



Technology Solutions for the Coach Transport Industry

roeville

Reservation Software



Who we are

Roeville has a long and proud history in the Coach and Tourism Industry stretching back to 1910 when our forebears operated charabancs carrying goods in the week and taking people into town on market days.

The second generation operated a fleet of coaches on contracts, private hires, tours/minibreaks and excursions and a passion for the industry was bred into the third generation. In 1993 we made the transition from fleet operation to providing software services to the coach travel industry.

We still strive to continue the family traditions by providing good quality software backed up by support from a friendly, respectful and dedicated team of professionals. Roeville has always been at the forefront of software development and was among the first companies to develop commercial software to handle coach hire and coach tour operations, culminating in the industry's first truly affordable e-commerce web platform in 2003.

We still operate from the same South Yorkshire town with a team of around fifteen professionals crafting and supporting the software which powers many of the UK's leading coach tour brands.

What we do

With roots firmly planted in the coach and tourism industry, our focus is clear. We are totally committed to providing premium quality software products and support services to coach and tour operators. We are also proud to partner premium design houses to produce cutting edge web sites using our WebRes platform.

Coach Hire in the Cloud

PHCloud is our innovative cloud based system for managing coach hire quotations, bookings, allocations and finances. It incorporates the latest technology from Here Maps - which powers most of the in-car navigation in Europe and North America - and offers a brilliant user experience with real-time visualisation of places and routes. While launching with a basic function set, there is a clear and vibrant way ahead for PHCloud, with many rich features in development.

Roeville Reservation Software

Station House, East Lane, Stainforth,
Doncaster. DN7 5HF United Kingdom.

Phone: 01302 841333
Email: sales@roeville.com



PHCloud is based on our **Emerald Technology Platform**, a blend of the latest technologies offering an impressive user experience on PCs, tablet devices and smartphones. It is the first in a new range of Roeville products which will redefine the way the 'Internet of Things' connects with your business.

Tour Management Solution

t³ is our passenger reservation solution for tour operators and is the platform which drives many of the UK's premier coach tour brands. We have t³ systems operating with between one and 150 connected desktop users. The core system is designed to be flexible and custom-fit the differing needs of each individual tour operator. It is not just a booking system - it has the diverse set of management features required to run a modern and successful Coach Tour operation.

t³ integrates seamlessly with our **WebRes** e-commerce web site and supports additional features including tokenised payments, on-line balance payments and on-line voucher sales.

Route Planning

Users of t³ can benefit from our Visual Routing Application (RAP) which uses cloud-based Here Maps technology to plan, optimise and time home pickups and interchange operations.

WebRes

Each **WebRes** site is individually designed and carefully crafted by our in-house team to match the operators unique branding and product portfolio. All new sites are fully responsive for web visitors using smart-phones, tablet devices or personal computers. **WebRes** sites are managed by operators from our easy-to-use Content Management System and there is full support for making both agent and direct bookings into our t²⁸ and t³ passenger reservation systems.

The next step

For more information, call us on 01302 841333 and take a remote product demonstration. If you wish to subscribe to the PHCloud system you can be up and running within minutes.

To help your cash flow we are able spread the cost by offering interest free credit on all our back-office software products and support contracts.



www.roeville.com

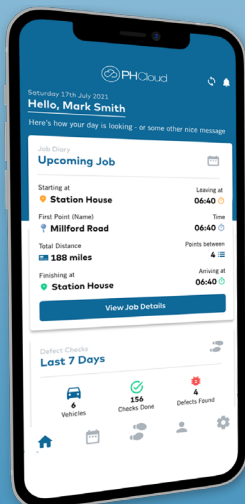
The TRUE Cloud Solution for coach operators ...

PHCloud - Main features

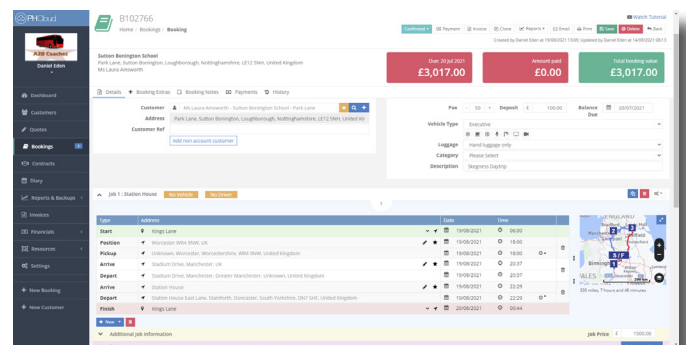
- Cloud Based Private Hire and Contract Bookings
- Run your business from a SmartPhone, Tablet or PC
- Manage Customers, Contacts and Accounts
- Intuitive Coach Hire Diary
- Quotations with instant routing, timing and pricing
- Manage Coach Hire Bookings
- Manage School and Works Contracts
- Allocate Drivers and Vehicles with our intuitive Resource Scheduling Tool
- View Journeys and Locations with 'Here' Mapping
- Integrated Sales Ledger with payment allocations
- Packages available to suit your business needs
- Extremely easy and intuitive to use on any modern web browser - PC, Android and IOS
- Easy Sign up and simple monthly charging models to suit your business needs.

See our latest Driver App for Android and IOS

- Driver Secure Login Area
- Job Details and acceptance
- Driver Pickup and Route Mapping
- Walkaround Vehicle Checks



PHCloud is our response to the challenge from the UK coach industry to create a modern, flexible and fully featured management solution. It had to be easy to use and accessible by drivers and operational staff from a range of devices. We were asked to provide the industry with a compelling cutting edge solution to manage coach operations round the clock from any location. Technology advances allowed us to bring to market a truly exciting, innovative and industrial strength solution in a class of its own. We named it **PHCloud** ...



PHCloud is a natural progression for our software design team and is freshly built from the ground up using our brand new and extremely capable Emerald Technology Framework. It is the first of an entirely new breed of products for the Coach Industry and sets our trajectory for years to come. **PHCloud** is the perfect platform for a truly amazing technology future.

