

# HSS - Hotel Software Systems

## Property Management System

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A division of Advantage Management Software, LLC

7929 SW Burns Way, Bldg B, Wilsonville, Oregon 97070 Phone: 800-634-9248 Fax: 503-404-0030

## FrontClerk PMS

For over 17 years, HSS has been providing management software solutions for the hospitality sector. We are dedicated in providing user friendly software, priced for value with support after the sale to insure better customer satisfaction. FrontClerk is installed in over 4,500 hotels from a small boutique hotel to hotels with over 400 rooms. A turnkey Installation typically takes 5 to 7 days, including on-site training and training aids.

FrontClerk is fully featured and can be modified with our System Utilities for the way you run your hotel, bed and breakfast, campsite, extended stay property, military rooming facility, or other guest facilities. Its simple menus are easy to read and use.

Basic system skills for Front Desk personnel are available on our training CD and Advanced Training Programs are available. Management Training is required since the program is very robust and has many hotel management features.

Get the details, Click on Your Area of Interest

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# Front Desk Clerk Features & Functions

Here is a list of just a few of the FrontClerk features –  
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## Check-In

Standard Check-In

Fast Reservation Check-In

## Check-Out

Standard Check-Out

Super Speed Check-Out

## Reservations

Make a Reservation

Check in a Reservation

Edit Guest Record

Quick Information Access

Phone List

Future Room Availability,

Unsold Rooms

Current Statistics-

by Day, Month, YTD

Guest Folio Review and Edit

Find Checked Out Guests

Add Charges or Payments

Make or Modify Keylock Cards

MA01 Front Desk Menu JC 04/02/05  
OnLine 2 +

1 - Walk-In	T - Transfer Balance Room to Room
2 - Check Out	V - Set Room Status
3 - Add Charges or Payments	X - Show Unsold Rooms
4 - Check In/Edit a Reservation	W - What Should My Drawer Have
5 - Edit a Guest Record	8 - Add Reservations
6 - Move Guest From Room to Room	9 - Fast Reservations Check-In
7 - Enter Petty Cash Out	Q - Quote Program
A - Room Availability	C - Find Checked Out Guest
F - View or Print a Folio	R - Current Statistics
P - Phone List	Y - View/Add Guest Messages
B - Check Back In to Adjust Folio	N - Quick Reservation Cancel
S - Super Speed Check Out	H - Hide a Line Item on a Folio
J - Group Check-In	C - Print Foliors by Depart Date
K - Group Check-Out	

FD01 WALK-IN 04/02/05

Folio # [redacted] Clerk JC Confirm # [redacted] Reg Card [redacted]  
Arriving 04/02/05 Saturday Nights 1 Departing 04/03/05 Sunday  
Adults 1 Children 12 0 Children 17 0

Exit th:

Last Name SMITH	Payment Type [redacted] Guar Code 6P
First... JESSICA	CC # [redacted]
Company [redacted]	EXP [redacted]
Address 123 MAIN STREET	A/R # [redacted]
City RIPON ST WI Zip 54971	
Phone 555-555-1234 Tax Exempt N	
Loyalty # [redacted] Smoker N	Credit Limit 0.00
Car # [redacted] - Make [redacted]	Travel Agt [redacted]
Drvr Lic ST-# [redacted]	
Special Reqs [redacted]	
Src [redacted] SRP LN2M	
Room Type NDD1 Room Num [redacted]	
1st Nights Rate 0.00	
Promo [redacted] Bk By [redacted]	
Comments [redacted]	

F7 Print History / F8 View History

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# Management Functions

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Night Audit  
Checked Out Guest Adjustments  
Manager's Adjustments  
Monthly Roll Over  
Set Flat Charges  
View Folios By Departure Date  
Manage Advance Reservation Deposits  
    Not Checked In  
Transmit Multiple Days  
Edit Attractions Listing  
Ad hoc Listing Of Charges  
Move or Change Description  
Set Defaults For Export File  
Create Guest Export File  
Transfer Information to Home Office  
Daily Backup  
Maintenance

