FIDELITY Hotel Management System

OVERVIEW & SOFTWARE FEATURES

Comprehensive Hospitality Solution for Your Business Success

Fidelity Hotel Management System is a state-of-the-art, integral software solution.

Fidelity is a comprehensive software solution that is fast, easy to use, independent of operating system and highly flexible to meet the requirements of different hotel environments. As such, it is a suitable, long-term solution for any individual hotel or hotel chain. It perfectly fits the needs of business city hotels, small motels, resorts, or hotel chains.

As a completely integrated package, Fidelity offers effective solutions for hotel managers, for sales office with allotments, for reservations office using agency/group handling, for cashier with currency exchange office, for housekeeping, and back office, etc. Fidelity supports unlimited room types, rate packages, and variety of manager and market reports. These features are designed to track your business, increase your business turnover/profit, and assist your marketing department in optimising service delivery, selling your hotel services with the greatest efficiency, reducing costly overbooking etc. All in all, Fidelity processes a wide range of information helping you achieve your business goals.

Designed to maximize efficiency of our hotel operation on economic earnings

Powerful, yet easy to learn and use, Fidelity empowers your hotel staff to efficiently market your property while pampering your guests with unparalleled attention and service. Fidelity's handy calendar feature provides instant access to up-to-date room availability and rate information, so your staff can easily and accurately book individual and make group reservations. As a result, you have more sold-nights while eliminating costly overbooking. Our solutions require no downtime and can be performed by minimum personnel training. With Fidelity, you will reap the benefits of this advanced technology through reduced costs and increased profits resulting from better information-supported sales and marketing of your hotel. In conclusion, Fidelity Hotel Management System enables you to maximize hotel staff efficiency and your guests' satisfaction.

KEY FEATURES:

- Carefully prepared for dealer's concept (variety of customizing tools)
- Customized to fit the needs of all kind of hotels, especially resort hotels
- Real Windows application open to MS Office Standards, working on stable RDBMS, which enables a large comfort by additional reports and information, together with standard reports
- Integration with peripheral equipment so that it includes permanent control over the environment (POS, PBX)
- No down time night audit
- Comfortable remote support
- Real-time room plan
- Interface to accounting system
- Multicurrency accounting system
- Multilingual features
- Resort hotel features
- Enhanced easy-to use and flexible report generator

Flexibility

The Fidelity Hotel Management System is highly flexible. Thanks to its user-definability, the system can be customized to any hotel environment and size. Our strong points in flexibility are:

- Window Painter
- Report Generator
- User-definable reports
- User-definable night audit
- User-definable fields
- Multiple installation parameters
- Several security levels
- Multiple languages

User Interface

Fidelity's uniform and friendly user-interface using Windows technology means that hotel employees can learn the system quickly. Simple operation of the software is instrumental in the design of FIDELITY.
The following functions provide assistance during operation:

- Integrated help system
- Windows technology
- Multitasking technology
- Function keys with windowing
- User-definable screens
- User definable fields

Easy Communication with Other Systems

Fidelity state-of-the art graphical user interface includes custom toolbars and drop-down menus that offer instantaneous access to vital guest history information including guest preferences.

A graphic display of your hotel – complex by complex floor by floor and room by room – allows you to view detailed information about each room including its features, housekeeping status, future room blocks, as well as the floor plan and the color scheme of the room.

Put reservations and guest history information to work for you through direct customer mailing. With Fidelity, you can easily export data to word processors to create customized letters and labels. Additional interfaces to other third-party services are available as follows: call accounting, electronic key lock systems, power supply management, in-room movies, point-of sale, telephone management, voice mail, video services.

