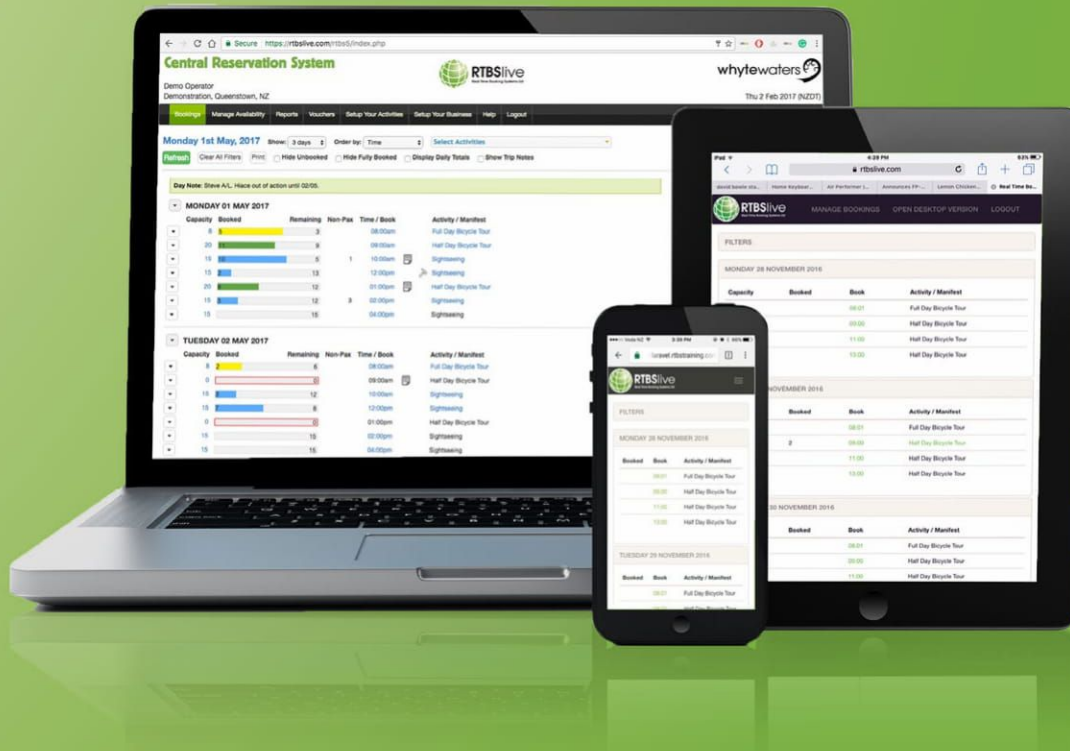




REAL TIME BOOKING SYSTEM (RTBS)

Online Booking Software for Activity Operators

RTBS is the all-in-one online booking software for activity, tour and rental operators.



Connecting Tourism Businesses for over 20 years

Activity Operators sell more activities, save your admin time and make the best use of your inventory.

Agents delight your guests with available activities nearby and earn commission with bookings.

How RTBS can help your business

Time to select a new booking system or change from your previous one, what should you be looking for?

- » How much difference would it make your business if your activity sales went up by 20%, 50% or even more? Will your booking system help you sell more of your product?
- » What about a system that saves on the time you spend undertaking administrative tasks?
- » Then there is the simplicity and efficiency of being able to locate all of the information you need to run your business within a single location.

For the past 10 years, Whyte Waters Group has developed RTBS with the aim of meeting these needs.

Upon its launch in 2003, it was one of the first activity booking systems within the industry with the capability of taking bookings directly from an activity operator's website.

Today, Activity Operators access RTBS and use it to run their business by simply logging onto the Internet. RTBS is a web based booking system that is accessed by desktop computer, tablet or smartphone. It can be used anywhere you are and guess what, it has all the information and functionality that you need to run your entire activities business.

There are four integrated modules that make up RTBS.

Various combinations are capable of delivering a range of benefits to an Activity Operator, including;

- » Online inventory distribution e.g. activities sold live at accommodation front desks
- » A place to record and manage bookings made from different sources
- » Operational functions such as producing trip manifests
- » Administration efficiencies e.g. using the Xero or MYOB accounting interfaces to reduce the time taken double entering data

Individual staff logins track booking changes as they occur and the live updates in RTBS can significantly improve business efficiency and distribution.

RTBS is well-suited for medium to small Activity Operator businesses in need of online inventory capability. It is also pitched to fit within the small to medium business budget constraints.



