ServeVita

Hotel Management Solution

Contents

Executive Summary

The hotel industry has been through many changes and hospitality companies are having to do more with less. You know the challenges that you face in providing your guests the best service, so a knowledge deficit of key financial and operational metrics and inefficient processes do not need to be an added barrier to your growth.

It's time to look to the future of empowering your team members, enhancing your guests' experience, and elevating your business to thrive. ServeVita exists to partner with you to achieve more. The fundamental unit that drives your business are your hotels. If multiple properties and multiple data sources is leaving data scattered everywhere, it's increasingly difficult (not to mention stressful) to try to get a picture of how your organization is performing and adjust. Time is wasted on moving data from system to system or trying to consolidate multiple properties at head office with employees unable to see what the information is trying to tell them.

HMS4U built on Unit4's people-centric platform provides hotel management companies a complete, cohesive back-office solution integrated directly to your property management system. Easily giving you the information to serve your guests and manage your organization better. Tailored to meet the specific business processes of hotel and hospitality companies, the HMS4U consolidates and standardized property data for head office to realize the wealth of information within their organization. The solution starts with integration into the property management systems used by the client through use of an API connect or file import. Once the detailed reservation is in the Unit4, the financial data is extracted for posting to the general ledger. Through the use of Unit4's reporting tools, users can report on multiple levels to get a complete picture of the organization's performance. HMS4U is a hotel management solution that brings information into one place, allows your teams to apply their knowledge, and ultimate create wisdom for your organization.

HMS4U Overview

Unit4 ERP is a robust solution that allows people-centric organizations to manage all their resources in one spot. This includes both capital assets and, more importantly, their team members. There was only one thing missing to meet the needs of hotel management companies: the ability to integrate data from their PMS systems into financial back office to provide one spot for data to be reported and monitored. The HMS4U is a complete back-office with the ability to automate direct billing, financial posting, and other processing of the property data once it is in the system.
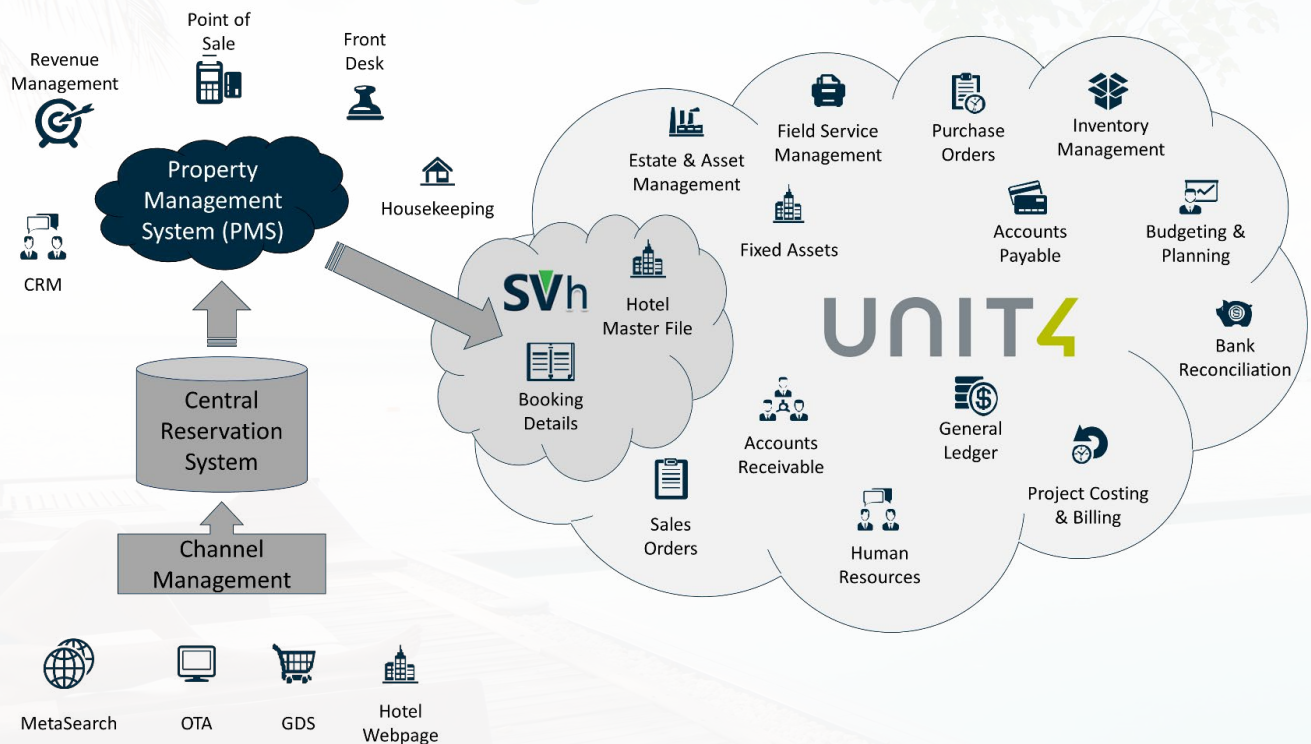
HMS4U is an additional module in Unit4 ERP, so users do not have to change from one application to another to seek information related to reservations and folio data.
This allows head office to have better exposure of what is occurring on the ground at each property.

