

# DETAILED LIST OF FEATURES

## User Management

- Manage multiple hotel properties
- Unlimited number of users (user accounts)
- Add new users, manage their settings, delete existing users, manage user rights

## Rates Management

- Unlimited number of rates/price lists
- Set prices for each room type and particular day (price per room or per person)
- Special pricing for adults & children
- Surcharge for extra persons
- Tourist tax included
- Multiple rates & rate types support in a single stay
- Packages/ package rate
- Negotiated rates with flexible commissions/discounts for travel agents, sources of business etc.
- Web price list for online sales channels

## Reservations Management

- Reservation status (definite, tentative, checked-in, checked-out, cancelled, no show)
- Room availability lookup, summary & stay information grid
- Reservation lists (guests in hotel, arrivals, departures, checked-out, cancelled, no shows)
- Interactive graphic room plan (simply "drag and drop" reservations around the scheduling grid/ room plan)
- Review hotel reservation history on room plan (graphic display of past checked-out reservations)
- Automatically filled-in details for a returning guest in the reservation screen
- Guest details: name, address, email address, document ID, fax number, phone number, tax number, company, tax number, notes, information on guest latest stay, guest statistics.
- History of guest hotel stays, including dates, rates paid, total expenditure, sharers, preferences, notes.
- Guest history (export guest profile to Microsoft Excel XLS)
- Search for guest by last name, first name, address, etc.
- Merge matching guest profiles
- Late arrival/checkin, early checkin, late checkout (with option to charge extra)
- Collection of deposits for room reservations
- Informative price calculation in the reservation screen (depending on pricing list)
- Reservation confirmation letters / Cancellation letters

## Online bookings

- Integrated web booking module for the hotel website
- Check you web offer
- Enter number of available rooms by days/weeks for each room type
- View real time room availability and price
- Instant real-time booking confirmation
- Automatic confirmation email with booking details and policies in different languages
- Automatic creation and display of booking on room plan / scheduling grid
- Automatic creation of guest account, with option of editing its reservation or book a new one (in case booking is made by a return guest, system will offer the existing guest profile)
- Channel management interface like Cultswitch/MappingMaster to sell rooms via Expedia.com, Hotels.com and other OTAs

## Check-in

- Check-in through room plan or through reservation list
- Collect, add or post deposits
- Multiple guest names and sharers per room
- Reinstate checked-out reservations (before night audit)
- Extending stays

## Check-out

- Check-out is not possible if guest has not settled the bills
- Late check out with option to extra charge
- Guest posting/ cashier
- Cancellation of check-out (before night audit)
- Transfer deposits among reservation accounts.
- Move charges to another room bill
- Combine and share bills among room sharers
- Receipt printing (hotel receipt or POS bill)
- Late check out with option to charge extra
- Move charges among accounts and room bills.
- Payment in different currencies

## Supplementary hotel services

- POS module for charging products and services, such as: F&B, wellness, bicycle rental, souvenirs
- POS module enables charging/receipt printing or posting charges to the room/ restaurant table
- POS fully integrated with guest accounts, and sales
- Unlimited number of POS
- Charge additionally phone calls, movies, broadband internet, etc. to the guest's account
- Issue invoices on company name (VAT number needed)

## Reports

- Different groups of report: Guests in hotel, Reservations, Cashier, Cashier history, Resevation history, Issued bills, Statistics
- Occupancy & Room Availability
- Reservations, check-ins and check-outs
- No shows, cancellations
- Income overall by department codes
- Payments overall/ products overall
- Issued bills by tax rate and department code
- Arrivals and tourist stays by states
- View and printing of reports for selected: time period, hotel, language, department code (nights, phone, food, beverage, tourist tax, etc.
- Export reports (Crystal reports RPT, Adobe Acrobat PDF, Microsoft Excel XLS, Microsoft Word DOC)
- Export of guest profile to Microsoft Excel XLS
- Market codes to track booking sources.

## Housekeeping

- List of today's arrivals, departures, in hotel (checked-in) and checked-out.
- Room status clean/dirty.
- Quick access to Rooms Management on Room Plan/ schedulling grid.

## Guest Accounting

- Check-out is not possible if guest has not settled the bills
- Informative bill overview
- Guest charges/cashier
- Cancellation of checked-out reservation (before nighth audit)
- Transfer deposits among reservation accounts
- Combine and share bills among room sharers
- Receipt printing (Hotel receipt or POS bill)
- Late check out with option to charge extra
- Payment in different currencies
- Issue bill on different guest name, company,...

## Cashier

- Cashier status (cash, credit card)
- Exchange rates
- Overview of past issued bills
- Reverse bill (cancel bill)
- Reinstate bill with ability to change guest name
- Posting master (Paymaster)

## Hotel Administration/ Settings

- Manage hotel basic data (description, address, phone, e-mail, ...)
- Manage room data (room features, description, number of beds, etc.)
- Manage packages (description, bill text, enter price)
- Manage rate lists
- Manage supplements, products (department, price, code)
- Edit documents (document numbering, confirmation letters)
- Define night audit start
- Define age groups (with or without tourist tax, discounts)

## Guest Correspondence

- Preset confirmation reservation letters / cancellation letters template in selected language
- Sending confirmation reservation letters/ cancellation letters by e-mail
- List and overview of all created and sent confirmation reservation letters/ cancellation letters
- Preset hotel receipt template

## Meet legal obligations

- Report on checked-in guest by date and hotel for local authorities
- Charging and reporting of tourist tax (statistic report Tourist Tax for selected hotel and defined period)
- Tracking of document changes (original document, cancellations, new document, copies of invoices)
- Tax confirmation of issued bills/fiscal cash registers