

Your Solution Guide

Take a tour of the world's leading tourism technology company and the innovative software solutions we provide to over 450 tour operators and DMCs in 75 countries and across five continents.

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Welcome on this journey to business success

Thank you for your interest in Tourplan and the comprehensive solutions we offer.

You're in great company. We're proud to partner with over 450 tour operators and destination management companies around the world, with businesses very similar to your own.

With us, you can expect increased profitability and leading edge technology solutions, delivered alongside professional services and a continual innovation process.

While we know the industry inside out, we work hard to deliver a unique offering that provides our clients with access to experts across every time zone and continent in the world. Our extensive local industry knowledge and individualised contact with Tourplan staff ensures that you get custom solutions that are right for your business. We believe these are essential ingredients for successful implementation and an ongoing partnership.

Our global business infrastructure provides you with the triple benefits of efficient centralised 24/7 services, tried and proven implementation processes, and our recognition that your unique business requirements are key to delivering a total Tourplan solution.

This solution guide will introduce you to the Tourplan software, services and key benefits we can bring to your company. However, we'd love to chat with you in more detail to understand your specific business and key requirements to tailor a suggested Tourplan solution exclusively for you. Please don't hesitate to get in touch with us if you have any questions, or would like to arrange a demonstration.

We look forward to walking the road to business success with you.

Warm regards,
Peter Trumic
Founder



Solution overview

This is our journey. Make it yours.

For over 40 years, we have walked hand-in-hand with leading global tour operators and DMCs. We know the road to success - how to bridge the challenges, and where to find the hidden pathways that make it possible for you to surprise and delight your clients.

This knowledge allows us to provide a complete solution specifically designed for your business type.

Automate your entire workflow

- From traditional and online purchasing, sales and bookings, to operations, accounting, financials and management reporting.

Get the support you need

- From local experts in your region who stay on top of industry trends and cutting-edge technology to keep you ahead of your competitors.

Manage all types of tours

- Inbound, outbound, groups, FITs, tailor made packages, custom itineraries, specialist tours, events, series tours and scheduled coach tours with one integrated operational and accounting package.

All in all, we simplify the things that matter to you:



Sourcing, packaging and managing product efficiently



Delivering financial and strategic intelligence



Providing fast and accurate quotes



Increasing sales

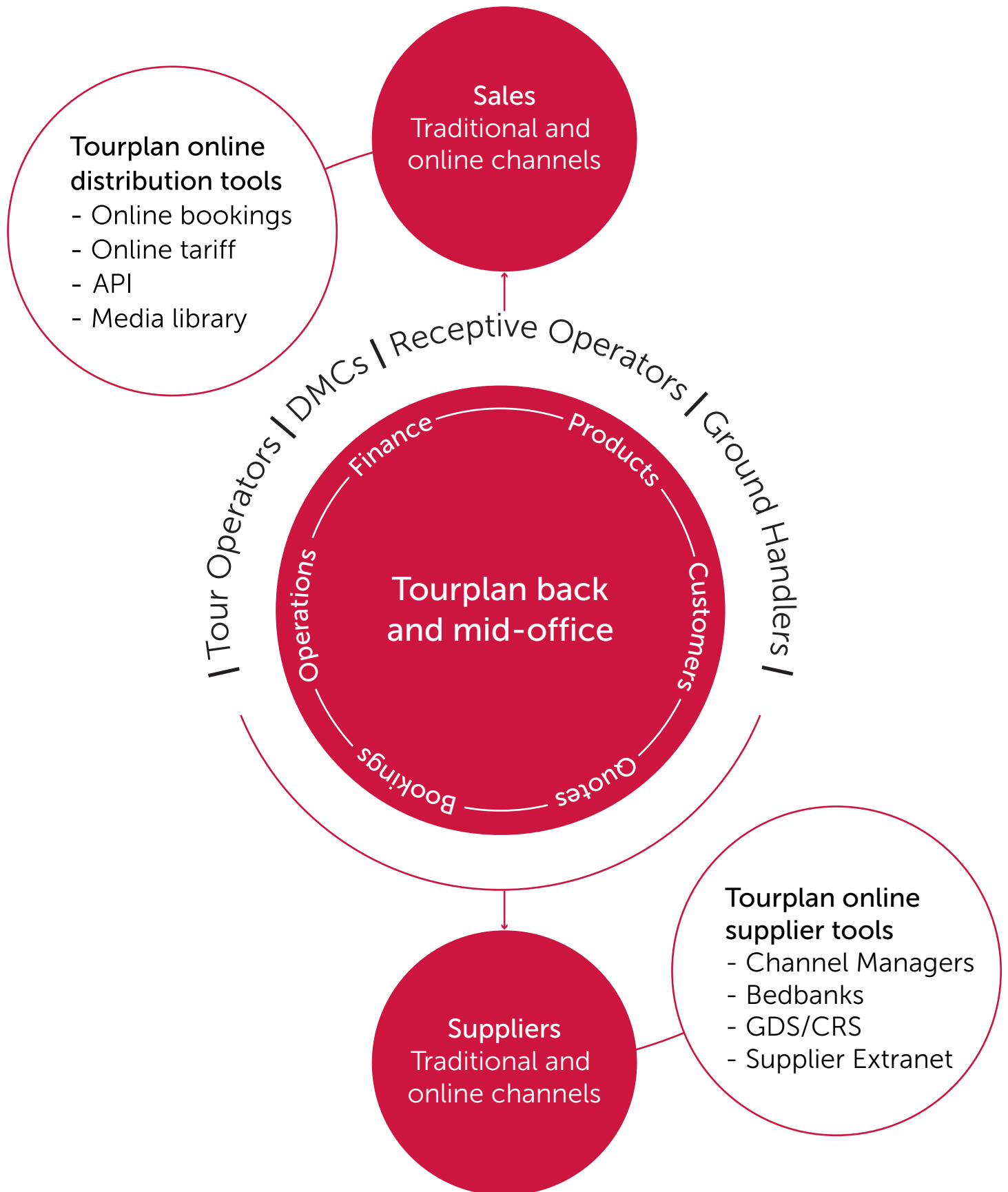


Providing web and XML distribution channels



Protecting margins

A Complete Software Solution





Key business benefits

These are the highlights you can expect along the way.

