

Property Management System

Redefining what PMS means for your business



Reservations

Front Desk

Accounts Receivable

Housekeeping

Yield Management

Groups

Online bookings

CMS Hospitality has been providing software solutions for the hospitality industry for over 30 years.

The GuestCentrix software is a powerful, yet flexible, range of hospitality software applications offering the complete package for Hotels, Hostels, Motels, Strata Title and Serviced Apartments, Boutique Hotels, Island and Ski Resorts and Mining Villages.

Profit from our experience
Maximise your revenue
Simplify your business



CMSHospitality

www.cmshospitality.com

Hospitality Software Solutions

The GuestCentrix Property Management System (PMS) is a mature and feature rich application which is well established and widely utilised throughout the hospitality industry worldwide. The design, speed and stability is embraced by a vast range of clients including Hotels, Hostels, Motels, Serviced Apartments, Boutique Hotels, Island and Ski Resorts and Conference Venues ranging in size from 10 rooms up to large multi property chains.

Features include:

- Fully featured enterprise application including reservations, allotments, groups, front desk, guest history, night audit, accounts receivable, housekeeping, yield management, corporate, travel agent & wholesale profiles, lost property and concierge
- Intuitive user interface for ease of use and minimal staff training requirements
- Interface to Microsoft Office products for confirmations, reports and mail merge
- 250 standard reports exportable to Adobe PDF, Microsoft Excel or HTML among other formats
- Customised report writing capabilities
- Business Intelligence tools via mobile apps for tablet and smartphones (WebApps)
- Advanced Big Data and data mining capabilities
- Stable and efficient database management built on a Microsoft SQL platform
- Scalable with the capability to grow with your business

GuestCentrix PMS has a consistent and well-designed user interface. You will quickly discover convenient and efficient ways to retrieve important data with either the mouse or keyboard. With the system being so user friendly, the time and money necessary to train staff is kept to a minimum.

Built on a Microsoft SQL Database platform, GuestCentrix offers speed, stability and reliability coupled with superior data mining capabilities, allowing the user to enhance marketing, improve guest service and increase profitability.

Reservations

GuestCentrix PMS offers a powerful yet easy to use reservations module. The system quickly allows users to create reservations for an FIT, Group or Allotment booking, and also associates a reservation with a company, travel agent, and / or wholesaler.

Each reservation supports one or more guests and displays a full guest history, billing instruction and information on any special requests, and is fully auditable.

Daily reservation details enables users to easily schedule room moves and rate changes without the need for creating a second reservation. Each day of the reservation can be in a different room type, a different room, a different rate code and a different rate. All in the one reservation.

Customised confirmation letters can be automatically generated and sent via email or printed for mailing.

Guest traveling together can be linked using Mini Groups, allowing front desk teams to identify small traveling groups, to enable a speedier check in and check out process and update these reservations together.

The optional Document Handler module enhances the confirmation process, and can be configured with multiple confirmation templates, along with multiple PDF or Word documents with hotel information, maps, directions or credit card charge documents. The documents sent to the guest are then tracked and audited within the PMS.

The fully interactive Reservations Chart provides a comprehensive overview of rooms, bookings, booking status, deposit status and room status. Bookings and room moves can be made from the chart by a simple click and drag of the mouse. Access to past dates are also available from the reservations chart.

GuestCentrix reservations module includes the configuration of Market Segments, Booking Source and Booking Channel, Geographic Source and guest Nationality for unparalleled marketing and statistical reporting.

Front Desk

Guest check in and check out functions are simple tasks, each with its own dedicated screen. With optional integration to leading door locking systems, the process is quick and easy, allowing reception staff more time to interact with the guest.

The cashier menu in GuestCentrix PMS allows users to rapidly and accurately post charges, check out guests and print folios at the front desk. Folio's can easily be emailed to the guest, saving on printing costs reducing environmental impact.

With four ledgers per folio, charges can be directed to each one according to the guest profile. There is also the option to manually move the charges with a "drag and drop" process. Folio formats are user defined, and there are unlimited transaction codes available, with easy lookups by transaction name.

Transactions may be manually transferred to another folio for payment and incorrect transactions can be voided to ensure a clean and accurate account is presented to hotel guests.

