eZee Front Desk
Feature Benchmarking

eZee

Function	Module	Description
Stay View (Tape chart)	**Front office**	Tape Chart will show the hotel's live room view in one window including current reservation, out of order rooms, maintenance block and future bookings for specific dates.
Room View (Floor Plan)	**Front office**	The floor plan includes graphical display of each room, providing information of the guest occupying the room with room status. Particularly helpful to front office staff in taking decisions for booking.
Dashboard View	**Front office**	The dashboard view allows the front office staff to work on transactions of in-house guests also on room's rates and inventory for incoming inquiries.
Room List View	**Front office**	Room list view shows details like - room number, folio number, guest name, current status of room, check-in/checkout date, etc. Also, this tool is significantly useful for front office staff to get one glance view of in-house guests with their details without any clicks.
Inventory View	**Front office**	A view designed for Front Office Manager to get a quick preview of available rooms, along with other important informations like total number of beds, occupancy percentage, out of order rooms, booked rooms, reserved rooms, and due out rooms for specific date.
Summary View	**Front office**	Daily summary of the hotel with details like bookings and reservations of the day, tax collected and exempted, availability summary, settlement summary and occupancy chart.
Report View	**Front office**	A wide variety of reports (220+) to give you a 360-degree view status for your hotel. Systematic reports can be generated automatically/manually. Reports can be exported daily, weekly, monthly or yearly in different formats like PDF, Excel, Word, Text, and HTML.
Charter View	**Front office**	The charter view shows the number and status of the rooms allocated to travel agent(s), based on their contract with the hotel.
Charter Module	**Front office**	For the travel agents and corporate clients, room can be allocated for specific period with release date and till the time room will be blocked. If the reservation is not made before the release date by the particular travel agent, the block rooms will be released for normal reservation/check-in.
Folio Center View	**Front office**	A view beneficial for the accounting department to work on different folios and their charges without opening the rooms.

LIVE Ticker	**Front office**	A live ticker is an application that runs at the bottom of the front desk window displaying live status of the ADR, occupancy, total check-in/checkout, room revenue, sold rooms, cash collection, and other payment summary details.
Auto Settlement Mode	**Front office**	Select settlement Mode while check-in the guest. Thus, while checkout payment mode will be auto selected.
Folio Routing	**Front office**	Room charges and extra charges will be routed automatically to guest folio on daily basis. Also, Splitting of charges can be made based on percentage or fixed amount.
Year-end process	**Front office**	Year- end process, archives your entire old database without hampering your current operations.
Yield Management	**Front office**	A set of strategies that enable the hotel to realize optimum revenue from operations. Combined with a careful study of the property's occupancy history and the RevPAR, yield management can significantly increase occupancy, average daily rate (ADR) and revenue per available room (REVPAR).
Night Audit	**Front office**	Night Audit covers the change-over from one business day to the next. It is a daily review of guest account transactions recorded against revenue center transactions. It allows the accounting to a reliable, thorough and accurate.
Email Confirmation	**Front office**	You may send booking or reservation confirmation email to guest. Also, you can send welcome email on check-in and thank you email on checkout to guest.
SMS Confirmation	**Front office**	SMS confirmation enhances the interaction of hotel with guest by sending booking or reservation confirmation via SMS.
Integration with CRS	**Front office**	eZee FrontDesk seamlessly integrates with the Central Reservation System for advanced guest management.
Integration with Web based Reservation	**Front office**	eZee FrontDesk offers seamless interface with web based reservation system.
Insert transaction	**Front office**	In case you skipped to enter any transaction, the system allows to insert a transaction (check-in) in past date. However, this privilege is restricted to the admin or a high authority user who has been given this privilege.
Guest Bill in Foreign Language	**Front office**	The system offers to print the guest bill in multiple foreign languages that are defined in the system.
Foreign Currency Settlement	**Front office**	The system allows the staff to settle the guest bill in any foreign currency that is configured in the system.
Guest Room Block Alert	**Front office**	The room block alert will notify the responsible entity, in case someone tries to change or edit the status of a particular blocked room.
Inclusions	**Front office**	Define various expenses associated with guest so that will be automatically posted during night audits under guest folio. It can for specific days or for the entire stay of guest.
Expense Management	**Front office**	Expense management records and manages cash transactions of the hotel. It allows cash payment and collection for

