CELEBRATING 10 YEARS OF ONLINE PRESENCE

rezlive.com
award winning global reservation system

250,000+
Hotel & Apartment Rooms Worldwide

45,000+
Sightseeing items & over 5000 Tours in 500 Cities

5,000+
Transfer Options in Over 900 Airport & City Locations

REZLIVE.COM SPECIALIST
E-LEARNING PROGRAM

A Product of Travel Designer Group

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www.rezlive.com
KEY FEATURES
Board Basis Filter
Point of Interest Filter
Search by Location Filter
Interactive Map View
Multi-Currency Rate Display
Quotation Templates
XML Connectivity
24*7 Support Service
VIP Desk
Option to Compare Hotels
www.traveldesignergroup.com

RezLive.com Specialist: E-Learning Program

RezLive.com is an award winning B2B Global Reservation System offering accommodation, sightseeing and transfer services to our travel partners across the globe. The system provides access to over 250,000+ hotel and apartment rooms worldwide, more than 45,000+ sightseeing attractions and private transfer in over 900 cities, exclusively to professionals within the tourism sector: travel agents, tour operators and wholesale travel companies, with large allotments and instant online confirmation.

RezLive.com which was launched by Travel Designer Group in 2007 to facilitate travel partners to find and book hotel, Apartment, Sightseeing and Transfer under one window interface, has been consistently providing best net rates with mapped inventory and 24*7 support services, to our travel industry partners from all across the globe without any sign-up or usage costs. Our direct contracting with leading hotel chains enable us to give the travel industry partners products of excellent quality, large allocations in a variety of room types contracted on very short releases to enable last minute sales.

As far as the USP of RezLive.com is concerned, there are many features that make us stand apart i.e. Mapped Inventory, Board Basis Filter, XML connectivity, Quotation option, Responsive site, VIP Desk, 24*7 service support, No registration fees, TripAdvisor Reviews, Store Last 5 Bookings, Search and Quotation Details, Option to Book Last 5 Searched Bookings, Option to Compare Hotels, Option to Search Apartment Only, Map View, Multi-Currency Rate Display, Local Support and Local Currency Offering, to name a few.

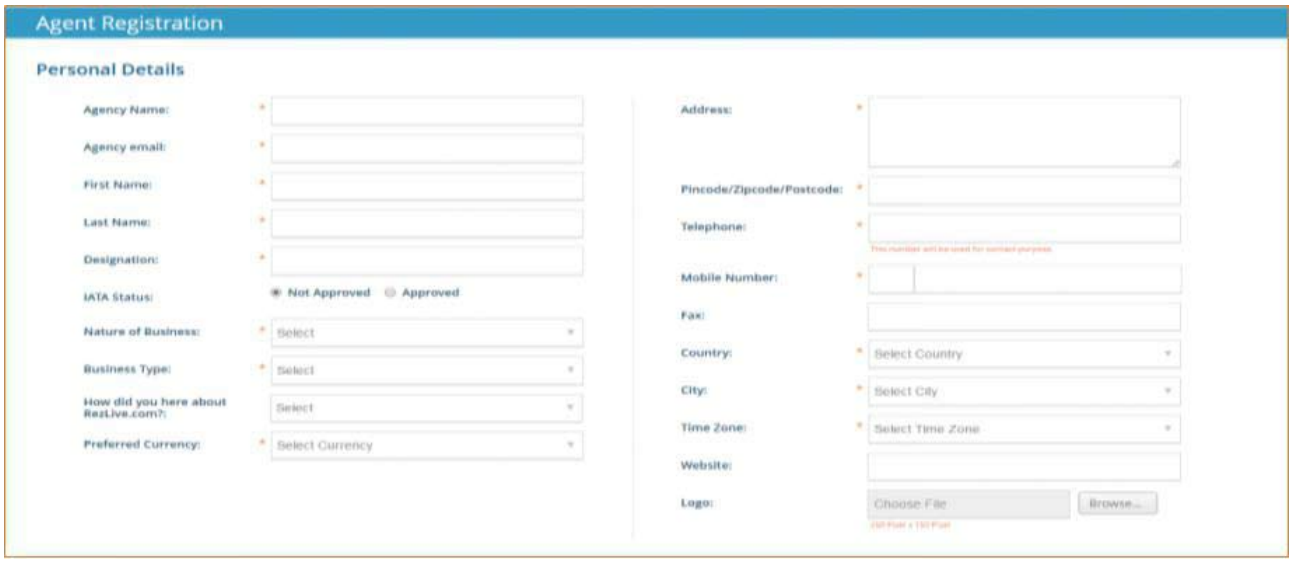
Also, with the support of our travel partners across the globe, RezLive.com has successfully completed 10 years of online presence and is focused on driving more business for our travel partners while enriching their booking experience with us.

