

softvoyage



Welcome to TIMTM

PRODUCT INFORMATION

*Since 1987, Softvoyage delivers innovative and
robust IT solutions for the travel industry.*



Overview of SOFTVOYAGE

Since 1987, Softvoyage delivers innovative and robust IT solutions for the travel industry. Softvoyage solutions enable the management and the distribution of travel services for thousands of North-American Travel Agencies, Tour Operators & Consolidators, and Travel Suppliers.

Softvoyage delivers value by providing travel suppliers with low-cost management and Web distribution alternatives and by empowering Travel Agents with robust shopping, comparison and booking tools.

The purpose of this document, along with the other supporting documents available, is to clarify the company's product offering and communicate a clear understanding of each product. For all products, more information is available on the company's website at www.softvoyage.com.

Product information guides are available for the following products:

B2C PRODUCT OFFERING:

- › Packages
- › Flights
- › Hotels
- › Tours™
- › Apps

BACK OFFICE PRODUCT OFFERING:

- › TTS
- › TIM™ (current document)
- › Gulliver

Manuals are also available in French.



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INTRODUCTION

This product information guide is intended to give general notions of the product and provide minimal utilization skills. The target audience is the person who wants to learn more about the product, on its possibilities, how and what can be configured, on the project management approach that is used towards an implementation, and lastly to give an overview of Softvoyage's robust back-end architecture that ensures a reliable and highly available business network.

Softvoyage thanks you for your interest in this product. Please feel free to contact us for any comments or suggestions that you may have. You can contact your Account Manager, or send an e-mail to info@softvoyage.com.

Welcome to **TIM™**

Coach tours are becoming more and more popular. Baby-boomers for one, and even younger people, are discovering that organized tours are a great way to travel. Guided coach tours are effective, efficient and truly enjoyable. The time away on these trips is totally focused on what travellers are supposed to be seeing – without the stress and worry!

Consequently, Softvoyage has focused efforts on developing the right tools for suppliers and agents to enable them to efficiently offer, shop and book guided coach tours.

And the key is here: **TIM™** is the back-office system for smaller suppliers who have minimal IT system needs and equipment. By acquiring **TIM™**, they are able to upload their tours to the main Softvoyage system thus giving them exposure to thousands of agencies across the country. Overall, this brings tremendous exposure for distribution!

This also translates to a great opportunity for coach tour suppliers. Up until now, visibility and distribution for coach tours was very limited. Tour suppliers built packages and diffused them to travel agencies and placed adverts. On the Internet, searching for such tours is still difficult, and it's a toss-up on who to trust.

Now, with **TIM™**, it's a totally new ball-game. The power of distribution is nothing short than amazing, and accessible through one system, powered by Softvoyage.

Now, with Softvoyage TOURS, it's a totally new ball-game. The power of distribution is nothing short than amazing, and accessible through one system, powered by Softvoyage.

TOURS allows consumers to search for tours, offered from multiple suppliers, and reserve online. The access to all this data is consolidated, and from a unique point of entry. This is what Softvoyage is all about.

FACTS:

- › Specialized coach tours are extremely hard to find unless you know the agencies and tour operators that carry them.
- › Searching and shopping for tours only yields results from major tour operators; searching with internet search engines is very difficult and results are not necessarily up to date.
- › **TIM™** is the link to Canada's most important dynamic shopping database.

ADVANTAGES:


- › Agencies and tour operators with **TIM™** can upload and manage their own custom tours – WOW!
- › Readily available on the Softvoyage network to thousands of agencies and other tour operators for shopping and booking
- › The MOST POWERFUL SHOPPING TOOL in Canada for guided coach tours
- › Search engine is very precise allowing to search by specific city, duration, itinerary, date, etc.
- › Small tour operators now have exactly the same exposure as other major tour operators
- › EASY TO USE
- › POWER OF DISTRIBUTION; connection to all main agencies and systems used for travel booking
- › Fast, reliable and safe booking

Product FEATURES


With **TIM™**, coach tour operators can easily upload their own tours onto Canada's largest distribution network. **TIM™** provides an interface to allow all management possibilities.

