

## TourTools Back Office – Basic Features

The TourTools back office system is the powerful core of this highly comprehensive, customizable tour operator management system. It contains a robust CRM, email functionality, tour/bookings/operations functionality, inventory control, extensive reporting. Increase efficiency and free up your staff to do more with their time. Designed by a veteran tour operator, TourTools Back Office has it all.

In developing TourTools® we had two basic goals in mind; first, automate virtually every task that must be performed in a package tour operator's office, and second, make it simple enough so that everyone will actually use it.

TourTools® is VERY robust – to list all features fills 4 full pages (will be provided on request!). Here are the basic features and functionality that our customers depend on in their day-to-day operations:

### General functions and features:

- Home Dashboard enhanced with flexible To-Do functionality, displays user's daily to-do list at log-in
- Print or Email TourTools® documents and reports
- Manages mailing lists, rooming lists, name & bag tags
- Tracks tour bookings, client's past travel history, preferences, and brochure requests
- Tracks accounts receivable, accounts payable and profit and loss on all tours
- Builds an itinerary as vendors are selected for a package
- Create multiple packages for each tour
- Calculate accounts payable for each package
- Can accommodate from 1 to 150 users
- Data entry screens are "tabbed" to permit easy and quick access to important data
- Runs on Windows and/or Mac operating systems
- Passwords provide extensive security and access control to various modules in the system
- Quickly and inexpensively customized to suit your company's needs
- Option for direct transfer of receipts and checks payable from TourTools® to QuickBooks
- Extensive library of reports and correspondence documents

### Reservation Module functions and features:

- Reservations taken as an entire group or individually
- Enhanced management of defaults for deposits and cancellation penalties; can assign defaults based on tour type or other characteristics; amounts can be dollar or percent; unlimited number of deposit dates
- Cancel & re-book feature automatically moves passenger names and payments to a new reservation
- Invoice individually to each traveler in the group or build your own "group leader" invoice
- Options and packages can be assigned to specific passengers
- Provides "oversold" warning to prevent accidental overbooking; waitlist or cancel passengers
- Select specific motorcoach seat for each traveler, print seating chart
- Print passenger vouchers
- Enter flight deviation information for each passenger, create a library of available flights
- Print air manifests by passenger, by segment or by gateway

### Client Module (CRM) functions and features:

- Multiple mailing groups customized for your needs, unlimited list management
- Email – individual and bulk with tracking
- Track all relevant client information – passport, health, performance groups, diet, etc.
- Travel history screen gives passenger's travel history

**Tour Master Module functions and features:**

- Sales Summary Report lists all tours with total sold-to-date and final payment due dates
- Tour Listing offers a complete listing of all tours with departure dates, cancel and review dates and number of seats available
- Profit & Loss Report displays financial picture, based on current bookings
- Create unlimited packages, allowing for senior, adult, student and/or child pricing, options, pre and post tour packages
- Automatic inventory control by room and/or per person
- Duplicate departures with the click of a button; handy for repeating tours or proposals
- Cancel tour script automatically sends a message to all staff updating them on the cancellation
- Operate tours under different division names, will automatically change logos on client correspondence

**Vendor Module functions and features:**

- Load unlimited product and services for a vendor, can be loaded with inventory or without, with prices or without
- Load net prices and pre-set selling prices, allows flexibility in quoting packages
- Prices can be loaded in vendor's currency, rates are converted for pricing in US dollars and your financial reports
- E-mail directly to Vendor and track correspondence
- Print utilization reports
- Automated calculation of Price/Inventory Set rates; load profit amount and click – the calculated selling prices are loaded, and the profit percent stored for future reference
- Ability to store multiple price structures (such as high season, low season or even by menu choice) for the same vendor
- Quickly create proposals by setting up net or commissionable prices

**Package Module functions and features:**

- Scan vendor services library by destination and/or service, allowing users to "shop" in the system for hotels, meals and other services that they wish to include in a tour package
- Builds an itinerary as vendors are selected for a package
- Tiered pricing in Package to automatically quote prices based on different group minimums
- Easily duplicate a package, easily delete or replace components of each package
- Price any package as per person single, double, triple, quad, child, extra bed or per person option
- After loading in preferred profit margin, determines a final selling price based on loaded tour costs, complimentary packages and any miscellaneous costs factored in
- Calculate tiered pricing based on different group minimums
- Load predetermined selling price and see profit margin and net profit
- Quickly produce proposals for your group leaders, travel agents or special associations
- Build separate packages for land only, air, cruise, options, events...the combinations are limitless

**Operations Module functions and features:**

- Vendor Usage Report shows total passengers and total paid by booking; perfect for negotiating better rates
- Currency conversion included; automatically converts your profit & loss statement to your native currency
- Run report showing all checks to be written, select those you wish to print, with QuickBooks option the payables can be transferred directly to QB and checks printed