

GuestTracker by TCS Systems inc.

Introduction

Guest Tracker Property Management Software was developed for unique and diverse Hotels & Resorts. We also accommodate a large Market of Hotel Franchises, Motels, Clubs, Multi-Property Resorts, B&B's, State Parks, Rental Properties, Condominiums, Campgrounds, Government Airbases, and Property Management software companies. Software features for all types of properties. Our Product support, and unequalled training are all a #1 priority. Our Software Interfaces and Add-Ons will allow us to grow with you. Guest Tracker is developed by TCS Systems inc., a Software Development Company.

Highlights

Over 100 software features you will experience and enjoy when you view our Demo download.

Over 1,000 properties worldwide have successfully implemented our software.

Our flexible design will allow you to work the way you need to, no software limitations.

Easy-to-use is the key to allowing new users to become productive right away.

Full accountability, every transaction by user, shift, date, and time stamp reported daily.

Our service is personalized by account rep that knows your property from day 1.

Qualified Property consultants that will recommend and help implement software training, PBX, Call Accounting, Internet, Credit Card Integration, and Computer networks and infrastructure.

Guest Tracker is powerful and fully integrated with your property's existing systems

Phone/e-mail support, any day, any time.

Installation support, network support, training, and software setups

History of TCS Systems inc.

GuestTracker has been a leader in The Lodging Industry Software Business since 1986. Our Legacy DOS systems were very popular for over 10 years. In 1998, our Windows based systems using Access Database, MS SQL, and Oracle as an Open Database System were well on their way to becoming a flexible Robust solution for all types of Properties, Resorts, Clubs, and Hotels. Our integration with Microsoft Products with Custom letters and e-mailing Confirmations through GuestTracker is one of many ways our Software technology is looking forward to the future of Property management Software.

TCS Systems, inc. Software Development Company has a host of Products and Services including:

Server Installations Support, network support, computers, printers, Windows O.S. support. Software installation and training, and setup. On-Line reservations, Internet reservations, Call Accounting, Credit Card Integration Module, PBX, POS, Accounting Software interfaces and support. Conversion of Legacy systems into Guest Tracker Windows Applications. PC Anywhere connections for support and version release updates, upgrades, and conversion of older versions to the Latest Guest Tracker release.

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Guest Tracker Software Features and Enhancements

Highlights

Open Access, SQL, Oracle
Multi-user network version
Windows 98/NT/2000/XP
Custom MS Word letters
Extensive Look-up features
Multi-Tasking Windows
Filter / Sort all reporting
Guest Notes - popup notes
Automatic Room/Rates
Refund charges - adjustments
Import/Export to Databases

Reservation Features

1-Step Reservation screen
Groups / Packages
Extended Stay features
E-mail confirmations
Waiting Lists
Guest Notes
Master folios / Direct Bill
Room / Tape Charts
Room Shuffle features
Advanced Deposits postings
Pre Post charges at check In
Arrival / Departures in Detail
Room Chart Reservations

Folio Management

Arrival/ Departure reports
City Ledger / Direct Bill
Night Audit Reporting
Folio Billing / Receipts

Folio summary and details
Guest Ledger - In House
All reporting by user, shift, id
Group folios and incidentals
POS register module
Deposits Due aging report
Revenue Forecast reports
Housekeeping Maintenance

Guest History

History reports by Market Code
History reports by Guest Type
Mailing Labels by Guest
History Filtered by date / type
Guest History by Room / Rate
Invoice Detail bill re-creation
Guest Ledger History
Audit History of all transactions
Message history by Guest
Room History graphs by Room

Interface Modules

Network Multi-user Interface
Call Accounting Module
Call Accounting Interface
Credit Card Processing Module
Point of Sale Interface
Club Software Interface
Central Reservation Interface
Internet/GDS Reservations
Accounting Module Interfaces
On-line and On-Site training

CONTACT TCS SYSTEMS

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Reservations Management Module - Add, Update, Cancel Reservations

Guest Tracker Property Management Systems 5.1 - [Reservation Screen]