The integration with our current property management systems has been developed using two methods and depends on the ability of your hotel's PMS.

1. API – The API method allows us to create a live feed between the PMS and the Unit4 ERP. The feed receives reservations as they are booked in the CRS \ PMS including future bookings. We then receive the charges and payments as they are posted to folios. In most cased the charges appear after the night audit is performed.
2. Files – In some cases the PMS does not allow or have the ability for API connectivity. When this is the case, we have created the ability to upload files and then process the data through an import process. In this case the data is usually uploaded by the hotel manager by extracting the data from the PMS. This is done every day so we will have last night's night audit postings in the system today.

Through the integration process we can capture more data in the feed with no additional effort. We can capture more reservation details for processing data in your back office. The additional detail centralized in one place improves company reporting during the direct billing process, financial analysis, revenue management process and property analysis. This is how we turn data into knowledge for wise decision making.
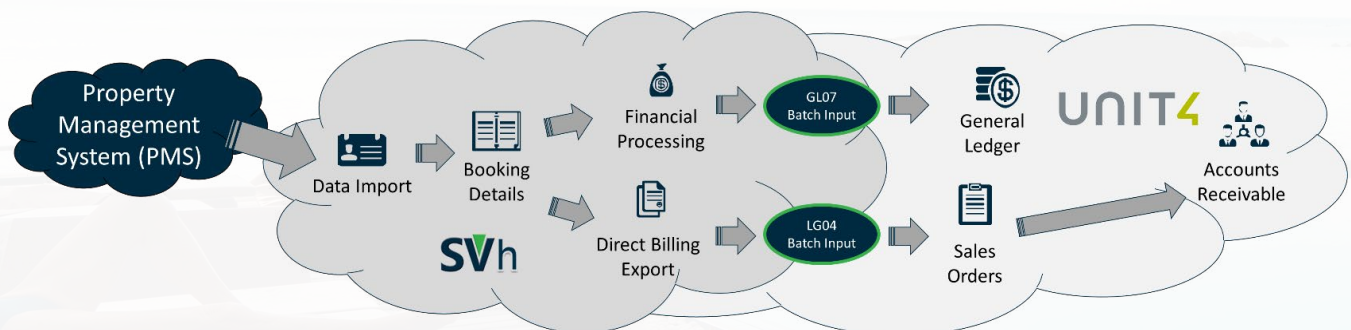
HMS4U Functionality
Standardize Data with Fixed Registers

The module allows for the configuration of several fixed registers and the hotel master file to provide the best data for reporting.

The fixed registers allow us to capture standardized codes and other values with descriptions that increase the validity of the data for meaningful insight.

Fixed registers allow for the standardization of data between the PMS and your centralized data. For example, if you use different room type codes in the PMS from Property to Property, then we can create mapping between the property room type and your standard room type to normalize the data for clean reporting.

Manage Key Property Information

One of the core benefits of the hotel module is the ability to report on the performance of the hotel based on all key hotel data points. To do this, HMS4U has the Hotel Masterfile within the application.

The Masterfile has five main tabs to capture data for reporting purposed:

1. Property — The tab captures core data applicable to the hotels such as the:

    a. Management Team – The fields can be defined based on a company's requirements. For Example, Position 2 could be changed to Maintenance Contact.
    b. Key Dates – This allows us to track pertinent dates relevant to the hotel property life cycle.
    c. Geographical Information – This is for tracking basic geographical details about the location of the property.
    d. Status – Setting the status can be used to limit transactions and actions applicable to the property.
    e. Main Property Information – Information related to the brand, type, and key statistics of the property. It also includes data that indicates the PMS for interfacing purposes.
    f. Tax Information – This area contains the tax numbers applicable for the property.
    g. Analysis – This section allows us to enter data that can be used to pass to the financials for posting of transactions and analysis.
    h. History – Shows when the files was last updated and by what user.

