

TRACRM

A Complete CRM Specially Designed for Travel Industry



Winner of
Best Travel CRM
Award



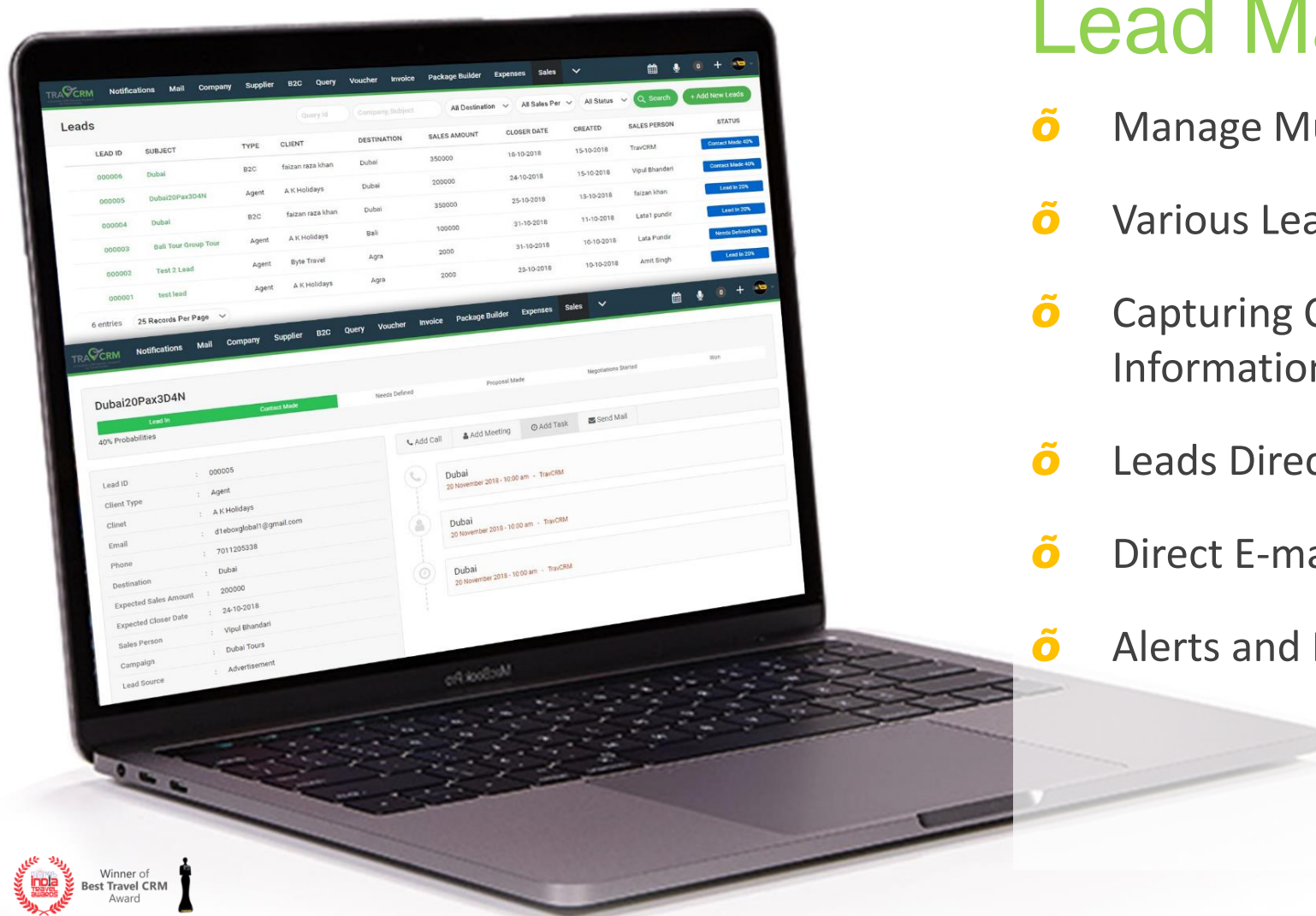
Key Features





Dashboard

- Daily Query Summary
- Query Status Report
- Top 10 Corporate Information
- Most Selling Destination
- Monthly Sales Report
- To Do List



Lead Management

- Manage Multiple Leads
- Various Lead Stages
- Capturing Calls, Meeting Follow-ups Information
- Leads Directly convert to Query
- Direct E-mail to Clients
- Alerts and Reminders



Sales Management

- o Sales person can define Calls, Task & - Meeting schedule
- o Define and Monitoring Sales Targets
- o Stage wise Sales Opportunity Pipeline
- o Sales Query
- o Real Time Sales Person Location Tracking
- o Monitor & Manage the Sales Performance



