

MATCHPOINT TRAVELLER

Whether you are a theatre box office, theatre ticket agent, hotel chain, sports club or travel agent, Matchpoint Traveller is a software suite that offers comprehensive management for the sale of events and leisure breaks. Traveller provides the tools with which to design and maintain packages comprising multiple combinations of events, accommodation, restaurant dining and other leisure facilities.

Traveller is a multi-location system, and individual users can access the system from any number of different sites. The Matchpoint menu system allows the use of functions according to the operators' roles so that, for example, telesales staff would have access to the booking suite, but not to database maintenance.

Incoming bookings may be handled speedily with real-time reservations and checking of ticket availability. Reservations may be held as options (with or without part-payments) or fully confirmed, and can be easily cancelled and amended. The system caters for direct and third-party agency bookings, and automatically handles agency commissions.

Your web site can have full integration with Traveller through the use of Web Services, enabling you to sell online.

A Traveller system may be upgraded from one to several hundred users, thus offering a clear path for the future growth of your business.

Easy and fast to use, Matchpoint Traveller offers remarkable economy with proven reliability.

SUPPORTED PLATFORMS

▼ Server

Platforms	Intel/AMD x86 or X86_64 HP IA64 or PA-RISC Sun Sparc or Opteron
Operating System	Linux or Unix
Disc Space	1 Gbyte + application data, RAID1 recommended
Memory	256+Mbyte to match usage

▼ Client

PC or Workstation running currently-supported Windows/Linux/Mac operating system

Recommended	1+GHz CPU 256+Mbyte Memory 200 Mbytes Disc Space
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Requires Sun Java 1.4+ runtime or equivalent

BOOKING PROCESS

Matchpoint Traveller enables you to sell to the public and third-party agents from call centres, retail outlets, and via web sites.

▼ Call Centre

The booking suite allows a call centre operator to sell either a package or an ad hoc combination of event tickets, accommodation, dining and other leisure facilities. Events can be searched according to the client's requirements, giving current availability of stock tickets. Packages can be similarly searched according to date, event and the client's budget.

Payment can be made by cash, cheque, gift voucher, or credit/debit card, with the option of online credit card authorisation. Once full payment has been made for the booking, tickets and confirmation documents can be automatically printed. The booking may be marked as Care Of Box Office (COBO) so that tickets are not printed, but instead collected at the venue's box office.

▼ Retail Outlet

Traveller can be used at a retail outlet, checking the central ticket database for availability, without the need to make telephone calls. The system also provides for online credit card authorisation, cash payments (including US\$ and Euro) and the redemption of gift vouchers. Traveller will also print tickets at the point of sale.

▼ Web Site

Traveller provides the Web Services interface so that bookings may be made via your web site, with online reservations and checking of availability. Event management allows you to designate individual events for web sale, and also to specify criteria for free-selling tickets. Email alerts are automatically sent when a free-sale booking is taken, so that the tickets can be selected by a member of your staff in order to fulfil the booking.

▼ Credit Card Authorisation

As well as providing manual payments of bookings, Traveller allows for automatic credit card authorisation for all Call Centre, Retail Outlet and Web site bookings.

▼ Automatic Faxing / E-mailing and Booking Documents

Traveller can automatically produce the relevant documentation once a booking is fully paid, (for example event tickets, vouchers, and client confirmation letter), as well as automatically faxing or e-mailing confirmation of reservations to both hotels and restaurants.

BOOKING PROCESS

▼ Post Office Address File (PAF)

Traveller is able to access the Post Office Address File database, which is the most up-to-date and complete address database in the UK. This allows quick and easy entry of full UK-wide address details from a postcode when taking a booking.

▼ Gift Vouchers

Traveller allows the sale of automatically numbered gift vouchers, which may then be redeemed against any booking.

PACKAGES

Matchpoint Traveller offers the facility to sell leisure packages, which may consist of a combination of event tickets, accommodation, dining and other leisure facilities. The package can be built in a number of ways.

▼ General Package

A general package can include tickets for one or more events, which are selected from those that have been loaded onto the Traveller system. It also may include a number of nights' hotel accommodation, either at any hotel or from a pre-defined selection; a number of restaurant meals either at any restaurant or from a re-defined selection; and optionally one or more specified extras.

Maximum ticket prices, hotel room prices and restaurant prices can also be defined, so that booking elements that exceed these prices incur additional cost to the booking. The total package price can be calculated from the individual elements as the booking progresses, or be specified according to either the hotel or restaurant booked.

▼ Specific Package

This type of package is ideally suited for selling a break for a specific show, for example a Lion King package. It will include pre-defined list of events, hotels and restaurants.

As with the general package pricing can be pre-set or calculated as the booking progresses. Maximum ticket prices, hotel room prices and restaurant prices can also be defined.

▼ Ticket Only

A ticket only package is a special case of a General Package, which allows booking of tickets for an event selected from all events known by the system. The package has no prices associated with it, so that the total price is calculated from the individual elements as the booking progresses.

THIRD-PARTY AGENTS

Traveller allows bookings to be taken from third-party agents, allowing you to manage invoicing and calculation of commissions.

▼ Agent Information

The static information relating to a third-party agent includes

- Address
- Telephone number, e-mail and fax number
- Main contact's name and position
- Additional contacts
- Type of account held by agent (Cash, cheque or both)
- Commission rates by day of week

▼ Booking

Agent bookings are taken in the same way as public bookings, but with the added option of being able to invoice the agents for all their bookings in a periodic invoice run.

