The Quokka Online Booking System
Internet Point of Sale Technology
for Bed & Breakfast Web sites

For your web site to **bear fruit**, your online reservation strategy must allow your guest to reserve or request their favourite room, directly from your web site.

Customer service **success** depends on allowing customers 24 hour access to your rates and availability with no waiting and no processing delays, producing instant guest confirmation.

The Quokka Online Booking System allows you to **control** everything: availability, price and your policies. Plus the system has a proven conflict-avoidance program that brings certainty, convenience, and relevance to your web site.

For a demonstration, click here
Visit Travel In BC to see our customers in action!

Definition	Online Booking is a computer program for your guests to check rates and availability and to book or request their stay right away without email or phone delays.
The Internet Guest	Internet Guests like and use computers. They use banking sites and other "real time" web pages. They *anticipate* booking or holding a room right away online.
The Issues	Quokka Systems has worked with many B&Bs with 2 rooms and up. The core issues that we have addressed are: • Control of inventory • Double booking avoidance • Keeping personalized customer service
The Solutions	• Take control of your inventory with the easiest management interface you can imagine. The system can take confirmed bookings or requests. • Avoid double bookings with the system's request handler, which holds Internet Guest's room selection until a reconfirmation is issued by the B&B. This gives you time to make sure another booking didn't beat the Internet Guest to the room. Once a room is held, it cannot be booked again until you release it. The system provides the ability to "juggle" the Internet Guest into another room or decline the request altogether. • Achieve personalized customer service by allowing the guest to control the booking experience. For an Internet Guest, customer service is **self** service - information and bookings when they want.

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
- 100% control over rates, availability and policies in real time from any Internet connection
- You can accept bookings in real time or use the request handler
- 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 when guests have "paid and stayed"

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 guest'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.
- An online booking system that you control acts as your Internet front desk.
- 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:

<div align="center">

www.quokkasystems.com
Toll Free: 1-866-222-8898
(604) 682-1136
Fax: 604-738-1946
Email: info@quokkasystems.com

232-1857 West 4th Avenue, Vancouver BC, V6J 1M4, Canada
--
PMB 2800, 250 H Street, Blaine, WA, 98230-4018, USA

Visit Travel In BC to see our customers in action!

</div>