

# travCRM

## Customer Relationship Management (CRM)

# About CRM

TravCRM is a comprehensive customer relationship management solution and specifically designed for travel agencies include functions that aimed to satisfy specific needs of travel agencies. TravCRM is very cost effective solution which is designed for considering all categories of travel partners. DeBox is specialists identified the key functionalities for CRM solution that will simplify daily tasks, save time and money:, it's easy to organize Travel partner, Corporate and customer data, Sales Cycle management, Query management, Payment Requestion, Invoice generation, Voucher and many more . It helps to automate operating procedures while dealing with travel business representatives.

# Benefits of travCRM

- Comprehensive Product
- Simple Process Flow
- Easy Menu Options
- Fast Response Time through Query Management
- Automatic Notifications And Email Alert
- Multiple Reports With Export To Excel Option
- Payment Request
- Invoice Generations
- Cloud Based Online Solution
- No Deployment Cost
- No Hardware/Software Cost

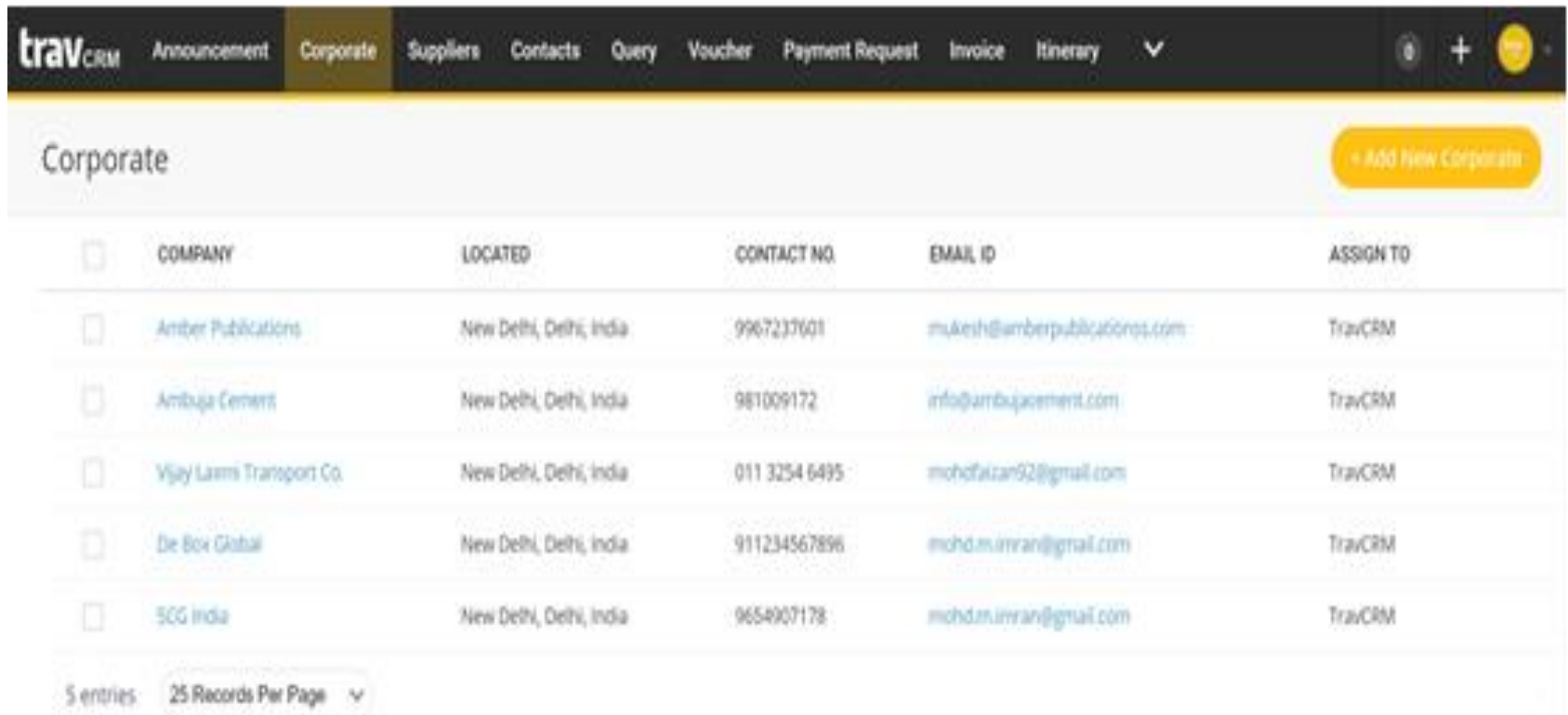
# Key features of travCRM

- User Management
- Travel Agent/Corporate Management
- Supplier Management
- Query Management
- Payment Requisition
- Invoice
- Voucher Generation
- Complain Management
- Announcement – For internal communication