Tourplan will help you take your business further than ever before.

We provide the world's leading software system for Tour Operators and DMCs, customised to suit your specific needs and backed by first-class services and experienced industry professionals on every continent and in every time zone.

With Tourplan as your long-term technology partner, you will enjoy:

Pricing and editions to suit all

- From small and medium size tour operators to enterprise level Tourism businesses.

A complete solution

- Including hosting, installation, project management, training, ongoing support, general consultancy and bespoke customisation.

Online distribution tools

- Including booking websites, online tariff and API / host-to-host facilities.

A global company

- With offices on five continents that deliver premium quality services via experienced consultants with travel industry knowledge specific to your region.

Increased profitability and efficiency

- Through fully integrated product, quoting, reservations, operations, reporting, accounting and finance modules plus web and XML interfaces for agent, client and supplier transactions.

Online supplier connectivity

- To leading hotels, tours, activities and car rental systems.

Unlimited, fully user-defined templates

- For all supplier and agent / client communications and documents.

In-built and user-defined report generation

- For operational, management and financial analysis and reporting.

Continual innovation

- Delivering leading-edge technology and future proofing your investment.

Modern browser-based software

- With options for fully managed Tourplan Cloud / SaaS or On-Premises implementations.

Touchscreen / tablet friendly solutions

- Including purpose-built applications for mobile devices and smartphones.

Great system design

- Tourplan solutions are robust, fast, look good, and are great to work with.

Core system modules

Flexible and powerful product database

Our software is designed to let you do what you do best: create amazing tours for your clients.

Travel experiences know no limits, and our flexible product database fully supports this. It's designed to let you manage any travel product or package, no matter the currency, contractual conditions, inventory or product content.

- Unlimited number and type of database products, including hotels, transfers, meals, sightseeing, entrance fees, transport, guides, flights and tour packages.
- Full multi-currency throughout the system, allowing products to be defined, booked and accounted for in any currency.
- Ability to store net and gross rates per product.
- Ability to store separate FITs and group rates per product.
- Multiple seasons, including weekend rates, easily entered and maintained.
- Unlimited user-defined taxes (supplier or product).
- Agent specific allocations.
- Ability to predefine pick-up and drop-off locations for tours, product and rental cars.
- Complex contractual conditions, including detailed supplier and agent cancellation policies.
- Mark-ups, commissions and discounts per sales channel, market, individual agent, product type, supplier type, individual product/supplier or user defined product groupings via comprehensive pricing matrix.
- "Free of charge" policies per product.
- Group tour leader, guide and driver charging policies per product.
- Rich content including text and images may be attached to individual products and suppliers for automated documentation production in multiple languages.
- Single or multiple allocations per supplier with flexible release periods.

**Product setup example on following page

**Product setup example

The screenshot shows a 'Product Setup' interface. At the top left is a logo and the title 'Product Setup'. At the top right, it says 'logged in as JO' with a dropdown arrow. Below this are 'DELETE' and 'EXIT PRODUCT' buttons. The main form has two columns: 'SUPPLIER' and 'DESCRIPTION' on the left, and 'PRODUCT' and 'COMMENT' on the right. The 'SUPPLIER' field contains 'BAILON - Baileys Hotel' and the 'PRODUCT' field contains 'LONACBAILONBCB'. The 'DESCRIPTION' field contains 'Standard Room' and the 'COMMENT' field contains 'Bed & Continental Breakfast'. Below the form are buttons for 'COPY PRODUCT', 'DISCARD', and 'SAVE'. A navigation bar below the buttons has tabs for 'PRODUCT', 'PRICE RULES', 'FOC DETAILS', 'VOUCHER', and 'VOUCHER TEXT'. The 'DETAILS' section has fields for 'DESCRIPTION' (Standard Room), 'LOCALITY' (WE - West London), 'DESCRIPTION 2' (40sqm, Classic Townhouse Style), 'CLASS' (A4 - 4* Hotel), 'COMMENT' (Bed & Continental Breakfast), and 'SERVICE CATEGORY' (Accommodation). There is also a checkbox for 'FLAG PRODUCT AS DELETED'. The 'EXTRAS' section has a table with columns 'EXTRA NAME', 'EXTRA DESCRIPTION', and 'CHARGE PER'. One extra is listed: 'Porterage' with a blank description and 'Per Pax' as the charge per unit.

Create and sell packages for all tour types

Create and sell any type of package, including:

- Pre-set modules of commonly booked products, easily inserted, customised and re-costed for each quote / booking.
- Tour packages - with a pre-set selling price customisable on a per quote / booking basis.
- Seat-in-coach packages - sold as a complete package typically to FITs, and operated as a group tour.
- Series tours - set itineraries repeated at regular intervals within a season / year.