		miscellaneous charges such as taxi, magazines, newspapers etc.
Tax Management	**Front office**	Define different taxes that are applicable on room rent and other charges. You may create slab wise tax like for room rent $0 to 5000 - 20% luxury tax, for room rent $5001 to N - 35% luxury tax and so on.
User Profiles and Privileges	**Back office**	Define various users and set privileges according to their designation.
Transaction Audit	**Back office**	All transaction including amending, editing or cancelation of any transaction is recorded with the username, date and time.
Proforma Bill	**Front office**	Guest's bill can be emailed or printed for In-house guest or for expected guest. Also the guest bill can be extended up to expected date for selected date in any currency.
Miscellaneous Sale	**Front office**	For any uncategorized sales to non-room guest can be recorded in miscellaneous sales option with multiple settlement option.
Ledger accounts	**Front office**	Bill to company used for posting the guest`s folio to companies account as payment will be received from ledger account on behalf of guest.
Packages	**Front office**	Define attractive packages with special tariff to target guest`s for increasing sales.
Auto Tariff Posting	**Back office**	Room tariff for next day will be posted automatically on night audit bearing the regular and seasonal rate along with different rate for business sources to the guest's folio.
Multiple Guest Bill Format	**Front office**	Bill can be generated in multiple formats by selecting different templates.
Checkout Alert for Charges	**Front office**	An alert will prompt at the time of checkout for unsettled bills, late checkout charges, zero balance alert etc.
Guest Bill Reprint	**Front office**	System allows to reprint guest`s summary or detailed bill.
Guest History	**Front office**	Preview complete details of past guest bill, with drop down feature and preview of all original bills.
Messages	**Front office**	Using a specific format, numerous messages can be printed for an in-house guest, with a status of either message conveyed or not conveyed.
Guest Profile	**Front office**	A guest profile includes all available details of a guest who has ever visited the hotel, including information like guest signature, photo, identity etc. Moreover, it will also provide all information about previous guest visits and behavioral pattern.
Guest Keyword	**Front office**	Guest Keyword, as the name suggest are keywords used to search for a guest profile from the hotel's database such passport number, driver's license number or other commonly used keywords like guest name contact number or DOB etc.
VIP Status	**Front office**	The system allows marking a guest VIP for specific attention and future reference.
Sales Budgeting	**Reports**	Sales budgeting are for accumulating all sales including room sales, room revenue, POS revenue etc. for daily, monthly and yearly budget and other analysis.

Transport desk (Pick up/drop Management)	**Reports**	Transport desk helps to manage the entire logistics involved in hotel operations including, local/International airports transits, railways, bus stations etc.
POS Receipt Print	**Front office**	POS receipt print allows previewing and print POS receipt posted on guest room during check out.
Follow-up Alerts	**Front office**	Various types of notes attached to the transactions can be alerted at the time of check in, check out or payment.
Reservation Alerts	**Front office**	Useful to providing agreed services to the guests at Check-In or during stay or check out. Notes attached to the reservation will be prompted during guest Check-in as an alert message.
Checkpoint Feature	**Front office**	Checkpoint feature is to send alert to all other departments like POS, laundry etc. to verify billed/unbilled amount of guest at the time of check out.
Room Sharing	**Front Desk**	A single room can be shared by 2 different guests even, separate folio can be created for each guest.
Business Source	**Front Desk Configuration**	Define different source of business with their commission plan. Commission will be calculated automatically based on room sold under business source.
Market Segment	**Front Desk Configuration**	Define sources from where you receive bookings, reservation or check-in. Sales analysis could be done based upon market segments.
Seasonal Rate	**Front Desk Configuration**	Define different tariff for different seasons thus, rates will be changed automatically with change seasons.
Registration Card	**Front office**	Printing Guest Registration Card, you can also print Registration Card of room sharers.
Define Tariff	**Front Desk Configuration**	Define base rates of Room, also define rate for extra adult and extra child.
Lost and Found	**Front office**	Manage a record of items that are missing placed by guest.
Hotel Representative	**Front office**	Assign salesperson who is associated for room sales. Useful for market-related sales and target analysis.
Housekeeping Amenities	**Back office (POS)**	Monitor consumption of housekeeping amenities on a daily basis such as phenyl, soap, room freshener etc.
Auto Spooling Of reports	**Front office**	During night audit process a set of reports will be exported, printed and emailed automatically.
Auto Backup/Scheduled Backup	**Front office**	Backup of database can be scheduled on specific time or you can set backup time during night audit. Backup will be done either on the local machine or online using FTP details.
Room out of order	**Front office**	Under maintenance tab, room can be blocked for the specific duration thus, room neither be booked nor be reserved for that period.
Guest Ledger	**Front office**	A complete and detailed list of all the past, current and future guests with option to filter and work on guests' folio that are - In-House, checked-in, checked out, still to check-in and yet to checkout based on the date's selection.
Phone Directory	**Front office**	Store personal and guest's phone number for the

