

Proposal of web site
(www.Eyoutours.com/net/ca)

1. Introduction of Eyoutours Inc Ltd.

Eyoutours Inc Ltd is a new travel agency which is located in Montreal. It will provide new tour products, including local bus tours, hotel reservations, bus charter and other services, to local resident and visitors in Montreal.

2. Purpose and goals of establishing the web site

As a small size company and a beginner of the travel products provider, Eyoutours inc ltd will do its marketing basing on the web site, will get most of the payment from the web site, will operate the tours and do financial analysis on the web site.

The web site must help the company to reduce the marketing and operating expense, and provide accurate, convenient, and professional booking services.

3. Function and detail requirement

a) Demonstrate our tour products at a user-friendly interface

- At beginning, we will have 5-10 tour products, and may have more in the future.
- Every product has its own pictures, descriptions, departure dates&time&location, prices , special notes and brochures to be download.
- When click the home page of a certain product, detail information of that product will be shown in a new window.
- We will have English, French and Chinese as our web languages, we may have more languages in the future. Client can choose the language without changing the page they are viewing. A dynamic web structure may be needed.

b) Receive online payment

We will have 3 method of getting payment:

- Clients pay to office agents:
Payment can be credit card, interact card, check and cash. All the bookings will be entered by the agents and they will print invoices to clients at the same time. A daily sales report should be generated at the end of the day to match the income amount.
- Clients pay online:
Payment can be paypal or credit card. Choose a low cost and secure solution to link bank account. We need the function of get payment and refund payment in some special cases.
- Clients pay to co-agencies:
The Co-agencies will still pay online
 - 1) They may use client's credit card to pay. Part of the payment(for example: 85%,depends on the deal) go to Eyoutours and part of the payment(for example: 15%) is the commission and go to Co-agencies;
 - 2) They may use co-agency's credit cart to pay. A commission-deducted price will be offered (for example: they pay 85% net price to Eyoutours). Instead of an invoice, they will print a voucher to clients. There will be a co-agency's logo and there will be no price appears on the voucher.

c) Pricing and invoice clients

Tour prices calculation depends on the number, age of the travelers and the rooms they will occupy. In some tours, the clients are allowed to tick some option items as well.

After input clients' information and their choices, the system will calculate the price and generate the invoice accordingly.

d) Operate tours

All of the operators can log into the system and have different roles and authorities to operate the data:

- Agent of Eyoutours:
Receive payment and add new booking;
Refund/cancel bookings.
Review all the bookings in system;
Modify booking notes.
Review his/her own sales report.
Update tours information.
- Manager of Eyoutours:
Other than agent's authority, he can also:
Modify old bookings information, including prices
Change bookings (to different dates, tours, etc.)
Add and modify tours plan (add tours, cancel tours);
Control the number of the available seats for each tour;
Assign booked clients to buses (for example, assign same tour of 150 person to 3 buses);
Assign tour leaders for each bus, Choose hotels and buses from database;
- Tour leader of Eyoutours:
Review clients' name list of his/her tours.
- Accountant of Eyoutours:
Review bookings and calculate income.
- Agent of co-agency:
Add new booking of his/her clients;
Modify his/her booking notes.
Review all the bookings of this co-agency.

e) Complete analysis and statistics

Since all of the data have been input into the system, lots of analysis and statistics can be made basing on the database. However, the web site does not need to do analysis and statistics. If the database (it may be SQL or MySQL etc.) can be synchronized to local computer, those analysis and statistics can be made by local programming development.

f) Client registration and Membership

- First step: Clients' information, such as language and e-mail address, should be record in the database. That information can be used for sending promotion newsletters, holiday greetings or service quality survey etc. But clients do not have to be registered to proceed booking;
- Second step: client registration and Membership function should be accomplished to accumulate the clients' purchase points.

4. Conditions

The registered domain name and programming code are the properties of Eyoutours or the owner of Eyoutours Inc. 1) Eyoutours will own and operate the domain name; 2) Eyoutours have right to have a complete copy of the programming code after each web updating; 3) the programming code cannot be published or sell to third party without writing permission of Eyoutours.

5. Payment

Payment should be fulfilled by a firm date at each payment cycle within the term of the contract.