# Travel Agent/Corporate Management

- Ability to add Travel Agent /Corporate
- Ability to edit / delete existing Travel Agent /Corporate
- Ability to define multiple contact details, bank details, Address etc.
- Ability to view full list of all Travel Agents /Corporates along with information like agreement done or not.
- Ability to upload other important documents e.g. GSTN certificate , Registration certificate etc.
- Ability to allocate operation staff

# Travel Agent/Corporate Management



The screenshot displays the 'travCRM' interface for 'Corporate Management'. The top navigation bar includes 'travCRM', 'Announcement', 'Corporate', 'Suppliers', 'Contacts', 'Query', 'Voucher', 'Payment Request', 'Invoice', and 'Itinerary'. The 'Corporate' section is active, showing a table of company records. A '+ Add New Corporate' button is visible in the top right. The table has columns for 'COMPANY', 'LOCATED', 'CONTACT NO.', 'EMAIL ID', and 'ASSIGN TO'. Below the table, there are '5 entries' and a '25 Records Per Page' dropdown menu.

<input type="checkbox"/>	COMPANY	LOCATED	CONTACT NO.	EMAIL ID	ASSIGN TO
<input type="checkbox"/>	<a href="#">Amber Publications</a>	New Delhi, Delhi, India	9967237601	<a href="mailto:mukesh@amberpublications.com">mukesh@amberpublications.com</a>	TravCRM
<input type="checkbox"/>	<a href="#">Ambuja Cement</a>	New Delhi, Delhi, India	981009172	<a href="mailto:info@ambujacement.com">info@ambujacement.com</a>	TravCRM
<input type="checkbox"/>	<a href="#">Vijay Laxmi Transport Co.</a>	New Delhi, Delhi, India	011 3254 6495	<a href="mailto:mohofazan92@gmail.com">mohofazan92@gmail.com</a>	TravCRM
<input type="checkbox"/>	<a href="#">De Box Global</a>	New Delhi, Delhi, India	911234567896	<a href="mailto:mohd.mirran@gmail.com">mohd.mirran@gmail.com</a>	TravCRM
<input type="checkbox"/>	<a href="#">SCG India</a>	New Delhi, Delhi, India	9654907178	<a href="mailto:mohd.mirran@gmail.com">mohd.mirran@gmail.com</a>	TravCRM

# User Management

- Ability to add a new user.
- Ability to edit / delete existing user.
- Ability to define multiple contact details, bank details, Address etc.
- Ability to view full list of system users along with information like user name, user group, status etc.
- Ability to change password of a particular user (an email notification is sent to user with new password)

# Payment Requisition

- ❖ Supplier Payment Requisition generation
- ❖ Payment mode Selection
  - ❖ Direct by Guest
  - ❖ Payment After Check In/Check Out
- ❖ Payment Reminder
- ❖ Cost to Client and Cost to Company Data



# Payment Requisition

<b>trav</b> CRM			Announcement	Corporate	Suppliers	Contacts	Query	Voucher	Payment Request	Invoice	Itinerary	0	+	trav
QUERY ID <b>000007</b>	Company Information		Supplier (0) <span>Save</span> <span>Cancel</span>											
QUERY DATE 27-08-2017	COMPANY NAME Amber Publications		<div style="border: 1px dashed gray; padding: 20px; text-align: center;">+ ADD SUPPLIER</div>											
CHECK IN 01-09-2017	LOCATED New Delhi, Delhi, India													
CHECK OUT 04-09-2017	CONTACT PERSON Mukesh													
DESTINATION Delhi	CONTACT NO. 9967237601													
ADULT 2	CHILD 2	NIGHTS 4												EMAIL ID mukesh@amberpublications...
<a href="#">View Full Query Details</a>			<a href="#">View Full Company Details</a>											

# Query Tracker

- Online Tracking of All queries
- System generated Query Id will be automatically sent to Agent/Corporate
- Query can be assigned to Destination Expert
- Auto Mail Reading so all communication will be captured in CRM without manual intervention
- Define priority High, Medium and Low of each query
- TAT (Turnaround) can be defined against each query
- Timestamp of each query
- Auto email notification for better monitoring
- For confirmed queries, complete payment request mechanism.
- Gross Margin Calculation

