and please check below the Google Drive link for our strong LCC airlines content.

https://docs.google.com/spreadsheets/d/1ay2a--WSFncB6xnQaZLo2_
vxIzk8v4r1r3CBQG7Q9Rc/edit?gid=0#gid=0

- **Developers Page**

Our API documentation in PDF format for search, create order, verify, and pay with detailed explanations and demos for your reference.

- **Contact Page**

Two email addresses for you to contact our commercial and post-sales team. You may also send the request to or CC commercial@hkramble.com as well for a better and quicker response.