

Topic | Online Booking

Tutorial 35

Online Booking Systems: Advanced

This tutorial will provide you with more details on the online booking systems discussed in the “Online booking systems” tutorial.

Reading time: 20 minutes

Prerequisite: Online Booking Systems 101



This tutorial is part of the complete online education program, the Tourism e-kit.



The Tourism e-kit has been produced by the Australian Tourism Data Warehouse, is an initiative of the National Online Strategy Committee, and is funded by all the Australian States & Territory Tourism Offices.

DISCLAIMER: All content on this website and publication [both audio and visual] is protected worldwide by copyright and all other relevant laws. As each business situation is different no responsibility or representation is accepted or given for the use of content in this document and each user should take their own professional advice accordingly.

1.	BookConfirm	2
2.	BookEasy	3
3.	ChannelManager.....	4
4.	Charts	5
5.	eTourism	6
6.	frontdesk.....	7
7.	Genkan	8
8.	Globekey	9
9.	Globeres.....	10
10.	HiRUM	11
11.	iHotelier	12
12.	Jewel Reservation System.....	13
13.	Levart Booking Engine.....	14
14.	Maxial.....	15
15.	NetBookings.....	16
16.	Netroomz	17
17.	PatronBase	18
18.	ProCharter.....	19
19.	Reservations 7.....	20
20.	ResOnline	21
21.	ResPax	22
22.	Rezgo.....	23
23.	RMS	24
24.	Roamfree.....	25
25.	Roomrez	26
26.	ROS2006.....	27
27.	Satin Front Office System	28
28.	Seekom iBex.....	29
29.	Siriusware.....	30
30.	SiteMinder.....	31
31.	STAAH.....	32
32.	tourstogo.com.....	33
33.	TravelRez.....	34
34.	TryBooking	35
35.	Web Reservations	36
36.	WebVantage	37
37.	Related tutorials.....	38

If you are a vendor and would like to get your system evaluated and included on this list, please contact txa@atdw.com.au. The ATDW reserves the right to evaluate systems at its discretion.

1. BookConfirm



a) System description

BookConfirm is a straightforward online booking system with all the basic functions for small to large sized accommodation and tour/attraction operators of all types.

The Bookconfirm system allows the tour or accommodation operator to sell their inventory in a real-time, secure environment. BookConfirm also partners with local tourism associations and portal owners to help with distribution. BookConfirm aims to display client's products on as many relevant websites as possible to reduce the operator having to maintain multiple rates and availability.

http://www.v3leisure.com/Partners/Distribution_Partners_List/index.html

b) System vendor

BookConfirm is an independent company, founded in Australia in 2005 and supporting clients in Australia, Asia and the Dominican Republic.

Web: <http://www.bookconfirm.com/> **Phone:** 07 3503 6816
Email: partners@bookconfirm.com **Address:** 37 Venner Road, Annerley QLD, Australia 4103

c) Installation and support

The BookConfirm system runs on secure servers hosted by BookConfirm. The operator requires an Internet connected PC with a browser. BookConfirm builds all information, images and rates into the BookConfirm system. The operator adds a Book Now button on their website. Customisation to the artwork of the booking system is undertaken to match the logos and colour of the operator's website. This can only be carried out by BookConfirm.

Support is available whenever the client requires it, via phone or email. There is also full online web demonstration on how to maintain availability/change rates on the BookConfirm website.

d) Case studies

www.jumpthebeachbrisbane.com.au www.portdouglasvalleyretreat.com.au
www.sunover.com.au www.barneycreekcottages.com
www.crocosauruscove.com www.capetribulation.com.au

e) Indicative costs

Software licencing:	5% commission, which includes all credit card and merchant fees. Commissions refunded in full on cancellations (less a 5% administration fee).
Support:	Included in software costs.
Channel management:	Displaying inventory on portals and other websites may incur a higher % commission. There are no listing fees for this service.
Installation and training:	No setup or training cost.
Remote hosting:	No additional cost.

2. BookEasy



a) System description

The BookEasy reservation software has been on the market since 2002 and is used by over 125 booking agents throughout Australia. The BookEasy product is designed for Visitor Centres and delivers a complete solution for any sized tourism region including: online bookings via website, sales and marketing tools, client management, financial integration with account systems and detailed finance reports. Within the BookEasy suite of tools, a PMS system and a TMS System are also available, allowing accommodation and tour operators to manage their business and receive online bookings via their own websites.

BookEasy has a strong global distribution channel and integrates with numerous popular channel managers.

b) System vendor

BookEasy is developed, sold, and supported in Australia by BookEasy Pty Ltd.

Web: www.bookeasy.com.au **Phone:** 1800 754499 or 07 5668 2530
Email: support@bookeasy.com.au **Address:** Level 3, Southport Central 3, 9 Lawson Street,
QLD 4215 Australia

c) Installation and support

BookEasy provides a secure hosted solution. BookEasy only requires an internet connection. Internet Explorer, Firefox and Safari are supported.

BookEasy provides a thorough initial training process for booking centres and their operators and provide ongoing free support to the Booking Centres via an extensive knowledgebase, email and telephone.

d) Case studies

<http://www.bookeasy.com.au/website/pages/booking-centre-case-studies/>

e) Indicative costs

Please contact BookEasy for more details on our current pricing structure.

3. ChannelManager



a) System description

ChannelManager has been on the market since 2006; it suits small to medium operators and also provides a facility for booking agents. ChannelManager combines channel management links to 24 popular booking provider sites, with real time booking and payment, and front office functions. Bookings can be made from the operator's own website via the book and pay button.

3rd party booking provider sites supported can be found at:

<http://channelmanager.com.au/new/siteupdater.html> . Other sites can be added on request. http://www.v3leisure.com/Partners/Distribution_Partners_List/index.html

b) System vendor

ChannelManager is marketed, sold and supported in Australia by Channel Manager.

Web: www.channelmanager.com.au **Phone:** 1300 553 568

Email: support@channelmanager.com.au **Address:** n/a

c) Installation and support

The ChannelManager system runs on servers hosted by ChannelManager. The operator requires an Internet connected PC with a browser.

Support is provided via email or telephone 7 days a week 7am - 10pm directly from the support team.

d) Case studies

Please refer to: <http://www.channelmanager.com.au/new/testimonials.html>

e) Indicative costs

Software licencing:	Refer to http://www.channelmanager.com.au/new/costs.html
Support:	Included in software costs.
Channel management:	Included in software costs.
Installation and training:	No setup or training cost.
Remote hosting:	By default, at no additional cost.

4. Charts



a) System description

The Charts property management system has been on the market for over 10 years and is used by over 300 operators from 1 to 1,000 rooms. It is designed as a Front Office System for hotels, motels, backpacker hostels and boutique accommodation.

Functions offered by the latest version of the software include Front office functions and interfaces for point of sale, credit cards, email, and back-end accounting and financial systems. Online bookings by customers will be catered for by the ReservHotel system that links to international booking channels. Third party booking sites wotif.com, expedia.com.au, zuji.com.au, hostelworld.com, hostelbookers.com, checkin.com.au, lastminute.com.au, ratestogo.com, readyrooms.com.au, stay247.com, roamfree.com and others will be offered soon and will be linked via ezyrates.com.

b) System vendor

Charts is developed, sold and supported in Australasia by Online Systems. The online booking system linked to Charts from either the website or various Internet engines is fully developed by Online. The GDS connectivity is provided by ReservHotel which is a hotel representation company based in the USA.

