



RSE's

Hotel Management System

Ideas for Today and Tomorrow



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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

Occupied and vacancies for the Property			
Property: Carmel Inn #Days: 21 Sel			
Room/Date	04/01/2009 Wednesday	04/02/2009 Thursday	
01	KF \$109.00	\$109	
02	KF Indelicati Mechim	\$99	
03	QT \$99.00	Indelicati Mechim	
04	KTF \$109.00	\$109	
05	KTF Jacqueline Hall		
06	KF \$99.00	Yu-chen Yao	
07	KF Indelicati Mechim		
08	KT Kim Chenhall	Patrice Doctors	
09	Q Miller	\$79	
10	QQ Miller	\$139	
11	QF Miller	\$85	
12	QT Amit		
14	QFV Shan		
15	QFV Shan	Amit	
16	KFV \$99.00	Shan	
17	KFV Amit		
18	KFV \$129.00	\$129	
99	W \$999.00	\$999	
Rooms left		6	
Ocup. %		64.7	
		5	

* Required if installed more than 3 Work Stations/PC's

* Required if installed more than 3 Work Stations/PC's



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

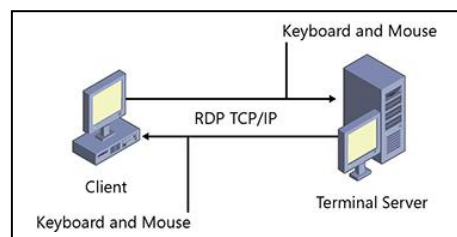
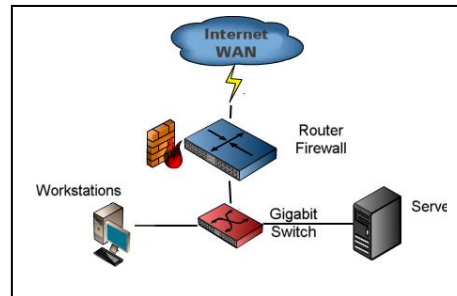
- Keyboard
- Mouse
- Printer
- Backup Device
- Printer
- Monitor

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.

Date	Room Type	04/09/09	04/10/09	04/11/09	04/12/09	04/13/09
1	1/ Standard Queen	0/836	0/856	1/896	1/836	1/840
9	2/ King Fireplace	1/8100	2/8200	2/8100	2/8200	2/8200
1	3/ King FP Hotub	1/896	0/1106	1/8106	1/896	1/896
9	4/ Double Queen	1/864	2/876	2/8106	1/896	1/864
3	39/ virtual room	3/8222	3/8222	3/8222	3/8222	3/8222
20	Rooms left	9	4	6	6	6
	Occup%	86.0	80.0	70.0	75.0	75.0

Date	Room Type	04/09/09	04/10/09	04/11/09	04/12/09	04/13/09
1	1/ Standard Queen	1/844	1/854	1/874	1/834	1/836
6	3/ Two Double Beds	1/852	1/864	2/874	2/854	2/842
6	6/ King Fireplace	2/838	2/864	2/874	2/838	2/832
2	39/ Val	2/838	2/864	2/874	2/838	2/832
15	Rooms left	4	4	4	6	6
	Occup%	73.3	73.3	66.7	66.7	66.7

Date	Room Type	04/09/09	04/10/09	04/11/09	04/12/09	04/13/09
1	1/ Queen	1/818	0/8128	1/8128	0/8118	0/8118
3	2/ Queen Fireplace	2/8128	2/8148	2/8148	2/8128	2/8128
1	3/ King Fireplace	0/8128	0/8158	0/8158	0/8128	0/8128
3	4/ Queen with Trundle	2/8148	1/8158	2/8158	2/8148	2/8148
1	5/ Queen Trundle Fireplace Kitchen	0/8148	0/8168	0/8168	0/8148	0/8148
1	6/ Two queen beds	1/8128	1/8158	1/8158	1/8128	1/8128
4	7/ Queen View	2/8148	1/8158	1/8158	1/8148	1/8148
1	8/ King View	1/8158	1/8158	1/8158	1/8158	1/8158
1	9/ King Bd with trundle bed view	0/8128	0/8128	0/8128	0/8128	0/8128
1	10/ Two queen beds, mini suite	0/8128	0/8158	0/8158	0/8128	0/8128
1	39/ Val	1/858	1/858	1/858	1/858	1/858
17	Rooms left	9	6	8	7	7
	Occup%	47.1	64.7	62.9	68.8	68.8