In the user interface, the possibilities are categorized under tabs.

Under **Company Details**, the coach tour operator enters all relevant information relating to his or her company, including terms and conditions:



TOUR OPERATOR
Inventory Manager

[LOGOUT](#) 

display in [FR](#)

Tours Inventory Management

Tours Inventory Management

Company Details | **Tours** | **Departures** | **Agencies** | **Booking Report**

Company Details

Name of the Company :

TOUR OPERATOR

Address :

201 LAURIER

City :

MONTREAL

Province :

QC - Québec

▼

Postal Code :

H2T 3E6

Phone Number :

514-273-0008

Toll Free Number :

888-101-2000

Fax :

514-273-0199

Email Address :

info@softvoyage.com

Minimum Delay :

3 days ▼

Today we are May 17, so no reservations before May 20

After purchase, a confirmation will be emailed within 72 hours. This confirmation constitutes your acknowledgement that you have read, and agree to, the terms and conditions of use presented herein. This confirmation contains the

Product FEATURES [CONT']

Under **Tours**, the user can see all the inventory of his uploaded tours, along with levels of details (summarized).

From here, all tours can be consulted, deleted or edited:

Tours Inventory Management

Company Details | **Tours** | Departures | Agencies | Booking Report

Tour Name	Internal ID	Duration
<input checked="" type="radio"/> CASINO TOUR	CAS123	4 day(s)
<input type="radio"/> CASINO TOUR VIP	CAS123	4 day(s)
<input type="radio"/> CAT MASSIF TOUR		2 day(s)
<input type="radio"/> CAT NIAGARA ADULTE TOUR	18ANS	2 day(s)
<input type="radio"/> CAT ONE DAY TOUR	TESTDAY	1 day(s)
<input type="radio"/> CAT R. I. P. TOUR	TESTTEST	5 day(s)
<input type="radio"/> LE TOUR DE LA FRANCE		12 day(s)
<input type="radio"/> LIBRE CUBA (Inactive)	12345	4 day(s)
<input type="radio"/> NEW YORK 2.5 JOURS (Inactive)		2 day(s)

0 tour(s) found

Edit Delete New

powered by softvoyage

Under **Departures**, it is possible to consult the departures and a summary for each:

Tours Inventory Management

Company Details | Tours | **Departures** | Agencies | Booking Report

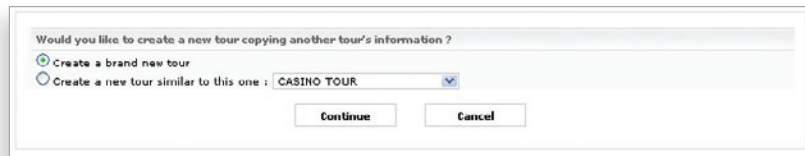
Tour Name / Departure Date	Inv.	Single	Double	Triple	Quad
CASINO TOUR (12)					
CASINO TOUR VIP (4)					
CAT MASSIF TOUR (10)					
2011/03/01	18	\$101.00	\$100.00	\$103.00	\$104.00
2011/03/02	54	\$201.00	\$200.00	\$203.00	\$204.00
2011/03/03	14	\$301.00	\$300.00	\$303.00	\$304.00
Global Inventory : 14 seats avail. Departure Cities : - Montreal (16 seats avail.) - Ottawa (17 seats avail., +\$10.00) - Ottawa (\$110.00)					
Pricing Category #1 : Effective between 2001/01/01 and 2099/12/31 15 meals Single (5 rooms avail.) : \$301.00 + \$0.00 tax Double (6 rooms avail.) : \$300.00 + \$0.00 tax Triple (6 rooms avail.) : \$303.00 + \$0.00 tax Quad (8 rooms avail.) : \$304.00 + \$0.00 tax					
2011/03/04	54	\$401.00	\$400.00	\$403.00	\$404.00
2011/03/05	54	\$501.00	\$500.00	\$503.00	\$504.00
2011/03/06	Unlimited	\$601.00	\$600.00	\$603.00	\$604.00
2011/03/07	10	\$701.00	\$700.00	\$703.00	\$704.00
2011/03/08	5	\$801.00	\$800.00	\$803.00	\$804.00
2011/03/09	Unlimited	\$901.00	\$900.00	\$903.00	\$904.00
2011/03/10	20	\$1001.00	\$1000.00	\$1003.00	\$1004.00
CAT NIAGARA ADULTE TOUR (1)					
CAT ONE DAY TOUR (2)					
CAT R. I. P. TOUR (4)					
LE TOUR DE LA FRANCE (2)					
LIBRE CUBA (3)					
NEW YORK 2.5 JOURS (1)					