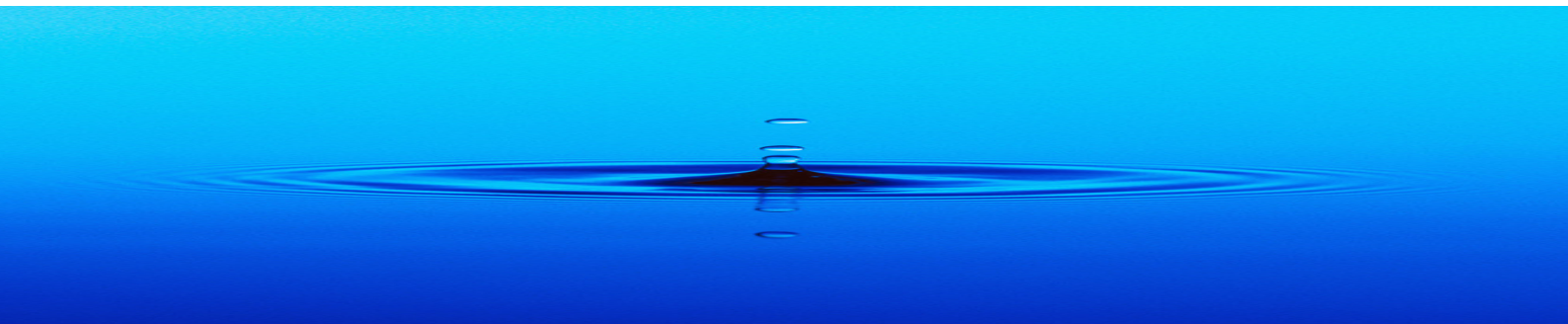
Fidelity's design is open to the world to provide easy communication:

▪ Confirmation letters can be sent to private or shared fax machines;

▪ Integration with electronic mailing;

▪ Internet compatibility;

▪ Integration with other hotel support systems, such as Point-of-sale, Pay-TV, door locking, central heating and air-conditioning, accounting packages, etc.



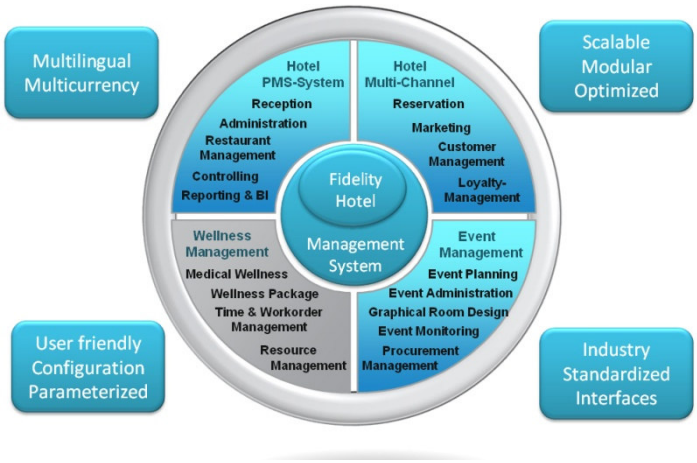
Interfaces

Interfaces to the following systems are possible:

- Back office systems;
- Telephone systems;
- Point of Sales (POS) systems;
- Door locking systems;
- Mini-bar;
- Energy management;
- Video systems.

Scalable and modular solution

Fidelity offers a wide range of scalable and modular solutions for an effective hotel management.



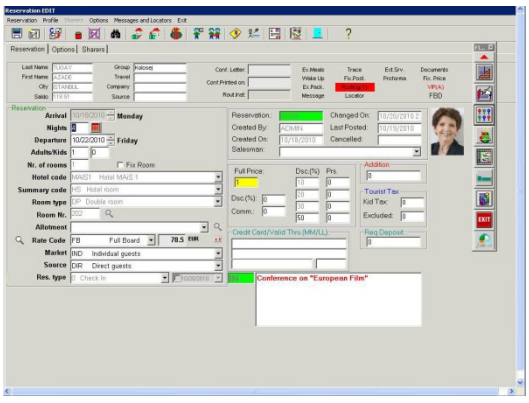
State-of-the art technology

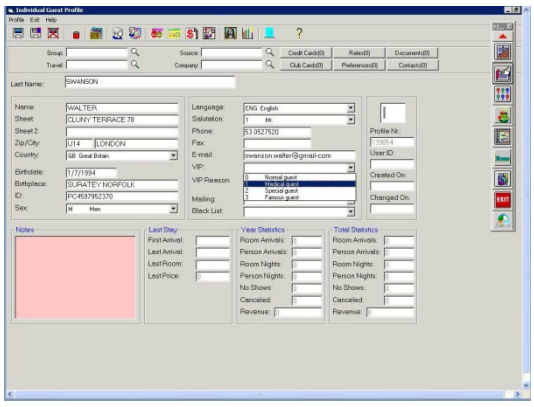
Fidelity Hotel Management System is built in client/server architecture using the latest hardware and software technology and standards, namely:

- True 32/64-bit technology;
- Multitasking technology;
- High-performance relational server;
- The latest development tools using MS ▪Visual Basic VC++ and .NET;
- Enhanced report and graph generation;
- Graphic MS Windows operating system;
- Reliability and security of application data;
- Standards in GUI to provide user-friendliness and training;
- Open to industry standard products and services.

RESERVATION MODULE

- Types of reservations:
  - Individual reservation
  - Company reservations
  - Travel Agency reservations
  - Group reservations
  - Source reservations
  - Reservation by any combination of the above
  - Waitlist reservations
- Profile for guests, companies, travel agencies, sources, and groups
- User-definable entry screens: profile, reservation, check-in
- Fields: Defaulted and calculated values, choice by list-boxes option buttons
- Unlimited number of rooms
- Unlimited number of rate codes
- Different reservation types
- Reservation status (definite, tentative, offer)
- Unlimited reservation availability period
- Reservation by hotel summary type, room type or room number
- Automatic rate and package assignment
- User-definable confirmation letters
- Individual modification of standard confirmation letter while editing reservation
- Automatic printing of confirmation letters
- Confirmation letter to Guest, Company, Travel Agent, Source
- E-mail and Fax Interface
- Allotments/Allocations
- Multiple folios and reservations per room
- Room sharing (easy to use)
- Routing instructions for automatic transfer of charges to another room or account
- Up to four different billing addresses for split folios
- Reservation query by a number of different fields
- Modification of reservation at any time
- Cancellations and reactivation of reservations at any time
- Multiple reservations for the same guest
- All reservations connected to guest history
- Ability to enter and print multiple guest messages in multiple languages
- Specific remarks for reservation
- Ability to create multiple Follow-ups for a guest. Follow-up is a remark about a reservation which requires an action from the staff at a specified date in the specific department.
- Classification by user-definable market codes to generate market code statistics
- Classification by user-definable source codes to generate source code statistics
- Classification by user-definable channel codes to generate channel code statistics
- Availability forecast in the following formats:
  - by type of reservation
  - by allotment and tentative reservations
  - by room types, number of rooms available, number of room occupied, occupancy in %, arrivals rooms/persons, departures rooms/persons, guests in house
- Conference Rooms Management (extra module)
- Wake-Up function
- Price management reservation
- Guest picture in guest's profile





Group Administration

- In addition to all single reservations options, the groups module allows you to:
  - Create a rooming list for group members
  - Enter a fixed or flexible number of sharers per room
  - Different rate sharing options
  - Different length of stay for each group member
  - Cancel and modify reservation for one or all group members
  - Individual guest profile handling of group members
  - Perform automatic room assignment as well as automatic room type assignment with selection by hotel-specific features
  - View group statistics
  - Check in the whole group automatically
  - Set individual billing instructions for all group members or route postings directly to group master folio
  - Perform a transfer from all group rooms to the master folio by various criteria
  - Group check-out or individual check out

- Create a new group, search, view and modify a given group and create a group master whose information can be copied to all group members.
- Apply changes to all group guests, one guest only, or all guests with common arrival date