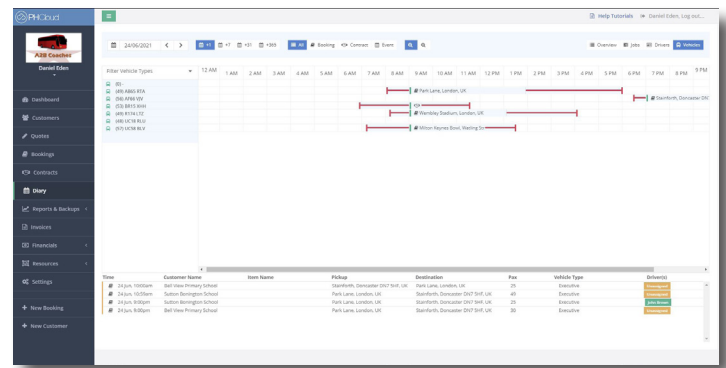
We have a compelling product and will continue to add layers of new features and benefits in the years ahead. As new and exciting software services become available, **PHCloud** is perfectly poised to use them to provide a future-proof and truly connected business environment with no capital cost to you.

Using **PHCloud** gives coach operators and their teams access to their core operational data securely and from anywhere, using traditional workstations, laptop computers, tablet devices and smart-phones. Operators are free to decide which modules and features they wish to use to suit their budgets and needs. With no up-front costs or technology spend other than their preferred web browsing devices, **PHCloud** is the ideal solution for businesses on the move.

PHCloud is securely hosted on our own industrial strength file servers housed in a high resilience data centre, on the internet backbone, to provide maximum performance and up-time. We take data security and integrity very seriously and meet all the stringent requirements of industry regulators.

From the instant you first log into **PHCloud** it is clear this is not just another bland web offering - the whole experience looks and feels like a full-blown desktop application. Our developers have pushed the bounds of technology to bring you a truly connected, fast and extremely agile experience. This is apparent from the intelligent web controls plus ease of navigation, backed up by almost instant journey visualisation using **Here Maps**, the familiar technology behind the majority of in-vehicle navigation systems.

A liberating feature of **PHCloud** is the uncluttered workspace with its ability to run multiple tasks and skip between them with ease. While working on a booking you can nip off and enter a quotation request - then flip back into the booking and continue where you left off. A configurable dashboard keeps you updated on current workflows and shows key performance indicators at a glance.



An intelligent Pricing Engine allows your running costs and unique charging models to be stored within the system and used with the mapping and route calculation tools to provide rapid, accurate and fully costed quotations.

Quotes can be recalled and converted to bookings at the click of a button and additional requirements can be added with ease. Once complete the booking confirmation or invoice can be emailed direct to your customer.

Roeville has teamed up with Coach Hire Comparisons and Trusted Travel Reviews to bring increased business opportunity plus the power of customer experience to your smart device 24/7. All the tools will soon be available to respond to external quote requests and have newly-won quotes automatically confirmed and entered into your diary.

The Diary is **PHCloud's** cornerstone, bringing together all the job legs for a single day or date range into an interactive scheduler control. In addition to showing the days work in different views, the control also allows vehicles and drivers to be scheduled to

Green Supplies Total

Bookings to be Invoiced

Date Range: From 01/01/2019 to 31/12/2019

City	Client	Start	Finish	Destination Point	Status	Value	Rate	Qty	Unit	Vehicle
010001	Bell View Primary School	30-Oct-2019	George Street, Birmingham	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010002	FC Manor Park	30-Oct-2019	Forest Road, Chorley	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010003	AB Star Dance Group	31-Oct-2019	Stamforth, Doncaster	Confirmed	£300.00	£30.00	10	1	£300.00	Van
010004	FC Manor Park	31-Oct-2019	Barnsgate, UK	Provisional	£1,200.00	£30.00	40	1	£1,200.00	Van
010005	Bell View Primary School	31-Oct-2019	Berry Street, Walsingham	Confirmed	£600.00	£30.00	20	1	£600.00	Van
010006	Bell View Primary School	01-Nov-2019	High Street, Birmingham	Provisional	£1,416.19	£30.00	47	1	£1,416.19	Van
010007	FC Manor Park	05-Nov-2019	High Street, Birmingham	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010008	FC Manor Park	05-Nov-2019	Walsingham Green, Walsingham	Confirmed	£1,600.00	£30.00	53	1	£1,600.00	Van
010009	AB Star Dance Group	08-Nov-2019	Stamforth, UK	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010010	Doncaster Chevrol Society	08-Nov-2019	Doncaster, UK	Provisional	£290.38	£30.00	9	1	£290.38	Van
010011	FC Manor Park	08-Nov-2019	Quasby, Doncaster	Confirmed	£400.00	£30.00	13	1	£400.00	Van
010012	Bell View Primary School	08-Nov-2019	High Street, Birmingham	Provisional	£300.00	£30.00	10	1	£300.00	Van
010013	AB Star Dance Group	10-Nov-2019	Doncaster, UK	Provisional	£1,800.00	£30.00	60	1	£1,800.00	Van
010014	Doncaster Chevrol Society	10-Nov-2019	Walsingham Car Park, The York Minster, Doncaster	Confirmed	£120.00	£30.00	4	1	£120.00	Van
010015	AB Star Dance Group	21-Nov-2019	Stamforth, Doncaster	Confirmed	£300.00	£30.00	10	1	£300.00	Van
010016	AB Star Dance Group	22-Nov-2019	Stamforth, Doncaster	Confirmed	£100.00	£30.00	3	1	£100.00	Van
010017	FC Manor Park	30-Nov-2019	Stamforth, Doncaster	Confirmed	£1,800.00	£30.00	60	1	£1,800.00	Van
010018	AB Star Dance Group	03-Dec-2019	High Street, Birmingham	Provisional	£1,270.00	£30.00	42	1	£1,270.00	Van
010019	AB Star Dance Group	03-Dec-2019	High Street, Birmingham	Provisional	£200.00	£30.00	7	1	£200.00	Van
010020	Doncaster Chevrol Society	03-Dec-2019	Doncaster, UK	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010021	Doncaster Chevrol Society	13-May-2019	Dunley D12 D17, UK	Provisional	£200.00	£30.00	7	1	£200.00	Van
010022	Doncaster Chevrol Society	14-May-2019	Doncaster, UK	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010023	Doncaster Chevrol Society	02-Oct-2019	Donley, UK	Provisional	£750.70	£30.00	25	1	£750.70	Van
010024	Doncaster Chevrol Society	14-May-2019	Doncaster, UK	Provisional	£1,500.00	£30.00	50	1	£1,500.00	Van
010025	AB Star Dance Group	07-Oct-2019	Doncaster, UK	Confirmed	£600.00	£30.00	20	1	£600.00	Van
010026	AB Star Dance Group	14-Oct-2019	Doncaster, UK	Confirmed	£1,500.00	£30.00	50	1	£1,500.00	Van
010027	AB Star Dance Group	19-Oct-2019	Stamforth, Doncaster	Confirmed	£1,800.00	£30.00	60	1	£1,800.00	Van
010028	AB Star Dance Group	19-Oct-2019	London Theatre Area, London, UK	Provisional	£1,700.00	£30.00	57	1	£1,700.00	Van
010029	Stamtham School	14-Oct-2019	Leeds, UK	Provisional	£100.00	£30.00	3	1	£100.00	Van
010030	Stamtham School	17-Oct-2019	Redwood Way, Leeds, UK	Provisional	£500.00	£30.00	17	1	£500.00	Van

The **PHCloud** quotations system is simple, intuitive, crisp and clean. It allows existing clients to be recalled or new ones added. Regular journeys can be re-selected or new ones added. As journey legs and way points are added the complete route is visualised in the mapping pane.

