

OfficeServ[™] Hospitality

General Description

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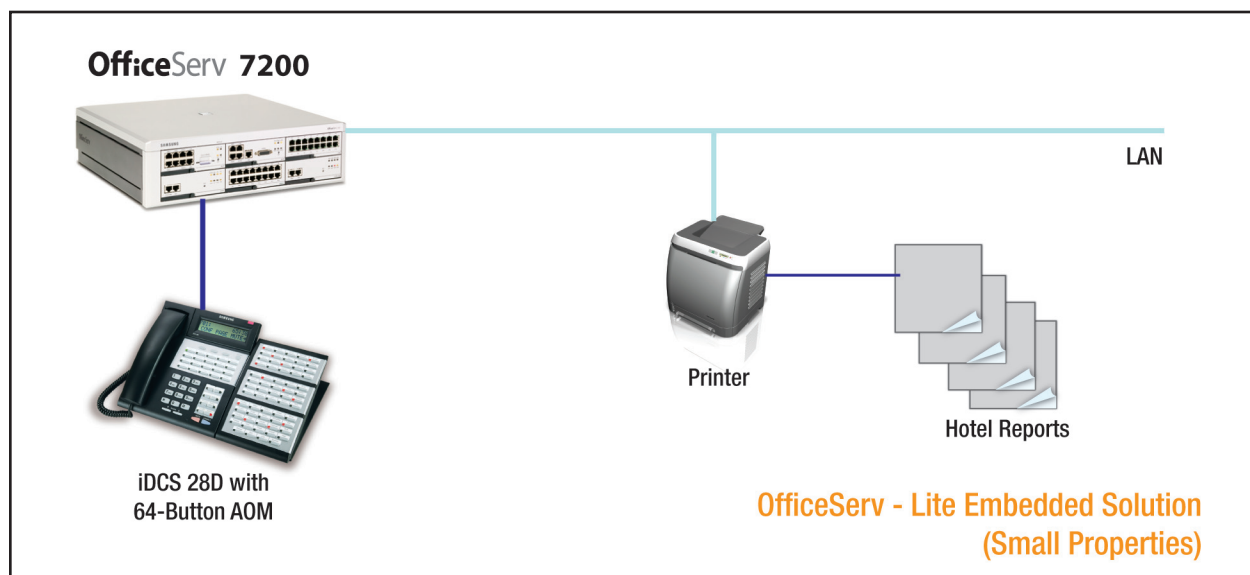
PART 1. SAMSUNG HOSPITALITY SOLUTION

1.1 Overview

The new Hospitality application for the OfficeServ 7200/7400 combines the business features with additional features included to meet the needs of the Hospitality Industry. Now the dealers/distributors have a new solution for the hospitality market.

The hospitality solution is available for two distinct market applications; the very small (5 to 15 rooms), bed-n-breakfast, hunting lodge type properties, and the Medium size (50 to 450 rooms) properties. In some cases the very small market applications can be achieved by the Samsung product alone.

- The phone system combined with a Digital Keyset, 64 button add-on module, and printer can provide a total solution for small installations. Guest check-in/out, guest billing, guest room call costing and more can be provided by the Samsung solution.

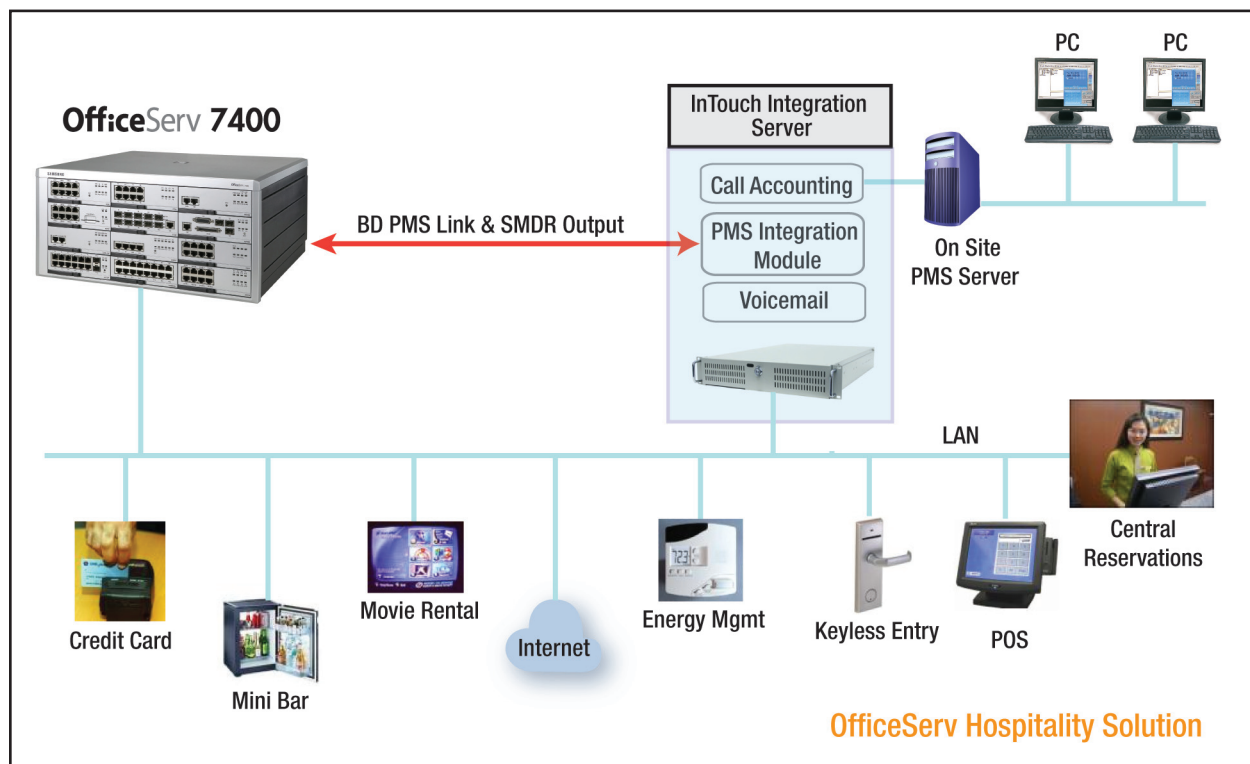


- In the case of the medium sized market, the installation will almost always require integration for the Samsung phone system to communicate with a third party on-premise Property Management System. This will require the involvement of a systems integrator to develop the PMS integration module for the PMS and phone system to work together.