Complete quoting and booking solution

Together, take your clients on an unforgettable journey.

We make the quoting and booking process quick, efficient and highly professional to help you speed up your response time, increase your confirmed bookings, and deliver content-rich itineraries that impress and delight your clients.

FITs quotes and bookings

- Fast and efficient quoting and reservations for custom and packaged itineraries.
- Easy seat-in-coach reservations with online availability.
- Ability to upsell with optional products included in the quote / booking.
- Multiple currency services with automatic exchange rate calculations to agent's currency.
- Automated supplier communications.
- Built-in CRM facilities for direct bookings.
- Powerful tools for itinerary management that allows for quick and easy processing of amendments, such as date changes, inserting or removing days, and passenger detail changes.
- Seamless dynamic rates searching from external supplier systems, including display and comparison with internal contracted rates, and booking facilities with integrated supplier systems, including Bedbanks, Channel Managers and CRS / GDS systems.

The screenshot displays the FITs software interface. At the top left is the FITs logo. On the top right, it shows a user profile for 'JO' logged in as 'JO'. Below the header, there are two buttons: 'CANCEL BOOKING' and 'EXIT'. The main content area is divided into two sections: 'BOOKING SUMMARY (EUR)' and 'ACCOUNTS SUMMARY (EUR)'. The booking summary table lists items with columns for DATE, LOCATION, SUPPLIER, PRODUCT DESCRIPTION, and AGENT. The accounts summary table lists financial details with columns for COST, RETAIL, AGENT, AGENT (TAX INCLUSIVE), MARKUP, COMMISSION, TAX, MARGIN, INVOICES, RECEIPTS, TO BE INVOICED, and TOTAL DUE.

DATE	LOCATION	SUPPLIER	PRODUCT DESCRIPTION	AGENT
10 May	LON	London Transfers Company	Transfer Heathrow Airport to Central London	327.43
10 May	LON	Baileys Hotel	Standard Room	1,028.87
11 May	LON	Encore Tickets	London Dungeon	344.37
12 May	LON	Madame Tusauds	Entrance to Waxworks	90.33
13 May	LON	London Transfers Company	Transfer London Central to Heathrow Airport	163.72

BOOKING SUMMARY (EUR)				ACCOUNTS SUMMARY (EUR)	
COST	1,731.25	MARKUP (12.91%)	223.47	INVOICES	0.00
RETAIL	1,954.72	COMMISSION (0.00%)	0.00	RECEIPTS	0.00
AGENT	1,954.72	TAX	48.77	TO BE INVOICED	1,954.72
AGENT (TAX INCLUSIVE)	1,954.72	MARGIN (11.43%)	223.47	TOTAL DUE	0.00

TOUR QUOTATION

Quotation for: Johnson Mr/Mrs WR

Travelling On: 10 May 24



To: European Tours & Travel
From: Joanne Smith
Date: 27 Oct 23 20:59:03

I am pleased to provide you with the following quotation for your perusal. Prices shown are valid for 30 days.

If you are happy with the itinerary below, please also let me know if you have any details below:

Date of Travel: 10 May 24
No. of people: 2 Adults
Our Reference: UKFI102487
Total Price: EUR1,954.72

Travel Arrangements

Your itinerary runs from **10 May 24** to **13 May 24**.

Friday 10 May 24

Transfer Heathrow Airport to Central London

Also known as the London Black Cab, these vehicles, and their drivers, have earned the reputation for providing the best taxi service in the world. Every driver is required to undergo a rigorous test of his/her knowledge of London which can take up to four years to learn before the coveted badge is awarded. Each individual's character is tested and checks are made regarding any criminal records.



3 Night(s) in a Standard Room on a Bed & Continental Breakfast basis at the Bailey's Hotel

An elegant 19th-century town house, The Bailey's Hotel London is centrally located in Kensington. The luxurious rooms are only 30m from the Gloucester Road Tube Station. Kensington Gardens, Hyde Park, Royal Albert Hall and a series of museums including the Natural History Museum, the Science Museum and the Victoria and Albert Museum are all within a 10-minute walk. Stylishly restored in 2016, The Bailey's Hotel London retains many of its original Victorian features, from the magnificent staircase to the stained-glass windows. Spacious and welcoming, the rooms offer flat-screen TVs and an individual private bathroom with free toiletries and slippers.



Saturday 11 May 24

London Dungeon

The Dungeons brings together an amazing cast of theatrical actors, special effects, stages, scenes and rides in a truly unique and exciting walkthrough experience that you see, hear, touch, smell and feel. It's hilarious fun and it's sometimes a bit scary. The London Dungeon is one of the capital's 'must-see' signature attractions - delighting audiences for almost 40 years. It's a 110 minute journey through 1000 years of London's darkest past.



Group quotes and bookings

We've been there and done that, giving us the necessary knowledge and understanding to automate complex group quoting and booking management tasks, allowing you to focus on your travellers' experience.

- Automatic FOC, escort, guide and driver calculations.
- Multiple pax numbers costed within a single quotation.
- Easily handle costings for different coach sizes in quotes and bookings.
- Rooming list management, including the ability to import passenger names.
- Automated series tour facilities.
- Scheduled tour management.
- Quote to booking conversion rates.
- Tour financial summary page showing costs, revenue, current and expected profit.
- Rapid recalculation of costs and prices for changes in pax numbers, services and travel dates.
- Multiple itineraries within a single group file / booking, each with its own pax / room numbers and services - a powerful tool for post-tour services and large bookings, including MICE.

