

# Facile

## Synopsis

*Facile - a software package exclusively developed for tour operators and travel agents with the foremost ambition to improve efficiency eliminating duplication of efforts, and optimizing every-day chores and tasks. This is achieved by providing Management a complete picture of the business with timely information for decision-making.*

- Facile 7.5 the result of 16 years continuous & extensive research, collaboration and feedback from more than 70 Indian inbound tour operators handling all kind of tours.
- Handles FIT / GIT packages, ad-hoc itineraries, adventure tours and series tours right from Enquiry to Tour Profitability including Quotations, Itineraries, Reservation Requests, Vouchers and Invoicing.
- Four integrated modules Ripple, Facile, Halo and Facile tools for easy handling of total working.
- Easy to use Graphical User Interface with online help facility.
- On screen preview of all reports before print.
- Export facility for most reports to PDF, Excel, Word etc
- Analysis and Reports in 3-D Bar and Pie charts.
- Menu level security with option to restrict email and print
- Personalised language for letters, vouchers and email messages
- User defined cutoff parameters for various operations
- Inbuilt email editor to facilitate Executives to add external attachments and special instructions in auto generated messages
- Windows 2000 or above Server and clients machine compatible
- Uses MS-SQL 2000 database or MSDE as backend

# New Features in version 7.5

- A Module for handling outbound operations is added
- To add flexibility in auto generated quotation letters user defined formula sets are added.
- User can create database of city-wise images and can link one or multiple images to the standard itinerary text while creating tariff database. Printing of itineraries with picture of user's choice
- Enhanced security features introduced. Administrator can define any number of groups and assign rights to individual group for menu level and screen level access for database creation, modification, deletion, printing and emailing.
- All reports can be exported to PDF formats.
- Added new integrated fleet management module in Facile Operations to take care of movement of company owned vehicles.
- Generation of duty slips for drivers. Closing and cancellation of duty slips for the future analysis and report vehicle maintenance.
- Simulation of Excel Sheet in cost sheet analysis give user freedom to reach competitive final cost keeping control on basic elements derived from database
- Enhanced features in Ripple Costing Modules to generate FOC and to include variety of supplements.
- Calculation of Escort.
- Acknowledgement Sheet, Briefing Sheet
- Integrated mail client to Manage mail send through software
- Inclusion of VAT calculation and many more .....

## Facile Users

*Since inception in 1992 following users of different versions of Facile application package have contributed in improvement of the product along with our efforts to bundle new technologies to keep with the pace*

- ACME Tours & Travels
- Adventure World (I) Pvt. Ltd.
- Ambassdor Tours, Mumbai
- Apollo Voyages
- Artou Voyages
- Banyan Tours & Travels
- Banyan Tours, Mumbai
- Business & Tourist Services
- Best Way Tours
- Connexons Tours
- Cox & Kings (I) Ltd
- Creative Travels Pvt. Ltd
- Culture& Nature Expeditions
- Designer Holidays, Mumbai
- Discover India Tours Pvt. Ltd.
- Distant Frontier
- Dream Voyages (I)) Pvt. Ltd.
- Dynamic Tours
- Diethelm Travel (I) Pvt. Ltd
- Eastbound Tours & Travels Pvt Ltd
- Eastwind Holidays
- Eco Adventures Pvt. Ltd.
- ERCO Travels Pvt. Ltd.
- Expeditions Tours P. Ltd
- Far Horizon Tours Pvt. Ltd.
- Far Pavilions Tours & Travels Pvt. Ltd.
- Flexi Tours Pvt. Ltd.
- Gets Holidays
- Hi tours
- Hi-Tours Mamallapuram (P) Ltd
- Holiday Makers (I) Pvt. Ltd.
- Holidays to Treasure
- Horizon World Wide
- Incent Tours Pvt. Ltd.
- Incentive Destinations
- Indian Holiday Pvt. Ltd.
- India Insight Tours Pvt. Ltd.
- Indian Legends
- India Safari & Tours Pvt Ltd
- Indian Movements, Jaipur
- Indiana Travels Pvt. Ltd.
- Indian Trends Tour Projects (P) Ltd
- International Ventures & Travels Pvt Ltd.
- Indo Asia Tours Pvt. Ltd.
- Inpac Travels.