Incoming Query

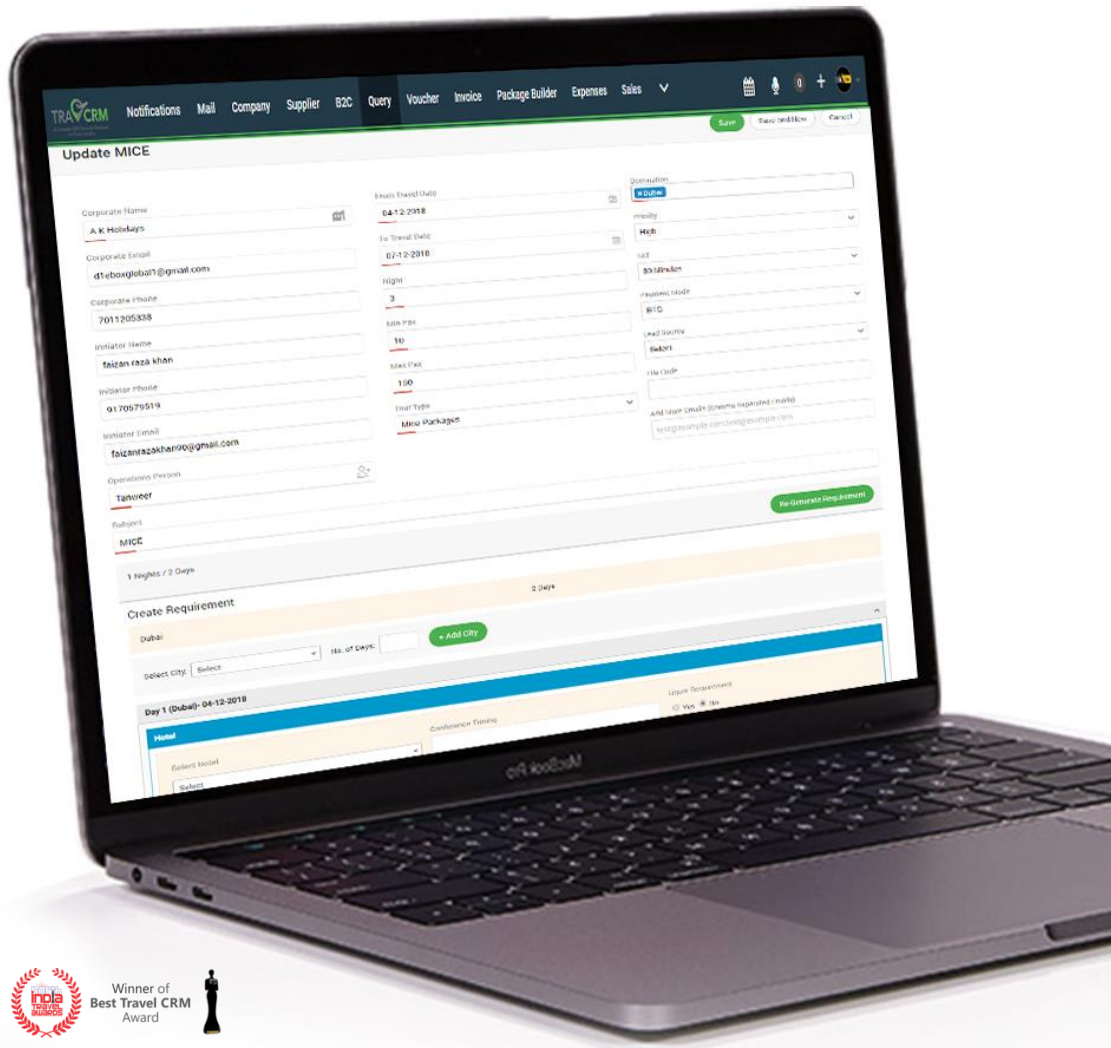
- Direct Mail Integration to remove manual Intervention
- Direct integration with website for Inquiry Form
- Users can Approve or Discard Query
- Quick search for specific Queries
- Easy conversion of Leads into Queries

Query Tracker

- 🔗 Online Tracking of All Queries
- 🔗 Auto Generation Query ID with Auto Send Feature.
- 🔗 Auto Assigning of Query to Respective Destination Expert
- 🔗 Auto Mail Reading to Capture all Communication in CRM without Manual Intervention
- 🔗 Query Prioritization -High, Medium and Low
- 🔗 Multiple Query Status Assigned | Reverted | Option Sent
- 🔗 Follow-up | Confirmed | Time Limit Booking
- 🔗 TAT (Turnaround) for Each Query with Timestamp
- 🔗 Auto Email Notification for Better Monitoring
- 🔗 Auto Email Receipt Information
- 🔗 Option to generate Quotation and Itinerary