Operational control

With Tourplan by your side, operational problems and oversights are left behind.

Our extensive range of operational tools automate supplier communications and ensure your operations teams are fully informed and up-to-date with the latest traveller details.









Tourplan's range of operational tools, including:

- Bulk supplier documentation.
- Bulk service substitutions over a range of bookings.
- In-built diary and queue system.
- Vehicle, Driver, Guide Resource Assignments module.
- Mobile app for operational teams.
- A wide range of operational reports to help your staff, including:
 - Arrival / departure schedules.
 - Bookings financial management.
 - Service status management.
 - Online booking management.

Automated documentation and communications

Because we know you have better and more important things to do, like crafting unforgettable experiences for your clients, we help you eliminate repetitive typing or word processing of itineraries, vouchers, quotations, rooming lists, invoices, cheques, remittances and customer statements. Tourplan creates all these documents automatically, accurately and on demand for your sales, reservations, operations and accounting teams.

Documentation

- | | |
|--|---|
|  Agent quotations |  Rooming lists |
|  Agent booking confirmations |  Itineraries in multiple languages |
|  Supplier requests |  Agent invoices (deposit, interim and final invoices per booking in multiple currencies) |
|  Supplier amendments and cancellations |  Voucher production and reprinting |

Communication tools include:

- Automated and consolidated messages to suppliers.
- Bulk agent / customer messaging across a range of bookings.
- Bulk supplier messaging across a range of bookings.
- Centralised messaging options.

All key Tourplan documents and agent and supplier correspondence are user-defined for complete flexibility.

Integrated customer management facilities

Whether your customers are overseas wholesalers, travel agents or the end traveller, Tourplan provides integrated customer management facilities:



Facilities include profiling, meeting notes, diary, booking history, and customer sales and profit analysis.



Provide your sales teams with real-time agent and client performance information at their fingertips, including booking and passenger volumes, total sales and top-selling products.



Manage direct clients and bookings easily with unlimited user-defined client profiles, booking history for repeat customers, and easy integrations with third-party specialist email marketing systems.

Integrated accounting

You can trust our business skills to help you achieve extraordinary goals. By simplifying complex processes, we allow you tighter control and greater oversight of your business.

Tourplan's fully integrated accounting solution provides complete management of all accounting and finance business functions, without the need to integrate with an external accounting system. Designed specifically for the travel industry, features include travel-based revenue and cost recognition, automated cost accruals, actual versus expected budgeted tour analysis and package financial performance.

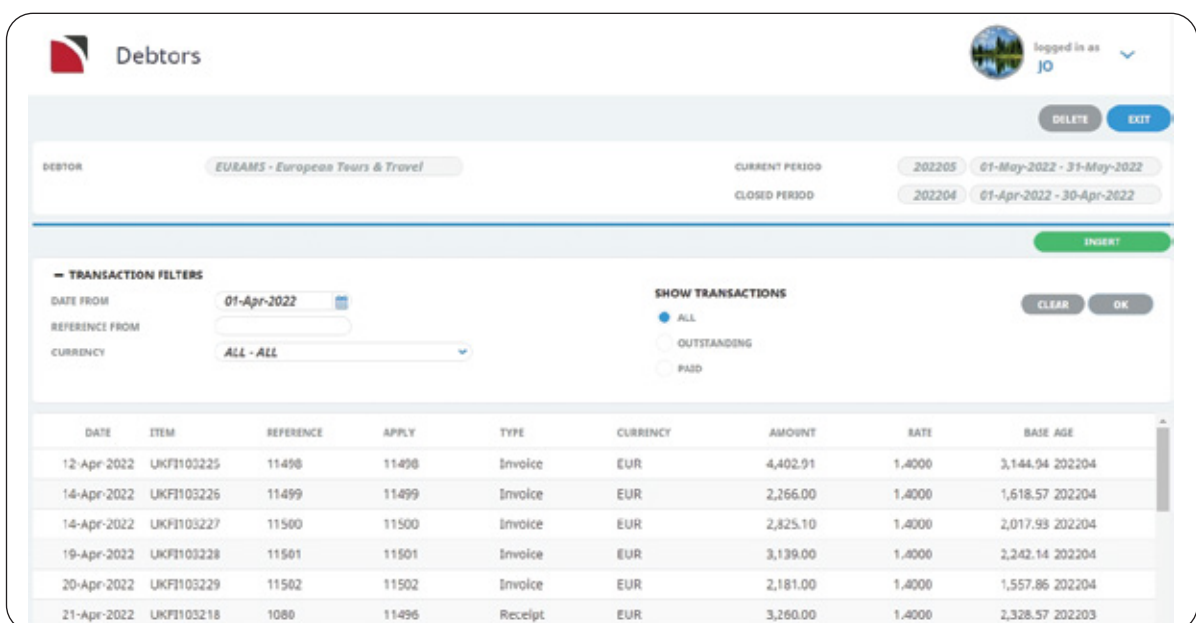
- Accounts Payable, Accounts Receivable and General Ledger modules link seamlessly with bookings for client and supplier invoicing and payments.

- Produce statements, manage outstanding accounts, reconcile bank and credit card accounts, import supplier invoices, accrue for future costs and automatically calculate foreign exchange variations.