Web:	www.online-int.com.au	Phone:	02 9906 3900
Email:	info@online-int.com.au	Address:	Suite 20, Greenwich Square, 130-134 Pacific Highway, St Leonards NSW 2065

c) Installation and support

Online Systems provides a turnkey solution of implementation, training, and rollout. Remote installations are also possible. Support is provided via email, telephone, Windows Live Messenger and Skype.

d) Case studies

www.eighthotels.com.au	www.yha.com.au
www.usahostels.com	

e) Indicative costs

Software licencing:	Depends on size of property(s).
Support:	Support is charged monthly on a pay as you use basis.
Channel management:	Under development. Future cost not available.
Installation and training:	Setup: AUD\$2,000.00 – AUD\$5,000.00 and takes 4 - 5 days. Training: AUD\$700.00 per day.
Remote hosting:	Function not available.

5. eTourism



a) System description

eTourism has been on the market since 2001 and is used by over 350 accommodation operators from 2 bed B&B to 400 room properties. It is also designed for booking agents. eTourism supports online bookings direct from the operator's website (via eTourism Online), as well via 3rd party channel managers (such as SiteMinder), and a portal. eTourism integrates with the leading PMS systems RMS and EzyRes.

Details of the eTourism online booking portal can be found at:

<http://www.etourism.com.au/etourism-holidays-portals.html>

b) System vendor

eTourism Online is marketed, sold and supported in Australia by eTourism.

Web:	http://www.etourism.com.au	Phone:	1300 551 448 or +61 7 5591 5441
Email:	n/a	Address:	Suite 202, KRG Building, 9 Bay St Southport QLD 4215

c) Installation and support

eTourism Online can be integrated on the operator's computer(s) by eTourism as part of the setup, or via a 3rd party developer using the eTourism Online Integration guide. eTourism Online software is hosted centrally on eTourism servers, and the operator requires only an Internet browser.

Support is provided via training tutorials as well as email and telephone.

d) Case studies

Please refer to: <http://www.etourism.com.au/testimonials.html>

e) Indicative costs

Software licencing:	From AUD\$22 per month depending on property size and other services included. Alternatively, a 3% booking fee for online bookings instead of monthly fee – refundable on cancellation.
Support:	Included in above fees.
Channel management:	Via third party channel management from AUD\$59.95 + GST per month.
Installation and training:	AUD\$395 (can be at no charge if combined with other services)
Remote hosting:	No additional cost.

6. frontdesk



a) System description

frontdesk is a complete property management system which has been on the market since 2005, specifically designed for small-medium operators. It is used by over 1,000 small to medium accommodation operators, tour operators, as well as events, festivals and attractions of any size. It is also designed for distributors such as visitor centres and call centres.

Functions offered include: online bookings via a personalised booking webpage on your website, a fully automated payment process, channel management, and real-time availability on the web. frontdesk also provides a range of management and marketing reports as well as export of data to MYOB.

3rd party booking sites supported can be found at:

www.v3leisure.com/Partners/Distribution_Partners_List/index.html

b) System vendor

frontdesk is marketed, sold and supported in Australasia by VCubed (V³) Pty Ltd.

Web:	www.v3sales.com	Phone:	1300 266 582 Or 08 92273933
Email:	sales@v3sales.com	Address:	PO Box A2341, Sydney South, NSW, 1235

c) Installation and support

V3 will help you enable your own site once you have installed frontdesk and have been trained. Your inventory data is stored, backed up and managed on V3's server. Windows XP or higher with Internet Explorer 6 or higher is required on a desktop computer with a minimum 1.2 GHz Pentium processor.

Support is provided via email, telephone, help desk and locally based trainers.

d) Case studies

www.prr.org.au

www.birubiholidayhomes.com.au

www.anchorageseafrothotel.com

www.gorgewildlifepark.com.au

e) Indicative costs

Software licencing:	1 - 5 rooms: free, 1 – 3 tours: free, larger operators: from AUD\$39.00 per month. 5 to 6% booking fee for online bookings.
Support:	All upgrades free. Free helpdesk support included. Additional support available at nominal cost.
Channel management:	No additional cost.
Installation and training:	No setup / training cost.
Remote hosting:	By default, at no additional cost.

7. Genkan



a) System description

Genkan is a total, "end to end" online holiday rental, property management solution for property management groups and real estate agents specialising in holiday property management and reservations with integrated trust accounting. It is a new system to the market offering innovative approaches to the presentation of accommodation properties to the market through agent distribution channels.

Booking functions are fully integrated with the property management system. Genkan is a hosted solution allowing full control over the branding and look and feel of the web pages presented.

b) System vendor

Genkan is marketed, sold and supported Genkan.

Web: www.genkan.com.au/index.htm **Phone:** +61 2 9929 7944
Email: [via web form](#) **Address:** n/a

c) Installation and support

Genkan is a hosted solution; the property manager or agent simply needs a desktop PC or Macintosh running a browser and connected to the Internet.

Support is provided via email and telephone.

d) Case studies

www.discoverthredbo.com

www.realestatethredbo.com.au

e) Indicative costs

Software licencing: AUD\$15 per booking (non-refundable).
Support: AUD\$1500 one-off fee.
Channel management: AUD\$15 per booking made through channel.
Installation and training: Setup cost is dependant upon user requirements.
 Training: included in Support fee.
Remote hosting: AUD\$300 per annum.

8. Globekey



a) System description

Globekey is used by over 3,000 accommodation providers of all sizes and types (including agents), in more than 60 countries. Globekey is a mature product (available since 2000) which specialises in online reservations, whilst providing links to the operator's PMS and back office financial systems (if required). Globekey has no limits on number of guests, properties, or users.

b) System vendor

Globekey is developed, sold and supported in Australia by Globekey Systems Pty Ltd.

Web:	www.globekey.com	Phone:	02 9968 3422
Email:	sales@globekey.com	Address:	Level 2, Ashton House, 66 Spit Road, Mosman, Sydney, NSW 2088, Australia

c) Installation and support

Computer facilities needed: The Globekey system is hosted on Globekey's server and is accessed via a link from the operator's own website. The system works from any computer with Internet access via a browser. It is not necessary to install software and no special hardware is required.

Training: Provided by telephone (although not usually needed)

Support: Provided via email and telephone.

Customising the user interface: the operator's website is hosted by Globekey. The Globekey reservations screens match the look and feel of the operator's website. Globekey will customise any reservation screen with header information provided by the operator.

d) Case studies

www.globekey.com/pdf/clients.pdf

www.globekey.com/reservation_software_client_testimonials.html

e) Indicative costs

Software licencing/support and setup:	All inclusive monthly fee based on the number of rooms in a property, ranging from A\$50 to A\$200 per month. Setup: included in monthly fee.
Training:	Included in monthly fee.
Channel management:	Fees subject to level of management required.
Remote hosting:	Included in monthly fee.

9. Globeres



a) System description

Globeres is designed to suit all types and sizes of accommodation, from self-catering cabins to multiple properties. It provides a booking engine for operators taking bookings from their own website, or travel portal websites selling accommodation as 'wholesale' or direct. Globeres is used by over 400 clients globally. Globeres has been available since 2002.

Globeres is set up via a button on an operator's web site and no modification is needed to the site. Globeres supports multiple rate types and added-value package setup, without needing to create different room types or splitting inventory. Globeres is linked to 3rd party and last minute sites via channel management vendors.

b) System vendor

Globeres is developed by Globeres in Canada and supported in Australia/NZ by HOC Technologies Pty Ltd.