In order for you to use the world-class system i.e. RezLive.com in the most correct manner, we have developed this E-learning program which will enhance your knowledge about RezLive.com and will help you to maximize the potential and benefits associated with it.

Agent Registration:

In order to get registered at RezLive.com – The Most Outstanding Online B2B Travel Portal, you need to visit the website www.rezlive.com and then click on "Agent Registration" tab

and complete the registration process. The registration process is very simple, wherein the travel partner needs to enter the essential information and submit the application.



The submitted application will then be scrutinized by the respective sales person/ registration staff, who will ask for a certain set of documents before activating the respective account/user login.

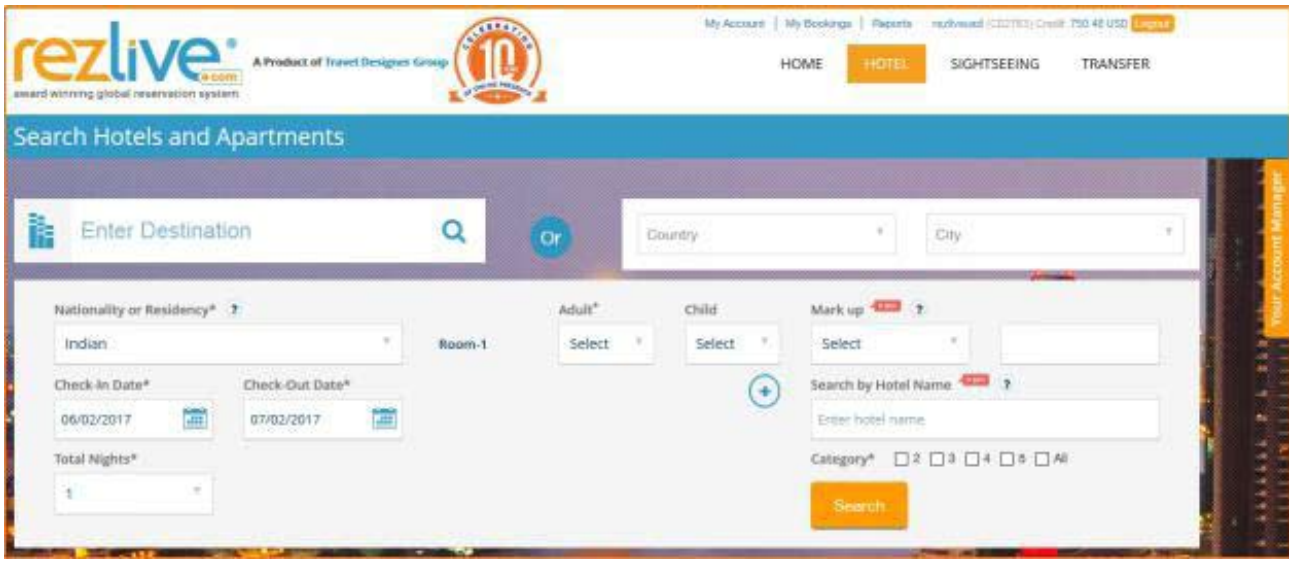
Once the travel partner account is activated, they will receive the same through an auto email, which will contain the credentials to be used to login to their respective account.

The travel partners who have valid login details of RezLive.com can login to the same through three different ways i.e. through the website, By clicking on login now option specified in the credentials auto email and download shortcut option (placed in their My Accounts section).

The travel partner who get registered on RezLive.com, will be by default will be a cash agent, who can be moved to credit (*T&C apply).

Hotel Booking:

On RezLive.com the travel partner can make Hotel & Apartment, Sightseeing and Transfer Bookings. In case of hotels, our system, which is a wholesale FIT (Free Individual Traveler) Reservation system allows maximum of 5 Rooms or 30 Passengers to be booked at one time. Any activity which has more than 3 rooms or 9 Passengers booked for the “same date of travel & same hotel of stay” combination is handled as per “group terms & conditions”.



