

# ERP - Tours & Travels

**Challenge:** Our customer is a tours and travel company. They had several challenges while doing booking for a customer. These customers are of several types like frequent individual travelers, group travellers, student tours, senior citizens etc. Moreover, there are several parameters while booking orders. There was no consistent flow right from inquiry generation to booking of hotels air/train tickets to actual tour. Also, there was no system for follow-up of inquiries, timely reminders, and probability of closure & assigning of inquiries to team members. Our customer provides several services which are stand alone or integrated in the package. These services, includes but is not limited to, are FIT, group tours, passport, foreign exchange, car rentals, air tickets, train tickets, hotel tickets & travel insurance. There was no existing system for automatically generated reports, neither tabular nor graphical.

**Solution By Arun InfoTech:** Arun Infotech designed a solution for our customer such that it became easy for entering an inquiry as shown in below image. In the presented solution we designed a system for followups of inquiries with timely reminders which increased the probability of closures. Even the inquiries could be assigned to team members by manager. Bookings for FIT, group tours, passport, foreign exchange, car rentals, air tickets, train tickets, hotel tickets & travel insurance could be done easily via the ERP. Finally reports could be pulled out easily from the system in both tabular and graphical form.

The screenshot displays a web browser window with the URL `localhost:2933/EnquiryForm.aspx`. The page features a navigation menu with links for HOME, MY PROFILE, ENQUIRY, FOLIO, GROUP TOUR, MASTER, and REPORTS. A "Demo" badge is visible in the top left, and a "LogOut" link is in the top right. The main content area is titled "ENQUIRY DETAILS" and includes a "Browse | Add Enquiries | Graphs" link. The form contains several sections:

- ENQUIRY DETAILS:** Includes fields for Enquiry Date (16/09/2014), Client Name, Subjective Status (Likely To be Confirmed), and Technical Status (--Select--). An "Edit Client" button is present.
- CLIENT INFORMATION:** Includes Birth Date, Mobile Nos., Mail ID, Total Enquiries, and Total Folios.
- Source:** A dropdown menu set to "--Select--" with a "Send Brochure" checkbox.
- Discussion:** A text input field.
- Referred By:** A text input field, Phone No. (text input), and Enquiry Rating (5 stars).
- Enquiry For:** A grid of checkboxes for FIT (checked), Air Ticketing, Group Tour, Train Ticketing, Passport, Visa, Foreign Exchange, Car Rental, and MICE.
- Enquiry For FIT:** A sub-section with fields for Interested to visit (text input), Sector (dropdown), To be Handled By (dropdown), Budget per Person (text input), Adults(12+) (dropdown), Suitable Dates (text input), Child(2-11yrs.) (dropdown), and Infant (dropdown).

Folio

localhost:2933/Bookings.aspx

Welcome Rahul Bhusari

LogOut

HOME | ENQUIRY | FOLIO | GROUP TOUR | MASTER | REPORTS | DATA CORRECTION

Folio Browse Graphs

Back to Folio List

### Folio For 'Pawar Rahul H'

Service Type: --Select--

Folio Short Description: --Select--

Travelling Pax Name (Will appear on Vouchers):

- Accommodation Booking
- Air Booking
- Train Booking
- Local Transport Booking
- Package
- Kundalika Rafting, Lunch, Adventure and Other Add On
- Insurance
- Visa

Proforma Invoice | Invoice | Credit Note | Add Participants

Copyright © Easy Tour. All rights reserved 2013  
Site Powered By [Jeeva Systems](#)

Client Master

localhost:2933/MClient.aspx

Welcome Rahul Bhusari

LogOut

HOME | MY PROFILE | ENQUIRY | FOLIO | GROUP TOUR | MASTER | REPORTS |

Browse | Add Client

CLIENT MASTER

Last Name:   Record Per Page: 10

Last Name	First Name	Middle Name	Date Of Birth	Age	Mobile	City	EmailID	Action
Sathe	Bhushan			0	1	Orchha	vega@vsnl.com	
Mehettar	Sunil	D.		0	9561282514	Pune	mh@gmail.com	
Shingan	Sagar			0	9865254152	Pachmarhi		
Kulkarni	Kaustub			0	9865329865	Ahmedabad	kaushabh kulkanmri.com	
patil	sunil	ganapati	20/08/1987	27	9850682197	Mallital	na@na.com	
Kishor	Appa	Jadhav		0	9665585960	Agra	kishor@gmail.com	
Pawar	Rahul	H	28/05/1991	23	9762035715	Ahmednagar		
a	a	a	10/10/1988	26		Agra		
Mehettar	Sunil	D	12/12/1991	23	9762035715	Ahmednagar	rahul.pawar@aruninfotech.co.in	
Mehettar	Anil	D	12/12/1993	20	9762035715	Ahmednagar	rahul.pawar@aruninfotech.co.in	