



GuestCentrix Property Management System Product Data Sheet

GuestCentrix Property Management System

The flagship module of the GuestCentrix software suite, is the GuestCentrix PMS.

A mature and feature-rich application, the GuestCentrix PMS enjoys widespread use across a broad range of accommodation enterprises. The design, speed and stability is warmly embraced across multi-property chain organizations, busy corporate hotels, resort properties and serviced apartments around the globe.

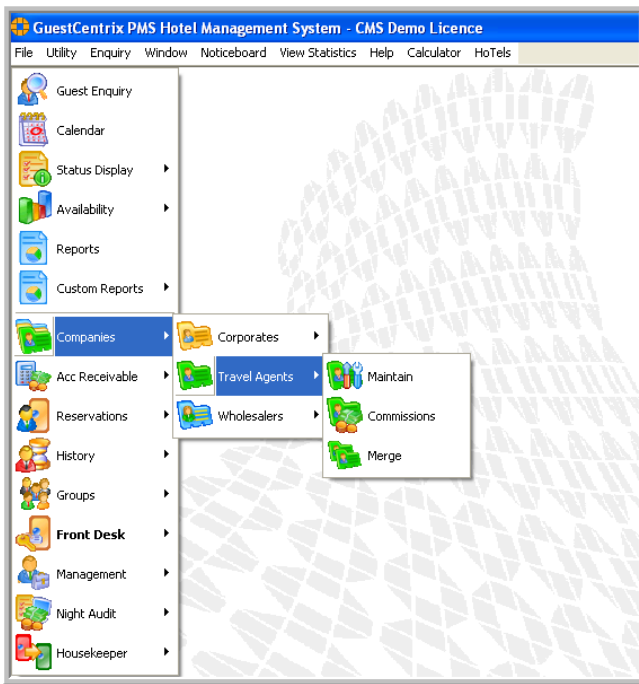
Embracing Microsoft® Office and Windows technology, the GuestCentrix PMS offers seamless integration with MS Word, MS Excel, e-mail and many other commonly used utilities.

The Microsoft® SQL Server database contributes unprecedented stability; efficient storage and retrieval of data; and unparalleled flexibility in deploying GuestCentrix whether in a stand-alone single user environment, or across a multi-national enterprise deployment.

Features include:

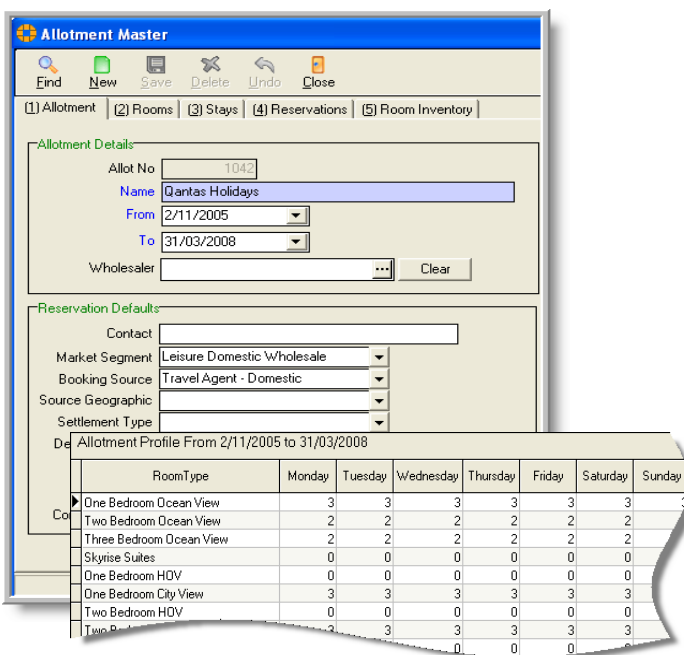
- Intuitive user interface for ease of use and minimal staff training requirements
- A wide range of interface and integration options, including: POS, Conference & Banqueting, Central Reservations, Trust Accounting, Tour Desk, Digital Dashboard, PABX and Call Accounting.
- Two-way integrated Web booking engine using XML
- Interface to MS Office products for Confirmations, reports and Mail merge
- Reports user definable and export to Adobe PDF, Microsoft Excel, or HTML among other formats
- Fully featured enterprise application including reservations, allotments, groups, front desk, guest history, night audit, accounts receivable, housekeeping, yield management, corporate, travel agent & wholesale profiles, lost property and concierge
- Stable and scalable through standardising on the Microsoft SQL database