Show Unsold Rooms													User: JC 14:38:17					
FD17	Room	Type	VR	DA	COM	R	Room	Type	VR	DA	COM	R	Room	Type	VR	DA	COM	R
	102	NDD1	N	99			203	SND1	Y	99			205	232	NDD1	N	99	
	104	NDD1	N	99			204	NDD1	Y	99				233	NK1	Y	99	
	114	NDD1	N	99			205	NDD1	Y	99		203		234	NDD1	Y	99	
	120	NDD1	Y	99			206	NDD1	Y	99				235	NK1	N	99	
	122	NDD1	N	99			207	NDD1	N	99				236	NDD1	Y	99	
	124	NDD1	N	99			208	NDD1	Y	99				239	NK1	Y	99	
	126	NDD1	N	99			209	NDD1	Y	1		211		240	NDD1	N	99	
	128	NDD1	N	99			210	NDD1	Y	99				242	DD1	Y	99	
	130	NDD1	Y	99			211	NDD1	Y	99		209		243	K11	N	99	
	132	NDD1	N	99			212	NDD1	Y	99				244	DD1	Y	99	
	133	NK1	N	99			214	NDD1	Y	99				246	DD1	N	99	
	134	NDD1	Y	99			215	NDD1	Y	99				247	K11	N	99	
	136	NDD1	Y	99			216	NDD1	N	99				248	DD1	N	99	
	138	NDD1	Y	99			218	SND1	Y	99				249	SDD1	Y	99	
	140	NDD1	Y	99			220	NDD1	N	99				250	DD1	Y	99	
	144	DD1	Y	99			224	NDD1	Y	99			HOUS	HOUS	N	99		
	148	DD1	Y	99			226	NDD1	Y	99								
	149	SDD1	Y	0			228	NDD1	Y	99								

Do you want to continue. █

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# Management Reports

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- Operating Reports
- Franchise Fee Report
- Monthly Activity Report
- Monthly Occupancy Forecast
- Monthly Deposit Report
- Monthly Cash Out Report
- Key Deposit Report
- Weekly Who Owes Us Rent Report
- Out-Of-Service Report
- Maids Minutes Report
- Room Count Revenue Report
- Monthly Cash Out Listing
- Shift Balance Report
- Shift Listing Report
- Manager's Report
- Rooms Out of Service Report

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```
RP02          Departure Report for 04/02/05 thru 04/02/05          User: JC
OnLine 2 +                                         04/02/05 12:28:25

Last Name      First  Company/Corp.   Room   Folio Type   Rate Arrive
-----
DOEY           RICHA            109X   33765 MDD1   40.00 04/02/05
HOLMES        JESSIC          106    33616 MDD1   67.00 04/01/05
MACKELBERG    KIM X           142    33728 DD1    67.00 04/01/05
MAINES        GLORIA HSS      245    33733 K11    67.00 04/01/05
THAINES       GLEN HSS        112    33725 MDD1   67.00 04/01/05

-----
Total Number of Guest Rooms = 4
Total Sharewith & Meeting Rooms = 1
```

```
RP03          Maids Housekeeping Report for 04/02/05 12:30:10      User: JC
*****
Date _____
No of Rooms _____
Time per Room _____
Inspected By _____

ROOM  TYPE  S/O C/O  MAID  READY  COMMENTS/REQUESTS  SRC AD CH  MARK VR
-----
102  NDD1      OUT  X
103  SND1      OCCUP  ROLLAWAY
104  NDD1      OUT  X
105  NDD1      X    X
106  NDD1      X    X
107  NDD1      OCCUP  ENT N
108  NDD1      OCCUP  P    1    GAM N
109  NDD1      OCCUP  QTE N
110  NDD1      OCCUP  QTE N
112  NDD1      X    X    1    RAK N
114  NDD1      EMPTY/DIRTY X
120  NDD1      EMPTY/CLEAN Y
122  NDD1      EMPTY/DIRTY X N

Enter E to exit
```

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# Marketing Functions

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Marketing Department  
Master Marketing Report  
Guest List Corporate Report  
Source Code Report  
List & Maintain Market Codes  
Add, Produce & Edit Letters  
Produce Mailing Labels  
Market Codes by State  
Market Listing by City  
Database Marketing  
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functioning on-line demo.

