RSE’s

Hotel Management System

Ideas for Today and Tomorrow

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Content

Introduction .......................................................... 3
System Architecture ................................................. 4
Hardware Configuration ........................................... 5
Application Software ............................................... 6
Reservations .......................................................... 6
Front Desk ............................................................ 8
Rooms ..................................................................... 9
Cashier ..................................................................... 10
Housekeeping .......................................................... 11
Night Audit .............................................................. 12
Reports ..................................................................... 13
Back Office .............................................................. 14
Yield Management .................................................... 15
Credit Card Processing .............................................. 16
PBX Interface .......................................................... 17
Channel Management ............................................... 18
GDS Management ..................................................... 19
Central Reservation .................................................. 20
Web Reservation ....................................................... 21
System Integration .................................................... 22
Introduction

Regardless of your hotel size, your hotel software must be compatible with your clientele and growing changes in technology.

We've pioneered great advancements in hotel software. Before reviewing our selection of hotel management software, make sure you know exactly what you're searching for.

What type of hospitality software are you currently using?

Keep reading and let our conclusive hotel management system lead you to a more prosperous property management system.

RSE’s Hotel Management System is a full-featured property management system designed specifically for smaller to mid-size independent and chain hotels.

RSE’s Hotel Management System is a fully integrated suite of products consisting of modules that can be easily added or expanded allowing effective and easy deployment from smaller operations to global, multi-branded hotel chain environments.

RSE’s Hotel Management System can be deployed in any size environment, from a single property with just Front Office to a large, full service hotel with Sales & Marketing, Catering, Revenue Management, and Back Office.

In addition, RSE’s Hotel Management System offers products for a hotel chain’s or cooperation corporate office as well.

Our Central Reservations Systems for centralized guestroom sales, the Channel Marketing and Enterprise Reporting System specifically designed for the hotel industry.

RSE’s Hotel Management System utilizes Windows 2003, Windows 98 and Windows XP and operates on any Windows compatible Workstation or desktop PC.

RSE’s Hotel Management System automates hotel management operations such as room reservations, room assignments, guest check-in and check-out, and other front desk activities.

It can improve the accuracy of charge posting and balancing guest accounts. It can confirm reservations over the Internet and provide information key to making critical operational decisions.

Our little booklet about the RSE Hotel Management System provides you with a short overview about the most popular functions and modules. There are hundreds more included and may become very popular in your hotel.
System Architecture

The network topology is 100/1000 BaseT Ethernet.
The server environment operates on a Windows 2003/2008 Enterprise platform.
The client environment operates on Windows XP/Vista platforms.
Microsoft Remote Desktop is required for server access.
The database interface is SQL II and allows to connect to any ADO/ODBC ready database.
The Application software provides these standard modules:

- Reservations
- Front Desk
- Cashier
- Housekeeping
- Night Audit
- Reports
- Back Office
- Yield Management
- Credit Card Processing
- PBX Interface
- Merchant Channel Management
- GDS Management
- Central Reservation
- Web Reservation

* Required if installed more than 3 Work Stations/PC’s
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Hardware Configuration

RSE’s Hotel Management System offers two hardware configuration options.

The Windows PC-Workstation standalone (with up to 3 connected PC’s) and the Windows 2003/2008 PC server with Windows XP/Vista clients.

Windows PC-Workstation or Desktop PC
- Keyboard
- Mouse
- Printer
- Backup Device
- Printer
- Monitor

Windows 2003/2008 PC Server with Windows XP/Vista Clients
- Server PC-Workstation or Desktop PC
- Keyboard
- 2x Hard Disk Drive
- Mouse
- Printer
- Network Hub (100/1000BaseT)
- Backup Device
- Network Card 100/1000
- Monitor

Client
- PC-Workstation(s) or Desktop PC(s) or thin
  Client with MS Remote Desktop
- Keyboard
- Hard Disk Drive
- Mouse
- Printer(s) (if desired)
- Network Card 100/1000
- Monitor
Application Software

RSE’s Hotel Management System software is very flexible and is designed to allow customization. There are a number of package options available.

The foundation software provides access to standard modules. The functionality of each is defined below.

Reservation

The Reservations module is used to create and manage guest reservations, both making the reservations and maintaining the reservations for individuals as well as groups.