Web:	http://www.globeres.com/index.htm	Phone:	+61 408 326 646
Email:	sales@au.globeres.com	Address:	2/19 Bass Place, Mount Colah, NSW 2079 AUSTRALIA

c) Installation and support

Computer facilities needed: Globeres can be accessed from any browser on Windows PC or Mac. The operator supplies inventory details for initial setup. Operator then has control of inventory and rates via user logins. The operator's data is stored on the Globeres server.

Training: Full initial and ongoing training is available and can be face-to-face or Web based.

Support: Via email (7 days), telephone and fax. Help files are on each admin web page.

Customising the user interface: By a non-technical operator

d) Case studies

www.innkeeper.com.au

www.cradlevillage.com.au

www.bluegumscabins.com/-/index.php

www.staroftheseaterrigal.com

e) Indicative costs

Software licencing/support and setup:	Monthly fee according to room count. Support cost included. One-off setup fee according to room count in the range AUD\$40 to AUD\$400.
Training:	Full initial and ongoing training Included in setup fee.
Channel management:	Available via 3rd party channel management software, pricing from AUD\$29/month
Remote hosting:	Included in monthly cost.
Commissions:	Per booking: option vs fixed monthly cost, by negotiation; refunded in full on cancellations.

10. HiRUM



a) System description

The HiRUM property management software has been on the market for over 15 years and is used by over 900 operators from 4 to 800 rooms. HiRUM suits all types of accommodation businesses, from B&B and boutique properties to hotels and resorts of all sizes, as well as multiple properties.

Functions include online bookings via your website as well as channel management via the HiSite module, front office functions, and interfaces for point of sale, credit cards, and back-end accounting and financial systems, strata title trust accounting. Tickets to tours, events and attractions are available through a link to TicketMates.

The HiRUM booking engine can also be fully integrated with HiRUM's own online accommodation website, as well as a wide range of affiliated booking portals and agents.

b) System vendor

HiRUM is developed, sold and supported by HiRUM Australasia Pty Ltd.

Web: www.hirum.com.au **Phone:** 07 5502 9944
Email: www.hirum.com.au/contact.aspx **Address:** PO Box 225, Helensvale, Qld, Australia 4212

c) Installation and support

The booking software is completely configured by HiRUM, and run on your computer or hosted remotely on a third party server. It will run on a Pentium 3 computer or higher using Microsoft Windows 95 or higher.

Support is provided via email, telephone, fax, FAQ page on the website and advanced Learning Centre available on the website via secure login.

d) Case Studies

Testimonials are available on HiRUM's website at: www.hirum.com.au/testimonials.htm

e) Indicative costs

Software licencing:	From AUD\$132.00 per month; AUD\$165.00 per month average cost.
Support:	Email, phone, fax and website support inclusive in monthly rental cost.
Channel management:	From AUD\$58.00 per month + integration.
Installation and training:	Setup: from AUD\$440.00 Training: from AUD\$550.00 (3 hours)
Remote hosting:	HiRUM Online booking engine is hosted on HiRUM's secure server. The cost is 2.2% per online booking stayed you have the HiRUM Online interface set up.

11. iHotelier



a) System description

iHotelier is a comprehensive Central Reservation System (CRS) which includes a white label booking tool (iStay). iStay can be fully integrated seamlessly with the operator's website and is ideal for measuring/reporting electronic marketing activities. iHotelier provides the ability for guests to continue to shop. Guests can include additional products or services when they book online.

TRAVELCLICK provides a channel management tool to multiple (over 160 global sites) 3rd party sites, GDS and brand websites from a single web-based platform. With pooled inventory and linked room type's greater rate & inventory control is achieved.

b) System vendor

iHotelier is used by over 14,000 hotels in 140 countries, including over 650 in Australia. TraveCLICK has been developing and supporting iHotelier for 10 years.

Web: <http://www.travelclick.net/index.cfm>

Phone: + 61 3 9699 9969

Email: swilliams@travelclick.net

Address: 291 Coventry Street, South Melbourne, Victoria 3205, Australia

c) Installation and support

Computer facilities needed: A computer with a browser and access to the internet. Software installation is not required. The operator's data is stored on iHotel's servers.

Training: one-on-one training session on the CRS (web based) system.

Support: by email, telephone and online meeting from local (Australia) office (7am to 7pm EST); after hours support is available 24/7.

Customising the user interface: via online CMS or via Customer Care Team.

d) Case studies

www.evolutionapartments.com.au

www.thehotelwindsor.com.au

www.kingfisherbay.com

www.crowntowers.com.au

e) Indicative costs

Software licencing/support and setup:

One-time set-up fee is under AUD\$1000.
Other prices on application.

Training:

10 hours of training provided, ongoing assistance is complimentary throughout the term of the agreement.

Channel management:

Annual subscription less than AUD\$2000.

Remote hosting:

Not applicable.



12. Jewel Reservation System

a) System description

Jewel offers two systems: JIBS provides accommodation and tour bookings via tour desks and Visitor Information Centres; JRS is an on line booking system for Tour Operators.

The Jewel Reservation System (JRS) has been used for several years throughout Australia, New Zealand and the Pacific Islands by many large operators. JRS provides a solution for tours, commuter, express and charter operators of all sizes and types, and for attraction and venue ticketing. All have the online Booking module attached to enable direct on-line inventory checking and credit card transactions to be taken.

JRS performs all the administration, and interfaces to the operator's accounting system, and website for direct (and Agent) bookings.

The Jewel Integrated Booking System (JIBS) allows visitor information centres and tour desks to book and confirm availability of tours, accommodation, attractions and events via the TXA. JIBS also supports tour bookings via a link to the JRS system.

b) System vendor

Jewel Business Systems in Australia has been developing and supporting JRS and JIBS since 2004.

Web:	http://www.jbs.com.au/	Phone:	+61 3 9857 3299
Email:	Via Web form	Address:	Suite 10, 385 Belmore Rd, Balwyn East, Victoria 3103, Australia

c) Installation and support

Once the system is configured, it can be installed using a standard Windows Install shield. The system is available for Windows desktop and mobile devices. For almost all clients, JBS host the system to guarantee security, availability and performance. Customising is implemented by JBS.

Training is conducted for most clients in less than 2 days.

Support is provided during go live, often with JBS staff on site. Ongoing support is via email and 24x7 telephone. Further training is provided as needed.

d) Case studies

www.captaincookcruises.com.au	www.grayline.com.au
	http://www.thehotelwindsor.com.au

e) Indicative costs

Software licencing/support and setup:	Licence (1-off) is AUD\$400 per user. Support is AUD\$100 per user per year. There is a monthly charge per passenger depending on volume. Configuration is AUD\$1000 – 3000. Also 1-off charges for interfaces to accounting, website etc.
Training:	AUD\$1500.
Channel management:	No additional cost for linkage to TXA.
Remote hosting:	Included in the monthly per passenger fee.

13. Levart Booking Engine



a) System description

Levart provides a Hotel Website and Booking Engine that provides immediate confirmations for a number of property types and sizes. Levart also enables the operator to control its distribution using the Levart Booking Engine through the operator's own website (hosted by Levart), via travel Portals (hosted by Levart), and via 3rd party sites (such as Wotif), or 3rd party travel portals not using the Levart Booking Engine). Inventory and rates can be managed via the PMS system; bookings flow through to the PMS systems as well as the option for inventory and rates to flow from the PMS to Levart.

b) System vendor

Levart Booking Engine is developed, sold and supported in Australia by Levart Distribution Systems.