		future communication.
Reminder	**Front office**	Set reminder for one and multiple users to pass message between shifts.
Wake Up Call	**Front office**	Reminder option to wake up a guest upon request.
Follow Up Type	**Front office**	Allows adding a follow-up reminder which will alert Front Desk staff.
Undo Transaction	**Front office**	You may undo or void any past date transaction also you may meal plan and revenue breakdown charges to particular transaction.
Undo Night audit	**Front office**	You may reverse or undo all the changes done during Night Audit process. (if required)
Floor Management	**Front Desk**	Define floors or sections you may have in your property such as first floor, second floor or even pool view, Beach view etc.
Room Amenities	**Front Desk**	Define amenities that are offered in your property such as smoking room, AC, TV, fridge, coffee maker, etc.
Room Owners	**Front Desk**	Manage owner information for rooms, condominiums, apartments given on rent to the guest. This owner information will be used to generate monthly owner statements.
Exchange rate	**Front Desk**	Define multiple currencies accepted in your hotel with their exchange rates so, you can create invoice in the different currencies.
Deposits	**Front Desk**	Manage all deposits that are collected from a guest such as call charge deposits, key card deposits etc.
Guest Note	**Front Desk**	Add/Edit instructions from guest and manage requests or requirements of guest.
Ability Level	**Front Desk**	Create user roles and set the privileges. User roles to easily create users with predefined privileges.
Do Not Rent	**Front Desk**	Manage records of misbehaving guests whom you don't want to provide service in future. Such guests, when identified by the system will pop up alert with a reason.
Status Color	**Front Desk**	Define different colors for different room's status to identify the status of room easily. Example: Green for vacant room, Red for Due of Room etc.
Revenue Breakdown	**Front Desk**	Define all Revenue Breakdowns you may have in your Property. As for example Accommodation, Breakfast, Lunch etc.
Meal Plan	**Front Desk**	Define packages for the different types of meal plan offered to guest.
Cash Drawer	**Front Desk**	Define all major denomination of accepted currencies.
Non Rental Object	**Front Desk**	Define objects like reception, swimming pool, parking area etc. which are non rental and also define banquet area for banquet module.
Reason/Remark	**Front Desk**	Define all reason and remarks which needs to be entered while changing existing records of payment, reservations, bookings etc.

Letter Template	**Guest Relationship Management**	Manage predefined letter templates to be emailed on different actions like reservation confirmation, welcome message, and thank you at check out, cancel booking confirmation and many others.
Incident List	**Guest Relationship Management**	Manage all the incidents in the property reported by staff or guests. Keep records of all the incidents, reported by staff or guest.
Guest Follow-up	**Guest Relationship Management**	A list of all the follow-ups for the inquiries done by guests.
Guest Response	**Guest Relationship Management**	List of all the responses to the incident that were created for the guests.
Guest History	**Guest Relationship Management**	A detailed history of all guests follow-up, arrival/departure, incident and banquet booking.
Inquiry List	**Guest Relationship Management**	It will help to manage all the inquiries made by your past, current and possible guest.
Guest Feedback	**Guest Relationship Management**	Manage feedback from your guests. You can also print the feedback form and get it filled by guest.
Mailbox	**Guest Relationship Management**	The basic mailbox feature to send/receive emails and through which you can communicate with guests, travel agent, and company contact persons.
Guest Database	**Guest Relationship Management**	Manage guests personal details, past stay history along with last room rate offered.
Laundry Service	**Laundry**	Define different service that you offer in laundry like washing, ironing and dry cleaning.
Laundry Items	**Laundry**	Helps define different item that come for laundry e.g.- shirts, t-shirts ,trousers etc.
Laundry Item category	**Laundry**	This function will help you categorize different laundry items that you receive from the guest.
Laundry Items Return in	**Laundry**	This will help define the way by which you will return items to guest.
Laundry Fabric	**Laundry**	Define different fabrics that you accept in laundry.
Laundry pattern	**Laundry**	Define different fabric patterns that you accept in laundry.
Laundry colors	**Laundry**	Define different colors that you accept in laundry.
Guest Laundry/List	**Laundry**	Accept guest laundry, apply charges or post laundry bill to guest room directly.
Hotel Laundry/List	**Laundry**	This option will help in accepting hotels laundry like Curtains, bed sheets etc.

