

# TOUR MANAGER (TM)

## TOUR MANAGEMENT

Tour Manager (TM) is a comprehensive, fully integrated, enterprise tour management software solution designed by Enghouse's tour industry experts. As a user friendly and cost effective solution, TM is a tool that not only increases productivity and the bottom line, but also enhances customer service. TM is an end-to-end software package that manages:

- Retail tours and scheduled departures
- Pre-formed groups
- Fly-drives and cruises
- FIT

TM helps you perform all your tour management tasks, while tracking data pertaining to vendors, customers, general ledger accounts, reservations, to-do lists, contracts and tour marketing information.

### **BENEFITS**

#### **Increased Departmental Efficiency**

TM incorporates a wide range of tools that enable users to manage all aspects of the business, including client and master file database management, tour planning, pricing, booking, and scheduling. TM also functions as a workflow application to generate and distribute client itineraries, schedules, vendor purchase orders, and invoices.

#### **Affordable Marketing Integration**

TM's robust marketing tools empower your business to drive new sales and to address client needs. TM can generate personalized or mass mailings, such as newsletters and e-mails regarding current or future promotions. The effectiveness of your marketing programs can then be tracked within TM.

#### **Profit Monitoring**

Built right into TM is a complete break-even analysis tool set, which monitors all packages and components to ensure the highest levels of profits in real time, down to the individual reservation level.

#### **Flexible Architecture**

TM's flexibility enables full integration with any financial software package. With one click, TM can populate your financial software with the general ledger entries of all transactions, thereby greatly reducing manual entries and errors.

#### **Database Accuracy & Organization**

Our open database design provides an accurate data backbone that enables complete data tracking and the most robust industryspecific reporting capabilities available. TM continuously monitors current and future inventory levels and minimizes over and underbooking.

#### **Detailed Audit Logs**

All database entries are stamped with time, date and user information to provide a complete audit trail of transactions.



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### STANDARD FEATURES

- Group Management
- Trip Planning, Scheduling & Itinerary Development
- Tour templating & tour series management
- FIT/Fly-Drive Bookings
- Full Master File Management, Customer, Vendor, Products
- Full customer history
- Integrated customer mailing lists
- Complete Quoting & Contract Generation
- Pricing Module – “What If” sell price development
- Simple customer receipt and vendor payment
- Dynamic Table & Inventory Management
- Operator Task Lists
- Complete System Administrator and User Rights Security
- Automated Credit Card Authorization and Billing

### ADDITIONAL MODULES

- Online Sales Tools
- Integrated Call Center Applications
- Integrated Credit Card Authorization Fast Entry for Single or Multiple Trips

### ABOUT ENGHOUSE TRANSPORTATION

With over 25 years experience, Enghouse Transportation is committed to developing and delivering solutions for public and private transportation industries through innovative computerized applications and consulting support. Our enterprise solutions for scheduling, dispatching, workforce management, operations and customer media have evolved from our unmatched industry expertise.



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