There is also the facility to assign a pre-issued numbered voucher for the agent's client to present to the venue's box office, instead of printing tickets.

▼ Commissions

The amount of commission paid to third-party agents can be over-ridden by the event for which the tickets are sold, and can vary according to the day of the week. The total amount of commission due to each agent is calculated in the periodic invoice run.

▼ Invoicing

The periodic invoice run produces an invoice per agent, detailing each booking made, the amount of commission earned and the total amount due for payment.

EVENTS

▼ Venues

Traveller records all the static information relating to a venue, which includes:

- Address
- Telephone and fax numbers, and e-mail address
- Main contact name and position
- Additional contacts' names, positions and telephone numbers
- Nearest car park and underground station
- Nearby hotels and restaurants
- Disabled access
- Additional information

▼ Venue Layouts (Seating Plans)

Any venue can have a number of layouts (or seating plans) associated with it. Each layout is divided into seating areas (for example stalls, grand circle, upper circle) consisting of rows of seats. Traveller has the ability to attach up to three messages to individual seats (for example whether it is an aisle seat, near a column, or restricted view) and this information is available at the point of booking.

▼ Events

An event is attached to a venue with the following information

- Full description (up to 900 characters)
- Start and end dates
- Event type indicator (for example musical, comedy, drama)
- Performances for each day of the week (morning, matinee, evening and late)
- Start times of performances for each day of the week
- Running time
- Venue Layout used for this event

▼ Price Bands

Price bands can be set up for each event with the flexibility to define face value, mark-up and inside commission, with variations for each day of the week, each performance (for example evening, matinee or late), and various discount codes, over a range of dates.

▼ Seat Prices

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EVENTS

Each seat in a venue's layout has associated with it a price band, for each day of the week and performance. The ticket prices for each seat is then given by the price bands, as described above.

▼ Tickets

Stock tickets bought in by you from theatres or other event organisers can be loaded onto the system easily for any period and can be marked as either stock, or as allocations to locations (different departments/sites of your business) or to third-party agents. These are then available for selection in the booking process.

Note that if no stock tickets are available at the point of booking, the operator has the option of free-selling, so that you aren't limited to selling only the tickets you have bought.

An audit trail is automatically written to whenever a change is made to an individual ticket, enabling you to track every stage of a ticket's progress within the system.

ACCOMMODATION

▼ Hotel Information

Traveller maintains all the static information relating to a hotel, which includes

- Address
- Full description
- Telephone number and e-mail
- Fax number for automatic faxing
- Star rating
- Check-in times
- Parking availability
- Hotel facilities, such as swimming pool, gym, sauna
- Nearest tube and railway stations
- Up to 20 room types (for example singles, doubles, twins)
- Extras that can be included with a reservation for this hotel.

▼ Hotel Allocations

The system allows room allocations for each hotel to be loaded by day of the week and for as many weeks as required. Note that accommodation can be sold on a free-sale basis, and individual hotels can be marked to indicate whether or not free-sale outside of allocation is permitted.

▼ Hotel Rates

Hotel rates (both cost and sale price) can be recorded per room, for each day of the week, for each room type, with the ability to cost and price single supplements, extra nights and upgrades.

▼ Hotel Extras

Extras that can be sold with this hotel reservation, e.g. a bottle of champagne or a fitness session in the gymnasium, can be maintained, giving cost and sale prices.

DINING

▼ Restaurant Information

Traveller maintains all the static information relating to a restaurant, which includes

- Address
- Full description
- Telephone number and e-mail
- Fax number for automatic faxing
- Contact name and position
- Type of cuisine
- Pre- and post-event dining times
- Parking availability
- Nearest tube and railway stations
- Up to 20 meal types (for example 2-course, A la Carte)

▼ Restaurant Allocations

The system allows cover allocations for each restaurant to be loaded by day of the week and for as many weeks as required. Note that covers can be sold on a free-sale basis, and individual restaurants can be marked to indicate whether or not free-sale outside of allocation is permitted.

▼ Restaurant Prices

Restaurant prices (both cost and sale price) can be recorded per person, for each day of the week, for each meal type, with the ability to cost and price upgrades.

EXTRAS

▼ Extras Information

Traveller has the capability of maintaining sales information for any other facility or extra that may be booked alone or as part of a leisure package. Examples may be tickets for the London Eye, the Big Bus, Madame Tussauds, or limousine hire to and from a booked event.

Details maintained are

- Full description

- Cost and sale price of the extra

- Whether or not the extra needs to be booked with a given time

- Whether the extra is bookable per package or per person

REPORTS

Matchpoint Traveller includes basic reports as standard, both printed and output in Comma-Separated Values (CSV) format suitable for importing into spreadsheets, for example

- Daily Sales
- Third-Party Agent Sales
- Event Sales
- Theatre Mark-Back
- Care Of Box Office (COBO)
- Payments
- Ticket Insurance Sales
- Hotel/Restaurant/Extra Sales

There is also the capability to adapt and add reports according to your requirements, and the use of the MYSQL database gives the option of interrogation by various third-party proprietary packages.

Matchpoint Traveller can be used in conjunction with Matchpoint Accounts, or the provision of interface files gives you the ability to import data from Traveller into proprietary accounting packages such as Sage.