Tourplan's advanced range of accounting tools

- Fully integrated with bookings and operations.
- Supplier invoice import.
- Time-saving voucher matching with supplier invoices.
- Accounts Payable ledger to control both tour and overhead expenses.
- Agent statements may be produced on demand and sent by email.
- Multi-currency sales invoicing and payments.
- Accounts Receivable ledger for simple credit control.
- Pre-payments to suppliers.

- Unrepresented vouchers valuation.
- Company and department financial reports, including, Profit and Loss, and Balance Sheet.
- Fully integrated, multi-currency General Ledger.
- Bank reconciliation.
- Automatic calculation and reporting of currency fluctuation gains and losses.
- Automated production of supplier payments and remittances.
- Aged trial balance reports on demand for both A/R and A/P ledgers.



DATE	ITEM	REFERENCE	APPLY	TYPE	CURRENCY	AMOUNT	RATE	BASE AGE
12-Apr-2022	UKF103225	11498	11498	Invoice	EUR	4,402.91	1.4000	3,144.94 202204
14-Apr-2022	UKF103226	11499	11499	Invoice	EUR	2,266.00	1.4000	1,618.57 202204
14-Apr-2022	UKF103227	11500	11500	Invoice	EUR	2,825.10	1.4000	2,017.93 202204
19-Apr-2022	UKF103228	11501	11501	Invoice	EUR	3,139.00	1.4000	2,242.14 202204
20-Apr-2022	UKF103229	11502	11502	Invoice	EUR	2,181.00	1.4000	1,557.86 202204
21-Apr-2022	UKF103218	1080	11496	Receipt	EUR	3,260.00	1.4000	2,328.57 202203

Sales and financial analysis

When you partner with us, we empower you with a complete management information suite to inform your business strategy. Through thorough analysis and clear, practical reports, we provide you with a road map to success.

Enjoy complete control over your business on a daily, weekly and monthly basis via on-demand analysis of sales, purchases and profitability on a booking by booking, agent, supplier, consultant, department, market and company-wide basis.

This information enables you to make timely strategic marketing decisions, assists in the negotiation of rates with your suppliers and, most importantly, allows you to monitor cash flow and expected profitability well in advance of travel dates.

Tourplan includes a range of standard management information reports, and allows you to design your own financial analysis and management reports, including automated infographics, without any technical know-how needed.

- Product analysis for packaged tours.
- Supplier analysis reports showing pax numbers, room nights (accommodation suppliers) and costs - an invaluable tool for negotiating competitive rates with your suppliers.
- Booking by booking analysis of sales, costs and profit both expected and actual.
- Date of travel revenue reporting.
- Sales and profitability analysis showing pax numbers, sales and profit by combinations of:
 - Consultant
 - Agent
 - Agent group
 - Geographic area
 - Product
 - Type of booking
 - Department

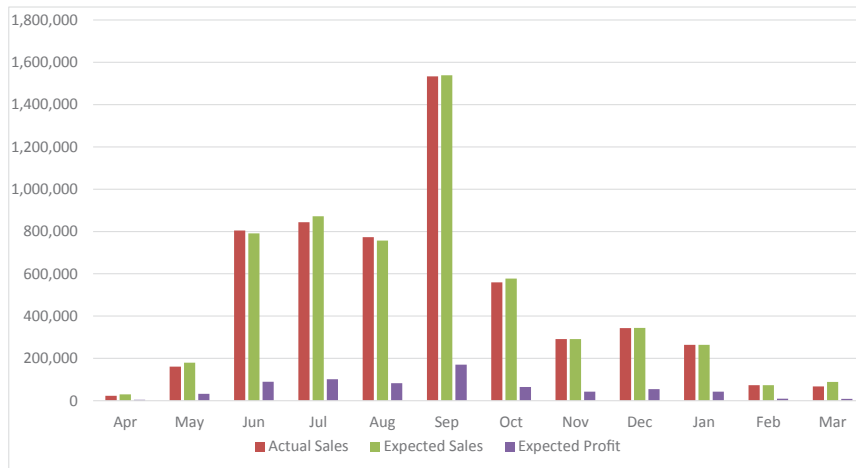
****Financial analysis example**

Tour Expected Sales, Actual Sales and Profit by Month

Branch FITs
Status Confirmed, Invoiced
Country (All)

Months (Travel Date)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Pax	28	51	132	137	127	209	133	37	52	61	13	12	992
Actual Sales	23,534	161,129	804,725	843,520	772,833	1,533,879	559,202	291,181	343,385	264,267	73,413	67,117	5,738,186
Expected Sales	29,637	179,476	791,408	871,887	757,284	1,538,272	577,703	291,181	343,744	264,251	73,413	88,937	5,807,193
Expected Costs	24,983	147,021	702,253	770,665	674,718	1,367,950	512,592	248,346	289,413	221,374	63,848	80,290	5,103,453
Expected Profit	4,654	32,455	89,155	101,222	82,566	170,322	65,111	42,835	54,331	42,877	9,565	8,647	703,740
	16%	18%	11%	12%	11%	11%	11%	15%	16%	16%	13%	10%	12%





Online distribution tools

webConnect

| With us, your travel tech partner, you go further, faster.