Undelivered Guest item list	**Laundry**	The option will be used to record receipts and delivery of guest laundry.
Banquet View	**Banquet**	Daily, weekly, and monthly view (tape chart) of all booked banquets.
Banquet Themes	**Banquet**	Define different themes that you offer such as marriage, birthday, conference etc.
Seating plans	**Banquet**	Define different seating arrangements such as U-shape, T-Shape, Round etc.
Banquet Packages	**Banquet**	Define different packages that you offer in banquet.
Block Banquet List	**Banquet**	List of banquets that are blocked for different reason.
Banquet Dairy	**Banquet**	Record wall information for banquet booking.
Banquet booking	**Banquet**	This option allows to book banquet for particular date and time.
Insert Banquet Transaction	**Banquet**	It allows to book a banquet in backdate.
Minibar Item Assign	**Minibar**	This option will help you assign different items in Minibar.
Item Issue List	**Minibar**	List of items that are assigned to particular rooms also, new items can be assigned to any room.
Item Return List	**Minibar**	List of items that are returned back to store. You can also retake any item that is already issued.
Item Breakages	**Minibar**	List of all minibar items that are broken or damaged in the Hotel.
Minibar Posting	**Minibar**	Post charges to guest account after auditing the total item used from Minibar.
Housekeeping View	**Housekeeping**	A view for housekeeping manager to assign task and update status of tasks for all rooms.
Room Status List	**Housekeeping**	Define different status of room such as Clean, Dirty etc.
Task list	**Housekeeping**	Define different tasks that can be assign to Housekeepers such as all dust cleaning, replace bed sheets etc.
Task Assignment	**Housekeeping**	Assign different tasks to housekeepers on different rooms.
Schedule list	**Housekeeping**	Schedule task for housekeeper with specific date and time.
HK Pax (Pax Confirmation)	**Housekeeping**	Double check total number of pax staying in the room and update.
Schedule Status	**Housekeeping**	User wise list of the task status assigned to housekeeper can be viewed.
Maintenance View	**Maintenance**	Manage maintenance related items, works orders, and their status for maintenance team of the hotel.
Item Location Type	**Maintenance**	Define location of maintenance items such as storeroom, maintenance room, server room etc.
Item Category	**Maintenance**	Define category of maintenance item such as electronics, wooden stuffs, etc.
Items Parts	**Maintenance**	Define items that are used in maintenance such as screw, wire, tool kit etc.

Work Status	**Maintenance**	Manage status of work assigned to staff such as in-progress, completed, work not started etc.
Work Priority	**Maintenance**	Define priorities of work such as low, high, medium etc.
Work Category	**Maintenance**	Define different categories of work such as administration, management, labor etc.
Work Order	**Maintenance**	Create work order and assign it to particular maid.
Department	**Payroll**	Define different departments of Hotel such as HR, maintenance, housekeeping etc.
Branch	**Payroll**	Defines branches of your hotel of different locations.
Shift	**Payroll**	Define all shifts of job under which your employees work.
Designation	**Payroll**	Define different designations of your hotel employees.
Scale	**Payroll**	Define pay scales of salary under which employees are salaried.
Job type	**Payroll**	Define different types of job available in property.
Category	**Payroll**	Define categories of the job such as technical, non-technical, admin etc.
Religion	**Payroll**	Define religions of your hotel staffs such as Christian, Hindu, Muslim etc.
Bank	**Payroll**	Define different banks that are associated with your property.
Pay head	**Payroll**	Define pay head that are included or deducted from the salary.
Leave type	**Payroll**	Define all types of leaves, an employee is entitled to take in your company such as sick leave, casual leave etc.
Employee	**Payroll**	Define all employees and manage their complete database. You may also import/export complete list of employee's data all at once.
Holiday	**Payroll**	Define all holidays for employees. You may provide holiday to particular employee for selected period.
Timesheet	**Payroll**	Track employees Login, Logout and hours of working.
Pay slip	**Payroll**	Generate and maintain pay slips of all the employees.
Payment	**Payroll**	Make and manage all payments made to employees.
Loan/Advance	**Payroll**	Manage all loans or advance payments given to your employee.
Leave Application	**Payroll**	Maintain the list of leave application received from the employees. You can also set status of leave application such as approved, canceled or pending.
Absent Employees	**Payroll**	Mark a particular employee as absent for any particular date.