GuestCentrix Property Management System



User Interface

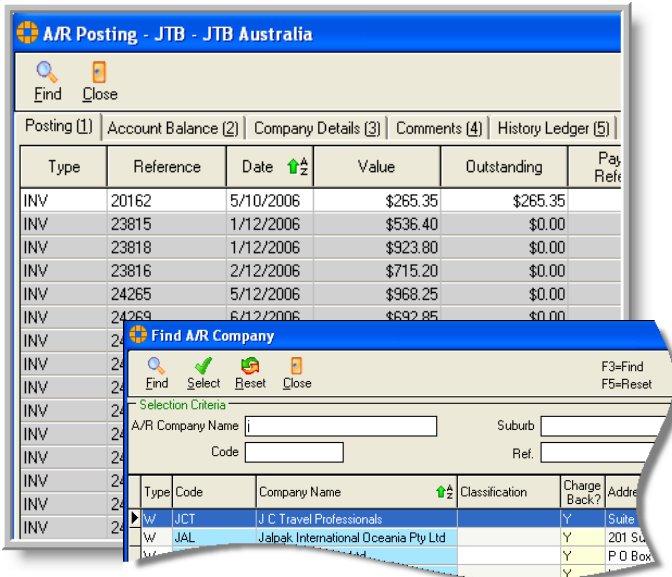
GuestCentrix^{PMS} offers a uniform and friendly user-interface, enhanced by the careful use of colour and graphics. The interface has been designed for both mouse and keyboard operation, providing you with convenient and efficient ways to retrieve important data. The familiar MS Windows look and feel means that hotel employees can learn the system quickly, reducing the time and money necessary to train your staff.



Allotments

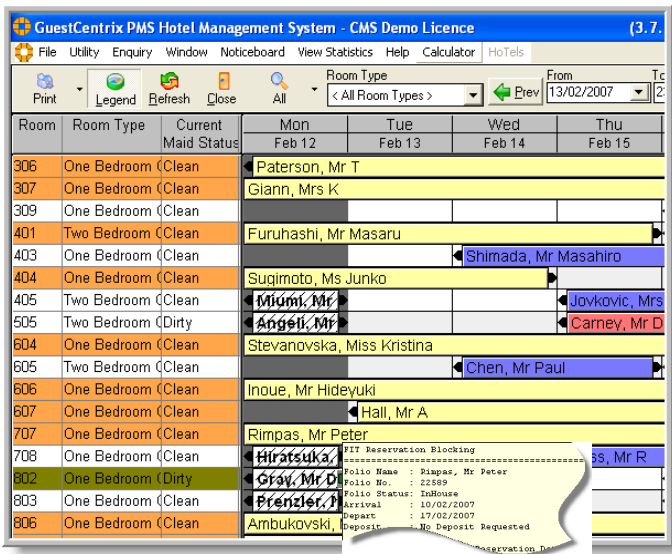
GuestCentrix^{PMS} enables you to easily take rooms out of the free sale pool by means of an allotment if, for example, an air crew arrives. You can create a different room profile for each day of the week, and as many date ranges as required. GuestCentrix^{PMS} will auto release rooms back into free sale pool, and offers peace of mind with over-booking control options.

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Accounts Receivable

GuestCentrix^{PMS} has a full Open Item Debtors system integrated with the Front Office. This allows you to closely control credit status, whilst providing Reservations and the Front Desk with an easy interface to those Companies (or Travel Agents, Wholesalers) that have charge back allowed. Accurate Statements and reporting allow you to keep your debtors days to a minimum.



Room Blocking Chart

The room blocking chart is a graphical representation of the booking status of the property over a two week period. Colours clearly indicate the reservation status, and "Fly By" mouse-over hints and "Drill Down" information retrieval are available. Another handy feature of the chart is that Reservations do not have to be allocated a room number prior to check in.

GuestCentrix Property Management System


Monthly Calendar

Print Close Previous Month Next Month

February 2007

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1 26 0 4	2 13 0 3	3 0 0 3	4 14 0 3
5 25 0 3	6 32 0 3	7 18 0 4	8 32 0 0	9 15 0 0	10 0 0 0	11 9 0 1
12 22 0 0	13 29 0 1	14 38 0 1	15 45 0 0	16 17 0 0	17 0 0 0	18 13 0 0
19 20 0 0	20 22 0 0	21 5 22 0	22 34 20 0	23 13 23 0	24 7 25 0	25 47 24 0
26 60 0 1	27 54 40 1	28 60 40 1				

Legend: > 70% (Green) > 80% (Yellow) > 90% (Magenta)

