

### distinctive systems

## Coach Manager

#### Charter and Contract Booking System

Coach Manager is a booking system for charter and contract work. The software offers secure handling of bookings, easy and efficient allocation of vehicles and drivers, client confirmations, driver work tickets, invoicing, email integration, payments and statements. The system not only makes it all effortless, but also presents a reassuringly professional image to clients.

## Tour Booking System

#### Tour and Excursion Reservations

Our Tour Booking System is a reservation system for tours and sightseeing trips. The software guides the user through the booking one step at a time dealing with seat allocation, accommodation choice, pick-up point selection and insurance options. TBS provides payment processing and automatic emailing of invoices. There are extensive operational and financial reporting facilities.

## Vehicle Maintenance System

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Maintenance Planning and Workshop Management

Our Vehicle Maintenance System is a workshop management package designed for coach, bus and truck operators. The software handles defect reporting, statutory inspection planning, scheduled and unscheduled maintenance activities, job card printing and history recording. VMS streamlines the whole process and will help ensure records always meet the required standard.



**Industry Leading Software For Coach And Bus Companies** 

Products

## Software for Coach and Bus Companies

Distinctive Systems is the world's leading supplier of software to the coaching industry. Over 600 operators rely on one or more of our latest Microsoft SQL Server based systems for the efficient management of their companies.

#### A Fully Integrated Software Solution

Our three systems integrate seamlessly to create the only available coaching industry solution to cover all aspects of the management of charters, contracts, back office and online passenger reservations, workshop management and vehicle maintenance.

#### **Microsoft SQL Server Platform**

SQL Server is part of the Microsoft .NET Platform and is an industrial strength database engine designed to handle hundreds of simultaneous users. It delivers stunning performance with unparalleled reliability and security. It is designed for systems that are in constant use under the most demanding circumstances.

Our systems can all be used with Microsoft SQL Server 2008, 2005 or 2000. Alternatively, all but the largest operators can use it with the royalty free Microsoft SQL Server 2008 Express. Our systems run on Windows 7, Windows Server 2008 or 2003, Windows Vista and Windows XP.

For further details, or to arrange a no obligation demonstration, please phone us on 03 8676 0670 or email sales@distinctive-systems.com

#### **Coach Manager**

Coach Manager is a booking system for charters and contract work. The software offers secure handling of bookings, easy and efficient allocation of vehicles and drivers, client confirmations, driver work tickets, invoicing, email integration, payments and statements. The system not only makes it all effortless, but also presents a reassuringly professional image to clients.

#### **Tour Booking System**

Our Tour Booking System is a reservation system for sightseeing trips and day excursions. The software guides the user through the booking one step at a time dealing with seat allocation, accommodation choice, pick-up point selection and insurance requirements. TBS also offers payment processing and automatic emailing of tickets or invoices. Reports include seating plans, pick-up lists and rooming lists plus a wide range of other operational and financial reporting facilities.

#### **Vehicle Maintenance System**

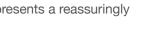
Our Vehicle Maintenance System is a workshop management system specially designed for coach, bus and truck operators. The software provides defect reporting, inspection planning, scheduled and unscheduled maintenance activity management, job cards, history recording and workshop control. VMS simplifies the whole process and will help ensure records always meet the required standard.



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# About us A Long Established Company

Distinctive Systems is an independent software vendor specialising in the development of products for coach and bus companies. Established for nearly 30 years we have supplied hundreds of systems to operators throughout the United Kingdom, Ireland, the United States, Canada, South Africa, Australia and New Zealand.

Our range of software is comprehensive and includes systems for managing coach based private hires, regular contract work, community transport operations, vehicle maintenance and both back office and online reservations for extended tours, day excursions and express services.



All our systems are Windows based and have been developed using Microsoft Visual Studio and the Microsoft SQL Server database engine. The success we have achieved over the years comes about as a direct result of our unique experience of both the IT and passenger transport industries.

Our knowledge of both fields has been combined to create a range of products that gets right to the very heart of what our clients want and uses the very latest computing techniques and tools to do it.

#### A Flexible Product Range Available for Purchase or Annual Rental

Our software is available in Express and Full versions and in different capacities to suit the requirements of a wide variety of operators. For additional flexibility, the software can either be purchased outright or rented via an annual contract. Full details are included on the rear cover.

