

Epitome Property Management System Overview



Product Overview

Property Level Solutions

Epitome Property Management System with multiple deployment options.

- Optional modules:
 - Gift Certificate Module – issue and redeem gift certificates
 - Comp Certificates Module – issue and redeem comp certificates
 - European Invoice Management
 - Credit Card Interface with optional High Speed Authorisation and Split Amex Authorisation
 - Signature Capture Capabilities
 - Sundries Module – gift shop types sales from the front desk
 - Wholesaler Module – control rolling wholesaler blocks and keep detailed statistics
 - Back Office File Extract Module – for import into your Back Office System
 - Event Manager Module – book meeting space and coordinate catering and meeting events
 - PCI compliant / PABP Certified

Complimentary Products

- Core Central Reservation
- Core Central Information System, Channel Management, Rate/Inventory Management
- Core Reservation Portal – Web Booking Engine w/B2B and B2C
- Mosaik Business Intelligence and Analysis
- Mosaik Customer Relationship Management – CRM

- Karyon Reservation and Distribution Services – ASP – deployed internet Booking Services
- Kiosk for self-serve checkin, checkout
- Emerald Golf/Membership System, powered by Active Networks
- Emerald Point-of-Sale System, powered by Squirrel
- Emerald Spa System, powered by Premier Spa
- Email Communications Manager - @mail powered by Serenata
- Third-Party Interfaces – to systems used throughout the hotel

Epitome Property Management System

Standard Modules within the PMS Application

- Operations (Reservations, Front Desk, Housekeeping, Maintenance)
- Contact Manager
- Guest History/Company History/Frequent Stay Tracking Programs
- Accounts Receivable
- Travel Agency
- Groups

Platform

- Internet Native application using Microsoft .NET-Internet framework
- Deploy the server on-site at your hotel or off-site with access via the Internet
- Can use thin client workstations or regular PCs without any middleware (i.e. Citrix, Terminal Services)
- Workstations use Microsoft Internet Explorer version 5.5 or higher to access the application from anywhere
- Microsoft Windows 2000 or XP Operating System
- Microsoft SQL 2003/2005 Server database engine in an N-tier environment
- Easy data extraction for merging into Excel or Word

- Configuration
- Manager
- Concierge
- Lost and Found
- Help Text
- Message Centre
- Brochure Requests and Fulfillment
- Microsoft Reporting Framework Custom Report Generator

General Features

- Graphical presentation of data
- Web-based for access through a standard web browser through the Internet
- Ability to view reports on screen, save them to a file, convert to an ASCII file, or fax/e-mail them
- Easily merge reports into Excel
- E-mail or fax confirmations, reports, and guest folios
- Internet e-mail system and management messages to staff
- Print all forms on plain paper or hotel letterhead (no need for pre-printed forms)
- Attach photos, maps, floor plans
- Attach documents to guest accounts (comment cards, complaint letters, hotel correspondence)
- Store years of guest accounts/folios online with instant access
- Drop down on-screen calculator
- Date fields can display a calendar to select from
- Guest and Room Share Management
- System-wide Help Text and on-line documentation

Reservations/Guest Account

- Availability Display:
 - Availability by room type (including and excluding Out of Order Rooms)
 - Standard availability with rack rates
 - Standard availability by beds
 - Standard availability by beds/gender
 - Standard availability with remaining group blocks
 - Standard availability with Guaranteed vs. Non-guaranteed
 - Standard availability calendar with graphical presentation
 - Availability by "Building"
- View all rates by room type for any specific date
- View booking restrictions by room type for any specific date
- Real-time Flash Report for snapshot current hotel statistics in graphical and text format and by "Building"
- Colour-coded tape charts for easy room blocking and room information. Daily, weekly, and monthly views with or without share-with accounts
- Colour-coded room rack display as a visual way of displaying occupancy/housekeeping status