- Jetair Tours Limited
- Katha Tours & Travels
- Le passage to India Pvt Ltd.
- Leisure & Pleasure International Pvt Ltd
- Maharani Voyages Pvt. Ltd.
- Mercury Travels Ltd.
- Minnie Pan (India) Pvt. Ltd.
- Minar Travels (India) Pvt. Ltd
- New Indus Tours and Travels
- Nu Travel Bureau Pvt. Ltd.
- Onkar Travels
- Paradise Holidays
- Perfect Tours and Travels
- PL Worldways Ltd.
- Planet India Travels Pvt. Ltd.
- Razdan Holidays
- Realms
- Rex Tours, Jaipur
- Renaissance Reizen Pvt. Ltd.
- RVentures
- Royal Expeditions
- Sahara Global
- Sea & Sky Travel (I) Pvt. Ltd.
- Shikhar Travels (I) Pvt. Ltd.
- Special Holidays Travel Club
- Swagatam Tours & Travels
- The Caper Travel Company
- The Travel Co.
- The Travel House
- Timeless Excursions Pvt. Ltd.
- Timesas (I) Pvt. Ltd.
- Time & Again Excursions (P) Ltd.
- Trans India Holidays
- Travelite
- Travel Trails
- Travelutions
- Top Travel & Tours Pvt. Ltd.
- Trans Indus Ltd
- Transindia Travels Pvt. Ltd.
- Travel Inn
- Travel Pack
- Travel Scope (I) Pvt. Ltd.
- Travel Spirit International
- Travel With Us
- Tushita Travels Pvt. Ltd.
- TXS Tours, Mamallapuram
- Unlimited India
- Vacation Travels
- Vasco Travel Pvt. Ltd.
- Welcome Travels
- Welcome Tours And Travels, Chennai
- Zutshi Travel World Service

## International Users

- Banyan Lanka Tours and Travels (P) Ltd , Sri Lanka
- Bunnik Tour, Australia
- Bright ways Tour, London
- Zahra Tours, Muscat, Oman

# Ripple

## Tariff Compilation

*Ripple is a tool to compile the database, the basic foundation of any company to individualize their services in the world of competition. It provides a sophisticated method of calculating commissions, rack and net rate for competitive quotations.*

- Flexible database
- Market, Agent, Series special rates from hotels
- Different seasons, room types, weekdays and weekends rates
- Multi Currency cross rates
- Flexible state-wise tax structures
- Auto calculations of state taxes
- Provision to calculate taxes on published rates
- Simplified recording of guide tariff and assistance tariff
- Provision to record train and air schedules and tariff
- Elaborate definition of transport services with facility to record per person costs for entrances and portages along with vehicle cost
- Unlimited text for each sightseeing and other services to generate specialised detailed itineraries with quotation
- Confidential tariff printing with different marked up rates for different markets or agents as per competition
- Provision to print and export the confidential tariff in PDF, Excel

# Ripple

## Enquiries & Quotation

*Faster you respond to the enquiry better are the chances to convert it into confirmed booking. Itineraries, Costing and Quotation letters are simplified in Ripple.*

- Maintain an enquiry register
- Single Comprehensive Screen for malleable quotation for FIT, GIT, Series
- Quotations with or without dates of arrival
- Flexibility to choose different confidential tariff
- Include/Exclude Guide, Entrances, Assistance & language allowance
- Provision to base cost on AC or Non AC vehicle
- Selection of services from the database in serial order from first arrival to final departure
- Provision to define three category of hotels for each night
- Selection of multiple days transport packages feasible
- Item wise checklist of Cost Sheet
- Cost sheet in the currency of quotation letter with analysis table
- Per Person cost on twin sharing basis with supplements and reduction.
- Auto generated Quotation letter with detailed or skeletal itinerary with complete breakup and terms and conditions
- Multiple costing for same enquiry
- All subsequent changes in program are saved as separate cost sheet to generate a detailed record of enquiry.

# Facile

## Documentation

*Facile eliminates repetitive typing or word processing of itineraries, vouchers, quotations and invoices. All documentations and message formats are user defined and can include your logos.*

- Assigns a file code and maintains tour register and Itinerary on confirmation.
- Automatic generation of Reservation requests letter to suppliers like Hotels or Chain hotels, Air, Train, and Agent for a tour or series of tours.
- Provision is made to record names, passport & visa details to generate rooming list, naming list to airlines, passport list.
- Generation of exchange orders based on itinerary for the hotels, agents, air, train, guide and escort.
- Invoicing as per cost sheet with service tax calculations
- Credit notes against unutilized services.
- Reservation status of hotels and transport.
- Provision to hold alternate hotels
- Tour card, status card reservation status to foreign agent for individual tours.
- Generates amendment and cancellation for changes in the itinerary.
- Itinerary presentation in various formats like skeletal, detailed in table or letter formats
- Welcome letter, Contact list, Feed back form

# Facile

## Operations

*Facile helps minimizing operational problems and oversights by providing wide range of control reports designed highlighting exceptions*

- Tour register analysis
- Arrival schedules
- Booking status
- Executive wise To-do list / Cut off dairy for the day
- List of waitlisted accommodation, air and train sectors
- Daily list of advances to be sent to suppliers as per credit terms
- Separate list for airlines for cut off dates for naming list
- Movement calendar city-wise, hotel-wise, date-wise
- Daily duty chart
- List of unbilled tour bookings
- Monthly register indicating invoices, credit notes, currency, amount
- Country-wise, Agent-wise invoicing for any period
- Agent-wise, country-wise & hotel wise analysis
- Room-night analysis for the individual hotels and chains from service voucher for actual
- Room-night analysis for the individual hotels and chains from itineraries (for sales projection and rate negotiations)
- Annual report on FIT and GIT operated country-wise for department of tourism
- Graphic representation of sales analysis

