

PROPERTY MANAGEMENT SYSTEM

SOFTWARE GENERAL REQUIREMENTS:

The software must include the following general requirements:

- Cloud based
- Allow for hotel groups to be created and reporting to be consolidated per hotel groups,
- Allow for single properties configuration.
- The software must allow for infinite amount of properties to be configured
- Infinite number of user levels per property, per group, general admin, etc.
- One dashboard but with the capability to feature all modules or single modules based upon the modules that the properties decide to use and take on the agreement
- Management App for android and iPhone
- System must be responsive so staff can access the system from their phones/tablets and any other mobile device.
- Multi language (Spanish, English, French, Italian, German)
- Multi-currency (all currencies)
- Multi property level handled on only one dashboard.
- API Connection to QuickBooks
- Interface with each module but with the possibility of breaking the modules apart in case the client doesn't need all the modules
- PCI Compliance it's a must
- Tax management (different taxes: Government, service charges, state, levy, etc.,
- Coupons
- Discounts
- Spa, Tours and Restaurant Reservations
- Different meal plans Breakfast, Full board, All Inclusive, Extra services
- Different Rates types
- Payment Gateway via PayPal, Stripe, Credit card (PCI compliance requirements are to be met, authorized.net among others.)
- Booking widget for Facebook
- Google maps integration including in website templates
- Capability to get email list of the guests of each property for promotional properties

The Proposal must cover (but not limited to) the following modules:

FRONT OF THE HOUSE

RESERVATIONS - MODULE ALREADY IN OPERATION

- Group Reservations (If you make a reservation for three rooms, then three reservations should appear in the system instead of one. The group reservations must incorporate a whole sub-module that allows for:
 - Single and multiple billing
 - Group rates
 - Special group discounts
 - Reservations must be broken down into individual reservations
 - Split billing
 - Split names in a reservation
- Source of Business
- Market Segments
- Room creation per building, owner rooms and vacation rental units,
- Split Rooms inventory (key room management)
- Room creation per number of beds
- Interface for payments: PayPal, Bank Transfer, Tokenex, Stripe,
- Automatic Room Assignment (now they are going to unassigned room)
- Ability to change dates to reservations
- Breakdown of meal plans per prices and as extras
- Add city taxes and other taxes
- Room Features configuration
- Capability for multiple Agencies and companies with agencies and company's profiles.
- History/track changes from for accountability in terms of changes into any of the reservations
- Reporting: Occupancy, pacing report, reservations per agency, per room type, advanced reservations, arrival lists, etc.
- Allows for fixed allotment. The option already exists but is not linking to the main room in terms of rates and availability.
- Allows for overbooking rooms
- Revenue Management system that enables increasing or decreasing rates based upon your occupancy (this will be configured in Rate configuration sub-module)
- Ability to create packages and different inclusions
- Multi Language
- System must have capability of changing reservations dates and reservation rates to existing reservations.
- Customizable Reports
- Payment gateway configuration (PCI compliant)
- Policies: Even though the system allows for different policies, the said policies are not showing in the confirmation pop up and the confirmation that is sent to the clients.
- System should support free text comments in the confirmation message
- When you receive an email with a modification the email should not say new email from. It should say Reservation Modification from. To avoid double booking and double charges at the property level

- Capability to create matched rooms or fake rooms or dummy rooms for over bookings.
- Taxes should have a component per night per person as some countries work they taxes that way, especially in Europe
- In other taxes, it should have taxes that are number not a percentage. There are several countries for example Mexico and Botswana where there is a levy tax that is a fixed amount per occupied room. The system currently only allows for percentage taxes.
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- Booking Engine:
 - To reservations add upsell or added values, including upgrades, tours and bidding system module
- Module included in PMS App
- Rate conversion:
 - Change the rate conversion to either even number up to 100 or percentage.
 - Add the rate conversion for individual reservations
 - Add Rates per person to individual reservations