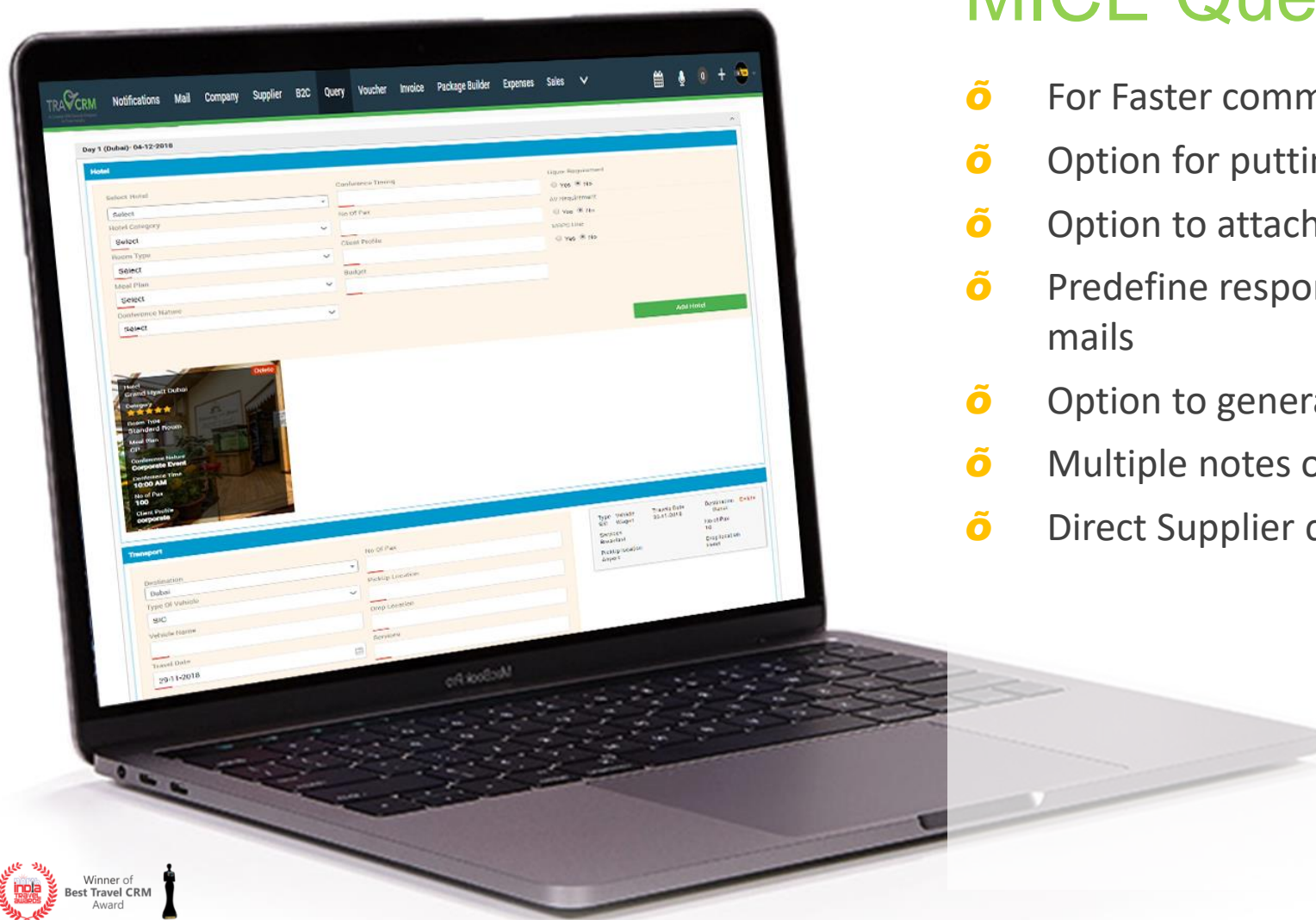
MICE Query Management

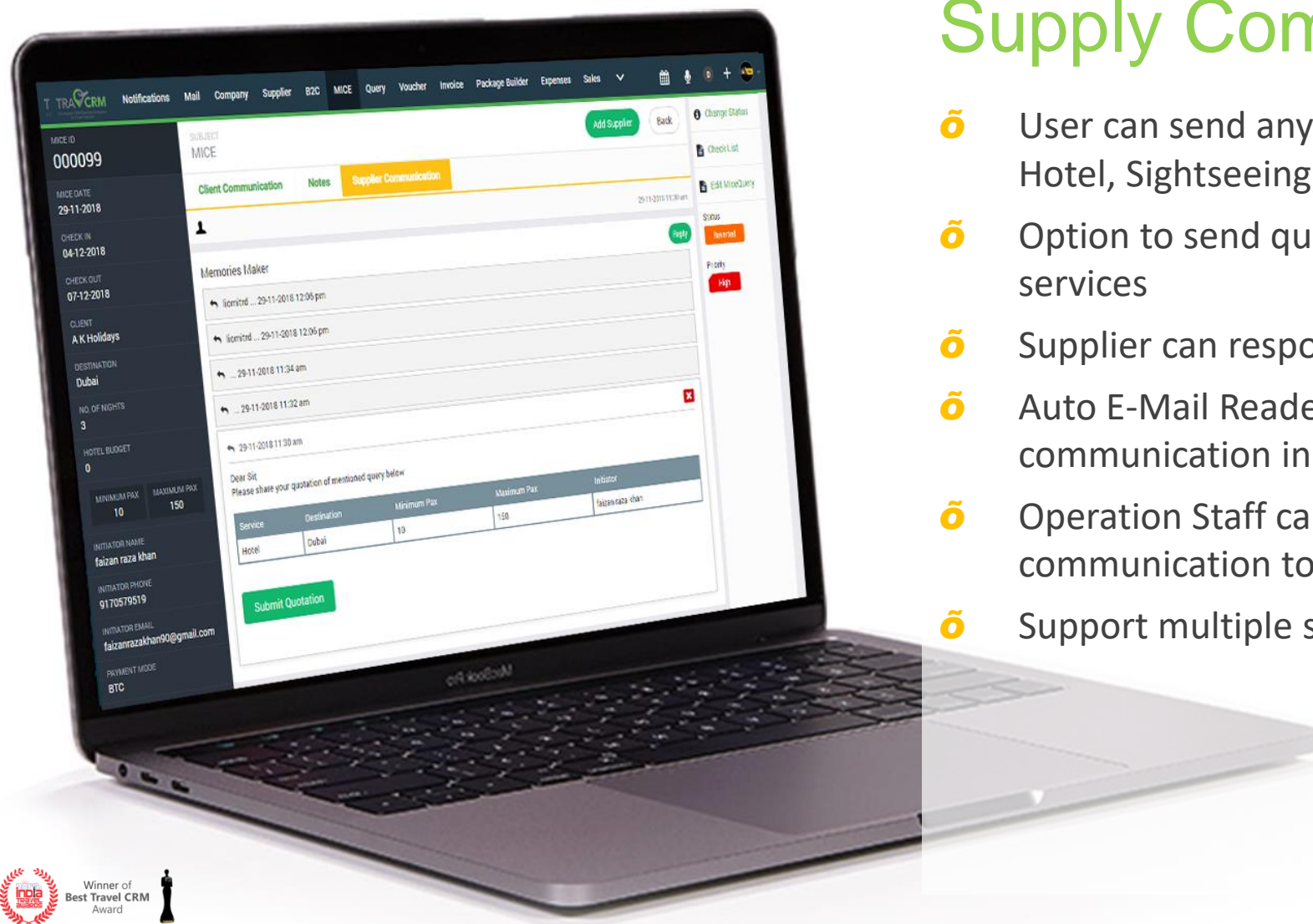


- o Complete information capture of MICE Query
- o Option to capture service information Hotel, Sightseeing and Transfer etc.
- o Auto Generation Query ID with Auto Send Feature.
- o Auto Assigning of Query to Respective operation staff
- o Auto Mail Reading to Capture all Communication in CRM without Manual Intervention
- o Query Prioritization -High, Medium and Low
- o Multiple Query Status Created Assigned | Reverted | Option Sent Follow-up | Confirmed
- o TAT (Turnaround) for Each Query with Timestamp
- o Auto Email Notification for Better Monitoring
- o Auto Email Receipt Information

MICE Query Management

- For Faster communication option to chat on WhatsApp
- Option for putting internal note for better visibility
- Option to attach multiple document
- Predefine response E-Mail templates so need to write mails
- Option to generate multiple quotation for each query
- Multiple notes option for every query
- Direct Supplier communication from query