2. Address — The tab stores the address(es) related to the property.

UNIT4 ERP

US Hotel Masterfile ✕

Hotel Masterfile

Property | Address | Relation | Room Management | Amenities

Property

Look up *
Hamlet Hotel - Grand Prairie
GPHAM

Address

Address

	Address type	Street address	Place	Province	Postcode	Contact
	General	380 E Palace Pkwy	Grand Prairie	TX	75050	Timmy Allen

Add   Delete

⌃ **Address details**

Address type * General ▾
Street address 380 E Palace Pkwy

Country * United States ▾
Postcode 75050
Place Grand Prairie
Province TX

European Article Numbering

EAN

Contact person

Name Timmy Allen
Position

Phone numbers

Telephone 937-555-7095   Telex
Telefax   Mobile
Telephone 2   Home

E-mail and website

E-mail

Save   Clear   Open   New   Export

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3. Relation – Relations are a core foundation of Unit4 ERP. It allows us to create user defined and system required links between data elements. This is used extensively in the Unit4 ERP to allow us to join data between each of the modules for reporting and analysis.

UNIT4 ERP

US Hotel Masterfile ✕

Hotel Masterfile

Property | Address | Relation | Room Management | Amenities

Property

Look up *
Hamlet Hotel - Grand Prairie
GPHAM

⌄ **Show relation history**

Relation

	Relation	Relation value	Description	Date from	Date to	Updated	User	Create history	
☐	ROLEID	DC-ALL			12/31/2099	9/25/2021 9:01:35 …	DELD	📄	
☐	ROLEID	DC-GPHAM			12/31/2099	9/25/2021 8:59:08 …	DELD	📄	
☐	APIFEED	N			12/31/2099	12/29/2020 1:11:20…	KJONES	📄	
☐	ROYALTYFEES	Y			12/31/2099	12/29/2020 1:11:20…	KJONES	📄	
☐	REGION	SW			12/31/2099	3/19/2021 2:04:40 …	KJONES	📄	
☐ +	AFFILIATION ▾	FRANCHISE			12/31/2099	9/27/2021 3:32:21	SYSTEM	📄	▲
		FRANCHISE	Franchised Property						
		OWNED	Owned Property						
☐	RESNO				12/31/2099	9/27/2021 3:32:21 …	SYSTEM	📄	
☐	FRANCHISEID				12/31/2099	8/12/2021 11:08:32…	MFLET	📄	

Add   Delete

4. Room Management – Captures maps data from the PMS to standard room types in the Unit4 ERP. It also lets us track whether a room is out of order which can be used to help calculate true occupancy percentages or REVPAR KPIs.

5. Amenities – List the amenities for a particular property. These can be tracked to the room level, if required.

Using the standard Unit4 ERP security tools, we can even limit access to the property master file information. For example, the hotel manager can only see the data relevant to their hotel, but a regional manager or revenue manager would be able to see data across their entire area of responsibility.

Empower with Detailed Reservation Data

The real advantage of the ServeVita Hotel Management solution is our ability to capture detailed reservation data and automate the processing of the data. In addition to sparing organizations from the hassle error-prone and time-consuming manual entry of hotel data into financial systems, HMS4U's PMS integrations allow organizations to pull rich, detailed reservation data. Each booking, charge, and payment can be pulled up in the transaction screen to have all relevant information at your accounting team's disposal.

The first component of the transaction process is the transaction screen which displays all details of the reservation. Users start with an overview of the transaction drill down on a charges or FOP line to take them the relevant tab that provides further detail.

Automate Financial Processing

With the full transaction detail, each line can be mapped to specific general ledger accounts. This mapping will be based on your company's posting requirements.

Posting Rules
The Posting Rules screen is where transactional data is mapped to the GL accounts.