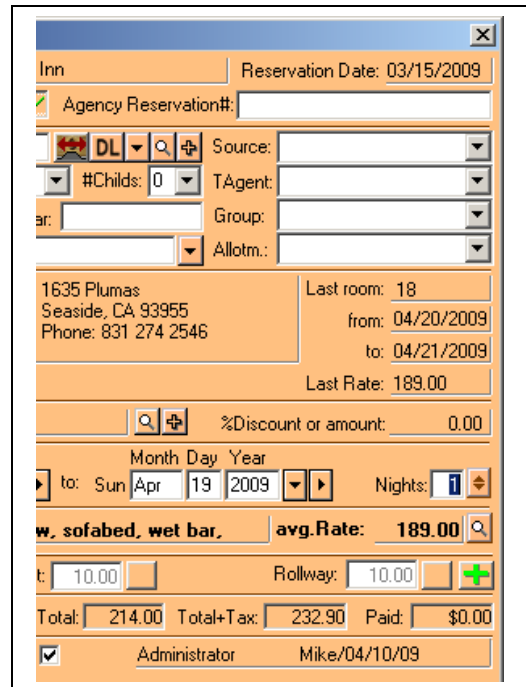
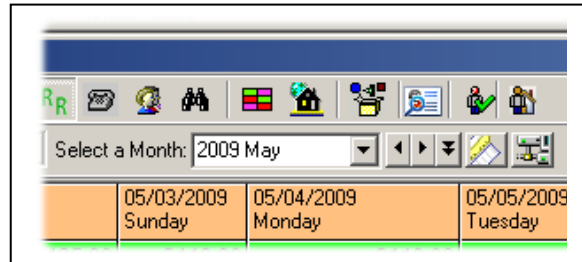
- The ability to track contingencies based on milestone dates, number of rooms, number of guests, sales amount.
- The ability to create special group rates.
- The ability to use the Rooming List feature for rapid reservation pick-up.
- The ability to pre-assign rooms to guests when making a reservation 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 credit's/debit's 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.

Date	Debtor	Cash	Amount	Type	Check
5/1/2009		\$0.00	\$643.00	Visa	
5/1/2009		\$0.00	\$10.00		

#	Conf.#	Amount	Date	Type
15864	200278216	\$295.20	08/09/2004_08:24AM	American Express
15865	200258766	\$273.00	08/09/2004_08:59AM	Visa
15866	200280370	\$573.12	08/09/2004_09:27AM	Visa
15867	200279571	\$403.00	08/09/2004_09:51AM	Visa
15868	200274634	\$405.90	08/09/2004_09:54AM	Visa
15869	200277646	\$280.02	08/09/2004_10:12AM	Visa
15970	200279887	\$294.08	08/09/2004_10:18AM	Master
15871	200283882	\$143.00	08/09/2004_10:23AM	Visa
15872	200283460	\$368.50	08/09/2004_11:02AM	American Express
15873	200282524	\$554.00	08/09/2004_12:00PM	Visa
15874	200282704	\$241.90	08/09/2004_12:13PM	Visa
15875	200286300	\$170.50	08/09/2004_12:36PM	Visa
15876	200282966	\$841.50	08/09/2004_04:09PM	Cash
15879	200283853	\$178.00	08/10/2004_08:14AM	Visa
15980	200287364	\$1,315.80	08/10/2004_08:18AM	Visa
15881	200279270	\$297.00	08/10/2004_08:50AM	Master
15882	200268014	\$148.50	08/10/2004_08:57AM	Visa
15883	200288017	\$148.50	08/10/2004_09:01AM	Visa
15884	200283788	\$100.00	08/10/2004_09:15AM	Master
15886	200271830	\$128.70	08/10/2004_08:47AM	Master
15888	200283883	\$121.00	08/10/2004_09:53AM	Master
15889	200283997	\$288.00	08/10/2004_10:08AM	American Express
15890	200283855	\$154.00	08/10/2004_11:28AM	Master
15891	200277164	\$528.00	08/10/2004_11:46AM	Visa
15892	200277167	\$434.50	08/10/2004_11:47AM	Visa
15893	200283539	\$288.00	08/10/2004_11:59AM	American Express
15897		\$115.70	08/11/2004_07:24AM	Shift Start Cash Balance
15899	200280028	\$275.00	08/11/2004_08:11AM	Visa
16000	200283327	\$300.30	08/11/2004_09:15AM	Cash
16001	200276954	\$1,402.80	08/11/2004_09:29AM	American Express
16002	200269393	\$297.23	08/11/2004_09:36AM	Master
16003	200269393	\$297.23	08/11/2004_09:40AM	Master
16004	200276954	(\$305.30)	08/11/2004_09:45AM	American Express
16005	200280377	\$322.80	08/11/2004_09:47AM	Visa
16006	200282186	\$374.00	08/11/2004_09:51AM	Visa