Entry Level

Our entry level package to get you started includes all these features:

- Unlimited Bookings & Quotes
- Customer Account Management
- Job, Driver & Vehicle Diary with Visual Resource Scheduler
- Product support and free upgrades
- Daily data backups
- 1 to 10 Vehicle Use (Extra Vehicles can be added)
- Unlimited Users

from just
£49
per month

Standard

Our best value package. Includes all Entry Level features and benefits plus the following:

- Integrated Sales Ledger
- Flexible Invoicing
- Contract Hire
- 11 to 22 Vehicles (Extra Vehicles can be added)
- Unlimited Users

from just
£95
per month

Premium (Coming Soon)

Will include all Standard features and benefits plus the following:

- Vehicle Tracking
- Vehicle Maintenance (Extra cost Option)
- Unlimited Drivers
- Unlimited Vehicles
- Unlimited Users
- All future premium features

from just
£165
per month

Additional features and capacity can be added to any package level

Confirmation: B102766



Issued to:
Ms Laura Ainsworth
Sutton Bonington School
Park Lane
Sutton Bonington
Loughborough
Nottinghamshire
United Kingdom
LE12 5NH

Document Date	15 Sep 2021 15:33
Booking date	19 Aug 2021
Amount due	£818.00
Due date	20 Oct 2021

Station House					
Job Date	Pax	Vehicle Type	Subtotal	Vat	Total
19 Aug 2021	50	Executive	£850.00	£0.00	£850.00

Pickups		Depart	Arrive
Worcester WR4 9NW, UK		18:00	
Stadium Drive, Manchester, UK		20:37	20:37
Station House			22:29

Item Description	Qty	Unit Price	Item Subtotal	Item Vat	Item Total
Parking	1.00	15.00	15.00	3.00	18.00
Cleaning Deposit	1.00	200.00	200.00	0.00	200.00

Notes
Please ask the Driver to park opposite the bank on arrival.

Payment Details:	Nett £1,065.00
	VAT £3.00
	Total £1,068.00
Payment Details: By Bacs: Full balance due 4 weeks prior to travel	Less Paid £250.00
	Balance £818.00

Green Sapphire Travel Registration 1234 567
VAT Registered 711 5904 62
Registered office Kings Lane, Birmingham, West Midlands, B1 8RS

Kings Lane, Birmingham, West Midlands, B1 8RS
0800 176900
a2bcoaches@outlook.com

Product Overview

Our new PHMobile app is now available. Targeted initially at coach drivers, the app is free to download and provides access to PHCloud to receive and acknowledge scheduled work details. Drivers can access the most up to date job data and provide real time pickup confirmation and tracking data.





the individual jobs by simply dragging and dropping. This makes allocations easy and clear, showing at a glance which resources are available and allowing work to be re-allocated as required. Worktickets, schedules and rosters can be printed or emailed direct from the system. Alternatively, drivers can log in from their smart-devices using the PHMobile App. This will allow connected drivers to accept jobs and even confirm when they start/end the hire plus check in at way points in between. With PHMobile you can even elect to receive a mobile alert if a driver fails to sign in for a job or is late at the first pickup point!

Operators with regular contract requirements will be amazed at the Contract Template feature. Simply define the basic contract details - account holder, contract start and end dates and run pattern - and PHCloud does the rest, spinning out all the required runs on the applicable dates. Exception patterns, such as holiday periods for school contracts, plus exception days - such as staff training days - can be overlaid onto a contract to take care of the times when the contract is at rest.

Private hires and contracts can be invoiced individually or by date range with the invoices posted to the internal sales ledger or exported to popular accounting packages including QuickBooks, Sage and Xero.

PHCloud is based on our Emerald Web Platform and crafted with pride in the UK using



ANGULAR



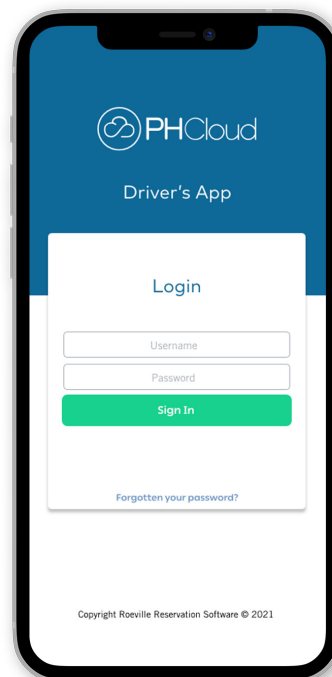
Microsoft
ASP.net

Microsoft
SQL Server



HTML







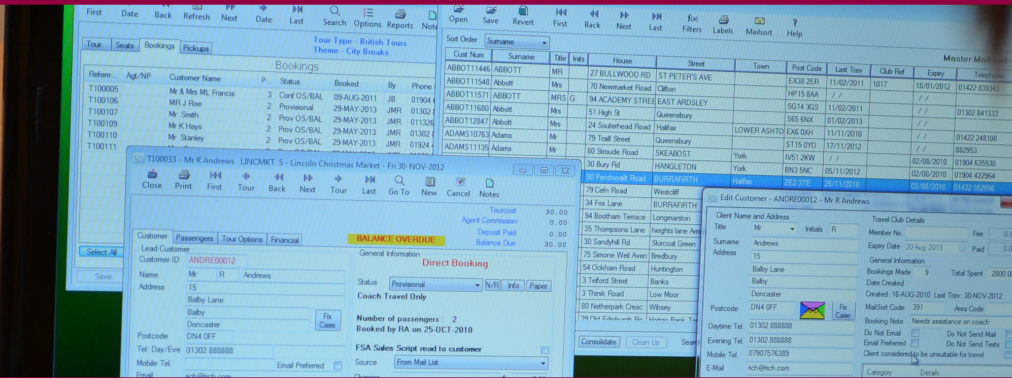
We have developed a Walkaround Vehicle Checks application with Defect Reporting including a feature to snap and record photos of the vehicle condition. Setting up the check templates is quick and easy in PHCloud and even that can be done through your smart-phone too!

