
Rex

*Tour Management System for Tour Operators
and Wholesalers*

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Background

Since 1989, Tricon Systems has been providing business operation solutions for the travel and hospitality industry, and the company's flagship product, the *Eclipse* system, is in use by many travel agents, tour operators, specialty, and motor coach operators throughout the USA and Canada.

With the proliferation of the Internet, Tricon began work on a brand new system, *Rex*, which marries the extensive and far-reaching requirements of travel-related business processes with the technologies of the new Millennium.

Tricon engaged in a major effort to produce the next generation of software for the travel industry, *Rex*. Tricon combined its experience and track record with *Eclipse*, its understanding of where the travel & hospitality industry is going, and state-of-the-art technology to develop a new kind of technology product for travel-related businesses.

Given the radical shifts and progressions in technology since *Eclipse* was originally conceived 18 years ago, Tricon is producing this new system by building on a completely different Web-based platform, rather than attempting to merely adapt *Eclipse* with "Internet features".

In this document you will find a discussion of the features and functionality offered by *Rex*, along with a discussion of the technology and an overview of the possible implementations.

The System Solution: Rex

The recipe for the success of Rex is to take all of the functional features from Tricon's long-standing flagship Eclipse product, enhance and improve upon them, add new capabilities, and build them on top of an Internet-based application platform that delivers true network accessibility, scalability, security, and the power and efficiency of today's advanced technologies.

Rex is a total solution for the travel business: robust contact; full life-cycle sales and reservations; product, packaging, pricing, inventory, vendor and contract management; integrated enterprise level accounting; and fiscal and statistical reporting.

Key Features at a Glance

- Easy to use graphical user interface (GUI) designed for fast, efficient sales and reservations processing.
- Search engines for product and package inquiries displaying pricing and inventory availability.
- Versatile product and package set up designed to handle any kind or size of operator. Custom itineraries, FIT, Fixed and Dynamic Packages can be booked in Rex.
- Easy entry of vendor contracts, including net pricing and/or inventory, for any type of product.
- Complete rules based engine to handle any and all pricing variables. Pricing based on age, occupancy, number of passengers, Saturday night stays, duration and more. Flexibility for seasons, day of week and black out pricing.
- Deposit schedules to track payments from customers and to vendors.
- Integrated accounting engine for all your business needs.
- Full multi-currency system. Easily quote a reservation in any currency.
- Integrated contact management system allowing you to track all the pertinent data on your customers, vendors, employees and leads.
- Scalable database implementation to meet the needs of the largest companies.
- Inherent, out of the box, Internet connectivity for branch offices, outside sales reps, and affiliated organizations.
- Internet connectivity for fully supported on-line, real time reservations through your Web site using our API.
- Full security (read, write, edit and delete) for both access to the system and for transmission of data across the Internet.

Functional Features

Operations / Database Management

What distinguishes one travel provider from another is often a matter of how they package, market and sell their products. It is for this reason that Rex makes few assumptions about how vendor contracts, products, packages, pricing and inventory are set up and maintained by the system.

Below are some of the ways in which Rex provides flexibility during the set up and maintenance aspects of products and point-of-sale policies:

- Unlimited product and package definitions, including support for user-defined product types.
- Ability to sell a single product, a combination of products, or a complete preset fixed or dynamic package. Dynamic packages allow choices of items or optional add ons that adjust the package price accordingly.
- Product Up Selling – Any product can be combined with any other product(s) to allow your staff to make suggestions and recommendations for add ons, to increase sales and the bottom line.
- Easy entry of vendor and/or supply line contracts with copy features.
- Inherent flexibility to accommodate seasonal, mid week, weekend or special offer pricing.
- A complete rule-based pricing mechanism allowing for quick and easy sell price entry and management. Prices can be direct entered or you can apply a mark up or margin to create the selling price with round up or down pricing.
- Pricing can be based on age, occupancy, number of passengers, duration of stay, membership affiliations, Saturday night stays and more.
- Sell a product as a part of a package at one price and sell it ‘stand-a-lone’ at another price.
- Full management of multiple currencies for cost or sell pricing.
- Supply policies including: Inventory control, vendor request, or free sell.
- Management of Stock Inventory when room or seat assignments are needed.
- Pooled Inventory Management also available for companies that manage a ‘fleet’ of cars, jeeps, canoes, rafts and so on providing maximum use of the ‘vehicles’ based on consumer demand.
- Oversell and waitlist capabilities.
- Powerful traveler reward program set up. For each product and price basis, determine the number of points earned when the item is booked and the number of points needed for free travel.