FRONT DESK (CALENDAR) MODULE ALREADY IN OPERATION

- Room changes either scheduled or now
- Automatic room assignments (now it goes to unassigned room)
- Group check in and group check out
- **Invoices:** The invoices should include automatic extra charges, also possibility of adding logo and hotel information.
- Capability to put rooms out of order
- Capability to put rooms with service orders
- Change dates via drag and drop (to the left or the right updating the calendar),
- for room category changes the system must warn that there
- **Printing** of Registration Cards with and without rates (some rates are confidential). Option already exist but the rates are still showing
- Electronic Signature capability to be used either as an app or with touch screen.
- **Check In**
- **Check out** (for early check out the room only stays in the calendar for the dates that the client stayed and a note immediately comes to the history log to ensure there is a record that the client
- **No show** (for no show the room the room disappears out of the calendar and appears as no show in the reservations module
- **Interfaced with Point** of Sale (POS) and all the other modules including back of the house.
- **Customizable Reports** (unlimited reporting)
- **Payment gateway configuration (PCI compliant)**

- **Multiple taxes system**: government, state, service charge, city tax, levy, etc.
- Electronic invoices
- **Interface with** QuickBooks
- **Implement Long Term** Rental control with a system in place for rental payment, crm and more
- **Tracking system** for luggage and packages
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- **Group account**
- **Group invoices**
- **Reports must be** further customized to get more data about of them and they should combine information, for example: reservations with income all together with reservations list, no shows, cancellations report, etc.
- Included in PMS App
- **Owner (Real Estate)** and Vacation Ownership Rental program rotation based upon weeks, fractional and full ownership.
- Module included in PMS App
- PMS App:
 - App needs to replicate itself for each property with single property and multi property features and be used by hundreds of hotels.
 - Single Property
 - Multi Property
 - Multi-level user access based upon predetermined access privileges given to the user at the PMS
 - Fully customizable with colors and hotel logo
 - Android and apple systems
 - Basically, the app will provide access to the modules of the PMS:
 - Reservations
 - Front Desk
 - Sales and Marketing competitive set analysis
 - Accounting
 - Housekeeping
 - Point of Sale (POS)
 - Maintenance
 - CRM
- Channel Manager
 - XML or API Connections:
 - Costco
 - Apple
 - Hotusa
 - Jumbotours
 - Agoda
 - Tripadvisor
 - Gta
 - Hotelbeds

- Bestday
- Atrapalo
- Only Apartments
- Welcomebeds
- Flipkey
- Alba Travel
- Atraveo
- Bookingonlinenow
- Prestigia
- Feratel
- Homeaway
- Booking XML Connection: Activate Minimum Advanced Reservation
- **Bidding system** where hotels can offer bids of auctions for room upgrades, special packages, special rates for spa, tours and other extra services (upselling)
 - Timed Bidding
 - Minimum Start Bidding
 - Linked to calendar
 - Automatic upgrade of room for winning bid
 - Automatic room block (hold) for the days of the bids). We take all clients arriving during October offer bids and hold rooms for up to a week while bidding lasts
 - Automatic payment via payment gateway
 - Automatic invoicing with email notification
 - Email Notification to winning and losing bidders

SALES AND MARKETING

- **Competitive Set Analysis and Reporting (scrapping) – Shop Call**
 - UP to 6 properties plus the main property
 - Up to 4 OTA's (Expedia, Booking, Tripadvisor, Hotel
 - Up to one year of information including but not limited to:
 - Rates per room per night in comparison table
 - Ranking or positioning within page
 - Current and future Promos or deals
- **Vacation Planning Guide**
 - Automatic email sent to client with client log in access
 - Calendar type with daily suggestions of restaurant reservations, in-house activities, spa services and Tours (linked to reservations system of POS
 - Booking System linked to Front Desk and Accounting
 - Immediate charge for future reservations and in-house reservations connected to payment system (for in-house reservation
- **Event Planning** Module for Groups and Banquets
 - Linked to all modules
 - Automated email responses

