



QuickTrav FrontDesk



Quick Software
Software Solutions that work for you



QuickTrav FrontDesk

FrontDesk is a product designed specifically for Retail Travel Agencies to efficiently handle CRM (Customer Relationship Management), increase productivity and reduce the overall cost of communicating with clients.

Key Features

- ✓ Detailed traveler and company information is contained in a comprehensive database.
- ✓ FrontDesk imports the booking file directly from Galileo, Worldspan or Amadeus, to automate documentation.
- ✓ FrontDesk produces standardised professional documentation, polishing the communication skills of consultants and ensures continuity, i.e. client does not notice when a specific consultant goes on leave.
- ✓ On the fly SMS's* provide a fast and cost effective method of communication.
- ✓ Mass SMS or emailing (by client profile) functionality makes FrontDesk a powerful marketing tool. FrontDesk can be used to send a monthly newsletter, weekly specials or target markets specified by profile, e.g. an Invitation to all Executives who enjoy golf.





QuickTrav FrontDesk

Key Features

- ✓ Email, SMS and faxing facilities keep the consultant at his/her desk increasing productivity and cutting down on stationery and communication costs.
- ✓ Easy handover between consultants. At any time a colleague can establish where a booking is up to, what communication has been sent, etc.
- ✓ Your Company's terms and conditions are sent with every booking confirmation.
- ✓ Create a paperless office, using FrontDesk to replace booking cards and client files.
- ✓ Management can monitor productivity, e.g. how many quotes are converted to bookings, including the elusive verbal quotes and generate other useful reports.
- ✓ Management can quickly deal with client queries or complaints by accessing the file in FrontDesk without having to physically locate a file.





QuickTrav FrontDesk

Capture Individual Contact screen

Zeuner, Deidre - 000002 / L00001

Individual contact

Surname	<input type="text" value="Zeuner"/>	First Name	<input type="text" value="Deidre"/>	Title	<input type="text" value="Prof"/>	Status	<input type="text" value="Active"/>
Address	<input type="text" value="P.O. Box 2571"/>	Contact No's	<input type="text" value="011 451-9100"/>	Passport No, ExpDate, Nationality	<input type="text" value="TR55755 01/12/2007"/>	<input type="text" value="Za"/>	<input type="text" value="1"/>
	<input type="text" value="Edenvale"/>	Email	<input checked="" type="checkbox"/> Has no email <input type="checkbox"/>	Created by	<input type="text" value="Supervisor Supervisor"/>		
	<input type="text" value="1610"/>	<input checked="" type="checkbox"/> News Letter <input checked="" type="checkbox"/> SMS msgs	Department	<input type="text" value="Corporate"/>			
Type	<input type="text" value="Both business and personal bookings"/>		Secretary	<input type="text" value="Stevens Sam Miss"/> <input type="button" value="Open"/>			
Business	<input type="text" value="D00001 Quick Software"/>		QuickTrav leisure account no	<input type="text" value="L00001"/>			
Capacity	<input type="text" value="Executive"/>	Interests	<input type="text" value="4 items selected"/>	Flags	<input type="text" value="2 items selected"/>		
Other Ref	<input type="text"/>						
Notes	<input type="text" value="Please do not call client by her first name"/>						<input type="button" value="Open"/>





QuickTrav FrontDesk

Capacity/Interest & General Flags

Profile clients using 'Capacity', 'Interests' and 'Flags' tables.
These tables can be populated per your Organisation's requirements.
Mass email per flag/s.

The screenshot displays the QuickTrav FrontDesk interface for client profiling. The main form includes the following fields:

- Type: Both Business And Personal Booking
- Secretary: Stevens Sam Miss
- Business: D11111 Quick Software Consultants
- Capacity: Executive
- Interests: 2 items selected
- Flags: Children
- Notes: Please do not communicate with client, must liaise with secretary Sam.

Three data selection windows are shown below the main form, each with a 'Qk' button and a 'Cancel' button:

- Capacity Selection:**

Name	Key
Executive	001
General	003
Management	002
- Interests Selection:**

Name	Key
Adventure Holidays	004
Cricket	003
Golf	001
Rugby	002
Shopping	005
- Flags Selection:**

Name	Key
Pensioner	002
Youth	001





QuickTrav FrontDesk

Passport Expiry warning

QuickTrav FrontDesk records the expiry date of passenger passports, Early warning alerts if passenger' passports are to expire within 6 months

The screenshot displays the 'Individual contact' window for Deidre Zeuner. A modal dialog box titled 'Edit Contact' is open, showing a yellow warning icon and the following text:

Passport expiry warning.
Passport no TR55755 (Za) will expire within the next 6 months (in 15 days time on 01/12/2007).
Passport no 87978 (Uk) has expired (on 01/12/2006).