Also there is no limit on the maximum bookings done by a travel partner on our system in a day/week/year. In case of a cash agent, they need to deposit the appropriate amount against a confirmed booking in our bank account before we voucher the same and in case of credit agent, they should have the requisite credit available in their account.

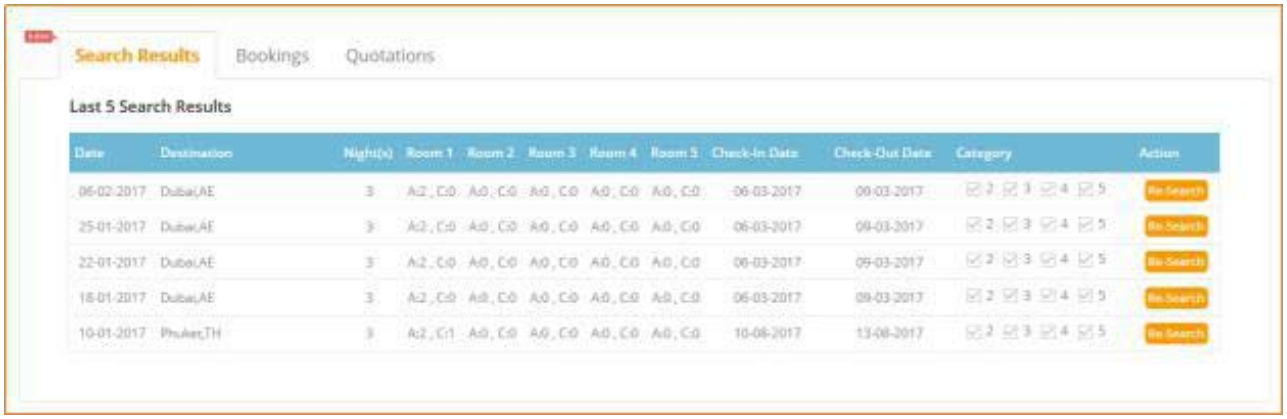
Furthermore, cash and credit agent also have access to Payment Gateway to directly voucher a confirmed booking or make a booking directly on vouchered status.

Also, on RezLive.com, you can make booking for the same day and 12 months in advance, which is rare to find in other reservation systems.

Whenever the travel partner will login to his/her account they will be on Hotels page by default, where they can enter the details of the location for which they want to make a search on our system to check the rates and make bookings for their elite clients. All the tabs specified on the hotels page are self-explanatory and under certain tabs we have also specified tool tip to make things even more clear for certain specific tabs.

Note: The markup option tab which is there on the respective pages of Hotel/Sightseeing and Transfer, can be used just to check the marked up rates on the results page or create compare or quotation with the same.

One of the key features of RezLive.com is the newly introduced Search, Bookings and Quotation tab that comes on all the pages i.e. Hotel, Sightseeing and Transfer. These three tabs help the travel partners to a great extent by allowing them to re-search any