Included/ Excluded Packages

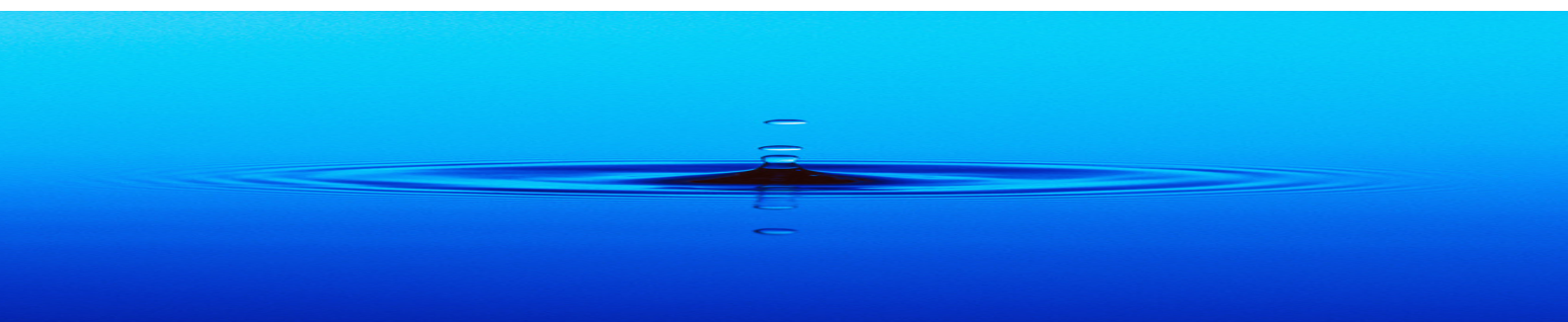
The package module has been designed to handle the most complex package requirements. A package is usually a deal where the guest in your hotel gets services included in the rate other than just a room.

With the basic package module you can configure the following items:

- Print package elements on a separate line on the guest folio (external packages)
- The price of a package element can be added to the rate or included in the rate
- An equation on how often the package price should be calculated (per adult, per child, per person, flat rate, ...)
- Multiple possibilities for posting rhythm
- Separate formula for quantity and price

Check- In and In-House

- User-definable screens and fields
- Ability to enter, complete and modify guest data
- Handling of walk-ins
- Individual check-in of group members or global group check-in
- Check-in of permanent folios
- Query of arrivals by the same selections as in reservations and by:
  - Walk-in
  - All Arrivals
  - Already checked in
  - Day use
- Possibility to modify any reservation details (except arrival date after check-in)
- Four folios per person at the same time
- Automatic room assignment
- Display of rooms available by room type, room status, and any combination of features
- Ability to reactivate reservation after check-in
- Automatic posting of reservation deposits into guest ledger
- Connection to guest history
- Message system in user-defined languages

