

real-time online

Easy for you, easy for your customers.

Whether they're booking agents or FIT customers, **they'll love your real-time online reservations.** With IBIS, your customers can book online, anytime and anywhere. It's so **convenient for them** and at the same time delivers you **efficiency gains in your call centre.** Real-time, online reservations are your opportunity to use technology to do your work for you.

You stay in control by specifying what you want online, when.



Key benefits of online reservations

- Agents and FIT customers can book 24 hours per day, 7 days per week, while you and your staff focus on delivering a better product to your customers
- Capture a committed sale before your FIT customer even hits town through your own website marketing
- Reduce your costs associated with freephone numbers and call centres
- Reduce your costs associated with wages for staff taking after-hours bookings
- Makes it so easy for agents to book, you get the competitive advantage
- View and manage bookings remotely from a PDA
- Manage departure availability remotely from a PDA

How you get online

There are 4 channels for receiving online reservations into your system:

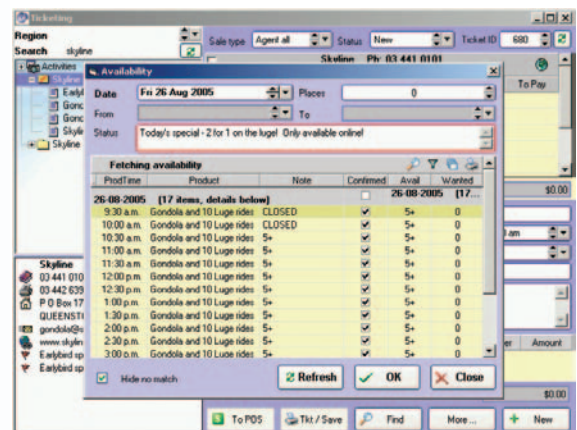
- Agents who use IBIS voucherising systems;
- Agents using a web page (B2B website);
- Free Independent Travellers (FIT) using a web page (B2C website);
- Mobile reservations from a PDA.

Agents using IBIS voucherising systems

The IBIS system is used at many i-SITES and other ticketing agencies throughout New Zealand for managing their information centre. It provides them with a database of products and information, manages voucherising for customers and provides back-end accounting functions for reconciling operator invoices.

If you're also using IBIS, the two systems can 'talk' to each other online – an agent can request availability information, select a departure and make a booking. It is integrated within their voucherising system so it is quick, easy and efficient – no double entry is required from one system to another. In addition, no phone call is required, which means they can deliver excellent service to the customer and save you both money.

For you, reservations arrive without needing any staff time to manage the process. The new reservations are highlighted so you know which ones they are.

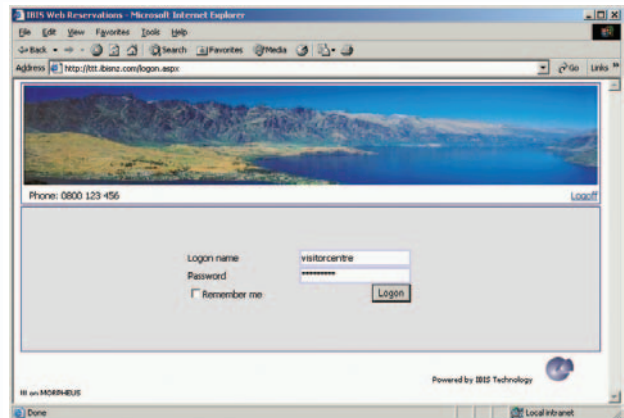


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Agents using a web page (B2B website)

From your website, you can have a link to a special web page for any agents to make bookings online to your system. You assign them a username and password which gives them access, they can then check availability and make a reservation for a customer 24/7. They do not need to be using IBIS vouchering systems to have access to this web page; they just need access to the Internet.

For you, the reservations arrive in the system as above, and you can then invoice back to the agent as normal at the end of the month.



FIT customers using a web page (B2C website)

From your website, you can also have a link to a web page for Free Independent Travellers to make bookings online to your system, much the same as you can make a reservation onto Air New Zealand. Bookings can be paid for by credit card and the money is transferred direct to your bank account through a secure payment page.

For you, reservations arrive fully paid into the system, easily identifiable as bookings that have been made through the website. Alternatively, the credit card number can be stored securely for processing at a later date through your normal channels.



Security

You have complete control over what departures and pricing options are available for booking online – no one will see things that you don't want them to. For example, in your system, you may have an early morning departure that you only want to make available to trusted agents, whereas a midday departure may be available to general agents and FITs to book. Credit card payments are processed through a secure site and a reference number for the transaction allows you to trace the transaction in your bank account. If card numbers are being stored to hold a booking, they are stored in a secure database that you can access with a logon and password.

getting mobile

Having your reservation system online in real time to agents and other customers means that you can get bookings any time of day or night. This also means that if you and your staff are making bookings, you need the latest availability information. This doesn't mean you need to be tied to your computer, but it does mean you can't rely on your paper diary to keep you up to date. You can have access to your reservation system from anywhere with a portable handheld device (PDA) such as a Harrier (pictured). Wherever you have cellphone coverage, you can make or edit bookings and manage availability, all from a device that fits in your pocket. Talk to your telecoms provider for more information on data plans and pricing.

