Suris Technologies

Travel AgentPlus is a complete agency management system. It is customizable for the agency, has the ability to make use of extensive amounts data, is accessible from mobile devices as well as desktop computers, is secured against data loss and unauthorized access and is a time saver. It is intuitive and able to protect from many common entry errors. It is designed specifically for the travel industry with meaningful reporting capabilities, which in turn will allow you better targeted email marketing. Simply put, it makes life easier for the travel agent, travel agency managers and owners.

Some System Features:

- Credit card storing in profile (and PCI compliant system does not store locally)
- Manager/Owner has ability to see all agent's and all agency bookings
- Agents only have access to their own bookings (cannot see others) unless they are proxied in
- Ability to proxy in another agent either by client or altogether
- Ability to limit the time of a proxy (set dates)
- Reports by destination (sales)
- Ability to see commissions due (and what has not been paid)
- Ability to add notes to bookings
- Ability to create tasks
- Ability to "park" a booking for a future date
- Ability to quickly see the key booking dates/deadlines
- Commission reports available to agents to see when processed
- Ability to set up the commission split levels and make changes to split between multiple agents if necessary.
- Ability to track any client and/or agent incentive
- Ability to track and manage group bookings with providers
- Automatically set and send emails (such as welcome home, payment reminders, booking reminders, etc.)

All regular credit card and customer bank account data stored in the database is encrypted, and access to unencrypted data is controlled and logged. All credit card numbers are masked.

Client Profiles:

- Clients have a "household" profile, which makes it simple to identify and choose likely travel companions when making new bookings
- Profiles can be linked together (friends/family/etc.) Those that travel together often can be linked, while maintaining their own unique client profile page
- The profile is set to maintain individual household member's vendor loyalty numbers, contact information, birthdays, anniversaries, travel preferences and more

Lead Management:
Document every potential sale by capturing the client's inquiry in Travel AgentPlus. These quotes (even if not booked) remain on the client's profile booking history for future reference, allowing you to follow up in the future. Travel AgentPlus allows for multi-Agent collaboration on a booking, and even the ability to reassign a lead to another travel agent within your agency. This also allows for both the agent and the agency manager to track the closing sale/booking ratio for the agent. The agency manager/owner also has the ability to track and follow up on leads and agents to make sure that the clients are being assisted in a timely manner.

Invoicing/Quoting:
Invoices/Quotes are personalized as you want them to show up (including whether or not you wish to show any fees that you may charge.) A link to the invoices/quotes are sent to the client, and when they enter their unique access code they can view all of the details, just as you want them to show up. In addition, the quote/invoice contains a link allowing the client to immediately and securely submit their credit card information for processing.

Reports:
Reports and queries are an integral part of an agency, both to the front line agent and to the agency owner. Knowledge of the analytics of the business are the key to success, and Travel AgentPlus offers many informative reports. The report query tool is customizable to what you want and/or need to see and is available to both agents and to managers (the security levels of what can be seen is driven by your custom settings.) Agency owners have the ability to see across all agents, and individual agents can only see their own reports. Use these reports to get a snapshot of what sales are being closed, what commissions are outstanding and due, and more.

Task Management and Efficiency:
Travel AgentPlus has a dashboard that is the main screen for the agent's work that needs to be done. You can set up tasks, notes, deadlines, etc. and they will appear on your dashboard to be done. Need to move a task to the next day? No problem, just click on the date you want it to show up on and it will be in your "to do" work for that day. Manage your day and time better by letting the system do the calculation and reminders for you. Always have your work at your fingertips. It's your own personal assistant!

 Travel AgentPlus is a time saver for agents with Email Automation! It's so important to maintain your relationship with the client, not only during the period between booking and travel, but also once they return home. The system has the ability to automatically send a "welcome home" email after a client travels, or an "it's time to make your dining reservations", or a payment confirmation email for you. You have control, with the ability to automate these tasks, saving you time, and giving the client the personalized experience to "wow" them.

Group Management:
No more manual tracking on spreadsheets and documents. Travel AgentPlus has built in group management. Just set up your group in the system, name it, put in the necessary details of the group, and voila! Now you can track the inventory at a glance, and know just how many rooms/cabins you have available to book, and when your follow up dates are. You can also track the amenities and selections as well.

Overall agent management:
Travel AgentPlus allows you, the agency owner, to customize the permission controls for each of your agents. Need an agent to have the ability to oversee multiple agents? No problem! The system allows you the ability to assign agent managers and permission controls with a simple click.