

integrated



minds

solutions



Hotel & Car Reservations

- ▶ Efficient and easy reservation entry by service councilors saves paperwork and time
- ▶ Outstanding commissions tracking helps make collection more timely, thorough and efficient
- ▶ Integration with the AXIS Travel application lets you track commissions for reservations made using your club's Global Distribution System (GDS)
- ▶ Access to a hotel database speeds up request entry and ensures accuracy of hotel information
- ▶ Membership verification eliminates costly address and spelling errors
- ▶ Automatic updates to a member's Services Utilized history supply valuable member service, lifetime value, product index and marketing information
- ▶ RES supports multiple work centers, allowing you to use one or more centralized and/or branch work centers
- ▶ By supporting use of a single work center, RES helps you save costs and provide more efficient service by centralizing operations
- ▶ Promotion Tracking lets users monitor confirmed bookings for special promotions

The AXIS Hotel and Car Reservations (RES) application provides reservation request processing. Integrated with AXIS Point-of-Sale, RES enables service councilors to easily and efficiently enter and print requests for hotel bookings or car rentals. RES organizes the request entry process, prints requests for the work center, tracks the stages of requests from entry to completion, and generates RES reports. After processing each request to completion, RES updates the member's Services Utilized history.

To track all reservation commissions, even for reservations made using your club's Global Distribution System (GDS), RES commissions reports are integrated with the AXIS Travel application.

Taking Reservations

To serve your members, service councilors can readily enter, change or cancel orders for hotel bookings or car rentals using AXIS Point-of-Sale.

- When a service councilor enters a RES transaction, AXIS Point-of-Sale ensures you have accurate name, address, and financial information by providing automatic membership verification.
- To prevent duplication, RES notifies a service councilor if orders have been processed in the past, and indicates when the member's last order was requested. Service councilors have the option to view previous order information.
- To help you identify and deal with members who abuse RES services, your club can set a maximum number of allowed cancellations, quotes and no-shows. If a member has reached this limit, RES notifies the service councilor.
- To meet specific member needs, service councilors can add any special requests or remarks the member has made concerning the reservation.
- To specify details such as a booking name, credit card information, special contact information, and the request's priority, service councilors can add special handling instructions to a request.

- For easy and quick reference to hotel information, including prices, RES provides access to the club's copy of the AAA National TourBook database. Integration with the database eliminates redundant information entry by pre-filling request fields for the selected hotel, and solves hotel address and phone number errors.
- To accommodate local or other supplementary information, RES lets service councilors add entries to the hotel database.
- To provide a guaranteed hotel room upon arrival, RES lets service councilors record credit card information. Credit card information is stored in a secure, encrypted format to meet PCI requirements.

Working Reservations

Car rental and hotel reservation requests can be processed immediately by the service councilor entering the request, or forwarded to a central reservation work center, or a branch office. Service councilors can modify, delete and confirm hotel and care rental reservations. Once the reservation request is confirmed, a booking confirmation is printed for the member and their services utilized profile is updated.

When cancellations occur, service councilors can print a cancellation sheet to notify clients and the hotel or agency of the cancellation in written form.

Tracking Progress

To answer member queries and monitor club efficiency, RES lets you track the progress of each member's request. At each stage of reservation processing, RES updates the status of a request to indicate when it is quoted, entered, being worked on, canceled, confirmed or sold out.

To monitor progress, users can perform Reservation Inquiries by member and request number at any time. For the requested reservation, the inquiry shows hotel and car reservation details and progress, notes and special handling instructions.

Tracking Commissions

RES provides several commissions handling features. To improve your commissions returns, RES allows you to print automated form letters, reminding hotels and car agencies of due payments. To keep proper account of payments, RES lets you record all commissions once received. To track payments from hotels or car rental agencies, RES provides reports on outstanding and collected commissions, and a commissions inquiry and history. Commissions earned through AXIS Travel transactions also update these reports. With the reports, your club can compare expected commissions (from confirmed bookings) with received commissions.

RES also reconciles commission payments received through the Pegasus™ commission processing service with bookings entered in RES by matching confirmation numbers and the hotel chain code.



Related product sheets:

- Point-of-Sale
- Travel

Generating RES Reports

RES provides several reports to help you streamline and evaluate your reservations and productivity. You can generate:

- Worker Backlog Summary or Detail Reports, showing outstanding requests
- Monthly Volume Reports, showing the number of hotel and car reservations entered, confirmed, quoted, sold out, and cancelled each month
- Summary Volume Reports for the period you require, showing the number of bookings and nights booked for a particular hotel chain by location, or the number of bookings and rental days for a particular car agency by location
- Branch Commission Reports, showing the commission income for one or more branches
- Teller Productivity Reports, showing the booking activity of specific tellers by stage (for example, number of bookings entered, confirmed, cancelled, etc.)
- Hotel Reservations Reports, showing confirmed bookings and expected or received commissions.