# **Coach Manager** Charter and Contract Booking System

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Coach Manager is a booking system for charters and regular contract work specially designed for coach, minibus, chauffeur and community transport operators. The software offers secure handling of bookings, easy and efficient allocation of vehicles and drivers, client confirmations, driver work tickets, invoicing, payments and statements.

The first ever version of the system was launched in 1982 and very quickly established itself as the system of choice for operators of all sizes. Nearly 30 years later, although the basic principles remain much the same, the system has moved on almost beyond recognition from what it could do in the early days. The current Microsoft SQL Server based Coach Manager was launched in 2001 and is in daily use with over 500 companies.

#### **Quotations and Pricing**

Coach Manager combines a sophisticated but easy to use price calculator with a quotation management system designed for the rapid input, storage and retrieval of charter quotations. The price calculator makes it easy for sales staff to consistently and accurately calculate prices for the hire of vehicles under a wide range of varying circumstances, at different times of the year, for destinations both near and far. Quotations can be posted or emailed to a client and on acceptance can be converted into a firm booking in a matter of seconds.

#### **Online Quotations**

An optional additional component for Coach Manager Online, our corporate website content management system, provides operators with an online quotation request facility. Clients are guided through the process of describing their proposed journey in a straightforward step-by-step manner and can choose the vehicle they require from a selection of images. New requests are written directly into the Coach Manager database allowing them to be responded to immediately.

#### **Charters**

The charter side of Coach Manager can handle anything from a straightforward requirement for a single vehicle through to a highly complex multi-movement booking with multiple vehicles and drivers.

#### **Contracts**

The contract side offers a similar degree of flexibility, but adds a facility that allows the dates on which a contract operates to be entered on a year view calendar. The system can cope with any pattern or frequency and dates can be added or removed simply by clicking on the calendar. A wizard can be used to quickly schedule a contract for any number of future months or years. The times on which a contract operates can be easily edited for any given individual day.

#### **Community Transport**

Coach Manager also provides an ideal solution for community transport operators by allowing either a fixed or variable list of passengers to be associated with a contract movement. When used for this type of work the system can also record user definable special needs for each individual passenger.

#### **Confirmation Letters**

Coach Manager can automatically generate a letter of confirmation for every new charter booking. The system includes a built-in word processor which allows an unlimited number of letter templates, each designed to cover a different circumstance, to be created and stored. Letters are automatically selected for dispatch by post, fax or email according to the preference of each individual client.



#### Scheduling

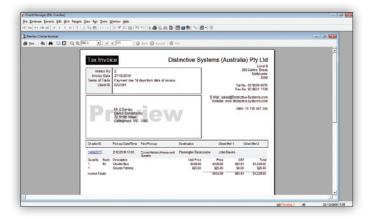
A powerful graphical scheduling system shows bookings which have already been allocated to a vehicle or driver alongside those that haven't. As each unallocated booking is selected, the required time slot is highlighted on the graphical display facilitating the choice of an available vehicle or driver. Bookings are then allocated simply by clicking on the chosen vehicle or driver. Bookings can be moved from one vehicle or driver to another using drag and drop.

#### **Work Tickets**

Driver work tickets are generated automatically from the booking details and can be selected for printing by date or individual driver. Work tickets can be printed onto plain or pre-printed stationery. They can also be emailed to a driver for remote collection and printing.

#### Invoices

Invoices are also generated automatically from booking details with clients being invoiced immediately, daily, weekly, monthly or on demand according to the setting for each client. Invoice details can be previewed on screen and, if necessary, the underlying booking details can be amended prior to printing. The system offers a choice of single or multiple bookings per invoice according to the preference of each individual client. Invoices can be sent to the client either by post or by email depending on client preference. All invoices are stored in a document database for future referral.



#### Sales Ledger

All invoices are posted automatically to the built-in Coach Manager sales ledger. The system handles all forms of payments and makes it very easy to allocate payments to invoices. The sales ledger has extensive reporting facilities including a sales daybook, client statements and an aged debt analysis.

#### **Coach Manager Online**

Coach Manager Online allows a coach company to create its own corporate website from details entered into Coach Manager in nothing more complicated than plain English text. Operators can create and maintain their own website without the need for any special skills and without having to know anything about how websites work. As content is entered, the system automatically builds a professional website that is highly optimised for all the leading search engines.