Friday, 23 February 2007

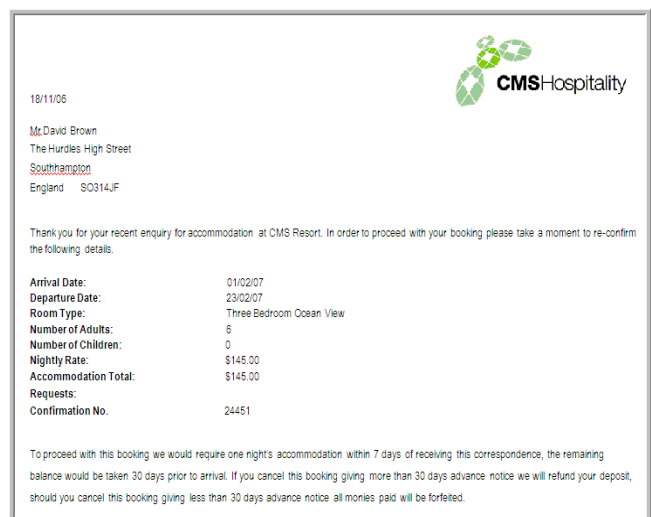
Configured = 148
 Sold = 135
 Available = 13

Occupancy = 91%
 Allotted = 23
 Out of Order = 0

Stop Sell = No
 Holiday = No

Calendar

This Calendar demonstrates the power of the GuestCentrix^{PMS} enquiry programs. The selected months status is shown, with different colours denoting different occupancy levels. "Fly By" hints provide more information, and you can drill down in to the reservations for a specific day by simply double-clicking on the cell.



18/11/06

CMS Hospitality

Mr David Brown
 The Hurdes High Street
 Southampton
 England SO314JF

Thank you for your recent enquiry for accommodation at CMS Resort. In order to proceed with your booking please take a moment to re-confirm the following details:

Arrival Date: 01/02/07
 Departure Date: 23/02/07
 Room Type: Three Bedroom Ocean View
 Number of Adults: 6
 Number of Children: 0
 Nightly Rate: \$145.00
 Accommodation Total: \$145.00

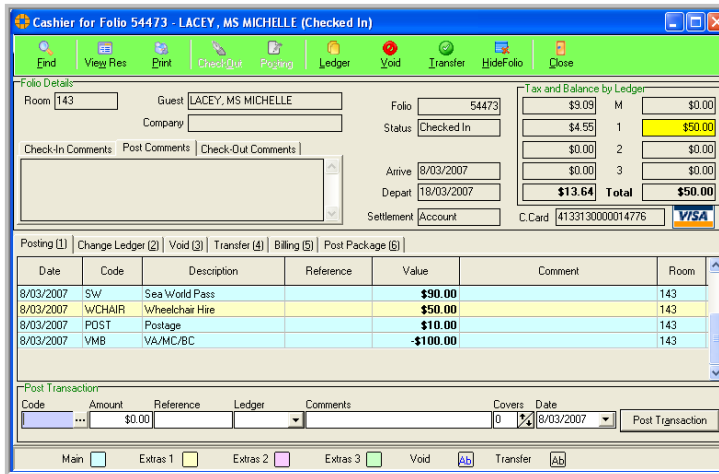
Requests:
 Confirmation No. 24451

To proceed with this booking we would require one night's accommodation within 7 days of receiving this correspondence, the remaining balance would be taken 30 days prior to arrival. If you cancel this booking giving more than 30 days advance notice we will refund your deposit, should you cancel this booking giving less than 30 days advance notice all monies paid will be forfeited.

Confirmations

GuestCentrix^{PMS} can write confirmations at the press of a button. You set up the format, then print them with Microsoft Word, or send them directly via Email or Fax. The format can be complex, as the example shows, Including Reservation information, text, graphics. In addition, GuestCentrixPMS tracks the correspondence sent to a Guest, and you can easily call it up at the press of another button.

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Cashier for Folio 54473 - LACEY, MS MICHELLE (Checked In)

Folio Details: Room 143, Guest LACEY, MS MICHELLE, Folio 54473, Status Checked In, Arrive 8/03/2007, Depart 18/03/2007, Settlement Account, C.Card 413313000014776, VISA.