PART 2. OfficeServ HOSPITALITY-ADVANCED SOLUTION (WITH PMS INTEGRATION)-SMALL TO MEDIUM SIZE PROPERTIES

2.1 SMDR

The phone system is required to provide an SMDR output stream via the LAN to a third party call accounting application for billing purposes. The call accounting system will use the information from the SMDR stream to determine phone usage and perform the costing of phone calls.



2.2 PROPERTY MANAGEMENT SYSTEM (PMS)

The Property Management system is the heart and soul of the mid size Property. Think of it as a single user interface used by the front desk Administrator to manage many services on the property and tie many chargeable transactions together to a single consolidated record or account folio. Phone use, movie rental, internet, voicemail, mini bar, POS transactions can all be controlled and combined into a unified record or bill through the use of the PMS. The PMS is not provided by Samsung, but there are a dozen or so PMS vendors that offers a PMS systems to the Hospitality Industry. Samsung only provides the BD-PMS link. Each Property will have to have the on site PMS system integrated to the Samsung phone system. This is not done by Samsung but is done by a System Integrator such as InTouch Digital at a cost. Intouch Digital can develop the PMS integration module for the phone systems and other devices as well. Intouch Digital can also provide a hospitality voice mail server in place of the (non-hospitality) SVMi hospitality voicemail system.

Samsung has an embedded PMS application that can cost phone calls and post additional charges from POS (Point of Sales) terminals, and print room bills, but this will be limited in larger properties. This may be used in very small, bed-n-breakfast type applications without the need for integration to another on-premise PMS.

2.3 BI-DIRECTIONAL PMS LINK

The Office Server 7200/7400 system offers a bi-directional PMS link via a LAN connection. The link allows for the integration of a server with the Property Management System software package installed, to be utilized for inputting room related charges as well as creating room bills, reports, etc. Any transactions, related to guest or meeting rooms, that take place within the hotel system, will be sent immediately to this link from the OS7200/7400.

The OS phone system may be required to provide a Bi-directional PMS stream via the LAN to third party Property Management System. Many small to mid-sized properties will use a computer console and PMS software at the front desk to provide the attendant with a user interface to administer room services such and guest check-in, checkout, adding charges to rooms, wakeup calls, set message waiting, and printing room bills.

Samsung only supplies the Bi-directional PMS link. This link will not interface directly to any PMS system or software directly without the development of integration software or PMS integration module. The PMS integration module is what allows the external PMS system to integrate and communicate with the phone system. The PMS integration module is required but is not provided by Samsung. A systems integrator will always be required to create the PMS integration module to integrate the phone system to the Property Management System.

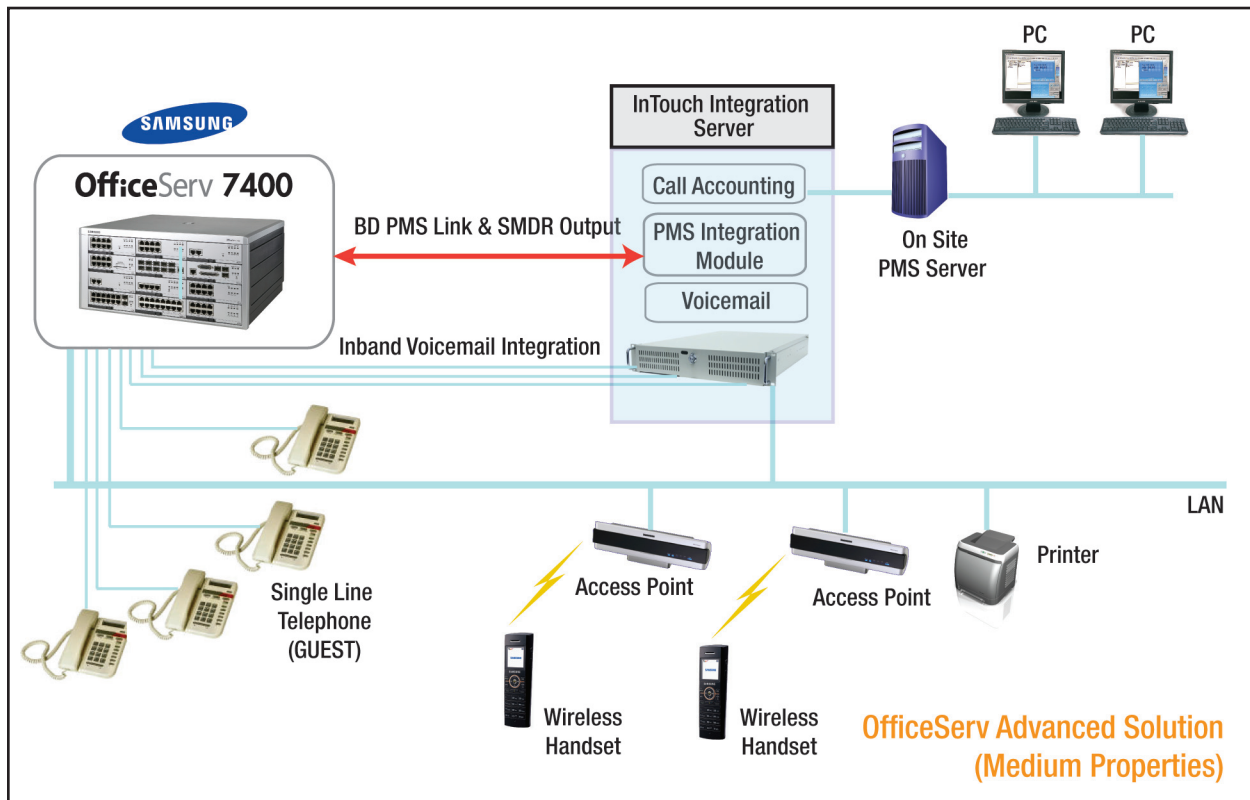
2.4 PMS TRANSACTION MODULE

A large percentage of all properties will have a proprietary PMS system on site. The PMS system will have to be integrated to the Samsung phone system. The Samsung phone system provides a proprietary PMS link but Samsung does not provide a PMS system. All the Samsung phone system provides is the PMS link. The PMS link is a proprietary protocol that will not connect directly to any PMS system on the market.