#### **Fully Integrated**

Coach Manager is fully integrated with our Vehicle Maintenance System. As vehicles are allocated to bookings the system automatically checks with VMS to ensure there are no conflicting workshop commitments or outstanding defects. The system is also fully integrated with our Tour Booking System.

#### **Coach Manager Express**

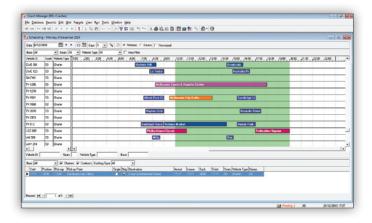
Coach Manager Express is a simplified version of Coach Manager aimed at operators with smaller fleet sizes. By removing a selection of features designed for some of our larger clients, we've made the system much easier to use. At the same time it is still extremely flexible and is capable of delivering everything a smaller operator could need in a booking system. Coach Manager Express can be upgraded to the full Coach Manager system when and if required.

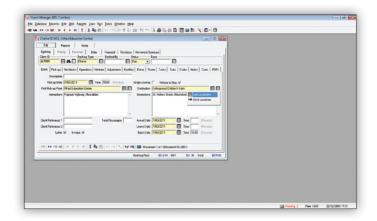
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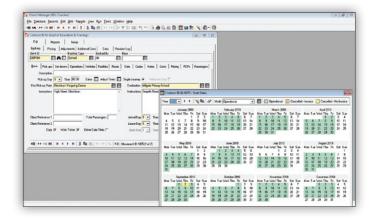
# **Coach Manager** Charter and Contract Booking System

#### **Key Features**

- Highly visual scheduling system with drag and drop allocation of vehicles and drivers ensures optimal use of resources
- Charter bookings with unlimited movements, vehicles, drivers, facilities, included/excluded items, extra invoice details, pick-ups, set-downs, tasks and costs
- Comprehensive charter details with extensive areas for route, further requirements and notes with user definable booking types and coding system
- Contract bookings with unlimited movements, vehicles, drivers, facilities, pick-ups, set-downs and costs
- Comprehensive contract details with extensive areas for route and notes with user definable booking types and coding system
- Year view calendar for each contract movement allows complete user control over operational dates
- Contract operational times can be easily edited for any given individual day
- Automatic printing of confirmation letters with built-in word processor enabling complete user control over individual letter content

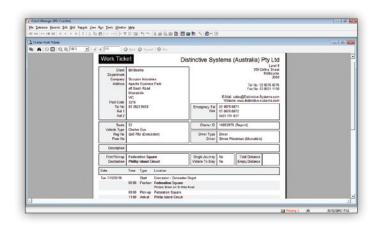




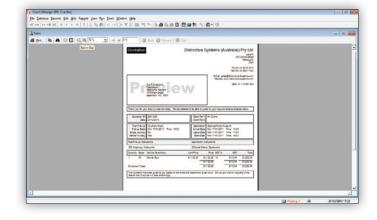




- Automatic printing of driver work tickets with comprehensive easy to follow booking instructions
- Automatic printing of invoices with choice of single or multiple bookings per invoice for each client
- Built-in sales ledger with sales daybook, cash book, aged debt analysis, statements and nominal analysis
- Comprehensive client details with individual invoicing instructions, driver preference system and user definable coding system
- Comprehensive vehicle details with user definable vehicle types and facilities
- Comprehensive driver details with user definable driver/escort types and licence categories
- Comprehensive standard and user definable reporting facilities throughout the entire system with onscreen previews, printed reports and data export
- Single or multi-user Microsoft SQL Server client/server system available with multiple operating companies
- Microsoft SQL Server backup and restore facilities with scheduled backups



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# **Tour and Excursion Reservations**

TBS is a reservation system for extended tours and sightseeing trips. The software guides the user through the booking one step at a time dealing with seat allocation, accommodation choice and pick-up point selection. TBS also offers payment processing and automatic emailing of invoices.

#### **Flexible Tour Setup**

The TBS in-house reservation system makes it easy to build a collection of different tours from a set of entirely user definable underlying components. The components consist of an unlimited number of seating plans, fares, accommodation types, insurance options and pickup points. These are assembled as appropriate for each tour. The inclusion or exclusion of any one of the components is optional on each and every tour. This means TBS is able to handle not just coach based tours, but self-drive holidays and holidays by air or even rail. The tours created can be for extended tours, sightseeing trips and other excursions or, in the case of the full TBS system, express services.