```

MK01                               Market Segment Report                               User: JC
OnLine 2 +                          From .04/01/05 to 04/01/05                    04/02/05 14:30:08
                                     Actual Past Revenue
Description      Market Rooms*  Revenue  Total  % of  Average  ADR
                0           67.50   0      1.62  0.000   0.00
AMERICA'S PACK  AMP           1        56.25  1      1.35  1.000  56.25
CORPORATE       CRP           2        89.00  3      2.14  1.500  29.67
EXECUTIVE CLUB  EEC           1         0.00  1      0.00  1.000   0.00
ENTERTAINMENT  ENT           1        55.00  1      1.32  1.000  55.00
CARD
FOOTBALL GAME  GAM           1        32.00  2      0.77  2.000  16.00
LOI             L01           0        53.60  0      1.29  0.000   0.00
ROCK BOTTOM RATE LRO           1        50.25  1      1.21  1.000  50.25
WEB SITE DISCOUNT LWB           0        60.30  0      1.45  0.000   0.00
PACK RATE      RAK           36       3390.25  36     81.50  1.000  94.17
RAILROAD       RR            0        70.00  0      1.68  0.000   0.00
GOVERNMENT     SGV           3       140.00  3      3.37  1.000  46.67

```

Press any key to continue ... █

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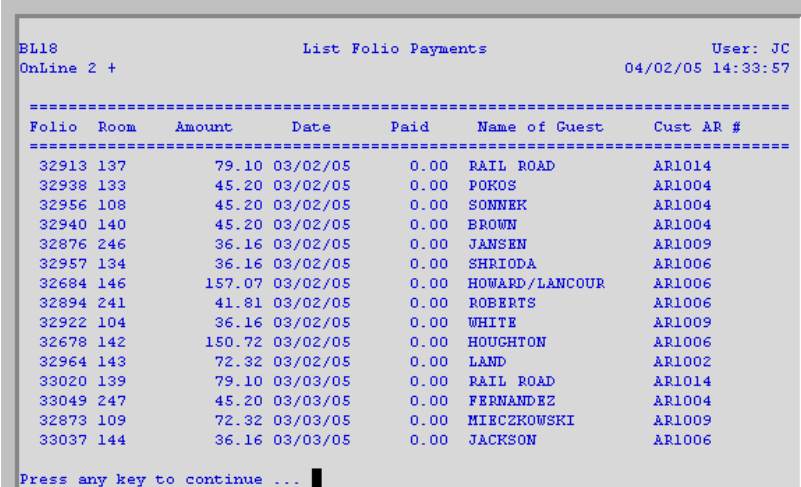
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# Billing Controls

FrontClerk provides data export interfaces to Back Office accounting systems as comma delimited text files including certain Guest Information to other systems on a "pick and choose" menu. Our customers interface to Great Plains, MAS 90, Quick Books and other professional accounting systems.

Here is a list of functions with the FrontClerk Billing Module:

- Add or Edit a New Customer
  - Add, Edit, or Payoff Direct Bill Charge
    - ...With Cash
    - ...With Credit Card
  - Print Statements and Direct Bill Receivables
  - List Folio Payments
  - Batch Folio Pay Off
  - Consolidate Direct Bills
  - Split Partially Paid Folios
  - Print Daily Direct Bills
  - Account / Folio Write-Off
  - Edit/Pay Existing Check
  - Delete Paid Checks
  - List Bad Checks
  - List, Add or Edit An Advance Deposit
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```
BL18                               List Folio Payments                               User: JC
Online 2 +                                                                    04/02/05 14:33:57

=====
Folio  Room    Amount    Date    Paid    Name of Guest    Cust AR #
=====
32913  137        79.10  03/02/05    0.00    RAIL ROAD        AR1014
32938  133        45.20  03/02/05    0.00    POKOS            AR1004
32956  108        45.20  03/02/05    0.00    SONNEK           AR1004
32940  140        45.20  03/02/05    0.00    BROWN            AR1004
32876  246        36.16  03/02/05    0.00    JANSEN           AR1009
32957  134        36.16  03/02/05    0.00    SHRIODA          AR1006
32684  146       157.07  03/02/05    0.00    HOWARD/LANCOUR   AR1006
32894  241        41.81  03/02/05    0.00    ROBERTS          AR1006
32922  104        36.16  03/02/05    0.00    WHITE            AR1009
32678  142       150.72  03/02/05    0.00    HOUGHTON         AR1006
32964  143        72.32  03/02/05    0.00    LAND             AR1002
33020  139        79.10  03/03/05    0.00    RAIL ROAD        AR1014
33049  247        45.20  03/03/05    0.00    FERNANDEZ        AR1004
32873  109        72.32  03/03/05    0.00    MIRCZKOWSKI      AR1009
33037  144        36.16  03/03/05    0.00    JACKSON          AR1006

Press any key to continue ... █
```

