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The Quokka Online Booking System Internet Point of Sale Technology for Tourism Activity Web sites

For your web site to **bear fruit**, your online marketing strategy must allow your customers to request services directly from your web site, making it a leading tool for your marketing and reservations.

Customer service **success** depends on allowing customers 24 hour access to your rates and availability with no waiting and no delay in processing, and capturing customer information.

The Quokka Online Booking System allows you to **control** everything: availability, price and your policies. The system brings certainty, convenience, and relevance to your web site.

Visit Travel In BC to see our customers in action!



Definition	Online Booking is a computer program for your customers to check rates and to request their adventure right away without any delay from email or the phone.
The Internet Traveller	Internet travellers like and use computers. They use banking sites and other "real time" web pages. They <i>anticipate</i> booking or holding services right away online.
The Issues	Quokka Systems has worked with a variety of activity clients and addressed issues such as keeping personalized customer service and adding workload to the front desk.
The Solutions	Achieve personalized customer service by allowing the customer to control the booking experience. For an Internet Traveller, customer service is self service - information and bookings when they want. Reduce your workload. Our customer testimonials show that the system reduces unnecessary emails, phone calls and faxes replacing them with valid requests. Phone calls you do receive are from informed customers.

Facts about The Quokka Online Booking System

- No software to buy or install
- No software upgrade charges
- Quick and easy customized set up and training
- Secure access for both for the consumer and the operator
- Reporting on your online inquiries
- Free Toll-free support
- All credit card transactions are left to the businesses; the system captures accurate credit card numbers
- Service charges are incurred only after customers have completed their adventure

Additional Marketing Opportunities

Quokka Systems has two programs to help market your business. All clients receive a free listing on TravelInBC.com, our first travel web site. We are entering other markets in 2003 and your business will be

listed for free on the relevant web sites.

In addition, Quokka Systems is entering into Marketing Affiliate agreements with travel web sites to help promote and sell your online inventory as well as drive traffic to your site. Please see www.quokkasystems.com for more information.

Enhance Your Marketing Strategy

All marketing companies will tell you that establishing your web site as a leading tool for marketing, sales and reservations is critical to success. The reason this makes sense is that your web page is under your direct control. Consider these facts:

- The Internet is the largest source of new business.
- Your toll free number does not work overseas; the Internet is your International customer's toll free equivalent.
- The new business that you get today will become your repeat business tomorrow.
- The young adults using the Internet today will expect to do their business on the Internet tomorrow.
- Once travelers find your web page, they are buying directly, which gives a personal touch and greater sense of comfort.
- The Quokka Online Booking System becomes your cost-effective Internet Point of Sale Technology.

For prices, further information and to arrange a demo of the Quokka Online Booking System, please contact us at:

www.quokkasystems.com

Toll Free: 1-866-222-8898

(604) 682-1136

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