#### **Flexible Pricing**

Once a tour has been created it is easy to add prices to any number of different fare options and/or accommodation types and supplements. If required prices can vary on different departure dates. The full TBS system can also, if required, apply premium seat supplements and standard or home pick-up supplements.

#### **Foolproof Booking Entry**

TBS guides the user through a booking one step at a time dealing with seat allocation, accommodation choice and pick-up point selection. The system can handle payment authorisation and can either print or email tickets and invoices.

#### Waiting List

TBS has a powerful waiting list facility which will automatically raise an alert the moment resources become free.

#### **Administrative Reports**

Administrative reports include performance analysis, sales analysis, cost analysis, insurance transactions, options and booking statistics.

#### **Financial Reports**

Financial reports include agent statements, aged debt analysis, card payments, outstanding balances, unallocated payments, advance payments, sales daybook, cash book and nominal analysis.

#### **Operational Reports**

Operational reports include final confirmations, seating plans, passenger lists, rooming lists, standard pick-up and set-down requirements, home pick-up requirements, special needs requirements, luggage labels and ferry passenger registration list.

#### **Client Mailing**

The TBS client database includes extensive mailing facilities with de-duplication facilities.

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#### **Data Driven Website**

In addition to the facilities that make up the in-house reservation system, the full TBS system includes as standard a further set of facilities that automatically creates a data driven website. This allows operators to create and maintain a professional website without the expense of employing a specialist web design company. Against every tour in TBS, in addition to the information relating to dates and prices needed by the in-house reservation system, there is an area where operators can enter the information they would like to present to clients on the TBS website. This information essentially mirrors the details that would go into a printed brochure and includes a brief overview, a detailed overview, a day-by-day itinerary, a further information area and a selection of pictures.

The website comes with a customisable front page that displays welcome information and provides a means of navigating through the available tours. Clients can browse through the tours and check prices and availability before either telephoning or requesting a call back. They can also place an online order for a brochure.

A totally unique feature of TBS is that all the content required to build the TBS website is entered into the inhouse reservation system in nothing more complicated than plain English text. Behind the scenes TBS converts this into the HTML required by the end-user's web browser.

#### **Online Bookings**

The full TBS system can be further extended with the addition of the TBS online booking facility. This allows clients to create an account, enter passenger names, select their seats, choose pick-up points, select their preferred accommodation along with any supplements, accept or decline insurance and pay either a deposit or in full as appropriate.

The online booking facility includes a secure login facility that allows existing clients to view their current bookings and update their contact details. The facility also provides a secure login for agents allowing them to enter bookings directly into TBS. This completely eliminates the need for agents to phone in, thereby offering considerable savings in reservation staff costs. Agents are also able to view their existing bookings online and maintain their own authorised operators.

#### Website Hosting

Hosting the TBS website on the Internet requires just one PC and two low cost firewalls over and above the equipment that would be required for an in-house reservation system. The efficiency of the TBS SQL Server database design allows excellent response times to be achieved with an ordinary low cost broadband connection to the Internet.

#### **TBS Express**

TBS Express is a simplified version of TBS aimed at operators with less complicated tour programmes. By removing a selection of features designed for some of our larger clients, we've made the system much easier to use. At the same time it is still extremely flexible and is capable of delivering everything a smaller operator could need in an in-house reservation system. TBS Express doesn't include the data driven website and the optional online booking facility can't be added to it. TBS Express can be upgraded to the full TBS system when and if required.

For further details, or to arrange a no obligation demonstration, please phone us on **03 8676 0670** or email **sales@distinctive-systems.com** 

