eZee FrontDesk

Feature Bench-marking

Function	Module	Description
Stay View (Tape chart)	Front office	Electronic tape chart depicts the current guest reservation room block and maintenance block for each room for any specific period.
Room View (Floor Plan)	Front office	Each floor-wise, rooms will be depicted graphically with guest occupying the room and its status. Typically helpful to front office staff.
Dash Board View	Front office	A view designed for the front office staff to allow them to work on the in house guests' transactions as well as check the rate and inventory availability for incoming inquiries.
Room List View	Front office	Rooms list view with details like - room number / folio number / name of guest occupying them, status of the room, check in / check out date / amount paid / balance / source information / etc. Very useful view for front office staff to get a glance of in-house guest and their details without any click.
Inventory View	Front office	A view designed for FO Manager to get a quick over view of available rooms as per the room types for any time period along with other important information like - total number of beds, occupancy percentage, out of order rooms, booked rooms, reserved rooms, due out rooms on any given date.
Summary View	Front office	Daily summary of the hotel with details like - bookings/reservations for the day, tax and tax exemption details, availability summary, settlement summary, extra charge collection details, ADR, room revenue, projected revenue, occupancy chart, etc.
Report View	Front office	A wide variety of reports (220+ reports) to give you a 360 degree view of status in your hotel. System reports may be generated automatically and may run daily, weekly, monthly, yearly or manually upon request. Reports can be taken in PDF, Excel, Word, Text, HTML formats.
Charter View	Front office	A view to help the front office users to view the rooms allocated to travel agent(s) based on their contract with the hotel.
Folio Center View	Front office	A view helpful to accounting department to work on different folios and their charges without opening the rooms.
Charter Module	Front office	For the travel agents and corporate clients, room can be allocated for specific period uptil the release date. Travel agent's reservations are made referring rooms. If the reservation is not made before the release date, the pending block rooms will be released for normal reservation.
Live Ticker	Front office	A live ticker which runs in the bottom of the application window showing live information on ADR, occupancy, check ins, check outs, arrivals, room revenue, projected room revenue, sold rooms, cash collection, and other payment

		summary details.
Auto Settlement Mode	Front office	Assign the settlement Modes as per the setting made in Guest Folio. Supports Cash/company and credit card auto settlement.
Folio Routing	Front office	Room charges and extra charges on the guest folio can be routed to multiple guests or split bills. Splitting of charges can be made based on percentage or fixed amount.
Year-End Process	Front office	Archive your old database without hampering your current operations.
Yield Management	Front office	A set of strategies that enable the hotel to realize optimum revenue from operations. Combined with a careful study of the property's occupancy history and RevPAR, yield management can significantly increase occupancy, average daily rate (ADR) and revenue per available room (REVPAR).
Night Audit	Front office	It is a process that covers the change-over from one business day to the next. The night audit is a daily review of guest account transactions recorded against revenue center transactions. The routine helps guarantee the accuracy, reliability and comprehensiveness of front office accounting.
Email Confirmation	Front office	Reservation confirmation can be sent through email.
SMS Confirmation	Front office	Reservation confirmation can be sent through SMS.
Integration with CRS	Front office	Supports integration with central reservation system (CRS) for room reservation and room blocking.
Integration with Web based Reservation	Front office	Supports integration along with web based reservation.
Insert Transaction	Front office	With adequate user privileges, user can insert a transaction (check-in) in past date if missed due to any reason.
Guest Bill in Foreign Language	Front office	Guest bill can be printed in default language as well as in other foreign languages configured in system.
Foreign Currency Settlement	Front office	Allows to settle the guest bill in any foreign currency.
Guest Room Block Alert	Front office	In room block place specific narration may be added. This will notify in the event someone make an effort to change/ edit this block.
Inclusions	Front office	A variety of expenses associated with guest can be defined and can be posted automatically during Night Audits. The posting days can be specific or for the entire stay.
Expense Management	Front office	Allows paying cash for misc. charges like - taxi, magazines, and newspapers and also allows cash collection.
Tax Management	Front office	Supports simple tax structure for room tariff and other charges (amount as well as percentage). Can also use slab taxing.