- Automated payment gateway (PCI compliant)
- Linked to Group Reservations
- Quotation system
- Event Calendar with customizable services and menus depending of the type of event:
 - Parties
 - Business Meetings
 - Conventions
 - Weddings among others
- **Menu of Services** with pricing (food menus, cocktail menus, tour packages, room rates) depending of the groups source of business and the dates
- **Special Group** Rates
- **Presenting set** up options for each meeting from color scheme decorations, setup and seating arrangement a
- **Menu of equipment** and services with pricing
- **Complimentary** offerings based upon size of group
- **There is a** basic set up but all the areas must be fully customizable to property offerings
- Multi user
- Multi property
- Rewards Program (Loyalty Program)
 - Automatic Sign up option for all guests
 - Electronic membership card
 - Membership card brackets: Silver, Golden, Platinum, etc.
 - Discounts based upon membership status
 - Monthly points status report
 - Customizable internal reports
 - Inventory of used rooms nights per member
 - Multi property
 - Multiuser
 - Point System to purchase
 - Upgrades
 - Tours
 - Services
 - Discounts
 - Cash rewards
 - Special Mailing system to send special offers for members with database and linked to mailchimp and other email delivery systems
 - Members database management
 - Members CRM
- Website Templates with Booking Engine (6 websites: 3 single property and 3 multi property (attached please find designs)
 - Fully customizable

- Templates must be able to replicate themselves over and over as they will be offered to all properties
 - Templates with CRM to customize colors, logos, pages, information and pictures
 - WordPress format
 - Listing of properties with accommodation from the main site to be transferred automatically into the website template
 - Social Media links
 - Dinner, Tour and Spa reservations module for existing future guests when they check in
 - Rewards program module when guests check in
 - Website templates to be configured to create packages and tours
 - Multi Destination
 - Single Property
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 - Templates to be interfaced with:
 - Property Information
 - Property Pictures
 - Google Maps
 - Room Information
 - Room pictures
 - Amenities
 - Booking Engine
- Flight Booking Module
 - Booking feature
 - Payment gateway (PCI Compliance)
 - Interface with IATA, SABRE
 - Creation of packages with hotel and car and tours
 - Interfaced with PMS
- Guest Interaction App.
 - App needs to replicate itself for each property with single property and multi property features and be used by hundreds of hotels.
 - To be used by existing and future guests to access information about the hotel:
 - Online Check in
 - Online check out
 - Online Room Reservations
 - Online Restaurant, Spa and Tour Reservations (linked to POS booking system (
 - Interactive map plug in with things to do around the area
 - Directions
 - Property and Hotel Pictures
 - Property information
 - Guest Log In

- Fully customizable with colors and hotel logo
- Payment integration via interface with our booking engine
- Launch service for each hotel via either android or apple
- Basically, the app will be a copy of the website templates and information can be taking out directly out of the website template to create the individual app for each hotel
- Please see the link for <http://www.ezeetechnosys.com/hospitality-solutions.php#appytect>, or check the Marriot App for more details as to what we are trying to accomplish

HOUSEKEEPING MODULE

- Multi user
- Rooms to be able to be marked as: Vacant Clean, Vacant Dirty, Occupied Clean, Occupied dirty, Out of Order,
- Add Housekeepers
- Automatically assign housekeepers to rooms
- Rooms could be: in these categories: arrival cleaning, departure cleaning, change linen and refresh
- Housekeepers to be able to provide room status from a table or smart phone with the touch of a button.
- Discrepancies Report between Housekeeping and Front Desk
- Include timer system since the housekeeper enters and room to clean to the time they finish it.
- Customizable Reports
- Interfaced with all modules of PMS
- Access to the CRM System to report issues pertaining to guests and rooms.
- Access to Maintenance Module to report issues pertaining to guests and rooms
- Keep inventory control of products and equipment handed over to staff

ADMIN (MODULE ALREADY IN OPERATION)