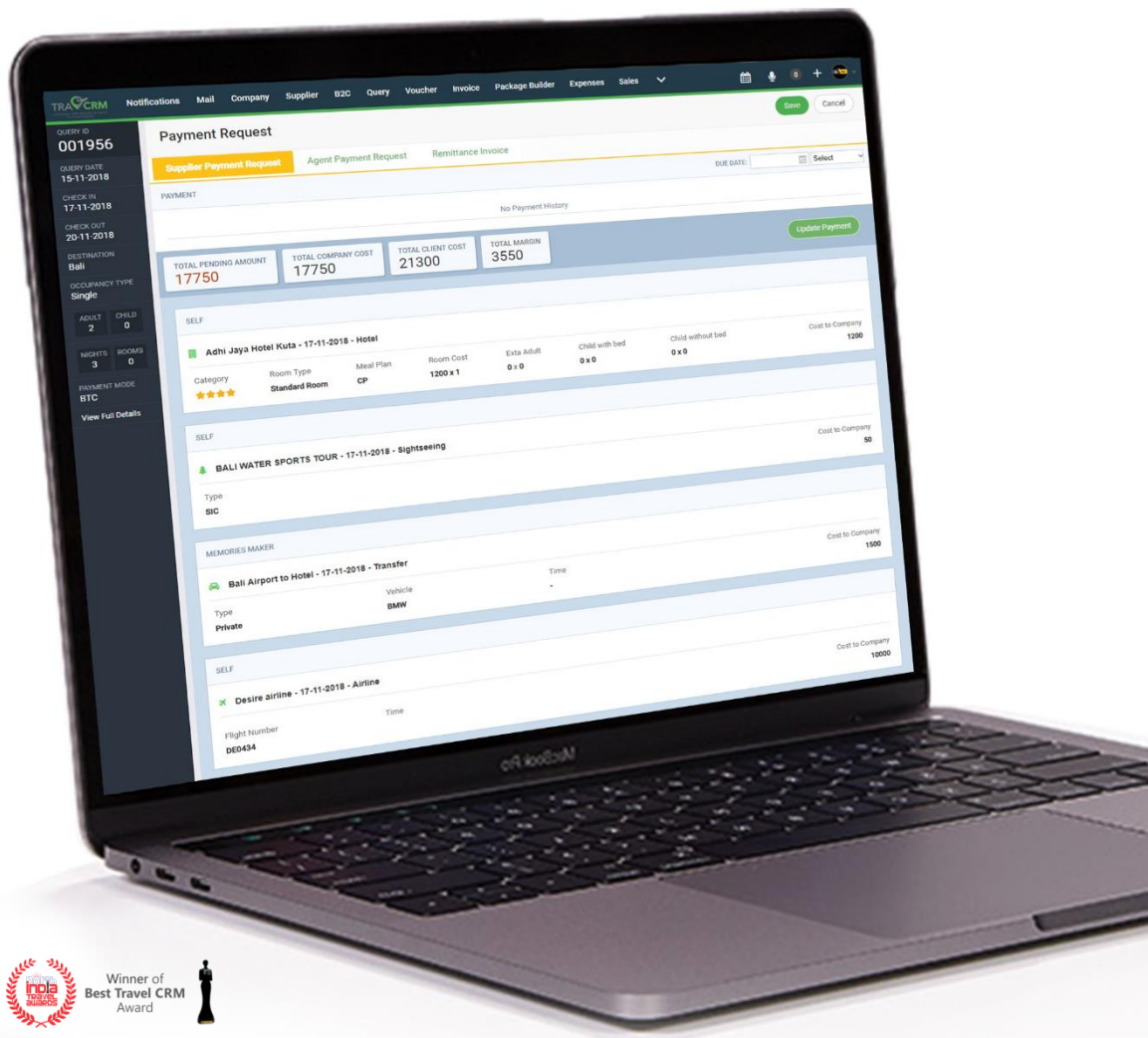




Supply Communication

- User can send any query to respective supplier such as Hotel, Sightseeing, Transfer etc.
- Option to send query DMC for tacking single quote to all services
- Supplier can response through E-Mail
- Auto E-Mail Reader feature to capture supplier communication in query
- Operation Staff can approve or send further communication to supplier
- Support multiple supplier communication

Payment Request



- ẽ Supplier Payment Requisition Generation
- ẽ Payment Mode Selection | Bill to Company Direct by Guest
- ẽ Payment Type Full Payment | Partial Payment | On Credit
- ẽ Remittance Payment Invoice
- ẽ Payment Reminders
- ẽ Corporate Payment Tracking
- ẽ Auto E-Mail trigger on payment due date
- ẽ Auto Gross Margin Calculation of Each File



