

# Managing your customer

Ticket Express  
 Group Express  
 Pass Express  
 Lift Express  
 Tracker Express  
**Rez Express**  
 Rental Express  
 Retail Express  
 Lodging Express  
 Web Express



**Rez Express** is a reservation system for booking lessons that is integrated with instructor scheduling capabilities to provide customers with superior service and convenience. It offers the features which will ensure customer needs are matched with the right instructor. It provides maximum scheduling flexibility and will even handle instructor payroll through one system. As it is fully integrated with Ticket Express, you can even sell tickets or other products through Rez Express.

Customer data from **Rez Express** is readily available. This allows for customer segmentation and new e-marketing programs based on customer purchase behavior.

### Key Features and Benefits of Rez Express

Feature	Description	Benefit
Automatic or Manual Instructor Scheduling	<ul style="list-style-type: none"> <li>Instructors can be automatically assigned based on criteria established by supervisor</li> <li>Manual scheduling also possible</li> </ul>	<ul style="list-style-type: none"> <li>Fairer system for instructors</li> <li>Reduced time required by supervisor</li> <li>Flexible to handle special situations</li> </ul>
Private or Group Reservations	<ul style="list-style-type: none"> <li>Customer requests can easily be accommodated</li> <li>Seller can quickly match customer needs with instructor availability</li> <li>Multi-day lessons easily arranged</li> </ul>	<ul style="list-style-type: none"> <li>Fast response times to customer requests</li> <li>Advance booking of lessons and scheduling of instructors easily handled</li> </ul>
Easy to Use	<ul style="list-style-type: none"> <li>Point and click operation</li> <li>Processing sale is fast and easy</li> <li>Minimal training required</li> </ul>	<ul style="list-style-type: none"> <li>Reduced training time</li> <li>Fast processing of customer orders</li> <li>Increased customer service</li> </ul>
Management Reporting	<ul style="list-style-type: none"> <li>Complete revenue, capacity, and instructor utilization reporting</li> <li>Accounting reports provided</li> </ul>	<ul style="list-style-type: none"> <li>Supervisor can manage based on real information</li> <li>Easy to track individual performance</li> <li>Improved utilization of capacity</li> </ul>



**Key Features and Benefits continued...**

<b>Feature</b>	<b>Description</b>	<b>Benefit</b>
Multiple Product Sales	<ul style="list-style-type: none"><li>• Up to 10,000 products can be sold</li><li>• Linked to Ticket Express to allow day tickets to be sold</li></ul>	<ul style="list-style-type: none"><li>• Increased up sell opportunities</li><li>• Increased customer convenience</li><li>• Increase sales transaction values</li></ul>
Sensitive Data Secure	<ul style="list-style-type: none"><li>• Up to 100 security levels can be established by supervisor</li><li>• Can restrict access to sensitive data</li></ul>	<ul style="list-style-type: none"><li>• Data integrity maintained</li><li>• Reduced risk of sensitive customer or payroll data being released</li></ul>

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