The Reservations module includes the following features:

- The ability to tailor reservations for single or multiple guests.
- The ability to code the life cycle of a reservation with different colors.
- The ability to work with a complete graphical user interface, including drag and drop.
- The ability to code the sold out days and days on which any room types are sold out in different colors.
- The selection of arrival and departure dates from a graphical calendar.
- The quick location of an existing guest reservation, with the ability to search by Guest Name, Company, IATA Number, Confirmation Number, Foreign Confirmation Number and Starting and Ending Dates.
- The ability to quickly display Room Availability up to 500 days of information at a time, by simply selecting a date.
- The ability to attach profile information for an individual, company, group or travel agent to each reservation.
- The ability to attach guest messages to each reservation to be delivered to the guest upon arrival.
- The automatic calculation of rates based on room type, rate code, arrival date, number of rooms, and the number of adults and children.
- The ability to create group blocks and rooming lists for standard groups, tour series and allotments.
The ability to track contingencies based on milestone dates, number of rooms, number of guests, sales amount.

The ability to create special group rates.

The ability to use the Rooming List feature for rapid reservation pick-up.

The ability to pre-assign rooms to guests when making a reservation or at any time, using a graphical tape chart.

The confirmation of a reservation confirmation via e-mail, fax or internet.

The ability to create group accounts and post credits/debits to group accounts.

The ability to assign additional charges to groups.

The ability to track source of business, travel agents and reservation source as well as define and track commissionable reservations.

The ability to post an advance deposit on a room.

The ability to enter “remarks” which are visible upon reservation retrieval.

The ability to reserve and track availability of service items such as rollaway’s, cribs and refrigerators.

The ability to assign minimum stay days, closed for arrival, booked for each sales channel.

The ability to create different rate plans combined with the Yield Management.

The ability to define auto-charge cycles based on arrival dates, x days before arrival, at arrival date, at reservation date.

The ability to sell gift certificates with expiration dates, block out dates and track using of such certificates.

The ability to change any pre-assigned document on the fly with personal notes and changing requirements on the fly - depends on user rights.
Front Desk

The Front Desk Module provides the ability to manage guest registration. The following features/functions are included in the Front Desk module:

- RSE’s “Smart Check-in” allows the fastest possible retrieval of arriving guests - simply swiping the guests credit card pulls up the reservation. (Keyboard with credit card reader required)
- The simple location of guest information for viewing, modification, or check-in procedures.
- The ability to edit the record of a checked-in guest with the in-house option, or search, view, and modify the guest profile.
- The use of a graphical room layout to see detailed location and status information.
- The ability to list all guests for the current day, regardless of status.
- The ability to track all guest activity for the length of their stay.
- The ability to print registration cards on the fly.
- The attachment of individual, group, company or travel agent information to each folio.
- The attachment of guest messages to an in-house guest.
- The ability to automatically transfer to city ledger at check-out.
- The ability to create an incidentals folio.
- The ability to easily perform room moves.
- The ability to change a reservation includes split and room moves while the guest stays at the hotel.
- The ability to retrieve the guest history
- The ability to retrieve the reservation history.
- The ability to print bills on the fly.
- The ability to quick check out.
- The ability to deliver messages across the internal messaging system.
Rooms

The Rooms module allows you to manage the hotel's rooms and floor plan. Following are some of the functions performed by this module:

- The display of hotel floor plan layout a single floor/wing at a time.
- Changing the display of the floor plan to show housekeeping, front desk, or specific room status.
- Providing real-time room status information for both housekeeping and front desk for all modules.
- The definition of status color codes by the user.
- Quickly changes floors/wings using scroll buttons.
- The scheduling of rooms for future maintenance.
- The automatic adjustment of room inventory.
- The ability to schedule linen change in long term stay over’s.
- The ability to track discrepant room status.
- The ability to assign and maintain virtual rooms
- The ability to assign different rooms across length of stay to minimize holes in the inventory
- The ability to perform room moves with drag and drop.
- The ability to change rates, notes length of stay etc. on the fly
- The ability to maintain internal and sales descriptions for each room type
- The ability to block certain rooms and or room types for external sale
Cashier

The Cashier module is used to manage guest folios and perform check-out procedures. Following are some of the functions that can be performed with the Cashier module:

- The ability to quickly add incidental folios and move charges between folios with one click.
- The location of any guest by room number/name or room layout.
- The management of all aspects of the guest folio from the Cashier Window, including debits, credits, adjustments, transfers and voids.
- The viewing or printing of folio detail or summary information, adding incidental folios, and performing the check-out function.
- The ability to quickly perform a check-out.
- The attachment of unlimited folios to each guest.
- The assignment of revenue types by user.
- The assignment of revenue accounts for each charge item.
- The combination of any or all revenue types on one folio, or the creation of a different folio for each.
- Viewing only the departments to which the folio applies on the posting screen.
- Viewing transfer to and from folios side-by-side on the same screen.
- Printing folios at any time before, during or after check-out.
- Providing fully customizable folios using RSE Word.
- The direct posting to individual or group folios, or house accounts.
- The addition of memos or comments to posting, adjustments, and voids.
- The ability to perform a Fast group check-out.
- The adjustment of previous day postings on active folios.
- Voiding current day postings on active folios, with appropriate privileges.
- Checking out guest folios individually or all at once.
- Performing postings, adjustment voids, and transfers on closed folios, without checking the guest back in.
- The ability to post and track sales of miscellaneous items.
Housekeeping