Streamline Operations

- » Receive detailed sales reports and trip manifests
- » Track booking changes as the occur
- » Received SMS notifications for bookings
- » Streamline accounting with Xero and MYOB integrations

Save Time

- » Present your activity marketing information to booking agents
- » Increase your sales audience through Viator/TripAdvisor and Adrenaline
- » Streamline agent bookings by offering live availability
- » Manage resources efficiently

Sell More

- » Mobile responsive online booking capabilities
- » Easily update marketing material and pricing
- » Offer online gift vouchers
- » Increase sales with promo code campaigns
- » Educate and empower agents with online video product training

Central Reservation System - A one-stop solution ●



The Central Reservation System or CRS is one of the vital modules that make up our Real Time Booking System (RTBS). Why vital? Because it allows you – the activity operator – to easily and effectively manage, market and distribute your products to booking agents and customers via their online booking page.

Versatile and wide-reaching, bookings into the CRS can be received through a host of channels, including your website, information centres, wholesalers; accommodation or online travel agents, as well as phone calls or emails. What's brilliant, too, is that you can access the system from anywhere via your tablet or smartphone – perfect for when you're out and about in the field with your customers!

The CRS has a number of useful functions designed to help you keep track of every aspect of your bookings. These include recording how a booking was made or paid for, keeping tabs on outstanding balances, rescheduling or cancelling bookings, and processing refunds.

Another handy CRS tool is the trip manifests, which allow drivers, tour guides and check-in staff to keep track of customers while they are out and about on their excursions. These manifests can easily be personalised to your needs via the RTBS custom manifest functionality.

A 10-year work in progress, the CRS now also features a wide range of additional functions designed to meet all your booking needs. Here are a handful of examples.

- » Booking notifications can be sent via SMS or email.
- » Offer promo codes and multi-passes.
- » Option to book charter or one-off trips.
- » Determine pick-up points and provide information about pick-up routes.
- » Can read barcodes.

It's all in one place now its time to run the business!



The Accommodation Channel & The RTBS Agent Trade Manual Online ● ● ●

The RTBS Agent Trade Manual Online is a valuable resource for Accommodation Agents and it assists them to sell your product(s). Not only is the information formatted and easy to access and read, it is also comprehensive.

The information within the RTBS Agent Trade Manual Online includes;

- » Videos and photo's
- » Prices and departure times
- » Written brochure descriptions of activities
- » Frequently asked questions
- » Training courses that help the staff learn how to sell your products

Being part of the RTBS Trade Manual Online is the first step towards assisting Accommodation Agents in booking your products.

If you "work this channel" you will make more sales!

Other Channels - Online Travel Agents & Booking Offices ●

Whyte Waters Group has specialised supplying the Accommodation Channel, but that's by no means the only channel that RTBS supplies.

RTBS also supplies its agency booking system to;

- » The local I-Site Network
- » Online Travel Agents such as Viator, Trip Advisor, Adrenaline

- » Privately owned booking offices
- » Wholesalers and Inbound Operators - though Trade Logins

Connect to these channels and you will make more sales!



Operator Booking Link & Your Website ● ●

The Operator Booking Link module provides an Activity Operator with the ability to take bookings from their website with two different page options.

The two-page options are;

1. Fully Integrated Booking Pages Using The RTBS API Interface

This option allows your web developer to embed the booking system directly into the Activity Operator's Website.

It's a seamless solution and offers a lot more flexibility for the booking page design.

2. Booking Link Pages

With this option, RTBS creates booking pages that look like the Activity Operator's website. When their customer clicks on these they are taken to those pages.

All booking pages supplied by RTBS include;

- » A fully integrated payment gateway, which means there is no need to set up your own Merchant Account
- » Mobile device responsive capability



Online Gift Vouchers ● ●

RTBS has an integrated gift voucher module allowing you to sell Gift Vouchers live from your own website.

When these vouchers are redeemed the unique gift voucher number is used to track the booking within RTBS. The Gift Voucher module also tracks and reports redeemed, waiting to be redeemed and expired vouchers.

Making your gift vouchers live "buy now" will help you make more sales!



Inventory Distribution Opportunities ●

Besides offering inventory distribution through its specialist accommodation channel, RTBS also offers distribution through online travel agents and booking office outlets.

Some of these include;



New integrations are being added on a regular basis, ask your representative for an updated list.

Business Administration Integrations ●

RTBS aims to deliver administration efficiencies to Activity Operators and it does this by improving back office administration.

Accounting System integration saves administration staff time by reducing both double entries of data and errors. RTBS offers two solutions;



Point Of Sale integration.



New integrations are being completed on a regular basis, ask for an up to date list.



Google Calendar

RTBS

NEW ZEALAND
OWNED &
OPERATED



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