Our decades of tourism experience have given us in-depth industry knowledge that is unmatched. We share this with you through innovative and comprehensive online sales and distribution tools that are designed to help you grow your business and take it further than ever before.

webConnect provides you with a modern, user-friendly website that enables you to secure existing clients and win new clients. It consists of a comprehensive suite of sophisticated, yet easy-to-use web tools you can offer to your agents and other B2B partners, including:

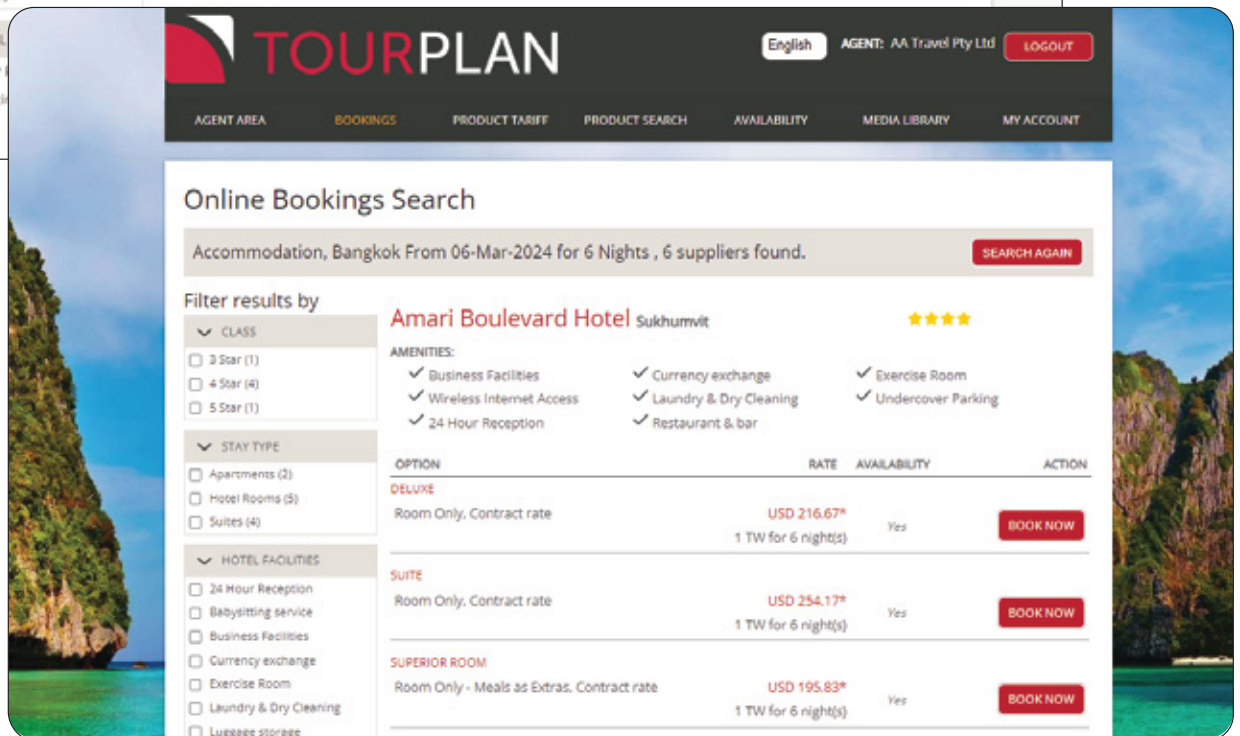
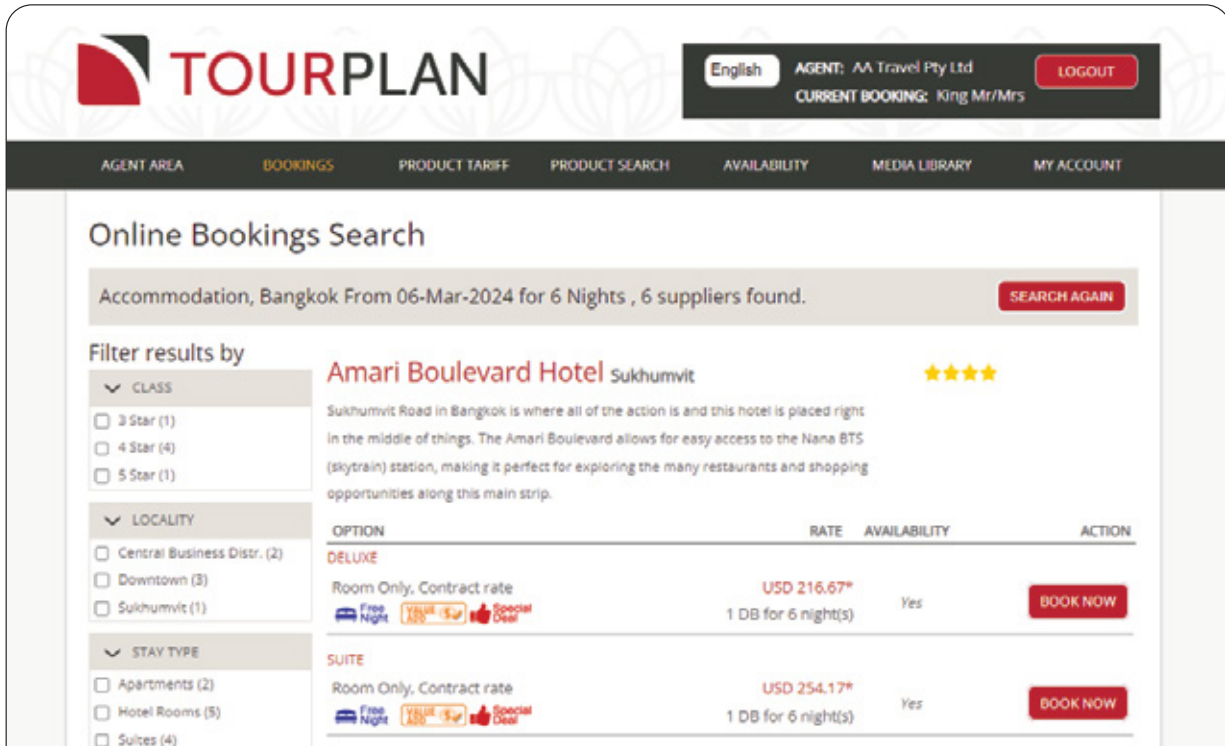
- Online quoting and booking.
- Online supplier and product information pages (dynamically created and downloadable).
- Media library with brochure-style product information pages.
- Online client payments via credit card.
- Online account management.
- Online tariff viewing, including download to Excel.