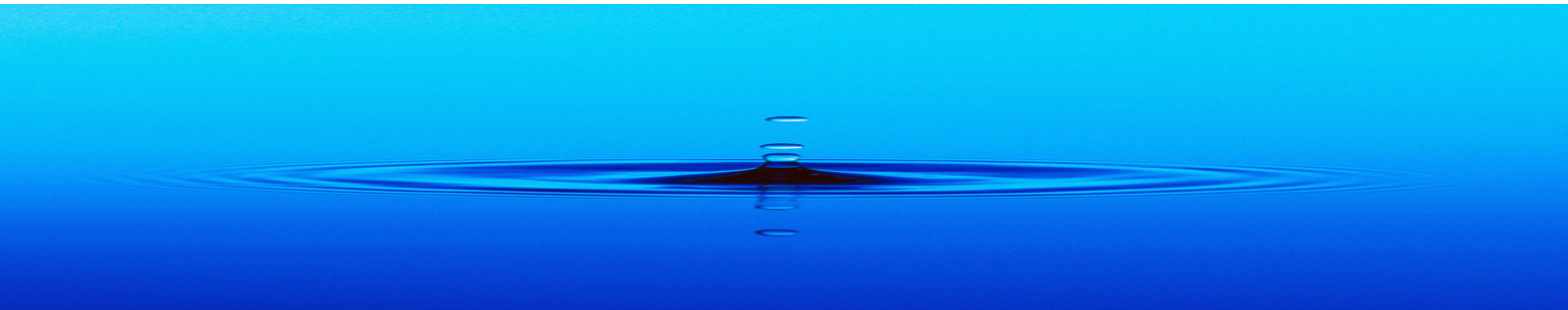


Guest History/ Profile

- Ability to create profiles for individual guests, companies, agents, and sources
- User-definable screens, fields, and default values for address file and guest history
- In addition to abundant guest information and statistical fields, the following features are offered:
  - You can enter special room features for a guest, which will be defaulted every time you assign a room for a guest
  - Possibility to put guests on a cash list or black list (no reservation possible without special rights), with user-definable comment
  - Enter of a special commission for a client, agent or source
  - Enter of a default rate code for a special guest, company, etc.
- Special features for company, agent and source profiles:
  - Possibility to enter billing instructions, which are defaulted for every company reservation
- On-line company/travel agent statistics displaying revenue and nights
- Ability to view statistics of past stays and future reservations
- Ability to enter unlimited remarks, internal and external information
- Automatic transfer of reservation data into guest history
- Integration to word processing for mailings and labels
- Mailing by user-definable selection criteria, including number of past stays and market codes from guest history address file
- Ability to print labels by same selection criteria
- Statistics by revenue, number of stays, number of nights and number of cancellations, not only for individual guests but also for companies, travel agents, and sources
- Visual identification of a guest, guest photo

Guest Accounting

- User-definable department codes
- Variable grouping of department codes
- 9999 department codes
- 9999 payment accounts (credit cards, bank transfer, etc.)
- 9999 foreign currencies for payment and exchange
- Automatic posting of fixed charges by multiple selection criteria
- Routing instructions for automatic transfer of specific postings, grouped postings, or all charges to other folios
- Correct, modify or split postings
- Transfers of settlements from room to room/folio to folio
- Search of department code by number or description
- City ledger accounts
- Posting by room number or guest name
- Consolidate postings
- Postings journal to display the postings made by cashier number by department codes
- Possibility to view posting history, i.e. transferred postings, deleted postings and corrections from the guest's folio
- Display and print checked-out guest folios
- Ability to enter supplement text for every posting
- Various folio styles
- Deposit information
- Specify credit limits for various methods of payment
- Interface to POS systems, PBX systems, video, mini-bar, etc.
- Proforma Invoice



Check-Out

- User-definable folio format in up to five languages
- Ability to enter individual and additional text for each folio
- Automatic printing of folios with department code text
- In addition to the regular folio you can print:
  - Folio preview (anytime during the guest's stay)
  - Interim folio
  - Advance folio
  - Pro-forma invoice
- Various standard folio styles
- Ability to consolidate folios
- Quick check-out without printing of folio
- Early departure with preposting of room and tax
- Unlimited possibilities for folio splitting and regrouping of postings
- Possibility to enable or disable printing of phone numbers of guest's folio
- Ability to modify any previous billing instructions at check-out
- Post additional charges
- Add or change the supplement text of postings
- Unlimited number of payment combinations: credit cards, currencies, cash, direct bill, etc.
- Deposits printed on folio
- Ability to preview folio on the screen
- Special group check-out. Simplifies check-out of various group members at the same time.
- Storno bill of check out guest.
- Exporting to PDF, MS Word.
- Discounts.
- Loyalty card system benefits.

Cashier Function

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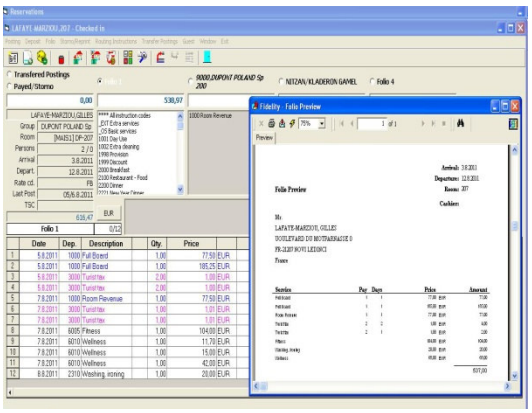
- Multiple cashier numbers
- User-definable cashier setup. The hotel can decide whether use of following options is required:
  - User identification
  - Only one user per cashier at a time
  - Blind cashier closure
  - Fixed starting balances

- Credit check report
- Credit card report



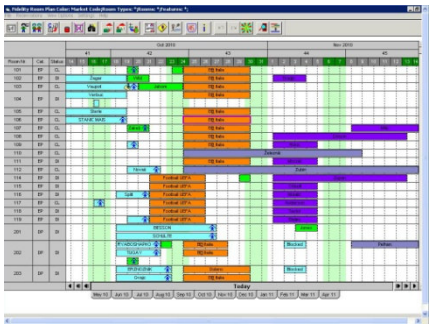
- City ledger report
- Currency report
- Check or currency exchange with customized receipt layout
- Exchange from foreign into local and local into foreign currency.
- Daily modification of exchange rate made easy
- Possibility to enter a buy rate, sell rate and a commission amount per currency
- Complete cashier journal
- Automatic opening of cashier
- Cashier closing with automatic calculation of payment balances
- Folio history