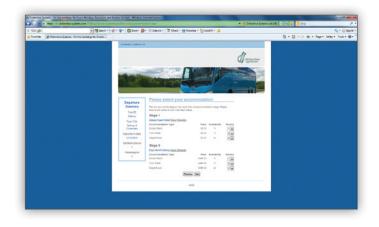
# Tour and Excursion Reservations

#### **Key Features**

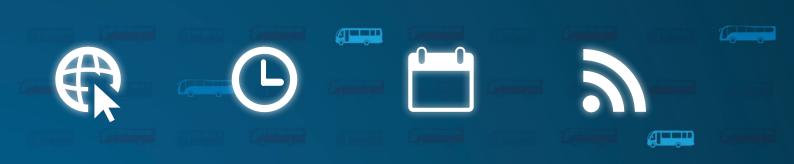
- Microsoft SQL Server database based system with website and online booking engine hosted on the Internet at your own premises and fully under your own control. No third party website design and maintenance costs, no third party hosting costs and no separate data uploads
- Fully automated data driven website generated entirely from details entered into the in-house reservation system in plain text – absolutely no knowledge of HTML required
- Guides both agents and direct clients effortlessly through each step of an online booking acquiring and verifying the details of each passenger along with their choice of seat, room type, supplements, insurance and standard or home pick-up
- Where required handles fully automated web discounts, premium seat supplements, pick-up supplements and credit card surcharges
- Secure processing of bookings with confirmation, invoice and insurance certificate emailed automatically to the client on receipt of authorisation
- Client login facility allows existing clients to view their current bookings and update their contact details
- Available tours, dates, prices and resources created and maintained using the in-house reservation system
- Highly flexible and fully user definable accommodation and supplement structure can handle complex room variations with choice of multiple hotels and, where required, multi-centre tours
- Online brochure constructed automatically from details entered against each tour in plain text and includes detailed overview, day-by-day itinerary with meal codes, further information, standard pick-ups or home pickups, unlimited pictures and unlimited useful links





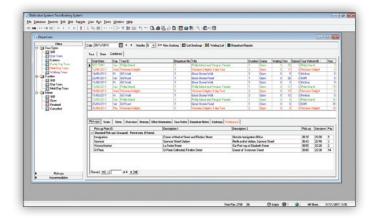


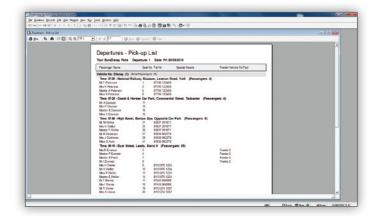
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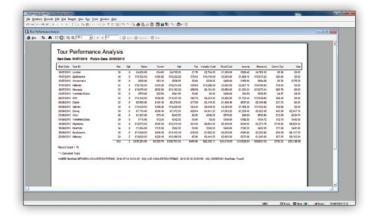


- Flexible user definable menu system for navigating tours with date orientated search facility allows clients to find the tours they're interested in with ease and lets them check both pricing and availability before commencing an online booking
- Online call back facility makes it easy for clients to speak to a member of your reservation staff or provides an alternative to booking online
- Additional in-house reservation system features allow for the easy creation of supporting corporate pages including home page details, contact information with Google Maps, agent locations with Google Maps, our staff with images and job titles, our fleet with images and facilities, booking conditions and FAQs
- Powerful waiting list facility with alerts raised automatically the moment resources become free
- Extensive administrative reporting covering tour performance analysis, sales analysis, cost analysis, insurance transactions, options and booking statistics
- Extensive financial reporting covering agent statements, aged debt analysis, card payments, outstanding balances, unallocated payments, advance payments, sales daybook, cash book and nominal analysis
- Extensive operational reporting covering final confirmations, seating plans, passenger lists, rooming lists, standard pick-up and set-down requirements, home pick-up requirements, special needs requirements, luggage labels and ferry passenger registration list
- Client database with extensive mailing features integrated with the Postcode Anywhere online cleansing and de-duplication service (subscription required)
- Integrated with our industry leading Coach Manger Charter and Contract Booking System

Please note that the website and some other facilities are not included in TBS Express.







**Vehicle Maintenance System** 

**Maintenance Planning and Workshop Management** 

Our Vehicle Maintenance System is a workshop management system specially designed for coach, bus and truck operators. The software provides defect reporting, inspection planning, scheduled and unscheduled maintenance activity management, job cards, history recording and workshop control.

#### Scheduled Maintenance Activities

In addition to ensuring proper control of all statutory safety issues, VMS also provides a complete solution for operators looking to manage the maintenance of their vehicles for maximum efficiency and longevity in accordance with manufacturer's recommendations. It allows operators to create their own scheduled maintenance activities each consisting of an unlimited number of user definable planned maintenance items. The activity cycle for each vehicle can be controlled by distance, days, hours or fixed date. Activities can either be scheduled individually or automatically up to any future date.