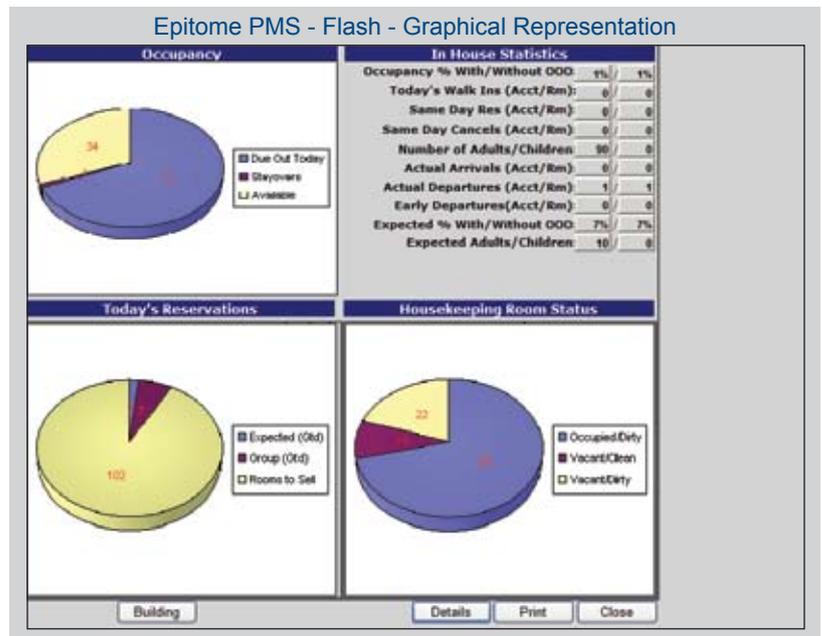
Epitome PMS - Availability			
File Locator Action Tools Help			
Room Type	01/07 Fri	01/08 Sat	01/09 Sun
Total	102	103	81
%Inc %Exc 000	8 8	7 7	27 27
BALL	1	1	1
BATH	1	1	1
DD	47	47	47
KN	48	49	27
KNGS	1	1	1
KNJS	4	4	4
SS	3	3	3
KNJR	1	1	1
Room Type:	Closed	Minimum	Class & Cxl
Rate Code/Category:	Minimum	Class & Cxl	Overbooked

- Weekly and monthly rates are supported
- Suite logic (multiple rooms make up a suite, but can be sold as one room or separately)
- Multiple VIP designations
- Automatic Upgrade of VIP level when user defined room nights and average rate is reached
- Many tracking-type of fields with associated reporting
- Multiple rate tiers based on season, demand, day of week, and market segment
- Entering the zip code automatically fills in city, state, country, and Geo tracking code (for reporting purposes)
- Advance deposit processing
- Waitlist tracking, reporting, and conversion to an actual reservation. Definable priority sorting
- Print, e-mail, or fax single or multiple confirmations to the designed address (guest, company, TA, Group)
- Optional Cancellation letter can be sent to the guest
- Denial and Cancellation tracking (user definable codes)
- Cross reference to any third-party reservation confirmation number (CRS)
- Pack Plans use and management
- Opt In or Opt Out indicators for guest e-mail communications and privacy
- Guest requested room cleaning/turndown service time (prints on housekeeping assignment sheets)
- Do Not Move indicator when pre-blocking a room to a guest (requires supervisory authority to add or remove)
- Booking Controls
 - Overbooking and underbooking limits can be set by room type by date (supervisor override required to overbook)
 - Rate codes can be allocated by code per day (i.e. max of 20 package plans on specified days)
 - Rate codes can be restricted by rate category or individual rate codes within a category (i.e. close AAA, open AARP)
 - A minimum acceptable rate can be set by room type by day

- Managers can set and change booking restrictions and pricing strategies on demand
- Manage Booking Controls
- Set room allocations to supported channel (CRS)
- Manage specials inventory
- Manage rate inventory
- Administrate gift certificates
- Manage foreign currency exchange rates
- Archive old data
- Merge history information