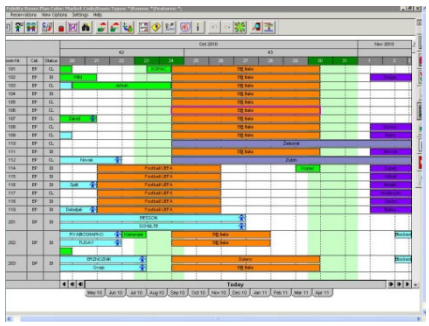
Deposit Accounting

- Accounting of reservation deposits
- List of outstanding deposits
- List of transfers and refunds
- Deposit report with limit date
- Deposit reminder report
- Automatic transfer of deposits to guest folio at check-in
- Customizable receipt for deposits
- Possibility to change reservation type immediately after entering a received deposit
- Linking of deposit with proforma invoice.

City Ledger/ Credit Card Accounting and Invoicing

- Handling of city ledger accounts
- Invoicing to agencies and companies in different currencies
- Invoicing to companies for credit cards postings
- Automatic transfer of city ledger bills to city ledger accounting at check-out
- Various reports: City ledger/credit cards of the day, reminder report, payment report, total city ledger, invoices sent, storno invoices
- Voucher/group invoicing with possibility to modify the invoice according to the contract with the company
- Search for city ledger accounts by name, invoice number, date or amount
- Grouping of several folios into one





Rooms Management

- Ability to change room status through telephone interface
- Ability to change room status through POS interface
- Display room status at any time
- Complete house status including all important factors at one glance
- Ability to check for clean, dirty, out of order, out of service, assigned rooms, and room discrepancies
- Room status report
- Various options for "Quick Cleaning" rooms
- Housekeeping room and person discrepancies
- Possibility to take rooms out of order (lock the room and take it out of availability) or out of service (close the room but leave it in availability) until a given date and enter a reason
- Possibility to enter overbooking levels by room type or totals per day
- Room history
- Assign rooms
- View future monthly occupancy per day and per room type per day in a graphic display
- Room plan adapted to new generation of monitors

POWERFUL REPORTING CAPABILITY

Fidelity includes a comprehensive set of reports that will meet the operational and marketing requirements of the most demanding managers. Using Microsoft Word or Excel, you can easily and quickly export information from database to a spreadsheet or charts, thus creating your own powerful ad hoc reporting capability.

Reporting System

- E-mail & Fax Interface
- User-definable report menus for:
  - Guests in House
  - Reservations
  - Guest history
  - Financial
  - Night audit
  - Statistics
  - Shift reports
  - Configuration reports

  Over 500 standard reports in these categories
- User-definable query boxes
- User-definable filters
- Numerous varieties of reports and statistics
- Comparison with last year (day, month, year) and budget
- Marketing reports
- Manager reports
- Graphical reports
- Customizable Reports according to client's needs
- Advanced analytical reports

Statistics

- Market code
- Source code
- Channel
- Rooms
- Room types
- Company, source, travel agency or individual guests
- Country
- Foreign/domestic guests
- Rate codes, rate code groups
- Arrivals, departures, nights, walk-ins, day-uses
- Reservations
- Cancellations
- Daily, monthly
- VIP guests
- No shows
- Combined statistics
- Analytics

Night Audit

- User-definable night audit
- Handling of no shows
- Display of open cashiers, of departures not paid, of arrivals not arrived to prepare for night audit
- Unlimited number of reports and statistics
- Balance control for back office
- Automatic posting of all fixed charges and room rate
- Country code control for country code statistics
- Transaction log for all activities
- Posting of telephone charges by telephone interface
- All statistics calculations
- Manager report covering crucial daily statistics
- Allotment control
- Print to spool files for back-up purposes
- Automatic sending of reports by e-mail

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