#### **Defect Reporting**

VMS isn't limited to handling just scheduled activities. It has a parallel system for managing unexpected breakdowns and repairs. The built-in defect reporting system incorporates user definable defect types and stored common defect descriptions.

#### **Unscheduled Activities**

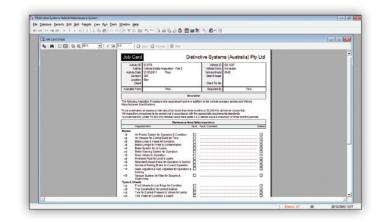
Unscheduled activities can be created at anytime and can either be assigned to their own date and time, or, depending on urgency, can be attached to an existing scheduled activity.

#### **Graphical Planner**

VMS also includes a graphical bay planner for allocating scheduled and unscheduled activities into workshop, paint shop or cleaning bays. Activities can be moved to a different bay or time using drag and drop. The highly visual graphical presentation makes the optimisation of resources especially easy. The system also provides a six month view of scheduled activities which eliminates the need to maintain a traditional wall planner.

#### Job Cards

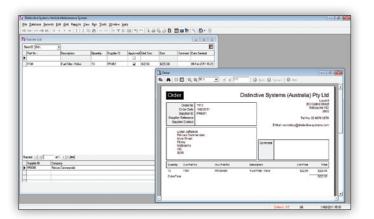
The system can automatically print job cards for both scheduled and unscheduled activities. Details of all faults, comments and work carried out can be fed back into VMS to maintain a detailed history for each vehicle.





#### Stock Control and Warranty Management

Our optional stock control module is seamlessly integrated into both scheduled and unscheduled activities in VMS. The default parts manifest for each maintenance activity can be created in advance and is then applied automatically as each activity is assigned a date. As each date approaches the system automatically generates stock movements for the required parts raising supplier orders as required. Additional parts can be added to both scheduled and unscheduled activities as required. The module also includes a comprehensive system for the efficient management of warranty claims.



#### Invoicing

The optional invoicing module has been designed for clients operating a commercial workshop and is also fully integrated with both scheduled and unscheduled activities. The system can accommodate menu pricing of maintenance activities and can invoice parts, ad hoc items and labour. The module also includes a free entry invoicing system that can be used to invoice items not directly associated with maintenance activities.

#### Sales Ledger

Invoices are posted automatically to the optional VMS sales ledger. The system handles all forms of payment and makes it easy to allocate payments to invoices. The sales ledger has extensive reporting facilities including a sales daybook, client statements and an aged debt analysis.

#### **Fully Integrated**

VMS can also be integrated with our Coach Manager Charter and Contract Booking System. As vehicles are allocated into the workshop the system automatically checks with Coach Manager to make sure there are no conflicting booking commitments.

#### VMS Express

VMS Express is a simplified version of VMS aimed at operators with smaller fleet sizes. By excluding a range of features that have been designed specifically for managing very large fleets, we have not only made the system much easier to use, we've also made it more attractively priced. Although VMS Express has fewer features, we haven't taken away anything that could affect the smooth operation of your workshop. VMS Express is available for fleet sizes of up to either 50 or 100 vehicles and, because we recognise that some larger operators might also prefer a simpler system, there is also an unlimited version.

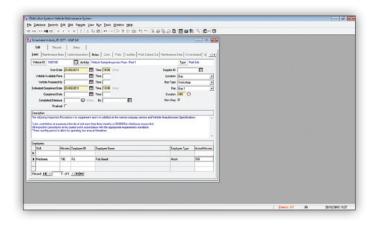
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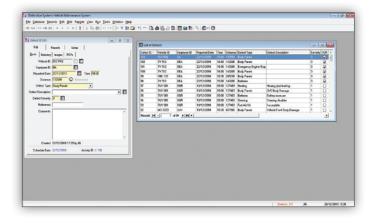
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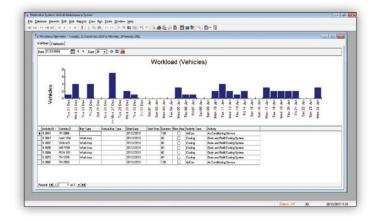
Maintenance Planning and Workshop Management