- Ensure that each property can customize logos, names and personalized automated emails
- Ensure that the ticket that handle all the hotels requests or problems is in proper working condition. This support system should have automated response back to the hotel
- Reservation and rooms rotation and control
- System should provide a warning when you are about to do mayor changes such as reservation room type changes, reservation dates, rates, etc.
- Email:
 - The confirmation email, once the guest clicks on the confirm button it should just go ahead and confirm the reservation directly in the dashboard and send

an email to the client specifying that his reservation is confirmed. The confirmation reservation button should not take the client to any website, and if it takes a client to a website it should be the hotel's website, not the channel manager's website. Please take into consideration that some properties will not have a website.

- All the communications to a direct client should be received on behalf of the property not, the channel manager, because when a client makes a reservation it makes it to the property, not the channel manager and this may be confusing to the clients, especially since the system will be interfaced with the booking engine
- The email that should reflect in every communication with the client, should be the email from the property not the email from the channel manager.
- Implement the add functionality on email templates at admin pane
- Implement the Mailing Campaign Integrations for each property for promotional emails, capability to generate reports based upon this information.
- The emails for cancellations and modifications should state so in the subject of the email. All emails arriving say Reservation from Expedia, instead of Modified Reservations from Expedia or Cancellation from Expedia
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- Membership:
 - Membership needs to be able to be sorted depending on the type of membership, right now is all a tangle and it will confuse the clients.
 - Add the inclusions and description of each membership
 - If the client chooses the individual plan membership as it as. If they choose the multi property plan means add the one additional field on Max no. of hotels. Then commonly add the one field on description (It's same as inclusions).
 - Membership information and description in the back is not the same as the membership and description in the front
 - Provide the option on choose the Booking Engine Template (Billing Info Section on Purchase Membership Plan). If user choose the individual plan means show the three templates (Single property templates). Suppose if user choose the multi property plan means show the three templates (Multi property templates)
 - The membership should provide the choice the option price or %. If you choose price means as it is. If choose the % means calculate the membership price on total reservation amount plus % value.
 - In the case of multi property if the hotel chooses the multi property plan it would imply that the system must add the one additional field on Max no. of hotels. If the hotel chooses the individual plan means as is.
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- Multi Property feature:
 - Fix the feature for multi property because an indented hotel user was granted access to multi property giving him the availability to add more properties.
 - When you have a multiproperty account the system should automatically organize the properties in alphabetical order
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- Implement or install the existing payment gateways and set up automatic payment for

memberships on the date of membership expiration date via the subscription feature on most payment gateways. System should inform if a credit card was unsuccessful with reminders every 2 days until account suspension for both client and system

- Implement the functionality of change the colors on front end (Channel manager) at admin panel
- In the Admin Panel for Manage Reservation the system should show the property name on separate column
- Need to develop a ticket system (Normal Ticket System) both front and back end. Ticket should have a menu of options such as Support, Channel Manager, Booking Engine, Sales, Billing, Multi property, Password, Other
- Users:
 - The system is not allowing to update user passwords.
 - Provide the options to create the more super admins. Then each super admin can create the sub admins with certain privileges.
- Software Website (Hoteratus): Website should be responsive

MAINTENANCE MODULE

- Multi access levels depending on department or area of expertise
- Multi User
- Linked to Front Desk, Housekeeping modules and CRM
- Preventive Maintenance for buildings, rooms and equipment (must be customizable)
- Control list of equipment inventory with responsible assignment including lifespan of equipment
- Control list of articles, equipment, consumables and pieces used for every incident report
- Incident Assignment con timekeeper
- Daily, weekly and monthly Reporting
- Internal Survey system
- Inventory per room, per guest, per area of incidents, for example: How many times room 1101 had air conditioning issues,
- Electronic Maintenance Room Check list, accessible via phone or tablet (responsive) with mailing system
- Mailing system (notification system per issue (linked to CRM) and email notification to determined departments for follow up with timekeeping for each reported incident and control
- Maintenance Control per equipment

