

BookEasy Initial Questionnaire

Booking Centre Business/Legal Trading Name: _____
ABN Number: _____
Trading As (name of Booking Centre): _____

Manager Name: _____
Manager Email: _____
Primary Contact: _____
Contact Email Address: _____
Direct Phone Number: _____ Fax: _____
Registered Business Location: _____
Registered Postal Address: _____
Booking Centre Generic Email Address: _____
Booking Centre Generic Phone Number: _____

1. ABOUT YOUR TOURISM ORGANISATION

(Please include all sub regions)

a) How many Booking Centres do you operate in your region? _____

b) Do you currently take bookings? **YES** **NO**

If taking Bookings what system do you currently use? (delete as appropriate)

Manual / Computerised

c) What commission will you be charging your VC Operators? (i.e. 11%) _____

2. ABOUT YOUR STAFF

a) How many staff do you have? _____

b) How many staff will be trained in BookEasy? _____

c) Number of Staff to be trained in Selected Access (Basic Access – managing reservations and daily payment reconciliation).

d) Number of Staff to be trained in Financial Access (Financial reporting & operator returns).

e) Number of Staff to be trained in Marketing Access (Managing and administration of Website)

f) Number of Staff to be trained in All Areas Access (Complete Access - booking access, operator returns & website administration).

3. ABOUT YOUR TOURISM OPERATORS

a) Do you have members? YES NO

If no, how many tourism operators do you work with? _____

If yes, how many do you have? _____

If yes, do you provide services for non-members and how many? _____

b) Total number of Accommodation Operators _____

c) Total number of Tour Operators _____

d) Total Attractions/Retail/Rest./Events/Wineries/Local Businesses etc _____

e) How many operators to you anticipate will attend BookEasy™ Training? _____

4. WEBSITE

1) Will you be taking advantage of the FREE BookEasy™ website option?

YES NO

If you do not use the FREE BookEasy™ Website option you will need to link your current website to the BookEasy™ system and if you decide to get a BookEasy website at a later stage an extra cost is involved please refer to BookEasy Costs)

If Yes please refer to the questions below, if no please leave blank and refer to Question 2

a) Do you currently have a Booking Centre website, If yes what is the address?

YES - address: _____ NO

b) Will we be overriding this website with the new BookEasy website?

YES NO

c) Which template will you be using (refer to Website Design)?

Template 0 Template 1

d) Do you have different membership levels for your Operators that affect the way that they appear on the website? (If yes please attach a copy of this membership package)

YES NO

OR

e) Do you want ALL of your operator's full contact details to be displayed on your BookEasy website (email, web address and phone numbers)?

YES NO

f) When would you like your new website to go live to the public (allowing at least 4 - 6 weeks for preparation)?

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2) If you are integrating BookEasy to your current website, please answer the questions below:

a) Will you be integrating Online Accommodation and Tour Bookings?

YES NO

b) Will you be integrating Bookable Events or tickets?

YES NO

c) What is the contact details of your current website developer so that we are able to liaise with them about the website integration?

5. COMPUTER SET UP AT THE VC

It is preferable if all of your computers are networked and all connected to a printer.

a) How many computers do you have at the front desk of your Booking Centre? _____

b) How many computers do you have available for Tele Sales that are not located at the front desk? _____

c) Do you have a Photo Program for editing and resizing images (Microsoft Picture Manager equivalent)?

YES NO

d) Do you have -Dial up?

YES NO

OR

-ADSL/Broadband (recommended)

YES NO

e) What Operating System are you using for Front Desk Sales (XP, Windows 98)? _____

6. WEBSITE HOSTING DETAILS

If you are having a new BookEasy Website then your domain name must be hosted with Web Central. Website Hosting for one website including 3GB Server Space, 40GB monthly data transfer and unlimited POP mailboxes is included in the monthly license fee.

a) If creating a new BookEasy website (included in BE package) what will be the Website Address to be hosted with WebCentral:

** Please note that this will not change the company your domain name renewal is through.

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b) For security reasons, we must ask you to please assist us with the following information:

We require your User ID and Password that was issued by your domain registrar when you first registered your domain name to complete the delegation.

User ID: _____

Password: _____

c) Are there other domains to be redirected to this domain that you wish to host with WebCentral also? (\$66 per domain per year). If yes please specify these below: We will also need the Usernames and Passwords for these domain names. You may wish to attach a separate sheet for these details.