File Rsrv Chk-In Chk-Out N-Audit RePorts Setup LogOn Maint A/R POS Help

ADD RESV UPD RESV WALK-IN CHECK-IN CHECK-OUT FOLIO OCCUPIED ARRIVAL DEPART INTERNET RM CHART GUEST WAIT LIST LOGIN

41 Confirmation **Update Reservation** Rate table activated => **DAILY**

17 Repeat Guest April, 13 2002 Rate/Night: 140.00

ARRIVAL DEPARTURE Room Type: KING Discount: .00

04/07/02 To 04/14/02 7 Night(s) Unit No: 152 Guarantee Misc. Acct: Amt: .00

Sunday Sunday Guest Type: 2 GROUP Rate Plan Tax Exempt: Total Tax: 0.00

Arrival Time 2:00 PM 2:00 PM Adult/Child: 2/2 Day Week Month Pkg Pkg/D Total: 980.00

Reservation Total: 4214.00

Group Leader

Last Name: Bayton
 First Name: Tom MI: I
 Address 1: 12 STREET
 Address 2:
 City, State: Bellville NJ
 Zip, Country: 01251
 Phone/Salut.: (546) 546-8654
 Category: Direct Bill:
 Company:
 Guest Email: email@email.com

FOLIO * UPDATE

Charge Card
 Type: Other Name:
 Acct #: Exp Date: /

User: master
 Creator: master
 Shift:

Deposit/Payment **Check**

Amount	Account	Date
2,108.00	550	03/24/02

Lic Model Make

Settlement 0.00

Travel Agent Market Code 5 Referral

New Notes Print Clear Group
 Member Extra Continue Rsrv
 Add-To-Group

Post Deposit

Select Update Calculate Balance Print Letter Email Close

Ready

One Screen for all Reservations, Updates, and Additional Guest Information.
 New Guest e-mail address for our confirmation e-mailing system.

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Guest Maintenance - Reservations, Guest History, and Information

GUEST MAINTENANCE

Guest #:

Notes

Last name:

First Name: **MI:**

Address 1:

Address 2:

City, State:

Zip, Country:

Phone/Salut.:

Work Phone: **Ext:**

Category: **Direct Bill:**

Company:

Email:

Card Typ:

Card #/Exp:

Guest Type: **Mkt Cd:**

Last Used: **#Stays:**

***** GUEST HISTORY *****

Confirm#	Arrival	Depart	Room #	Room Type	Room Rate	Rate Type	Market Type	R
17	11/04/98	11/08/98	158	DOUBLE NS	100.00	DAILY	Market let	
39	12/04/98	12/08/98	206	DOUBLE NS	100.00	DAILY	Market let	

*****GUEST RESERVATIONS/OCCUPIED*****

Conf No	Arrival	Departure	Room #	Room Type	Guest Type	Rate Type	Rate
41	04/07/02	04/14/02	152	KING	0	DAILY	\$140.00
42	04/07/02	04/14/02	154	KING	0	DAILY	\$140.00
43	04/07/02	04/14/02	200	KING	0	DAILY	\$140.00
44	04/07/02	04/13/02	118	KING	0	DAILY	\$140.00
37	04/05/02	04/06/02	120	DOUBLE	0	PACKAGE1	\$350.00

Guest Selection

Guest Profile has all past Room history detail, Open Guest Reservations, and misc. information for all Guests on file. Fast Guest Search capabilities.

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Room / Guest Tape Chart - Manage all reservations from Charts

Room #	Type	Stat	04/04/02 Thu	04/05/02 Fri	04/06/02 Sat	04/07/02 Sun	04/08/02 Mon	04/09/02 Tue	04/10/02 Wed	04/11/02 Thu	04/12/02 Fri	04/13/02 Sat	04/14/02 Sun	04/15 Mo
112	DOUBLE	VC												
114	DOUBLE	DD		Bell 1	Bond	Bond								
120	DOUBLE	DD		Bayton										
126	DOUBLE	DD		Muller	Muller	Muller	Muller	Muller	Muller	Muller				
130	DOUBLE	DD		Mott 2	Mott 2	Mott 2								
136	DOUBLE	VC											Perelli 3	Perelli
142	DOUBLE NS	VC												
144	DOUBLE NS	VC												
146	DOUBLE NS	VC												
116	KING	VC										Bell 2	Bell 2	Bell
118	KING	VC				Bayton	Bayton	Bayton	Bayton	Bayton	Bayton	Bell 3		
134	KING	VC										Bell 3		
148	KING	VC												
152	KING	VC				Bayton	Bayton	Bayton	Bayton	Bayton	Bayton	Bayton		
154	KING	VC				Bayton	Bayton	Bayton	Bayton	Bayton	Bayton	Bayton		
156	KING	DD		Camey	Camey	Camey	Camey							
200	KING	VC				Bayton	Bayton	Bayton	Bayton	Bayton	Bayton	Bayton		
119	KING NS	VC												
158	KING NS	VC												
124	QUEEN	VC												
140	QUEEN	VC												