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# Exporting Data

FrontClerk data can be sent in simple, comma delimited text files that can then be imported into other programs including many popular Accounting packages, Excel, Word, Direct Mail programs, ACT! Contact Manager, and other Databases.

Write Confirmation Letters

Track New Guests using ACT! and use it's Contact Manager to stay in touch for Direct Mail, Holiday greetings, or special promotions.

Update your accounting records with only a few steps.

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# Remote System Access

FrontClerk offers two ways to remotely access your Hotel's Property Management System - over the Internet or through a Direct Phone Dial-up:

## Remote Dial-up Access to Your Hotel

This remote access is over a standard phone line. Your HSS system requires a modem and a dial-in phone number. When you are ready to access the Hotel, contact the Hotel to allow you system access. You can then use any Windows PC with our Remote Access software (long distance charges may apply). This is View and Use access. If you want to print all the FrontClerk reports at your remote location, use the FrontClerk Online internet version described below.

**Remote File Transfer** - the Hotel can designate which data is to be sent to a remote location or home office. This information is then transferred in a comma delimited text format and can be read by many popular programs such as ACT!, Excel, popular Accounting Programs and databases.

## Remote Internet Access to Your Hotel

**Convenient** - From any location in the world using your private password, you can access each of your hotels from a single Windows based application – FrontClerk Online. We can help you modify your FrontClerk Online application to your individual Hotel and Internet preferences and uses.

### Easy to use...

1. Connect your Hotel to the Internet over a phone modem, DSL (faster) or T-1 (fastest) connection to your Internet Service provider. The faster the connection, the better the performance.
2. The Remote User installs FrontClerk Online on their Windows laptop or PC from our CD ROM.
3. The Remote User connects to his/her local Internet provider.
4. The Remote User clicks on the FrontClerk Online icon on their desktop. and you're in! HSS sets up each hotel's address with you when you install the FrontClerk Online software.

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**Remote Printing** - Print any FrontClerk report or screen to your local printer or Windows network printer without any confusing configuration modifications.

**Secure Your Data** -There are two basic ways to make sure your access to the Internet from your hotel Property Management System computer is secure...

1. Install FIREWALL hardware and software to prevent unauthorized Internet hackers from getting in through the Internet door you open, and
2. Use a VIRTUAL PRIVATE NETWORK that encrypts all data from your system to the Remote User.

Hotel Software Systems can provide written guidelines for you to install a SECURE Internet connection.

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# Operating Reports

- on screen and on your printer.