CUSTOMER RELATIONS MANAGEMENT (CRM) MODULE

- Customer Relations Management (CRM)
 - Multi user

- Multi property
- Customer system where guests are contacted prior, during, and after to arrival
- Handling of guests' complaints offering a customizable list of complaints situations, assigned responsibilities to multiple agents (like a ticket system with comments area and follow up with client until case is closed).
- Mailing capability
- Internal and External Ticket system
- Customizable reporting per room, per guest, per maintenance issue
- Guest Satisfaction Survey Program
 - Fully Responsive
 - Customer system where guests are contacted after departure
 - Fully customizable survey with basic set up per department (based upon the size and services offered by the hotel)
 - Multi User
 - Multi Property
 - Division between guests, owners, and vacation ownership members survey
 - Consolidated Reports
 - Automated email send service linked to mailchimp and other email services and taking out email addresses based on date ranges
 - Rating System (customizable)
- Reputation Management Program (Reviews Management)
 - Multi user
 - Multi property
 - Customer system where guests are contacted via the module when the property receives a comment
 - Reviews are gathered via API connection or scrapping from the following sources:
 - Expedia
 - Booking
 - Homeaway/VRBO
 - Tripadvisor
 - Reviews are assigned a standard rating system regardless of the rating system of the website source
 - Automatic internal email delivery based upon preset email accounts
 - Capability to respond via the PMS and response is posted automatically on the website source
 - Connected to the CRM system based upon assignment based upon stay dates, guest name or room number
 - Customizable reporting system
- Quality Assurance Check List Program
 - Customizable check list per operational area
 - Score System per Department
 - Follow up system with deadlines
 - Autogenerated reports
 - Email follow up

POINT OF SALE (POS) MODULE

- Point of Sale (POS) (inclusive but not limited to)
 - Multi property
 - Multi user
 - Multi stations
 - Cloud based
 - Can be used for restaurants, Bars, spas, tours, shops
 - Booking system for Restaurants, Bar, Spas, Tours
 - Linked with PMS for room number and guests
 - Capability of external guests
 - Able to manage different meal plans: EP, AP, MAP, Full Board and All Inclusive
 - Fully responsive
 - Recipes configuration
 - Inventory
 - Costs Control and Analytics
 - Cost per recipe
 - Cost per activity
 - In and out of store room
 - Customizable report
 - Billing configuration
 - Payment gateway configuration PCI compliant
 - Employees
 - Tasks
 - Sales
 - Gift Cards
 - Discounts
 - ERP
 - Customizable reporting
 - Suppliers
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BACK OF THE HOUSE: ACCOUNTING

PURCHASING

- Suppliers

- Costs variance
- Invoicing
- Accounts Payable
- Price Analysis per article
- Customizable reports
- Purchasing per area

STORE ROOM / STOCK- INVENTORY MANAGEMENT

- Minimum/maximum stocks
- In controls
- Out controls
- Expiration dates control
- Daily budget
- Customizable reports

HUMAN RESOURCES

- Payroll
- Tasks
- Employees
- Rosters (Scheduling)
- Attendance
- Processing
- Insurance
- Multiple users
- Multi property
- Skills
- Trainings
- Event Calendar
- CRM or incidents report
- Contracts
- Staff per department
- Customizable reports
- Pay per hours, per day, per 15 days, per month

ACCOUNTING

- Room Sales
- Service Sales
- Tax Management
- Accounts payable
- Accounts receivable
- Suppliers list
- Multiple users
- Checks control
- Costs
- Expenses
- Financial reports
- Customizable Reports
- Daily Flash
- Journals
- P&L (Profit and Loss)
- Furniture life span
- Fixed Costs
- Variable Costs
- Income
- Clients

VACATION OWNERSHIP MODULE

- Prospecting (in-house and outhouse)
- Sales and contracting
- Customer Service
- VIP Service
- Accounting
- Payment System
- Vacation Club Operations
- Surveys
- Reservation and rooms rotation and control