The Housekeeping module is used to manage the daily housekeeping activity. Following are some of the features/functions included in the Housekeeping module:

- The ability to assign rooms
- The ability to balance work load based on number of room maids
- The ability to assign different time schedules
- The ability to rooms ready over room phone
- The ability to manage lost/found
- The ability to initialize repairs
- The ability to block rooms
Night Audit

The Night Audit module is used to balance the day’s activity and complete the hotel’s accounting functions for the day.

Following are some of the features/functions included in the Night Audit module:

- The ability to perform routine tasks of posting room charges, changing non-guaranteed rooms reservations to no-shows, and changing the status of guaranteed no-shows with one touch.
- The automatic backup of data.
- The ability to rebuild room availability in the event of a system failure.
- Direct access to the Reports module from Night Audit.
- The automatic posting of service charges like garage fees, crib fees, etc.
- The automatic posting of finance and recurring charges
- The automatic change of room status to out of order, if scheduled.
- The ability to automatically set the housekeeping status of occupied rooms to dirty.
- The batch printing of registration cards.
- The ability to process no show reservations with deposit payments.
- The ability to print customized reports automatically.
- The ability to archive permanent history.
- The ability to perform close out without a system shut down - other users may perform any task while the audit is running.
- The ability to perform automatic Credit Card charges.
- The ability to perform automatic ledger transfers.
- The ability to perform batch printing of assigned reports.
- The ability to perform consolidation reports.
Reports

The Reporting module allows access to all system reports. Reports can be customized through the use of filters.

Reporting is available in the following modules:

- Front desk
- Reservations
- Deposits
- Rates
- Revenue
- Shifts
- Audit
- Housekeeping
- Back Office
- Travel Agent
- Yield Management

The Reporting module allows for the creation and customization of multiple Marketing Letters, Mailing Labels and Bulk E-mails.
Back Office

The Back Office module provides an integrated system for managing the hotel's financial and statistical information.

The Back Office module can perform the following functions:

- Receivables
- Posting/Transfers
- Billing
- Close Period
- Aging Report
- Statements
- Daily Journal
- Reminder Letters
- Account Setup
- History information
- Guest stays
- Revenue totals shown by guest, company, group, travel agent, and room number, room type.
- Guest stay may be selected and a folio reprinted.
- Travel Agent
- Payable accounts may be setup for travel agents
- The night Audit process automatically posts commissions to payable accounts.
- Printing travel agent checks and managing the payables system.
Yield Management

The Yield Management module is included as a core module with all RSE Hotel Management Systems.

When combined with a careful study of the property’s history and training of employees, yield management can significantly increase occupancy and average daily rate (ADR). Small increases in ADR can drastically increase property profit and value.

The Yield Management module includes the following functions:

- The ability to assign rate ranges for each room type and rate plan
- The ability to assign up to 365 different seasons
- The ability to assign events and event rates
- The ability to assign rate increase/decrease based on occupancy
- The ability to maintain any assigned sales channel online with rates and availability
Credit Authorization and Settlement

RSE’s certified Real-Time Electronic Payment Processing is the most powerful and comprehensive credit, debit and private label card solution available.

It serves as a real-time electronic payment gateway between RSE-Hotel Management System and your bank/processor, ensuring that your authorizations and settlements are both high speed and low cost.

As with all applications, there are two primary functions - authorization and settlement. RSE is certified provider for Credit Card processing and provides each of the following fully integrated functions:

- Guests Use Credit Cards To Pay Advanced Deposit
- Guests Use Credit Cards To Pay At Check-In
- Guests Check-Out Using The Same Card Used At Check-In
- Guests Check-Out Using A Different Payment Method Than Used At Check-In
- Guest receive a credit
- Guest cancels reservation (refund of advanced deposit)
- Guest reserves across sales channel
- Automatic settlement with included reporting.
PBX Interface

The PBX Interface provides a link between your PBX system and RSE’s Hotel Management System.

The PBX Interface module includes the following functions:

- Automatically transfers each call made from a guest room to the guest folio.
- Calculate charges based on hotel policy and set guest folio to unpaid if credit limit reached.
- Reset folio to open balance if call made after payment.
- Alert if unauthorized call made from room.
- Updates room status in conjunction with RSE’s Housekeeping Interface.