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

The screenshot displays two overlapping windows from the Housekeeping software. The top window, titled 'Housekeeping', shows a 'Work Sheet for' window for Tuesday, April 07, 2009, with 0 maids assigned. It contains a table with columns for Room, Action, Guest, and a status indicator 'S'. The bottom window, titled 'Maid List and work sheet', is for Maid #1 on the same date. It includes fields for Name (Maid 1), Start Time (09:00AM), and Lunch (00:00 to 00:00). Below these are 'Other Duties' fields with associated 'Minutes' inputs. Summary statistics at the bottom show: Total Minutes: 540, Total Rooms: 12, Room Hours: 9:00, Unsch. Time: 00:00, and End Time: 06:00PM. A detailed table at the bottom of this window tracks room status:

Room	Check out	Make	Change	Check In	Time In	Time Out	Comments
17	45			X/1			
18			45				
01			45				
02	45			X/1			
03	45			X/1			Guest move to room 12
05		45					
06			45				
07			45				
08	45						Guest move to room 14



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.

The screenshot shows the 'Sum of the Day' window with a date of 3/25/2009. It includes a toolbar with icons for print, save, and other functions. Below the toolbar are checkboxes for 'Payment', 'Details', 'Deposit Balance', and 'Dep'. The main table has three columns: 'Room', 'Guest', and 'Balan'. The data rows are as follows:

Room	Guest	Balan
03	Thomas Goger	\$134.
05	Charles Crever	\$119.
06	Joseph Miller	\$124.
10	Thomas Goger	\$134.
11	Mary Jackson	\$89.
12	Nicole Boscanin	\$179.
14	Jennifer Baines	\$268.
Sum 03/25/2009		\$1,050.
Shift Register(s) closed		
Type of		Amou
Sum 03/25/2009		\$0.

At the bottom of the window, it says 'Finished: 12:09 PM. Delta: 0.1min'.



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.

Agency	Folio#	Guest Name	Payment Date	Amount	User
Alliance Reservations Networl	200451396	Nadia Amer	01/09/2009	8.90	Carrie
Alliance Reservations Networl				8.90	
Alliance Reservations Networl	200451742	Alex Saba	01/09/2009	9.50	Carrie
Alliance Reservations Networl	200451742	Alex Saba	01/09/2009	9.50	Carrie
Alliance Reservations Networl	200452034	Marco Cencic	01/09/2009	9.50	Carrie
Alliance Reservations Networl				28.50	
Booking.com B.V.	200447130	Susana Correa	01/09/2009	17.40	Carrie
Booking.com B.V.				17.40	
CARMEL AREA RESERVATI	200451340	Bill Bredthauer	01/09/2009	26.50	Carrie
CARMEL AREA RESERVATI				26.50	
Expedia Travel Inc.	200451643	Jon Mohoroski	01/09/2009	9.50	Carrie
Expedia Travel Inc.	200451158	Renelle May	01/09/2009	8.50	Carrie
Expedia Travel Inc.	200451158	Renelle May	01/09/2009	8.50	Carrie
Expedia Travel Inc.	200451623	Kristen Byers	01/09/2009	9.50	Carrie
Expedia Travel Inc.				36.00	
interline turismo e representoc	200451700	Eduardo Arciuro	01/09/2009	13.50	Carrie
interline turismo e representoc				13.50	
Navigate Intl./Sth Central L.P.	200451342	Denise Foley	01/09/2009	13.50	Carrie
Navigate Intl./Sth Central L.P.				13.50	
RSE, Inc.	200450686	Pieter Oosthoek	01/09/2009	10.00	Carrie
RSE, Inc.	200450688	Pieter Oosthoek	01/09/2009	10.00	Carrie
RSE, Inc.	200450689	Pieter Oosthoek	01/09/2009	10.00	Carrie
RSE, Inc.	200451141	Pieter Oosthoek	01/09/2009	10.00	Carrie
RSE, Inc.				40.00	
Travelweb-	200450899	Mary Vreeland	01/09/2009	16.00	Carrie
Travelweb-	200451196	Terry Karges	01/09/2009	8.90	Carrie
Travelweb-	200451668	Valerie Poole	01/09/2009	9.50	Carrie
Travelweb-	200451668	Valerie Poole	01/09/2009	9.50	Carrie