In order for the Samsung phone system to integrate and communicate to other PMS systems, integration software or PMS integration module (software that functions as a conversion of translation layer) will have to be developed by a systems integrator. Samsung does not provide this service, but recommends Intouch Digital (Samsung Partner) for the PMS integration module, Hospitality voicemail, call accounting, and other backoffice integration solutions.

2.5 HOSPITALITY VOICEMAIL (INTOUCH DIGITAL)

Samsung provides a voicemail system, but it is not suitable for the Hospitality Industry. Other Voicemail vendors such as Intouch Digital makes a voicemail solution design specifically for the hospitality Industry. The Intouch voicemail can build the required mailboxes for each room when a guest is checked in at front desk console. In addition, the voicemail can clear the mailbox and delete and/or archive all messages left by the previous guest upon checkout from the front desk console. The Samsung SVMi voicemail is limited in this type of functionality and is not recommended for use in a Hospitality installation.



PART 3. OfficeServ HOSPITALITY-LITE VERY SMALL PROPERTIES

3.1 Overview

The OfficeServ 7200/7400 Hotel / Motel software package combines the OfficeServ 7200/7400 business features with additional features created to meet the needs of the Hotel / Motel industry. This combination meets the requirements of the Hotel General Business offices as well as those of the Hotel Guest. The OfficeServ 7200/7400 Hotel / Motel package MUST be activated in MMC 813 before it can be used.

Samsung's OfficeServ 7200/7400 Hotel / Motel software is designed to operate in very small to medium sized hotel properties. Those with, up to approximately, 450 rooms.

The OfficeServ 7200/7400 Hotel / Motel software offers a bi-directional PMS link. All system transactions related to the guest and meeting rooms will be sent to the PMS system via this link. Likewise any information input from a PMS or POS terminal will be sent into the OfficeServ 7200/7400 via this same link. Station status can be changed via these PMS and POS PC terminals. Message lights can be activated, Do Not Disturb can be set, etc, across the PMS link.

In very small installions the system's design makes it operational without the need for additional PMS equipment. The key to utilizing the Hotel / Motel software without an external PMS is the front desk display keyset. The key-set can be programmed with features and functions pertinent to the hospitality industry, that make it convenient to perform day to day routine functions. However in the case of larger hotels, the owner / operator would probably choose to interface to the bi-directional PMS link.

For those systems that are not utilizing a PMS software package, the OfficeServ 7200/7400 Hotel / Motel software will maintain a record of all transactions that occur throughout the system. These records are maintained until the guest is checked out. The OfficeServ 7200/7400 maintains 10,000 transaction records. These transaction records represent one line of the guest room bill. These records are purged once the room is checked out.

3.2 Features (Embedded Solution)

Call Costing	Room Status
Check In	Printed Reports
Check Out	Keyset Indications
Deposit Posting	Room Status Update
DSS Key Use During Feature Activation	Automatic (Daily Timer)
Enhanced User Programming	Manual
Executive DND	Staff I.D. Codes (500)
Express Check-In	Station Types
Guest Services Billing	Business Office
100 Item Codes with Costing	Hotel Administrator
Lobby Phone Service	Meeting Room
Printed Reports	Guest No Smoking Room
Phone Bill	Guest Smoking Room
Guest and Meeting Room Bill	Fax Station
Room Status	Telephone Credit Limit
Wake Up Call Activity	Transaction Record Output (To PMS)
Room Dialing Restrictions	Wake Up Calls
Room Rate Discounts	Set by Attendant
Room Status Conditions	Set by Guest
Available	Answered
Occupied	Not Answered
Needs Cleaning	Cancelled
Needs Maintenance	With Auto Attendant Announcement
Hold (Late Check Out)	
Hold and Needs Cleaning	
Hold and Needs Repair	
Cleaned	
Repaired	

CALL COSTING

The OfficeServ 7200/7400 Hotel / Motel software provides call costing, for guest and meeting room phones. The call cost will appear on the guest's room bill, the SMDR report, the transaction record output, and the PMS output.

The system uses programmable call costing tables to calculate the cost of incoming and outgoing calls. Rates are calculated by the number dialed, duration of the call and may include surcharges.

CHECK IN

The OfficeServ 7200/7400 Hotel / Motel software allows an Administrator keyset to check a guest into a room by pressing the CHECK IN key and following the prompts in the display. When the CHECK IN key is pressed the clerk can credit the room account if the guest wishes to prepay for the room and/or the phone service. The clerk can also assign the guest's name to the room.

This feature offers 64-Button Module support. Meaning that the associated DSS key assigned to a 64-Button Module, can be used to enter the room number that is being checked in.

CHECK OUT

In addition the feature allows an Administrator keyset to check a guest out of a room by pressing the CHECK OUT key. The CHECK OUT option will print out the total room charges and clear the room information from the transaction record buffer. It also changes the room to the Needs Cleaning status. Checking a guest out of a room prior to the ROOM CLEAN TIME will automatically change the room to the NEEDS CLEANING status.

This feature offers 64-Button Module support. Meaning that the associated DSS key assigned to a 64-Button Module, can be used to enter the room number that is being checked out.

DEPOSIT POSTING

The credit feature allows any Administrator keyset to add a cash deposit to a room bill, to offset charges already incurred or to prepay either the room or phone charges or both. This feature requires a CREDIT key to be assigned to the administration phones. This feature offers 64-Button Module support. Meaning that the associated DSS key assigned to a 64-Button Module, can be used to enter the room number that the deposit is being posted to.

DSS KEY USE DURING FEATURE ACTIVATION

When utilizing the Administrator keyset to activate system features / functions, many will request the room number to be entered. In most cases the associated DSS key can be pressed to enter the station number.

The exceptions are Wake Up Call Setting and Lobby Phone Service. These features will not respond to the DSS key press. The associated station number must be assigned via the keypad.

ENHANCED USER PROGRAMMING

The OfficeServ 7200/7400 allows the System Administrator access to several non-volatile MMCs. These MMCs give stations assigned as ADMINISTRATOR and NORMAL, the ability to change Station Call Forwarding, System Time and Date, etc. for any station within the system.

This Enhanced System Programming is accessible through the PROG key.