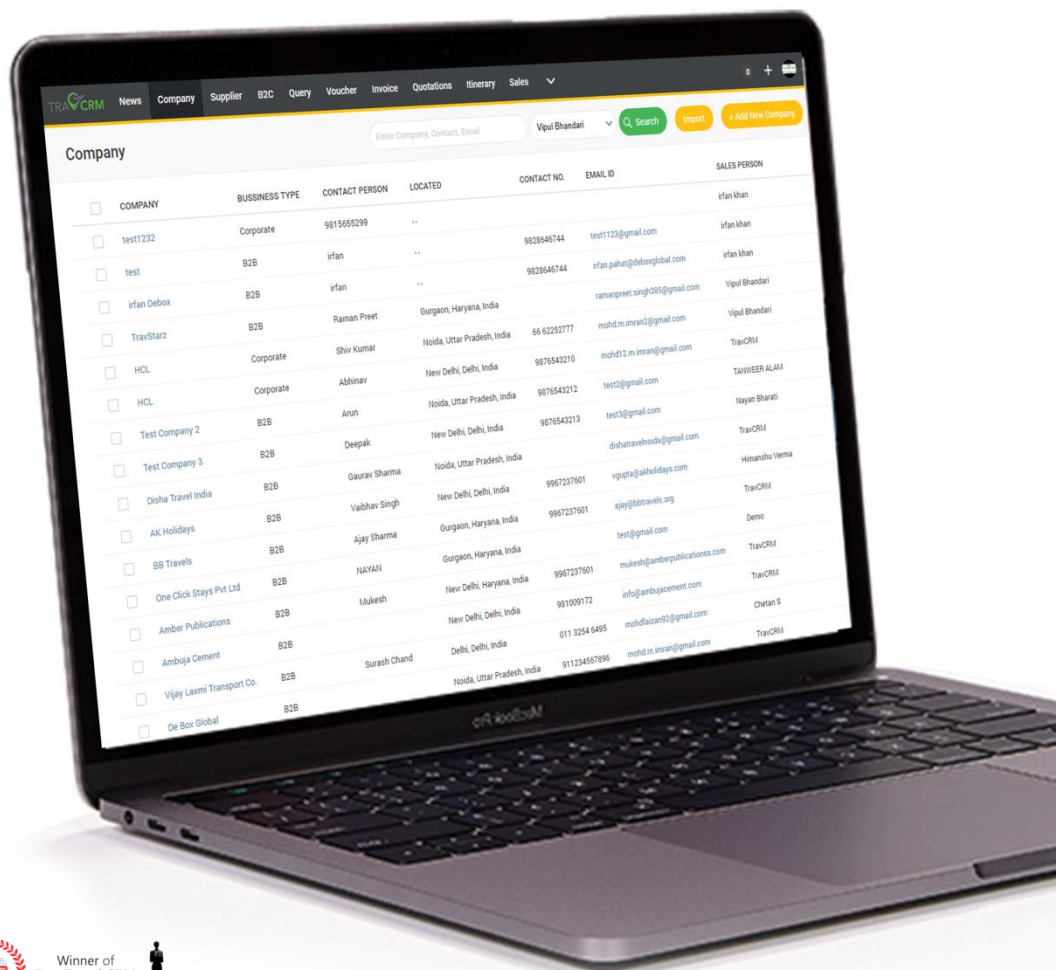
Invoice Generation

- Performa & Tax Invoice Generation
- Different Types of Taxes can be Defined
- Auto Capturing of Booking Details
- Corporate Invoice Payment Tracking
- Print | Email | Download Options Available
- Option to send Invoice on WhatsApp



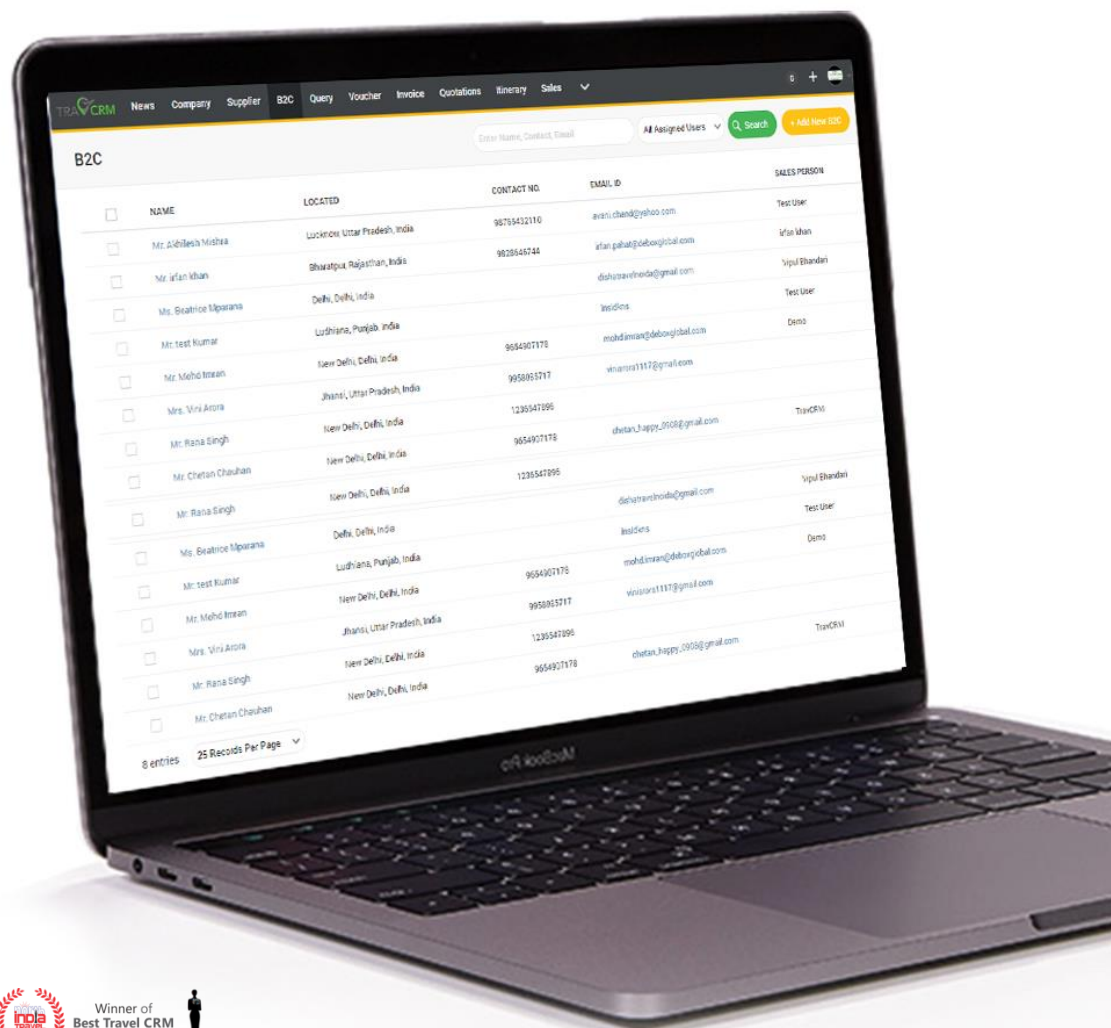
Voucher Generation

- Customized Voucher Generation with Company Logo and Colour
- Auto Hotel and other Supplier Capture Guest and other Important Data
- Option to Show Cost or not in Voucher
- Option to Enter Special Request
- Multiple Amendments
- Print | Email | Download Options Available
- Configurable Terms & Condition
- Option to send Invoice on WhatsApp