Front Desk / Guest Account

- Query feature allows display of guest lists based on search criteria
- Standard guest list views:
 - Today's Arrivals
 - Today's Departures
 - In-House Guest List
 - Combined List
- Sort information on displayed guest lists in ascending and descending order by clicking on each column header
- Duplicate a new or existing account and modify the duplicate
- Create share-with reservations with automatic or manual splitting of rates
- Attach unlimited messages, internal notes, and department flags to an account
- Auto transfer allows for automatic routing of specific guest charges or types of guest charges from one folio to another for the same guest or from one folio to any other account in the system
- Credit Card authorisation and settlement activity tracking per account
- Attach any type of document to a guest for viewing (comment card, guest complaint letter, thank you letter, etc.)
- Track any modifications to an account by clerk, date, and time with details of what was modified
- Stay wizard shows the quoted rate for each night of the guest stay as well as the total amount of the stay with tax
- Stay wizard allows changing of room type, room, rate plan, or rate during the guest's stay on the same reservation
- Arrival time and departure time can be input to aid in scheduling staff and transportation
- Multiple name can be added to any account for displaying on guest lists, telephone screens, and for guest charges
- Specials Codes for noting guest requests, guest preferences, interface restrictions (i.e. no in-room movies) and additional service items such as parking, rollaway beds, cribs, etc. that may have a charge associated with them.
- Automatic posting of Special Codes (if a charge applies) by user defined frequency (daily, first night only, weekly)



- Input of guest award program information (frequency stay, airline, rental car programs) with tracking
- Screen for the hotel to create their own unique fields to input data for a guest (i.e. birthday, anniversary, etc.)
- Input of guest wake-up call requests for manual processing or as backup to an automated wake-up call system
- Print registration cards on demand or in batch
- Drop down calendars for any data field
- Suppress rate indicator to prevent a rate from displaying on a registration card or folio for wholesaler accounts
- Quote nightly rates and for the entire stay in foreign currency
- Reserve by room type or you can pre-block a specific room to a reservation
- Auto or manual room selection during check-in
- View a picture of a specific room and floor plan with room location when assigning a guest room
- Guest request tracking
- Link an account to existing Master Accounts: Guest History, T/A, A/R, Company History, group with automatic merging of data from those accounts into a new reservation
- Pre-registration feature for guest who arrive early before their room is ready
- Automatic formatting of the guest name prevents input errors
- Input of the zip code automatically enters the city, state, country, and Geo tracking field (for reporting purposes)
- Multiple fields for tracking source of business, guest ID, vehicle information, promo tracking, etc.
- VIP tracking

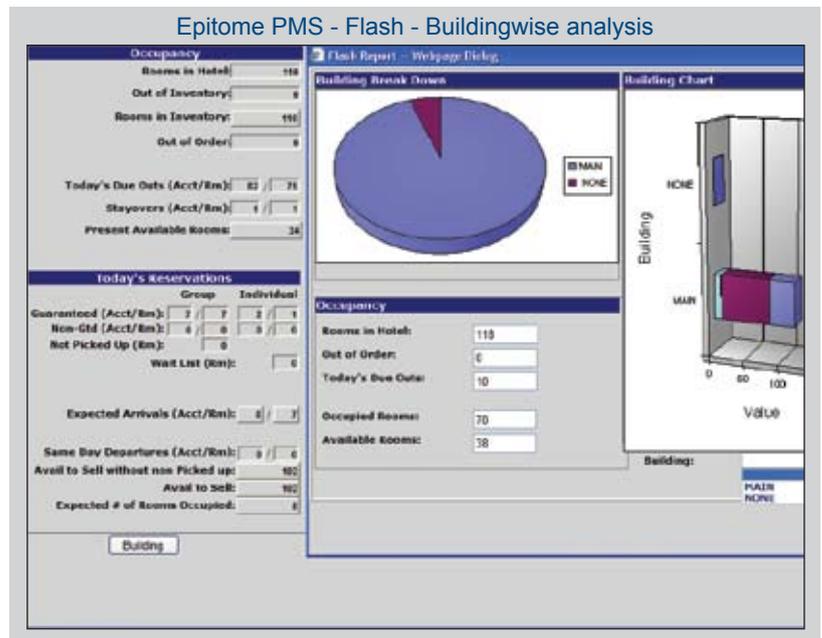
- Tax Exempt tracking and management
- (2) T/A fields for tracking commissions with variable percentages
- Room Type Change Tracking and Reporting
- Stay Change Tracking and Reporting