The MMCs available to Enhanced User Programming are as follows: MMC 100: Station Lock, MMC 102: Call Forward, MMC 104: Station Name, MMC 115: Set Programmed Message, MMC 116: Alarm and Message, MMC 505: Assign Date and Time, MMC 705: Assign System Speed Dial, MMC 706: System Speed Dial by Name, and MMC 722: Station Key Programming.

EXECUTIVE DND

The Executive DND feature (SET DND key) allows Front Desk personnel to set and cancel DND to a guest's room. This means that a guest can request that their room be flagged as DND, saving the guest from having to learn system feature codes. This key will allow Front Desk personnel to change DND status, as an additional guest service.

This feature can be set and canceled from the guest room phone. This feature offers 64-button module support. Meaning that the associated DSS key assigned to a 64-button module can be used to enter the room number to set DND to.

EXPRESS CHECK-IN

This feature is designed to expedite the Check In procedure. It is a second check in option. It is used expressly to check in a guest quickly.

The Express Check In feature (X-CHIN key) eliminates several steps from the standard Check In procedure. This feature does not request any billing type, or guest's name information.

This feature offers 64-button module support. Meaning that the associated DSS key assigned to a 64-button module, can be used to enter the room number that is being checked in.

GUEST SERVICES BILLING

The guest service billing feature allows a staff member, to enter an item code and a dollar amount to a specific room bill using specific telephone stations. The dollar amount entered at time of sale for the item code, can be multiplied by the tax rates defined for the items or will have the tax amount added if the tax is a fixed dollar amount.

There are 100 item codes in the system. Each item code can have a name, with up to 10 characters, programmed to describe the charge.

This feature requires a staff ID code to be entered to add or delete a charge to a room. The staff ID codes are assigned in the Authorization Code table. The staff ID code will be verified from the table, and if an incorrect code is entered, an error tone will be returned and the station will return to idle.

The room number will also be verified, from the list of rooms that are checked in. If a room number is not occupied, an error tone will be returned and the station will return to idle.

This feature can be used by either a keyset or a single line telephone with DTMF dialing. The keyset requires a BILL key.

LOBBY PHONE SERVICE

This feature allows a hotel operator to bill a call to a guest room even though it was made at a remote location, such as a lobby phone. This phone can be a dial "0" type or a Hotline to the operator.

The guest will request the operator to bill an outside call to his/her room. The operator will press the Remote Bill key (RB) and place the guest on transfer hold, then enter the guest's room number and receive confirmation tone. The operator can then dial the number for the guest and transfer the ringing call back to the guest.

PRINTED REPORTS

In those cases where the bi-directional PMS link is not used, the OfficeServ 7200/7400 Hotel / Motel software package will provide various printed reports of selected activities throughout the system. These reports are initiated from any administrator's display keyset and sent to a printer connected to the network.

In order to provide a permanent record, it is advisable to use two-part paper in the printer, or do a room bill printout, prior to checking the room out.

Phone Bill

The Phone Bill report provides only the phone bill information for a specific room. This print out is separate from the guest room bill. This allows a guest to pay for them separately, so no phone calls appear on the room bill. When using this feature you have the option of saving or deleting all telephone call information from the guest's bill.

The information in the phone bill includes the date and time the report was requested, the room number requested, date and time of call, the number dialed, call duration and the charge for the call.

Guest and Meeting Room Bill

This printout includes all room-related charges, from time of check in. Associated taxes and/or surcharges are automatically calculated by the system based on programmable rate table entries. Any deposits made are automatically deducted from the total bill. This printout also includes daily room charges, phone calls, servic-

es charged to the room, wake up call activity, and any deposits made. This printout is made on a per room basis.

Room Status

The system can print six different Room Status reports. There are five (5) individual reports for the following room status conditions: Available, Occupied, Needs Cleaning, Needs Maintenance, and Hold for Late Checkout. A sixth report will show all rooms and all room status conditions.

Wake Up Call Activity

This report will detail all wake up call information related to a specific room since check in. The printout includes the time a wake up call was set, the requested wake up time, the time the call was answered, unanswered wake up calls, canceled wake up calls and charges for the service if programmed.

Room Dialing Restrictions

This feature is used to program station to station calling restrictions and is sometimes referred to as intercom blocking. For instance you can restrict rooms from dialing the administration offices while still being able to dial the front desk, other hotel service phones or other guest rooms.

Room Rate Discounts

The OfficeServ Hotel / Motel software offers a method of discounting room rates, on a day-by-day basis. This discount is based on a percentage of the full room rate. The percentage is programmable and variable.

Room Status Conditions

The system will indicate the status of each guest or meeting room when requested. [See Room Status](#). The five possible conditions are (the last four conditions in the list are sent to update PMS information only):

- AVAILABLE – Ready to check in.
- OCCUPIED – Guest is checked in.
- NEEDS CLEANING – Condition after check out or morning update for all occupied rooms.
- NEEDS MAINTENANCE – Temporary condition for rooms requiring some repair or maintenance.
- HOLD (LATE CHECK OUT) – Indicates a guest requires a late check out so hotel staff will delay cleaning.
- CLEANED – Message sent for updating PMS. Indicates that the room has been cleaned.
- REPAIRED – Message sent to update PMS. Indicates that the room has been repaired.
- HOLD AND NEED CLEANING – Message sent to update PMS. Indicates that the room is being held and requires cleaning.
- HOLD AND NEEDS MAINTENANCE – Message sent to update PMS. Indicates that the room is being held and requires maintenance.

ROOM STATUS

The OfficeServ 7200/7400 Hotel / Motel system provides three methods to review the five room status conditions.

1. An administrator's display keyset can be used to view the status of any individual room and scroll through the list of all other rooms to view their status.

2. One or more 64 Button Modules can be used to view the status of all rooms for any of the five room conditions (Example: press the Room Status View key for "AVAILABLE" and all the buttons corresponding to available rooms will light red).
3. Printed reports can be obtained to review the room status conditions for all rooms. [See Printed Reports–Room Status, earlier in this document.](#)

ROOM STATUS UPDATE

The system operation provides two methods to update the status of each guest or meeting room.

Automatic

The hotel manager informs the system technician of the preprogrammed time he wants all rooms to automatically change from "Occupied" to "Needs Cleaning" on a daily basis. In addition each room is automatically changed to "Needs Cleaning" upon check out.

