

TourVisio SMS Module

TourVisio has new SMS sending module which provides to the TourVisio partner Tour Operators to inform their customers automatically via SMS. New bookings, cancelled reservations, payment due dates info (payment reminder) and refunds can be the issue of sending SMS. Beside listed options you may send manual messages from the TourVisio, such as campaign messages or about some changes, information etc.

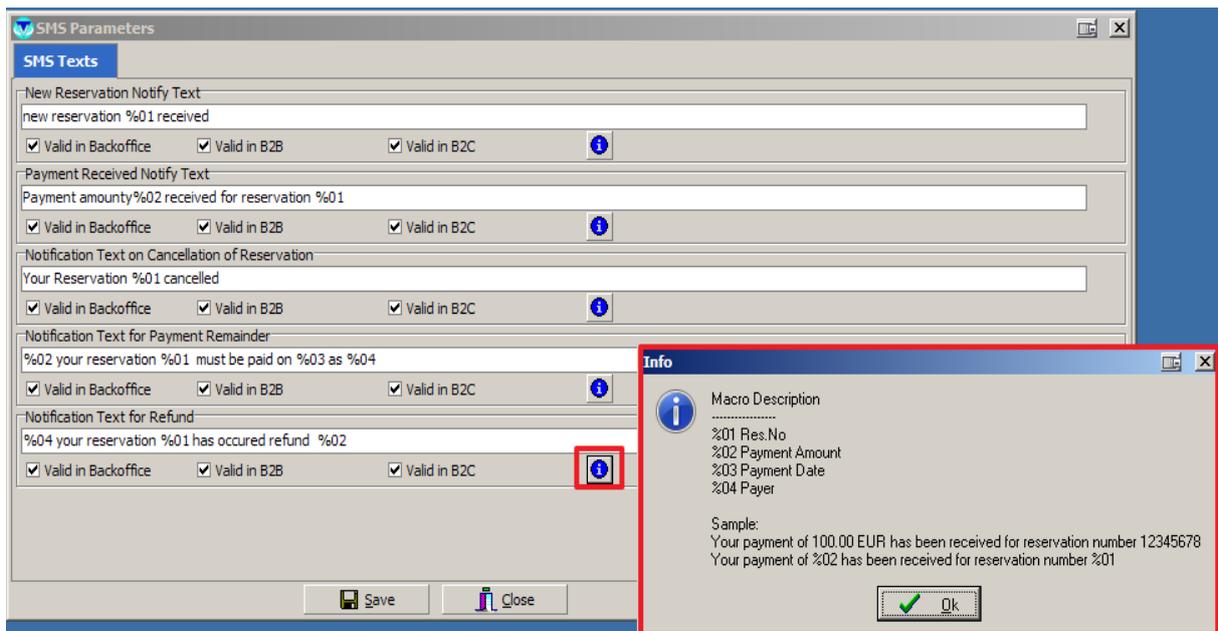
In case you made an agreement with a SMS provider and want to have this option in your TourVisio program you may contact to our Marketing&Sales department to have this feature.

Below you will see the necessary settings and usage details about the module.

After you inform us about the SMS provider service details and we completed integration issues you will see an active menu item “SMS Parameters” beneath “Tools” menu.



There you may set the default SMS texts depends on the condition you want to have(new reservation, payment due reminder etc.)