Cashier

- Drag and drop individual or tagged guest postings between 6 different folios
- Transfer specified or all charges to another guest, group master, or house account
- Print guest folios in local or foreign currency
- Multiple folio print options (detail, summary, by date, by folio, selected items only, balance forward date, etc.)
- Fast post option for manually entering a series of similar charges to multiple rooms (i.e. dry cleaning tickets)
- Advance deposits automatically post to the guest folio upon check-in
- Automatic settlement of charges to the guest's credit card at check-out with automatic folio printing
- Undo/void postings in error or post adjustments to accounts
- Charge splitting by percentage or dollar amount per guest (example: group will pick up 50% of room and tax)
- Cashier banks or shift banks are supported

Groups

- Group shoulder rates for early arrivals and late departures
- Master Group record with individual Group bookings (i.e. fall sales meeting, annual board meeting)
- Standard group information (including billing instructions) automatically populates fields on guests that are linked to a Group booking account
- Ticklers and contact notes can be attached to a Group booking as reminders for specific dates
- Internal notes can be attached to a Group booking
- New, Definite, and Tentative status' are supported
- Optional Wholesaler Module can be used for long term contract groups (airline crews, wholesaler tours and blocks) with tracking of contract terms, allocations, and pickup by day
- Automatic cutoff of unreserved rooms in a block on a specific date
- Automatic adjustment of group blocks as room types outside of the establish block are booked
- Multiple Group rates can be set by day or day of week
- Rooming list input feature
- Auto (all or selected) Group change feature
- Auto (all or selected) Group blocking feature
- Auto (all or selected) Group check-in feature
- Auto (all or selected) Group check-out feature
- Auto (all or selected) message to Group members



Housekeeping

- Colour coded Housekeeping screen for easy viewing of occupancy and housekeeping status of each room
- Variable housekeeping cleaning schedules based upon rate code
- Housekeeping recent room activity screen (since last time the screen was cleared)
- Change housekeeping and occupancy status of an individual room or ranges of rooms all at once
- Discrepancies between housekeeping and front desk status' are clearly shown
- Out of Order by type of problem (major/minor) by department (Housekeeping, Engineering) by room and date
- Out of Inventory removes the room from occupancy and statistical reporting
- Hold feature allows for a temporary hold on a room for use as a show room, short meeting, etc.
- Room assignments can be automatic by housekeeper by number of rooms or cleaning credits
- Management messages can be input for printing on each housekeeper's assignment sheet
- Turndown indicator is available for guests that request this service if not a standard practice