New

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Product FEATURES [CONT']

Creating a new tour is easy. It is possible to start from scratch...



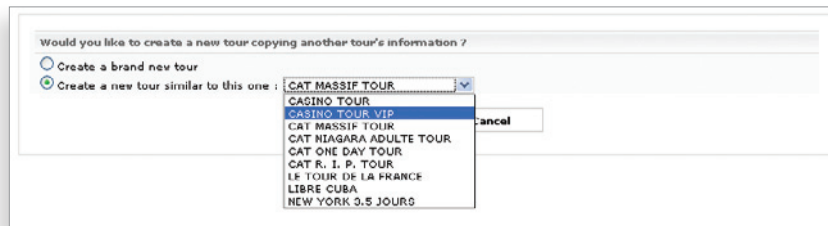
Would you like to create a new tour copying another tour's information ?

☒ Create a brand new tour

☐ Create a new tour similar to this one : CASINO TOUR

Continue Cancel

or start from an existing tour so most of the information needs not be entered again:



Would you like to create a new tour copying another tour's information ?

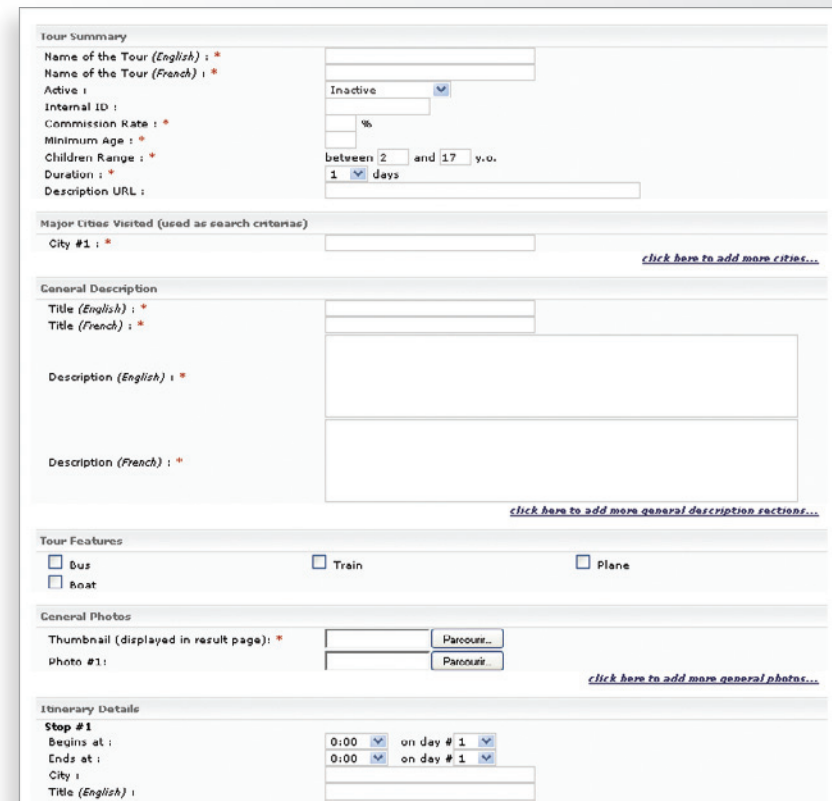
☐ Create a brand new tour

☒ Create a new tour similar to this one :