Manual

Hotel personnel, such as maids, maintenance men or administrators, can dial a code from the guest/meeting room telephone to manually update the room status as required. The manual room status update codes are:

- 0= Room needs to be cleaned.
- 1= Room cleaned. This updates the room status to either AVAILABLE or OCCUPIED.
- 2= Room needs maintenance. This makes the room NOT AVAILABLE for check in.
- 3= Room repaired. This updates the room status to either AVAILABLE or OCCUPIED.

STAFF I.D. CODES

These are simply Authorization Codes that hotel employees must enter to access various Hotel / Motel features. These codes will appear on the Room Bill printout to indicate who posted the charges to a specific room. They provide a measure of security and control for hotel management. There are 500 STAFF ID codes in the software.

STATION TYPES

The system software enables station ports to be defined for a specific use throughout the hotel. Each telephone can be designated as being one of the five following types. A class of service has been established for each station type.

1. NORMAL STATION – This is the default setting. The station will operate in the manner associated with a normal business station.
2. ADMINISTRATOR – Only stations designated as Administrator can access special Hotel / Motel features, such as Check In, Check Out, Room Status, Print Report, etc.
3. MEETING ROOM – A meeting room is similar to a guest room in the respect that it generates a room bill but has different class of service option requirements.
4. GUEST NO SMOKING – When a station is designated as this type, it will appear in the administrator's keyset display as a no smoking room. This station type will generate a room bill and follow its associated class of service options.
5. GUEST SMOKING – When a station is designated as this type, it will appear in the administrator's keyset display as a smoking room. This station type will generate a room bill and follow its associated class of service options.

6. FAX STATION – When a station is designated as this type, the associated station number can be paired with a fax extension so that calls from the fax extension can be billed to the room..

TELEPHONE CREDIT LIMIT

This feature is designed to control phone charges for hotel guests that do not use a credit card. These guests will need to make a cash deposit for their phone calls. When the credit warning threshold has been reached the guest will receive two beeps in their ear, (the warning threshold is determined by the COST RATE feature and occurs one billing period prior to the credit limit being reached). When the credit limit is reached, the call will be dropped, and the phone will then be restricted. An additional cash deposit is required to re-activate the phone.

TRANSACTION RECORD OUTPUT

The OfficeServ 7200/7400 Hotel / Motel software provides an output for all Hotel / Motel transactions. Any transactions, related to guest or meeting rooms, that take place within the hotel system, will be immediately sent –“on the fly” to a serial port on the IOM card. The serial port will be assigned as PMS. This transaction stream would typically be connected to a PC with a PMS software package, for system reports.

WAKE UP CALLS

The OfficeServ 7200/7400 Hotel / Motel software package supports a comprehensive wake-up feature.

- SET BY ATTENDANT – The hotel administrator stations or operator/attendant can set a wake call.
- SET BY GUEST – Each hotel guest can set his/her own wake up call using the telephone in their room.
- ANSWERED – Both the guest room bill and wake up call activity report will show the date and time the guest answered the wake up call.
- NOT ANSWERED – Both the guest room bill and wake up call activity report will show each wake up call attempt that was not answered by the hotel guest. This information will print out on the printer connected to the serial port designated for the Hotel / Motel Report.
- CANCELED – Both the guest room bill and wake up call activity report will indicate each canceled wake up call. Only Hotel / Motel administrator's keysets can cancel wake up calls. The guest can reprogram a wake up request if he made a mistake. System programming provides a programmable number of wake up call attempts and a programmable time interval between attempts.
- WITH AUTO ATTENDANT ANNOUNCEMENT – The system can be programmed to play a message when a guest answers a wake up call.

3.3 SAMPLE REPORTS AND PRINTOUTS

GUEST ROOM BILL PRINTOUT

ROOM STATUS PRINTOUTS

- AVAILABLE**
- OCCUPIED**
- NEEDS CLEANING**
- NEEDS MAINTENANCE**
- HOLD**
- ALL**

TRANSACTION RECORD OUTPUT SAMPLE

INDIVIDUAL GUEST PHONE BILL

ALL GUEST PHONE BILL (SMDR)

INDIVIDUAL WAKEUP ACTIVITY REPORT

3.3.1 GUEST ROOM BILL PRINTOUT

Printout includes the following information:

- Date and time the bill was printed
 - Room number requested
 - Daily room charge
 - Phone calls and their charges
 - Wake up call activity
 - Time wake up was set for
 - Each wake up call attempt, answered/not answered
 - Cancelled wake up
 - Room related charges and applicable taxes
 - Item codes and associated descriptions for room related charges
 - Date and time item was billed
 - Details column
 - Staff code of employee performing function
 - Duration of phone calls
 - Time wake up call was set for
 - Room and/or phone deposits
 - Total room charges
- ***
- Automatically increments the daily room charge
 - Automatically applies room and phone deposits to the total bill
 - Room bills are printed on a per room basis
 - By default, printout will print a header, followed by 50 lines per page
 - Printout size is adjustable through programming

EQUIPMENT REQUIRED



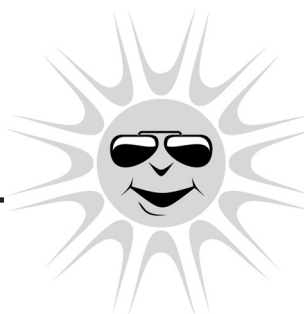
GUEST BILL FROM [SUNSHINE SUITES] 01/28/99 14:13