Corporate Management

- Add/Modify Corporate Information
- Define Corporate Category
- Define Multiple Contact Details/Address, Bank Account etc
- Option to Upload Business Agreement Specially for Corporate
- Upload other Important Documents
- Allocate Sales Staff and Operation staff
- View Full list of all Corporates
- Upload Data from Excel



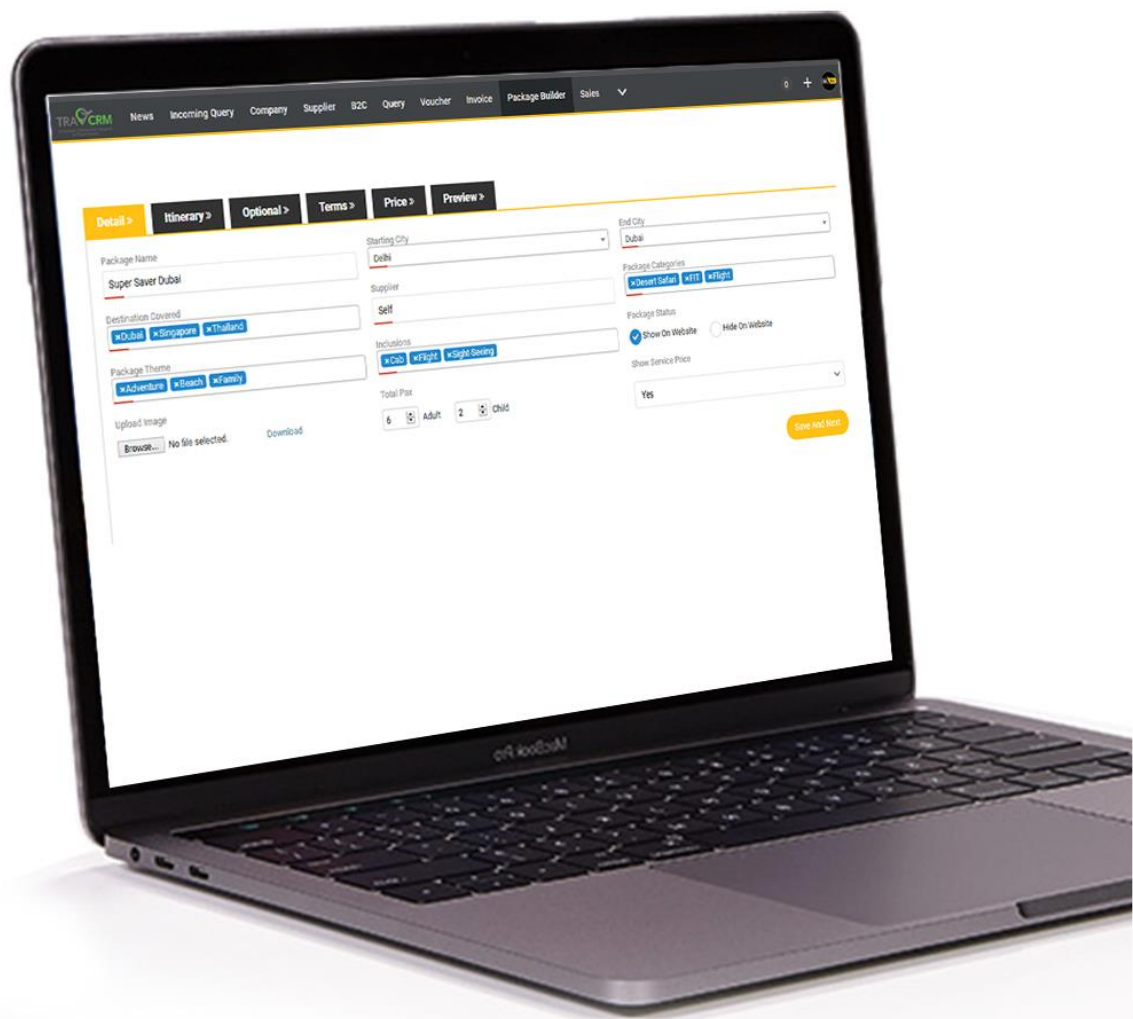
B2C Management

- Ability to Add/Modify Multiple B2C (Client)
- Ability to Upload Documents e.g. Passport, VISA, and Nationality Certificate etc
- Define Multiple Contact Details and Address, Bank Account Information etc
- Enter His / Her Social Media links e.g. Facebook, Twitter and LinkedIn
- Quick search of a client's details through keyword