eZee Front Desk Interface List

Interface name	Company make
Credit card processing	Accelerated Payment Technologies Inc. (Xcharge), Mercury Payment Systems LLC, NAB Credit Card, SlimCD
Financial Accounting	Asiasoft Business Solutions, Auto Count SDN BHD, Intuit Inc., Emas, Mart SDN BHD, MIM systems DSN BHD, Sage Software Inc., Sierra ODC Private Ltd., Softex System Solution, Tally Solutions Pvt. Ltd, QuickBooks.
Finger Print Readers	BoiEnable Technologies Pvt. Ltd., DigitalPersona Inc. , ZKSoftware
SMS	BulkSMS – Celerity Systems Pty. Ltd., RouteSms Solutions Limited, theSMSzone – ThrillEX Multimedia, CatchSMS – Vishdream, GSM/GPRS Modem, GenSuite, GAPS SMS, Uptown SMS, 247 SMS, Perfect Bulk SMS, SMS, Gupshup Enterprise, Nimbusit SMS
Weighting Scale	Berkel Metro
Fiscal Printer	Bixolon America Inc., Dzhies Group Ltd. , RCH Group Spa, MetaLink SBR, WebPOS Fiscal, TREMOL_FP_AURA, BRIO_FIS_FM32, FP_2000_100TZ, BOSNIA, EFP
Passport Scanners	ScanShell 800, ScanShell 1000, ARH Scanner, WBT Scanner, Fujitsu Fi-60F
Signature Pads	Topaz, ePad, iBall Pad
PABX	3COM NBX, AdtranNetVanta7100, Alcatel , allworx, Altigen, ARISTEL, Asterisk Fonality CSV , Asterisk MySQL IP PBX, AT T Merlion, Atlas IIE K 128, AudioCodes MPxx Gateway, Australia Mobile, Avaya , AYC Ipcts, Cadcom 3600, Cisco, Comdial, Connexity, eOn Millennium, Ericsson, ESI, Executone IDS, Fujitsu, Genbend M6, HITACHI , Interactive SIP Proxy, INTERTEL AXXESS, Iwatsu Adix , LG LDK, London16PABX, MatrixEternity, Meisei100 DR3, Mitel, Mobile XML Romania, Multitek, NCH AXON, NEC, NeutralPoint, Nitsuko, Nortel, Onyx, Opticon IP, Panasonic, Planet IPX 2000, Quintum Tenor, Rolm Redwood 9722, RSI tools, Samsung , Shoretel , Siemens , Sphere, SPIDER, Tadiran, Talkswitch, Tapit CSV, Tekelec, TeleSynergy AbovEdge, Telrad, Tennyson SOX, Wypoint, WIN48CT, WelltechePBX100, VOISpeed, Vodavi, Toshiba, Tools CTI Pack, BPL, EricssonBusinessphone250b, StrataCIX,
Key card door lock	ADEL Group, Adem Locktronics System SDN BHD, aLock System, ASSA Abloy, BTLock, BTLock International, ColCom Door lock, Digi Lock (Temic), Digicard Systems Ltd., Great Wall Door lock, Guli Door lock, Hafele America Co., Hune Door Lock, Ideal Door lock, Ingersoll-Rand Company, Inhova Door lock, Intego Technologies SDN BHD, Jenberge Door lock, Jiangmen Keyu Intelligence Co. Ltd., KABA Ltd., MIWA Lock Co., Onity Door lock, Philips Door lock (E2000), Philips Mifare, Philips MUR 500, ProUSB Door lock, RWOK Door lock, SafLock, Sape Hotel Door lock, SecuStar Door lock, Sicurezza Solutions, Suzhou Springbus Import & Export Co. Ltd., Talleres De Excoriaza, Ving Card (Vision Door lock),

	WEISER, Wenzhou Guli Locks Co. Ltd., Xeeder Technology Co. Ltd., Zhejiang Great Wall Lock Co. Ltd.,
IP TV Integration	LocaTel eclipse, SingTel IPTV