

GuestTracker by TCS Systems inc.

Promotional Reports Brochure

Introduction

Guest Tracker Property Management Software was developed for unique and diverse Hotels & Resorts. We also accommodate a large Market of Hotel Franchises, Motels, Clubs, Multi-Property Resorts, B&B's, State Parks, Rental Properties, Condominiums, Campgrounds, Government Airbases, and Property Management software companies. Software features for all types of properties. Our Product support, and unequalled training are all a #1 priority. Our Software Interfaces and Add-Ons will allow us to grow with you. Guest Tracker is developed by TCS Systems inc., a Software Development Company.

Highlights

Over 100 software features you will experience and enjoy when you view our Demo download.

Over 1,000 properties worldwide have successfully implemented our software.

Our flexible design will allow you to work the way you need to, no software limitations.

Easy-to-use is the key to allowing new users to become productive right away.

Full accountability, every transaction by user, shift, date, and time stamp reported daily.

Our service is personalized by account rep that knows your property from day 1.

Qualified Property consultants that will recommend and help implement software training, PBX, Call Accounting, Internet, Credit Card Integration, and Computer networks and infrastructure.

Guest Tracker is powerful and fully integrated with your property's existing systems

Phone/e-mail support, any day, any time.

Installation support, network support, training, and software setups

History of TCS Systems inc.

GuestTracker has been a leader in The Lodging Industry Software Business since 1986. Our Legacy DOS systems were very popular for over 10 years. In 1998, our Windows based systems using Access Database, MS SQL, and Oracle as an Open Database System were well on their way to becoming a flexible Robust solution for all types of Properties, Resorts, Clubs, and Hotels. Our integration with Microsoft Products with Custom letters and e-mailing Confirmations through GuestTracker is one of many ways our Software technology is looking forward to the future of Property management Software.

TCS Systems, inc. Software Development Company has a host of Products and Services including:

Server Installations Support, network support, computers, printers, Windows O.S. support. Software installation and training, and setup. On-Line reservations, Internet reservations, Call Accounting, Credit Card Integration Module, PBX, POS, Accounting Software interfaces and support. Conversion of Legacy systems into Guest Tracker Windows Applications. PC Anywhere connections for support and version release updates, upgrades, and conversion of older versions to the Latest Guest Tracker release.

GuestTracker by TCS Systems inc.

Guest Tracker Software Features and Enhancements

Highlights

Open Access, SQL, Oracle
Multi-user network version
Windows 98/NT/2000/XP
Custom MS Word letters
Extensive Look-up features
Multi-Tasking Windows
Filter / Sort all reporting
Guest Notes - popup notes
Automatic Room/Rates
Refund charges - adjustments
Import/Export to Databases

Reservation Features

1-Step Reservation screen
Groups / Packages
Extended Stay features
E-mail confirmations
Waiting Lists
Guest Notes
Master folios / Direct Bill
Room / Tape Charts
Room Shuffle features
Advanced Deposits postings
Pre Post charges at check In
Arrival / Departures in Detail
Room Chart Reservations

Folio Management

Arrival/ Departure reports
City Ledger / Direct Bill
Night Audit Reporting
Folio Billing / Receipts
Folio summary and details

Guest Ledger - In House
All reporting by user, shift, id
Group folios and incidentals
POS register module
Deposits Due aging report
Revenue Forecast reports
Housekeeping Maintenance

Guest History

History reports by Market Code
History reports by Guest Type
Mailing Labels by Guest
History Filtered by date / type
Guest History by Room / Rate
Invoice Detail bill re-creation
Guest Ledger History
Audit History of all transactions
Message history by Guest
Room History graphs by Room

Interface Modules

Network Multi-user Interface
Call Accounting Module
Call Accounting Interface
Credit Card Processing Module
Point of Sale Interface
Club Software Interface
Central Reservation Interface
Internet/GDS Reservations
Accounting Module Interfaces
On-line and On-Site training

CONTACT TCS SYSTEMS

www.guesttracker.com
tcs@guesttracker.com

800 724 9883

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Management Reporting - by Summary of Accounts by Shift/Dates