- CAT MASSIF TOUR
- CASINO TOUR
- CASINO TOUR VIP
- CAT MASSIF TOUR
- CAT NIAGARA ADULTE TOUR
- CAT ONE DAY TOUR
- CAT R. I. P. TOUR
- LE TOUR DE LA FRANCE
- LIBRE CUBA
- NEW YORK 3.5 JOURS

Cancel

Creating a new tour from scratch is basically a fill-in the blanks operation:



Tour Summary

Name of the Tour (English) : *

Name of the Tour (French) : *

Active : Inactive

Internal ID :

Commission Rate : *

Minimum Age : *

Children Range : *

Duration : *

Description URL :

Major Cities Visited (used as search criteria)

City #1 : *

[click here to add more cities...](#)

General Description

Title (English) : *

Title (French) : *

Description (English) : *

Description (French) : *

[click here to add more general description sections...](#)

Tour Features

☐ Bus ☐ Train ☐ Plane

☐ Boat

General Photos

Thumbnail (displayed in result page) : *

Photo #1 :

[Parcourir...](#) [Parcourir...](#)

[click here to add more general photos...](#)

Itinerary Details

Stop #1

Begins at : 0:00 on day # 1

Ends at : 0:00 on day # 1

City :

Title (English) :

Title (French) :

Product FEATURES [CONT']

Once a tour is created, the departures and pricing details are easily managed:

Tours Inventory Management

Company Details | **Tours** | Departures | Agencies | Booking Report

Tour Name / Departure Date	Inv.	Single	Double	Triple	Quad
CASINO TOUR (23)					
CASINO TOUR VIP (4)					
CAT MADRID TOUR (20)					
CAT NIAGARA ADULTE TOUR (1)					
CAT ONE DAY TOUR (2)					
CAT N. I. P. TOUR (4)					
LE TOUR DE LA FRANCE (2)					
LIBRE CURA (2)					
NEW YORK 3.5 JOURS (1)					

[New](#)

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Departure Summary

Tour: * CASINO TOUR

Departure Date(s) : * **May 2011**

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Global Inventory : * No limit **sold**

Departure City #1 : * ()

Sell Limit : * No limit **sold** Extra Cost : * \$

[click here to add more departure cities...](#)

Pricing Category #1

Internal ID : *

Room type, Meal plan or Category (English) : *

Room type, Meal plan or Category (French) : *

Number of Meals : *

Adults (18 y.o. and up) : * Sell Limit : * Child Max : * Children (2 to 17 y.o.) : * Inf. Max : * Infants (up to 1 y.o.) : *

Single :	\$ + tax (\$)	No limit sold	0	0	0	0
Double :	\$ + tax (\$)	No limit sold	0	0	0	0
Triple :	\$ + tax (\$)	No limit sold	0	0	0	0
Quadruple :	\$ + tax (\$)	No limit sold	0	0	0	0

Effective Dates : * between 2011/05/12 and 2011/06/12

[click here to add more pricing categories for this departure date...](#)

[Create](#) [Cancel](#)

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Product FEATURES [CONT']

Under the **Agencies**, a list of affiliated agencies is available. And under **Booking Report**, as shown below, a search is possible to consult booking activities:

The screenshot displays the 'softvoyage FADTOURS Inventory Manager' web application. At the top, there is a header bar with the 'softvoyage' logo on the left, 'FADTOURS Inventory Manager' in the center, and 'LOGOUT' with a red icon on the right. Below the header, a blue bar contains the text 'Tours Inventory Management'. The main content area is titled 'Tours Inventory Management' and features a tabbed interface with five tabs: 'Company Details', 'Tours', 'Departures', 'Agencies', and 'Booking Report'. The 'Booking Report' tab is currently selected. Below the tabs, the 'Booking Report' section contains a search form. The form includes the following fields and text: 'Search for bookings made between the' followed by a date input field containing '2011/05/01', 'and the' followed by a date input field containing '2011/05/12', '... with a departure date between the' followed by a date input field containing '2011/05/01', 'and the' followed by a date input field containing '2013/05/01', and '... through this agency : All Agencies' followed by a dropdown menu. A 'Search' button is located at the bottom of the form. At the bottom of the page, there is a footer that reads 'powered by softvoyage'.

Where are the TOURS AVAILABLE?

Once tours are uploaded with **TIM™**, they are accessible under the TOURS tab.

Tours are instantly available on Canada's largest distribution network, just as all the bigger players who already have access to this infrastructure. For one, they are listed in Sirev for thousands of agents to search. Since tours are comprised of departure cities, departure dates, durations and destination cities, all these are elements available in the search engine and that if applicable, will automatically show the tours that carry any of these elements.

The screenshot displays the Sirev.com website interface. On the left is a vertical navigation menu with categories: SHOPPING (HOME, PACKAGES, FLIGHTS, CRUISES, TOURS, HOTELS, CARS, INSURANCES, TRAVEL GUIDE), REVNET, DIRECT ACCESS, TOUR OPERATORS (listing various agencies like ALB, CLM, FUN, etc.), TOURS (listing travel groups like Groupe Voyages Qc), CONTROL CENTER, and LOGOUT. The main content area features a welcome message for 'TEST TOURS JAMES', a promotional banner for 'LAST CHANCE: Offer expires on MAY 3, 2011! SAVE \$400', and a 'TOURS' search form. The form includes dropdowns for 'Tour departure city' (set to 'All departure cities') and 'City(s) to visit' (set to 'All Destinations'). It has radio buttons for 'Tour departure date' (set to 'May 2011') and a 'Duration' dropdown (set to 'All durations'). Below these are checkboxes for 'Show only tours which includes...' (Bus, Train, Plane, Boat) and an 'Optional criteria' dropdown (set to 'All prices'). An orange 'SEARCH' button is at the bottom of the form. The footer shows 'Copyright 2011 Sirev. All rights reserved.' and a 'powered by softvoyage' logo.

Sirev.com

SHOPPING

HOME
PACKAGES
FLIGHTS
CRUISES
TOURS
HOTELS **NEW**
CARS
INSURANCES
TRAVEL GUIDE

REVNET
DIRECT ACCESS

TOUR OPERATORS

ALB Alltours
CLM Club Med
FUN Fun Sun Vacations
HOL Nolights
REV Revatours
SGN Signature Vacations
SQV Sunquest Vacations
SWG Sunwing Vacations
THN The Holiday Network
TMR Tours Mont-Royal
VAC Air Canada Vacation
VAT Transat Holidays
WJV WestJet Vacations

TOURS

Groupe Voyages Qc
Tours Amérique

CONTROL CENTER

LOGOUT

powered by
softvoyage

Welcome TEST TOURS JAMES Problems & Comments PC Interface **ON**

LAST CHANCE: Offer expires on MAY 3, 2011! SAVE NOW
SAVE \$400 per couple on 2011 air-inclusive **GLOBUS. Europe vacations**

TOURS

Tour departure city
All departure cities

City(s) to visit
All Destinations

Tour departure date
May 2011

Duration
All durations

Show only tours which includes...

☐ Bus
☐ Train
☐ Plane
☐ Boat

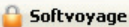
Optional criteria
All prices

SEARCH

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Where are the TOURS AVAILABLE? [CONT']


In search results, an overview of each tour is provided. From there, users can shop and ultimately book available tours.