Depending on your PBX system, features for this interface will vary. Please contact us for details regarding what features your PBX system would support.
Merchant Channel Management

With more people making travel arrangements over the Internet, especially when it comes to booking hotel rooms, you want to ensure customers are accessing your hotel’s up-to-date and accurate rates, no matter what Internet travel site they are using. But with so many travel websites out there, updating each one individually can be a costly and timely process.

RSE’s Merchant Channel Management updates your rates, inventory and restrictions on multiple travel websites automatically.

The fully-automated tool allows you to manage unlimited extranets. The program’s unique yielding capabilities allow you to easily maintain rate parity across each and every site.

The ability to assign different rate plans for each channel, maintained by RSE’s Yield Management module maximize your reservations and revenue.

With priority listings in each connected merchant channel hotels Internet exposure will be maximized.

Merchant Channel Management saves you valuable time and money and ultimately helps increase your reservations and revenue.

The Merchant Channel Management module provides the following functions:

- The ability to update room rates
- The ability to update availability
- The ability to update minimum stay days
- The ability to update sold out/stop sell
- The ability to integrate reservations and into your inventory*
- The ability to integrate cancellations into your inventory*

* Based on merchant channel capability
GDS Management

RSE’s Hotel Management System provides a 2-way integration to Pegasus to completely take advantage of connectivity to both the GDS (Global Distribution System) and ADS.

This integration opens your hotel to 450,000 travel agents and websites.

Enjoy the freedom of being not being concerned if a reservation are being entered and entered correctly from a fax or email. With seamless GDS 2-way integration, reservations are automatically pushed to the hotel’s database.

Rate plans and amounts are translated without error as is room types, marketing sources, marketing segments and other significant reservation information without the involvement of one reservation or front desk agent.

Additionally, the GDS reservation number is saved to ensure a proper paper trail and the integrity of the integration.

The GDS Management module provides the following functions:

- The ability to update room rates
- The ability to update availability
- The ability to update minimum stay days
- The ability to update sold out/stop sell
- The ability to update descriptions
- The ability to integrate reservations and into your inventory
- The ability to integrate cancellations into your inventory
Central Reservation

RSE’s Central Reservation Management module enables hotel groups and destination management organizations to operate their own Central Reservation Management System.

RSE’s Central Reservation Management module is directly connected to the hotels inventory and allows to optimize revenue and build customer relationship.

RSE’s Central Reservation Management module allows you to operate a central call center with accurate and reliable information about the current inventory at connected properties.

RSE’s Central Reservation Management module provides your sale agent with all functions and information described in chapter reservation.

You can access and update your information at anytime, and from anywhere - all you need is a PC with Internet connectivity.

Any updates you make to your information are reflected immediately in real time.
Web Reservation

Why worry about static room inventory on a third-party website that always end up overselling or underselling your hotel?

Who has the time to keep on top of two or more separate inventory allotments?

Why not sell out your rooms with our integrated Web-Reservation module directly?

When the availability is pulled from the hotel’s database, there is no more worry about unwanted overselling or underselling the hotel.

The same inventory the front desk and reservation office lives by is the same inventory your Web Site determines room availability and calculates yields set in place in real-time with real inventory. There simply is nothing better.

No more time wasted manually inputting data - reservations are also booked directly into your hotel’s database. Know instantaneously when a reservation has been made or cancelled with absolutely zero lag time. Your guests get a valid confirmation and cancellation number for easy reference.

To complete your reservation transactions, our electronic credit card processing system will obtain credit card validations, authorizations, or pre-payment for each reservation made.
System Integration

In years not so long past, hotel staff spent many hours tracking, transcribing and calculating hundreds of lines of guest information by hand. Armies of night auditors toiled diligently to calculate room charges, restaurant charges, gift shop charges and other fees, assign them to appropriate guest folios and post the folios for the front desk staff.

The development of modern database applications, including hotel management, point of sale and other systems has dramatically increased the efficiency with which we can accomplish these tasks, and thereby decreased the labor and effort required to perform these tasks while increasing the accuracy and reliability of the results. Other new systems, such as CRS, RMS, mini-bar, telephone and in-room-movies, have had the additional benefit of increasing revenues and operating margins.

RSE's Hotel Management System supports the American Hotel & Motel Association's Hospitality Industry Technology Integration Standards (HITIS) providing you with a uniform interface that can be used by anyone in the hospitality industry.

Transactions are posted to the hotel management system, and daily charge reports are created.

Integration of third party devices may be require an additional PC or workstation to integrate communication lines.
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