Daily Folios Activity Report

Nov 1, 2002 11:55 AM Page 1 of 2

DAILY FOLIOS ACTIVITY REPORT
FROM 10/01/2002 TO 10/31/2002
OPEN AND CLOSED LEDGER(SHIFT: ALL)

G/L Account	G/L DESCRIPTIONS	FOLIO AMOUNT
100	Room Charge	5,490.00
110	State Tax	586.50
140	Misc Charges	60.00
150	Restaurant Charge	25.00
160	Gift Shop	250.00
165	Activities	90.00
190	Adjustment	(50.00)
A1 G/L GROUP TOTALS:		6,451.50
170	Local Phone Calls	200.00
180	Long Distance Calls	500.00
A2 G/L GROUP TOTALS:		700.00
200	Amex Payment	(2,325.00)
201	Discover Payment	(100.00)

Shift:

For Date: TO

Night Audit Procedures include many reports: Summary by G/L account by date range gives you the flexibility to report by Month or Quarter. For Shift reporting, run summary reports after each shift.

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Guest Ledger Reporting - Accounts Detail by Shift/Dates

Night Audit Folio Report(sorted by folio guest name, room#, date and account#)

Night Audit Folio Report								11/1/02 11:58
FROM: 10/01/2002 TO: 10/31/2002								
OPEN AND CLOSED LEDGER(SHIFT: ALL)								
Sorted by Guest Name, Room #, Date and Account #								
Room #	Guest No.	Name	Folio Acct	Folio Date	Folio Description	Type	Amount	User
119	16	Qubert	200	10/2/02	Amex Payment	DB	(140.00)	master
SubTotal: Qubert							(140.00)	
132	9	Rudolph	100	10/2/02	Room Charge	CR	0.00	master
132	9	Rudolph	100	10/2/02	Room Charge	CR	1,000.00	master
132	9	Rudolph	110	10/2/02	State Tax	CR	2.50	master
132	9	Rudolph	110	10/2/02	State Tax	CR	100.00	master
132	9	Rudolph	150	10/2/02	Restaurant Charge	CR	25.00	master
132	9	Rudolph	170	10/2/02	Local Phone Calls	CR	50.00	master
132	9	Rudolph	180	10/2/02	Long Distance Calls	CR	250.00	master
SubTotal: Rudolph							1,427.50	
G/L Account Grand Totals:							4,586.50	

Page 11 of 11

Print For Date: 10/01/2002 TO 10/31/2002 Shift: Run Close

Night Audit reporting by Guest helps with detail reporting by Guest. All Open Folios for each Guest can be displayed or Printed.