User Profiles/User Privileges	Back office	Transactions can be allowed by approved users to control the misuses.
Transaction Audit	Back office	Any amendment of transactions (room charges, extra charges, refunds, transfers, paid outs) or any cancellation of transaction are recorded with users and date for auditing purpose.
Proforma Bill	Front office	Guest's bill can be emailed or printed for In-house guest or for expected guest. Also the guest bill can be taken up to expected date or for selected date in any currency.
Miscellaneous Sale	Front office	Any sales to non-room guest can be made by using this option, with multiple settlement option.
Ledger Accounts	Front office	This option can be used for settlement for in-house or no-room guest. Charges can be posted to these accounts like guest folio and can be later settled on the same day or on the coming days.
Packages	Front office	Package can be used for in house guest to offer multiple facilities in a single price.
Auto Tariff Posting	Back office	Auto tariff posting of normal rate, seasonal rate, business source rate to the entire guest with multiple rate type.
Multiple Guest Bill Format	Front office	Allows multiple guest bill format - master bill format - detailed/summary, customized bill format – detailed/summary to cater the needs of guest, corporate, etc.
Checkout Alert for Charges	Front office	Gives an alert during checkout -for Unsettled payment, late checkout charges.
Guest Bill Reprint	Front office	Allows to reprint the old guest's bills in summary or Details.
Guest History	Front office	Allows to preview details of old guest bills, with drill down feature and viewing of all original bills like POS, guest charges, recipes, etc.
Messages	Front office	Unlimited messages can be maintained for a current guest message status- conveyed or non-conveyed can be maintained, print messages on a specific format.
Guest Profile	Front office	Maintains guest signature, guest photo, discount pattern. guest specific amenities, passport details, etc. Maintains guest's visit with drill down features to view the billing details of each visit. Maintains revenue, visit statistics, no show, cancellation, and expected visits, complaints and suggestions. Provides alert on hotel comments at the point of reservation and check-in. Maintains allergies, house keeping narration, likes, dislikes and hotel comments. Guest documents like- passport, contract correspondence, scanned documents etc. can be stored /retrieved electronically.
Guest Keyword	Front office	Keyword for the guest can be used to search the guest profile. keyword like - passport number, driver's license no.

		can be used to filter the guest apart from the regular options like gender, marital status, address, phone no., DOB, DOA, spouse DOB, guest type, market place, source, etc.
VIP Status	Front office	Guest can be tagged as VIP for specific attention.
Sales Budgeting	Reports	Provides rooms sales and room revenue, POS revenue and other sales revenue details for daily, monthly and yearly budget and variance analysis.
Transport Desk (pick up/drop management)	Reports	Allows to manage local / international airports, railways, bus stations database as well as the schedule.
POS Receipt Print	Front office	Can print/preview POS receipt posted on guest room for concerns raised during check out.
Follow-Up Alerts	Front office	Messages attached to transactions will be prompted during check in, check out, amount paid, edit reservation, change room events.
Reservation Alerts	Front office	Messages attached to the reservation will be prompted during guest check-in as and alert. Alert can be used for providing agreed services to the guests upon check-In or during stay or check out.
Settlement Types	Front office	Different settlement types can be created, associated with various charges and used to settle the charges.
Check Point Feature	Front office	Check point feature to alert a checking out guest for due amount, reservation, housekeeping etc. Internal mail box to communicate between different users.
Reservation	Front office	Reserve a room for guest with the various reservation options that are available during check out-check in with special instructions for housekeeping, upon arrival with charges for amenities, food etc. These can also be applied on cancellation, change of stay. Amend, cancel, reinstate, copy, no show and reservations are supported.
Room Sharer/Accompanying Guest	Front office	Accommodates more guest (room sharer) to a single reservation with the facility to create a separate folio for them if required.
Business Source	Front office	Business source for commission payment and analysis.
Market Segment	Front office	Sales related analysis could be done based on the market segment information recorded while taking a booking/reservation or check-in.
Seasonal Rate	Back office	Support different tariff for single rate type for various season.
Registration Card	Front office	Allow printing guest registration card, also can print registration card of room sharers.
Base Tariff	Back office	Facilitates to define base tariff with which the discounted tariff is compared with the tariff analysis
Lost and Found	Front office	Helps to monitor the left luggage of the guest. Can be recorded under lost and found

