

MID-OFFICE MODULES

Explore the Software
In-Depth to Measure the Solution



Your Destination Our Solution!

ETOS **DMC24** is created keeping in mind best practices from across the travel industry. We have automated all key functions needed by inbound tour operators to improve team productivity and provide in-depth analysis.

ETOS provides completely integrated modules like contracting, sales and CRM, reservations, operations and accounting automation as an affordable and easy-to-implement cloud service and also on-prem implementation for Tour Operators, Travel Companies and DMC's.

With over 60+ Tour operators in 24 countries the solution offers destination specific customisations, that allow us to work closely with your team and go well beyond traditional support to help you implement these ideas.



Company Setup

Easily setup company details, bank and branch setup, manage employees and teams, set up your taxes and more. With ETOS **DMC24** it is easy and fast for tour operators to setup basic company details in the software.



Partner (Agent Setup)

Easily setup partner agent tour operator database along with contact setup. Categorise agents as per cash and credit agents. Manage credit and risk of each credit agent along with setup of billing and payment cycle.



Supplier and Contract Setup

Import Suppliers via excel uploads or manually enter supplier information. Manage dynamic contracts for accommodations, enter complex hotel offers, manage hotel inventory and manage contracts for transport, activity entrances and day tours, restaurants, guides and more...



Package Setup

Setup ready packages for FIT's and Series / Back-to-back departures with dynamic pricing, tour inclusion and exclusion. Use ready packages for quotations and publish packages to B2C and B2B booking platforms. Receive bookings or inquiries from B2B and B2C booking platforms.



CRM and Inquiry Management

Centralise all inquiries by direct clients or B2B partners. Access rich profiles of customers and partners. Receive and track inquiries from the web, email or phone and automate assignment and follow up. Manage inquiry funnel and follow ups, won / lost inquiries and transfer inquiry management. Inquiry for FIT, GIT, Series, Hotel, Transfer and Activity.



Costing and Quotation Management

Create costing within the system in 8 to 10 mins and eliminate use of excel spreadsheets. Send beautifully designed tour quotations to client in digital and PDF format. Integrated outgoing emails which allow pre-formatted with PDF itinerary attachments and link to attractive digital itinerary. Quotation for FIT, adhoc-groups, hotel, transfers, tours and activities with multiple amendments.



Digital and PDF Itinerary

Send attractive and engaging PDF and digital itinerary with an option to select themes and colours. Select hero image, view itinerary brief, day plan, integrated map, hotel images, city description and images and country description.



Sales and Bookings

Book tours and services, manage amendments and cancellations, create rooming, manage supplements and create deposit and tax invoices. End-to-End and centralised booking management from mid office, B2B and B2C booking platform. Unique booking file number for each booking to easily track movements of each booking.



Reservation Management

Automated reservations to manage availability, supplier voucher with service details, rates and payment terms for individual tour services. Manage allotments and pre-payments to suppliers. Create guest vouchers and final customer itinerary. Track arrivals and departures and manage rooming for each booking. Automated reconfirmations before 7 days of guest arrivals.



Operations (Transport allocation and management)

Manage transfers and transport management for private and Seat-in-Coach (SIC) services and allocate vehicles, drivers, guides and airport Rep's for each service. Review utilisation reports and manage u-turns, last minute cancellations and vehicle break down. Create an arrival Airport Rep list and duty slip for drivers and tour guides.



Accounts and Finance Module

Create deposit invoice and tax invoice for customers, track receivables, create payment receipts and track payments and send auto reminder. Track supplier bills, manage supplier prepayments, create payment vouchers. Set off management for multiple bookings and create credit / debit notes. System auto creates profit and loss statements, sales and outstanding statements. Integrates with major 3rd party accounting software with seamless integration or via a file upload.



Dynamic Dashboards, Alerts and Reports

Intuitive dashboards for sales, contracting, reservations, operations and accounts with statistical and graphical representation. Drill down reports and key system reminders and alerts allow tour operators to compare statistical year-on-year and year-to-date performance.



Destination Setup

System allows set up inbound destinations with country and destination content and images. Create your own image gallery to use the images in itineraries.



Upgrades / Customisations

Free upgrades are provided for all ETOS DMC24 variants at regular intervals. Upgrades includes bug fixing, process improvements and new features. We provide customisation services to tailor make your requirements available for proDMC and bespokeDMC variants.



Support

24/7 support via Skype, email and phone allows our customers to be constantly in close contact with our account manager. Support includes severity matrix that allows our support team to provide L1 and L2 support. Server support and uptime is well supported by our infrastructure team.

Organisations Around the World Using ETOS



Enterprise Travel Operator Software

 www.etosdmc24.com

 +919820140434

 etos@puratech.co.in