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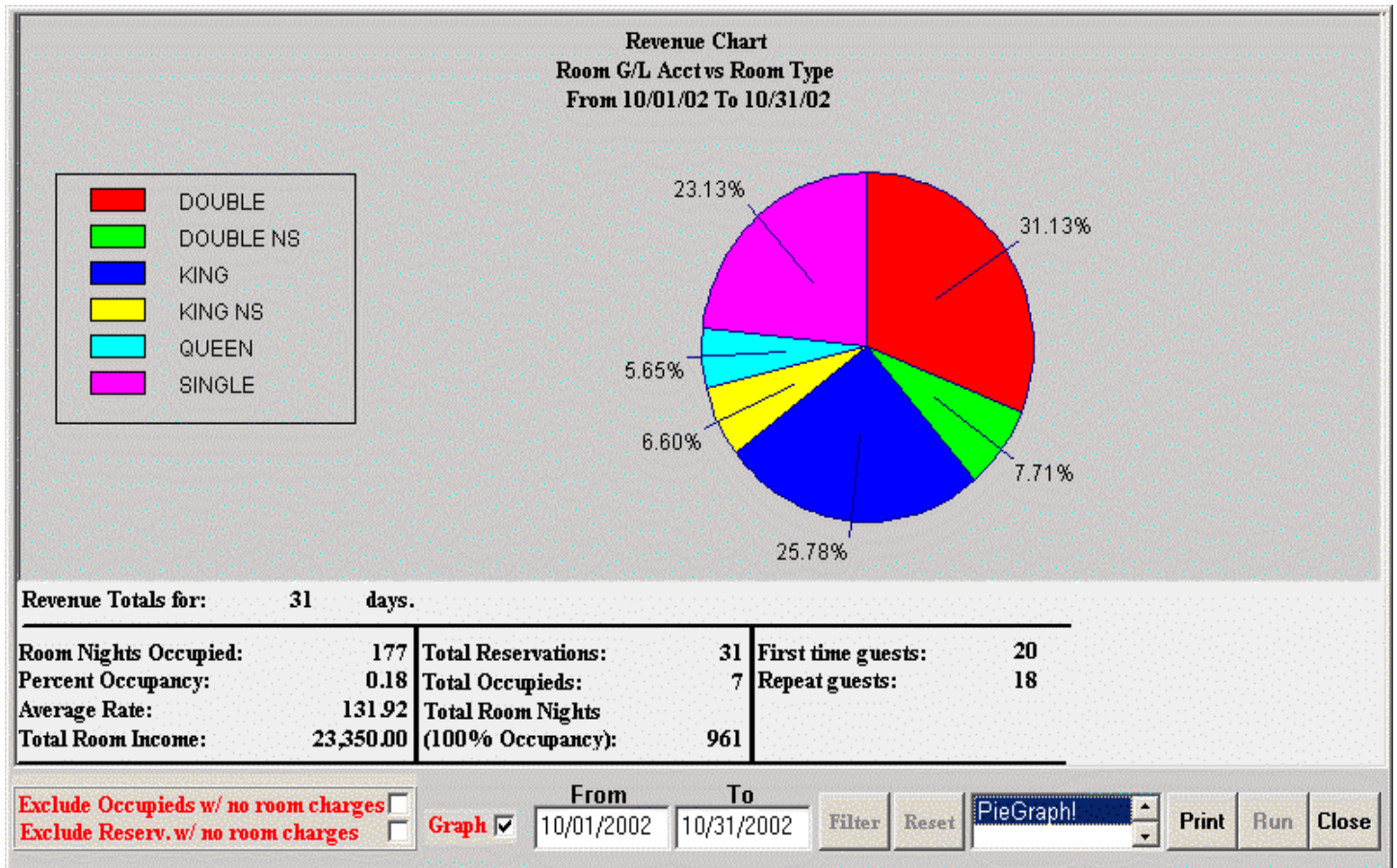
Revenue Forecast Reporting - Management information

FORECAST REVENUE REPORT						Page 1 of 1
From 10/01/02 to 10/31/02						11/1/2002
<u>Room Type</u>	<u>Number of Rooms</u>	<u>Total Nights Occupied</u>	<u>Percentage Occupancy</u>	<u>Income</u>	<u>Average Rate</u>	
DOUBLE	11	38	11.14%	7270.00	191.32	
DOUBLE NS	3	18	19.35%	1800.00	100.00	
KING	10	43	13.87%	6020.00	140.00	
KING NS	2	11	17.74%	1540.00	140.00	
QUEEN	2	11	17.74%	1320.00	120.00	
SINGLE	10	56	18.06%	5400.00	96.43	
Revenue Totals for: 31 days.						
Room Nights Occupied:	177	Total Reservations:	31	First time guests:	20	
Percent Occupancy:	0.18	Total Occupied:	7	Repeat guests:	18	
Average Rate:	131.92	Total Room Nights (100% Occupancy):	961			
Total Room Income:	23,350.00					
<input type="checkbox"/> Exclude Occupieds w/ no room charges <input type="checkbox"/> Exclude Reserv. w/ no room charges		<input type="checkbox"/> Graph	From 10/01/2002 To 10/31/2002	<input type="button" value="Filter"/> <input type="button" value="Reset"/>	Area3D! AreaGraph1	<input type="button" value="Print"/> <input type="button" value="Run"/> <input type="button" value="Close"/>

Revenue Forecast Reporting by Unit Types gives you a snap shot of future bookings, revenues, and graphs. Management reporting that will make a difference for advanced Yield Management decisions.