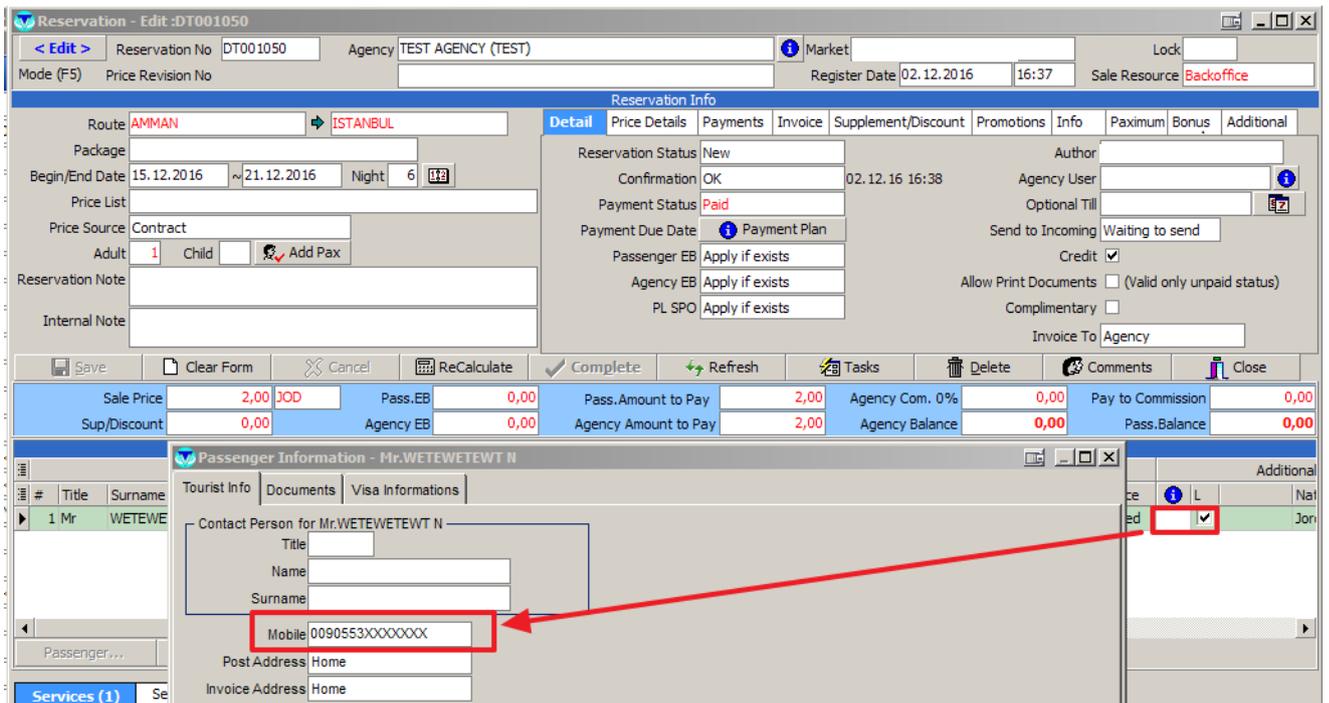
Also you have to activate SMS sending parameters from your System parameters and/or from Market Parameters.

The screenshot shows the 'Market Parameters' window with the 'Reservation' tab selected. The interface is divided into several sections with various settings:

- Options:** Name Writing Rules (UPPERCASE), Warn when reservation day greater than (10 Day), Payment Rule on Cancel (Do not do anything), Max. Room/Pax Count (5 / 20).
- Hotel Allotment Controls:** Check hotel allotment, Warn, when allotment is full, Do not accept reservation when allotment is full.
- Auto Mail To Agency:** Send mail to agency when reservation is changed, Warn before sending the email, Send mail to agency when flight is changed, Warn before sending the email, Send mail to agency when enter the new comment, Warn before sending the email.
- Mark Reservations as Sent Options:** Mark as sent when reservation is printed, Mark as sent when reservation is export to excel.
- No Refund for Following Services in CancelX:** Visa, Cancel Insurance, Standard Insurance.
- Reservation Auto Lock Control:** Check Reservation Auto Lock, Auto Lock Mode (Reservation Begin Date, 0 Days After).
- Auto Send SMS/Mail Options (highlighted):** Send cancel sms/mail to leader for unpaid reservations (checked).
- No Name Control:** Allow No Name reservation for TourVisio, Allow No Name reservation for B2B, Allow No Name reservation for B2C.