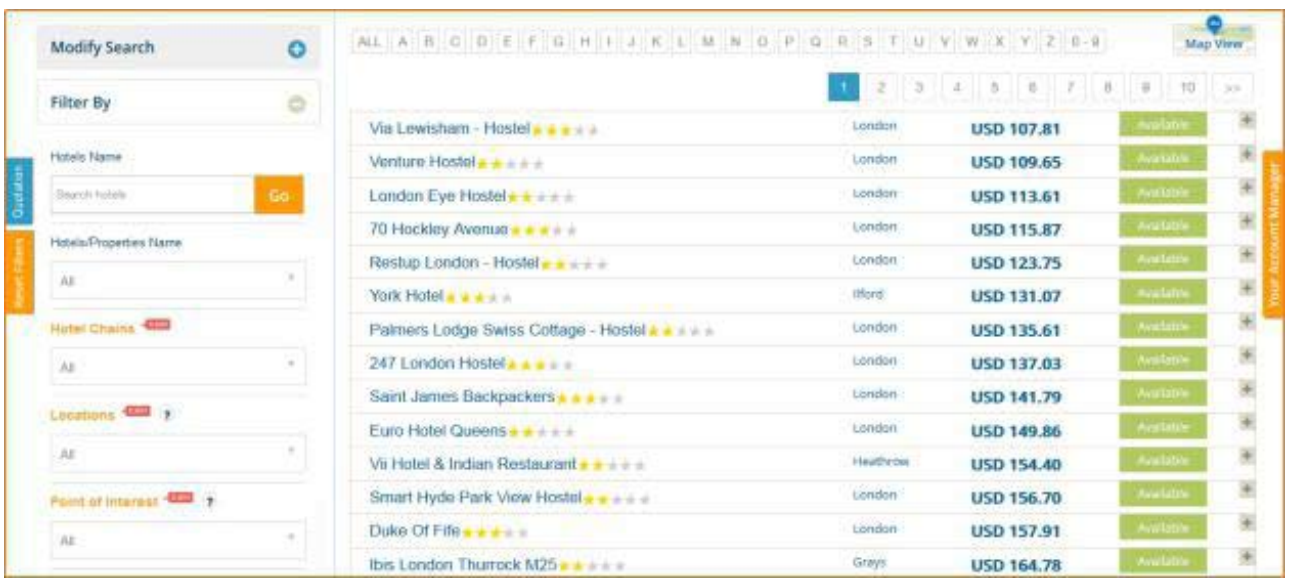


of the last five bookings, re-book any of the last five bookings and check the last five quotations they have created from their account for their clients.

On RezLive.com we only sell available inventory i.e. whatever you see on the results page is available and you can book the same for your clients. Also, on our system certain bookings are Non-amendable and Non-refundable from day one, which is as per the inputs we have received from the hotel or source supplier.

One of the good things about RezLive.com is that we show each and every information on the system, so that our travel partners don't have any issue at the time of making the reservation.

So, once the agent specifies the necessary details under Hotel tab and click on Search, then the system will fetch the details as per the input and will display the same under