The background window shows fields for Surname (Zeuner), First Name (Deidre), Title (Prof), and Status (Active). A notes field at the bottom contains the text: 'Please do not call client by her first name'. Buttons for 'Save', 'Registers', 'Templates', and 'Cancel' are visible at the bottom of the main window.





QuickTrav FrontDesk

Capture a fixed format Quote

Add several options to your quote in an easy to navigate form

Edit quote 000033 Quote 000033 3 line items R 100.00

Client: Zeuner Deidre Prof
Quote Date: 12/11/2006
Type: Emailed
Consultant: Deidre Zeuner

Destination: South Africa
Source/Advert: Franchise Group Advertising
Booking:

Item	Supplier	Type	D/I	Option	Passenger Name(s)
1	City Lodge Bloemfontein	Accommodation	Dom	1	Zeuner Deidre Prof
2	Hilton	Accommodation	Dom	2	Zeuner Deidre Prof
3	City Lodge Bramley	Accommodation	Dom	3	Zeuner Deidre Prof

Free format

Advised client Terms Passport Visa Insurance My name Quote No

Comments: Lovely accommodation great sights

Buttons: Save, Booking, Contact, Print/View Quote, Cancel, New, Open, Copy, Delete, Up, Dn, <= Open, Templates





QuickTrav FrontDesk

Capture free format Quote

Use free format quotes to create templates, or to copy and paste quotes received from suppliers such as Tour Operators

Edit quote 0000034 (new)

Client: Zeuner Deidre Prof **Quote 0000034**

Quote Date: 16/11/2006 Destination: Indian Ocean Islands

Type: Verbal Source/Advert: Friends and family

Consultant: Trish Morris Booking: [] Free format:

Description: Mauritius Getaway Int/Dom: International

Total (excl Vat/taxes): 10000.00

Quote Body (full details of quote incl. costs)

Club Med Mauritius

The package includes:
Accommodation
Accommodation according to the level of comfort you choose.

Sports
Free practice :

Buttons: Save, Booking, Contact, Print/View Quote, <= Open, Templates, Cancel





QuickTrav FrontDesk

Quote



Postal Address
P O Box 2571
Edenvale
1610
Gauteng

Physical Address
86 Voortrekker Rd
Edenvale
Sohannesburg
Gauteng

Tel: +27 11 451 9100
Fax: +27 11 609 4355
Internet: www.quicksoftware.co.za
Email: trisham@quicksoftware.co.za
Co Reg: 1998/010902/13
Co Reg 2: 4880130465

Demo Data

Travel Quotation

We are pleased to confirm the following quotation as requested.



Quote details

Date: 16/01/2010
Quote No: 0000006
Consultant: Trisha Morris
Destination: Indian Ocean Islands



Passengers

Morris Trish Ms



Primary client/contact details

Name: Ms Trish Morris (ref 000005) - Sponge Bob's Cleaning Services
No's: Tel (W): 011 451 9100
Address: 86 Voortrekker Rd, Edenvale, 1610
Email: trisham@quicksoftware.co.za

Quote Summary	Option 1
Tour Package	0.00
Total R.	0.00

OPTION 1



International Tour Package





QuickTrav FrontDesk

Capture new booking

Import PNR files from CRS (Central Reservation System)

QuickTrav FrontDesk imports from Amadeus, Galileo, Worldspan or Sabre

Edit booking 0000052 (rev 5) (Open)

Client: Zeuner Deidre Prof Order No: 4354 Quote No: [dropdown]
Booking Date: 23/11/2006 Consultant: Supervisor Supervisor Pnr Ref: [dropdown]
Status: Provisional Destination: South Africa MRR&E: [dropdown] Import: [button]
Call Reason: [dropdown] Source/Advert: Friends and family 1 Air Ticket R 1744.00

No	Carr	Type	Passenger	Basis	Routing	Depart	Fare	Val	Tax	Total	Rel
1	125	Dom	Zeuner Deidre Prof	Adult	Jnb/Plz/Jnb	05Oct2007	1470.00	206.00	68.00	1744.00	070

2 Land Arrangement items R 428.00

No	ItinNo	Type	Supplier	D/I	Passenger	Details
1		Accommodation	City Lodge Bloemfontein	Dom	Zeuner Deidre Prof	Moderate, 1 Sin
2		Other - Transaction Fees	Professional Fees	Dom	Zeuner Deidre Prof	

Advised client Terms Passport Visa Insurance My name Booking No

Comments: [text area]

Save Contact Documents Templates Cancel





QuickTrav FrontDesk

Booking Confirmation



Postal Address
P O Box 2571
Edenvale
1610
Gauteng

Physical Address
86 Voortrekker Rd
Edenvale
Johannesburg
Gauteng

Tel: +27 11 451 9100
Fax: +27 11 609 4388
Internet: www.quicksoftware.co.za
Email: trisham@quicksoftware.co.za
Co Reg: 1988/010902/23
Cu Reg 2: 4330130465

Demo Data

Provisional Booking Confirmation

We are pleased to confirm the following travel arrangements as requested.