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Arrivals & Cancellation Report

Departure Report

Maids Housekeeping Report

Rack or Tree Report

Guest Phone List

Shift Listing

Shift Accounting Balance

Change Shift Information

Accounting Journal Listing

Administrative Call Listing

Guest Cash / Credit Limit Listing

Folio Code Spreadsheet Listing

Inventory Status Report

Tax Report for Taxes Changed

Credit Card Settlement Credit

Card Authorizations Report

Guest Message Report

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```
FD14
Room   Guests Name      Room   Phone List      Room   User: JC 14:42:34
238    BROWN, MARK      141    THOMPSON, THOMAS
109X   DOEY, RICHARD    103    TIRGEN, SUE
147    FREY, HAYDIE     143    TOLLMAN, KATHIE
109    GANNES, GLORIA   107    TOOLE, GLEN
222    GOLLET, GLEN     105    VULLER, DEBBIE
106    HOLMES, JESSIC   146    WILLSON, BRIAN
139    JANSSEN, JESSIC  108    ZAHNISER, TOM
110    LEVIN, GLEN
142    MACKELBERG, KIM
245    MAINES, GLORIA
141C   WILLY, CAMERA
```

```
RP17
OnLine 2 +
Inventory Status Report
User: JC
04/02/05 14:41:22
Sat Sun Mon Tue Wed Thu Fri
04/02 04/03 04/04 04/05 04/06 04/07 04/08
-----
Total Rooms - Out/Order 117 117 117 117 117 117 117
Beginning Occupied Rooms 10 27 22 12 9 7 2
- Departures 4 9 12 4 2 5 2
+ Ctd Individl Arrivals 4 2 0 0 0 0 0
+ Non-Ctd Indv Arrivals 11 1 2 1 0 0 0
+ Ctd Delegate Arrivals 6 1 0 0 0 0 0
+ Non-Ctd Dele Arrivals 0 0 0 0 0 0 0
Total Arrivals 21 4 2 1 0 0 0
Total Reserved Rooms 27 22 12 9 7 2 0
Individual Rooms 21 16 8 5 3 1 0
Delegate Rooms 6 6 4 4 4 1 0
Available Rooms 90 95 105 108 110 115 117
Net Group Masters 7 0 0 0 0 0 0
Actual Available Rooms 83 95 105 108 110 115 117
Enter the next Date to Start, <Esc> to exit 04/09/05
```

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# Interfaces

FrontClerk offers over 100 interfaces to many systems and vendors popularly used by hotels with direct folio posting in most cases including:

Call Accounting

Electronic Door Key Cards

Voice Mail

PBX

Movies

Back Office Accounting

Credit Card Processing

Point of Sale such as

Restaurants

Gift Shops

Sports Shops

Central Reservation Systems (both one way and two way)

Internet reservations