# Facile

## Outbound

*Module is added designed and developed with an international user of the software having 40yrs of the experience in outbound. New software is very comprehensive fully integrated with our inbound software application with provision to create database of itineraries with series of set departures during a season for predefined group size. This software has*

- Client Profile Database
- Client booking form can include combination of Small Group Tours, Extensions and Individual Tours.
- Facility to show remaining allocations on group tours – how many passengers are booked and how many seats are still vacant
- Ability to generate sales reports – per tour, per departure, per month and overall per year or season and per destination, agent etc
- Ability to set up agents (both our internal selling staff and outside agents) with different commission levels
- Ability to generate invoices per booking (passenger) rather than per tour with commissions payable to the agent – these are variable per agent and per product
- Ability for invoices to include all extensions etc for that particular pax
- Ability to issue documentation per passenger showing all relevant extensions

- Ability to generate comprehensive database of all passengers including contact details and details of tours taken (this means setting up client profiles so a client's past tours can be shown)
- Ability to provide financial summary per client and per tour departure
- Ability to handle various discounts applicable to passenger booking – may be spot special for a particular tour or could be a general discount like a past passenger discount.
- Provision to set up agency accounts so that we develop a database of outside agencies who book with us.
- Pricing of some products changes depending on departure city.

# Halo

## Accounts module

*Halo: The accounting module of the software is fully integrated with other modules. Data created in operations need not repeat in accounting. This saves time by avoiding duplicate data entry and errors.*

- Fully integrated with operations for sales and purchases
- All mandatory account books and ledgers
- Online issue of receipts in multi currency with settlement of invoices, credit notes at the time of entry of receipts
- Automatic calculation of foreign exchange gains and losses
- Matching of suppliers bills with vouchers issued hence detecting duplicate bill receipt for same service
- Provision to record bill wise deductions and TDS on supplier bills with remarks
- Online adjustment of advances paid to suppliers
- Cheque printing with detailed bill wise settlement report
- Tour Profitability report making automatic provisions for all unbilled exchange orders giving near to actual profit on each file
- Daily consolidate cash and bank books
- List of cheques issued statement
- Daily MIS giving details on daily up-to on suppliers, agents, income and expenses along with number of clients handled
- Aging analysis for Receivable and payables
- TDS register, Sales register, Credit note register
- Voucher printing for all type of voucher to avoid hand written vouchers
- 10 CCAE report generation

# Facile Tools

## Administration Module

*This module provides centralised control of database, users and the modules to the supervisor for security setup, maintenance and backup.*

- Accessible only to the system administrator
- Provision to add / remove users and define their access to different software modules of Facile Enterprise
- Software Setup module to standardize communication and other company specific details
- Built in Backup Procedure
- Option to update company set parameter on receipt of product updates

## Support and Updates

*We at Comtek Services Pvt. Ltd. have been known in the industry for our superb on-going support and maintenance service to all our clients. Our Maintenance services include:*

- Help desk services available on phone and email
- Timely response to all inquiries
- Liaison with the our training manager for on-site work requirements
- Support call logging and monitoring, on client by client basis
- All updates are mailed to clients with instruction to update

# Price Schedule

*Five user license cost for Facile Enterprise 7.5 Rs. 2,00,000.00 per site per server, excluding Outbound package. The license cost for each additional user is Rs. 10,000.00.*

## *Price includes:*

- License to use all modules Ripple, Facile, Halo and Facile tools.
- One time installation on one server and client machines attached in LAN.
- Onsite training of three days to use the software including training to install, setup and future update handling to supervisor.
- Setting of voucher printing to fit to your stationary
- One year free maintenance against bugs, if found any, free updates by email.

## *Agreement:*

- User will enter into an End User License Agreements (EULA) covering Comtek Services Pvt. Ltd. software products and services.

## *After sales support:*

- Comtek Services Pvt. Ltd. will try to solve the problem over phone or email immediately during working hours (9:30 AM to 5:30 PM) from Monday to Saturday excluding holidays.
- All updates will be informed and sent to you by email. Your staff can update the software using attached instruction sheet.
- The service call in Delhi will be attended to within 24 hours of call during working hours. For site visit outside Delhi we will send our engineer/executive by train/air. You will provide the necessary travel and stay arrangement, in case needed on mutually agreed terms

# Team

*A Brief Glimpse into what we are...*

Creativity is the uniform characteristic of all our project approaches, combining the needs of today's business with the best in the field of technology. Software Systems professionals at Comtek Services Pvt Ltd possess a high degree of understanding of the client's business process, are well-equipped to handle all the IT needs.

We believe that our true strength lies in our expertise and our people. Apart from being provided with a comfortable and conducive working environment, the Comtek employees are given the right exposure. No wonder, they feel proud about working for Comtek. Our professional team comprises technical people who have valuable exposure to the latest trends in software technology.

The top management of Comtek has over 25 man-years of experience in various aspects of information technology, including consultation, development, training and infrastructure.

Comtek also has an in-house training facility to provide training in the latest cutting-edge technologies, so that the team-members remain abreast of the latest tools and developments in this dynamic and ever-changing field.