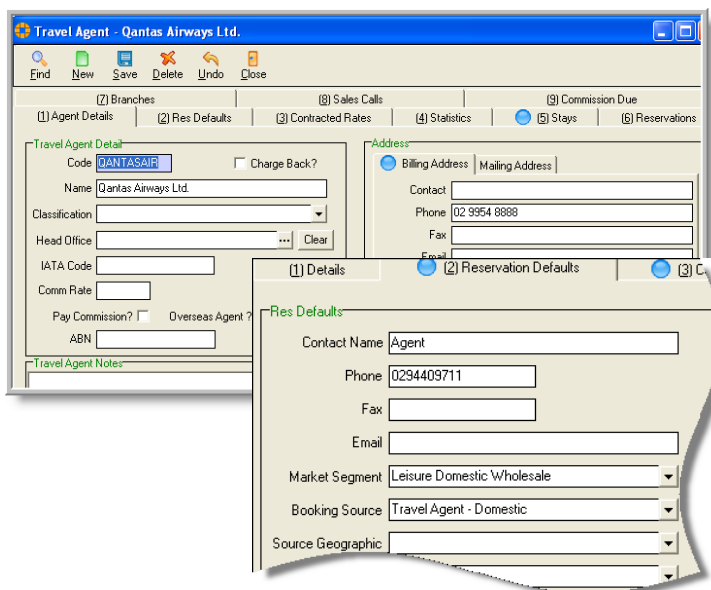
Date	Code	Description	Reference	Value	Comment	Room
8/03/2007	SW	Sea World Pass		\$9.00		143
8/03/2007	WCHAIR	Wheelchair Hire		\$50.00		143
8/03/2007	POST	Postage		\$10.00		143
8/03/2007	VMB	VA/MC/BC		-\$100.00		143

Post Transaction:

Code	Amount	Reference	Ledger	Comments	Covers	Date
...	\$0.00				0	8/03/2007

Cashier Functions

The Cashier menu in GuestCentrix^{PMS} allows you to rapidly and accurately post charges, check out guests, and print folios at the front desk. There are four ledgers per folio, and charges can be automatically directed to them according to a profile. If preferred, they can be manually moved by a "drag and drop" process. Folio formats are user defined, and there are unlimited transaction codes available, with easy lookups by folio name.



Travel Agent - Qantas Airways Ltd.

Agent Details: Code QANTASAIR, Name Qantas Airways Ltd., Classification, Head Office, IATA Code, Comm Rate, Pay Commission?, Overseas Agent?, ABN.

Address: Billing Address, Mailing Address, Contact, Phone 02 9954 8888, Fax, Email.

Reservation Defaults: Contact Name Agent, Phone 0294409711, Fax, Email, Market Segment Leisure Domestic Wholesale, Booking Source Travel Agent - Domestic, Source Geographic.

Company Information

GuestCentrix^{PMS} allows you to store the details of any number of companies, travel agents, and wholesalers in the system. Default reservation settings and contracted rates can be stored against each company in the database. In addition, the system records default commission rates for travel agents and wholesalers.

GuestCentrix Property Management System

Room Availability From Tuesday, 13 February 2007 to Monday, 26 February 2007

Print Close Type < All Room Types > Previous From 13/02/2007 Next

	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	13 Feb	14 Feb	15 Feb	16 Feb	17 Feb	18 Feb	19 Feb	20 Feb	21 Feb
Total	29	38	45	17	0	13	20	22	5
Min.									
One Bedroom City View	-7	10	6	11	6	0	4	3	-1
One Bedroom HDV	0	0	0	4	0	0	0	2	4
One Bedroom Ocean View	-3	3	5	4					-2
Skyrise Suites	0	1	2	2					0
Three Bedroom City	0	2	1	1					2
Three Bedroom Ocean View	-1	2	5	6					4
Two Bedroom City View	0	3	5	9					10
Two Bedroom HDV	0	4	9	5					7
Two Bedroom Ocean View	-1	4	5	3					0