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.

Date	Number	Memo	Debit	Type	Credit	Balance	B
03/21/2009	110501	110501/200901304-Jennifer Bearden	\$149.00			\$149.00	✓
03/21/2009	110679	110679/200901451-Leslie Powers	\$139.00			\$139.00	✓
03/21/2009	111120	111120/200901871-Shan	\$99.00			\$99.00	✓
03/22/2009	110501	110501/200901304-Jennifer Bearden	\$139.00			\$139.00	✓
03/22/2009	110568	110568/200901368-Fahim Rahimi	\$119.00			\$119.00	✓
03/22/2009	110569	110569/200901369-Linda Wiggins	\$109.00			\$109.00	✓
03/22/2009	110570	110570/200901370-Sharon Beall	\$89.00			\$89.00	✓
03/22/2009	110571	110571/200901371-Joe Cannizzaro	\$89.00			\$89.00	✓
03/22/2009	111164	111164/200901897-Stephen Hayes	\$119.00			\$119.00	✓
03/23/2009	110501	110501/200901304-Jennifer Bearden	\$139.00			\$139.00	✓
03/23/2009	110568	110568/200901368-Fahim Rahimi	\$119.00			\$119.00	✓
03/23/2009	110569	110569/200901369-Linda Wiggins	\$109.00			\$109.00	✓
03/23/2009	110570	110570/200901370-Sharon Beall	\$89.00			\$89.00	✓
03/23/2009	110571	110571/200901371-Joe Cannizzaro	\$89.00			\$89.00	✓
03/23/2009	110573	110573/200901373-Jennifer Baines	\$89.00			\$89.00	✓
03/23/2009	110576	110576/200901376-Louise Enestrom	\$129.00			\$129.00	✓
03/23/2009	111164	111164/200901897-Stephen Hayes	\$119.00			\$119.00	✓
03/23/2009	111177	111177/200901901-Louise Enestrom	\$89.00			\$89.00	✓
03/23/2009	111190	111190/200901908-Mike Patel	\$10.00			\$10.00	✓
03/24/2009	110501	110501/200901304-Jennifer Bearden	\$0.00	Cas	\$471.20	\$471.20	✓
03/24/2009	110573	110573/200901373-Jennifer Baines	\$89.00			\$89.00	✓
03/24/2009	110576	110576/200901376-Louise Enestrom	\$0.00	Cas	\$142.40	\$142.40	✓
Ending Balance:						\$3,153.41	

WELCOME TO THE

REGISTRATION CARD

Name: Tracey Nelson
 Street: _____ City: _____ State: CA Zip Code: _____
 Country: US, United States Phone: _____
 Guest Name: Tracey Nelson Email: _____
 Car Lic: _____
 Make of Car: _____ State: _____
 Color: _____ No. in Party: 1
 Room: 83
 Payment: C-Card Cash Bill
 C-Card: _____ Card#: _____
 Exp. Date: _____
 Arrival: 04/15/2009 Departure: 04/16/2009 #Nights: 1
 Rates: \$134.10
 Sum: \$134.10 Tax: \$13.41 Fees: \$8.58
 Total: \$148.81

NOTICE TO GUESTS:

03

Camel Inn - 4th Mission Street - Carmel By The Sea, California 93921
 Tracey Nelson

Date: 04/10/2009

Invoice CW12009002561

Dear Tracey Nelson:
 Thank you for staying at the Camel Inn

Item	Date	Description	Am
1	04/15/2009	overnight stay	\$1
2	04/15/2009	TID Assessment	

Cash	\$0.00
Debit	\$0.00
Cash	\$0.00
Credit	\$0.00
Credit Card	\$0.00

Total: \$1
 Room Tax (10%): \$
 Sub Total: \$1
 Current Charges: \$
Total amount due: \$1

Thank you for your business!