#### **Key Features**

- Unlimited user definable activities each with unlimited user definable maintenance items, statutory safety inspections, readings, costs, parts, bay facilities and skill requirements
- Faults, comments and work carried out can be recorded against each activity
- Activity cycle for each vehicle allows activities to be scheduled by distance, days, hours or fixed date
- Activities can be scheduled individually or automatically up to any future date
- Unscheduled activities can be assigned to their own dates or attached to scheduled activities
- Defect reporting system with user definable defect types, stored common descriptions
- Graphical workshop optimiser facilitates smoothing of daily workloads with automated rescheduling of subsequent activities
- Highly visual bay planner with drag and drop allocation of colour coded activities into user definable bays
- Six month view of scheduled activities emulates traditional wall planner



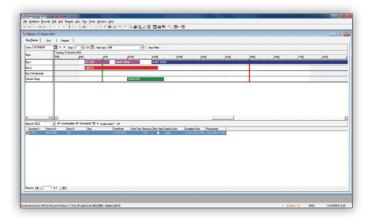


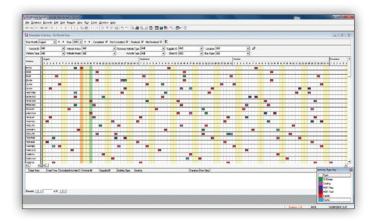


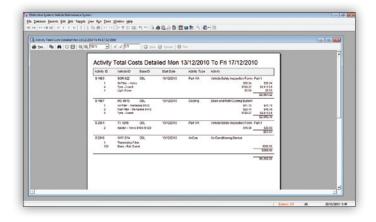


- Job cards with user definable layout printed automatically for each activity
- Optional stock control module with comprehensive system for efficiently managing warranty claims
- Optional invoicing and sales ledger modules ideal for commercial workshops
- Comprehensive standard and user definable reporting facilities throughout the entire system with onscreen previews, printed reports and data export
- Fully integrated with our industry leading Coach Manager Charter and Contract Booking System
- Single or multi-user Microsoft SQL Server client/server system available with multiple operating bases
- Microsoft SQL Server backup and restore facilities with scheduled backups

Please note that the bay planner, graphical optimiser, multiple bases and some other features are not available in the VMS Express edition.







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Coach Mana	gerægere and and and			
Capacity Level	Charter Movements per annum	Recurring Contracts/Movements	Express Version	Full Version
One	1,000	10/20	\$3,750	\$6,000
Two	2,000	20/40	\$4,500	\$6,750
Three	3,000	30/60	\$5,250	\$7,500
Four	4,000	40/80	\$6,000	\$8,250
Five	5,000	50/100	\$6,750	\$9,000
Unlimited	-	-	\$8,250	\$10,500
Additional user			\$750	\$750
Additional company			-	\$3,000
Additional sub compar	y (shared invoicing and sales ledger)		-	\$1,500
Coach Manager Online	- Quotation Component		-	\$1,500

#### **Tour Booking System**

Capacity Level	Passengers per annum	Express Version	Full Version	Full Version Plus Online Bookings
One	2,000	\$3,750	\$6,000	\$8,250
Two	4,000	\$5,250	\$7,500	\$11,250
Three	6,000	\$6,750	\$9,000	\$14,250
Four	8,000	\$8,250	\$10,500	\$17,250
Five	10,000	\$9,750	\$12,000	\$20,250
Unlimited	-	\$11,250	\$13,500	\$23,250
Additional user		\$750	\$750	\$750
Additional company	/	-	\$3,000	\$6,000

Vehicle Mai	ntenance System		
Capacity Level	Fleet Size (vehicles)	Express Version	Full Version
One	50	\$3,750	-
Two	100	\$5,250	-
Unlimited	-	\$6,750	\$9,000
Additional user		\$750	\$750
Additional operating ba	se	-	\$1,500
Stock Control		\$1,500	\$1,500
Sales Ledger		\$750	\$750
Invoicing		\$750	\$750

Software Maintenance – 20% of software price list per annum. All prices are in Australian dollars and exclude GST.

#### **Rental Pricing**

As an alternative to outright purchase, our software is available via annual rental. Monthly payments are calculated at 2% of software price plus an additional 1.6667% for software maintenance. For example a level one capacity Coach Manager Express would cost \$137.50 per month.

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