Here are the benefits that you can expect:

- With this fast, easy-to-use web quoting and booking facility, online bookings with instant confirmations are a reality. No need for clients to wait for a “next working day” reply from you.
- As it is in daily use by thousands of agents worldwide, webConnect greatly assists with winning new agents and securing existing agents.
- Experience significant time and cost savings via real-time agent specific tariffs. With download and print options, say goodbye to time consuming and expensive manual tariff creation.
- Distinguish yourself from your competitors with dynamically created and professional looking product information pages, including text and images.

Here are the benefits that you can expect (continued):

- It helps you to increase sales volumes without increasing overheads by reducing your own tour consultants' time spent, communications costs and handling errors.
- Online accounting enables your agents to view their account status and obtain an online statement.



hostConnect

| Tourplan technology enhances global partnership opportunity.

Global partnerships can be won and cemented through a close connection between you and your partner's systems. Many Tourplan clients enable their partners to build search and book capability into their own systems through the hostConnect API.

hostConnect is a real-time API sales tool providing your agents and other distribution channels with online access to your products.

Key hostConnect features include:

- Instant product pricing and availability searches.
- Product searches based on a range of filters, such as location of service, type of service, name of hotel / service provider, price, availability and many more.
- Structured cancellation policies.
- Product amenities and information such as descriptions can be accessed.
- Request static product information (e.g., descriptions and codes) in bulk.
- Support for special offers (e.g., stay-pay deals, minimum night stay rates).
- Support for agent, client or market specific pricing and inventory arrangements.
- Real-time bookings with instant booking confirmation or reference numbers.
- Recall existing bookings to check booking status.

Online supplier tools



Online supplier connectivity

| Bringing everyone together for a better booking experience.

In this industry, we're all travellers at heart, and Tourplan ensures that we're all connected to deliver the best experiences possible.

Via direct online connections with accommodation and non-accommodation supplier systems such as bed banks, central reservation systems (CRS), global distribution systems (GDS) and channel management systems, Tourplan provides you with the ability to instantly search for and book services from within your Tourplan in-house and Internet FITs booking modules.

Feature highlights include:

- Access to products at dynamic rates and availability, including *"best available rate"* (BAR), *"rate of the day"* and other special rates.
- Bookings made are automatically and simultaneously created in both your Tourplan system and the external supplier system.
- Easily view and compare your own contracted / static rates and availability alongside dynamic rates and availability from external supplier systems.

Key benefits:

- Instant booking confirmation.
- Significant efficiency gains via automated searching, communications and bookings.
- Access to additional product rates and inventory including special offers, best available rate, rate of the day and last minute rates – all without needing to monitor manual supplier communications and update your internal database.
- Access to products at your net rates (where supported by the supplier systems).

Supplier extranet

Supplier extranet is an easy-to-use, web-based tool for suppliers to:

- Confirm on-request bookings / update supplier confirmation numbers.
- Update contracted / special rates.
- Top-up your contracted allocation.
- View and export (to Excel) forward bookings.
- Take payment for bookings via virtual credit card (requires separate 3rd party VCC account).

Key benefits:

- Hotels can download their own forward bookings reports.
- Enhanced supplier relationships with high-volume hotels.
- Hotels can update booking status and insert their confirmation number – all updates flow seamlessly into the relevant Tourplan back-office booking.
- Quick and easy way for hotels to:
 - Provide top-up allocations to contracted rates.
 - Update special prices on contracted rates.

The screenshot displays the TOURPLAN Supplier Extranet interface. At the top, the TOURPLAN logo is visible, followed by the title 'Supplier Extranet'. Below this, there are navigation tabs: Home, Daily Rates & Inventory, Bulk Rates & Inventory, Daily Inventory, Bulk Inventory, Bookings, and Logout. The main section is titled 'Daily rates and Inventory' and specifies the supplier as 'Novotel Bangkok Ploenchit Sukhumvit'. There are search filters for 'Start Date' (14 Mar 2024), 'Product Name' (All Products), and 'Price Code' (XX). The interface shows two tables for 'March 2024', one for 'Previous 2 weeks' and one for 'Next 2 weeks'. Each table includes columns for days of the week and rows for different room types and their allocations. The 'Next 2 weeks' table shows rates for BAR Standard Room (Bed & Breakfast and Room Only) and Standard Room (Bed & Breakfast and Room Only). Allocation rows show 'Inventory', 'Booked', and 'Available' counts for each day.

