



Special Incoming Functions of Pacific



Besides many generic functions, Pacific offers these specific incoming features:

- allotment handling with overbooking option and control by yield management tool
- optional use of graphical reservation mask / seat assignment
- Sales Channel & Sales Channel Filter for multi-brand, multi-market management with specific prices and allotments per sales channel
- sell services without a supplier / add supplier later on – for multiple suppliers per service
- Quotation Module with option to handle FIT and group quotations and convert them easily into fixed bookings
- multi-currency, multi-lingual, capable handling of local taxes and other tax specifics
- corporate hierarchies (data visibility and accessibility)
- customer-specific products – you define which customer can book which products (and which not)
- accounts receivable handling with online payment and payment batch handling
- accounts payable with automated supplier invoice check and reconciliation
- audit trail of all relevant changes in base data and bookings
- import of bookings from source market partners with automatic mapping of external service codes to internal ones
- Tour and Transfer Management to handle tour guides, drivers and vehicles (initial version, enhancement underway)
- flexible import and export of base data, prices, etc. to and from partner systems and from your internal systems (i.e. Excel sheet calculation)
- quick wizard for loading package prices
- quick package reservation mask “all booking info in ONE screen”
- document templates for different purposes in many languages
- incoming specific reports, lists and statistics

New & Ongoing Developments

Bus & Transfer Module

A bus module is being implemented based on a joint effort by several of our tour operators who offer specific bus trips. It allows setting up routes, times, and so forth – to be system-controlled – for bus roundtrips as well as for point-to-point bus operations and transfers.

Taxation

The sophisticated tax module already covers the diverse aspects of incoming tax handling. It will be further enhanced by the specific aspect of group packages, overrides and more.

Accounting

The accounting functions will be extended by additional aspects such as setting the point of revenue recognition differently for packages and for FITs, or a workflow to reconcile collective payments.



Group Module / Quotation Module

Although Pacific offers group handling functions, these are being enhanced for a more convenient handling of groups. Based on the rules and price settings in the base data, the system will automatically calculate the price and the free-of-charge paxes for a group booking.

Railway Module

Specific handling of train/railway services as well as connections to external train systems (Deutsche Bahn).

Import Flight Schedule / Flight Cache

Data from a GDS or similar flight system can be imported into Pacific and then used for “local” purposes, such as availability search and to generate exportable offers.

Sales Cache

The use of new “Big Data” technology lets Pacific provide a cache to deliver availability results on huge data masses within shortest time. Companies such as Facebook, ebay and Amazon use this technology to manage their huge data volume with high performance.

Extended Supplier Interfaces

There are many new additions on the supplier side, offering connections to even more providers. You can even map the external data to your internal data structure (“GP” indicates a connection through Generation P):

Hotel:

- Diethelm Travel Bangkok
- GoGlobal (GP)
- HBSi (GP)
- Hotelbeds (GP)
- Hotels4You
- HotelsPro (GP)
- Kuoni / KOBRA
- Micros Fidelio Opera
- Miki
- Monaco
- Tourico (GP)
- Towers (GP)
- Travco (GP)
- White Sands

Excursions, transfers

- Canary (ISO)
- GTA (GP)
- Hotelbeds (GP)
- Jonview
- Kobra / Kuoni
- Viator (GP)

Extended Web Interface

Pacific’s new technology lets you provide literally ANY of the system’s function in a web interface as well, for B2B and/or B2C customers in the Internet Booking Engine.

Social Media Usage

ISO has invested extensively into utilizing information from Social Media sources. We can now analyse your scores in travel rating portals (e.g. TripAdvisor), visualize trends, even warn you if the score for one of your hotels declines. The software shows you any deviation in service quality, allowing you to react accordingly. It also offers correlation analysis and cluster analysis to identify the most common problems in your products.

Moreover, you can also visualize how customers perceive your company in social media forums such as Facebook. Using computer linguistic tools, our system tells you whether the posts on your fan pages are good or bad, letting you can react immediately. You can even further process these entries in our CRM tool for perfect customer satisfaction.