Web:	www.levart.com.au/	Phone:	08 9382 8001
Email:	ian@levart.net.au	Address:	Suite 3, 316 Onslow Road, Shenton Park Western Australia 6008

c) Installation and support

Computer facilities needed: The Levart Booking Engine is hosted on Levart's server and can be integrated seamlessly with the operators own web site. Levart Booking Engine works from any computer with Internet access via a browser.

Training: 4 hours initial training, plus half and 1-day courses if required.

Support: provided via email and telephone.

Customising the user interface: the operator's website is hosted by Levart and provides for a number of pages relevant to the operator's business. The content can be administered by the operator. The property can arrange for the design the look and feel of the website which is applied to the Content Management system by Levart staff.

d) Case studies

www.questapartments.com.au

<http://www.countrycomfortcoffs.com.au>

www.esplanadehotelfremantle.com.au

e) Indicative costs

Software licencing/support and setup:	Annual amount depends on options selected. Setup: AUD\$110
Training:	Support and 4 hours initial training included in annual fees. Additional training at nominal cost.
Channel management:	No additional cost.
Remote hosting:	AUD\$50 per month.

14. Maxial



a) System description

The Maxial reservation software has been on the market for 28 years and is in use by over 60 operators in a number of countries. Maxial is a property management system aimed at hotels and resorts of any size.

Functions offered by the latest version of the software include bookings*, front and back office functions, and interfaces for point of sale.

Maxial's "Reservations" module includes: real time availability verification when taking or updating a reservation, multiple arrival and departure reports, individual or complex group reservations (tour or convention).

Maxial allows customisation through operator definable reservations fields. Maxial also provides a visual booking chart which is a one-screen solution to checking guests in and out.

* Please note that Maxial is a front desk and back office system and does not support online bookings. Online bookings are however possible via third party web sites.

b) System vendor

Maxial software is developed, sold and supported by Maxial Solutions.

Web: www.maxial.net

Phone: 07 38523122

Email: sales@maxial.net

Address: P.O. Box 750, Fortitude Valley, Qld, 4006, Australia

c) Installation and support

Maxial will run on Microsoft Windows 2000 or higher (preferably XP). Maxial staff will load all necessary Maxial software on the servers, and will train you to configure computers and other equipment used for training. You will be responsible for loading Maxial on the remainder of computers. Support personnel are on site for training.

Support is provided via email, telephone, 24/7 via pager and online support system through website.

d) Case studies

www.peppers.com.au/Clearwater

www.lakecrackeback.com.au

www.thebyronatbyron.com.au

<http://ipohhotels.impiana.com>

e) Indicative costs

Not available.

15. NetBookings



a) System description

NetBookings is an Australian online booking system and has been on the market for 10 years; it is used by over 200 accommodation providers (1 to 100 rooms), tour, attraction operators (1-100 people), and up to 20 day-spa rooms. It is designed for all types of accommodation, day spas, attractions and tours and integrates gift certificates with all business functions.

Functions include: online bookings and secure payment via the operator's website or affiliated online networks, online bookings for day spas, gift certificate sales, front office functions, interfaces for point of sale, and a range of customised reports.

b) System vendor

NetBookings is developed, sold and supported in Australasia by NetBookings Pty Ltd.

Web: www.netbookings.com.au **Phone:** 03 5972 0596
Email: info@netbookings.com.au **Address:** PO Box 514, Rye, Victoria, 3941

c) Installation and support

NetBookings can gain access to your website and load software or can email the details to your web developer. Remote hosting of the system is available. All data is backed up every day with export capabilities.

Support is provided via email, telephone, or onsite at an hourly rate.

d) Case studies

www.chocolategannets.com.au www.bayplay.com.au
www.peninsulahotsprings.com www.greenlorne.com.au
www.dolphinswims.com.au www.downunderjet.com.au

e) Indicative costs

Software licencing:	0% to 10% depending on origin (NetBookings agent is free, operator's own website incurs a fee). Customising is a speciality, often at no charge.
Support:	On-site support is charged at an hourly rate.
Channel management:	Future planned.
Installation and training:	Free of charge.
Remote hosting:	Optional. Setup is AUD\$3,300.00 plus ongoing costs of AUD\$3,300.00 per annum.

16. Netroomz



a) System description

Netroomz is an online bookings website providing a wide range of functions with an interface customised to the operator's requirements. Bookings can also be made through a portal linking many hotels and other accommodation types (HotelDirect), and via a number of last minute booking sites.

b) System vendor

Netroomz is developed, sold and supported in Australia by Netroomz Pty Ltd.

Web:	www.netroomz.com.au	Phone:	02 9889 4326
Email:	contacts@netroomz.com.au	Address:	Ground floor, 56 Delhi Rd, North Ryde, NSW, 2113, Australia

c) Installation and support

Computer facilities needed: Netroomz is a fully hosted and supported system. The operator requires a computer with Internet access via a browser.

Training: CDs, videos and manuals are available if required.

Support: Provided via email and telephone, or submitted directly from the administration dashboard page.

Customising the user interface: Netroomz customises the user interface based on a library of standard style sheets for operators to choose from. Many features of Netroomz can be configured specifically for an operator, so the application can behave quite differently depending upon the operator's business requirements. These requirements are identified as part of the system setup.

d) Case studies

www.big4.com.au

www.tarraleahlodge.com

www.duxtonhotels.com

www.shoalbayresort.com.au

www.staymint.com

www.viewhotels.com.au

e) Indicative costs

Software licencing:	\$139 per property per month or via commission of 1.95% of gross booked revenue through the system. Not refundable on cancellation. Setup included.
	Custom modifications are charged depending on scope of work.
Training:	Included in monthly fees.
Channel management:	No additional cost.
Remote hosting:	AUD\$100 per month.



17. PatronBase

a) System description

PatronBase has over 50 clients in Australia, NZ, UK and Ireland and developed the first release of its system in 1998. PatronBase provides functions to support ticketing for tourism operators (boats, scenic flights), entertainment venues, performing arts and sporting venues. It also has a box office module for POS as well as general product sales, donations and venue management. An agency module allows for offsite agents to sell via an online link

Since then, the first client has processed over 1 million tickets and PatronBase has refined the system based on feedback from management and Box Office staff from customers.

b) System vendor

PatronBase is developed, sold and supported in NZ, Australia and UK by PatronBase Australia.

Web:	www.patronbase.com/info	Phone:	03-9999 1960
Email:	info@patronbaseaustralia.com.au	Address:	PO Box 75, Carlton South VIC 3053, Australia

c) Installation and support

Preferred site set up is for the system to be installed on site; hosting offsite is an option if required. Customisation is carried out by CriusGroup generally included in support options, subject to requirements.

Onsite and remote training is available and support is provided via email, telephone and an online portal for logging requests.

d) Case studies

See www.patronbase.com/info/?site=nz or www.criusgroup.com.au

e) Indicative costs

Software licencing:	Software costs varies dependant on modules a client requires. Costs can be arranged to suit client from 1 off payment to monthly or other such arrangement that is mutually agreeable.
Installation & support	Set up costs will vary dependant on the complexity of the client and products being managed. Support costs are fee based on a % of the software costs. Support cost can also be negotiated, from 1 off payment to monthly or other such arrangement.
Training:	Refer support costs above.
Channel management:	Not applicable.
Remote hosting:	Subject to negotiation.