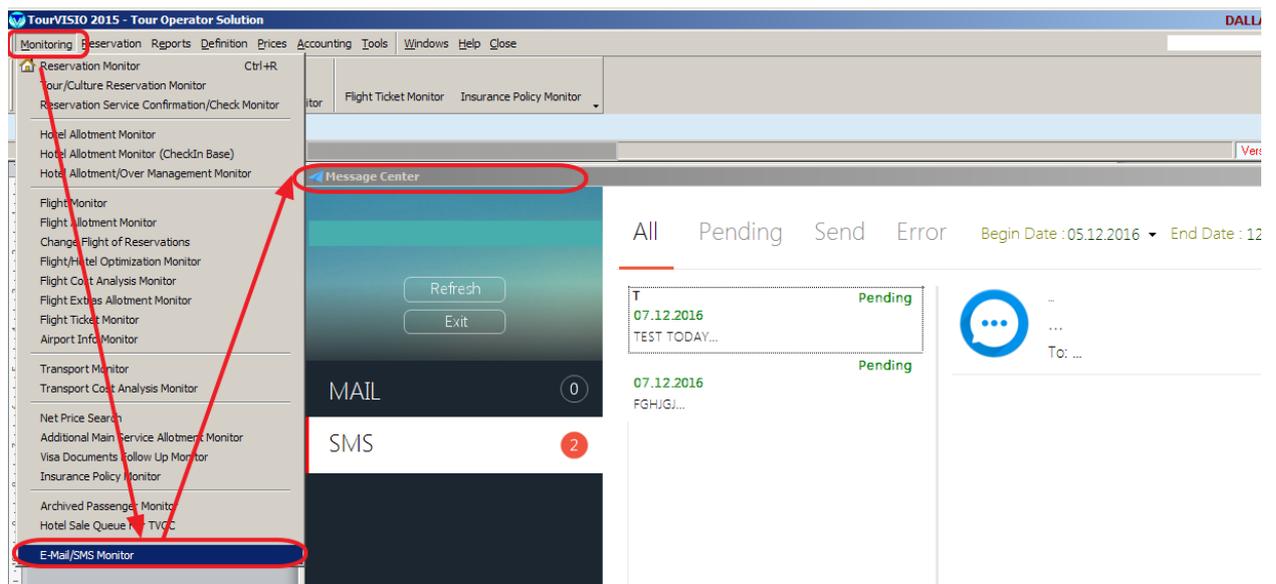
At the bottom, there are 'Save' and 'Close' buttons.

Another must is that “Leader” passenger in the reservation must have valid mobile number to receive SMS.

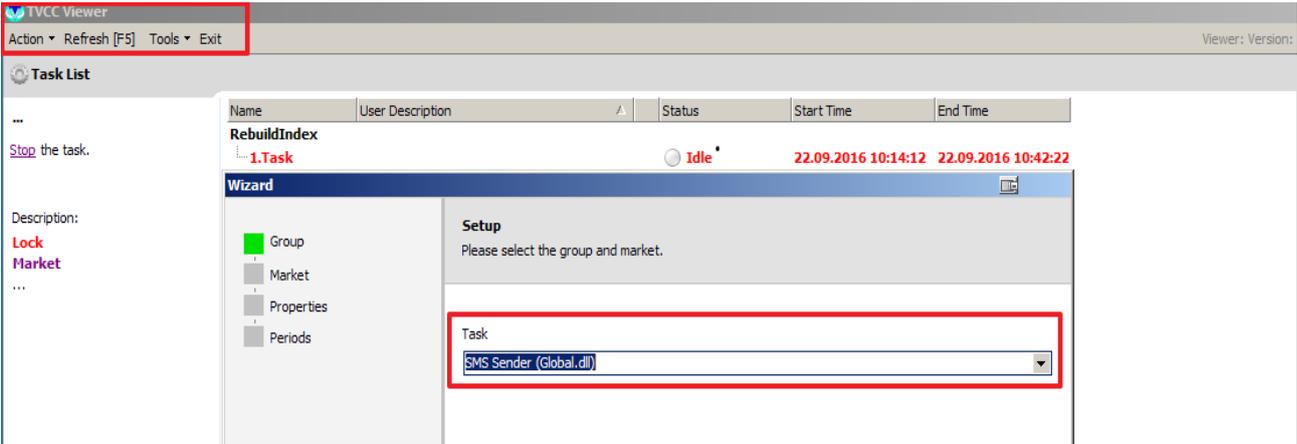


When a reservation completed, cancelled, refunded, paid or payment must be reminded; leader of reservation will receive automatically produced SMS.