Sales Person (Hotel Representative)	Front office	Allow to assign sales person who is associated for room sales. Useful for market related sales, target and analysis.
House Keeping Amenities	Back office (POS)	Monitors consumption of housekeeping amenities on a daily basis.
Auto Spooling of Reports	Front office	During night audit or at any point of time, auto spooling of reports can be scheduled. This auto scheduler will print the reports or send the reports at the scheduled time by PDF format through email to the specific email ids.
Auto Backup/Scheduled Backup	Front office	At pre-defined period, auto backup of database files will be done either on the local machine, or online using FTP details.
Room Out of Order	Front office	Under maintenance room can be blocked for the specific duration to avoid booking them.
Guest Ledger	Front office	A complete and detailed list of all the past, current and future guests with option to filter and work on guests' folio who are - in house, checked-in, checked out, still to check-in and yet to check out based on the dates selection.
Phone Directory	Front office	Allows to store personal and guest's phone number for the future communication.
Reminder	Front office	You can set a reminder for one and multiple users to pass message between shifts.
Wake Up call	Front office	Can be used as a reminder option to wake up a guest as per request.
Follow Up	Front office	Allows to add a follow-up reminder which will alert front desk staff or leave a follow-up comment to provide feedback for another staff.
Undo transaction	Front office	Remove/void any past date transaction using this option.
Undo Night audit	Front office	Reverse and undo all the changes done during the night audit process if required.
Floor Management	Front Desk	Access the rooms quickly on the system by defining floors/sections you may have in your property. E.g. - First floor, second floor or even as a pool view, beach view, etc.
Room Amenities	Front Desk	Mention all the amenities offered. Example- smoking room, AC, TV, fridge, coffee maker, etc.
Room Owners	Front Desk	Manage owner information for rooms / condominiums/ apartments given on rent to the guest. This owner information will be used to generate monthly owner statements.
Exchange Rate	Front Desk	Can define multiple currencies accepted form guest with their exchange rates. Create invoice in the configured currencies.
Deposits	Front Desk	Manage all deposits that are collected from a guest e.g. - call deposits, room deposits etc.
Guest Note	Front Desk	Users can record guest requests and requirements and get reports for the same.

Ability Level	Front Desk	Create user roles and set the privileges as per the user roles to easily create users with ready set of privileges.
Do Not Rent	Front Desk	Record information about misbehaving guests whom you don't want to provide service in future. Such guests, when identified by the system will pop up alert with the set reason.
Status Color	Front Desk	Set different color for different room and room status to easily identify the rooms and their status.
Revenue Break Down	Front Desk	Define all revenue break downs you may have in your property. As for example accommodation, VAT, break fast, lunch etc.,
Meal Plan	Front Desk	Define packages for the different types of meal plan offered to guest.
Cash Drawer	Front Desk	Define all major denomination of currencies accepted.
Non Rental Object	Front Desk	Objects like reception/swimming pool can be defined here which can give a better view and also used to define a banquet for banquet module
Reason/Remark	Front Desk	Record all reasons and remarks which needs to be entered while changing existing records of payment, reservations, bookings, voids, cancellation, etc.
Letter Template	Guest Relationship Management	Manage predefined letter templates to be emailed on different actions like reservation confirmation, welcome message, thank you - at check out, cancel booking confirmation, etc.
Incident list	Guest Relationship Management	Manage all the incidents in the property reported by staff or guests.
Guest Follow-up	Guest Relationship Management	Helps to list all follow ups for inquiries done by guests.
Guest Response	Guest Relationship Management	List of all the responses to the incident that were created for the guests.
Guest History	Guest Relationship Management	A detailed history of guest follow up and incidents.
Inquiry List	Guest Relationship Management	This tool will help to manage and service all the inquiries made by your past, current and possible guests.
Guest Feedback	Guest Relationship Management	Manage feedback from your guests. You can also print feedback form and have your guests fill it.
Mailbox	Guest Relationship Management	The basic mailbox feature to send and receive mails and communicate with guests, travel agent, and company contact persons.
Guest Database	Guest	Manage all the names of the guests along with their contact