Thursday, 15 February 2007

One Bedroom City View

Configured = 52

Out of Order = 0

Booked = 41

Available = 11

GTD = 41

Non-GTD = 0

Group = 0

Allot Held = 0

Guests = 80

Room Revenue = \$676

Wait Listed = 2

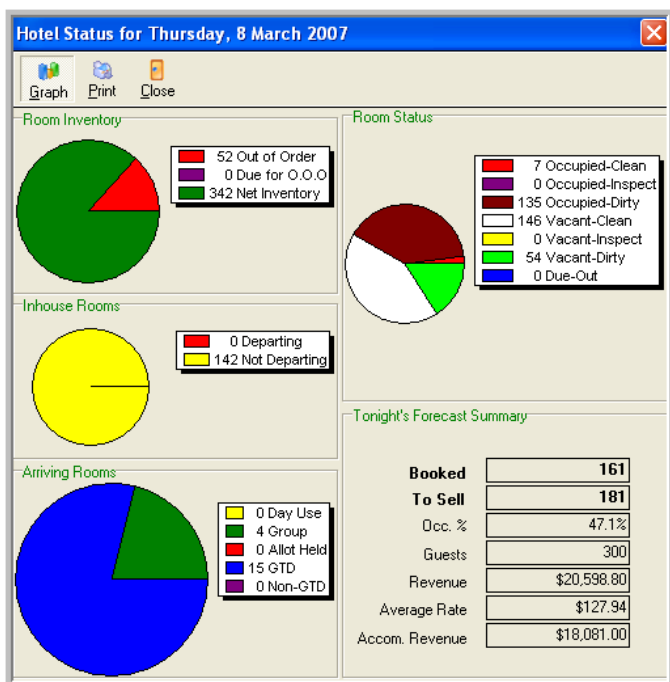
Enquiries = 0

Stop Sell = No

Play = No

Enquiry Programs

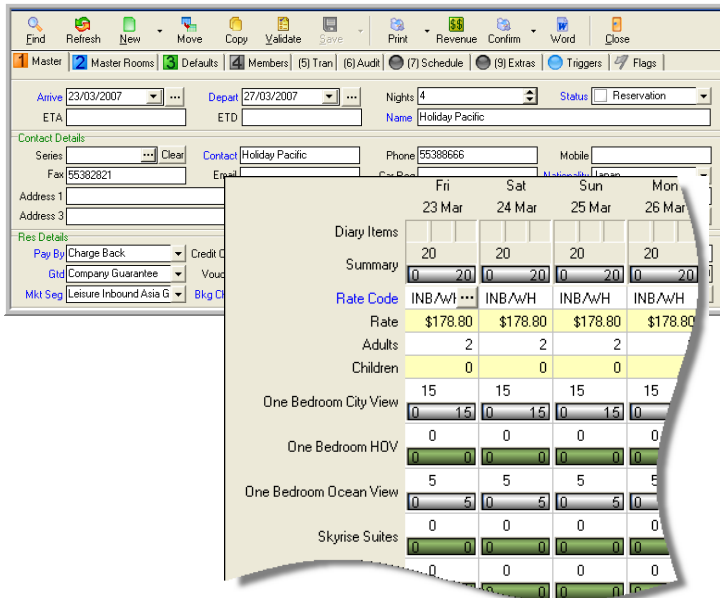
There are a number of enquiry programs available within the GuestCentrix^{PMS} which have been designed to provide you with any information you require from the database. For example, this screenshot (left) displays a room availability summary. Most enquiry programs feature "drill down" functionality, where more information can be obtained about a cell by double clicking it.



Graphs

The judicious uses of graphs within GuestCentrix^{PMS} provides you with quick views of the status of various parts of your operation. These graphs can be viewed on screen and can also be printed. Room forecasts and guest counts are available here at the click of a mouse.

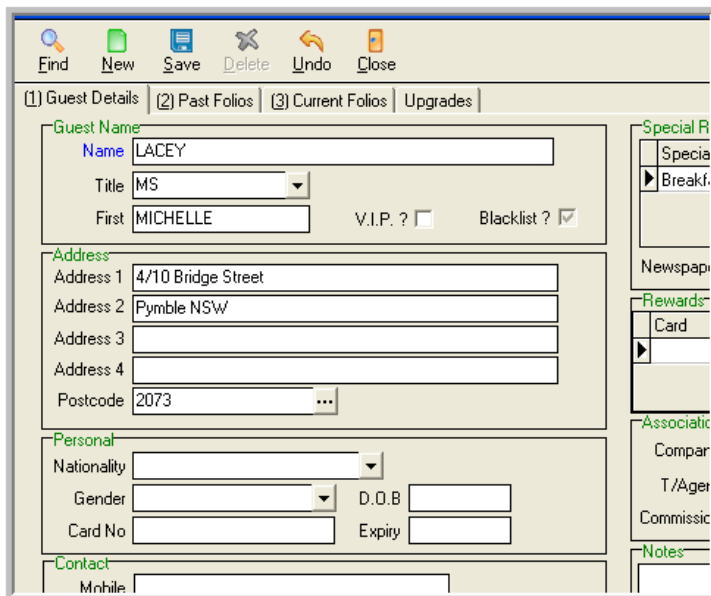
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Diary Items	Fri 23 Mar	Sat 24 Mar	Sun 25 Mar	Mon 26 Mar
Summary	20	20	20	20
Rate Code	INB/W/...	INB/W/H	INB/W/H	INB/W/H
Rate	\$178.80	\$178.80	\$178.80	\$178.80
Adults	2	2	2	2
Children	0	0	0	0
One Bedroom City View	15	15	15	15
One Bedroom HDV	0	0	0	0
One Bedroom Ocean View	5	5	5	5
Skyrise Suites	0	0	0	0

Group Reservations

This specialised reservation module allows the Group to hold a profile of rooms ahead of the Member list being available. Members can arrive and depart on different days to the Group. Members can be entered and changed individually, or processed in bulk to speed up data entry. Accommodation can be billed to individual members, the group, or a mixture of both. There are bulk check in and check out options available as well as options to auto create member reservations & room allocation. The groups module also features a group series function to minimize data entry for recurring groups.