Supplier Management

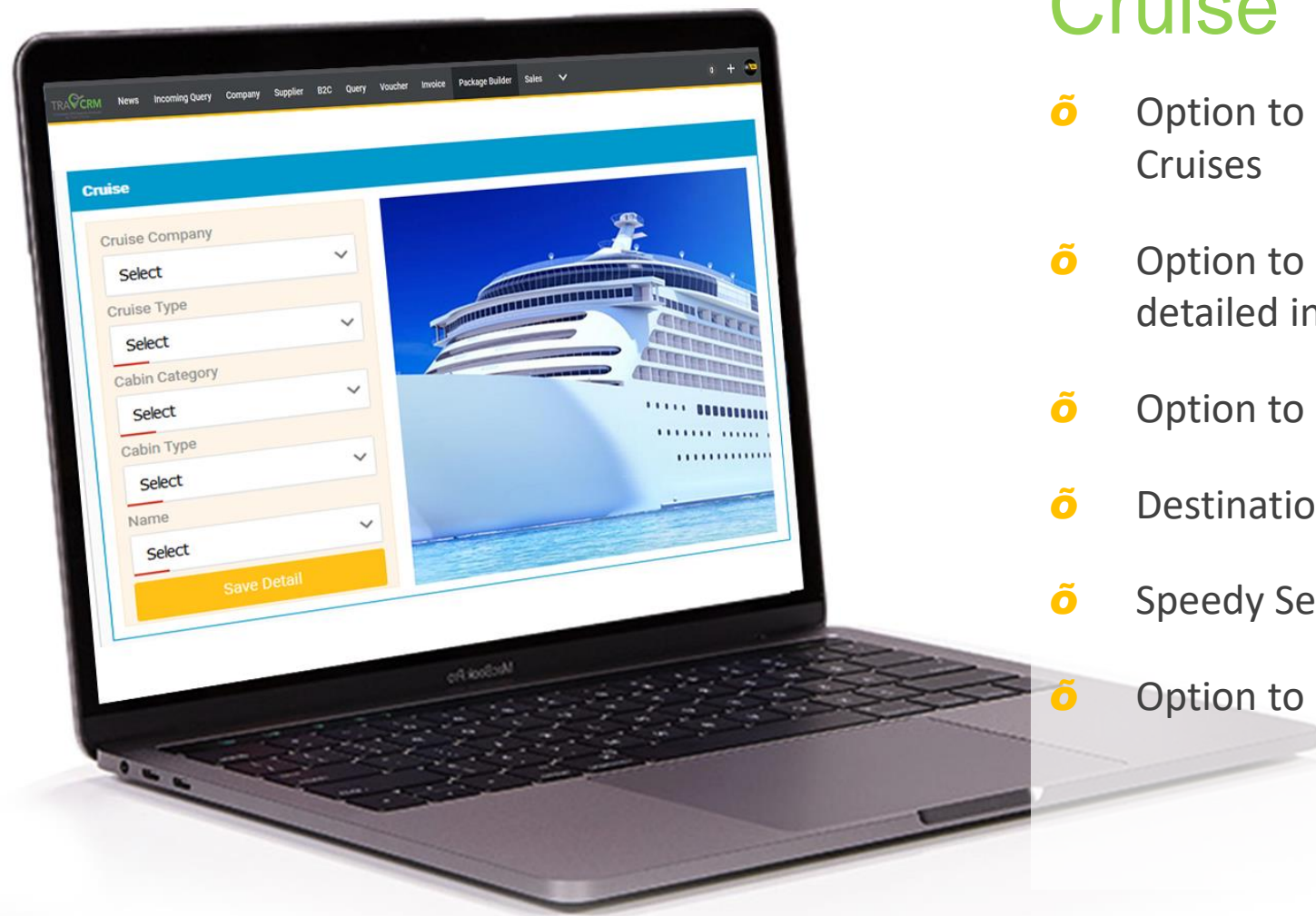
- Ability to Add /Modify Supplier
- Ability to Upload Data from Excel
- Ability to Upload Business Agreement
- Ability to View Full List of all Suppliers
- Ability to Add Multiple Type Suppliers e.g. Hotelier, Sightseeing and Transporter
- Ability to Upload Other Important Documents e.g. Tax Certificate, Registration Certificate etc
- Payment Term Cash or Credit
- Ability to define Multiple Contact Details and Address, Bank Account Information etc





Package Builder

- User can create Dynamic and Static Packages
- System allows to create Domestic and International Packages
- Users can add multiple Hotel, Sightseeing, Transfer and Flight
- Option to upload Service wise Excel Rate Sheet
- Predefined terms and conditions, inclusions, exclusions etc
- Package price with separate mark-up for B2B and B2C clients: Percent or Absolute
- Option to send package via email as PDF