18. ProCharter



a) System description

Procharter systems focus on vessel charters and adventure tours. Client reservations are made via a Web form which is submitted and sent to the tour operator. The system also performs back end accounting functions. Channel management is available through agents.

b) System vendor

Procharter software is developed and supported in Australia by Clockwork Computing Pty Ltd.

Web:	http://www.procharter.com.au/	Phone:	+61 7 3889 8240
Email:	support@clockworkcomputing.com.au	Address:	Clockwork Computing Pty. Ltd., P.O. Box 100, Dayboro QLD 4521, Australia

c) Installation and support

Computer facilities needed: Data resides on operator's servers and is synchronised to Clockwork servers for feeding availability to Web customers, agents, and other ProCharter customers

Training: available

Support: via email, telephone and remote desktop connection.

Customising the user interface: by Clockwork Computing only.

d) Case studies

www.explorewhitsundays.com

www.whitsundayssailingadventures.com.au

www.backpackersworld.com.au

e) Indicative costs

Software licencing:	AUD\$1500-6000 per month.
Support:	Included in licence costs.
Channel management:	Not available.
Installation and training:	AUD\$6000 (one-off cost).
Remote hosting:	Included in licence costs.

19. Reservations 7



a) System description

Reservations7 has been on the market since 2000 and is designed for small accommodation operators including small hotels, motels, B&Bs, marinas and apartments. There are limited operators in Australia currently using the online booking module (Webervations and Availability Online). Functions offered by the latest version of the front-office module (Reservations 7) include: reservations* from the operator's website (via the Webervations.com and Availability Online service), individual and group bookings, point of sale module, interface to MYOB, extensive reporting, colour coded availability calendar, and customisable data fields enabling personalised marketing.

* Note: The reservation process is not 'real-time' booking. The operator is responsible for processing the guest's credit cards and notifying them with a final confirmation.

b) System vendor

Reservations 7 is developed by Compu-Books in the United States and is sold and supported in Australasia by Reservations Software. Webervations is developed in the US by American Dreams Inc and sold in Australia online via Webervations.

Web:	www.reservationsoftware.com.au	Phone:	1300 885 958 and 07 4927 2929
Email:	info@reservationsoftware.com.au	Address:	PO Box 331, North Rockhampton, QLD 4701

c) Installation and support

Computer facilities needed: PC with FileMaker Pro 7 or above.

Support: via telephone or dial-in (24 Hr); email; Training videos and User Manual are available.

d) Case studies

Testimonials are available on Compu-Reservations website at:

www.compu-reservations.com/onlinereservations.html

e) Indicative costs

Software licencing:	Once only costs: 1-3 users: AUD\$450.00 per user, 4-9 users: AUD\$400.00 per user.
	Webervations: USD\$80.00 per year. No commissions.
Support:	Costs on application.
Channel management:	Not available.
Installation and training:	Costs on application.
Remote hosting:	Not available.

20. ResOnline



a) System description

Resonline (formerly Roamfree Advanced) is a channel management system used by over 1000 accommodation providers, and has been on the market since 2004. ResOnline suits most property types including hotels, motels, apartments, holiday rentals, house boat operators, caravan parks, B&Bs and farmstays as well as real estate agencies. Online bookings can be made from an operator's or agent's website via a ResOnline booking button.

ResOnline supports connection to wotif, RatesToGo, BookEsay, Roamfree and Total Travel. Other channels can also be connected.

ResOnline supports an iPhone and smart phone interface, to allow management of online distribution from anywhere. ResOnline fully integrates with many PMS systems. For a list of these go to www.resonline.com.au

b) System vendor

ResOnline is marketed, sold and supported in Australia and internationally by Roamfree Group.

Web: www.resonline.com.au

Phone: 1800 061 610 or +61 7 56682540

Email: support@resonline.com.au

Address: 30303, Level 3, Southport Central 3,
9 Lawson Street, Southport 4215

c) Installation and support

The 2010 version of ResOnline has an easy to use interface and is installed in less than 10 minutes. It is Web based, with instant sign up. There is full online and phone support.

d) Case studies

<http://www.silvermere.com.au/bookings2.htm>

www.sovpark.com

www.beachportharbourmasters.com.au/harbourmasters.html

e) Indicative costs

Software Licencing:	Property size (rooms)	1 – 10	11 – 20	21 – 50	> 51
	Five free channels*	\$0*	\$0*	\$0*	\$0*
	All channels booking button	\$29	\$49	\$79	\$99

* Free as long as you maintain rate parity across all five channels.

Support:

Included in above fees.

Channel Management:

wotif, RatesToGo, BookEasy, Roamfree and Total Travel are free; additional channels for a small monthly fee. There are no lock in contracts.

Installation and training:

Free Setup with full online tutorial videos.

Remote hosting:

Not applicable.

21. ResPax



a) System description

Respax is designed to accommodate the needs of small tour operators to start with a cost effective system (RespaxLite) and then upgrade to the more comprehensive Respax Enterprise as their business grows.

Respax Lite enables online and direct agent bookings. Respax Lite (extended) is a full tour reservation system plus the ability to make internal bookings, view reports and export data. It is suitable to a broad range of businesses without requiring code customisation.

Respax Enterprise is a comprehensive, flexible product which can be customised to tour operator needs. It contains a tour content management component for operator websites, tour packaging capabilities, resourcing considerations, accounting system integration, numerous standard reports and many other advanced features, including automatic itineraries, multi-currency and hop on/hop off capabilities.

Respax provides several online agent booking options: a centralised tour desk management tool (Respax Tour Voucher), direct system to system connection and agent website logins for Respax Enterprise operators.

b) System vendor

Respax products are developed, sold and supported by Trinity Software Australia for Australian and overseas tour operators. Respax commenced in 1999 and is used by over 100 Australian and overseas tour operators.

Web:	www.respax.com.au	Phone:	07 4041 1017
Email:	sales@respax.com.au	Address:	18 Scott Street, Cairns, QLD, 4870

c) Installation and support

A free trial of Respax Lite can be downloaded from the Respax website and activated by the operator when ready to go live. Remote hosting is the most popular and cost effective solution for operators using Respax Enterprise, however, a licence can be purchased and the software installed in-house if required.

Support is provided by way of online documentation and demonstrations, email, telephone and Skype. Respax Enterprise training is performed onsite, online or offsite.

d) Case studies

www.adventuretours.com.au (Respax Enterprise)	www.coolconnect.com.au (Respax Lite)
www.greenisland.com.au (Respax Enterprise)	www.forestrytas.com.au (Respax Lite)

e) Indicative costs

Software licencing; Support; Installation and Training; Remote hosting	For Respax Lite information and pricing information refer: http://www.respax.com.au/index.php/products/respax-lite
	For Respax Enterprise information and pricing information, refer: http://www.respax.com.au/index.php/products/respax-enterprise
Channel management:	Available at no extra cost.



22. Rezgo

a) System description

Rezgo provides online booking services for over 900 small and medium tour and activity suppliers as well as larger tour operators and resellers. A number of features are available including Geotag operators' tours & activities and Tour & Activity Image Gallery.

Rezgo is a service for tour & activity operators to market their products and services through their own websites as well as through 3rd party distribution partner websites. Rezgo provides functions for internal booking agents, a point of sale interface, real-time credit card processing using a payment gateway, payment reconciliation, and sophisticated reporting.

b) System vendor

Rezgo is developed and supported by Sentias Software Corp (Canada) to global clients, including Australia.

