Datasheet
Property Management Interface System

Property Management Interface System is an intelligent solution that brings a communication platform performance scope to the hotel front office domain, thereby integrating both systems into a fully automated online application. This relieves the workload on hotel personnel and increases guests' convenience.

The Property Management Interface System provides a transparent path to allow bi-directional information exchange between the communication platform and the front office computer. The features include:

§ Check-in/Check-out with guest room telephone class-of-service enabling and disabling
§ Guest name display
§ Call billing
§ Room swap
§ Room status information
§ Wake-up call
§ Mini bar information
§ Message waiting light
§ Do-not-disturb
§ Language
§ VIP Status

Specifications

• Call Charge Posting to guest's folio	• Hotel is able to implement various service charges for different • types of calls (Local STD, IDD, Home direct. Collect call, Toll free, • Operator assisted and Internet call)
• Mini-bar Charge Posting and Room status Updating using guest room telephone	• The housekeeping staff can update the Front Office computer on charges for Mini-bar items consumed and cleaning status of the guest room.
• Telephone barring and unbarring	• The room telephone can be unbarred and barred upon guests checking in and checking out.
• Message Waiting Lamp	• Message Waiting Lamp can be turned on and off upon the receipt and retrieval of text, voice and/or fax messages.
• Guest Name Updating	• Operator can consistently provide an impressive response to guest calls by addressing them by their name.
• Database Swap	• Database can be synchronized between the Front Office system and Communication Platform.
• Daily & Monthly Departmental and • Summary Reports	• Night Auditor and Accounts can obtain reports sorted by extension • and department. As well as to reconcile the daily Telephone • Call and Mini-bar transactions.
• No activity time-out alert	• Should any device linked to the PMIS fail, the system will be able • to detect it and warn the user by an audio and visual alarm.
• Data scope	• All the data transferred to and from PMIS can be monitored onscreen.
• Mini-bar items table	• Each Mini-bar item detail can be stored in the system.
• Various On-line maintenance updating	• While PMIS is actively processing transactions in the background. users can access the system maintenance file to update all the current parameters (eg. system date printing, room status, language code mapping, call rate table, guest names, telephone surcharges, service charge, tax and rounding & operator assisted call charges).
• Activities logging	• All transactions are stored in a file for future reference.
• Room change update	• Transfer guest information and status such as voice mails, message indicator, wake up call, etc. when guests change rooms.
• Manual Transaction Posting	• Allows user to manually prefer any transaction to any interface.
• Voucher printing	• Print vouchers on specific call types made, mini-bar transactions, reprint old vouchers and edit voucher formats.
• Help screen	• User can access the Help screen, which explains all the functions of the system.
• Call computation	• Editable formula for each call type enables the hotel to charge the call computation on and when required..
• Simultaneous interface	• Can interface with Front Office System, Communication Platform, Voice Mail System, Auto wake-up and Room Status Information System, Fax Mail System, Maintenance System, Guest Service Center, Butler Paging System, and In-house mobile telephone system, cellular telephone or PDA.