If you don't have the User ID and Password, go to <https://theconsole.netregistry.net/> to retrieve this information. Please contact us if you need more help with this.

2 Domain name and Domain Name Fees

.com.au \$135, 2 year registration	.net.au \$135, 2 year registration
.org.au \$55, 2 year registration	.edu.au \$150, 1 year registration
.asn.au \$135, 2 year registration	.id.au \$55, 2 year registration
.com \$33, 1 year registration	.net \$33, 1 year registration
.org \$33, 1 year registration	.biz \$66, 2 year registration
.info \$66, 2 year registration	.co.nz \$79, 1 year registration
.net.nz \$79, 1 year registration	.org.nz \$79, 1 year registration

All amounts stated are in (Australian Dollars) and include GST.

a) Do you wish to register a new domain name/s with WebCentral (Please refer to costs above)?

YES

NO

If yes, what name/s?

b) Where would you like your DNS (Domain Name System) to be situated?

Web Central

Other, please specify _____

3 Email Setup

Where would you like your email hosted? (Web Central provide this service for free if you are hosting your website with them which include email aliasing, auto forwarding, auto responders and mailing lists)

- Web Central** **Other, please specify** _____

Mail Server Options (Please tick your Option)

- a) I authorise this new Hosting Provider to handle mail for this domain
(Please enter your emails below in section (c).)

OR

- b) Host our domain/s but leave mail with my current host
(We will need to know the Primary MX and Secondary MX for mail servers - this can be obtained from your existing hosting provider)

Primary MX is: _____

Secondary MX is: _____

- c). If hosting your emails with Web Central what emails would you like to be moved across or what new ones are to be created?

- d) If using WebCentral for your email hosting, would you like SPAM filtering (\$110p/yr)

- YES** **NO**

7. EXTRAS TO BE INCLUDED IN YOUR BOOEASY™ PACKAGE

- | | | |
|--|-------------------------------------|------------------------------------|
| BookEasy Retail – (\$1320 set up fee plus 1% commission on all Sales) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Conference Centre – (\$1100 set up fee) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Media Centre – (\$550 set up fee) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Telstra SMS – Included in the monthly license fee | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Operator Links Statistics Report – (\$330 set up fee) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Custom Keywords – (\$330 set up fee) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

8. ENHANCEMENTS

Please attach the specifications for any enhancements required. This will be assessed by a BookEasy™ programmer and a quotation and estimated time of completion will be provided. Sign off and payment will be required before work commences.

Do you require any Enhancements (anything that is not part of the current BookEasy™ system as mentioned in the Proposal Document)?

YES (please attach a separate sheet)

NO

9. SECURE PAYMENT GATEWAY

BookEasy™ integrates with four secure payment gateway providers. The preferred provider is SecurePay and Securepay fees are included in your monthly license fee. Other options are listed below. Please contact your bank to discuss the Merchant Fees that are applicable.

Please indicate which provider you wish to use.

SecurePay

Bendigo Bank

Cosmos

Money Direct

10. TRAVEL AND ACCOMMODATION

If BookEasy Trainers are required to deliver training at your Booking Centre you are required to cover the accommodation of the trainer/s and also the training venue required. Accommodation is required to be two bedroom self-contained and have a minimum 3 star rating. Please refer to the travel schedule below for the travel fees which are apart from the accommodation and training venue expenses:

All amounts stated are in (Australian Dollars) and include GST.

TRAINERS TRAVEL & EXPENSE COSTS

STATE	Cost
NSW	\$2,400.00
NT	\$2,400.00
QLD	\$2,400.00
SA	\$1,800.00
VIC	\$2,400.00
WA	\$1,600.00
NZ	\$2,800.00

Costs are for two trainers

11. LICENSE AGREEMENTS

If you require any changes to be made to the standard license agreement, any legal costs incurred by BookEasy will be charged back to you.

12. GENERAL QUERIES

Please let us know if there is anything special we need to know about your requirements and business operations.

13. BOOKEASY SIGN OFF

I _____ confirm on behalf of the _____

_____ that I have read the entire BookEasy Project online document and I understand and agree with the provisions and terms outlined.

Signed: _____

Date: _____

**Please fax this signed and completed form back to your Project Manager at
BookEasy Fax: 08 9757 0101**