

We have an extensive knowledge of the **Intobis IncomingSoft® destination management system** and are able to offer support and training for the Dutch and Belgium market. This document is conducted only by Intours Partner and gives an impression of the information that Intobis GmbH can offer you about their product as well as about pricing these modules and features.

The objective of Intobis IncomingSoft® destination management system is the management and successful marketing of all tourism services in a modern, multi-client capable database solution, the connection to all relevant distribution channels and especially the efficient and automated processing of the daily operations of tourism organizations.

The heart of IncomingSoft® is the central database operated via a client / server technology ASP (Application Service Provider) that enables destinations to manage all services / information. All customer data, service provider and product data, as well as destination information, are managed in a single pool and made available as needed to the respective client, booking offices and business units. In the administration area of the client structure, any concept can be implemented or any setting made. With this client / server technology destination management organizations avoid managing their own server. Above all, the data are optimally looked after in every area and always at the same level.

Data maintenance is carried out by means of a back office tool (called the Data Service Client – maintenance tool) by the tourism organizations themselves, as well as via connected service providers by means of a WebClient (online maintenance tool) or connection to channel management systems.

This Data maintenance system has the next modules and features:

- Data Service Client – maintenance tool with access to all data via back office-optimized frontend, extensive authorization concept, maintenance history, log files, overview of data quality and system usage, XML export function to accountancy software and Content Management System software;
- WebClient (online maintenance tool) per facility for direct data maintenance, with a simple user interface, statistics, reports, reviews;
- Channel management tool with fully automatic distribution of data and bookability on approx. 60 partner channels and interfaces to OTA-standard and European travel insurance companies.

The Data maintenance system provides data from hotels, vacation homes, guesthouses, camping, tourism guides, restaurants, rentals, destinations, tourist attractions, trade, event organizers for the Data Management System of IncomingSoft®.

This Data Management System has the next modules and features:

- Master data management with the management of all tourism services of a destination;
- Address management CRM with integrated CRM for guest marketing, guest history - action management, marketing keys, reviews / statistics, form letter and mailing function;
- Info management with management of entire tourism infrastructure – points of interest-;
- Event management with display of complete events calendar and intelligent integration into booking process;
- Inquiry management with handling all guest inquiries online and in back office, brochure ordering and inventory management, inquiry function for destination

and accommodation packages and interface for a digital accommodation list (Wep2print);

- Booking management with individual and travel agency bookings, direct booking, optional booking, group bookings and processing, mixed shopping cart with payment control per product, booking travel insurance interface, rebooking, partial cancellation, full cancellation, booking fee, cancellation fee, booking without allocation with full override of master data, booking history, automated, multi-lingual document control, flexible commission control, full collection at booking office on account, credit card payment, processing, authorization and an interface to meta rating system (Trust You);
- Package module with process hotel packages and fixed or dynamic prices per person or per package;
- Tour guide module with managing and booking guided tours and other tours, categories, themes, start times, duration, languages, meeting points, tour guide management with photos, description, availability, languages, assign guides to tours depending on availability and WebClient for tour guides;
- Statistics / reporting/ registration module with efficient report server with numerous statistics and reports like Excel pivot tables and creating your own evaluations and lists;
- Billing module with commissions and flexible rules for calculating commissions (basis of calculation, tax), integrated debit and credit management, sending of bills to providers like hotels by email and displaying them in the WebClient

Guests, travel offices, agencies, portals may use IncomingSoft®. So this includes: Online booking on destination pages, online presence through room searches, information, reservation and booking in the tourism organization, connecting destination offerings to all relevant sales channels, online services, issue and management of electronic registration forms, analysis of marketing activities and statistics/benchmarking tool. These features all work with the help of an extensive address management tool (CRM) and an electronic inquiry pool.

The Online Booking system has the next modules and features:

- Destination Management Organization with individual search and result profiles multilingual document management, client overview of all transactions and control of processes;
- Online booking services with access to all data via web service interface, inquiry availability, price calculation, booking status, full booking process with shopping cart and payment options.