open.hotel

An Affordable Full Featured Property Management System that Does More

OpenHotel PMS

Features and Information Guide

Contents

Property Management System Overview

WHY HOTELIERS LOVE OPENHOTEL:

No Asterisk Pricing

No Contracts

Easy to use

Easy to Setup

Great Customer Support

Affordable

Features You'll Love

Free Trial Period

Do you need a new PMS? Is the system that you are using outdate, missing features and hard to use? Let us show you around the cloud-based OpenHotel Property Management System.
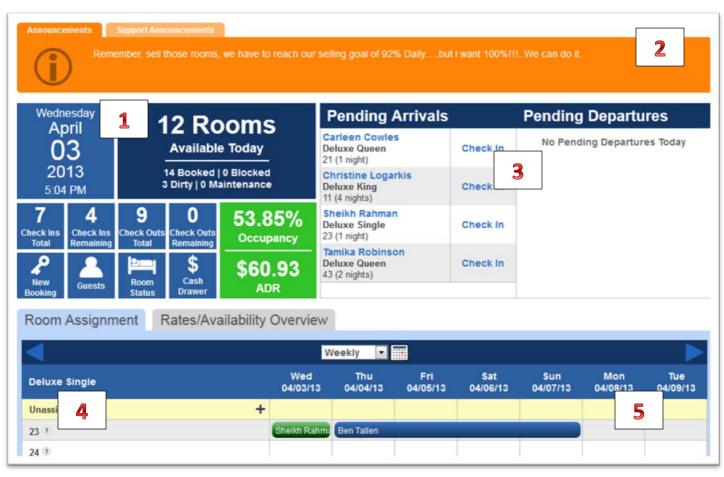
Feature List

This is just a few of the standard features of the OpenHotel PMS.

- Unlimited number of rooms
- Unlimited users
- Unlimited office hours support
- Unlimited after-hours emergency support
- Cloud-based
- Optional GDS integration
- Supports discounts such as AAA, AARP, Military, etc.
- Drag and drop room assignments
- Direct bill
- Optional credit card processing including processing of deposits of web reservations
- Housekeeping and maintenance updates by mobile
- Automatically sends predefined emails before or after a reservation
- The hotel defined security and access levels by department
- Group reservations
- Packages
- OpenHotel Booking Engine included
- One click check-in and checkout
- Supports Length of Stay Discounts, Advance Booking Discounts and Free Night Discounts
- Optional auto assign to room number
- Supports great flexibility on taxes and surcharges
- Maintains complete activity log on each reservation by staff members
- Integration with Booking.com and Expedia *(coming Summer 2013. Fees will apply)*
- Guest history
- Cash drawers support posting of guest and passerby charges
- Extensive reporting including source codes, forecast reports, revenue by customer inquiries such as by discounts, GDS channels, packages, promotional codes, and room types and many other reports to make your life easier. These include parking lot report, availability grid, reservation tracking, guest folio, daily group holds, tax reports, discount reports and more

The Dashboard – Your Main Screen

Check-ins, Checkouts, Availability, ADR, Room Assignments are all at your fingertips

1 See an overview of the property in real time. You cannot expect the front desk or reservations to increase today's ADR or increase occupancy if they do not know what today's ADR or occupancy is.

2 Leave messages for your entire staff. Set goals, list groups that are coming in today, list event dates or just say Happy Friday.

3 See and access all your check-ins and checkouts for the day. One click check-in and one click checkout.

4 Put notes by each room number. This allows each staff member to know more about each room. Make notes about location such as close to the elevators or poor view. Make notes about the differences in decor or amenities such as flat screen TV or remodeled bathroom.

5 Drag-and-drop reservations to assign rooms or let the system assign rooms for you as reservations are made. Upgrade your guests to a new room type and use the same rate or the new higher rate.

Making a New Reservation

We knew it had to be fast and it had to be easy. So that is what it is.

Step one – Just input some basic information. The system will them show you not only the rates and availability but any discounts available and any restrictions like minimum night stay requirements.

1 Select Standard or Group Booking. If you select Group, a drop down of active groups will be displayed.

2 Track the source of your reservations. Load as many as you like such as Coupon, Walk-in, Repeat Guest, Word of Mouth, etc. Complete reporting on shows where your business is coming from.

3 Rates will calculate extra person charges based on number of adults and number of children if you charge for children.

4 View you rack rates and standard discounts such as AAA, AARP, Military, etc. or select from any promotional codes that the guest may wish to use. Drop down shows all available promo codes or you can also manually enter in any promotional code that the guest may have.

All available rooms and discounts are then displayed. If you have packages you can also view and book packages. Simply go over the options with your guest and click Book Now.

Now just get the guest's information, payment method, do any rate adjustments and you are done.

1 Fill in guest information. As you type the system will show previous guests that have similar names. If your guest has stayed with your before you can click on their name and the information will populate the screen.

2 Review or changes rates, make the reservation tax exempt, add chargeable options like rollaways or cribs, and add extras like flowers in the room or tickets.

3 Review policy with your guest. Policies are date specific so if this is a special event and your policy for cancellation is different, the system will show you the policy specific to the dates you have selected.

4 Add public or private notes about the guest and/or the reservation. Notes can be added to show on the guest confirmation such as ground floor request, will be arriving early/late or other special requests.

5 E-mail confirmations are automatically sent to guests.

6 Payments include credit cards (either automatically through the system or manually through a terminal), cash, check, hotel credit or direct bill.

Reports

Operational, financial, audit – we have them all both printable and downloadable

Frequently Asked Questions

A few things that many people ask

- ❖ **What is 'No Asterisk' pricing?**

  We do not charge extra for every little thing. Need credit card integration? There are fees from the gateway companies but not from us. Groups? Included. Direct bill? Included. Packages? Included. Training? Included and not just in the beginning.