Rows 1 through 21 of 31

Occupied
 Reserved
 Reserved w/ Deposit

Room Type: DOUBLE

Start Date: 04/04/200

Room Charts with graphical views of Property allows you to view all rooms by date. Point-and-Click for detailed reservation information. Start reservation entry from the Room Chart. Also, Filter, Sort, and Print Color Room Charts by the month.

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Guest Folio Management - Posting of all Charges and Payments

FOLIO MANAGEMENT

FOLIO MANAGEMENT: Tom Bayton
Confirmation Number: 37

Line No.	Folio Date	Room No.	G/L No.	G/L Account Description	CHARGES	PAYMENTS
51	04/05/2002	120	100	Package - Golf	350.00	
52	04/05/2002	120	225	Restaurant Charge	100.00	
53	04/05/2002	120	110	State Tax	27.50	
54	04/05/2002	120	120	City Tax	10.50	
<i>Subtotal</i>		<i>Lodging Front Desk</i>			488.00	
56	04/05/2002	120	510	Visa/MC		488.00
<i>Subtotal</i>		<i>Charge Payments</i>				488.00

BALANCE DUE ==>: \$ 0.00

Check Out

Pay Balance

Refresh Receipt

04/05/02

Select

Occupied
 Reservations

Delete

Insert

Update

Close

View Reservation

Guest Folio Management has all charges and payments posted by the system. Manual posting of charges, payments, and adjustments are all done in the Guest Folio. All folios are time/date/user stamped for proper audit trails.

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Management Reporting - by Summary of Accounts by Shift/Dates

Daily Folios Activity Report

Apr 13, 2002 01:22 PM **DAILY FOLIOS ACTIVITY REPORT** Page 1 of 1
FROM 03/01/2002 TO 04/13/2002
OPEN AND CLOSED LEDGER(SHIFT: ALL)

G/L Account	G/L DESCRIPTIONS	FOLIO AMOUNT
100	Room Charge	2,560.00
110	State Tax	137.35
120	Tourisim Tax	54.90
225	Restaurant Charge	175.00
A1 G/L GROUP TOTALS:		2,927.25
510	Visa/MC	(818.00)
520	Amex	(352.00)
550	Check	(740.00)
B1 G/L GROUP TOTALS:		(1,910.00)
G/L GRAND TOTALS:		1,017.25

Print For Date: 03/01/02 TO 04/13/02 Shift: All Run Close

Management reporting by G/L Accounts, Dates, and Shift are used for Night Audit Reporting, as well as Summary Monthly/Quarterly reporting for management and Accounting.

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Guest Ledger Reporting - Accounts Detail by Shift/Dates

Night Audit Folio Report(sorted by folio guest name, room#, date and account#)

Night Audit Folio Report 6/15/02 12:12
FROM: 06/15/2002 TO: 07/15/2002
OPEN AND CLOSED LEDGER(SHIFT: ALL)
Sorted by Guest Name, Room #, Date and Account #

Room #	Name	Folio Acct	Folio Date	Folio Description	Type	Amount	User
120	Bayton	100	7/5/02	Package - Golf	CR	350.00	master
120	Bayton	110	7/5/02	State Tax	CR	27.50	master
120	Bayton	120	7/5/02	City Tax	CR	10.50	master
120	Bayton	225	7/5/02	Restaurant Charge	CR	100.00	master
120	Bayton	530	7/5/02	Discover	DB	(488.00)	master
SubTotal: Bayton						0.00	
114	Bell	100	7/5/02	Room Charge	CR	100.00	master
114	Bell	110	7/5/02	State Tax	CR	7.00	master
114	Bell	120	7/5/02	City Tax	CR	3.00	master
114	Bell	550	7/5/02	Check # 1220	DB	(110.00)	master
SubTotal: Bell						0.00	

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Print For Date: 06/15/2002 TO 07/15/2002 Shift: All Run Close

Guest Ledger - All Open Folios for In-House Guests. View or Print by Guest Last name all Charges and Payments for a given date range. Extended stay features helps manage Property.