Booking details

Date: 14/01/2010
Booking No: 0000006 (rev 1)
Pnr: LSMGCC
Consultant: Trisha Morris
Destination: South Africa



Passengers

Ohlsson A Mr



Primary client/contact details

Name: Ms Trish Morris (ref 0000005) - Sponge Bob's Cleaning Services
No's: Tel (W): 011 451 9100
Address: 86 Voortrekker Rd, Edenvale, 1610
Email: trisham@quicksoftware.co.za

Summary	R
Air Ticket	1621.00
Total	R 1621.00



Item 1 Domestic Air Ticket

Ticket	Passenger	Fare	Fare Vat	Aprt Tax	Aprt Tax Vat	Total R	Type	Ticket No
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QuickTrav FrontDesk

Itinerary



Postal Address
P.O.Box 1071
Edenvale
1610
Gauteng

Physical Address
16 Venterstraat Ed
Edenvale
Johannesburg
Gauteng

Tel: +27 11 451 9100
Fax: +27 11 459 4388
Internet: www.quicksoftware.co.za
Email: trisham@quicksoftware.co.za
Co Reg: 1988/01000228
Co Reg 2: 4880107465

Demo Data

Itinerary



Booking details

Date: 14-01-2010
Booking No: 0000006 (rev 1)
Pur: LSMGGG
Consultant: Trisha Morris
Destination: South Africa



Passengers

Oblissen A Mr



Primary client/contact details

Name: Ms Trish Morris (ref 0000003) - Sponge Bob's Cleaning Services
No: Tel (W): 011 451 9100
Address: 86 Voortrekker Rd, Edenvale, 1610
Email: trisham@quicksoftware.co.za



FLIGHT - Thu 05 Oct 2000 - 08:00

Airline	Passengers	No Pax	Flight No	Class	From	To	Date	Depart	Arrive	Seat	Status	Confirmation No	Ticket No
South African Airways	Oblissen A Mr	1	SA1003	Economy (Y)	O R Tambo	Bloemfontein	05 Oct 2000	08:00	09:15		Confirmed	RD1LK8	2597710072





QuickTrav FrontDesk

Templates

Users can create 'Templates' for any documentation /information that they need to relay on a recurring basis.

Edit template 00003 (new)

Type: Public Consultant: []

Category: Requirements (Visa Etc) Created: 09/11/2010 Disabled:

Name: Zimbabwe Visa requirements - SA Passport holders

Text:

Important Note S.A. Passport holders will be able to obtain gratis single-entry visa stamp at their port of entry into Zimbabwe.

South African temporary passports are accepted as long as they are valid.

Cost/Validity FREE for South African passport holders

(NB!...South African travellers are cautioned to ensure that if they are asked to pay, they make a note of the name and designation of the officer to whom they paid the fee and to ensure they obtain an official receipt)

Single entry visa valid for 6 months.

Requirements

- Valid passport (valid for at least 6 months).
- 2 passport size photographs.
- Proof of hotel booking for holiday visitors
- Air tickets booking if traveling by air
- If staying with friend or Relative

Buttons: Save, Spellcheck, Formatting, Cancel





QuickTrav FrontDesk

SMS

Sms travel details directly to your client

Windows-style window titled "Edit sms 000002 (new)".

This SMS will be sent via an 'email to sms' paid for service which you must subscribe to. [More info](#)

Client: Groenewald Colette Ms

Date: 23/02/2011 Consultant: Training 5 Qs

Description: Flight Confirmation

To Cel No: 0831234567

Sms message (max 160 chrs): SA302 Cape Town to Johannesburg on 28 Feb @ 0600 confirmed

Msg Signature: From QuickTrav Travel Confirmed Delivered

Status: Not sent





QuickTrav FrontDesk

Mass Mailing

Mass SMS or emailing (by client profile) functionality makes FrontDesk a powerful marketing tool. FrontDesk can be used to send a monthly newsletter, weekly specials or target markets specified by profile, e.g. an Invitation to all Executives who enjoy golf.

Edit Mailing list 0005

Consultant: Trisha Morris Date: 29/10/2010

Description: Golf Invitation

Type: Individual contacts

Member selection criteria

Has an email address: Flagged for newsletter:

Status: Active

Limit to department(s):

Limit to interest(s): Golf

Limit to general flag(s):

Limit to capacity(s): Executive

Main > Members > Email > Process

Save Close

