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# **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.

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*	Hotel Set-up	Transaction	Financial Processing
Personnel	* Hotel Masterfile	* Hotel Transaction Maintenance	Financial Processing
		* Hotel Header Inquiry	Direct Bill Processing
Payroll	Fixed Codes	Transaction setups	Data Import
rocurement	🎗 Brand	* Transaction Series	API Data Import
	Product Type Group	* Transaction Types	Data Import
Project management	Product Types	* Transaction Cycles	* Import Maintenance
	Time Zones	* Posting Rule	Import Batch Delete
Customers and sales	Master Chain Code		
	GDS Code		
Planner	Form of Payment (PMS)		
Commitment	Booking Status	ServeVita Hotels US	
Accounting	Source	Menu items	^
nformation pages	U-4-1 D	🗄 🚞 Planner 🗄 🦳 Field service management	Singl Devictory
normation pages	Hotel Payroll	Commitment Accounting Education and Research	Fixed Registers
Accounting	Hotel Hours Processing	😑 🗁 Hotel Management 🛱 🗁 Transaction	📯 Property Type
	* Hotel Payroll Hours	Hotel Transaction Maintenance     Meter Inquiry	🛠 Room View Types
Education and Research	🛠 Statutory Holidays	Inquiries     inancial Processing	🛠 Rooms and Types
	* Hotel Payroll Rules	B Financial Processing     Direct Bill Processing	🛠 Room Numbers
Common	* Hotel Payroll Maintenance	API Data Import     API Data Import     Data Import	Out of Inventory Codes
		- % Import Maintenance - % API Import Status	Out of Inventory Reasons
System Administration		API Import Status     Import Batch Delete     API Reservation Data	X Amenity Level
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		Generation Fixed Registers     Generation Reports	
		Hotel Report Server Process	
		Hotel Revenue Analysis	
		Property Revenue Analysis by period     Property Revenue Analysis by Region	
		- Strength Revenue Analysis by Region - Comparison Rewards	
		<ul> <li>⊨ Comparison</li> <li>⊕ Co</li></ul>	
		🗄 🧰 Fixed Codes 🗄 🧰 Transaction setups	

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

- 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.

#### Unit4 ERP

te	el Masterfile						
rop	erty Address Relation	on Room Management	Amenities				
P	Property						
L	ook up*						
	Hamlet Hotel - Grand Prairie						
1.5	PHAM						
R	Rooms						
	Room No	Room Type	Description	Property Room Type	Floor Number	Status	
2772	ROOMING	Toom type	Description	r toperty toom type			
						•	Filter
	100	NK1	Non-Smoking 1 King	NKXR	1	Active	
	201	SNK1	Lux View 1 King	NQJZ	2	Active	
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	203	SNK1	Lux View 1 King	NKJZ	2	Active	
	204	SNK1	Lux View 1 King	NKJZ	2	Active	
	205	SNK1	Lux View 1 King	NKJZ	2	Active	
	206	SNK1	Lux View 1 King	NQJZ	2	Active	
	207	NQQ1	Non-Smoking 2 Queen	NQRR	2	Active	
	208	NQQ1	Non-Smoking 2 Queen	NQRR	2	Active	
	209	NK1	Non-Smoking 1 King	NKXR	2	Active	
	210	NK1	Non-Smoking 1 King	NKXR	2	Active	
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	212				2	Active	
		NQQ1	Non-Smoking 2 Queen	NQRR	2	Active Active	
	212 213 214	NQQ1 NQQ1	Non-Smoking 2 Queen Non-Smoking 2 Queen	NQRR NQRR	2	Active	
	212 213	NQQ1	Non-Smoking 2 Queen	NQRR			

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.

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Sold Date 1/1/1900 12:00:00 AM										
17171200012.00.00 AM										
* Main Property Information										
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	Hamlet Inn	*	Hotel	-	Economy	-			59801	
Hamlet Inn 👻			Number of F	Rooms	Number of Park	cing	Pms System		Star Rating	
	Number of Floors		117		81		SynXis		▼ 4 Star	

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.

Page 6

US Hotel M	lasterfile ×							
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Genera Add Delete Address type* Address type* Street address Country* Postcode Place Province	tails Ceneral S80 E Palace United States 75050 Grand Prairie TX	380 E Palace Pkwy	Grand Prairie	Contact person Name Position Phone numbers Telephone 9: Telefax	Timmy Allen	Mobile	Timmy Allen	
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Genera Add Deleta Address de Address type* Street address Country* Postcode Place Province European	tails Ceneral S80 E Palace United States 75050 Grand Prairie TX	380 E Palace Pkwy	Grand Prairie	Contact person Name Position Phone numbers Telephone 9: Telefax	Timmy Allen	Mobile	Timmy Allen	

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.

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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.

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201	SNK1	Lux View 1 King	NQJZ	2	Active	
202	SNK1	Lux View 1 King	NQJZ	2	Active	
203	SNK1	Lux View 1 King	NKJZ	2	Active	
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5. Amenities – List the amenities for a particular property. These can be tracked to the room level, if required.

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Property							
Look up*							
	tel - Grand Prairie						
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Rooms							
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	Room No	Room Type	Description	Property Room Type	Floor Number	Status	
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100		NK1	Non-Smoking 1 King	NKXR	1	Active	Filter
201		NK1 SNK1	Non-Smoking 1 King Lux View 1 King	NKXR NQJZ	1 2	Active Active	Filter
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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.