Telephone

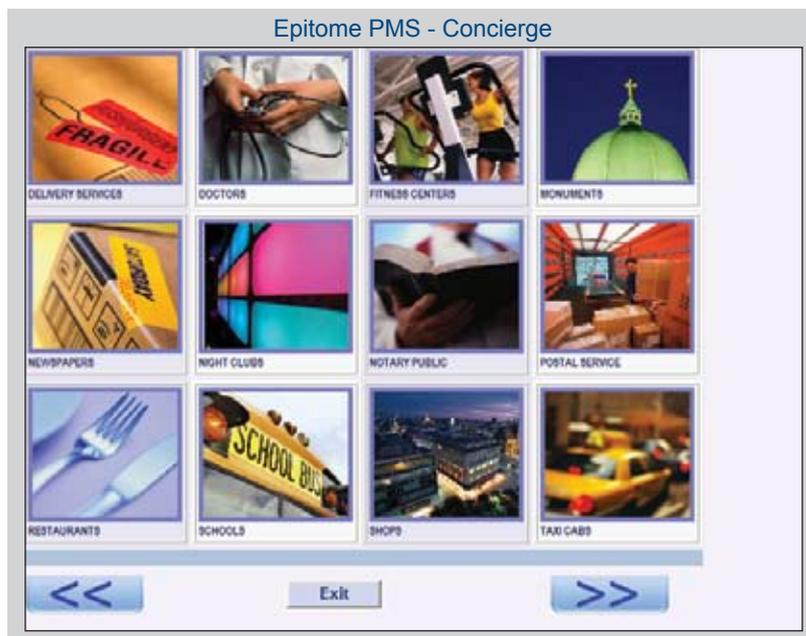
- Icon on all screens allows instant access to the in-house guest telephone list
- The list can be displayed with today's arrivals and departures
- Can display a note for Do Not Disturb or where to route calls until notified otherwise by the guest
- Input of multiple guest messages
- Voicemail message indicator is noted on screen
- Print guest messages on demand

Accounts Receivable

- Produce Statements and Invoices
- Post payments and adjustments directly onto the account
- Apply payments to specific invoices/charges
- Ticklers by date prompt to call the account on a specified date
- Collection notes
- Dunning letters
- Account Payment Rating
- You can designate specific guests that are authorised to be direct billed to an account
- Credit limits can be set and used to disallow direct billing if amount is exceeded
- A specific rate code can be designated for any guest linked to the A/R account
- Multiple currencies are supported
- Permanent or temporary accounts can be set up
- Correspondence can be attached to the Master record (dispute letter, collection letters, etc.)
- Aging can be configured to be by folio date or by the date it is transferred into A/R

Guest / Company History

- Categorise by type of History Account (example: Business or Pleasure)
- Can attach a picture of the guest and/or the guest signature
- You can have multiple addresses for each guest, with one being the primary address (example: Home and Business)
- When booking a new reservation and linked, profile information is merged into the new reservation
- Multiple credit cards on file
- Can have a default rate code on the profile as well as authorised other rate codes
- Statistics and stay history shows as well as all future reservations by property (multi-property sites)
- Unlimited number of free format notes for guest preferences by department or topic



- Tickler and contact notes can be kept
- Top guest and company report is available for a designated number of accounts (i.e. Top 10)
- Mailing labels and lists can be generated based on selected criteria for direct mail campaigns

Travel Agent

- Statistics show every guest booked by the travel agent
- Commission Check processing, Check reconciliation, 1099 reporting
- Individual booking by agent within the agency are shown
- Can set an automatic discount percentage off rack rates for an individual TA
- Ticklers and contact notes can be kept
- Top producers reporting is available
- Mailing labels and lists can be generated based on selected criteria for direct mail campaigns
- Commission amount by percentage (%) or flat amount
- Commissions extracts for 3rd party processing
- Two commission tiers (TA1 and TA2)

Night Audit

- Fully automated Night Audit process
- Automatic posting of Room, Tax, Packages, Specials, etc.
- Batch reports can be set up to print automatically
- Guest accounts/folios can be kept on-line for years with easy access

Configuration

- Specials Codes can have inventories with warnings when the inventory has been depleted (rollaways, cribs, etc.)
- Report groupings by department or individual can be set (Shift 1 Reports, Mary's Reports)
- Report groupings can be set to print in batch when selected (Shift 2 Reports, Downtime Reports)
- Security is set by user log-in code. Full access, view only, or no access can be set by module
- Supervisory override capabilities can be granted to an individual for various functions
- Personnel information and emergency contact information can be maintained
- Report security can be set by individual and at the report level



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