	Relationship Management	details.
Laundry Service	Laundry	This section will help us define different service like washing, cleaning, ironing, etc.
Laundry Items	Laundry	Helps define different item that come for laundry e.g.: shirts, t-shirts ,trousers etc.
Laundry Item Category	Laundry	This function will help you categorize different laundry items that you receive from the guest.
Laundry Items Return-in	Laundry	This will help define the ways in which you will return items to guests.
Laundry Services	Laundry	This option will help you define the different laundry service (delivery time and rates) that you offer.
Laundry Fabric	Laundry	Helps define the different fabrics you accept in the laundry.
Laundry Pattern	Laundry	Helps define the different fabric patterns you accept in the laundry.
Laundry Colors	Laundry	Helps define the different colors you accept in the laundry.
Guest Laundry/List	Laundry	This option will help accept the guest laundry apply charges or post laundry bill to guest room directly.
Hotel Laundry/List	Laundry	This option will help accept the hotel laundry.
Undelivered Guest Item List	Laundry	The option will be used to record receipt and delivery for guest laundry.
Banquet View	Banquet	Daily, weekly, and monthly view (tape chart) of banquets booked.
Banquet Themes	Banquet	Use this option to define all the different themes that that property support e.g.- marriage, birthday, etc.
Seating Plans	Banquet	This option can be used to record the different seating arrangements e.g.- u shape, conference, etc.
Banquet Packages	Banquet	Package option allows user to create different packages that need to be offered with the banquet function.
Block Banquet List	Banquet	This option will show you the list of banquet function that have been blocked for different reasons.
Banquet Dairy	Banquet	This option to record all information for banquet booking.
Banquet Booking	Banquet	This option allows to book the banquet for particular day and time.
Insert Banquet Transaction	Banquet	This option will allow to do a back dated banquet booking.
Mini-Bar Item Assign	Minibar	This option will help you assign different items.
Mini-bar Item Issue/List	Minibar	Here the number of assigned items will be displayed.
Mini-bar Item Return/List	Minibar	Items that are returned back to the store can be viewed here.
Mini-bar Item Breakages	Minibar	This will help record item breakages that has happened in the room.
Mini-bar Posting	Minibar	This will help to post the items to particular guest accounts.

HouseKeeping View	House keeping	A view for housekeeping manager to assign and update tasks for housekeepers on all rooms.
Room Status List	House keeping	All the different status defined can be viewed here.
Task List	House keeping	Different tasks defined can be viewed here.
Task Assignment	House keeping	This option allow to assign different tasks on different rooms
Schedule List	House keeping	This section is used to create the different schedules for house keeping.
HK Pax (Pax Confirmation)	House keeping	Total number of pax available in the room can be double checked and updated from here.
Schedule Status	House keeping	The complete list of the different status assigned can be viewed here.
Maintenance View	Maintenance	A view to manage the maintenance related items, works orders, and their status for the in house maintenance team of the hotel.
Maintenance Item Location/Type	Maintenance	Here you can define the maintenance item types e.g.- store room, maintenance room, etc.
Maintenance Item Type/Category	Maintenance	Different maintenance items can be defined here e.g.- electronics, furniture, etc.
Maintenance Item / Parts	Maintenance	Different maintenance items can be defined here.
Maintenance Work Status/Category /Priority	Maintenance	The priority of the assigned work can be defined here e.g. - low, high, medium, etc.
Maintenance Work Order	Maintenance	You can create a new work order from here and assign it to a particular employee.
Department	Pay roll	Different departments can be assigned here.
Branch	Pay roll	Different branches can be assigned here.
Shift	Pay roll	Different shifts done by your employees can be recorded under this section.
Designation	Pay roll	All different designations in the property can be defined here.
Scale	Pay roll	Different pay scales can be assigned here.
Job Type	Pay roll	Manage different job types existing in the property.
Category	Pay roll	Different categories under the job profile can be configured here.
Religion	Pay roll	This option can be used to record different religions e.g. - Christian, Hindu, etc.
Bank	Pay roll	Under this section different back used by the property can be configured.
Pay Head	Pay roll	Different pay heads can be configured if its included in the salary or deducted in i.
Leave Type	Pay roll	All leaves an employee is entitled to take can be entered under this section.

