

integrated



minds

solutions



Auto Touring

- ▶ Order entry is tied to publication inventory at branches and work centers to help plan future inventory needs
- ▶ Efficient and easy TripTik entry by service councilors saves paperwork and time
- ▶ Member verification eliminates costly address and spelling errors
- ▶ Automatic AAA Reciprocal tracking lets you bill other clubs accurately for AT services provided to their members
- ▶ Automatic updates to members' Services Utilized history supplies valuable member service, lifetime value, product index and marketing information
- ▶ AT supports multiple work centers, allowing you to use one or more centralized and/or branch work centers
- ▶ Work center productivity statistics allow for cost-effective departmental management
- ▶ By supporting TripTik assembly at a single site, AT helps you save costs and provide more efficient packaging by centralizing operations
- ▶ Destination reports let you analyze trends in member travel

The AXIS Auto Touring (AT) application organizes and tracks the processing and distribution of travel information for auto clubs. Integrated with AXIS Point-of-Sale, AXIS Inventory, and AXIS General Ledger, AT enables service councilors to serve members easily and efficiently by entering, printing or updating orders for TripTiks and/or travel publications. AT organizes the order entry process, prints orders for the work center, tracks the stages of orders from order entry to delivery, and generates AT reports. After tracking each request to completion, AT updates the member's Services Utilized history.

Taking Orders

To serve members from your club or another club, service councilors can enter orders for TripTiks and publications (such as maps, TourBooks or CampBooks). Orders include: all necessary member, destination, route and shipping information; (optionally) a list of required publications; and notes. For rapid order entry, AT provides a short cut method for orders only requiring publications.

- When a service councilor enters an AT transaction, AXIS Point-of-Sale ensures you have accurate name, address, and financial information by providing automatic membership verification.
- If your club or branch prepares certain TripTiks in advance AT lets service councilors select pre-pulled TripTiks as soon as members request them.
- To prevent duplication, AT notifies service councilors 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 previously ordered information.
- For more flexible service and to ensure that TripTik builders and other service councilors receive complete instructions, service councilors can add special instructions and comments to an order.
- To improve communications with members, service councilors can add notes for contacting the member, which print on the AT order.

- To facilitate route selection, service councilors can choose from pre-defined popular routes.
- To speed up order entry and create multiple work orders, service councilors can use AT's multiple destinations handling feature.
- For reporting and populating Services Utilized, AT lets you import orders processed via AAA National's ATS system.

Printing Orders

Once an order is entered, the service councilor can cache the order for later printing, print the order immediately at the appropriate work center, or choose not to print the order. Cached orders can be printed using various sort options (for example shipping methods and due date) to facilitate distribution of orders to builders.

Auto Touring prints shipping labels for each order, which includes information appropriate to the shipping method. Shipping-method-specific labels help control the order delivery process. To ensure that all requested services are provided, service councilors can print service reminders on shipping labels. Reminders can be printed for Medical Insurance, Hotel and Car Reservations, and/or Traveller's Cheques services.

Changing or Canceling Orders

Service councilors can easily change or cancel an order. To prevent members from abusing AT services, your club can set a maximum number of permitted order changes. If an order exceeds the maximum number of changes, the service councilor receives a warning message and AT will not accept any further changes to the order.

Tracking Progress

So you can answer member queries and monitor club efficiency, AT lets you track the progress of each member's package as it is prepared. TripTik builders and other work center employees use AT to update the order's status as the order is received, numbered, pulled, marked, constructed, and boxed. Applicable order statuses are defined by your club.

To monitor progress, any user can perform order inquiries by member number or order number at any time. For the requested order, the inquiry shows details, notes, and progress.

Marking Non-Pickup Orders

If a member fails to pick up ordered travel information, service councilors can mark the order as "non-pickup." To help service councilors identify and deal with members who abuse AT services, your club can set a maximum number of permitted non-pickup orders. If a member reaches this limit, AT labels the member an excessive user and displays a flag in the Client screen.



Related product sheets:

- Point-of-Sale
- Inventory

Generating AT Reports

AT provides several reports to help you streamline and evaluate your travel information distribution and productivity. You can generate:

- Outstanding Orders Lists, by work center
- Branch/Destination Reports, showing totals for all destinations requested for Triptik orders; a Top Ten City and State/Province Destinations List; and a Branch/Publications Report, showing request totals for all publications and the number of members requesting each publication
- Branch/Shipping Reports, showing the number of Triptiks and publications shipped using each shipping method (for example, mail or pickup)
- Branch/Incoming Method Reports, showing totals for orders received, listed by each type of incoming method (for example, Internet or walk in)
- Daily Productivity Reports, Productivity Reports by Work Center and Productivity Reports by Teller, showing productivity statistics for tellers and Triptik builders
- AT Recoverable tickets, for reporting and transferring to AAA National.