Web: www.rezgo.com

Phone: +1 604 983 0083

Email: support@rezgo.com

Address: 92 Lonsdale Avenue, 2nd Floor, North Vancouver, BC, Canada V7M 2E6

c) Installation and support

Computer facilities needed: Rezgo system is hosted by Rezgo on their servers and is accessed via the Internet from the operator's own website. Rezgo operates from any computer with Internet access via a browser.

Training: Advanced support and training is available if required. Tutorial videos and how to articles are available on-line.

Support: Email, telephone, contact forum, webinars, live web support

Customising the user interface: The operator can carry out changes to the template. A fully documented interface is available for more sophisticated integrations (e.g. with back-end systems or channel managers).

d) Case studies

www.backroads-touring.com.au

<http://nvchamber.rezgo.com/tour/>

www.riverlife.com.au

<http://paddlefish.rezgo.com/tour>

www.winetrain.com

www.alpinerafting.com

e) Indicative costs

Software licencing/support and setup:	No set-up or monthly cost for Rezgo. 5% for Sales via operator's own website, 1% for Point of Sale, 5% for sales via Rezgo's distribution network.
Training:	Advanced support: various rates depending on the scope of the work.
Channel management:	Full Channel management.
Remote hosting:	No additional cost.

23. RMS



a) System description

RMS is a Property Management System with over 3,000 clients in 20 countries, and has been operating since 1983. The Online booking module was released in 2004 and is now used by over 700 clients across the full gamut of hospitality business types from 1 room B & B's to 300 room resorts.

RMS Online has a broad range of connectivity including

- a function rich easy to use booking engine from the property or group website;
- direct connections to a range of third party booking sites;
- all major channel managers.

b) System vendor

RMS is developed, sold and supported in Australasia by RMS (Aust) Pty Ltd.

Web: www.rms.com.au

Phone: 03 9335 1588

Email: sales@rms-global.com

Address: 7 Carrick Drive, Tullamarine, VIC, 3043

22/39 Lawrence Drive, Nerang, QLD, 4211

c) Installation and support

Configuration of RMS Online is now performed in a web based application. There are no minimum hardware specifications. Simply use any computer with an internet connection.

Comprehensive information is available on the website www.rms.com.au/Our-Products/RMS-Online/

Support is provided via telephone, and customer service web portal. See also www.rms.com.au/Our-Products/RMS-Online/test-drive/videos/

d) Case studies

www.heritageonlydiard.com.au

www.portdouglasretreat.com.au

www.howquaholidays.com.au

www.lakehumeresort.com.au

e) Indicative costs

Software licencing:	AUD\$1 +GST per reservation. Min monthly fee:AUD \$35 +GST (includes the first 35 reservations). Max monthly fee: AUD\$195 +GST (unlimited reservations).
Support:	Business hours via website and telephone.
Channel management:	Included in licencing fees (refer above).
Installation and training:	Setup: No Setup fee. Training: Assistance provided.
Remote hosting:	Available at no additional cost.

24. Roamfree



a) System description

Roamfree provides an online booking system via ResOnline that integrates with the operator's website, and an extensive range of distribution channels via Roamfree Advanced. Resonline is used by over 1000 booking providers and has been on the market since 2004.

ResOnline suits most property types including hotels, motels, apartments, real estate agencies, holiday rentals, house boat operators, caravan parks, B&Bs and farmstays.

Roamfree Advanced manages distribution channels via its Distribution Manager system that links to the Roamfree portal, affiliate partners, visitor centres and auto clubs. Details can be found at:

<http://www.roamfreeadvanced.com.au/how-it-works/>

b) System vendor

The Roamfree system is marketed, sold and supported in Australia and internationally by Roamfree Group.

Web: <http://about.roamfree.com/for-accommodation-suppliers/>

Phone: 1800 061 610 or +61 7 5582 1100

Email: sales@roamfree.com

Address: PO Box 1499, Surfers Paradise, Queensland 4217

c) Installation and support

The system is hosted centrally on Roamfree servers, and the operator requires only an Internet browser.

Support is provided via training as well as email and telephone.

d) Case studies

Please refer to: <http://www.roamfreeadvanced.com.au/distribution-manager/>

e) Indicative costs

Software licencing: Averages AUD\$50 per month. Refer to: <http://www.roamfreeadvanced.com.au/pricing/>
Alternatively, 5% commission on each booking, instead of monthly fee.

Support: Included in above fees.

Channel management: Refer to: <http://www.roamfreeadvanced.com.au/pricing/>

Installation and training: AUD\$199.

Remote hosting: No additional cost.

25. Roomrez



a) System description

Roomrez provides online booking for operators of all types and sizes of accommodation (except B&B and guest houses), as well as online bookings for tours (but not ticketing for attractions). Roomrez is designed to handle complex requests, rate inquiries, room options, special requests, cancellations and a multitude of other inquiries including online credit card validation. It provides sophisticated management and marketing tools and integration with PMS.

b) System vendor

Roomrez is developed and supported by HotelProphets in Australia.

Web: www.hotelprophets.com

Contacts: Refer <http://www.hotelprophets.com/index.php?Contacts&cat=7>

c) Installation and support

Computer facilities needed: Roomrez host the system on their server. The operator requires a computer with a browser and an internet connection.

Training: Training is given as part of the implementation package. Any further training is provided at a cost to the client.

Support: An Account Manager is on call 24/7 via phone or email for product support.

Customising the user interface: The operator can carry out basic changes to colors, fonts, and languages.

d) Case studies

www.meritonapartments.com.au

www.besttravelsource.com

www.derbyhotels.com

www.cairnhotelgroup.com

www.stamford.com.au

www.puretasmania.com

e) Indicative costs

Software licencing/support and setup:	Details on application
Training:	Details on application
Channel management:	Details on application
Remote hosting:	Details on application

27. Satin Front Office System

Satin Software

a) System description

The Satin Front Office System has been on the market for over 14 years and is used by over 130 properties from 12 to 200 rooms. The system is designed specifically for Australian motels. Satin is a comprehensive Property Management System, intended to do everything you need on a motel front desk.

Online payments are supported via an included interface to SiteMinder. This allows the operator to harness all third-party web sites supported by www.siteminder.com.au including the 'Booking button' facility for zero commission online bookings from your own web site.

Interfaces currently encompass SiteMinder, MYOB, Phone, Cash drawer, Guest room internet, Card door locks, and Point of sale.

b) System vendor

Front Office System is developed, sold and supported in Australasia by Programania Software Pty Ltd.

Web:	www.satin.com.au	Phone:	0428 384 858
Email:	sales@satin.com.au	Address:	PO Box 274, Nowra NSW 2541

c) Installation and support

Satin Front Office System is fully installed on-site by Satin staff. Satin runs on MS Windows XP or Vista.

Customisation is possible but rarely required, as Satin is suitable for its purpose. You just set the options to tailor Satin to the needs of your business. Any additional programming that may be required to incorporate your good ideas is included in the licence fee.

Support is provided via email, telephone, on-site, and via remote control. Complete and unlimited support is an integral part of the licencing arrangement.

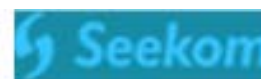
d) Case studies

A list of clients is available on Satin's website at www.satin.com.au/users.html.

e) Indicative costs

Software licencing:	AUD\$140.00 to AUD\$380.00 per month depending on number of rooms, all inclusive.
Support:	Full support is included in the licence arrangement.
Channel management:	Integration with SiteMinder is included in licence fee.
Installation and training:	Included in licence fee.
Remote hosting:	Not available.

