



CruiseManager

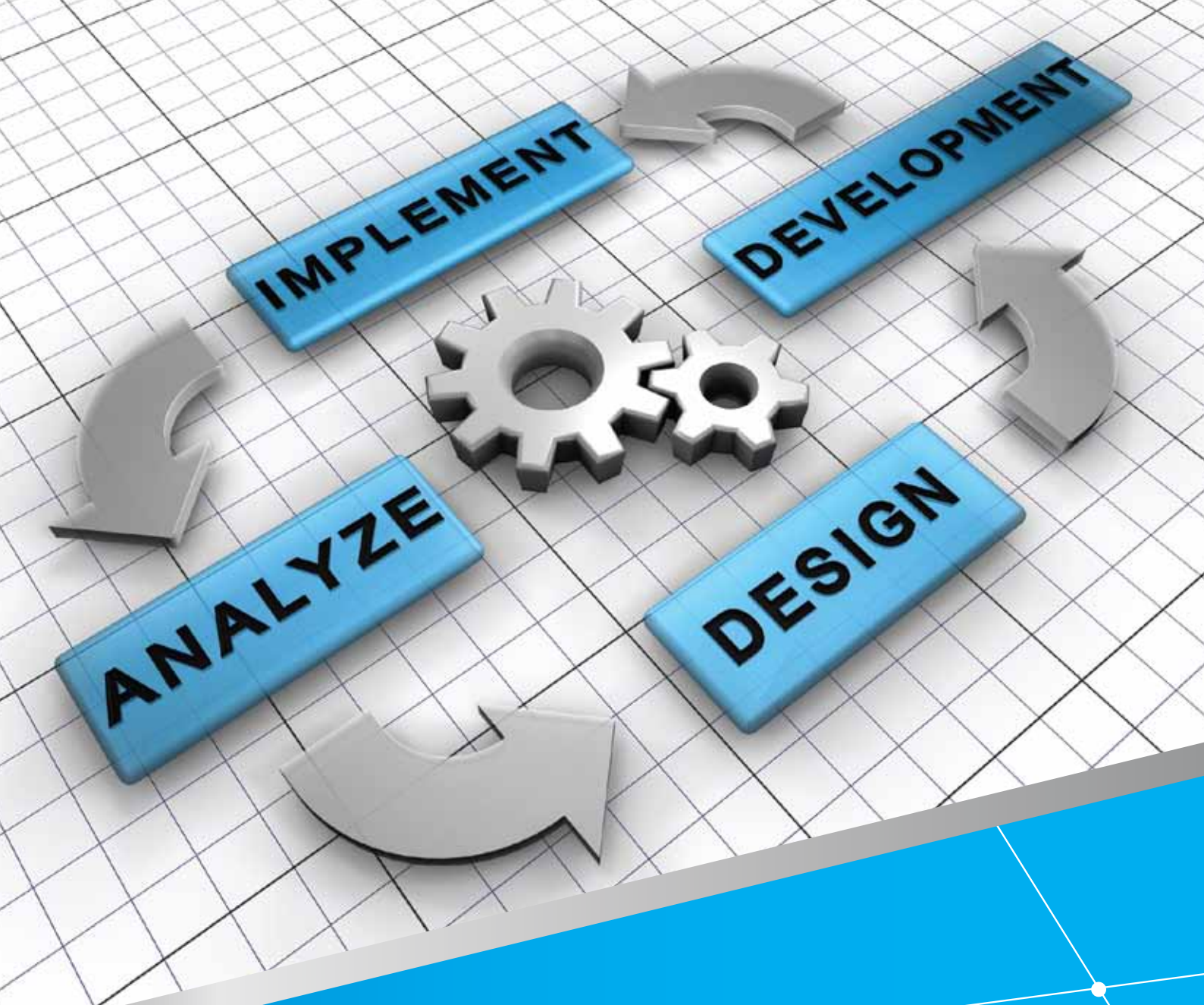
The Total IT Solution for Cruise Ships



Founded in 2000, **Worldwide Business Software & Services Ltd** was created as an information technology (IT) solutions provider for the cruise ship industry. Our first installation in 2001 was on a 600 passenger cruise ship that is still using our software products.

For over a decade, **WWBSS** has been the IT solutions innovator in the cruise industry. Our pioneering products have utilized the latest technology, and our customers decided that when IT solutions really matter, they count on us.





WWBSS can meet the demanding IT needs for your cruise fleet, no matter how challenging. Our solutions are designed to support all your requirements and locations. Our turnkey packages include system integration, installation, training, service, maintenance, 24-hour help desk, and total project management.

Our mission is to help cruise companies streamline their operations for increased sales, lower costs and improved services. Our *CruiseManager* solution provides a comprehensive enterprise management system with a smooth implementation process and built-in customization for your operations.

