

## move your business fast

Your front office is like a battlefield filled with ranks of **visitors eager to holiday**, your telephone lines are pulsing with **incoming business** and the inbox is filling up. New staff are struggling to find the information they need amongst brochures and folders. You need a system that's **quick to learn** and allows you to provide **outstanding customer service** while **improving your business efficiency**.

Welcome to **IBIS** - the system **designed specifically for information centres** and booking agents. We **understand your business** issues and know what's important to you.



One system, one **central source** of information. Each time someone updates a price or product, it's **instantly available** to the rest of the team. No more folders, brochures or information locked away in people's heads – with IBIS the knowledge is shared, allowing all staff to be **empowered with the best sales tips**.

Gain efficiency in the back office – the integrated accounts module means you can manage operator payments and invoices for referral commission. Extensive reporting means you know where you're at – at the click of a button. Check out the features that make IBIS **the obvious choice** – then ask our customers why they're going places with IBIS.

### KEY FEATURES

#### Fast customer service

- Hot keys – to make accessing your favourite screens super fast
- Search for a customer – by name, date, operator or voucher id number
- Operator or product quick search – just start typing the name and IBIS

will display any matching entries in your system. Contact details are displayed including hyperlink to email and web addresses

- Shopping basket – allows you to group several vouchers for a customer for payment in a single transaction (and add-on retail items at point of sale if required)
- Keyword search – instantly list all activities good for a rainy day by typing in 'rain' – means you find the answers for your customers, fast
- Automatically print vouchers once your customer has paid – choose a style that suits your needs, either laser or thermal

#### Efficient information management

- Store all your product and pricing information – and if the price has changed since you last sold a voucher, update it as you go. Any changes are instantly available to other staff.
- Sales notes about products – what time departures are, how many rooms available, child age policies – anything that is useful to you and your customers

- Regional sorting – assign a product to a region for easy searching
- Manage retail items – store cost and sell prices, report on your margins
- Wizards allow quick adding of new operators and correct procedures for cancellations

#### Management control and information

- Extensive and accurate reporting – all the data is in the system, get the answers you need at the click of a button
- Security – each user has a profile that defines what they have access to
- Fast and easy to learn and use – means new staff are productive straight away

#### ONLINE RESERVATIONS

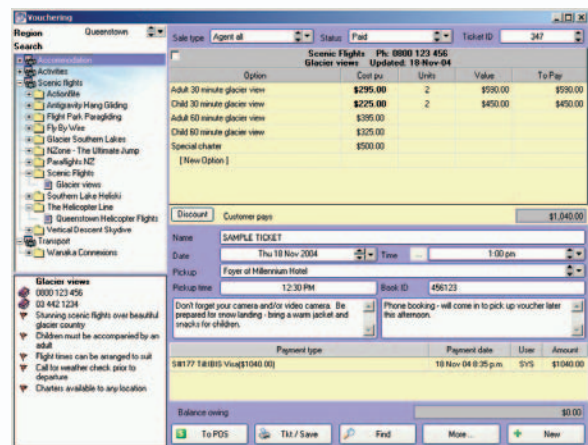
Save time and money by booking online to operators that use IBIS – fully integrated into your system, no double entry required. Ask us for more details and a list of operators available to book!

Please turn over ▶

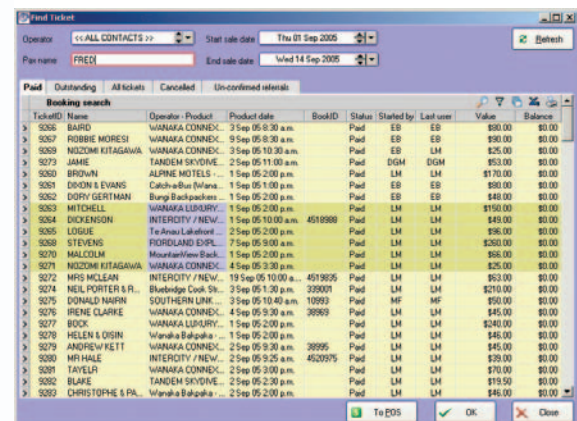
## Management control and information (continued)

- Reliable – your data is safe with IBIS, 24x7, 365 days per year
- Fully illustrated user guide – step by step instructions on tasks and daily processes to help your staff
- Analyse your sales by custom reporting groups, work out which products generate the best return
- View staff sales productivity
- Be fully informed when negotiating commission rates with operators
- Track the user who cancelled the voucher or processed a cash transaction

**Main vouchersing screen:** For busy information centres this screen does it all. On the left is your operator and product database, a centralised information source that is easy to keep updated. The familiar Windows explorer-style tree is intuitive and easy to use, with customisable groupings for operators to make them easy to find. They're also grouped by region so you can just display one region at a time, or all regions if you choose. Below the product and operator database, as you click on an operator or product, notes are displayed giving you contact information and important sales tips. On the right are the voucher details and payment information, including notes for the customer about what they need to remember or take with them, or directions to their accommodation. Once you've saved your voucher, you can go to point of sale to take payment for the voucher and print a professional voucher customised with your logo and information.



**Voucher search screen:** Finding existing reservations is fast and easy in this screen - you can choose to search between any two dates if you don't know what day the voucher was made on. You can also filter for many things: customer name, operator, user who made the voucher, status, booking reference and more. Different tabs separate cancelled, outstanding and un-confirmed referrals for easy reference. Once you've found your voucher, one click opens it in the main voucher screen where all details are displayed and you can edit or cancel it. You can also highlight several rows and take them all through to point of sale for payment in one transaction.



## Links to other IBIS modules

- Point of sale module for taking cash payments for vouchers and selling retail items
- Accounts module for managing operator payments and invoices for referral commissions
- Stock control module for powerful inventory management
- Accommodation availability module allowing your accommodation providers to let you know what vacancies they have