28. Seekom iBex



a) System description

Seekom's iBex system is a multiproperty booking system on the market since 2002 and used by 450 operators in New Zealand, UK, Australia and South Pacific. It is designed for accommodation operators with less than 150 rooms, including multiple properties, and tour/event/attraction operators (less than 20 tours or activities, single sector tours only). iBex also supports booking for car and campervan rental.

Functions include: online bookings and property management for multiple properties. It has a sophisticated rates module that allows for variations based on length of stay as well as season. Also supports package, last minute and early bird rates. One login screen controls all modules from PMS to CMS.

Inbuilt channel manager connects the operator to most popular national and international sales channels. Third party booking sites supported can be found at www.seekom.com/seekom/sales_network.htm

b) System vendor

iBex is developed, sold and supported in Australasia by Seekom.

Web:	www.seekom.com	Phone:	+ 64 4 974 8008
Email:	www.seekom.com/seekom/contact.htm	Address:	L9 Willbank House, 57 Willis St, Wellington New Zealand

c) Installation and support

iBex is web-based so there is no software to install. The setup of the account and the initial configuration is done by Seekom as part of the purchase. Operator will manage subsequent changes. The iBex booking system is hosted on Seekom's server and is displayed on operator's website. Specific customisation can be applied by operator.

Support is via email, telephone, and access to an online knowledgebase, user guides and video demos.

d) Case studies

www.thecarlyle.com.au
www.quinovic.co.nz
www.ohtel.com

www.apexrentals.co.nz
<http://octopusresort.com>
<http://manfeildparkmotel.co.nz>

e) Indicative Costs

Software licencing:	Licence cost: from AUD\$39.00 per month (accommodation) and from AUD\$83.00 per month (rental) for unlimited bookings and unlimited sales channels. No transaction fees or commission.
Support:	Support included in licencing fee.
Channel management:	Includes a fully functional channel manager.
Installation and training:	AUD\$100 setup and training plus AUD\$100 for content managed website.
Remote hosting:	Website hosting: AUD\$8.25/month (plus content managed AUD \$25/month).



29. Siriusware

a) System description

Siriusware has over 200 clients in Australia, NZ and USA and developed the first release of its system in 1990. Siriusware supports retail sales and ticketing for tourism operators, including bus, rail, boat, scenic flights, attractions, museums, waterparks, zoos, arts centres, and ski resorts. It also has a POS module for general product sales.

b) System vendor

Siriusware is developed, sold and supported in NZ, Australia and USA by C-riusObjectives.

Web:	http://www.siriusware.com/index.html	Phone:	03-9999 1960
Email:	seanryan@criusgroup.com.au	Address:	PO Box 75, Carlton South VIC 3053, Australia

c) Installation and support

Preferred site set up is for the system to be installed on site; hosting offsite is an option if required. Customisation is carried out by CriusGroup generally included in support options, subject to requirements.

Onsite and remote training is available and support is provided via email, telephone and an online portal for logging requests.

d) Case studies

See www.siriusware.com or www.criusgroup.com.au

e) Indicative costs

Software licencing:	Software costs varies dependant on modules a client requires. Costs can be arranged to suit client from 1 off payment to monthly or other such arrangement that is mutually agreeable.
Installation & support	Set up costs will vary dependant on the complexity of the client and products being managed. Support costs are fee based on a % of the software costs. Support cost can also be negotiated, from 1 off payment to monthly or other such arrangement.
Training:	Refer support costs above.
Channel management:	N/a
Remote hosting:	Subject to negotiation.

30. SiteMinder



a) System description

SiteMinder provides an online booking system (The Booking Button) that integrates with the operator's website. SiteMinder Channel Manager is a tool for managing room availability and pricing on over 70 booking sites through a single, user friendly webpage. SiteMinder is used by over 4000 booking providers and has been on the market since 2007. SiteMinder suits all property types.

SiteMinder integrates with several PMS's and Central Reservation systems including Opera, Callista, RMS, Room Master, Guest Centrix, Availability, Amadeus Hospitality, Epitome, Satin, Ezyrez and Resbook. This allows inventory and rates to be managed in the PMS and also saves re-keying reservation details.

SiteMinder customers have access to over 70 local and international channels via integration with the SiteMinder channel manager. Details can be found at:

<http://www.siteminder.com.au/siteminder/partners.html>

b) System vendor

SiteMinder is marketed, sold and supported in Australia and internationally by SiteMinder Pty Ltd.

Web: <http://www.siteminder.com.au/siteminder/index.html> **Phone:** 1300 736198 or +61 2 9221 4444

Email: enquiries@siteminder.com.au **Address:** Level 4, 200 George St
Sydney 2000, NSW, Australia

c) Installation and support

The booking button function is customisable by the operator to suit the look & feel of the operator's website. The system is hosted by SiteMinder at a secure and fail-safe site. No software installation is required at the property, and the operator requires only an Internet browser.

Telephone training is provided as well as support via email and telephone.

d) Case studies

Please refer to: <http://www.siteminder.com.au/siteminder/client-feedback.html>

e) Indicative costs

Software licencing: <http://www.siteminder.com.au/siteminder/pricing.html>

Support: Included in above fees.

Channel management: Included in above fees.

Installation and training: Included in above fees.

Remote hosting: No additional cost.



31. STAAH

a) System description

The STAAH system has over 100 operators, the majority in New Zealand. It is designed for small to medium operators of all accommodation types.

STAAH offers applications with channel management, real time bookings and secure payment functionality. STAAH focuses on the channel management function and interfaces the operator's website booking system to a number of 3rd party websites and PMS systems.

b) System vendor

The STAAH system is developed by STAAH in NZ and supported by HOC Technologies in Australia and has been on the market since 2006.

Web:	http://www.staah.com/	Phone:	+64 9 480 8184
Email:	sales@staah.com	Address:	53 Coronation Road, Glenfield, Auckland, New Zealand

c) Installation and support

Computer facilities needed: STAAH is a web based product hosted on STAAH servers so the operator simply requires any computer with a browser and an internet connection. Operator's data is stored on the STAAH server.

Training: One-on-one online training is available.

Support: Telephone and email. Operator websites look and feel can be managed by STAAH or via a content management system that allows the vendor to self manage/customise with some training from STAAH.

d) Case studies

www.colonial.co.nz	www.victorialodge.co.nz
www.absolutelakefront.co.nz	www.crashpalace.co.nz

e) Indicative costs

Software licencing/support and setup:	Online booking: 1-off cost of AUD\$299 plus AUD\$20/month based on number of rooms. Support and software updates included in above fees. No commissions. STAAH offers website design and build.
Training:	Included in above fees.
Channel management:	Channel management: 1-off cost of AUD\$99 plus AUD\$50/month based on number of rooms.
Remote hosting:	Price on application.

32. tourstogo.com



a) System description

turstogo.com provides 5 channels of business to tour operators. tourstogo.com allows operators to receive bookings via their own website, and via the tourstogo.com website. tourstogo.com can also provide operators with a reservation system that has booking, manifest, reporting and payment functionality. The Agent System (TAS) enables hotel concierges, booking agents and tour desks to make bookings. Affiliate websites also receive content from tourstogo.com. Each of these systems polls data from the one tourstogo.com database, so there is no need for operators to update multiple systems with the same information.

b) System vendor

turstogo.com is developed and supported by tourstogo.com in Australia and has been operating since 2005.

