

Another global feature of epitome .NET PMS is detailed guest, group and company records. Used with a variety of customized reports, these detailed records allow you to precisely target your marketing efforts to improve your occupancy rates, increase your yield and enhance your strategic planning. Each module also has a customizable report selection menu. Since custom reports are embedded in the application, you do not have to exit the application when you print them. You can sort and filter reports to view the exact information you need at a moment's notice. epitome .NET PMS enables your hospitality enterprise to increase revenue and occupancy, improve guest loyalty and reduce costs by centralizing and streamlining your operations.

Increasing Revenue and Occupancy

- Maximize yields with rate and inventory rules including setting minimum lengths of stay, closing out room types and setting minimum rates. Establish oversell and undersell controls by rate plans and room types or for the entire house. Define daily allocations for the sale of specific rate classifications.
- Maximize revenue opportunities by designating “shoulder rates” for individual group members arriving before or staying after the group dates. Sell unique rates, packages, room types and room numbers for each night of the guest stay with the Stay Wizard.

- Optimize the configuration of your inventory to sell an unlimited combination of component rooms as single suites or as individual rooms with the appropriate impact on availability.
- Reduce expenses by using the specialized features in the credit card interface such as multiple processors, multiple merchant numbers, multiple properties and centralized deployment.
- Extend your marketing programs with the sale and management of gift certificates that you can issue, redeem, refund and track. Create cash-based certificates redeemable at cash value or usage-based certificates redeemable at non-cash or exchange value.

Improving Guest Loyalty

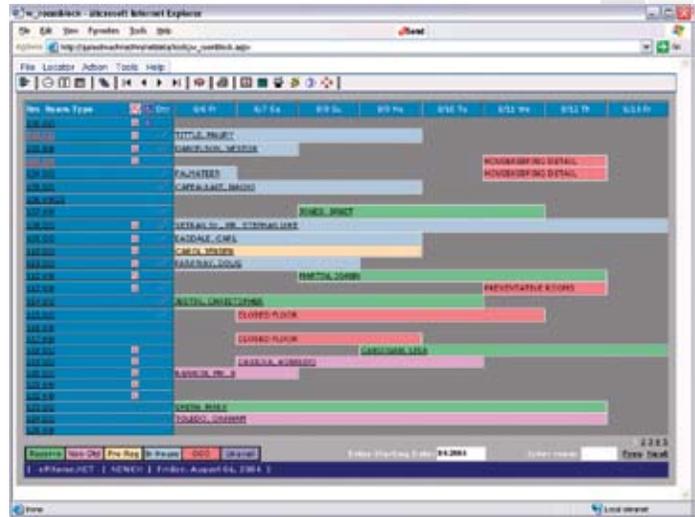
- Cater to your international guests with several language and currency options. Take advantage of multiple currency capabilities to display and quote rates in an alternate currency. Use flexible invoicing capabilities to meet local market requirements. Exchange foreign currency and foreign traveler's checks with a record of the transaction details including service charges and receipt tracking.
- Establish guest loyalty programs by tracking room nights and revenue. Retain up-to-the-minute information about the number of reservations, stays, cancellations, no shows and the amount of revenue generated by each guest or company.
- Automate the delivery and processing of special guest services. Configure no-charge codes based on the frequency of use to provide customized recurring services.

Streamlining Operations

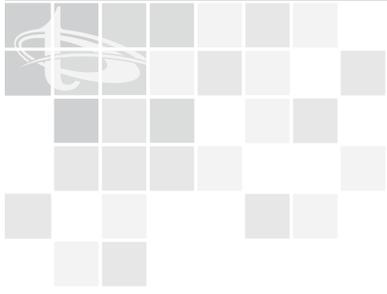
- Display occupancy figures, housekeeping and incoming reservations at any given moment with the Flash Status.



- Reduce manual transaction processing by creating virtual rooms to process accounts that do not impact availability or inventory.
- Optimize processing by storing past data in a separate archive database.
- Reduce processing time with the card reader interface. You can rapidly find reservations with just a swipe of the credit card regardless of the card that was given at the time of reservation. Approvals can be completed in batch mode at any time or online while the guest is checking in.
- Use Credit Card Authorization to record all credit card authorization activity and keep an up-to-the-minute credit status on each guest account. Each approval code is stored in the application for the life of the system, facilitating effective research of disputes and charge-backs.
- Access the guest account directly from the Blocking Worksheet to change information, add postings or messages and more. The Blocking Worksheet is an easy-to-read graphical representation of the status of each room.



- Save guest service agents time by establishing charge routing instructions which automatically transfer guest charges by individual code, group of codes or all codes from one account to another or to separate charges on a specific guest account.
- Provide immediate help to your staff with epitome .NET PMS online help, accessible at any time.
- Save time, reduce errors and allow your staff to perform more guest service functions by defining the business rules and requirements of taxation regulations directly in the system. You can create and maintain an unlimited number of tax schedules, including when and how to rebate taxes for long-term stays or changes in associated revenue. The system automatically adjusts taxes on previous postings when the guest's tax status changes. Tax Exempt Reason Codes can be used for more detailed reporting about tax-exempt guests.
- Reduce excessive credit extensions by easily identifying receivable accounts that are over limit with system prompts and alerts. View receivable accounts that have exceeded their credit limit via report or Query Wizard. Place receivable accounts on credit hold and use them on current or future guest accounts, house accounts, sales masters and group bookings, only with user override permission.



INTEGRATE

CENTRALIZE

KNOWLEDGE

PROFIT

Summary

epitome .NET PMS allows you and your staff to acquire the essential skills of property operations quickly and easily. Very little computer experience is required because the user interface is intuitive and well structured. Training is simplified with color-coded modules. Once employees are trained on one module, they can easily navigate throughout the others.

epitome .NET PMS is a complete solution for the management of single and multi-property enterprises. Incorporating industry standards with the latest technology, epitome .NET PMS promotes improved efficiency, long-term maintainability and increased profitability. With the tools available from Hotel Information Systems, you can access the knowledge and power of your enterprise to achieve positive results both now and in the future.



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