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# FrontClerk for Windows

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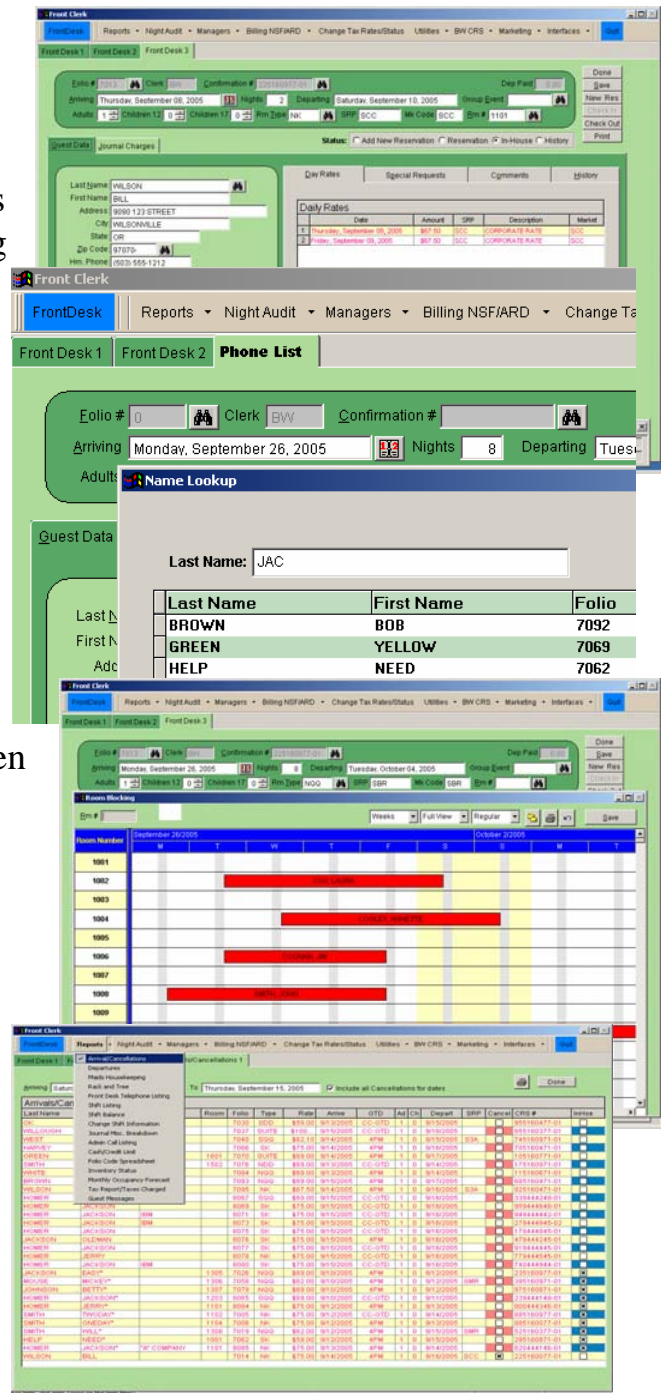
- ❑ **THREE TIER, CLIENT-SERVER ARCHITECTURE**
- ❑ **SQL DATABASE**
- ❑ **SMOOTH MIGRATION** from your existing FrontClerk software – or run both from the same database ! All guest history remains available after you upgrade
- ❑ **MINIMAL TRAINING** – the intuitive user screens can be learned after less than one hour of training - existing users will be even faster.
- ❑ **FEWER SCREENS** – check-in, check-out, find availability and room rates, and make reservations all from one easy to learn screen.
- ❑ **MULTI-TASKING**
  - **On the phone taking a reservation when a customer wants to check in?** Open a second Tabbed Window, check in your customer and go back to your reservation **WITHOUT LOSING ANY DATA OR TIME!**
  - **Need to know who's arriving today or get a current phone list?** Keep a Tabbed Window open and it's one click away!
- ❑ **AVAILABILITY, ROOM BLOCKING & MOVING ROOMS** – all available on one easy to use screen
- ❑ **STANDARD & CUSTOM REPORTS** – all your favorite reports. Customize them for your hotel.
- ❑ **NETWORK PRINTING** – any printer on your network can be used
- ❑ **HOME OFFICE ACCESS & REPORTING** – an updated version of our popular “work from home” for the corporate office or remote manager

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# Your Hotel's Website Reservations

FrontClerk offers a Web Site Reservation capability with:

- Automatic, real-time RATE AND INVENTORY** management from your current FrontClerk PMS data.
- Incorporate** the HSS web booking engine into your hotel's or your chain's existing web site.
- Take guest reservations over the web **AUTOMATICALLY AND DIRECTLY INTO YOUR FRONTCLERK PMS !**
- No Transaction Fees** apply !

**Already have an existing web site reservation capability?** Ask us about adapting our interface. Our XML booking engine can meet the Open Travel Alliance standards and is adaptable to:

- Chain Central Reservation Systems,
- Third Party Central Reservation Systems, and
- Your Hotel's Website
- Popular Travel Websites such as Expedia

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