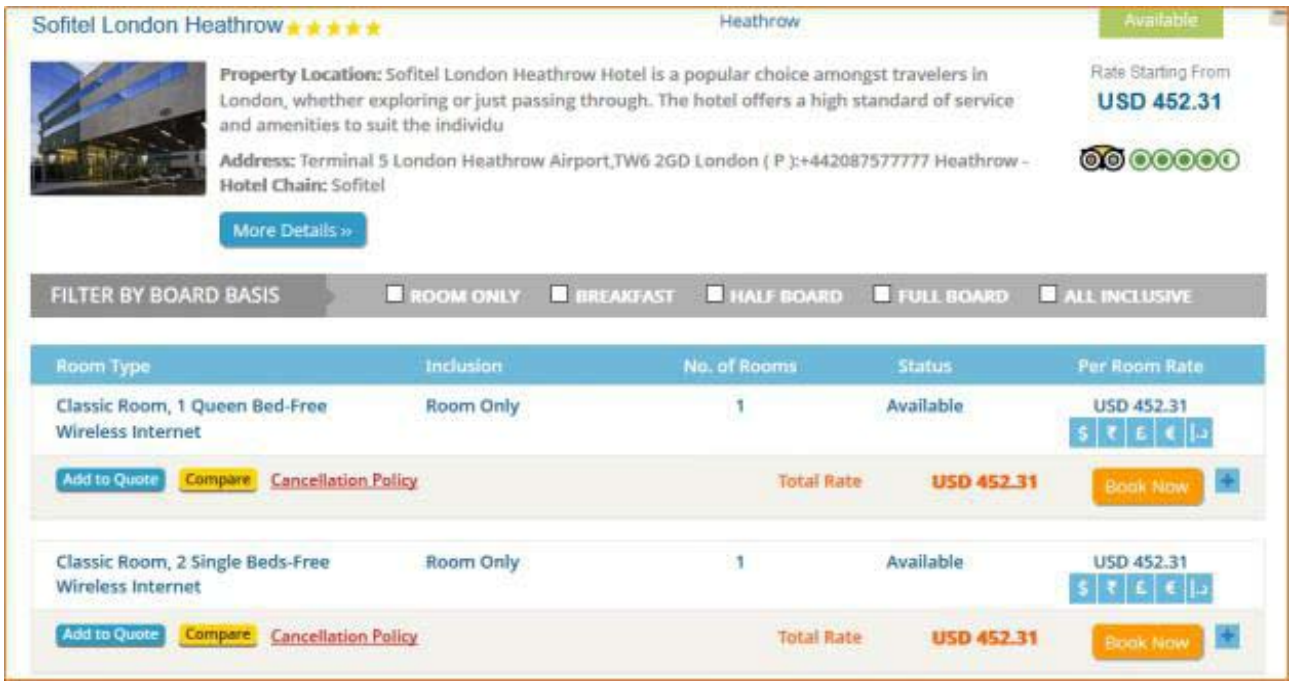


Results page. On Results page we have kept lot of advanced filters like Search by location, Board Basis Filter, Hotels Name filter, Hotel Chains filter to name a few.

The travel partner can also look for a specific property either alphabetically or by clicking on a specific page numbers.

By default, the hotels are listed from low to high on the basis of price, wherein the lowest room type available for that particular hotel is displayed against the hotel listing which also includes location and price with currency.

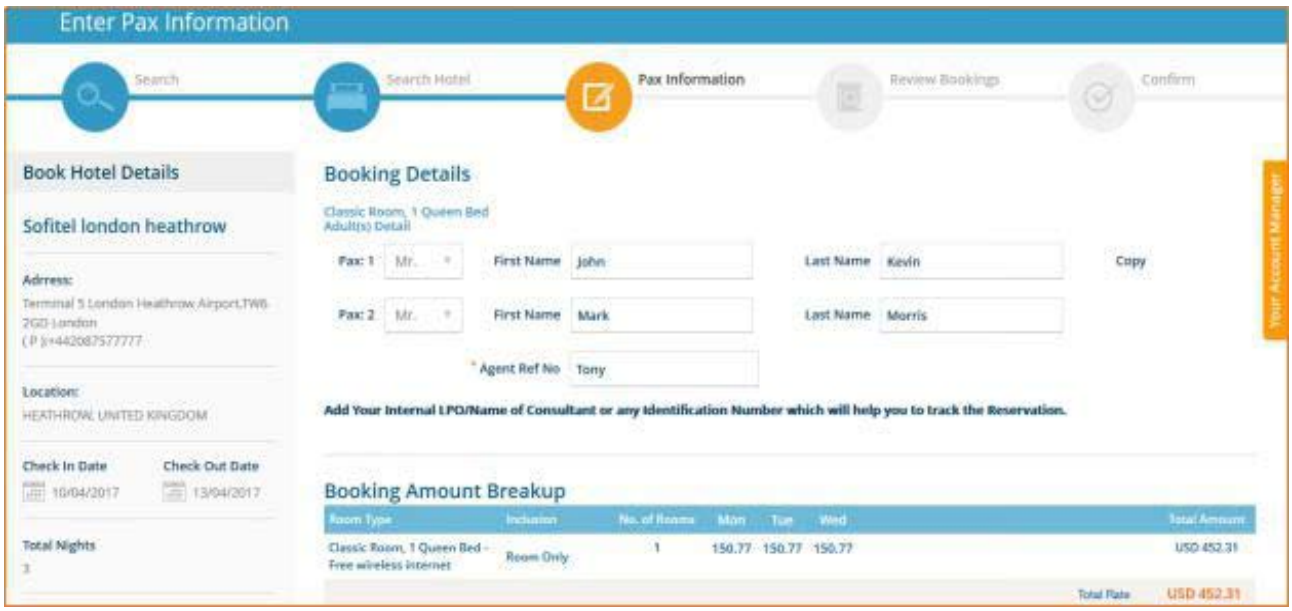
Once you click on the Hotel name or the Plus sign, different available room types for that specific hotel will be listed and the travel partners can click on the book now button against a particular room type which they want to book for their clients after reading the cancellation policy.