Posting Rule

Property	Product Type Group	Product Types	Description	Debit	GLA Debit	Credit	GLA Credit	Status
	Cash & AR	*		Cash Receivable	Transaction	Cash Clearing	Transaction	Active
	Cash & AR	DBILL	Direct bill	Direct Bill Clearing	Transaction	Direct Bill Clearing	Transaction	Active
	Credit Cards	*	Australian Bank Card	Credit Card Receiv...	Transaction	Credit Card Clearing	Transaction	Active
	Food & Beverage Charge	BAR	Bar Charges	Credit Card Clearing	Transaction	Bar	Transaction	Active
	Food & Beverage Charge	BARTENDER	Bar Tender	Credit Card Clearing	Transaction	Bar	Transaction	Active
	Food & Beverage Charge	BOTTLE	Bottle Deposit	Credit Card Clearing	Transaction	Retail Kiosk/Marketplace	Transaction	Active
	Food & Beverage Charge	COLDBEV	Cold Drinks	Credit Card Clearing	Transaction	Restaurant	Transaction	Active
	Food & Beverage Charge	CONF	Confectionary	Credit Card Clearing	Transaction	Retail Kiosk/Marketplace	Transaction	Active
	Food & Beverage Charge	FOOD	Food	Credit Card Clearing	Transaction	Retail Kiosk/Marketplace	Transaction	Active

Using the rules, HMS4U can map by either specific property, product group, product type, or any combination of all three.
Here are some examples of how we can configure the postings to give some insight into the flexibility.

- First, we need to map the PMS charge codes to our product codes. This is completed using relations. Users are able to map different charge codes to a standard "Product". Each product is related to a "Product Group". Both the product and product group can be defined by you. The product groups are then assigned to either CHRG, FOP or OTH group for processing.
- Once the structure is defined, we can set-up posting rules. Products like "Room" or "Other auxiliary items" charges can all be assigned to your revenue accounts very easily with debits posted to clearing accounts.
- We can post FOP to specific accounts like AMEX Credit Card Clearing, Cash, Visa, MC individual accounts. This will help treasury to easily reconcile the payments from the different payment gateways.

Within Unit4 ERP, it's possible to post to the GL with 7 categories that are created using account rules. In the below example, HMS4U is set to include the cost center, product, booking ID, and property when posting transactions directly to the general ledger.

Posting of Charges:

Account		Cost Center	Product	Booking ID	PropertyMF	Amount
1200	Guest Ledger	200	ROOMCHRG	ABC1234567	GPHAM	139.00
4900	Room Charge Revenue	200	ROOMCHRG	ABC1234567	GPHAM	(139.00)
2201	City Tax Payble	200	CTYTAX	ABC1234567	GPHAM	(2.39)
1200	Guest Ledger	200	CTYTAX	ABC1234567	GPHAM	2.39
2202	County Tax Payable	200	CNTYTAX	ABC1234567	GPHAM	(4.38)
1200	Guest Ledger	200	CNTYTAX	ABC1234567	GPHAM	4.38
2203	State Tax Payable	200	STATETAX	ABC1234567	GPHAM	(5.63)
1200	Guest Ledger	200	STATETAX	ABC1234567	GPHAM	5.63

Analysis of Posting - Account Balances

Account		Cost Center	Product	Booking ID	PropertyMF	Amount
1200	Guest Ledger	200	STATETAX	ABC1234567	GPHAM	151.40
2201	City Tax Payble	200	CTYTAX	ABC1234567	GPHAM	(2.39)
2202	County Tax Payable	200	CNTYTAX	ABC1234567	GPHAM	(4.38)
2203	State Tax Payable	200	STATETAX	ABC1234567	GPHAM	(5.63)
4900	Room Charge Revenue	200	ROOMCHRG	ABC1234567	GPHAM	(139.00)

Guest Check Out with Visa Credit Card

Account		Cost Center	Product	Booking ID	PropertyMF	Amount
1220	Visa Card Receivable	200	VISA	ABC1234567	GPHAM	151.40
1200	Guest Ledger	200	VISA	ABC1234567	GPHAM	(151.40)

Reconcile Payments and Charges on Reservations

We can then run a Report based on check out date that the Guest Ledger Balance based on Booking ID:

Account		Cost Center	Product	Booking ID	PropertyMF	Amount
1200	Guest Ledger	200	ROOMCHRG	ABC1234567	GPHAM	139.00
1200	Guest Ledger	200	CTYTAX	ABC1234567	GPHAM	2.39
1200	Guest Ledger	200	CNTYTAX	ABC1234567	GPHAM	4.38
1200	Guest Ledger	200	STATETAX	ABC1234567	GPHAM	5.63
1200	Guest Ledger	200	VISA	ABC1234567	GPHAM	(151.40)
Total by Booking ID:				**ABC1234567**		**-**

Anything that does not balance is investigated.
This can be run on Property level or can be run for multiple Properties at same time.