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## 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.

ostir	ng Rule													
Po	osting F	Rule												
	Proper	rty	Product Type Group		Product Types	Description	Debit	GLA D	ebit	Credit	GLA Crei	dit	Stat	us
		-		•								•		
			Cash & AR		1		Cash Receivable	Transac	tion	Cash Clearing	Transactio	n	Active	
			Cash & AR		DBILL	Direct bill	Direct Bill Clearing	Transac	tion	Direct Bill Clearing	Transactio	n	Active	
		)	Credit Cards		. <b></b>	Australian Bank Card	Credit Card Receiv	Transac	tion	Credit Card Clearing	Transactio	n	Active	
			Food & Beverage Char	ge	BAR	Bar Charges	Credit Card Clearing	Transac	tion	Bar	Transactio	n	Active	
			Food & Beverage Char	ge	BARTENDER	Bar Tender	Credit Card Clearing	Transac	tion	Bar	Transactio	n	Active	
		)	Food & Beverage Char	ge	BOTTLE	Bottle Deposit	Credit Card Clearing	Transac	tion	Retail Kiosk/Marketplace	Transactio	n	Active	
			Food & Beverage Char	ge	COLDBEV	Cold Drinks	Credit Card Clearing	Transac	tion	Restaurant	Transactio	n	Active	
			Food & Beverage Char	ge	CONF	Confectionary	Credit Card Clearing	Transac	tion	Retail Kiosk/Marketplace	Transactio	n	Active	
		1	Food & Beverage Char	ge	FOOD	Food	Credit Card Clearing	Transac	tion	Retail Kiosk/Marketplace	Transactio	n	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.

	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 o	of Posting - Account Ba	lances				
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
	State Tax Payable	200	STATETAX	ABC1234567	GPHAM	(5.63
4900	Room Charge Revenue	200	ROOMCHRG	ABC1234567	GPHAM	(139.00
Guest Che	eck Out with Visa Cred	lit Card				
1220	Visa Card Receivable	200	VISA	ABC1234567	GPHAM	151.40
1200	Guest Ledger	200	VISA	ABC1234567	GPHAM	(151.40)
Reconcile	Payments and Charg	es on Reservati	ons			
We can the	en run a Report based o	n check out date	that the Guest	Ledger Balan	ce based on Bo	oking ID:
1200	Guest Ledger	200	ROOMCHRG	ABC1234567	GPHAM	139.00
1200	Guest Ledger	200	СТҮТАХ	ABC1234567	GPHAM	2.39
1200	Guest Ledger	200	CNTYTAX	ABC1234567	GPHAM	4.38
	Guest Ledger	200	STATETAX	ABC1234567	GPHAM	5.63
1200	Guest Ledger	200	VISA	ABC1234567	GPHAM	(151.40
a construction of the state of the	Booking ID:			ABC1234567		-
Anvthing th	nat does not balance is i	investigated.				
	e run on Property level o		nultiple Propert	iesatsam e ti	me.	
Receive P	ayment in Bank from	CC Clearing Co	mpany			
Credit Card	d Company then posts p	ayment to Bank				
	on data provided by CC		ny it will affect	the processes		
	is to upload the paymer					
	Bank	200	1		GPHAM	151.40
	Visa Card Receivable	200		ABC1234567		(151.40
1220						
	Receivable Reconcili	ation				
Visa Card			Booking ID to	ensure that th	ey balance.	
Visa Card We the run	<b>Receivable Reconcili</b> report on the Receivabl Visa Card Receivable	e account by the	Booking ID to VISA	ensure that th ABC1234567		151.40
Visa Card We the run 1220	report on the Receivabl	e account by the	VISA		GPHAM	151.40 (151.40

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.

ect a portfolio to display	Hotel Properti	es 🔻									
	Region	Property ID	Property ID (T)	V Status	Purchase Date	Manager	Average Daily Revenue	Occupancy Percentage	Revenue PAR (KPI)	Notifications	Refresh
all.	NE	CANSHN	Canterbury Hotel - Schenectady	N	1/1/1900		85.75	11	13.8	Revenue PAR Notification Levels	
Revenue PAR	NE	S8WEY	Super 8 Motel - Wellesley	N	1/1/1900		94.02	52	43.9	🔴 Revenue PAR Notification Levels	
Intification Levels	NE	CANPROV	Canterbury   lotel - Providence	N	1/1/1900		94.18	25.33	34.6	Revenue PAR Notification Levels.	
	w	CANLLB	Canterbury Hotel - Los Angeles	N	1/1/1900		110.85	7.17	7.9	Revenue PAR Notification Levels	
	NE	RAMCAM	Ramada Hotel - Cambridge	N	1/1/1900		113.1	5.2	5.9	Revenue PAR Notification Levels	
	NE	SBCAM	Super 8 Hotel - Cambridge	N	1/1/1900		114.33	30	34.3	Revenue PAR Notification Levels	
	w	RAMAIR	Ramada - American Fork	N	1/1/1900		114.65	28.5	32.4	Revenue PAR Notification Levels	
	w	CANMART	Canterbury Hotel - Martinez	N	1/1/1900		115.27	15	17.4	Revenue PAR Notification Levels	
	W	RAMMOS	Ramada Hotel - Moscow	N	1/1/1900		131.66	39.33	50.5	Revenue PAR Notification Levels	
	NE	PROVCAN	Canterbury Hotel - Providence	N			hury Hotel - S 133.48	16.67	22.3	Revenue PAR Notification Levels	
	w	CANHUM	Canterbury Hotel Hoquiam	N	/	i	140.62	24.67	34.	Revenue PAR Notification Levels	
	NE	RAMD	Ramada Hotel - Dover	N	/	Master File	P 191.02	60.5	115.1	Revenue PAR Notification Levels	c
	NE	DVRAM	Ramada - Dover	N	Conte	extual Me	nu 247.12	26.34	64.7	Revenue PAR Notification Levels	
		DYIOM			14	0		2001			

# 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.