

# Travelize

## **Product Type(s)**

Full Reservation Administration and Content Management System for tour operators and incoming operators, Travel e-Commerce Solution

## **Contact Details**

Travelize International AB  
Sankt Eriksgatan 6  
SE-411 05 Gothenburg  
Sweden

Tel: +46 3115 7400  
Fax: +46 3115 7499  
E-mail: [info@travelize.com](mailto:info@travelize.com)  
Web: [www.travelize.com](http://www.travelize.com)

## **Company Information**

Travelize International AB was started in 2002. Today, the company serves 150 clients across 15 countries.

The company's development and support is based in Gothenburg, Sweden, supported by a development centre in Sri Lanka.

The company is privately owned with the Managing Director and co-founder of the company as main share holder. Founders have long-standing travel industry experience gained from holding leading travel industry positions.

## **Product Information**

### **Travelize**

Travelize is a completely web based booking, administration and content management system to suit the needs of small and medium sized tour operators, accommodation providers, incoming agents and similar.

Travelize handles internal allotment on many different resources and can also use price/availability from GDS, low cost carriers and external hotel systems in pre-packages as well as for dynamic packaging.

The content management system included in the solution seamlessly integrates all relevant information into the tour operator's web site. Many different standard features can be used, such as dynamic presentation of hotels on interactive maps and similar.

Payment can be handled through integrated credit/debit card transactions, by invoice or similar with full account receivable handling in the system.

As the entire system is web based, it is quick and simple to roll out the application and merely a web browser is needed on the client side. Secure hosting solutions are offered to suit clients with different needs and sizes.

### **Key Features**

#### **Package Bookings**

- Web booking for online end-users
- Web booking for agents based on agent profile
- Web booking for administrators
- Automatic calculation of child discounts, including extensive number of different rules (additional rules can be added as needed)
- Control of supplementary information about a customer and mandatory data for each trip.
- Automatic recommendation of combination of rooms that may be suitable to a number of persons.
- Unlimited number of room combinations is available, with automatic control of the number of occupants
- Wait-list booking & status checks
- Customer log-in to check/collect personal traveller information
- Travel insurance may be calculated automatically.

- Cancellation insurance may be calculated automatically
- Unlimited selection of extra services able to be presented graphically to attract increased sales.
- Sales/admin staff already logged-in are able to make pre-bookings, provide discounts, book add-ons and list remarks
- Automatic option to provide internet based discounts, e.g., if traveller selects e-mail confirmation.
- Automatic confirmation via e-mail, or printing queue
- Rapid booking of drivers/tour guides.
- Ability to make a la carte bookings directly against inventories for transports, hotels etc, not linked to a certain package
- Special activity-based functions for Green fees, Golf handicap registration, ski-rental, etc
- Auto-generated PDF confirmation
- Hotel vouchers, ancillary service vouchers, group vouchers, transport vouchers
- Integrated credit card payment facility

#### **Dynamic Bookings**

As extras to package bookings:

- Combination of flights, transfers, accommodation, choice of optional extra services by booking or against allotment.
- Price determination of all resources for a la carte sales
- Opportunity to create and publish dynamic packages for, for example, round trips, with flexible starting times and package content.
- Multiple hotels in the same booking

#### **Web publishing**

- Publishing tool, easy to use for the entire home-page. No prior knowledge needed
- Automatic publishing with bookable journeys on the right-hand part of the site, providing the customer with the best possible booking route
- Image bank
- Edit information for search engines
- Search engine friendly links and addresses
- News publishing
- Slide-show function including advanced tools for flash slide shows
- Automatic site publishing of promotional travel opportunities
- Integrated catalogue order.
- Contact management. All contact matters are logged by and processed in your system; are managed for reply and follow-up
- Graphic design experience that can help provide your site with a unique design.
- PDF-file handling.
- Automatic travel calendar based on bookable tours.
- Show/search of hotel-based optional number of attributes
- Specific function for golf courses, activities and similar
- Automatic site map
- Possibility for customer to pay retroactively by credit card from home page
- Page hit count statistics