Guest Name
 Name: LACEY
 Title: MS
 First: MICHELLE V.I.P. ? Blacklist ?

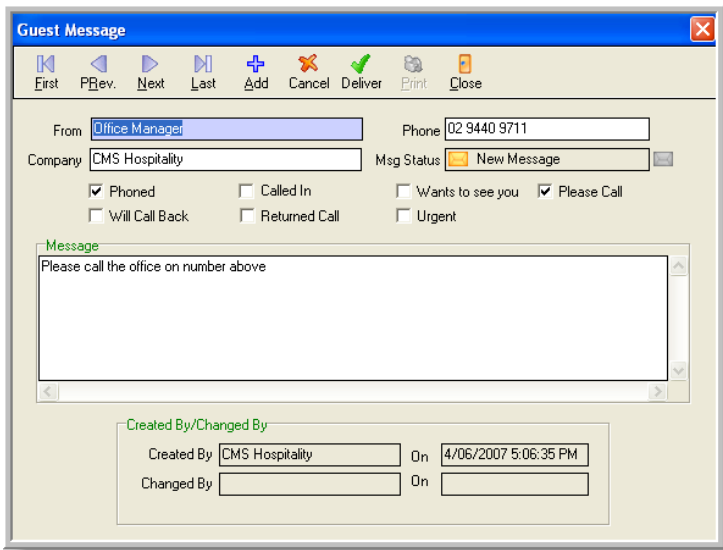
Address
 Address 1: 4/10 Bridge Street
 Address 2: Pymble NSW
 Address 3:
 Address 4:
 Postcode: 2073

Personal
 Nationality:
 Gender:
 Card No:
 D.O.B:
 Expiry:

Special R
 Special Requirements:
 Breakf.
 Newspaper
 Rewards Card
 Associations
 Comparison
 T/Ager
 Commission
 Notes

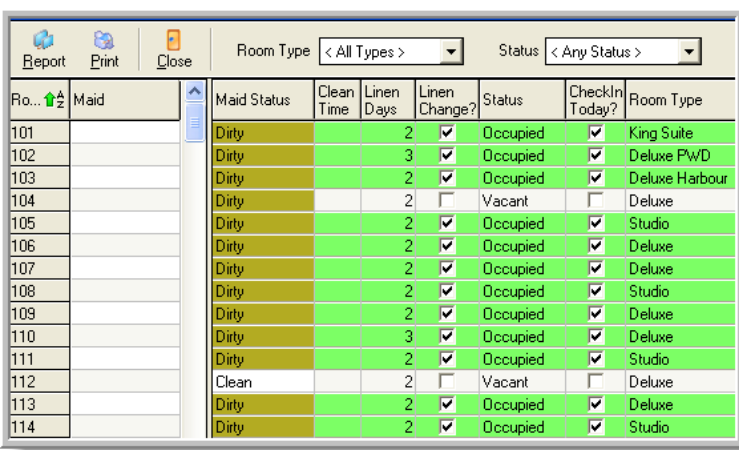
Guest History

GuestCentrix^{PMS} can automatically create a history profile for each of your guests. The profile records the guests name and address, an special requirements and any company, travel agent and wholesaler associations. The screen also shows you any past and future reservations for the guest, and includes a "blacklist" facility.

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Guest Messages

GuestCentrix^{PMS} allows you to store multiple messages for each guest folio. These messages can be quickly retrieved and printed or previewed on screen when required, and you can define the format and appearance of your messages. A flashing indicator clearly shows the presence of message in other relevant programs. The message audit trail feature allows you to retrieve old messages on demand.