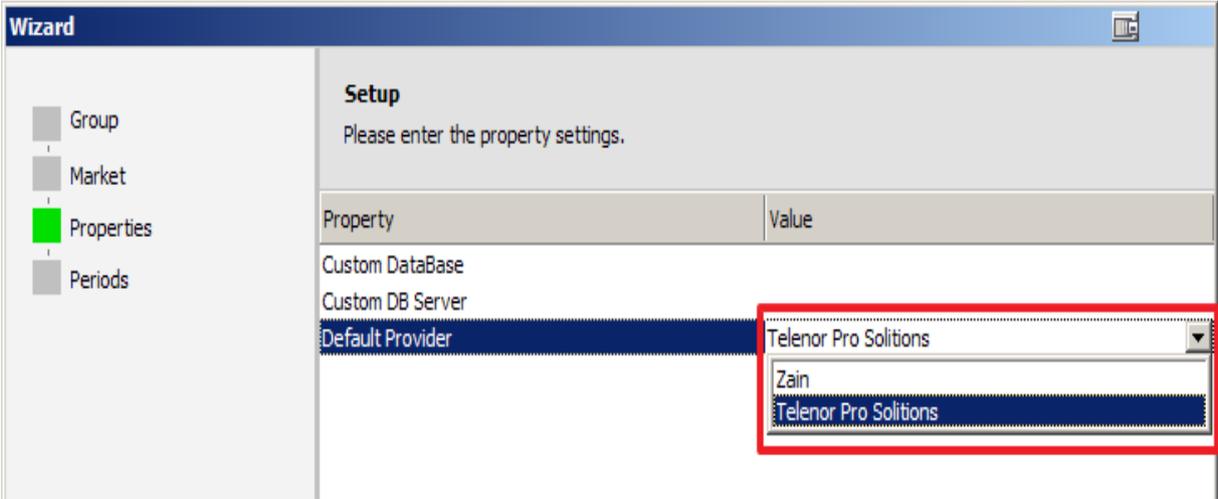
Automatically produced SMSs will be shown in a new monitor which is called “E-mail/SMS Monitor”. This monitor will allow you to see pending, posted or failed messages (because of some errors like invalid mobile number) and also E-mails(soon).