Audit trails maintain accurate information within the PMS ensuring any transactions are recorded by an individual user.

The Night Audit process is menu driven to ensure ease of processing, accuracy and efficiency.

Accounts Receivable

GuestCentrix PMS has an open item debtors system integrated with front office. The Accounts Receivable module allows users to closely control credit status whilst providing reservations and front desk with an easy interface to companies, travel agents and wholesalers with credit facilities for charge back.

The folio picking function allows users to cross check account details prior to transfer into AR to ensure accuracy of AR accounts is identified, with optional auto-commission calculation setup to ensure the AR balance displays outstanding owed amounts without commission.

Accurate account statements and detailed reporting assist with debtor control and aged debtors. The AR module offers options to batch print and record account statements. AR period ends can be driven manually or set to run automatically to ensure aging of debts is managed and monitored, and aged accounts are easily identified.

GuestCentrix PMS offers the provision to generate general ledger extracts for a number of popular accounting systems. Financial records can be quickly imported into most major accounting systems including (but not limited to) MYOB, Attaché, Quickbooks, Xero, Finance 1 and ACCPAC.

Housekeeping

GuestCentrix PMS makes it simple to update the room status. It is possible to change a room status through a PABX interface, or via an Android™ tablet using the GuestCentrix HKeeper app. Rooms have a status of dirty, attendant in room, inspect required and clean. All status changes are taken into account on check in or in the event of a guest switching rooms, and status changes are always audited.

The housekeeper can assign rooms to teams or individual attendants for cleaning and then print an appropriate room status report for each of the attendants.

Housekeeping managers can forecast cleaning times, with an unlimited number of configurable cleaning types and times, based on room refresh, refresh with linen or full service, with times recorded for each.

The lost and found property register assists in managing guests' items with a full register available in the PMS.

Yield Management

This rules-based enhancement is easy to implement allowing you to control revenue and increase yield. Rate codes are assigned to different yield controls based on occupancy levels. These levels are colour coded making it clear from your availability and calendar displays what yield settings are enforced for any given day.

By filtering your accessible rates, on low occupancy dates, lower yielding rates are made available in order to encourage a higher occupancy percentage. On higher occupancy dates, the aim would be to encourage higher yielding rates thereby maximising revenue for your business.

The yield rates can be set automatically based on actual occupancies, or driven manually to pre-set yield levels based on expected occupancy at the property. Minimum stay levels and closed to arrival rules can also be added to ensure the correct rates are available to reservations team at all times.

When connecting to online booking engines, GuestCentrix offers a further powerful, browser based yield control to ensure that revenue is maximised across all booking channels, ensuring greater profitability at the hotel.

Groups

This specialised reservation module allows for groups to be managed easily. The group master can hold a profile of rooms ahead of the member reservations being created. Members can arrive and depart on different days within the group. Members can also be added individually or en-masse making the task of creating even the biggest groups a very efficient task. Rooms can also be assigned manually across a group, or the system can be enabled to auto-allocate guest rooms where required.

Accommodation can be billed to individual members, the group master or a mixture of both, with each group member still being recorded in the PMS as its own unique reservation. Group Confirmation emails and Group Manifests and Group Revenue Forecast reports are all available from within the main group reservation screen.

For regular return groups, Group Series can be configured to record all the common information and data relating to the group, making duplication of ongoing groups an easy task.

There are also bulk check in and check out options available along with options to create member reservations and room allocation.

Online bookings

GuestCentrix PMS connects to some of the industry's leading online booking solutions. GuestCentrix offers a seamless connection to the online channel, with the process of sending availability, publishing room rates and capturing bookings a completely automatic process. GuestCentrix channel interfaces removes errors caused by manual handling, and in turn ensures accurate booking information, every time, all the time.

The online interface offers an optional online yielding tool to enable revenue optimisation via all online bookings. Controlling the room availability and rate values through occupancy based rules, and holding back rooms from the online booking engines makes GuestCentrix a very powerful tool for revenue managers.

GuestCentrix offers unique technologies to enable the property an option to build and design a unique booking engine for the hotel website. This option can drive guests to book direct with the property and reduce costs of guests booking via a third party website, saving monies in paying on commission fees.