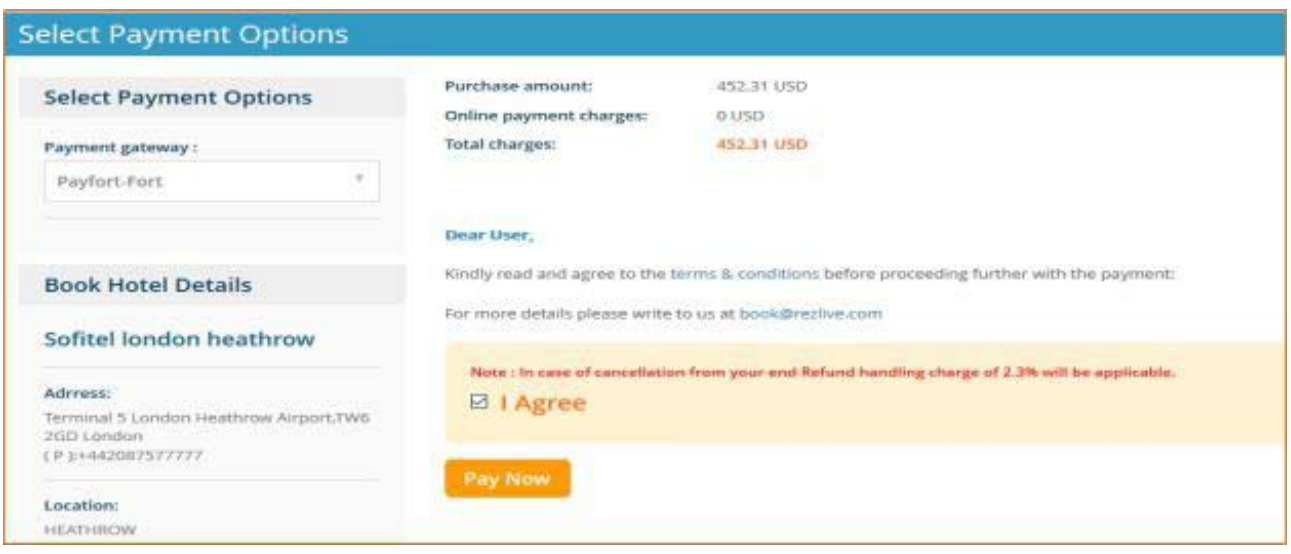
One thing that the travel partners need to note is that different listings under a particular hotel can have different cancellation policies, so one should read it carefully before proceeding ahead.

On the enter pax page, one need to enter the correct details of the client for whom the travel partner is making the reservation. Once done with that, you need to accept the cancellation policy before proceeding to the next page which is Review booking

page, wherein you can review the complete booking and have the option to either proceed with that reservation through payment gateway and get it vouchered (means reservation for which payments are done and one can share the voucher with his/her client for smooth hotel check-In) on the spot or click on confirmed booking and hold the reservation till the time limit.



In case you have kept the reservation on confirmed status, then to voucher the same you can either use the payment gateway or pay the specific amount as shown in the respective reservation in our company account, so that we can voucher the reservation for you. In case you are a credit agent, then you can voucher the reservation from your own account.



In case of reservations done through Payment Gateway, No online payment charges are applicable but if you cancel any reservation done through payment gateway then certain specific refund handling charges will be applied over and above the cancellation charges and accordingly the amount will be refunded in the same Credit Card / Debit Card / Net Banking account through which the respective reservation was made.

RezLive.com also gives travel agents the option to use the Map View and locate a particular hotel on the map and then proceed with the reservation accordingly. The travel partners can also use the 'Markup' option to effectively use the 'Compare' option in which they can add a maximum of four same hotels / apartment with same or different room type or four different hotels / apartment with same or different room types.