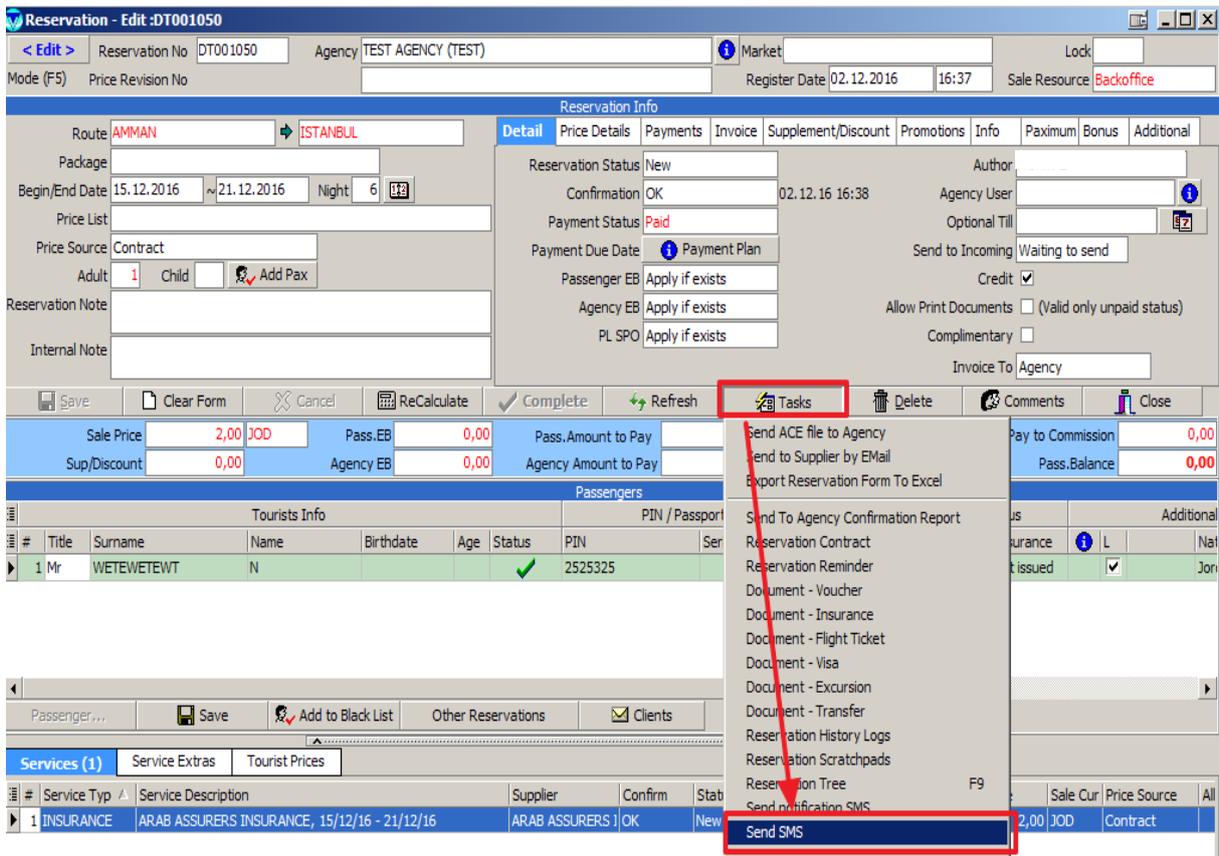
In order to post created queue records for automatic and manual sending, TVCC (TourVisio Control Center) has a new task which is called “SMS Sender”.