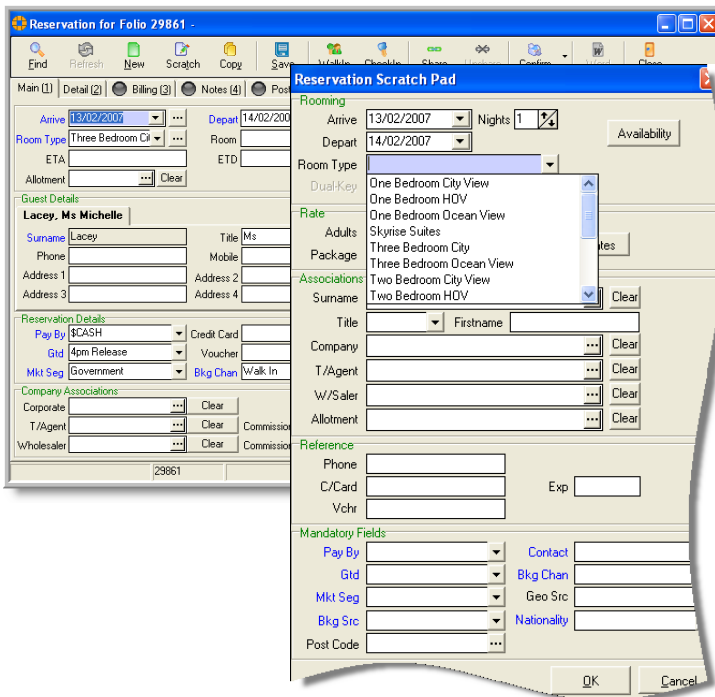


Ro...	Maid	Maid Status	Clean Time	Linen Days	Linen Change?	Status	CheckIn Today?	Room Type
101		Dirty		2	✓	Occupied	✓	King Suite
102		Dirty		3	✓	Occupied	✓	Deluxe PWD
103		Dirty		2	✓	Occupied	✓	Deluxe Harbour
104		Dirty		2	☐	Vacant	☐	Deluxe
105		Dirty		2	✓	Occupied	✓	Studio
106		Dirty		2	✓	Occupied	✓	Deluxe
107		Dirty		2	✓	Occupied	✓	Deluxe
108		Dirty		2	✓	Occupied	✓	Studio
109		Dirty		2	✓	Occupied	✓	Deluxe
110		Dirty		3	✓	Occupied	✓	Deluxe
111		Dirty		2	✓	Occupied	✓	Studio
112		Clean		2	☐	Vacant	☐	Deluxe
113		Dirty		2	✓	Occupied	✓	Deluxe
114		Dirty		2	✓	Occupied	✓	Studio

Housekeeping

GuestCentrix^{PMS} makes it simple to record a room as being cleaned, and it's possible to change room status through PABX interface. Rooms have a maid status of clean or dirty, and any changes are taken in to account on check in or in the event of a guest switching rooms. The housekeeper can assign rooms to individual attendants for cleaning, and then print an appropriate room status report for each of the attendants.

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Individual Reservations

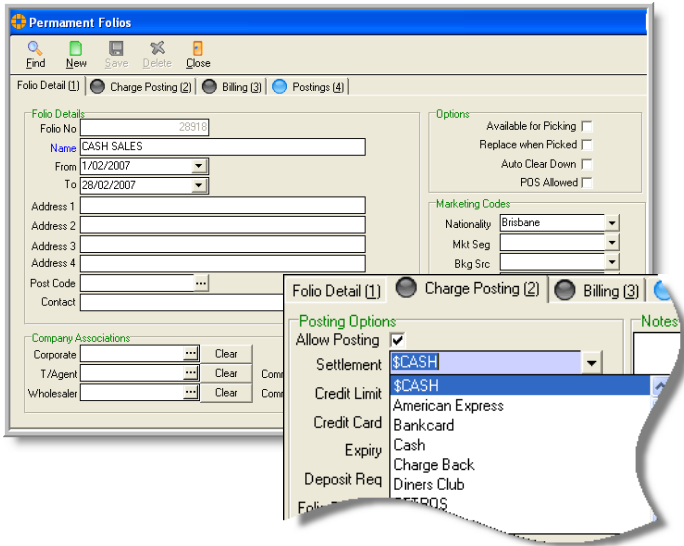
GuestCentrix^{PMS} offers a powerful but straightforward reservation system for individual guests. The system also lets you create reservations from a group or allotment and also associate a reservation with a company, travel agent, and/or wholesaler. Each reservation supports one or more guests and displays a full guest history, billing instructions and information on any special requests. Confirmation letters can be automatically generated and sent via fax or email, or printed out for mailing.