With many more exciting features in the pipeline the future looks bright!

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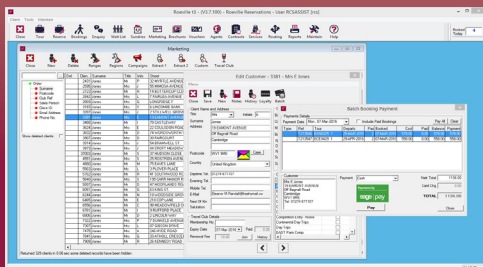


With a refreshed look and feel and loaded with exciting new features



t³ features

- Tours and excursions reservations
- Direct and travel agent bookings
- Confirmation, ticket and travel documents
- Email direct and agent booked confirmations
- ATOL certificates for bonded air holidays
- Interchange based routing system
- Home collect with door to door pickups
- Full refund credit note (RCN) support
- Visual route planning application (at extra cost)
- Rooming lists - interim and final
- Pre-build hotel room allocations
- User definable seat-plans
- Travel insurance bordereaux
- Tour profit/loss and VAT reports
- Cash and sales daybooks
- Accepts a single payment across multiple bookings
- Gift voucher and redemption functionality
- Brochure enquiry system and customer waiting list
- Travel club with loyalty points
- Batch email/letter tour correspondence
- Marketing system with custom data extracts
- Live booking monitor with year on year comparison
- Sales and advertising statistics
- Built in HTML editor for custom letters and Emails
- Rapid addressing with AFD Postcode
- Links to Sage Line 50 & Line 100
- Choice of payment card processing gateways



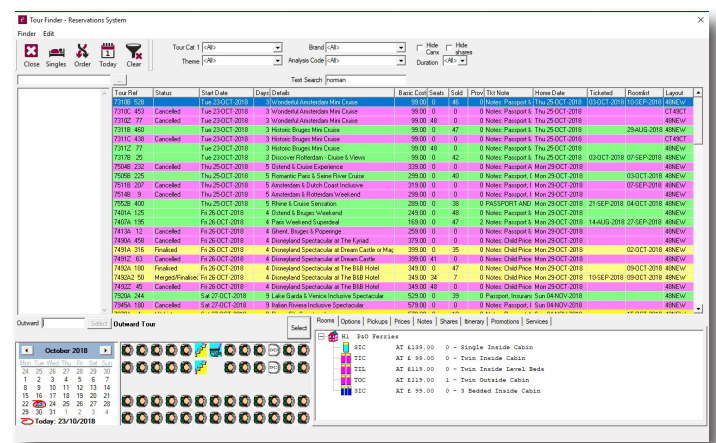
t³ is our premium passenger reservation solution for UK tour operators, with all the processing power, flexibility, scalability and security you could expect to need. The t³ suite builds on the excellent pedigree and proven track record earned from over 40 years of software and management experience within the coach travel industry.

We strive to build upon the rich feature set and impressive suite of business tools to meet the evolving needs of tour operators. t³ has a galaxy of productivity features ranging across all aspects of reservations, operations, marketing and financial management

Honouring our commitment to constant improvement, we offer a quick and easy migration path from our legacy t²⁸ system to help operators to upscale quickly and painlessly without having to re-enter any data.

t³ is a natural partner to WebRes - our premium e-commerce web platform, which links your tour programme to the internet, allowing direct clients and travel agents to book tours and excursions over the internet from their computers, tablet devices or smartphones.

In addition to the robust core reservation system we have added a constellation of useful features including contracting for hotels, ferries, airlines, coaches and other tour inventory.



These can be contracted in advance, accurately managed and then assigned to tours as they are built.

Loading your tour programme is straightforward, with no limit to the number or types of departures which can be operated. All hotels, options - such as show tickets - and coach seating plans can be assigned per tour and shared across multiple coaches.

Tour Management Solution

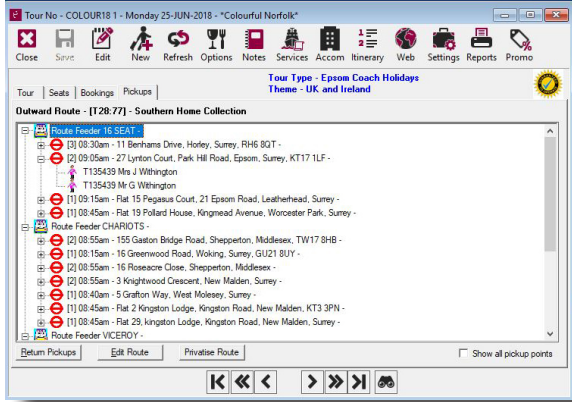
Accommodation types can be individually entered or selected from pre-defined allocations to enable regular tours to be entered quickly and accurately. There is even support for certain third party property management systems where **t3** dynamically shares rooms with hotels and other accommodation brokers.

Making reservations is quick and intuitive while still managing to maintain that all important personal touch. The Tour Finder is a mine of useful information and allows the operator to drill into all aspects of tour pricing and resource, matching tour availability to the clients needs.

The short-booking process is swift and flexible and extremely easy to follow with users being guided through a sequence of forms to record the lead customer and reserve the correct quantity of rooms, coach seats and optional extras. This short booking process eliminates any unwanted locks if multiple **t3** users - or web visitors - are in contention for limited resources. The second step of adding names and confirming the finer details is a more leisurely process.

Card payments can be taken using one of the available Payment Gateway options before the booking confirmation - including insurance and itinerary information - is batch printed or emailed direct to the client or agent.