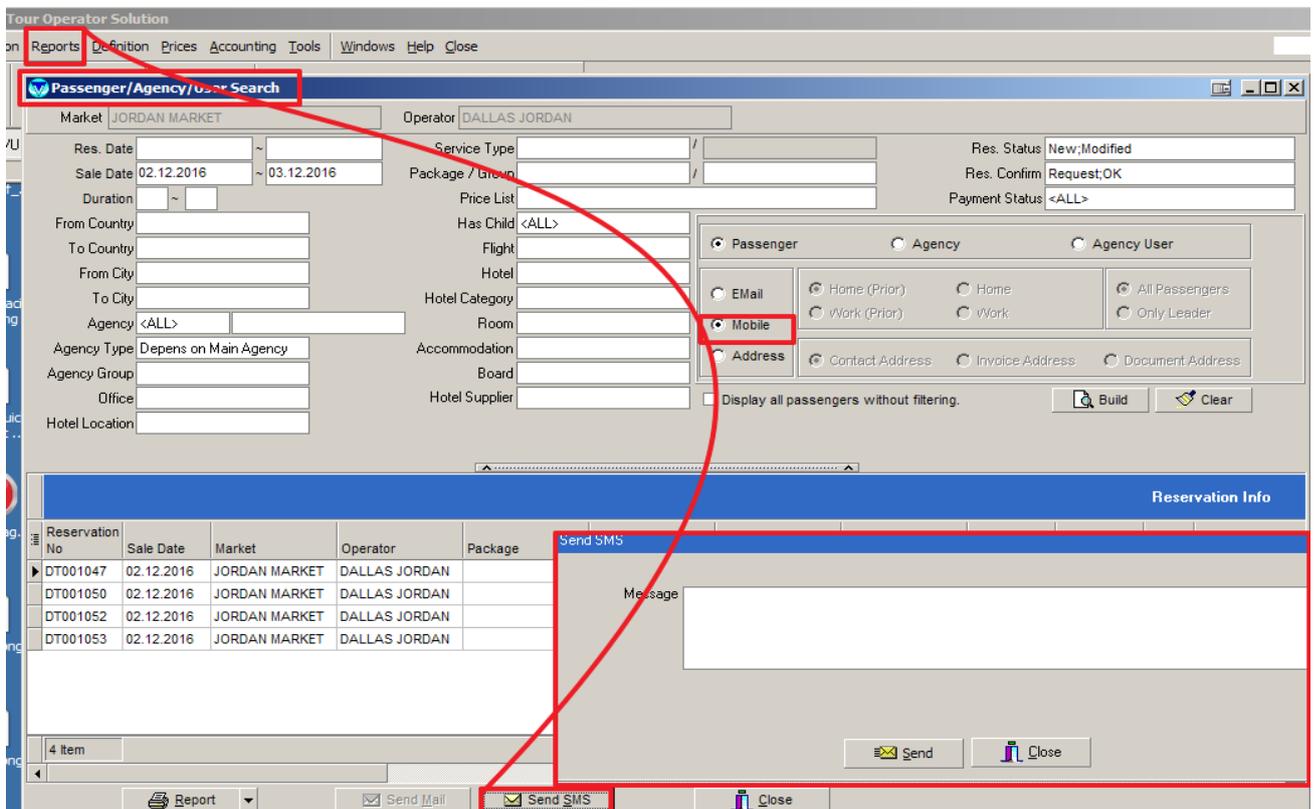
While adding this new task beside database, server and time interval, SMS provider company also must be selected from the list.



Manual SMS sending can be done in reservation form “Task” button “Send SMS” menu item.



Also from some reports (like Passenger/Agency/User Search) you may post cumulative SMS to the selected Reservations leader and/or Agencies.



Each SMS sending either manual or automatic will create a record in E-mail/SMS Monitor and then TVCC will run in the assigned time interval and will post the records in the queue.

Another place that you may send cumulative SMS to the passengers of a certain flight day of a certain flight is beneath Definition / Flight / Flight Days.

The screenshot displays the 'Flights' application interface. At the top, there are tabs for 'Flights', 'Flight Days', 'Blocks & Prices', 'Ticket Sale Prices', 'Extra Services', 'Flight Cost', 'Ticket Sale Restrictions', and 'Stop Sale'. The 'Flight Days' tab is active, showing a list of flight days for flight TK1 (AMM-IST). A red box highlights the 'Flight Days' tab and the flight number 'TK1 (AMM-IST)'. Below the tabs, there are checkboxes for 'Show All Flights' and 'Show Only Active Flights', and a checkbox for 'Show Operator Sharing'.

The main table displays flight information with columns for Flight No, Date, Day, Airline, Departure (Airport, City), Arrival (Airport, Time, Next Flight), Operator Seats (Seat, Used, Free, Over, %), and Block Seats (Seat, Used, Free, %). The row for flight TK1 on 15.12.2016 at day 4 is highlighted in yellow. A red box highlights the 'Operator Seats' column for this row, showing 20 seats used, 13 seats free, and 0 seats over. Another red box highlights the 'Block Seats' column for this row, showing 0 seats used, 0 seats free, and 0 seats over.

A dialog box titled 'Send SMS to Flight Passenger' is open over the table. It has a 'Message' field with the number '4' entered. Below the message field are 'Send' and 'Close' buttons. A red box highlights the 'Send' button. At the bottom of the dialog box, there are two input fields: the first contains '540' and the second contains '37', with a '533' label next to the second field. A red box highlights these fields.

At the bottom of the application window, there is a status bar showing '27 Item(s)' and a summary of seat counts: 540 (Total), 37 (Used), and 533 (Free). A red box highlights the 'Send SMS' button in the bottom right corner of the application window.