CHARGES BILLED TO ROOM NUMBER : 210

ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
210	01/27	12:11	02	RM CHARGE	1234	100.00
210	01/27	12:11	02	STATE TAX		6.00
210	01/27	12:11	02	BED TAX		1.50
210	01/27	12:11	00	RM Deposit	5555	-100.00
210	01/27	12:30	03	RM SVC	9876	20.00
210	01/27	12:30	03	STATE TAX		1.20
210	01/27	12:30	03	SVC CHARGE		2.00
210	01/27	12:31	TEL	3055922900	00:00:49	.75
210	01/27	14:55	89	W/UP SET	05:30	000.00
210	01/27	14:55	05	MOVIE RNTL	5555	5.00
210	01/27	14:55	05	STATE TAX		.30
210	01/27	14:55	TEL	18008764782	00:02:03	.25
210	01/27	14:58	01	PH Deposit	1234	-2.50
210	01/27	14:58	TEL	3055922900	00:02:18	1.25
210	01/27	15:01	92	W/UP CANCL		000.00
210	01/27	15:01	04	DRY CLEAN	1234	22.00
210	01/27	15:01	04	SVC CHARGE		2.00
210	01/27	19:35	89	W/UP SET	06:00	000.00
210	01/28	06:00	91	W/UP N/ANS		000.00
210	01/28	06:01	90	W/UP ANS		000.00
210	01/28	06:30	03	RM SVC	5555	18.50
210	01/28	06:30	03	STATE TAX		1.11
210	01/28	06:30	03	SVC CHARGE		2.00
210	01/28	12:00	02	RM CHARGE		100.00
210	01/28	12:00	02	STATE TAX		6.00
210	01/28	12:00	02	BED TAX		1.50
210	01/28	13:32	TEL	18008764782	00:01:59	.25
210	01/28	14:06	TEL	3055922900	00:01:03	.75
				TOTAL		189.86

Page 1 of 1

Sunshine



Suites

3.3.2 ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
 - On an individual, status type basis
- OR
- As a complete report of all rooms and their status
- Room Status Printout Types:
 - **AVAILABLE**
 - OCCUPIED
 - NEEDS CLEANING
 - NEEDS MAINTENANCE
 - HOLD
 - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

EQUIPMENT REQUIRED



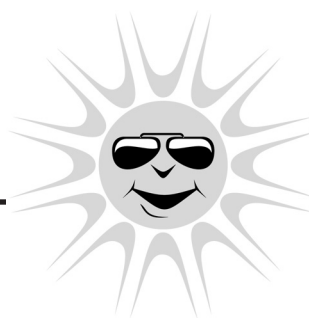
ROOM STATUS PRINTOUT

AVAILABLE

11:59

12/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
209	AVAILABLE	220	AVAILABLE	213	AVAILABLE
215	AVAILABLE	217	AVAILABLE	219	AVAILABLE
220	AVAILABLE	221	AVAILABLE	223	AVAILABLE
225	AVAILABLE	226	AVAILABLE	227	AVAILABLE
228	AVAILABLE	301	AVAILABLE	302	AVAILABLE
303	AVAILABLE	304	AVAILABLE	306	AVAILABLE
307	AVAILABLE	403	AVAILABLE	405	AVAILABLE
406	AVAILABLE	407	AVAILABLE	409	AVAILABLE

SunshineSuites

ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
 - On an individual, status type basis
 - OR
 - As a complete report of all rooms and their status
- Room Status Printout Types:
 - AVAILABLE
 - **OCCUPIED**
 - NEEDS CLEANING
 - NEEDS MAINTENANCE
 - HOLD
 - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

EQUIPMENT REQUIRED



55 LINES

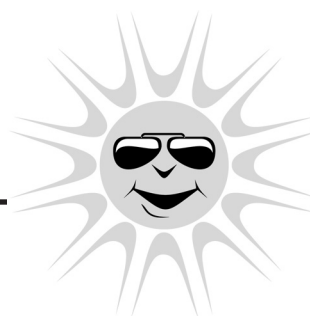
ROOM STATUS PRINTOUT

OCCUPIED

13:56

11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
211	OCCUPIED	212	OCCUPIED	214	OCCUPIED
216	NEED MAINTENANCE	218	OCCUPIED	222	OCCUPIED
224	OCCUPIED	305	OCCUPIED	308	NEEDS CLEANING
309	HOLD	310	NEEDS MAINTENANCE	401	NEEDS CLEANING
402	NEED MAINTENANCE	404	NEEDS CLEANING	408	NEEDS CLEANING

SunshineSuites

ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
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 - OR
 - As a complete report of all rooms and their status
- Room Status Printout Types:
 - AVAILABLE
 - OCCUPIED
 - **NEEDS CLEANING**
 - NEEDS MAINTENANCE
 - HOLD
 - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
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EQUIPMENT REQUIRED



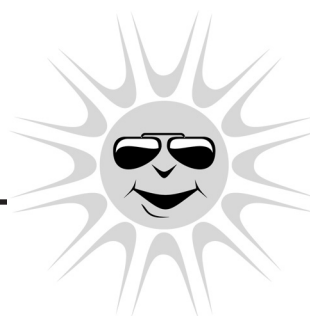
55 LINES

ROOM STATUS PRINTOUT

NEEDS CLEANING

13:50 11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
211	NEEDS CLEANING	212	NEEDS CLEANING	214	NEEDS CLEANING
215	NEEDS CLEANING	218	NEEDS CLEANING	220	NEEDS CLEANING
222	NEEDS CLEANING	224	NEEDS CLEANING	303	NEEDS CLEANING
305	NEEDS CLEANING	310	NEEDS CLEANING	401	NEEDS CLEANING
404	NEEDS CLEANING	408	NEEDS CLEANING		

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ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
 - On an individual, status type basis
 - OR
 - As a complete report of all rooms and their status
- Room Status Printout Types:
 - AVAILABLE
 - OCCUPIED
 - NEEDS CLEANING
 - **NEEDS MAINTENANCE**
 - HOLD
 - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

EQUIPMENT REQUIRED



55 LINES

ROOM STATUS PRINTOUT

NEED MAINTENANCE

14:01 11/02

ROOM

STATUS

ROOM

STATUS

ROOM

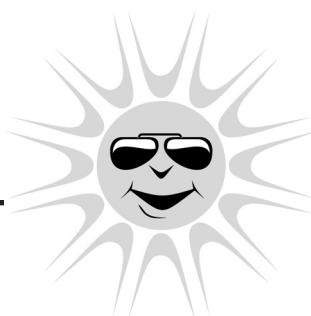
STATUS

216 NEED MAINTENANCE

308 NEED MAINTENANCE

402 NEED MAINTENANCE

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ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
 - On an individual, status type basis
 - OR
 - As a complete report of all rooms and their status
- Room Status Printout Types:
 - AVAILABLE
 - OCCUPIED
 - NEEDS CLEANING
 - NEEDS MAINTENANCE
 - **HOLD**
 - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

