

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY**WRITTEN QUESTION**

Ms J Carney

to Minister for Tourism

CalypsoNet Booking System

1. When was the new booking system, CalypsoNet introduced? I heard the Auditor General say earlier tonight [Estimates Hearings?] that an audit had been completed. How effective is the system?
2. How do international enquiries access this booking system?
3. What percentage of international enquiries come through this booking system?

ANSWER

- 1) CalypsoNet is Territory Discoveries online booking system for travel agents. It was introduced to agents in July 2004. From July 2004 – June 2005 it generated just over \$730,000 in gross bookings.

An audit was completed on Territory Discoveries booking system CalypsoNet. The audit highlighted some backend operational areas that needed attention. An action plan is currently in place and will be finalised over the next few months.

Overall the reservation system is running very well, it is a comprehensive wholesale booking system that is used by other state tourism bodies (Tassie Tourism) and large wholesalers such as Qantas Holidays, AAT Kings, Gulliver's Pacific, Spree Holidays and many more.

- 2) If a travel agent in New Zealand or Singapore wants to make bookings with Territory Discoveries they can log into the CalypsoNet booking system (via the web) and make a booking from start to end. The other option for international agents is to call or email the TD call centre based in Alice Springs
- 3) The ability to make international bookings on CalypsoNet is only available to travel agents in New Zealand and Singapore. All international bookings via CalypsoNet are from New Zealand and total bookings from New Zealand were 3% of gross earnings on 2004-05. From this CalypsoNet online bookings were under 1% of total earnings.