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Revenue Forecast Reporting - Graphs & Charts



Revenue Forecast Graphs by Unit Types gives you a snap shot of future bookings, revenues, and graphs. Management reporting that will make a difference for advanced Yield Management decisions

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Daily Managers Report for Today, MTD and YTD

Daily Folio's Activity Report

Oct 30, 2002 12:26 PM **DAILY FOLIOS ACTIVITY REPORT** Page 1 of 2
FROM 01/01/2002 TO 10/30/2002

G/L Account	G/L DESCRIPTIONS	Today	MTD	YTD
100	Room Charge	0.00	5,490.00	5,490.00
110	State Tax	0.00	586.50	586.50
140	Misc Charges	0.00	60.00	60.00
150	Restaurant Charge	0.00	25.00	25.00
160	Gift Shop	0.00	250.00	250.00
165	Activities	0.00	90.00	90.00
190	Adjustment	0.00	(50.00)	(50.00)
A1 G/L GROUP TOTALS:		0.00	6,451.50	6,451.50
170	Local Phone Calls	0.00	200.00	200.00
180	Long Distance Calls	0.00	500.00	500.00
A2 G/L GROUP TOTALS:		0.00	700.00	700.00
200	Amex Payment	0.00	(2,325.00)	(2,325.00)
201	Discover Payment	0.00	(100.00)	(100.00)

Print **Close**

The Daily Managers Report has the Summary of Accounts, for the Night Audit, MTD, and YTD. The most complete, and concise report in the system, that can be Viewed and Printed.

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Microsoft Word custom Guest Comment forms

The screenshot shows a Microsoft Word document titled "guestform.doc" with a menu bar (File, Edit, View, Insert, Format, Tools, Table, Window, Help) and a standard toolbar. The document content is a guest comment form with the following elements:

- Header: Suite #
- Form fields: Check in date: and Check out date:
- Greeting: Dear :
- Message: I sincerely hope that you have enjoyed your stay with us and that you have a most pleasant trip home. All of us at your Property name look forward to the opportunity to welcome you back again. In our effort to improve your Property name, we ask for your valuable assistance by completing this questionnaire.
- Signature: Warm Regards,
- Form sections:
 - Reservations** **yes** **no** **Continental Breakfast** **yes** **no**
 - Was your reservation handled to your satisfaction? Were you satisfied with the following:
 - Food Quality
 - Service Quality
 - Hotel Staff Services:*
Did you receive friendly and courteous attention from: *Comments:* _____
 - Desk Clerk _____

The status bar at the bottom indicates: Page 1, Sec 1, 1/1, At 1.2cm, Ln 1, Col 1, REC, TRK, EXT, OVR, English (U.S).

Create Custom comment forms to be generated for all Guests to fill out sometime during their stay. Generate Comment forms for all Arriving Guests.

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Arrival Lists by date/time

11/1/02 12:13 ARRIVAL LIST Page 1 of 1

Arrival Date and Time	Rsrv No.	Group	Unit No.	Rstat	Room Type	Rate	Departure	Total Due	Guest No.	Guest Name
10/05/02 3:00 PM	44		116		KING	140.00	10/10/02		21	Baxting T, Ted
10/05/02 0.00	42		118		KING	140.00	10/13/02		6	Hilfiger F, Tomny
10/05/02 0.00	26		130		DOUBLE	100.00	10/08/02		5	Mott E, Billy
10/05/02 0.00	35		126		DOUBLE	100.00	10/12/02		13	Muller G, Marcia
10/05/02 3:00 PM	46		124		QUEEN	120.00	10/11/02		23	Parisi m, Gary
10/05/02 3:00 PM	45		148		KING	140.00	10/14/02		19	Perelli E, David
10/05/02 3:00 PM	47		119		KING NS	140.00	10/11/02		16	Qubert K, Lisa
10/05/02 3:00 PM	41		146		DOUBLE NS	100.00	10/11/02		15	Troy G, Frank

Sort by Arrival Date, Guest
Sort by Arrival Date, Room, Guest

Rows 1 through 8 of 8 For Date: 10/05/2002 To 10/05/2002

Arrival Lists are run each morning for a full detailed list of all Guests arriving on any given day. Sort by any column on the report, as well as run customized registration cards, or arrival documents for all Guests arriving today.