An internal document archive stores PDF copies of all client and agent confirmations, tickets and custom letters for review from within a booking. Travel agent support has been considerably improved and agents can book on-line through WebRes.



t3 has a flexible pickup system which handles interchange, home collect and line of route models plus we offer an optional Visual Routing Application to manage the operational and financial aspects of routing. A simplified version of routing is included within the main **t3** application allowing complex home pickup and interchange scenarios to be produced without interactive mapping.

t3 keeps tabs on many aspects of your operation, and a comprehensive Audit Trail is available to monitor user activities. The cash daybook and agent batch payment system give total control over the financial integrity of the product, including real time payment card processing using Sage Pay or PaySafe.

t3 has a broad portfolio of operational reports which can all be viewed on screen, printed, or saved in PDF format for emailing to external suppliers. Standard management reports include daily

Crusader Holidays
Office: 01255 431777 In Emergency: 07720 992963

Tour: EC00320 - Cotswolds and Georgian Bath
Coach Number:

Total Passengers on Tour 51

Mr John Partridge	Mrs Julia Partridge	2
Mrs Marion Amson	Mr David Amson	4
Mrs D. Xenias	Mr C. Xenias	6
Mrs B. Whitfield	Mrs G. Whitfield	14
Mrs M. Sanders	Mr G. Sanders	10
Mrs D. Hubbard	Mrs J. Dwyler	22
Mrs D. Boddison	Mr P. Boddison	24
Mrs E. Connell	Mr J. Hyde	24
Mrs N. Meadows	Mrs P. Thorne	24
Mrs S. Butler	Mr P. Butler	42
Mr David Huggin	Mrs Janice Huggin	24
Mr A. North	Mrs L. North	24

Important Notes
Please INITIAL and DATE any four notes:

Coach Seating Plan
Date: Fri 20-MAR-2015
Outbound

(5 pax AFTER the Main Interchange)

Mrs J. Metcalf	Mrs U. Fairfull
Mrs J. Metcalf	Mrs U. Fairfull

4 Buckingham Street Crusader Business Park
Aylesbury Buckinghamshire Clacton on Sea
HP20 2LD Essex CO15 4HP

Tel: 01296 336666 Tel: 01255 425 453
email: enquiries@crusader-holidays.co.uk
www.crusader-holidays.co.uk

CONFIRMATION
Your Booking Ref No. 7262137
Date: 03-MAR-2015

Dear Mrs Murray,
We have pleasure in confirming your holiday details as follows:
Please check the details carefully and advise us immediately if you need to amend them in any way.

Your Tour - CDB0410 - Dutch Bulbfields and Keukenhof Gardens
Departing on Friday 10-APR-2015

Passenger Name	Passenger Type	Room	Seat	Travel Insurance	Basic Cost	Supplements	Total Price
Mrs B. Bruce	AD	TWIN	45	0.00	336.00		336.00
Mrs A. Murray	AD	TWIN	46	0.00	336.00		336.00

1.0/W Discount
Joining Point: 08:00am - Colchester North Rail Station, Coach Stops, Stand A, Main Entrance

Total Holiday Cost: £ 658.00

If your coach is more than 10 minutes late, please telephone 01255 431 777

Your Tour - CDB0410 - Dutch Bulbfields and Keukenhof Gardens
Departing on Friday 10-APR-2015
Booking Ref: 7262137 Lead Customer: Mrs A Murray

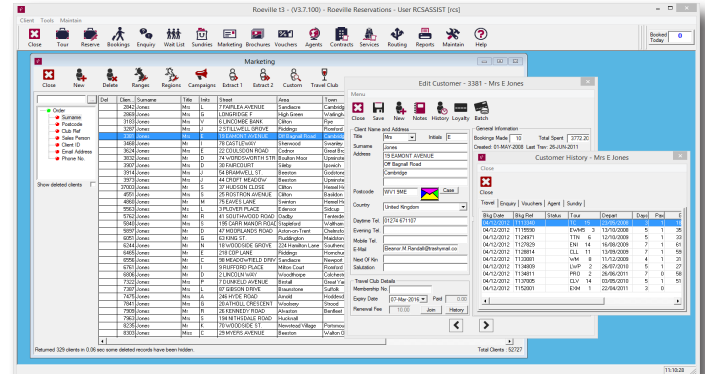
Return to: Crusader Holidays, Crusader Business Park, Stephenson Road West, Clacton on Sea, Essex, CO15 4HP
Or: Crusader Holidays, 4 Buckingham Street, Aylesbury, Bucks, HP20 2LD

Tour Cost £ 658.00
Insurance Premium £ 0.00
Total Tour Cost £ 658.00
Less Deposit Paid £ 0.00
Paid in full - With Thanks

Motts Leisure Ltd. Registered in England No. 2925119. VAT No. 630 7608 50. Gariside Way, Stocklake, Aylesbury, Bucks HP20 1BH

booking activity, marketing responses and booking performance statistics plus a host of other useful formats. Operators with non-standard reporting needs benefit from the Custom Extract feature which executes custom-written SQL scripts to deliver almost infinite permutations of data into Excel format files which can be opened immediately from within **t3**.

A product categorisation system allows tours, clients, bookings and enquiries to be profiled for analysis, customer history and market extract purposes. Clients can be automatically tagged within the marketing system to profile the types of tour they have enquired about and booked upon.



The marketing system incorporates customised data-mining for highly targeted campaign extracts based on geographical regions, product interest, tour analysis categories, frequency of travel, spend and a host of other criteria. All marketing extracts are automatically de-identified with supporting analysis as Excel Workbooks. There are travel-club facilities and a client loyalty points system based on frequency and duration of travel which can integrate with the Voucher system.



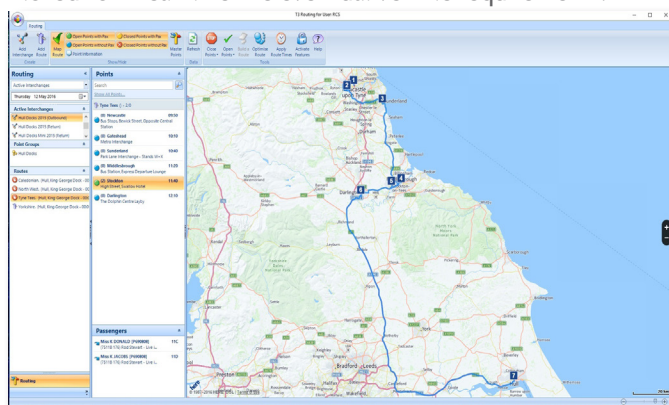
Visual Routing for Home Pickups and Interchanges

Featuring Cloud Based Mapping from Here Maps

Operators specialising in home pickups or using Interchanges will benefit greatly from our Visual Routing Application (RAP). This is a real-time routing tool for the creation and manipulation of outbound and return feeder routes from standard pickup points or home addresses. RAP features the Cloud Based Here Maps web services to ensure that your mapping is always up to date and, since Here Maps knows about large and wide vehicles, you are guaranteed the best available routing experience.