		March 2024													
		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
BAR Standard Room, Bed & Breakfast	Nett USD	100	100	100	100	100	100	100	100	100	100	100	100	100	100
BAR Standard Room, Room Only	Nett USD	175	175	175	175	175	175	175	175	175	175	175	175	175	175
ALLOCATION:		Inventory	5	5	5	5	5	5	5	5	5	5	5	5	5
		Booked	0	0	0	0	0	0	0	0	0	0	0	0	0
		Available	5	5	5	5	5	5	5	5	5	5	4	5	5
ALLOCATION: BAR STANDARD ROOM		Inventory	0	0	0	0	0	0	0	0	0	0	0	0	0
		Booked	0	0	0	0	0	0	0	0	0	0	0	0	0
		Available	0	0	0	0	0	0	0	0	0	0	0	0	0
		March 2024													
		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Standard Room, Bed & Breakfast	Nett USD	150	150	150	150	150	150	150	150	150	150	150	150	150	150
Standard Room, Room Only	Nett USD	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALLOCATION:		Inventory	5	5	5	5	5	5	5	5	5	5	5	5	5
		Booked	0	0	0	0	0	0	0	0	0	0	0	0	0
		Available	5	5	5	5	5	5	5	5	5	5	4	5	5
ALLOCATION: STANDARD ROOM TOP-UP		Inventory	0	0	0	0	0	0	0	0	0	0	0	0	0
		Booked	0	0	0	0	0	0	0	0	0	0	0	0	0
		Available	0	0	0	0	0	0	0	0	0	0	0	0	0

Tourplan services

Onboarding

From the moment we start our journey together, we're with you every step of the way.

Our extensive range of services revolve around helping you increase your profits and achieve your company goals through the use of the Tourplan system. These premium-quality services are provided by experienced consultants with local industry knowledge.

- Tourplan's consultancy and educational services are designed to guide you through implementation, and support your ongoing enjoyment of the benefits of Tourplan.
- Tourplan's technical services provide consultancy, third-party integrations and assistance with in-house implementations and the technical aspects of running Tourplan.

With over 40 years of proven experience, deep expertise and close interaction with our clients, whether face-to-face or online, we tune our onboarding process to meet the specific needs of your business and team.

To ensure results every time, Tourplan implementations follow a structured onboarding process, led and tuned by senior trainers.

Onboarding consists of:



Implementation project planning



Multiple training phases



Transition to the ongoing phase



Orientation Meetings



Live cutover

Put yourself in our hands and we'll guide you through one of the more complex periods in your business history. Our aim is to get you to the point where you wonder, *"How did we ever do this without Tourplan?"*

Tourplan University

You'll find everything you need on your journey to success right here.

Tourplan University is the platform through which users can book training to learn how to use Tourplan and its features for optimal results.

You can choose from a broad syllabus of topics, courses and sessions designed around the roles and experience of individuals in a Tourplan business context.

To ensure no one gets left behind, the job roles have learning streams suitable for everyone, from first-time Tourplan users through to experienced senior team members.

Whether you are new to Tourplan, or need a refresher to upskill or get acquainted with new features, you can do it all here.

Ongoing support

Tourplan is at your side on your journey to be the best.

Our support and maintenance services ensure help is there when you need it, and include:

- Access to *"myTourplan"*, an award-winning user portal that provides access to the Tourplan University, a full suite of user manuals, and our online support system for logging, viewing and updating inquiries.
- Remote access to diagnose issues and implement solutions.
- Software maintenance services and system upgrades.
- Regional help desks for personalised local support.

Continuous improvement, continuous innovation

We keep moving forward to ensure your business keeps moving forward.

Tourplan is continuously being enhanced to take advantage of the latest technology advances in software, hardware and communications for the practical benefit of our clients. Included within your ongoing Tourplan subscription is the Software Maintenance and Enhancement programme, which provides:

Maintenance

- We invest in ongoing development to ensure Tourplan is built with well supported and current componentry, and that any software faults are rapidly corrected.

Enhancement and development

- New software features and enhancements are made available as part of our ongoing product evolution programmes.

Technical services

Our range of technical and customisation services allows you to further expand your business, increase sales, and improve operational efficiencies and profitability. Services include:

Hardware and networking consultancy

For on-premise platforms (in-house and custom cloud platforms), we can provide the necessary hardware and network consultancy to ensure smooth integration and operation.



Custom development

We adapt and integrate non-core components of the system to facilitate:

- Integrations to third-party systems.
- Online distribution solutions.
- Supplier and channel manager connectivity implementation.



Edition and platform choices

Whatever your size of business, Tourplan offers scalable options to suit your business.

Tourplan Cloud

- The Tourplan Cloud platform provides a complete, seamless environment for your Tourplan system. Tourplan takes care of all aspects including platform availability, performance monitoring, data backups, integration of the various Tourplan platform components, and associated third party software.
- Running Tourplan on the Cloud Platform is better, cheaper, faster and more reliable. What's more, it removes IT overheads and allows you to do your core business online, anywhere, without worrying about the technology.

Tourplan "On-Premises"

- This option is available for medium to large companies who prefer to provide their own architecture for their Tourplan system.

Edition Choices

	Small business	Professional	Enterprise
System			
Tourplan cloud platform	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On premises platform option	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maximum users	9	100	Unlimited
Browser tabs per application	Single	Single	Multiple
Tourplan back office functions			
Quotes and bookings, accounts receivable and payable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General ledger	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online tools			
Online distribution	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Supplier connectivity	-	-	<input checked="" type="checkbox"/>

Find out how Tourplan can help you improve your business

If you have any further questions, you can view our FAQs, or simply talk to us to see why we're the industry's favourite travel partner. We'd love to understand your specific business requirements and propose a Tourplan solution exclusively for you.

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