Softvoyage

Tresors D Italie - Automne

Tour duration: 16 days


Tour includes:  



Venise, Florence, Cinque Terre, Rome et Sorrento ! Combiné parfait pour découvrir Venise, Florence, le parc national de Cinque Terre et Rome avec 6 nuitées à Sorrento à la fin du circuit pour la déte...

[more info](#)



Major cities visited: Venice, Florence, Riomaggiore, Corniglia, Monterosso, Rome, Sorrento




Departure city	Departs on	Meal plan	Price	Tax	Total
Montreal	from 2011-09-30 to 2011-10-15	Standard - 16 Jours (25 Meals)	\$3199.00	\$399.00	\$3599.00 CAD

Grande-bretagne

Tour duration: 16 days


Tour includes:  



Angleterre, Écosse et Pays de Galles La Grande-Bretagne évoque une île européenne de verts paysages ; des villes contrastées ; l'heure du thé ; l'English Breakfast ; les équipes de foot ; un h...

[more info](#)



Major cities visited: London, Stratford-upon-avon, Leeds, York, Braemar, Aviemore, Fort William, Glasgow, Gretna Green, Liverpool, Chester, Cardiff, Bath, Plymouth, Salisbury, Edinburgh

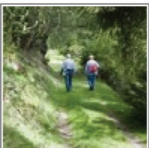


Departure city	Departs on	Meal plan	Price	Tax	Total
Montreal	from 2011-09-18 to 2011-10-03	Standard - 16 Jours (21 Meals)	\$3251.00	\$447.00	\$3699.00 CAD

Chemin De Compostelle

Tour duration: 16 days


Tour includes:  



« Je n'ai pas fait le Chemin, c'est le Chemin qui m'a fait. » Marchez avec notre accompagnateur à travers les plus beaux paysages d'un itinéraire sacré que des milliers de pèlerins ont emprunté dep...

[more info](#)

Major cities visited: Logrono, Burgos, Palencia, Ponferrada, Sarria, Biarritz



Departure city	Departs on	Meal plan	Price	Tax	Total
Montreal	from 2011-09-17 to 2011-10-02	Standard - 16 Jours (28 Meals)	\$3348.00	\$350.00	\$3699.00 CAD

Tour Operators and suppliers AVAILABLE FOR TIM™

Currently, the following suppliers are available under TIM™:

- › Groupe Voyage Québec
- › Tours Amérique

Please refer to the company's website for the most up-to-date list.



Automating billing THROUGH MERGEBACKS

Billing suppliers is managed through Softvoyage, and in order to facilitate billing by the travel agency directly to their customers, a duplicate PNR is optional and made available by Softvoyage. Using this, the travel agency can use a mergeback and easily create the invoice for its customer.

Softvoyage has been careful and provides these mergebacks with compatibility to most accounting software found in travel agencies. The following systems have been integrated for **direct mergebacks**:

- > Global Matrix
- > GBO (TravCom)
- > TRAMS (Back Office)
- > PC Voyage (Travel Works)

Notes:

- > Additional set-up costs may be incurred from these suppliers
- > Fixed format, just 1 per supplier
- > Fixed cost option.

Indirect mergebacks are also available for the GDS :

- > Galileo (passive PNR)
- > Sabre (ghost PNR)
- > Amadeus (passive PNR)

Travel agencies all have their particularities. It is therefore important to confirm a precise specification for each client by identifying a base plus additional specific requirements.

To obtain a quote, specifications are absolutely required. Upon request, a technical document is available for more information on specifications.