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Occupancy History Reporting - Management Information

OCCUPANCY HISTORY SUMMARY Page 2 of 8
6/15/2002

From 5/1/02 to 5/31/02

Occupieds and History Exclude with no room charges

Room #	Room Type	# Beds	Total		Income	Average Rate
			Nights Occupied	Percentage Occupancy		
203	1 BEDROOM	1	0		0	0
205	STUDIO	1	10	32.26%	600.00	60.00
207	1 BEDROOM	1	3	9.68%	1500.00	500.00
210	1 BEDROOM	1	0		0	0
212	1 BEDROOM	1	6	19.35%	250.00	41.67
214	1 BEDROOM	1	0		0	0
301	1 BEDROOM	1	25	80.65%	1962.50	78.50
303	1 BEDROOM	1	10	32.26%	1500.00	150.00
305	1 BEDROOM	1	0		0	0
307	1 BEDROOM	1	20	64.52%	3818.83	190.94
308	1 BEDROOM	1	0		0	0

Revenue Totals for: 31 days.

Room Nights Occupied:	297	Total Occupied(History):	56	First time guests:	46
Percent Occupancy:	0.11	Total Occupied(Present):	0	Repeat guests:	10
Average Rate:	169.75	Total Room Nights			
Total Room Income:	50,416.65	(100% Occupancy):	2,635		

Exclude Occupieds w/ no room charges
Exclude History w/ no room charges
Graph
From
To
Filter Reset
Pie3D! PieGraph!
Print Run Close

Occupancy History by Room details average room rates, total income, % occupied, total nights occupied, etc. Graphical views, Filters and Sorting will enable you to present Management Information by any range of Dates.

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Revenue Forecast Reporting - Management information

FORECAST REVENUE REPORT
 From 7/1/02 to 7/31/02

Page 1 of 1
6/15/2002

Occupieds and Reservations Excluded with no room charges

Room Type	Number of Rooms	Total Nights Occupied	Percentage Occupancy	Income	Average Rate
1 BEDROOM	26	499	61.91%	110814.99	222.07
2 BEDROOM	12	366	98.39%	132897.78	363.11
STUDIO	2	35	56.45%	7758.95	221.68

Revenue Chart
 Room G/L Acct vs Room Type
 From 7/1/02 To 7/31/02

Room Type	Percentage
1 BEDROOM	44.07%
2 BEDROOM	52.85%
STUDIO	3.09%

Revenue Totals for: 31 days.	
Room Nights Occupied: 900	Total Reservations: 8
Percent Occupancy: 0.34	Total Occupieds: 30
Average Rate: 279.41	First time guests: 36
Total Room Income: 251,471.72	Repeat guests: 2
Total Room Nights (100% Occupancy): 2,635	

Exclude Occupieds w/ no room charges

Exclude Reserv. w/ no room charges

From 07/01/2002 To 07/31/2002

Revenue Forecast by Room Type, total income, % booked, total nights booked. Graphical views, Filters and Sorting will enable you to present Management Information by any range of Dates.

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Availability Reporting - Reservation Management Information

AVAILABLE ROOMS (Number/Percent)													
Room Types	Total #	6/15/02 Sat	6/16/02 Sun	6/17/02 Mon	6/18/02 Tue	6/19/02 Wed	6/20/02 Thu	6/21/02 Fri	6/22/02 Sat	6/23/02 Sun	6/24/02 Mon	6/25/02 Tue	6/26/02 We
1 BEDROOM	58	21	19	19	21	21	21	23	23	24	25	25	25
2 BEDROOM	18	2	2	2	3	3	4	4	3	3	3	3	3
STUDIO	9	6	6	6	6	5	6	6	6	6	6	5	5
GRAND TOTALS	85	29	27	27	30	29	31	33	32	33	34	33	33
		34%	32%	32%	35%	34%	36%	39%	38%	39%	40%	39%	39%

Filter Reset Top Bottom Start Date: 06/15/2002 Run Close
Rows 1 through 3 of 3 Up Down

Availability Reporting by Room Types used for booking Groups. Total rooms available for each night helps with large Groups or Future reservations.