

AIDA

TOUR OPERATOR SOLUTION

The easy way for tour operators, DMCs, PCOs etc. to manage charter packages, tours, accommodation, transportation, transfers, activities and other ancillary services

ADVANCED ACCOMMODATION CONTRACT MANAGEMENT

Tour operators spend time and energy negotiating deals with hotels and get frustrated when their systems fail or they are not able to manage and apply the rules attached to the deals. This can make them lose business over the competition.

AIDA is designed to keep an advanced level of room inventory management – one example is that an accommodation service can have multiple price options for the same room. Standard room prices can be applied with the option to restrict their availability on sale based on different criteria such as duration, access, period, nationality and check-in days. Moreover, you can add special offers with discounts such as pay & stay, early booking, rolling early booking or last minute. These offers can be applied for the net price, markup or both. At the same time, each room, based on its price type (standard/special offer) can be subject to different cancellation policy rules.

STANDARDIZED API/ XML DISTRIBUTION FOR ACCOMMODATION, ACCOMMODATION COMBINED WITH ANCILLARY SERVICES, CHARTER PACKAGES, TOUR PACKAGES, TRANSFERS & ACTIVITIES

If your tour operating business model implies selling through your own B2B platform, other B2B reservation platforms or directly on B2C websites, the standardized API/ XML provided by **AIDA** allows you to make your offers available throughout all these channels.. Accommodation as a single service or combined with ancillary services, packages (charter/tour), transfers and activities can be made available via web services either all together or only in part, according to your needs.

All operations such as new reservation, confirmation, cancellation, reservation documents generation (reservation details, reservation voucher) are available as a standard in the sales process. Your resellers have the possibility to further sell the same offers (and others also) through their own B2B platforms and/or B2C websites.

“ [...] Our agency's activity is very diverse (tour operating, corporate travel management) and we have found that dcs plus products are versatile and able to adapt in an adequate amount of time. We see dcs plus not as a supplier but more as a partner that engaged in a journey of business development having been with us every step of the way [...]. ”

Alexandrina Sanek, IT Project Manager at Eximtur

UNIQUE FLEXIBILITY IN COMBINING ACCOMMODATION WITH ANCILLARY SERVICES

Either distributed via your own B2B selling platform or through API/ XML feed, the accommodation can optionally include the ancillary services. Accommodation can be sold as stand-alone or combined with mandatory or optional meal supplements, city tours, transfers offered by the hotel, spa & wellness services or entertainment facilities. Several restrictions can be applied in order to book the offer as received from the supplier. Ancillary services can be mandatory for a certain period for some passengers, whereas for another period these can be set as optional. Same as for accommodation, ancillary services can be set with different rates using the same inventory – a possible example could be the shared or private transfer offered by the hotel.

Key insight – Differentiate yourself from competition

Without a solution that allows you to apply these rules and restrictions you cannot be competitive –your agents' workload would be a lot higher, as all the rules need to be manually applied each time the sales offer needs to be updated. With **AIDA** Accommodation module you can easily manage contracts with accommodation providers (no matter if the rooms are on request, guaranteed or allotment), where the prices can vary either for the weekdays or weekend, or based on the hotel stay period (7 nights rates, minimum 2 nights stay), or by passengers' nationality. Cancellation policies, availability rules or discounts can be applied over all these different rules.

Key insight – Increase your volumes

Without a complete API/XML distribution service that can automate the channel sales process, your B2B customers can only use the reseller interface which would increase their workload and limit the sales volumes. Your B2B clients can easily implement the API/ XML distribution service, this being developed in accordance with the industry standards. The standardization provides long term scalability – when new features are included within the back end platform, the API/XMI is always maintained compatible with all the client's versions.

Key insight – Increase your profits

AIDA offers you the possibility to set a half board supplement as mandatory for each room sold in the high season, while for the low season you can make it available to be booked optionally. At the same time, irrespective of the booked period, you can sell the transfer service as included in the price (mandatory) for all your passengers. This way, your offers can be created in order to match the seasonal purchase patterns and thus maximizing your profitability.

AIDA is an inventory and distribution software allowing the tour operators, DMCs, TMCs, PCOs etc. to completely automatize and structure product and service offerings.

- Management of own inventory
- Travel units configuration: rich content, descriptions, photo gallery, facilities, attractions, coordinates
- Travel contracts settings: detailed capacities and availability, pricing, multiple/alternative rates, special deals and promotions, stop sales, cancellation policies

AIDA

Services available through AIDA

- Multilayered commission schemas
- Static & dynamic packaging
- Documents template manager
- E-mail alerts and warnings
- Advanced reporting tools
- Webservice/ API/ XML output



AIDA FEATURES:

✚ Distribution Channels

- Own B2B selling interface for all products
- White label distribution
- Content available via API/XML
- Business to supplier extranet – the suppliers can manage their content and reservations by themselves
- Supplier pricing import tool
- Shopping travel services cart
- Communication with suppliers and resellers by automatic e-mails sent from the application

✚ Reporting

- Content validation reporting
- Configurable sales reports
- Inventory/listing reports

✚ Content management

- Multiple options for accommodation capacity management: bulk, detailed, extra-detailed
- Multiple options for price management: per passenger or per room occupancy
- Comprehensive price definition: supplier price, tour operation commission, reseller commission, taxes
- Bundle packages
- Shared inventory for services sold both as standalone and included in packages
- Clone option for room occupancies, capacities, prices and documents
- Bulk management for packages entries, prices, documents, access
- Flexible cancellation policies settings
- Several transportation departures with different carries for the same date
- Option to set stop sales for accommodation, transportation departures and package entries
- Option to handle the hotels descriptions, facilities, room details, photo gallery, localization on the map
- Travel documents management (automatically generated & fully customized layouts)

✚ Reservations management

- Possibility to change the price for saved reservations and track the changes in AIDA and in the export to external systems
- Possibility to amend or cancel the reservation
- Check/manage payment status