Employee	Pay roll	A complete employee database can be managed from here.
Holiday	Pay roll	This option will help us define the different holidays for an employee.
Time Sheet	Pay roll	Here, we can keep a tab of an employee login and logout.
Pay Slip	Pay roll	Pay slips for all the employees can be maintained under this section.
Payment	Pay roll	Different payments that are made towards employees can be recorded here.
Loan Advance	Pay roll	A loan and advance details can be managed under this section.
Leave Application	Pay roll	This section will help us maintain the list of leave application received by the employees.
Absent Employees	Pay roll	This option will help mark a particular employee absent for that particular day.

eZee Front Desk Interface List

Interface name	Company make
Credit card processing	Accelerated Payment Technologies Inc (Xcharge), Mercury Payment Systems LLC, NAB Credit Card, SlimCD, etc.
Financial Accounting	Asiasoft Business Solutions, Auto Count SDN BHD, Intuit Inc, Emas, Mart SDN BHD, MIM systems DSN BHD, Sage Software Inc, Sierra ODC Private Ltd., Softex System Solution, Tally Solutions Pvt. Ltd, QuickBooks, etc.
Finger Print Readers	Boi Enable Technologies Pvt. Ltd., Digital Persona Inc. , ZK Software, etc.
SMS	Bulk SMS – Celerity Systems Pty. Ltd., RouteSms Solutions Limited, theSMSzone – ThrillEX Multimedia, CatchSMS – Vishdream, GSM/GPRS Modem, GenSuite, GAPS SMS, Uptown SMS, 247 SMS, Perfect Bulk SMS, SMS, Gupshup Enterprise, Nimbusit SMS, etc.
Weighting Scale	Berkel Metro
Fiscal Printer	Bixolon America Inc, Dzhies Group Ltd. , RCH Group Spa, MetaLink SBR, WebPOS Fiscal, TREMOL_FP_AURA, BRIO_FIS_FM32, FP_2000_100TZ, BOSNIA, EFP, etc.
Passport Scanners	ScanShell 800, ScanShell 1000, ARH Scanner, WBT Scanner, Fujitsu Fi-60F, etc.
Signature Pads	Topaz, ePad, iBall Pad, etc.
PABX	3COM NBX, AdtranNetVanta7100, Alcatel , allworx, Altigen, ARISTEL, Asterisk Fonality CSV , Asterisk MySQL IP PBX, AT T Merlion, Atlas IIE K 128, AudioCodes MPxx Gateway, Australia Mobile, Avaya , AYC Ipcts, Cadcom 3600, Cisco, Comdial, Connexity, eOn Millennium, Ericsson, ESI, Executone IDS, Fujitsu, Genbend M6, HITACHI , Interactive SIP Proxy, INTERTEL AXXESS, Iwatsu Adix , LG LDK, London16PABX, MatrixEternity,

	Meisei100 DR3, Mitel, Mobile XML Romania, Multitek, NCH AXON, NEC, NeutralPoint, Nitsuko, Nortel, Onyx, Opticon IP, Panasonic, Planet IPX 2000, Quintum Tenor, Rolm Redwood 9722, RSI tools, Samsung , Shoretel , Siemens , Sphere, SPIDER, Tadiran, Talkswitch, Tapit CSV, Tekelec, TeleSynergy AbovEdge, Telrad, Tennyson SOX, Wypoint, WIN48CT, WelltechePBX100, VOISpeed, Vodavi, Toshiba, Tools CTI Pack, BPL, EricssonBusinessphone250b, StrataCIX, etc.
Key Card Door Lock	ADEL Group, Adem Locktronics System SDN BHD, aLock System, ASSA Abloy, BTLock, BTLock International, ColCom Door lock, Digi Lock (Temic), Digicard Systems Ltd., Great Wall Door lock, Guli Door lock, Hafele America Co., Hune Door Lock, Ideal Door lock, Ingersoll-Rand Company, Inhova Door lock, Intego Technologies SDN BHD, Jenberge Door lock, Jiangmen Keyu Intelligence Co. Ltd., KABA Ltd., MIWA Lock Co., Onity Door lock, Philips Door lock (E2000), Philips Mifare, Philips MUR 500, ProUSB Door lock, RWOK Door lock, SafLock, Sape Hotel Door lock, SecuStar Door lock, Sicurezza Solutions, Suzhou Springbus Import & Export Co. Ltd., Talleres De Excoriaza, Ving Card (Vision Door lock), WEISER, Wenzhou Guli Locks Co. Ltd., Xeeder Technology Co. Ltd., Zhejiang Great Wall Lock Co. Ltd., etc.
IP TV Integration	LocaTel eclipse, SingTel IPTV, etc.