Confirmation CW111220

Dear Annt Miller:
 Thank you for your recent reservation!

This will confirm your reservation at our Carmel Inn located at 4th Mission Street Carmel By The Sea, California 93921.

You have reserved Friday, April 03, 2009, for 5 nights at the following rates:

Dates: 04/03 04/04 04/05 04/06 04/07
 Rates: \$114.00 \$139.00 \$129.00 \$139.00 \$125.00
 plus 10% room tax.

Room Type: King bed, fireplace, TV, VCR and bathtub/shower.

Thank you for choosing the Carmel Inn.
 Cancellation policy: _____



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

Yield Management Runtime V7.3

Start Date: 4 /10/2009 Run again after minutes: 10 Start

1	75.00	04/27/2009	\$86.00
---	-------	------------	---------

Carmel Inn 03:10 PM

Temp Directory: F:\NewNetBooking\Install\Support\

No web 209 Server 67 Server Config

Yield Maintenance

From Year: 2009 To Year: 2010

Change Minimum: 5 % Date: 1/31/2009

Change Maximum: 5 % Room Type: 1

Change Set Rate: 10 % Max Charge: 125.00

Find and set Max Rate:

Find and set Min Rate:

Set Market Rate

Date: 04-11-2009

Current Rate: \$90.00

Rate: 0.00

Turn Yield off:

April 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today: 4/11/2009

Rooms

Room	Room Type
01	1/Standard
02	2/King-Fireplac
03	3/King FP
04	4/Double-Queue
05	
06	
07	
08	
09	
10	
11	

Min rate: \$120.00 Occu%: 30

Max rate: \$180.00 Occu%: 80

Set rate: \$98.00 Led: 3

Round: \$1.00 %: 10

Occupancy in %	Rate
30	\$120.00
40	\$132.00
50	\$144.00
60	\$156.00
70	\$168.00
80	\$180.00
3	\$153.00
2	\$125.00
1	\$98.00



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*

Rate Plan	% Rack	+/- %	+/- Amount	Valid from	Valid to
Rack	100	0	0	01-01-2000	12-31-2020
email camp	100	-10	\$5.00	03-25-2009	08-31-2009
New Rate Plan	100	0	0	04-12-2009	12-31-2009

* 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

```

=====
=BOOKINGS ENTRY WHOLESALE MODE=
GO NZ SNAPSHOT 30 JUNE 20
Reservation ID 11708 Date Cr Last Up
Debtor Code W1108
Debtor Name HARVEY WORLD MORLEY Phone N
Address SHOP 48, THE GALLERIA SHOPPING RUSSELL STREET, MORLEY WA 6062 Fax Num
Contact SARAH Email
Destination CHC CHRISTCHURCH Group C
Consultant DW
=====
PASSENGER INFORMATION
=====
Passenger Name Title First name Surname Age
JONES/R/MISS MISS R JONES
MAXFIELD/G/MR MR G MAXFIELD
=====
Window|Enter|Amv|Options| SoftKeys|Relations|TR. BOOKINGS |11708
GO NZ SNAPSHOT 30 JUNE 2000
Ed Off| Row 3/2|Dev| Jason Salloway|Mem=357724|Level 4
    
```

The screenshot shows the Expedia website interface. At the top, there are navigation tabs for Home, Vacation Packages, Hotels, Cars, Flights, Cruises, Activities, DEALS & OFFERS, Maps, Business Travel, and Rewards. A search bar is visible with the text "Search Expedia". Below the search bar, there are several promotional banners and sections:

- Build Your Trip:** A section with radio buttons for "Hotel only", "Hotel + Flight", "Hotel + Flight + Car", and "Hotel + Car".
- NEW ORLEANS:** A large banner for "NEW ORLEANS Hotels from \$51 Flight + Hotel from \$372".
- Last minute hotel deals:** A list of deals including "Sahara Las Vegas Hotel and Casino", "New York Hotel Beekman", "Wyndham Orlando Resort", "San Francisco Monarch Hotel", and "Radisson Hotel Chicago D'Arcy".
- GET YOUR LAST NIGHT FREE AT OVER 700 HOTELS:** A promotional banner.
- Deals by destination:** A section with "Orlando" and "Beach".
- Hotels by theme:** A section with "NYC: Hotels from \$102" and "FREE nights: Hotels from \$21".
- Hotel deals:** A section with "California hotels from \$50".
- Top 10 cruise ships:** A section with "See all last-minute deals".