- ❖ **How are credit cards handled?**

  You can process credit cards either through the OpenHotel system or manually through a terminal. Online processing requires a gateway and there are some third party fees associated with gateways.

- ❖ **Is there a rate and availability overview that I can just look at real quick?**

  Absolutely. On your main dashboard there is a tab that gives you a quick look at rates and availability on a weekly or monthly chart.

- ❖ **What about training?**

  We have trainings 5 times a week for basic things like rate management, promo codes and discounts, setting up policies, groups, packages , managing rooms and a host of other general setup details. For PMS training we work with you one on one because each property is different. From strong roots come strong trees. We even have a marketing class once a week on Search Engines. All classes and trainings are free.

- ❖ **My city/county/state has weird taxes. Can your system handle them?**

  Without a doubt, yes. We support flat tax, split tax, combined tax and you can name them whatever you wish to call them to make the government and your clients happy.

- ❖ **Can we do packages?**

  Yes and at no extra charge. Not only your standard packages but a la carte packages such as Flowers in the Room or Full Breakfast.

- ❖ **How about groups?**

  Yes and no extra charge. Do you notice a trend here? We like doing things at no extra charge. You can even set up wholesalers with inventory and allow them to enter reservations. Complete reporting.

- ❖ **Are there different security levels for logins?**

  Yes. Four different levels with customizable access to over 40 different functions.

About Our Company

See what makes us different

OpenHotel is specializes in developing software for hotel and travel related industries. Our company has been in business since 1998 and has grown to host more than 1200 clients across the nation.

We are a different type of company and have close relationships with our clients, we encourage you to call and talk to any of our references. Our hoteliers have been with us for a long time because they know and trust us. We are completely open about all of our pricing and service terms and never make our clients feel obligated to buy upgrades for services they don't want or need. If you would like to add a custom website design, web applications, GDS integration or SEO services we will be glad to send you a quote. If you are happy with your current webmaster then by all means stay with them and continue to use our Open Hotel PMS and integrated booking engine.

We started because one of our founders, Michelle Herrin was working as the internet marketing manager at an independent hotel in Florida. She was frustrated because she could not find a system that worked the way she wanted it to. Luckily for Michelle, her son Jeff worked for a Fortune 100 software company. She convinced him to write a program, other hotels saw it and started to use it and as they say the rest is history.

Our background makes us different. Not only will you get an incredible PMS system but you will see marketing functionality in everything that we do.

All of our programming has always been done in-house. Nothing has ever been farmed out or written by third party software companies overseas. All of our support is done in house from either Las Vegas or Florida.

Now corporate offices are in Las Vegas. We also still maintain staff in Daytona Beach and have a sales office in Atlanta.

Testimonials

Our clients say it best

"OpenHotel is a great product that I would recommend to any Hotel. It is very easy to use and self-explanatory. You find all the features you need for a booking engine. I have got my training on it and even if I have extra questions I get the support I need. It is important to have that personal touch and the support team is always available and able to help. I really thank them for their outstanding service and wish to work with them for years to come. Keep it up!"

Benjamin Regalado

Clinton Hotel & Spa

"We continue to be über satisfied with the product and service y'all provide."

Cassie Holman

Mason de Ville, New Orleans

"This letter is to express my satisfaction with all at OpenHotel. We have been using the myriad of services you offer for over six years. During that time we have had the need to interact with all departments: marketing, graphics, accounting and SEO services. We have always had the best care! The staff is so friendly that we know them by their first names and they know ours. They are quick to respond to problems and patient while listening to our concerns. We have succeeded online with reservations and a great web presence with their expertise. We would not know what to do without them. Thank you to all and God bless."

Don DiCarlo

Golden Bear Cottages Resort

"Normally I try not to email you with piddly stuff since I know you get hundreds of emails in a day, but this is AWESOME. There so many times when I wished I had this feature in other PMS systems. What a fantastic addition." - Regarding PMS automatic email templates

Melissa Gillespie

Avenue Garden Hotel, New Orleans

"We love the way that new features and improvements are always being released. Do you guys ever sleep? Thanks for being so open and responsive to suggestions."

Christyl Uhan

The Homestead, Evanston

What else does OpenHotel do?

OpenHotel knows sometimes you just need more.

Here are a few things that we can help you with.

GDS Integration

OpenHotel uses one point of management for GDS management. Manage your rates and they are displayed on your website, the GDS and in your PMS system. Your GDS rates and availability will automatically be sent to all GDS channels.

Mobile

You don't just need a mobile site; you need a mobile site that allows for real time bookings. Regardless if we host your website or not, we can provide you with a one-time fee mobile site that can pull all the pertinent data including room photos, availability, specials, and rates directly from your PMS.

Websites Custom or Pre-designed

Our team of graphic artists has worked with hundreds hotels and knows what it takes to not only provide a aesthetically pleasing website but also a website designed to convert your traffic into guest.

All of our website clients enjoy built-in functionality like content management, built in e- newsletter application, pages to display your specials and packages that you create in your PMS, photo gallery and much more. All programs are easily managed in your admin area.

Search Engine Optimization

Being online is not enough. Can people find you? Is your website visible to search engines? All of our software is search engine friendly and we can help your website climb the rankings for major search engines by optimizing your meta-tags, creating additional pages of information for search engines, and submitting your website to search engine directories for additional inbound links. Ask us for more information about our search engine optimization services and a free report to see where you current website ranks.

Contact your sales representative for more information and pricing.

702-628-5014 or sales@openhotel.com

We look forward to working with you.