RAP sits alongside t3 and geo-codes passenger pickup points so they can be grouped into primary routes or simply left as a scatter of points. An interchange point is also assigned as the place where the routes will converge. This is an Interchange Template and as tours are built in t3, live instances of the template are created on the outbound and return travel dates - we call these Hubs.

Any number of tours can share hubs and the RAP is used to view the entire pickup requirements for all the tours on any hub on any date. As the tours are selling, pickup points can be opened or closed to Streamline the eventual vehicle requirements.



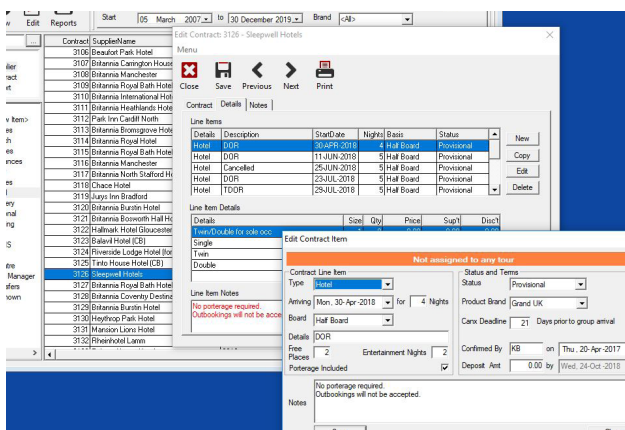
Open and 'loaded' pickups are indicated clearly on the map and a simple Route Builder tool is used to join up the green dots to form routes. Routes can be optimised, timed and plotted using the integrated Here Maps cloud based mapping engine. Moving pickups between routes is achieved by dragging them from one list to another and the whole process of route planning and optimisation becomes incredibly swift and easy to manage.

All the routing data is live within t3 so route timings are instantly available to customers once tours have been routed. There is a rich selection of feeder and interchange management reports within t3, including:

- ✓ Coach Passenger Lists
- ✓ Feeder/Taxi Pickup Lists
- ✓ Interchange Manifests
- ✓ Route Summary 'Thumbnails'
- ✓ Interchange Budget
- ✓ Post-Interchange Passengers

Travel documents can be batch produced and sent to clients either printed or by email. Tour packs with a range of pickup and feeder reports can also be batch processed and printed or emailed direct to suppliers and tour managers.

RAP supports multiple levels of nested feeders and has a neat one-click feature to switch off all unloaded pickup points and stop them from being applied to future bookings. Routing changes are instantly updated on WebRes.



Contracting is very useful for managing hotels contracted in advance, allowing the buying and selling rates to be agreed months or even years ahead and safely stored until tours are created to use them. In addition to recording the dates, room types, room quantities and prices, formal agreements can be prepared for hotels to ensure your requirements and safety conditions are met.

As tours and suppliers are regionalised, assigning contracted tours to hotels is fail safe and unused hotel contracts are clearly shown so that unused accommodation can be released in a timely manner.

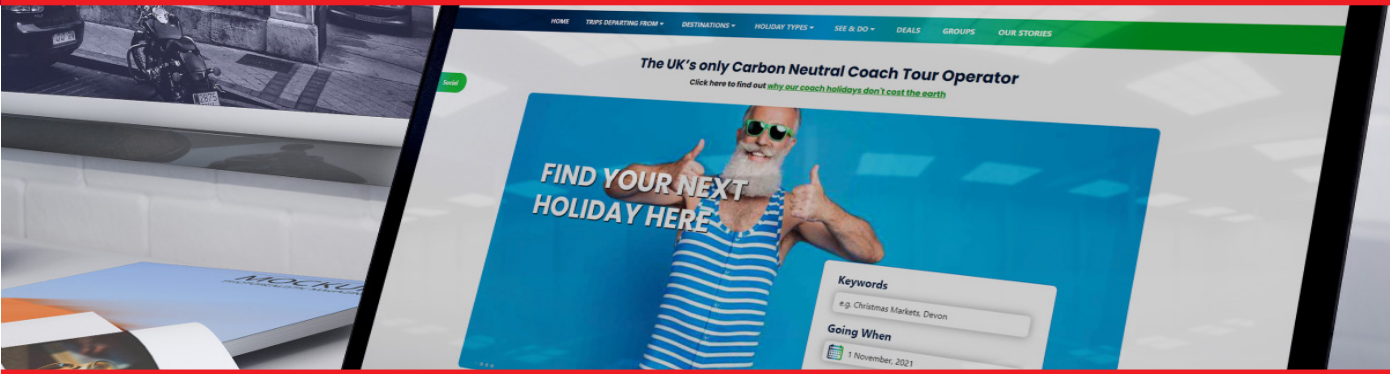
A configurable and flexible Voucher handling system is provided for the issue and redemption of gift, holiday and compensation vouchers. You are in full control of the voucher types, life span and styling with secure Gift voucher sales online through WebRes. Vouchers can be redeemed from within bookings with t3 taking care of verification and all the necessary book-keeping. Exception reports are available showing all vouchers issued, and whether or not they are redeemed, plus clearly showing the liability value of unredeemed gift vouchers.

A real-time monitor shows booking activity from the head office, each individual branch, travel agents and direct internet bookings for the current day relative to the same day the previous year.

t3 has excellent support for companies operating multiple brands; they can be operated from one data set to facilitate consolidation etc, or operated in parallel by using the Multi Company licensing model. A fast switch allows users to effortlessly move between the various brands. Each brand can have its own customised client facing document layouts and card payments can be sent to brand-specific merchant accounts.

There are no feature restrictions on the base t3 system, but there is an ever growing gallery of external applications developing to fit the needs of different businesses. These include interfaces to third party applications including financial and CRM systems plus web consolidators including Door2Tour.com, and a range of Property Management integrations.

We also offer a scheduling tool to automatically run background database tasks including data exports and automatic management reports, and can link with third party email marketing applications.