Web:	www.turstogo.com.au	Phone:	07 4041 3244
Email:	admin@turstogo.com	Address:	1/190 Brown St, Cairns, QLD 4870

c) Installation and support

Computer facilities needed: any computer with a browser and an internet connection

Training: Telephone assistance on an as required basis at no cost. On location training also possible.

Support: Telephone, email and Web based training. The tourstogo.com system is internet based and hosting of data is maintained by tourstogo.com whilst the tour operator's own website is self managed.

Customising the user interface: tourstogo.com integrate operator's desired colour and logos and partner codes for the operator to add to their website.

d) Case studies

www.hiddensecretstours.com	www.reefmagiccruises.com.au
www.sunsetsafaris.com.au	www.goinsouth.com.au

e) Indicative costs

Software licencing/support and setup:	\$0 if no changes required up to AUD\$440 for full customisation. Setup included. Support: 5% per booking (full refund only if operator cancels)/
Training:	Included.
Channel management:	Included.
Remote hosting:	Included.

33. TravelRez



a) System description

TravelRez is a sophisticated booking, reservation and business management system. It has provided services to travel agents, regional booking services, tour operators and some of the largest wholesale / retail travel groups throughout the world since 1987. Complex itineraries can be built with every product or service required to suit any type of client requirement, including Free Independent Travellers.

The system offers both direct client and travel agent portals. TravelRez also offers a Membership Management system (reMember) and FINesse, a financial accounting suite.

b) System vendor

TravelRez is developed, sold and supported in Australia by BANANACOM.

Web:	http://www.bananacom.com	Phone:	+613 9852-8636
Email:	info@bananacom.com	Address:	72 High Street, Kew 3101, Victoria, Australia

c) Installation and support

A hosted solution is the preferred option for small-medium operators; a full hardware and software installation on site is only recommended for medium to large operators. For major in-house installations, Bananacom offers full customisation on a time and materials basis.

Hosted operators may customise logos and product images. These operators may customise their web sites which will use the Bananacom booking engine.

Onsite training is available if required and support is provided via email and telephone.

d) Case studies

Please contact Bananacom.

e) Indicative costs

Software licencing:	1-off payment of AUD\$10K – 100K depending on client size; monthly payment: AUD\$500-AUD\$5,000 depending on client size. No commissions.
Installation & support	Included in above fees. Additional and non-standard services may be provided at current hourly charge rate.
Training:	Refer support costs above.
Channel management:	Included in above fees.
Remote hosting:	Included in above fees.

34. TryBooking



a) System description

TryBooking is a do-it-yourself event management system that easily enables operators to create, manage and ultimately publish events of any size on the Internet where people can book and pay for the event.

TryBooking is accessible from an operator's own website with a range of functions that allow operators to maintain total control over events; tours, festivals, exhibitions, launches, performances and dinners.

TryBooking supports a box office (including group ticket sales and credit card payment) as well as online functions such as creation of customer lists and seating plans and secure payment. If the event is free or if operators choose to collect the booking payments themselves, the TryBooking service is free of charge.

b) System vendor

Trybooking is developed and supported by Trybooking.com in Australia and has been operating since 2008.

Web:	www.trybooking.com	Phone:	03 90123460
Email:	info@trybooking.com	Address:	Suite 602, 1 Princess Street, Kew, Victoria, 3101, Australia

c) Installation and support

Computer facilities needed: Users access the Trybooking website via any computer with a browser and an internet connection.

Training: Telephone assistance on an as required basis at no cost.

Support: Telephone and email.

Customising the user interface: Operators can customise their own TryBooking web page by uploading logos and image.

d) Case studies

www.trybooking.com/html/Testimonials.html

e) Indicative costs

Software licencing/support and setup:	30 cents per ticket if payment is collected. FREE for non-paid events. Includes support.
Training:	Included.
Channel management:	Offered.
Remote hosting:	Included.

35. Web Reservations



a) System description

Web Reservations has been on the market since 2001 and is used by over 1,500 accommodation operators from single room holiday houses to motels, chains and resorts. It is targeted at small to medium operators.

Functions include: online bookings and secure payment, management of bookings through distribution channels (including international), and real-time availability on the web. Web Reservations also supplies a desktop hospitality management module that provides a range of front desk and management functions as well as export of data to MYOB and QuickBooks.

Third party booking sites supported are shown at: www.webreservations.com.au/index.php?pageid=713.

b) System vendor

Web Reservations is developed, sold and supported in Australasia by Web Reservations Systems which has been operating since 2008.

Web: www.webreservations.com.au Phone: 02 6684 8101
 Email: webmaster@webreservations.com.au Address: 9 Cape Vista Drive, Byron Bay, NSW 2481

c) Installation and support

The online booking module is hosted on a central reservation system that is then linked to the various sales channels. The operator manages booking rules, availability and rates through either the desktop module at the front desk or the online booking module. Set up involves helping load booking rules and rates. Most installations are done remotely to keep costs low. Customised systems are not provided. Macintosh, Windows XP or higher, browser and email software is required. Support is provided via email and telephone.

d) Case studies

www.beachfrontmotel.com.au www.takeabreak.com.au/SwanseaMotorInn.htm
www.greatoceanroad.com.au/beachfront www.aquariusbackpackers.com.au
www.swanseamotorinn.com

e) Indicative costs

Software licencing:	Web-based: from AUD\$495.00, computer-based: from AUD\$1,295.00. 10% commission fee on the value of transaction for bookings made on third-party sites.
Support:	Free with booking services.
Channel management:	AUD\$45.00 per month (unlimited bookings) or 10% commission.
Installation and training:	No setup or training cost.
Remote hosting:	By default, at no additional cost.

36. WebVantage



a) System description

Webvantage's Booking Management System has been on the market since 2006. Booking Management System is designed for small to medium accommodation operators and tour/event/attraction operators.

Functions include online bookings and secure payments via your website as well as a front desk functions such as point of sale and data import/export links to MYOB. A number of reports are available and can be customised. Optional modules allow the operation of loyalty and gift voucher programs. Integration into the shopping cart module allows the sale of ancillary items such as souvenirs and memorabilia.

Links to third party distribution networks are available through the XML gateway. The Booking Management System provides a comprehensive agent portal for booking agencies to use.

b) System vendor

Booking Management System is developed, sold and supported in Australasia by WebVantage Pty Ltd.

Web:	www.webvantage.com.au	Phone:	02 9016 7136
Email:	sales@webvantage.com.au	Address:	PO Box 1135, North Sydney, NSW, 2059

c) Installation and support

The Booking Management System is hosted remotely on WebVantage's server. The operator will need the Booking Management System's licence and the login and password provided by WebVantage. The operator's web developer can then integrate the Booking Management System wizard into the operator's website.

The operator will need a computer capable of accessing the Internet with a supported web browser (WebVantage software supports a number of web browsers including Internet Explorer 6+, Safari 2+ and Firefox2+).

Technical support is provided by web, phone and email.

d) Case studies

Refer to <http://www.webvantage.com.au/marketing/portfolio.html>

e) Indicative costs

Software licencing:	Licence cost: from AUD\$1,495.00.
Support:	Support is included with hosting costs.
Channel management:	Agents can be set up as either paid in full or deposit only. Flexible commission reporting is also available on an agent by agent basis or system wide basis.
Installation and training:	Simple implementation included with licence cost. Website and customising services available from AUD95 per hour.
Remote hosting:	From AUD\$50.00 per month.

37. Related tutorials

- [Online booking systems 101](#)
- [Tourism Exchange Australia](#)