EQUIPMENT REQUIRED

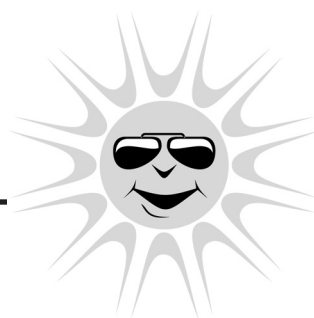


55 LINES

ROOM STATUS PRINTOUT HOLD 11:58 12/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
212	HOLD	214	HOLD	309	HOLD
401	HOLD				

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ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
 - On an individual, status type basis
- OR
- As a complete report of all rooms and their status
- Room Status Printout Types:
 - AVAILABLE
 - OCCUPIED
 - NEEDS CLEANING
 - NEEDS MAINTENANCE
 - HOLD
 - **ALL**
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

EQUIPMENT REQUIRED



55 LINES

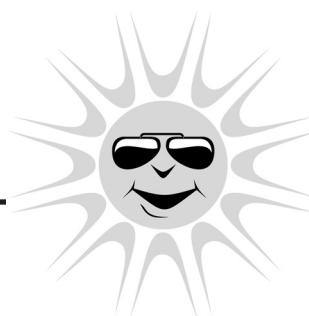
ROOM STATUS PRINTOUT

ALL

13:58

11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
209	AVAILABLE	210	AVAILABLE	211	OCCUPIED
212	OCCUPIED	213	AVAILABLE	214	NEEDS CLEANING
215	NEEDS CLEANING	216	NEED MAINTENANCE	217	AVAILABLE
218	NEEDS CLEANING	219	AVAILABLE	220	NEEDS CLEANING
221	AVAILABLE	222	NEEDS CLEANING	223	AVAILABLE
224	NEEDS CLEANING	225	AVAILABLE	226	AVAILABLE
227	AVAILABLE	228	OCCUPIED	301	OCCUPIED
302	OCCUPIED	303	NEEDS CLEANING	304	AVAILABLE
305	NEEDS CLEANING	306	AVAILABLE	307	AVAILABLE
308	NEED MAINTENANCE	309	HOLD	310	NEEDS CLEANING
401	NEEDS CLEANING	402	NEED MAINTENANCE	403	AVAILABLE
404	HOLD	405	AVAILABLE	406	OCCUPIED
407	AVAILABLE	408	NEEDS CLEANING	409	AVAILABLE

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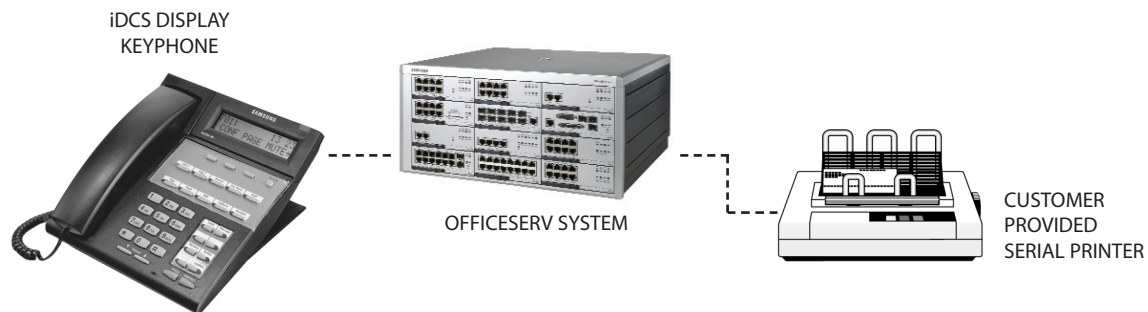
3.3.3 TRANSACTION RECORD OUTPUT SAMPLE

The PMS output stream includes information from all transactions within the Hotel / Motel system. This is a one way output only, from the phone system to the PMS system.

This information includes:

- Check In confirmation with:
 - Room charges and applicable taxes
 - Updated room status
 - Check Out information with:
 - Updated room status
 - Room related charges and applicable taxes
 - Daily room charge updates
 - Room / phone deposits
 - Maid / maintenance room status updates
 - Phone calls and charges
 - Wake up calls time set for
 - Unanswered wake up calls
 - Cancelled wake up calls
- ***
- The system outputs this information immediately after transaction is completed.

EQUIPMENT REQUIRED



211	01/29	06:10	02	RM CHARGE	5555	69.99
211	01/29	06:10	02	STATE TAX		4.19
211	01/29	06:10	02	BED TAX		1.50
211	01/29	06:10	93	Check In	5555	000.00
211	01/29	06:10	96	Occupied	5555	000.00
209	01/29	06:11	03	RM SVC	9876	25.00
209	01/29	06:11	03	STATE TAX		1.50
209	01/29	06:11	03	SVC CHARGE		2.00
216	01/29	06:11	89	W/UP SET	06:00	000.00
213	01/29	06:11	TEL	3055922900	00:00:34	.75
214	01/29	06:12	00	RM Deposit	1234	-20.00
211	01/29	06:13	94	Check Out		000.00
211	01/29	06:13	97	Clean Room		000.00
209	01/29	06:12	TEL	18008764782	00:01:29	.25
216	01/29	06:15	92	W/UP CANCL		000.00
217	01/29	06:16	07	MISC	5555	150.00
209	01/29	12:00	02	RM CHARGE		100.00
209	01/29	12:00	02	STATE TAX		6.00
209	01/29	12:00	02	BED TAX		1.50
209	01/29	12:00	97	Clean Room		000.00
210	01/29	12:00	02	RM Charge		100.00
210	01/29	12:00	02	STATE TAX		6.00
210	01/29	12:00	02	BED TAX		1.50
210	01/29	12:00	97	Clean Room		000.00
213	01/29	12:00	02	RM CHARGE		69.00
213	01/29	12:00	02	STATE TAX		4.14
213	01/29	12:00	02	BED TAX		1.50
213	01/29	12:00	97	Clean Room		000.00
215	01/29	12:00	02	RM CHARGE		89.99
215	01/29	12:00	02	STATE TAX		5.39
215	01/29	12:00	02	BED TAX		1.50
215	01/29	12:00	97	Clean Room		000.00
216	01/29	12:00	02	RM CHARGE		79.95
216	01/29	12:00	02	STATE TAX		4.79
216	01/29	12:00	02	BED TAX		1.50
216	01/29	12:00	97	Clean Room		000.00
217	01/29	12:00	02	RM CHARGE		250.00
217	01/29	12:00	02	STATE TAX		15.00
217	01/29	12:00	02	BED TAX		1.50
217	01/29	12:00	97	Clean Room		000.00
216	01/29	15:38	89	W/UP SET	06:00	000.00
216	01/30	06:00	91	W/UP N/ANS		000.00
216	01/30	06:01	90	W/UP ANS		000.00