Receive Payment in Bank from CC Clearing Company

Credit Card Company then posts payment to Bank
Depending on data provided by CC Clearing Company it will affect the processes.
Our desire is to upload the payment detail file from CC which will post as follows:

Account		Cost Center	Product	Booking ID	PropertyMF	Amount
1100	Bank	200			GPHAM	151.40
1220	Visa Card Receivable	200		ABC1234567	GPHAM	(151.40)

Visa Card Receivable Reconciliation

We the run report on the Receivable account by the Booking ID to ensure that they balance.

Account		Cost Center	Product	Booking ID	PropertyMF	Amount
1220	Visa Card Receivable	200	VISA	ABC1234567	GPHAM	151.40
1220	Visa Card Receivable	200		ABC1234567	GPHAM	(151.40)
Total by Booking ID				**ABC1234567**		**-**

With this level of integration and automation, organizations using HMS4U can accurately report on all tax liabilities, receivables, and revenues with minimal manual work daily on any financial posting level.

This will give your finance users the ability to analyze the data in multiple way and meet their reporting and KPI requirements.

Free Your Team to Be Wise

HMS4U exists to alleviate the burden on your financial users of having to collect the information they need. By providing standardized, accurate, detailed information, your finance users are freed to analyze the data instead of processing it.

Unit4 ERP has several reporting tools that allows for this analysis and utilizes common formats such as excel, PDF, and XML export.

Analyzer

The analyzer tool allows users to create a graphical representation of any set of data. The analyzer charts can be saved and used over and over based on the updated data set. Since you have all the reservation details, you are able to analyze the data on any level.
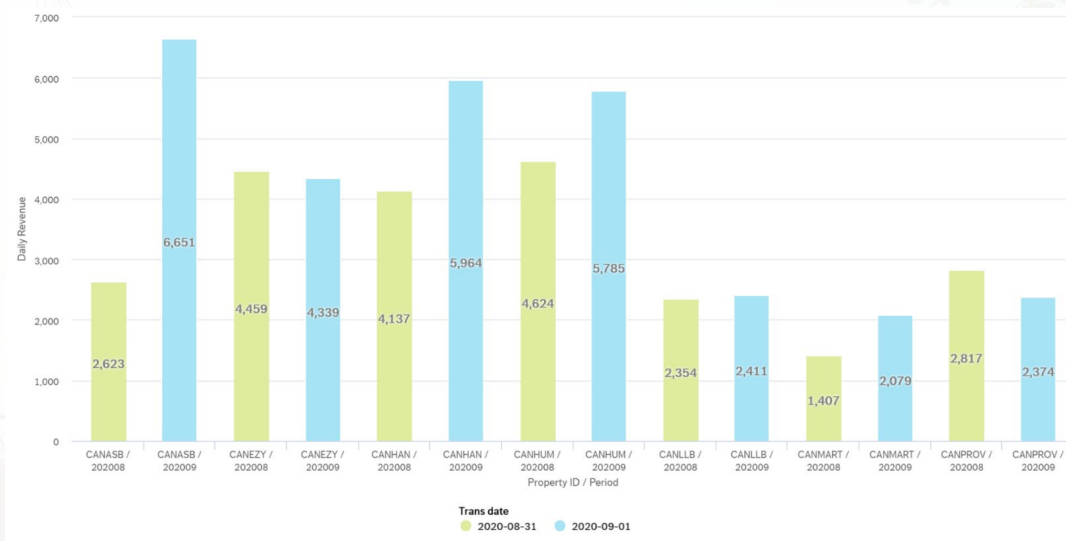
Workspaces