CruiseManager delivers consistent results through one integrated system that includes the highest levels of customer training, service and support. It can grow with the size of your business and easily adapt to your changing needs.

Software solutions for cruise ships only

You know what your perfect cruise IT system and operations solution would be. Reassess all your current requirements and also make a list of your preferences. Do you need your IT system to have sophisticated capabilities, extensive control features, and unusual tools? Or do you just need an easy-to-use, all-purpose software solution? Are there any manual procedures that need an application to help you automate them? Whatever your business needs and IT preferences, an efficient and cost-effective solution is within your reach with our highly flexible **CruiseManager** software suite.

This suite of applications covers the full range of cruise industry requirements including the front office, gangway, embarkation, excursions, back office, and specialized business processes that enable your cruise operations.

CruiseManager Benefits:

- Simplicity of one system, one interface, one integrated database
- One comprehensive system speeds up all your processes
- User friendly interface is easy to learn and easy to use
- Reliable, flexible and adaptable for changes and new requests
- Communication modules for linking other onboard/ashore software like material management, booking systems and credit card clearing houses
- Can be installed in a vessel using an existing IT platform (such as MICROS), no matter how complicated

Our support team
covering your request

**24 hours per day,
7 days per week,
365 days per year.**

We support you to
assure your success



support

CruiseManager offers its feature-packed cruise operations, accounting, and manufacturing capabilities right out of the box. It can also be customized to your exact specifications, thanks to its scalable IT platform, flexible design, and easy-to-use customization tools.

As your business grows and your needs change, you can add more modules to the **CruiseManager** solution to increase productivity and improve cruise services.

CruiseManager contains the following modules

Reservations - On-line booking for B2B and B2C clients

- Customized and easy to use screens that enable anyone to make an online booking.
- Supports all kinds of cruises, excursions, food and beverage packages, types of gifts, shipboard credits, etc.
- Manages many types of agents and rates.

Back Office - Handling of cruises, ship and accounts

- Set up itineraries, cruises and segments. Easily define ship decks and cabins.
- Accounts for passengers, crew, and special cases are managed easily.
- From a single screen, insert/update or view account information, manage credit cards, accounts with root links, discounts and special price lists.
- Manage account tracking and check/print account statements.
- With a simple move, change any information to many accounts (mass changes).
- Import passenger lists from booking systems like Cruise Manager, IBS, Entee, ForthCRS. and from any Excel file.
- Mass procedure to charge all or specific accounts with gratuities, other charges.

Front Office - Cabin availability and all reception procedures

- General View is a smart screen that provides a quick visual representation of cabin availability per deck.
- All reception procedures using one screen; printing of account magnetic card, link to root accounts, change gratuity amount or remove it. AVO system issues can be easily managed.
- Print preliminary or final account statement, process payments by cash or credit card, make cabin changes, etc.
- Based on company policies, provide or deny access by reception screen users to selected procedures.