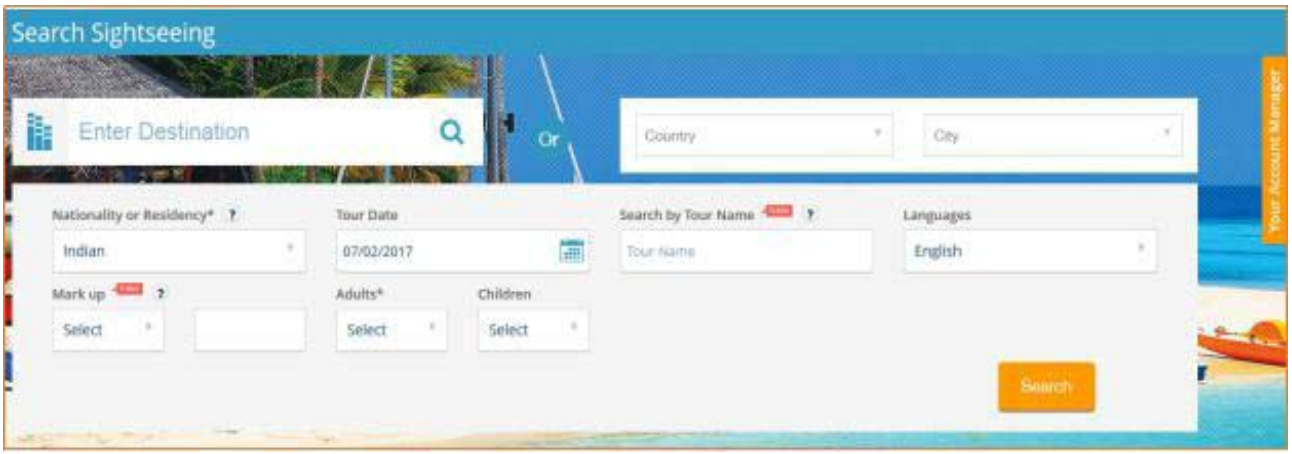
In the same manner, the travel agent can also use the 'Markup' option to create quotation and send the same from RezLive.com panel to their customers.

We also have an 'ADD Sector' functionality in case of hotels wherein you can make onward journey reservation for the same guest. All reservations done through 'Add Sector' can be viewed together by clicking on the respective REZ ID at the top of the reservation.
We even send auto cancellation reminder 72 hours and 24 hours prior to the cancellation deadline to help the travel agent to voucher the reservation on time.

Sightseeing Booking:

On RezLive.com you also have the option to book Sightseeing, which happens on SIC basis and you can even reach us in case any of your elite customer is looking for a private sightseeing for a particular destination.

Your preferred **global** reservation **system**



One thing that the travel partner needs to check is that their customers report on time at the specified place. So, now in order to book a sightseeing one needs to click on the 'Sightseeing tab' and specify the details. All the fields used on the sightseeing page are self-explanatory.

After you have specified the details and clicked on search, you will get results accordingly on the next page. You can click on any sightseeing and read more details pertaining to that, before proceeding with any reservation.

Once you click on the 'Book Now' button the system will route you to the next page wherein you need to enter the details of your guest and proceed with the reservation.

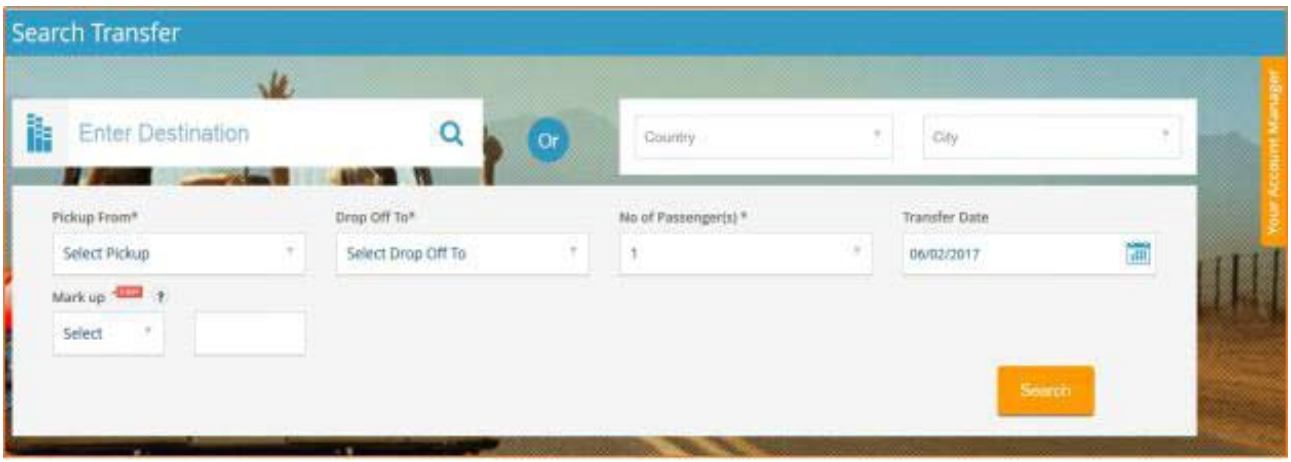
While confirming the reservation you have the option to either proceed with that reservation through payment gateway and get it vouchered (means reservation for which payments are done and one can share the voucher with his/her client for smooth hotel Check-In) on the spot or click on confirmed booking and hold the reservation till the time limit.