Workspaces is another uniquely Unit4 ERP tool that can be expanded based on the hotel properties. This creates dashboards that bring a complete picture of each properties' performance to your fingertips once you sign in. The workspaces can contain any data reports, KPI's and information related to a specific property.
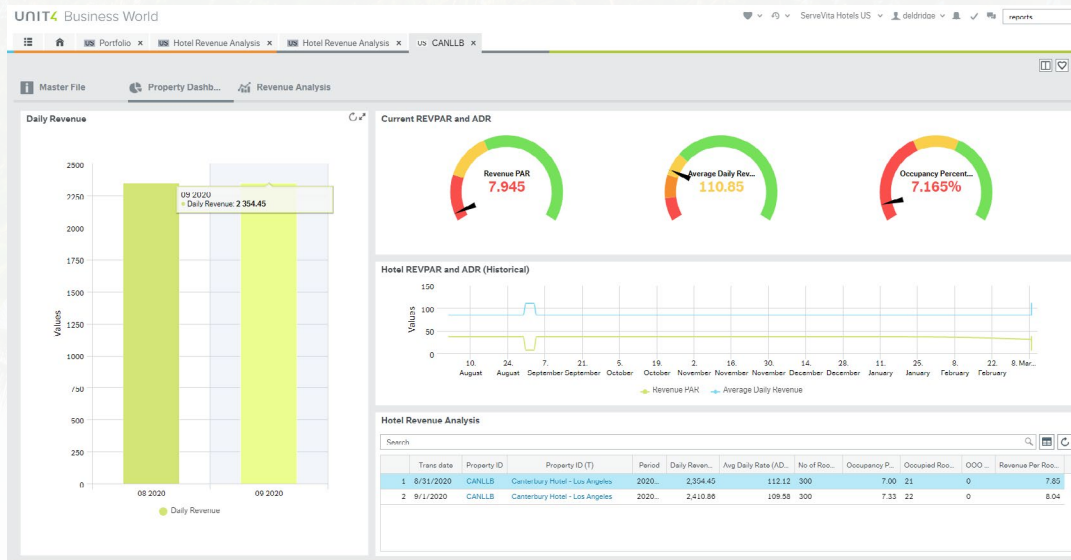
Portfolios

Portfolios give you the ability see all the KPI's for all the properties in one spot. You can then use notifications to highlight issues with meeting the required KPI performance. The contextual menu icon allows users to quickly drill down to any relevant data associated with the hotel property and this can be easily configured.

HMS4U is For You!

If you are a hotel management company, HMS4U really is for you! Now is the time to start to achieve more and launch your organization into a future where there is:

- **Trust in your data and your teams.** HMS4U integrates to your PMS solution to consolidate hotel and financial data in one place, so everyone is looking at the same truth. Easily incorporate other Unit4 ERP modules such as Procurement, HR & Payroll, or Field Service Management for a fully integrated solution that unifies the entire organization.
- **Increased productivity.** HMS4U reduces manual processing by automating routine finance tasks and digitizing approvals through workflow. The stress on employees to keep data clean is reduced and effort can be redirected on activities that add value to your customer experience.
- **Financial growth.** By freeing themselves from having to maintain multiple systems, companies save time and money with an integrated ERP solution. HMS4U eliminates expensive manual processing and most importantly, provides the ability for head office to see at a glance the performance of individual properties. With relevant, accurate reporting, executives are able to adapt and adjust strategies for revenue optimization.
- **Meaningful work.** Give purpose to your employee's jobs by unleashing them to do meaningful work with meaningful information at their fingertips.

About ServeVita

ServeVita's name is the combination of two words. "Serve", a verb meaning "to perform duties or services for (another person or organization)" and "Vita", a Latin noun meaning "life". The combination of these two words speaks to the vision of our organization: "Serving Other, Fulfilling Life." We believe that by "Serving Others" by improving business processes and workload we can help them have time to live a more "Fulfilling Life." They can be more productive and use their gifts and talents to improve the world around them.
We work to achieve this vision through our mission statements:
- We listen to the needs of our clients.
- We only act on productive actions to meet the needs.
- We develop solutions that only add value.
- We are committed to building a knowledgeable team of experts.
- We transfer knowledge from our team to the client's team.
- We focus on providing effective and efficient processes for our clients.

and acting in ways that demonstrate our core values:

- Servant-Hearted – Put our client's needs first.
- Knowledge Sharing – Establish independent clients.
- Integrity – Do the right thing, always.
- Innovative Problem Solving – Have a reputation for 'MacGyver Moments'.
- Responsibility – Treat our client's business as if it were our own.
- Reliability – Here today, here tomorrow.
- Execution – Get it done.

For years, we have thrived on building intimate relationships with our clients to create the best customized solutions possible. Our brand promise is to approach every strategic partnership with a servant's heart, so that we can build an effective solution for the organization, reducing stress and anxiety while increasing productivity and the bottom-line financial growth. Our high level of customer services has been well noted by various travel and hospitality industry players along with recognition as a top Unit4 ERP partner.