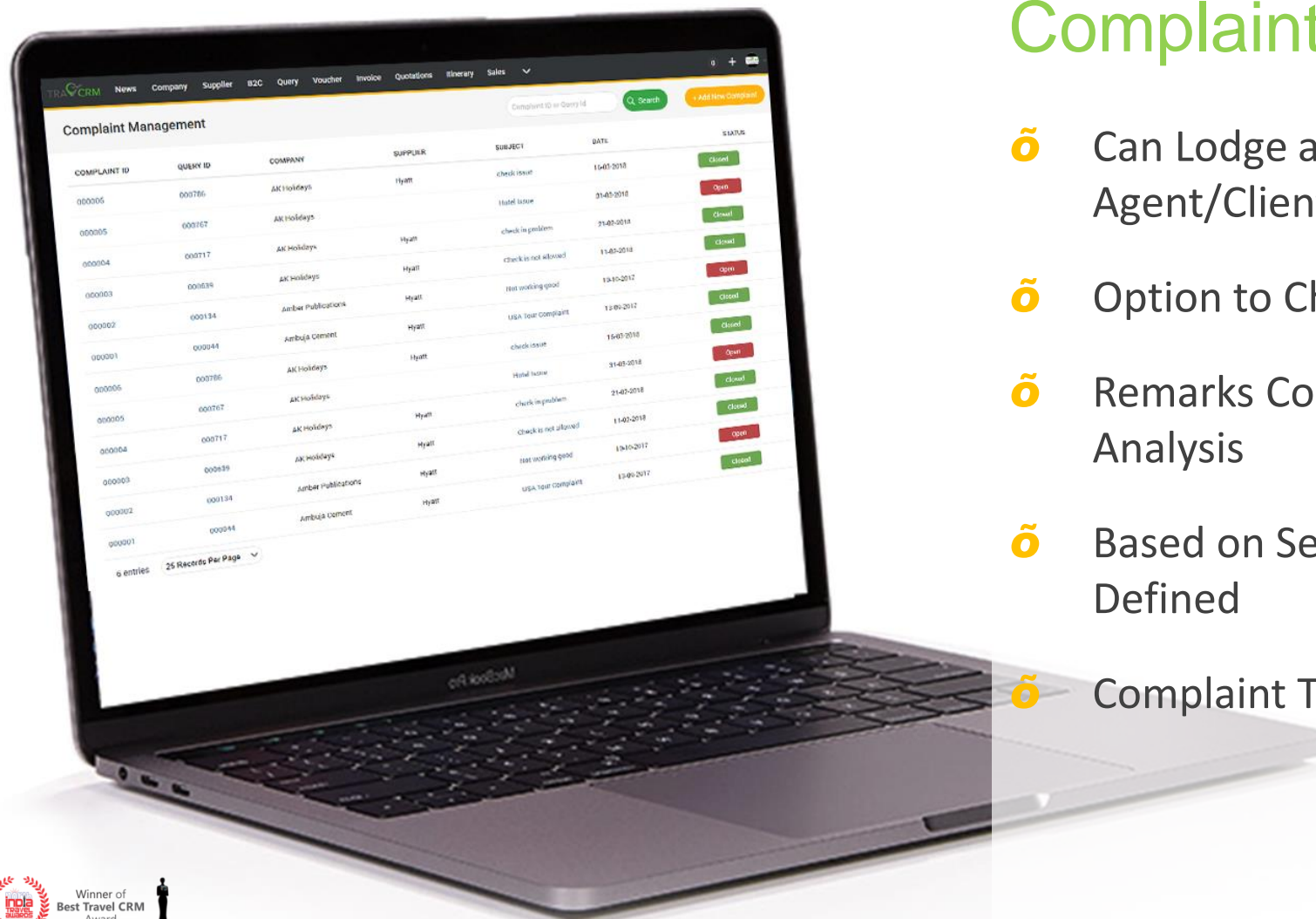
Cruise

- Option to enter wide range of suppliers specialized in Cruises
- Option to define different types of cruise ships with detailed information
- Option to define Cabin Category and Type
- Destination specific cruises offered as Cruise Package
- Speedy Search for top cruising top destinations
- Option to create cruise related packages



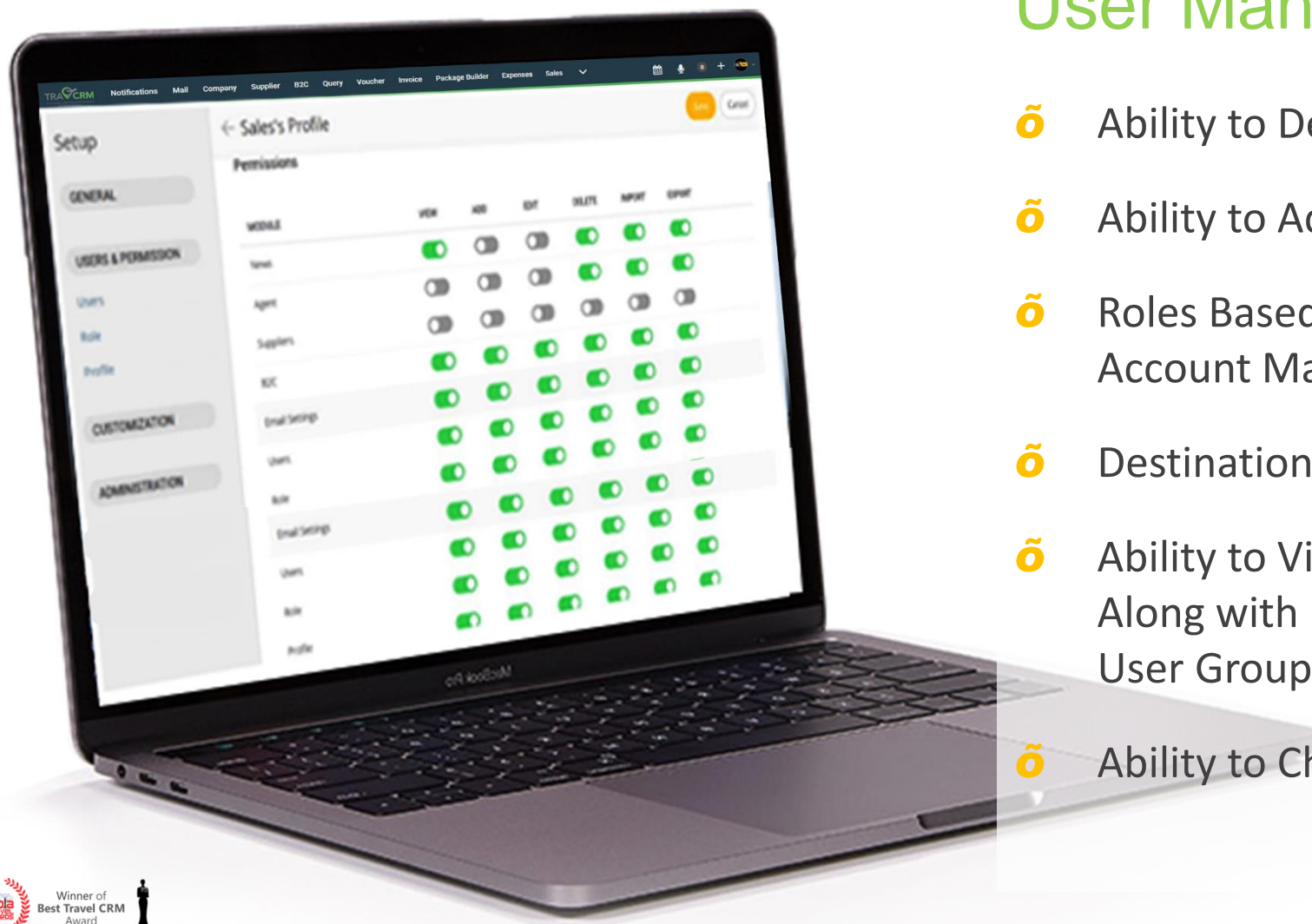
Document Management

- ẽ Easy and Quick Document Retrieval
- ẽ Various Types of Document can be Uploaded
- ẽ Emailer, Templates, Brochures can be Stored in Repository
- ẽ No more Email Search to Find any Document
- ẽ Any Information can View/Download and Send
- ẽ Document can be Attached with Query



Complaint Management

- Can Lodge any Complain, Highlighted by Agent/Client
- Option to Change Complain Status
- Remarks Column is Available for Further Analysis
- Based on Services, Supplier Rating can be Defined
- Complaint Tracking



User Management

- Ability to Define Hierarchy
- Ability to Add/Modify Existing User
- Roles Based Rights – Sales, Operations or Account Manager
- Destination wise User Mapping.
- Ability to View Full List of System Users Along with Information Like User Name, User Group, Status etc
- Ability to Change Password of Any User

Thank You



A Complete CRM Specially Designed
for Travel Industry



IT | Training | Consulting

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