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.

Best Of Carmel
 Local: 831-274-2546
 Reservation Line: 1-866-466-4980
 Email: info@bestofcarmel.com

Home
Event Calendar
Sign In
About Us
FAQ
Customer Care
Contact
Specials
Reservation

Welcome to BestOfCarmel.com and the Monterey Peninsula.

Carmel By The Sea, Monterey and Pacific Grove are situated at the scenic central coast of California, one of the most popular travel destination of the world.

It is a perfect place for a romantic weekend or exciting adventure. There are so many year-round activities, that you're limited only by your time and sense of adventure.

Carmel and Monterey Peninsula are the perfect starting point for Family Outings, Business Trips and Romantic Get-A ways.

Stroll the quaint streets and explore the unique shops, fine restaurants and relax in one of the outstanding B & B's, Inn's or Historic Hotels. You'll have a wonderful time no matter what you choose to do.

CHECK RATES & AVAILABILITY

Arrival: Apr 4, 2009

Nights: 1

Adults: 2, Childs: 0

City: Carmel

Check now

NEWSLETTER

Here, you can sign up for e-mail delivery of any newsletter by simply filling in the short form below with your e-mail address. It's free.

Name:

Email Address:

Password:

Confirm Password:

Subscribe

CARMEL/CARMEL BY THE SEA

CARMEL WAYFARER INN

Choose an intimate, cozy room overlooking the rooftops of Carmel. Perhaps a room with a view of sea, sky, or garden is a better fit. Whatever you need the Carmel Wayfarer Inn offers accommodations for everyone. Our private garden courtyard, dining area and kitchen, make the Inn ideal for small group gatherings and wedding parties.

We host a plentiful extended continental buffet breakfast. Each afternoon we serve select wines and cheeses, and keep our cookie jars full of homemade treats. We are very familiar with the area and will gladly help with concierge needs.

more



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.

CASUAL ELEGANCE, PERSONAL SERVICE AND TRADITIONAL FAMILY HOSPITALITY.

Please select a Room Type, Arrival Date and Departure Date first.

Please Select

April 2009

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2009

S	M	T	W	T	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Check-in date: mm/dd/yyyy
 Check-out date: mm/dd/yyyy
 Room Type: 1
 # Rooms: 1
 # Adults: 2
 # Children: 0
 Pet:
 Package: 0.00

[Reset Dates](#)
[Check Availability](#)
[Show Rate Calendar](#)


Queen bedded room
 Room with a queen bed located on first or second floor offering a pool side view and private bathroom with a shower. Perfect for one or two persons. Each room is individually decorated. The Dutch doors open up to capture the beauty and freshness of Carmel.






Please Select

- Single Queen
- Single King View
- King/Queen & Twin & Kitchen
- Two Queens
- Two Room Family Suite
- Deluxe Two-Room Suite
- King or Bridal Suite
- King Room, private balcony, Ocean View
- King Cottage

Enhance Your Stay

- Hofsas Keepsake Package, \$50
- Romantic Evening, \$75
- Birthday Celebration, \$105
- Anniversary Celebration, \$105
- In-Room Massage, \$75
- Golf Stay & Play, \$100





System Integration

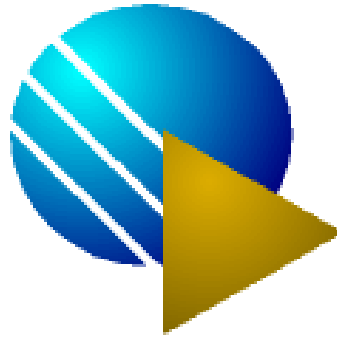
In years not so long past, hotel staff spent many hours tracking, transcribing and calculating hundred of lines of guest information by hand. Armies of night auditors toiled diligently to calculate room charges, restaurant charges, gift shop charges and other fees, assign them to appropriate guest folios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