3.3.4 INDIVIDUAL GUEST PHONE BILL

Printout includes the following information:

- Date and time the bill was printed
- Room number requested
- Date and time phone call was initiated
- Number dialed
- Duration of call
- Charge of call
- Total charge for all calls
- Displays all call information since check in



- Automatically applies phone credits to the bill
- Phone bills are printed out on a per room basis
- Phone bill information may be:
 - Printed and saved in memory
 - Printed and cleared from memory
- By default, printout will print a header, followed by 50 lines per page
- Printout size is adjustable through programming

EQUIPMENT REQUIRED

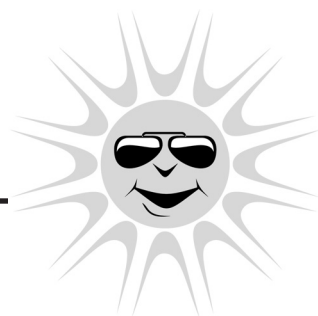


PHONE BILL FROM [SUNSHINE SUITES] 02/11/99 13:44

CHARGES BILLED TO ROOM NUMBER: 211

ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
211	02/10	15:30	TEL	3055922900	01:01:00	.35
211	02/10	20:44	TEL	18008764782	00:01:45	.25
211	02/11	06:34	TEL	18008764782	00:02:00	.25
211	02/11	13:15	TEL	3055922900	00:02:16	.45
211	02/11	13:40	TEL	3055922900	00:02:31	.55
					TOTAL	1.85

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3.3.5 ALL GUEST PHONE BILL (SMDR)

SMDR REPORT FOR [H/M Sample] 01/02/95 17:12

T	EXT	AUTH	TRK	MM/DD	STT	TIME	DURATION	FG	DIALED	DIGIT	CALL	COST	CID/ANI	NUMBER	CID/ANI	NAME
1	201		701	01/02	17:15:13	00:00:28	IT						13054264100			SAMSUNG TELECOM
1	205		701	01/02	17:15:41	00:00:02	T						13054264100			SAMSUNG TELECOM
1	217		702	01/02	17:24:49	00:00:25	IT						13055557890			CURTIS SMITH
1	202		702	01/02	17:25:14	00:00:03	T						13055552354			SUSAN HOLLINS
1	202		702	01/02	17:25:56	00:00:00	O		4264100			\$000.00				
1	217		702	01/02	17:26:35	00:00:11	IT									SAMSUNG TELECOM
1	203		702	01/02	17:26:46	00:00:16	T									SAMSUNG TELECOM
1	203		702	01/02	17:27:13	00:00:20	O		4264385			\$001.00				
1	203		702	01/02	17:28:04	00:00:00	O		4264385			\$000.00				
1	201		701	01/02	17:28:34	00:00:04	IT									
1	203		701	01/02	17:28:38	00:00:14	T									JOAN LEVIN
1	203		702	01/02	17:29:54	00:01:27	OT		5556420			\$001.75				LENNY WILKINS
1	205		702	01/02	17:31:06	00:03:00	TT									
1	209		702	01/02	17:33:24	00:02:18	T									PIZZA DELIVERY
1			701	01/02	17:41:45	00:00:30	A									PIZZA DELIVERY
1			701	01/02	17:42:15	00:00:02	A									TERRY PRUITT
1	203		702	01/03	17:51:17	00:00:22	O		5555069			\$001.00				BLANCHE MARKER
1			701	01/03	17:56:02	00:00:05	A									ALEX DAULTON

Tenant 1 Digit	Authorization Code 4 Digits	Date Call Made or Received Month:Day	Call Duration Hrs:Mins:Secs	Telephone No. Dialed 1-18 Digits	Call Cost 6 Digits	Caller ID Number 1-15 Digits	Caller ID Name 1-15 Characters

Extension 2-4 Digits	C.O. Line No. 2-4 Digits	Time Call Made or Received Hrs:Mins:Secs	Call Type Flag 2 Characters

Call Type Flag Definitions

0	Outgoing Call	DE	DISA call with error
I	Incoming Call	T	Transferred call that was terminated
DI	DISA call in	IT	Incoming transfer
DO	DISA call out	FI	Incoming call forwarded to an external number
FO	Outgoing record of forwarded call	OT	Outgoing transfer - Outgoing call made and transferred
A	Abandoned call	TT	Caller received a transferred call and transferred it again

3.3.6 INDIVIDUAL WAKEUP ACTIVITY REPORT

Printout includes the following information:

- Date and time the report was printed
- Room number requested
- Time wake up activity performed
- Item code for activity performed
- Description of activity performed
- Details column
 - Time wake up call is set for
- Charges for wake up related service



ACTIVITY TYPES:

- W/UP SET The time a wake up call is set for
- W/UP ANS Wake up call answered
- W/UP N/ANS Wake up call not answered
- W/U CANCEL Wake up call cancelled



- Displays all wake up call activity since room was checked in
- Wake up activity report print on a per room basis
- By default, printout will print a header, followed by 50 lines per page
- Printout size is adjustable through programming

EQUIPMENT REQUIRED



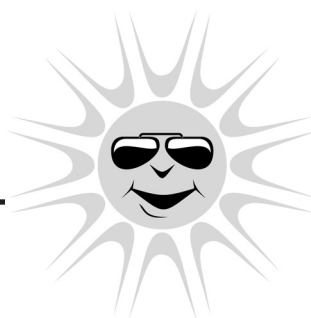
55 LINES

WAKE UP ACTIVITY FROM [SUNSHINE SUITES] 01/22/98 14:35

CHARGES BILLED TO ROOM NUMBER: 213

ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
213	01/23	12:22	89	W/UP SET	05:30	000.00
213	01/23	12:25	92	W/UP CANCL		000.00
213	01/24	11:51	89	W/UP SET	05:30	000.00
213	01/25	05:30	91	W/UP N/ANS		000.00
213	01/25	05:31	90	W/UP ANS		000.00
					TOTAL	000.00

Sunshine



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