WebRes features

- E-commerce web site for **t³** and **t²⁸**
- Stylish designs with infinite layout possibilities
- Flexible and stylish Tour Itinerary pages
- Holiday Diaries
- Fully integrated blog
- Advanced and highly configurable holiday searchers
- Client Authentication at the start or end of booking
- 'My Account' section and balance payments with **t³**
- Responsive for smartphone and tablet users
- Agent login for commissionable bookings
- On-line gift voucher sales with **t³**
- Fully PCI compliant and approved
- Hosted on our high performance, managed servers
- Secured with Visa Verified\MasterCard Secure
- Opayo, PaySafe and PayPal payment gateways
- Web site content management tools
- Built in Customer Review System
- Regular updates as new features are released
- Managed web site backups for your peace of mind
- Hardware firewalls, virus and spyware protection
- Hosted on the internet backbone for performance
- Integrates with Door2Tour/CoachHolidays/Travel 55
- In-built SEO features and web friendly urls
- Google e-commerce and analytics

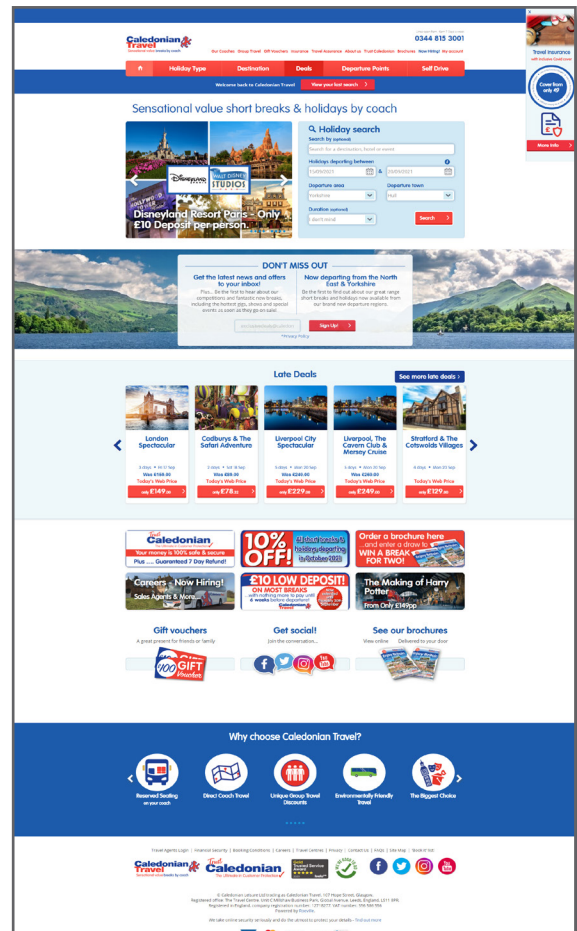
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STACKPATH™

SP// WEB
APPLICATION FIREWALL

WebRes is an E-commerce website which works seamlessly with **t²⁸** and **t³** to give your customers round the clock access to your tours, excursions and events. In addition to browsing your latest products, customers can make secure bookings and payments plus receive an instant email confirmation of their booking. **WebRes 6** brings a re-imagined CMS and improved tools for managing your website

Roeville takes care of the complexities and costs of hosting a premium performance and highly secure web presence, leaving you free to concentrate on the planning and marketing of your holidays. All you need is a broadband connection into your **t²⁸** or **t³** system and we handle the rest for a combined monthly charge.



WebRes is an e-commerce web portal based on our own Content Management System (CMS). It is easy to use and designed to put you in full control of the design, layout and content of your site. Starting from a simple base, you can quickly have a professional and effective presence on the digital 'High Street'.

Coronavirus updates: Please [click here](#) for the latest important customer information.



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Sensational value coach holidays & short breaks by coach



Holiday search

Search by (optional)

Mode of Travel
 Coach Self Drive

Holidays departing between
 15/09/2021 & 14/09/2022

Departure region
 Choose a Region

Departure town
 Choose a Town

Duration (optional)
 I don't mind

Room type (optional)
 I don't mind

[Search](#)



Before you travel
 Bonded Coach Holidays (BCH) and the Association of Bonded Travel Organisers Trust Limited (ABTOT) means full financial protection and complete peace of mind



When you book
 All holiday details can be found on our website or speak to our knowledgeable and friendly staff in our call centre.

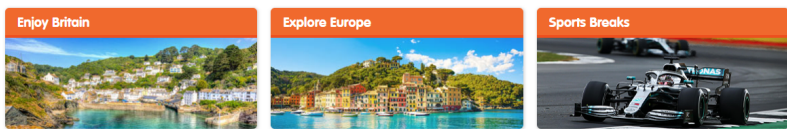


On holiday
 The wellbeing of our customers, suppliers and staff is our number one priority. Find out how we're working to keep you safe when you travel.

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For more about how we use your data see our [privacy policy](#).



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Customer feedback survey

Win £100 in Holiday vouchers!



See our brochures

View online > Delivered to your door >



Why choose National Holidays?

- We are the UK's largest coach holiday company, taking hundreds of thousands of customers on short breaks every year
- You won't find better value for money - we offer a fantastic selection of affordable holidays to suit every budget
- We are fully bonded for your complete financial security
- We offer a friendly booking and holiday experience with the best travel experts
- We work with the best coach operators in the UK to offer modern and safe coaches

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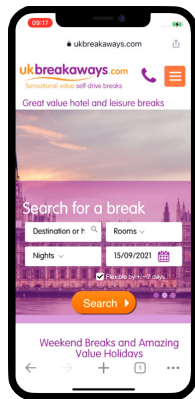
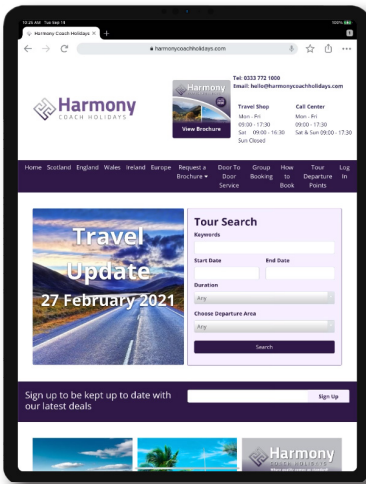
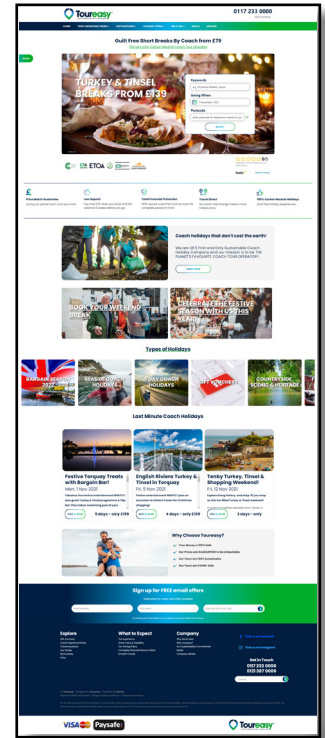
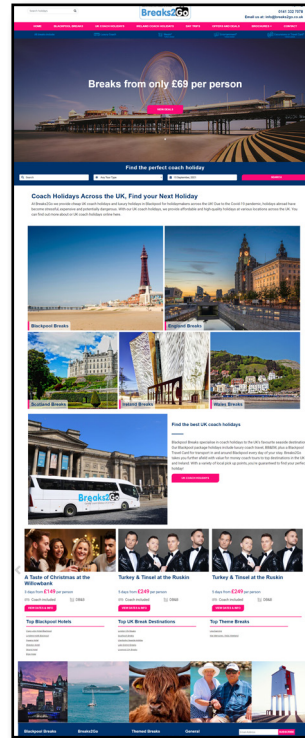
We take online security seriously and do the utmost to protect your details - [find out more](#)