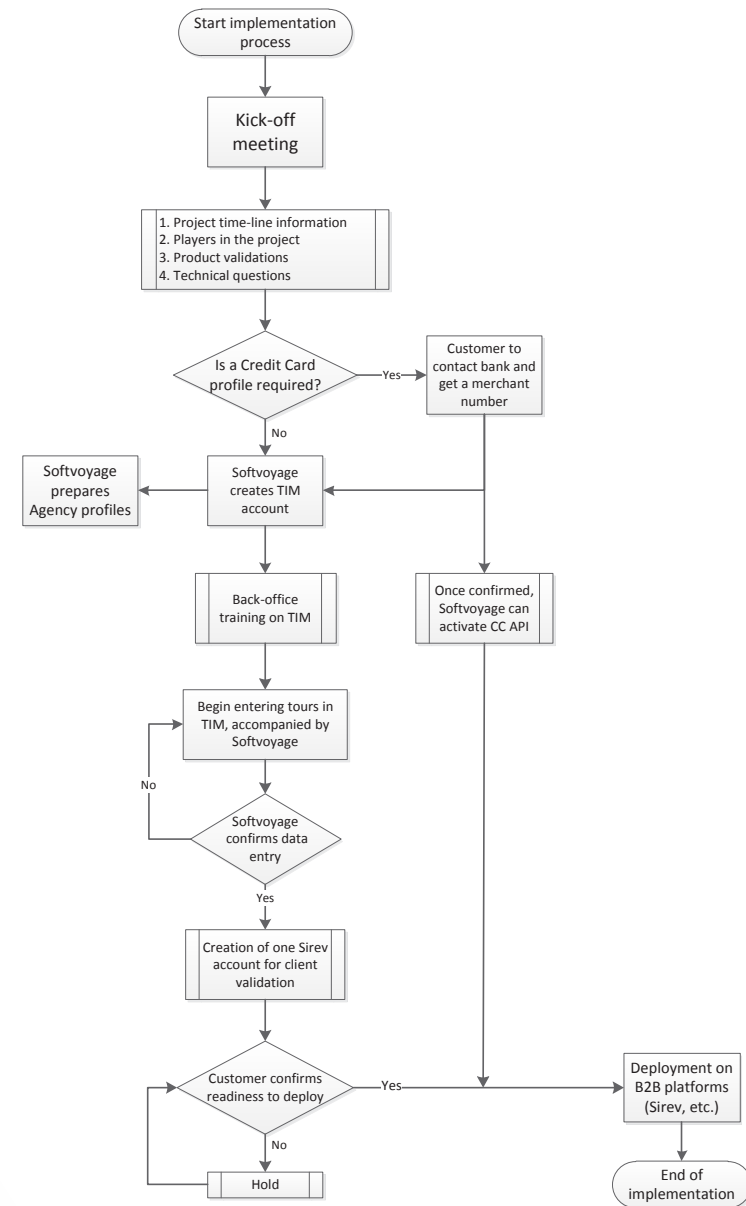
Implementation PROCESS

Once a contract for one or more products is executed with Softvoyage, a relationship begins with the implementation team. A project manager from Softvoyage is assigned to the client and a kick-off meeting is held. From there, the client is carefully guided with a step-by-step approach through everything that needs to get done to bring their system live in the environment that is suitable for them.

In the kick-off meeting, all documents are given to the clients. Furthermore, depending on the options selected, a timeline is approximated along with the number of resources required, if any.

Bottom line, it is very important for clients to know that Softvoyage is committed to customer care and that all implementations are taken seriously while keeping in mind that solid relationships are at the base of a successful business.

The project flow from beginning to end of an implementation is illustrated here.



Network and INFRASTRUCTURE

Overview

As a leading provider of information technology solutions for the travel industry since 1987, Softvoyage operates one of the biggest and most complex networks in the country. The company has invested significant resources over the years in building the foundations of a scalable and flexible technological infrastructure that ensures the highest level of performance for our clients.

> Facts:

- > Softvoyage manages more than 300 HP servers
- > The servers are hosted in 3 different geographical locations
- > Sophisticated load-balancing between servers ensures best-in-class redundancy and reliability

> Modular Approach:

The system architecture at Softvoyage is built to answer the specificity and evolving nature of client business needs. The modular philosophy allows Softvoyage to adapt quickly to its clients' needs and gives them the fastest response time while ensuring maximum robustness.