# Query Tracker

## Query

+ Add New Query

<input type="checkbox"/>	QUERY ID	SUBJECT	COMPANY NAME	QUERY DATE	TOUR START DATE	DESTINATION	PRIORITY	ASSIGN TO	STATUS	ACTION
<input type="checkbox"/>	000013	Test TAT Check Query	De Box Global	30-08-2017	30-08-2017	Delhi	High	TravCRM	Unpaid	<a href="#">View</a>
<input type="checkbox"/>	000011	Red Fort Delhi	De Box Global	30-08-2017	30-08-2017	Delhi	Medium	TravCRM	Assigned	<a href="#">View</a>
<input type="checkbox"/>	000010	New Delhi Tour	Ambuja Cement	29-08-2017	29-08-2017	Delhi	Low	Lucky	Unpaid	<a href="#">View</a>
<input type="checkbox"/>	000009	For Agra Taj	De Box Global	28-08-2017	28-08-2017	Delhi	High	Lucky	Assigned	<a href="#">View</a>
<input type="checkbox"/>	000008	inq for usa usa tour 23	SCG India	27-08-2017	17-08-2017	Banglor	Low	Lucky	Lost	<a href="#">View</a>
<input type="checkbox"/>	000007	Delhi - 4 Nights	Amber Publications	27-08-2017	01-09-2017	Delhi	Low	TravCRM	Confirmed	<a href="#">View</a>
<input type="checkbox"/>	000006	inq for usa tour	Vijay Laxmi Transport Co.	27-08-2017	27-08-2017	Banglor	Low	Lucky	Unpaid	<a href="#">View</a>
<input type="checkbox"/>	000005	12 Holi	Vijay Laxmi Transport Co.	27-08-2017	27-08-2017	Delhi	Low	Lucky	Deffered	<a href="#">View</a>

# Invoice Generation

- ❑ Performa /Tax Invoice Generation
- ❑ Different types of taxes can be defined.
- ❑ Auto Capturing of booking details
- ❑ Print | Email | Download options Available

# Invoice Generation

New Delhi, India  
Tel.: 9638527410  
E-mail: [info@travcrm.com](mailto:info@travcrm.com)  
Website : [www.travcrm.com](http://www.travcrm.com)

Vijay Laxmi Transport Co.  
Phone : 011 3254 6495  
Email: [mohdfaizan92@gmail.com](mailto:mohdfaizan92@gmail.com)

Invoice No. : INV-000007  
Invoice Date : September 1, 2017

Description	Amount
Your query successfully submitted	15,000.00
Thank you for your query	
IGST (2%)	300.00
CGST (2%)	300.00
STG (3%)	450.00
Gross Amount	16,050.00
INDIAN RUPEES - SIXTEEN THOUSANDS FIFTY ONLY	INR 16,050.00

## E. & O.E.

### TERMS & CONDITIONS OF TRANSACTION UNDER THIS BILL

1. Payment to be made directly to the cashier in our office. Company's printed official receipt, duly sign by the Cashier must be obtained against payment made in Cash / Cheques as it will be considered as the only valid evidence for such payment.
2. All Cheques / Demand Drafts in payment of bills should be drawn in favour of Company Name on Bombay Banks Only, and should be "A/c Payee Only".
3. It will be deemed that you have accepted this bill in full in the event that you have not lodged any written objection with us within 15 days of the date there of.
4. Payment due under this bill is payable at Mumbai.
5. Interest @ 18 % per annum will be payable by you on the amount under this bill remaining unpaid after 15 days.
6. Subject to the Jurisdiction of Bombay Courts only.

# Voucher Generation

**Booking ID: 000010**

## YOUR HOTEL DETAILS

### Akbar Travels

101, Akbar Tower,  
Mayur Vihar Phase 2  
New Delhi, Delhi, 110092 India  
Phone: 8876899123  
Email: info@deboxglobal.com  
Room Type: **Standard Room**  
Check In: **29-08-2017**  
Check Out: **31-08-2017**

## RATE DETAILS (in INR)

No. of Nights	2
Per Night Cost	2000
Cost	4000
Tax CGST	2%
SGST	10%
IGST	15%
<b>Amount Payable</b>	<b>5080</b>

## YOUR BOOKING DETAILS

Guest Name	Ambuja Cement
Email	info@ambujacement.com
Contact Number	981009172
Booking Date	09-03-2017
<b>Total Payable</b>	<b>5080 INR</b>

## AMENITIES

100 % Power Backup  
AC Rooms  
Free Wi-Fi  
Hot and Cold Running Water

## RATE INCLUSION AND POLICIES

- Rate is inclusive of buffet breakfast check-in & check-out time is 1200 hrs

# Voucher Generation

- Post Payment, Voucher can be generated
- Auto Capture Guest and other important data
- Amendment can be done
- Print | Email | Download options Available

# Knowledge Management

- ❑ No more Email search to find any document.
- ❑ Various types of document can be uploaded
- ❑ Easy and Quick Document Retrieval
- ❑ Emailer, Templates, Brochures can be stored in repository.
- ❑ Any information can View/Download and Send.



# Complain Management

- Can lodge the complain, highlighted by consumer.
- Post resolution, complain status can be changed.
- Remarks Column is available for further analysis.
- Based on services, Supplier rating can be defined.



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