In case you keep the reservation on confirmed status, then to voucher the same you can either use the payment gateway or pay the specific amount as shown in the respective reservation in our company account, so that we can voucher the reservation for you. In case you are a credit agent, then you can voucher the reservation from your own account.

You can even use the markup option to create the quotation and share with your clients for approval and then accordingly book the same.

Transfer Booking:

Apart from Hotel and Sightseeing, you can even book same city or intercity transfer on RezLive.com. In order to do so, you need to click on 'Transfer booking' post your login. All the fields specified on 'Transfer' tab are self-explanatory, where you can specify your requirements to get to fetch the results accordingly. In case of Transfers, lot of pick up and drop off options are available which one can choose to make the reservation accordingly.



Once you have specified the criteria under different fields and clicked on search then accordingly, you will get different service options. Once you click on any service option, you will get different car options under that accordingly. You can select the car on the basis of max. no. of pax. and luggage allowed in that and proceed for reservation. While confirming the reservation you have the option to either proceed with that reservation through payment gateway and get it vouchered (means reservation for which payments are done and one can share the voucher with his/her client for smooth hotel Check-In) on the spot or click on confirmed booking and hold the booking till the time limit.

In case you have kept the reservation on confirmed status, then to voucher the same you can either use the payment gateway or pay the specific amount as shown in the respective reservation in our company account, so that we can voucher the booking for you. In case you are a credit agent, then you can voucher the reservation from your own account.

You can even proceed with the booking where you don't meet the max. no. of pax allowed in a particular car which you want to book. In this particular case on the next page, the system will ask you to select multiple cars and specify the no. of pax per car to proceed further.

In case you need to make an intercity reservation then under the drop off tab you will get the option 'Click here for other destination'. Once you click on the same, then you will get different city options under that to select and accordingly proceed with the reservation like explained above.

You can even create quotation with markup and share with your customers for approval before proceeding with the reservation.

Travel Agent's - My Account|My Bookings|Reports

The travel partner can keep a track on his/her activities on RezLive.com and review the same with these three tabs.

- My Accounts: In this particular tab, the travel partner can edit his current profile and can even create or manage 'subagent and subuser'. The travel partner can even see his reservation figures and credit bifurcation with top selling destinations.
  - **Subagent:** The main agent can create subagent under him/her on markup, which is a different entity who will report directly to main agent for all bookings and queries related to RezLive.com. The subagent can make booking on RezLive.com as per the rights given to him by the main agent.
  - **Subuser:** The main agent can create subuser under him/her who is part of their organization only and will report directly to the main agent for all bookings and queries related to RezLive.com. The subuser can make booking on RezLive.com as per the rights given to him by the main agent.
- My Bookings: The travel agent can view all his/her reservation(s) and can even perform different actions like cancel, voucher(In case of credit agent), amend or Add Sector to name a few.
- Reports: Reports will help the travel partner to keep a track on his account and review it from time to time basis.

The travel partner will receive auto email updates from RezLive.com for every key action performed on our system.

We even have a 24*7 emergency number specified on every voucher where the travel partner can call and look for post booking services.

The travel partners can also keep a track of the current promotions and offers by clicking on the Promotions & offers tab at the bottom right. They can also get the complete details of their consultant with emergency contact number under "Your Account Manager" tab once they login to RezLive.com

RezLive.com also gives you the option to treat your VIP clients with utmost care through our VIP desk service.

So, RezLive.com is a system which is built with all the advance features and cutting edge technology to help our travel partners to make their reservations smoothly.

In order to become a **RezLive.com Specialist**, you must answer all questions given in the test.

To get started, **REGISTER HERE** and get acquainted with RezLive.com. If you have already registered yourself and would like to test your Knowledge about RezLive.com as elaborated in this study material, please **LOGIN** your details here to take test.

To successfully complete the test, please note below:

- You must answer all the questions in this test module.
- There is only one correct answer per question.
- Click the submit button to get your answers evaluated.
- You must qualify with min. 80% to be able to become a RezLive.com Specialist.