Interfaces

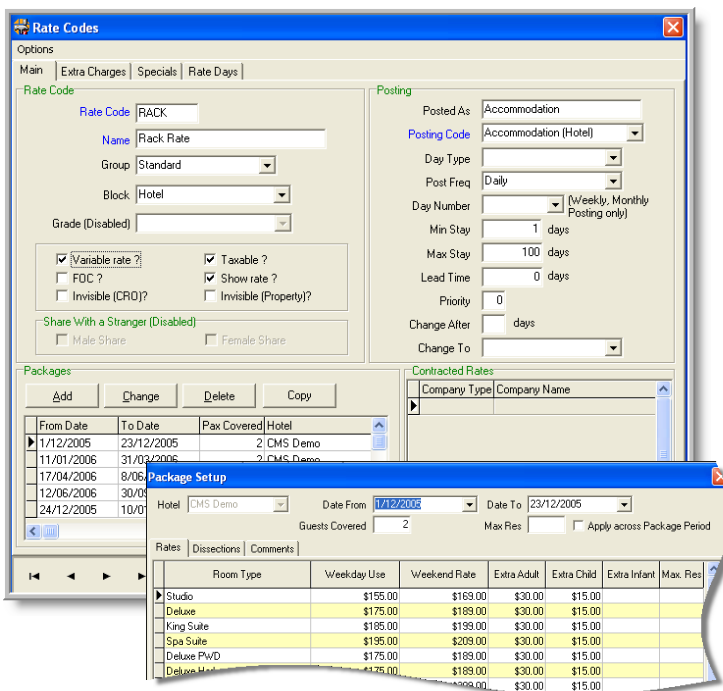
GuestCentrix^{PMS} has a growing number of interfaced to devices such as PABX's, In-Room Broadband, Point of Sale, Door Locking systems, Pay TV systems, Web Reservations and more. The system also has interfaces to such devices as Self Check in Kiosks and Hand held wireless PDA's

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Permanent Folios

Permanent Folios are accounts held in the front office for financial control purposes. Folios are available to the cashiering program and to the interfaces, although we provide options for you to control this if you wish to restrict user access. You can apply a validity period to the folios you create to further increase your control. Having four available ledgers per folio provides even more flexibility.



Rates and Packages

GuestCentrix^{PMS} allows you to create an unlimited number of rates and packages for your hotel. You can post charges to a nominated transaction code under a nominated name, and the system offers weekly and monthly posting options. You are able to create multiple validity periods, and specify rates by room type during each period. Each package can have multiple dissections for rate inclusions such as breakfast and may be configured to dissect nightly, on the first night or the last night of stay.

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CMS Demo Licence			
GuestCentrix PMS			
Tran. Code	Transaction Description	Covers	Net
Sales Item			
Sub-Group number			
ACC	Accommodation	0	\$24,402.23
ACCADJ	Accommodation Adjustment	0	-\$255.62
BB24	Broadband 24 Hours	0	\$90.90
BB60	Broadband 60 Minutes	0	\$27.05
BCLUB	Beach Club Food/Bev	0	\$230.46
CIN	Cinema Hire	0	\$27.27

Reports

GuestCentrix^{PMS} has a growing number of reports, all of which can be printed or viewed on the screen. Some reports provide "Drill Down" facility in the report where a report line in preview mode is clicked to show the details that make up the value of that line. Reports can be saved to disk, faxed or emailed. This example shows the trial balance being "drilled down" to show the detail of the transactions for the selected Folio. A search facility is also incorporated to enable you to enter specific text or a value to quickly locate the section of the report that you require.

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Web Reservations

We can integrate your web site to the GuestCentrix^{PMS} system, enabling your customers to book a room from the internet. Your hotel database is updated with the details of the reservation instantly, and confirmation of the booking is sent by email to both you and your guest.

Because the webpage interacts directly with the GuestCentrix^{PMS} database, the client sees only your currently available rooms and packages. If you change a room rate, the web site displays the correct prices without the need to update it. We can offer the option of secure Credit Card processing, with confirmation via email.

The system uses standardised web technologies like XML, SOAP and ASP to deliver you a system that is simple to implement, easy to maintain, reliable and easy to use.

Trust Accounting

Trust Accounting is a companion product, or module, of GuestCentrix^{PMS}. It's designed for properties that have some or all of their rooms individually owned.

GuestCentrix PMS accurately tracks room utilisation on a daily basis, including room moves, FOC & Owner stays, ensuring that Owners revenue is accurate, auditable and easily handled. The PMS can also ensure a fair distribution of bookings between rooms, by revenue or room nights for user defined date parameters.

Trust Accounting is fully featured and straightforward to use. It includes facilities such as standing monthly charges, FF&E accounts and supports multiple hotel rooms per strata unit. Comprehensive Owners statements, which may be customized for your property, accurately detail the current month's activity and overall account status.

A provisional ledger details eligible revenue from PMS, prior to transfer to the Trust Ledger. You can apply automatic expenses against each nights stay, such as for Housekeeping & Management Fees, and /or apply charges at month end to each Room. Owners statements and a schedule of owners payments are readily available, with full audit trails.