E-commerce Web Site

Each **WebRes** site can be individually crafted to meet the customers agreed design brief, and we frequently collaborate with clients favourite design agencies to create stunning yet highly functional sites. The CMS includes a wide range of 'plug-in' modules which can be individually configured and styled. Uploading text and images is an absolute breeze and you can quickly create an online representation of your holiday brochure.

No web design skills are necessary and **WebRes** has all the tools you need to manage the site and its content. We also provide marketing and Search Engine Optimisation (SEO) tools to help ensure the website is noticed and ranked by the major internet search engines.

WebRes sites are always kept up to date and customers and travel agents can quickly and easily find the tour of their choice, drill down into the itinerary and check seat availability. We support the latest responsive technologies to give mobile and tablet users the best experience when visiting your site.



Are you missing out?

- On average around 65% of all visits to coach holiday web sites are made from tablet or smartphone devices.
- Our customers report on average 40% of their bookings are made online through WebRes. Some have achieved a staggering 70%.
- In 2019 over 600,000 passengers were booked on-line through WebRes. This represents well in excess of £75 million of sales.
- The coach industry sees a year on year increase in on-line bookings.
- If web visitors are unable to book on-line with you they will most likely book with someone else.



Professionally Hosted by Roeville

Hosting of a secure, commercial e-commerce web presence requires substantial investment and levels of protection and skills beyond the reach of most tour operators. Web sites hosted on a standard broadband connection are crippled by the internet's inherently low upload speed, no matter which service provider is used. This can be mitigated somewhat by parking graphical content with a third party provider.

WebRes is a genuine Cloud Solution fully hosted on our own commercial servers located in a secure data centre on the internet backbone. It uses Microsoft SQL databases and development techniques to deliver truly stunning results - we guarantee maximum security, performance and up-time, while meeting the stringent demands of PCI.

Cloud Solutions eliminate costly capital investment, so the initial fee for **WebRes** includes all the planning, construction and publishing of your website design. This is followed by a fixed monthly rental which includes ongoing professional hosting, payment gateway services, product updates and unlimited technical support. It also includes a generous allowance of payment card transactions and internet bandwidth. Additional card transactions and bandwidth blocks are chargeable and collected retrospectively by direct debit.

System Requirements

- Website - Supplied, hosted and fully managed by Roeville for a fixed monthly rental

Reservations Office

- A t²⁸/t³ Reservation System
- Windows Server or a Windows workstation running Internet Information Server 7.0 or above
- Broadband link with static IP address
- Card merchant account for funds processing

Windows 10, Windows Server 2012 R2, 2016, 2019 and 2022
(Supports 32 and 64 bit versions - Business and Professional Editions)



PHCloud - Coach Hire in the Cloud

System Level	Feature Pack	Monthly Rentals from
Entry Level	Operator with 1 - 10 vehicles	£ 49
Standard Level	Operator with up to 11 - 22 Vehicles	£ 95
Premium Level	Unlimited bookings, drivers and vehicles	£ 165
Extra Features	Per additional feature module	£ 15
Extra Vehicles	Per additional vehicle	£ 5

t³ - Tour Management Solution

Product Version	Booking Capacity	User Count	Total Price	Annual Support	Interest Free Credit Arrangements		
					Deposit	12 Mths	24 Mths
Entry Level	2500	1	£ 3,414	£ 481.25	£ 678	£ 228	£ 114
		3	£ 4,900	£ 673.75	£ 964	£ 328	£ 164
		5	£ 6,483	£ 866.25	£ 1,299	£ 432	£ 216
Standard Level	5000	1	£ 5,314	£ 770.00	£ 1,066	£ 354	£ 177
		3	£ 6,800	£ 962.50	£ 1,352	£ 454	£ 227
		5	£ 8,133	£ 1,155.00	£ 1,629	£ 542	£ 271
Premium Level	Unlimited	3	£ 9,050	£ 1,251.25	£ 1,802	£ 604	£ 302
		5	£ 10,383	£ 1,443.75	£ 2,079	£ 692	£ 346
		10	£ 13,822	£ 1,925.00	£ 2,758	£ 922	£ 461
		20	£ 20,711	£ 2,887.50	£ 4,127	£ 1,382	£ 691
Routing Application (Includes Here Maps Licencing)		1	£ 3,000	£ 600.00	£ 600	£ 280	--
		2	£ 3,500	£ 700.00	£ 700	£ 320	--

Please contact us for bespoke pricing on 50+ user systems

Annual t³ Support at 17.5% of the purchase price. Routing Support at 20% includes Here Maps Licencing

Additional t³ User licenses £550 (+ additional database license)

WebRes - E-commerce Web Site for t³

Please Note: WebRes Requires a t ²⁸ or t ³ Reservation System	Standard Web Site No Payment Gateway or online bookings		Full E-Commerce Web Site Includes Payment Gateway and online Bookings	
	Initial Site Build	Monthly Hosting (Inc.20 GB Bandwidth)	Initial Site Build	Recurring Monthly Charges
Template Site Build for any t ³ system (No Changes)	£ 2,000	As Below	£ 3,000	As Below
t ³ Entry - 2500	£ 2,350	£ 60	£ 4,000	£ 210
t ³ Standard - 5000	£ 2,750	£ 90	£ 4,500	£ 210
t ³ Premium - Unlimited	£ 3,250	£ 120	£ 5,400	£ 320
Installation Rate				
Setup and Configuration £660				

Annual Software Support is 17.5% of the current product purchase price (unless otherwise stated)

On-site installation and training - daily rate (plus travelling and expenses)

£ 700

Report writing and creation of Custom Data Extract scripts - Rate per hour

£ 65 - £75

Please note: ALL THE ABOVE PRICES ARE EXCLUSIVE OF VAT