Reservations

Rex' first priority is to the sales process: providing efficient and informative access to availability, pricing, and order entry for the company's sales agents. To meet these goals, Rex offers many features in support of the reservations process.

- Fast lookups of product and package pricing and availability, from a wide array of customer driven criteria.
- Easy "fine tuning" of product selection while working with the customer.
- Quote prices of package or products in customers preferred currency.
- Easy presentation of products that lets agents know about available items for up selling.
- Flexible packages display items that have options as well as items that can or cannot be removed from the package.
- Easy add on of individual products to a package and vice versa.
- Redemption of coupons to adjust prices based on marketing campaigns.
- Quickly add notes to itineraries, vouchers or manifests.
- Flexible payment options including: account, cash/check, credit card, coupon redemption, frequent traveler points etc.
- Direct e-mail support for sending client documents.
- Fully editable reservations: almost any aspect of a reservation can be modified prior to fulfillment.
- Automated "single-click" cancellations with record of cancellation and reason.

When public Web access to reservations is offered, all functional services and data available to the Rex client are also published to a "Web-based API" that allows the customized web pages to support many of these same features.

Contact Management and Customer Profiles

To fully support an effective sales and reservation process, Rex includes an extensive contact management component that integrates with the reservation features of the system, as well as providing an off-line resource for customer demographics and marketing.

Every company or person you deal with is only in the contact management system once, whether they are Customers, Travel Agents, Corporate Clients, Vendors or Employees. In Rex the Contact record tracks key information about the contact such as address, phone numbers, email addresses, Websites, along with other information such as for individuals such as membership affiliation, birth dates, disabilities and passport information.

Then each contact can play one or more roles – that of customer, reseller, traveler, vendor or employee. As a role, additional information is captured about that contact pertinent to

the role they are playing. So, for example, with travelers you can capture their preferences for meals, seat assignments, accommodations, track how they heard about you, view their sales history and view their reward points earned. As a customer we track if you earn commission or get net rates, have special terms such as on Account status and more. The roles simply capture adjunct information about the contacts so you never need to worry about updating the same information about your contacts in two different places in the system.

Accounting and Reporting

Many vertical market applications, especially those for the travel industry, emphasize strengths in front office aspects of the software, but, to varying degrees, neglect the requirements of the business' back office – the accounting. Rex breaks this mold by providing enterprise class accounting services in a manner which is non-intrusive and complementary to the tasks of the end user.

Accounting entries are performed based upon the business/posting rules defined for various tasks. So, in the reservation process for example, these rules will be used by Rex to determine how to post the A/R, A/P, Sales, Cost of Sales, etc, without any interaction required from the user making the reservation. With a simple keystroke the system will post the accounting for the reservation including the sales, cost of sales, payables, receivables, commissions, discounts service charges and so on. And Rex tracks the deposits and final payments due from customers and to Vendors. It also includes purchase order processing for Vendor payables.

Rex' accounting posts in real-time... no batch processing! When a transaction is processed by the system (say a reservation), the accounting is already done, right through to the P&L and Balance Sheet entries. And while Rex comes pre-configured with a default set of posting rules, authorized system administrators can change them as required.

Reports are a crucial part of any business and Rex provides for administrative, statistical and financial reports to manage your daily operations. Information can either be printed or viewed on screen for easy look-ups.

- Product or package manifests.
- Product Request Status reports: on request or waitlisted.
- Customer Sales Reports: Payments, Deposits & Balances Due.
- Customer sales summary and booking statements.
- Employee sales reports and commission tracking.
- Bookings journal retrieved by various criteria.
- Financial statements, AR & AP, GL adjustments and more.

These are but some of the features and capabilities Rex provides. But to truly understand Rex and how it may work for your business, we suggest you contact us for a free, no obligation online demonstration of Rex. This is the best way to get a better understanding of Rex and how it can meet your business needs.

Contact Info

Tricon Systems Corp
880 SW 60 Avenue
Plantation, FL 33069
Office: 954-792-1112
Toll Free: 888-387-4266