### **Brochure management**

- Unlimited number of different brochures can be maintained and called up from the homepage
- Brochure order direct to the customer database
- New brochure orders effected to different label formats or to file for connected print activities.
- History – you can access information on when customer ordered brochure, journeys they have booked and create advanced selection options for future mailings
- Automatic correction of lowercase/UPPERCASE for database inputs so the information is legible regardless of how the customer writes

### **Travel Administration Package**

- Number of seats/places/beds automatically calculated from availability by the inbound components (e.g. hotel, transports, cabins etc)
- Allotment limits on transports and unlimited number of segments
- Support for many types of package. A package may be: accommodation/transport/activity, accommodation/transport, transport only, self-drive, activity-only and other combinations
- Rules for child discounts, mandatory information, comments and so forth as valid per package type
- Serial uploading of packages facilitates publication of larger charter volumes and so forth
- Calculation mode with detailed handling for each package
- Copy of calculations using smart date movement
- Status handling of bestsellers according to what is sold in-house or via online customers
- Automatic sales stop for on-line customers and in-house
- Pricelists can be created automatically in Excel
- Tools for mass updating of process and so forth

### **Transport Seating**

- Unlimited number of transports can be added. Used today by air transport, rail and long-distance coaches.
- Ability to generate automatic seating
- Ability to sell seating as an optional extra and customer can choose his/her own seat
- Graphical presentation of the transport.

### **Travel Administration Resources**

- Unlimited number of room types
- Unlimited number of prices/allotment periods at hotels
- Unlimited number of transports per allotment
- Price determination of all resources for á la carte sales
- Unlimited number of allotment-based optional extras for theatre tickets and so forth
- Serial updates of transports relating to a large number of parameters
- Timetable management for unlimited number of connecting networks
- Release management

### **Customer Administration**

- Issue new booking confirmations
- Cancellation confirmation
- Copies of new e-confirmations
- Issue individual confirmation
- Re-direct booking confirmations

- Change booking
- Find booking
- Cancellation
- Rebooking with 100% flexibility. Payments, comments, travellers are carried over to the changed booking
- Customer database
- Advanced search functions for export for example for those who have not travelled during a certain period, who have not travelled a specific number of times, VIP-customers, those who have ordered brochures but not booked
- Post-code searches can be generated according to logical postal code systems
- Issue letter/message, addresses come automatically from the database
- Split invoice
- Quick dispatched e-mails to customers and customer groups
- Gift vouchers
- Preliminary bookings
- Automatic storage of notifications sent to customers
- Automatic web based control over verification sent by the customers over important notifications
- Smart deletion of duplicates when exporting a customer database

#### **Finance**

- Accounts
- VAT as applied to travel and services
- Refund report
- Exchange Rate table
- Payments
- Import OCR file and register payments
- List payments
- Deposit transactions
- Payment reminders
- Customer claims
- Cash flow report
- Accounting of revenue
- Invoice ledger
- Report for production commissions
- Package calculation
- VAT management
- Export to several commonplace accounting systems
  
- Credit card payment online at time of booking or afterwards (separate agreement required for access needed by the redeeming company). May be combined with payment via OCR or other form of payment

#### **Agents**

- Unlimited number of agents and users per agency
- Messaging function for agents
- Agent invoice or customer invoice with requisite deductions
- Profiles can be created per agent defining what they can do,

commission rates and so forth

- Agent's own microsite
- Quick dispatched e-mails to agents

#### **Suppliers**

- Suppliers register
- Ability to automatically generate and send requests that supplier can confirm directly in the system
- Supplier can gain access to their reports through the system
- Suppliers invoices can be registered, status managed for payment, accounting, VAT reporting and so forth
- Suppliers can be allowed access in order to specify allotments themselves, set sales stop, etc.
- Automatic requests can be sent
- Quick dispatched e-mails to suppliers

#### ***Support and Training***

Support is included in the monthly fee for license, support, maintenance and upgrade. The support desk is manned all days of the year from 7 am to 10 pm GMT.

Both standard training and fully customised training is supported.

#### ***Other Services***

Travelize International AB works exclusively with the travel industry.

#### ***Clients***

Please visit [www.travelize.com](http://www.travelize.com) for an extensive list of different clients.