Excursions - Manage ashore bookings and packages

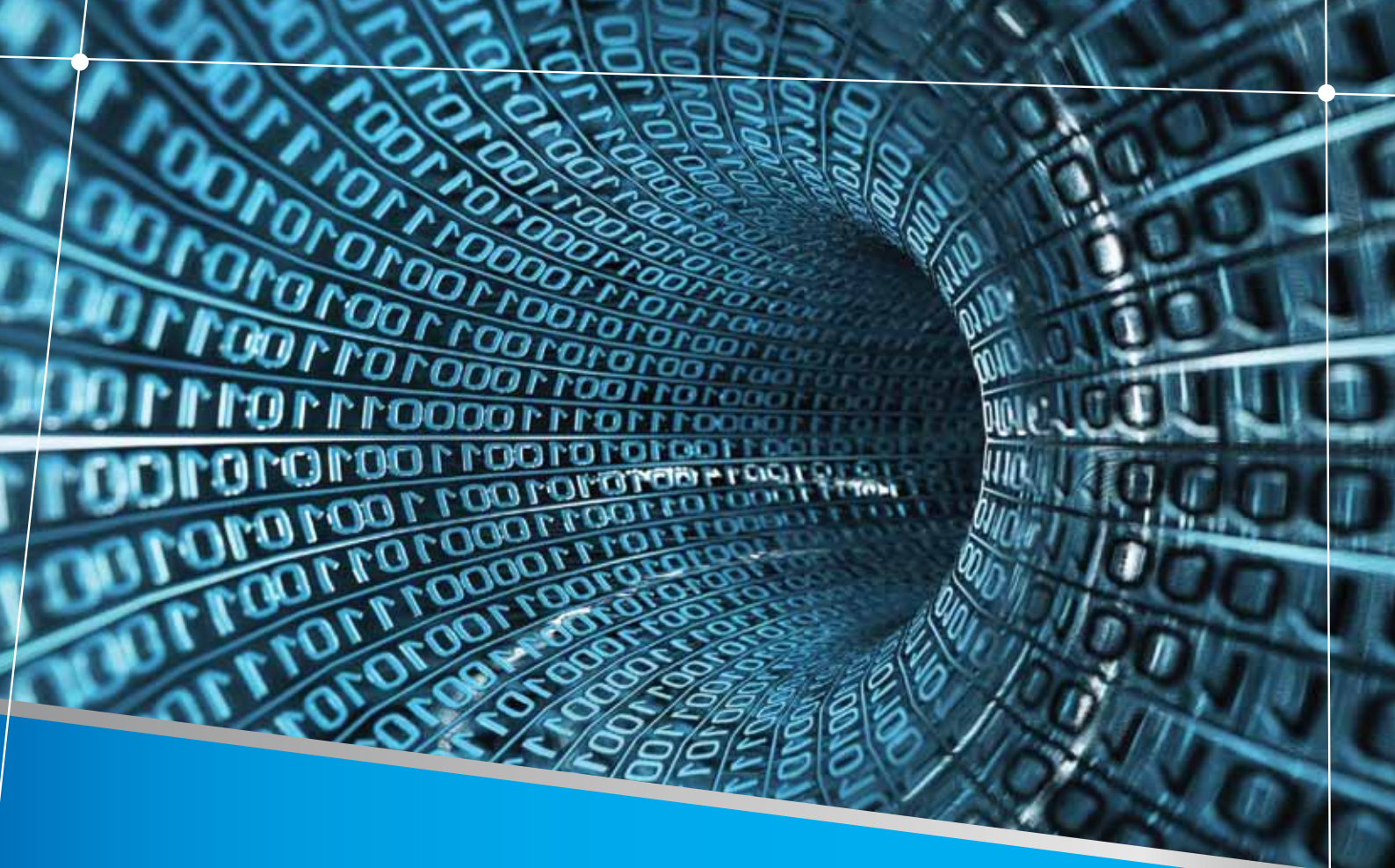
- Simple procedure to charge excursions avoids mistakes and delays at the revenue center with high visibility and profit.
- The Excursion module takes care of essential shore excursion functions such as Entering Excursion templates, Entering Excursion packages templates, Booking Excursions & packages, Printing & reprinting tickets, Customizing printing design, Voiding in batch mode, Refunding in batch mode, Wait list management, Discounting in batch mode, Scope to import pre-booked tours
- Print tickets one by one while charging or all at the end of the procedure, to any kind of printer (laser ,Boca, Zebra, etc.) using your ticket layout.

Material Management - Requisitions, purchases, inventory procedures

- Inventory management features help streamline all buying, selling, and requisition processes for more efficient and effective workflows.
- Scalable and flexible no matter how large the cruise ship is, or how fast the cruise line is growing. Easily adapts to meet existing and new requirements.
- The following features are included : Ordering, Receiving, Adjustments, Internal Requisitions, Internal Movements, Inventories in Main Store, Rooms & Point of Consumption, Stock on Hand Reports, Reports.
- Affordable option with all needed functionality without having to pay for "extras".

Point Of Sale - Multi-functional and easy to use retail system

- With high staff turnover and part-time members, any POS system must be easy to learn and use. Most waiting staff can be trained in using the POS system in less than 15 minutes.
- Has every feature that any small, medium or large cruise ship may require.
- Graphical user interface has unique icons that makes each POS function self explanatory.
- Only takes a touch of a button to serve normal passenger or one with a beverage package.
- Handles leaving a cheque open, sending special instructions to the kitchen, etc.
- Compatible with almost any hardware platform (MICROS, HP, Dell, IBM, etc.).



Gangway - Check in and out for all passengers and crew

- Ensures full control over which passengers and crew have boarded and which are still ashore.
- Can also be used for visitors, suppliers, etc.

Credit Cards - Communications with clearing houses for card payments

- Collecting credit card information is very easy; then proceed with clearance procedure and make reports for accepted and rejected cards.
- Interfaces with Servebase (globally), Piraeus Bank (Greece), 4b (Spain)
- Easy way to connect and integrate new/other interfaces.
- Credit card information is secured and encrypted.

Comment Forms - Faster way to receive forms and report results

- Receive comment forms, put them through your scanner, and manage the results.
- It's so quick and easy to handle comment forms.

Work Schedule - Manage time schedules for all crew members

- Whether planning the work schedule by department or rank, crew members can use their crew cards at specific workstations while starting and ending their shifts.

Payroll - Handle crew payroll as easily as using Excel

- Allows onboard processing, printing payroll statements, running instant reports, calculating crew earnings, deductions, allowance, crew bar charges and more. Other features provide flexibility uncommon in most payroll software packages.
- Can create unlimited agreements. (ITF dollar, ITF Euro etc)
- Automatic synchronization with back office module and cashbook.
- Automatic synchronization with head office.

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