> Operating System Flexibility:

Softvoyage Web technologies are all built using the Linux Open Source standards, providing the ultimate flexibility.

Connection to Suppliers:

There are essentially 2 methods for Softvoyage to connect to suppliers:

> Private Point-to-Point networks

This is a direct physical link between Softvoyage and the supplier. As this is a more costly option, this method is used by the main Tour Operators (TO). Connections to TO is typical for these offerings:

- / Packages
- / Flights
- / Hotels
- / Cruises
- / Rental Cars

> Web services

Softvoyage has developed leading expertise in building best-of-breed Application Program Interfaces (API). Using API, it is possible to efficiently connect to suppliers via the Internet. This method is typical for the following:

- / Flights
 - GDS
 - Consolidators
 - Web Fares
- / Hotels
 - GDS
 - Various hotel banks
- / Rental Cars
 - GDS



Network and INFRASTRUCTURE [CONT']

› State-of-the-Art Hosting:

Over the years, Softvoyage has earned significant hosting experience and know-how as an application service provider (ASP) by offering hosted solutions to its clients. Softvoyage ASP model allows clients to benefit from the complete range of solutions offered without investing in the development of complex software applications and the hardware on which it resides. Softvoyage solutions are housed internally in state-of-the-art Internet data centers which feature:

› Servers:

Softvoyage uses brand name servers from manufacturers such as Hewlett Packard. Each with standard dual power supplies, hardware RAID and connected to HP Gigabit switches for ultimate performance.

› Internet connectivity:

Internet access is provided through five (5) BGP routed 100 megabits per second links allowing traffic to reach Softvoyage regardless of the client's location.

› Redundancy:

To ensure ultimate availability, solutions are hosted on multiple servers behind industry leading Citrix Netscaler load-balancers.

› Advanced physical security:

Physical access to hosting facilities is protected by the highest level of security and monitoring currently used data center standards.

› Climate Control:

Hosting premises are equipped with sophisticated climate controls mechanism including redundant air conditioning systems

› Robust Power Supply:

Electricity supply to the server rooms is insured by two (2) separate electrical entries, along with an uninterruptible power supply (UPS) and battery packs to sustain several hours of electricity failure.

› Monitoring:

All applications and systems are monitored 24/7 by a first-class remote alert system. Various alert levels ensure that systems specialists are immediately advised, 24/7.

› Advanced software protection:

Softvoyage uses industry-leading third party solutions for firewall, antivirus and email scan protection.

› E-Commerce security:

Nothing less than 256 bites secure servers (SSL), which is the Internet security standard chosen by banks to process transactions, are used to protect the transactions that flow through the network.

Customer SUPPORT

No matter how robust the solutions we develop, we know that problems sometimes arise and that when they do, our clients expect us to respond quickly and decisively to fix such problems. This is why we offer world-class customer support.

Our regular support plan includes an account manager assigned to our clients and covers support during normal business hours Monday through Friday.

For mission critical applications, we also offer our clients the option to purchase an extended support hours plan or a 24/7 support plan where a Softvoyage technician is assigned a pager and available at all times.

Systems Monitoring: In addition, all of our applications and systems are monitored on a 24/7 basis by a first-class remote alert software. Various alert levels ensure that our systems specialists are immediately advised, on a 24/7 basis, through email and pager notifications, when an application or a system is down or experiencing a problem.

Bug Reporting & Tracking: To ensure that all bugs and problems are dealt with in a professional manner, Softvoyage uses a Web-based tracking tool for bug reporting and tracking. Our clients can then rest assured that the issues are reported and solved in a most satisfactory way.



For general inquiries or to learn more about our Customer Support programs,
you can reach us in a variety of ways.

E-mail: info@softvoyage.com.

Montreal office:

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Vaughan, Ontario
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