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Departure Lists by Date with Balance Due

11/1/02 12:15 DEPARTURE LIST Page 1 of 1

Depart	Arrival	Rsrv No.	Group No.	Unit No.	Room Type	Rate	Guest No.	Guest Name	Balance Due	Continue Flag
10/03/02	10/02/02	56		132	SINGLE	1,000.00	9	Rednose T Rudolp	0.00	
10/05/02	10/04/02	37		120	DOUBLE	1,470.00	17	Tom I Bayton	0.00	
10/06/02	10/04/02	24		156	KING	140.00	20	Lani F Carney	0.00	
10/08/02	10/06/02	14		114	DOUBLE	100.00	7	James G Bond	0.00	
10/08/02	10/05/02	26		130	DOUBLE	100.00	5	Billy E Mott	0.00	
10/09/02	10/04/02	10		136	DOUBLE	100.00	2	Tony B Bell	0.00	
10/09/02	10/06/02	5		122	SINGLE	80.00	13	Marcia G Muller	0.00	
10/09/02	10/02/02	55		138	SINGLE	80.00	19	David E Perelli	0.00	
10/10/02	10/05/02	44		116	KING	140.00	21	Ted T Baxting	0.00	
10/10/02	10/04/02	43		142	DOUBLE NS	100.00	20	Lani F Carney	0.00	
10/10/02	10/04/02	48		154	KING	140.00	10	Rose H Scial	0.00	
10/10/02	10/04/02	40		144	DOUBLE NS	100.00	11	Howard H Willard	0.00	
10/11/02	10/02/02	54		150	SINGLE	80.00	20	Lani F Carney	0.00	
10/11/02	10/08/02	50		156	KING	140.00	8	Bill R Clayton	0.00	
10/11/02	10/05/02	46		124	QUEEN	120.00	23	Gary m Parisi	0.00	

Sort by Depart Date, Guest or Room Change List Report

Rows 1 through 15 of 38 Print For Date: 10/01/02 To 10/31/02 Filter Run Close

Departure Lists are run each morning with full details with a Balance Due amount upon checkout. You may run this report later in the day to see who has not checked out yet.

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Deposit Aging reports for deposits overdue

DEPOSIT AGING REPORT...									
11/1/02 12:24		DEPOSIT AGING REPORT						Page 1 of 1	
Days Old	Conf No.	Arrival Date	Depart Date	Room #	Room Type	Rate	Guest Name	Deposit	
								Amount	Date
61	3	10/10/02	10/12/02	104	SINGLE	80.00	VP Chris Fikis	100.00	9/1/02
61	5	10/06/02	10/09/02	122	SINGLE	80.00	Marcia Muller	240.00	9/1/02
61	26	10/05/02	10/08/02	130	DOUBLE	100.00	VP Billy Mott	100.00	9/1/02
61	35	10/05/02	10/12/02	126	DOUBLE	100.00	Marcia Muller	100.00	9/1/02
28	40	10/04/02	10/10/02	144	DOUBLE NS	100.00	Howard Willard	100.00	10/4/02
27	45	10/05/02	10/14/02	148	KING	140.00	David Perelli	140.00	10/5/02
27	41	10/05/02	10/11/02	146	DOUBLE NS	100.00	Frank Troy	100.00	10/5/02

Sort by # of Days Old or Arrival Date

Rows 1 through 7 of 7

Tracking Guest Deposits is automatic with your Deposits Aging Reports. Sort Deposits Due by number of days overdue.

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Balance Due for all Guests In-House

<u>Room No.</u>	<u>Guest Name</u>	<u>Rsrv No.</u>	<u>Company</u>	<u>Folio Screen</u>	<u>Total Balance</u>
106	Pearl/Dave	53		Main	1,122.00
120	Bayton/Tom	37		Main	0.00
132	Rudolph/Rednose	56		Main	1,427.50
136	Bell/Tony	10		Main	1,170.00
138	Perelli/David	55	TILCEN ENTERPRISES	Main	616.00
150	Carney/Lani	54		Main	891.00
156	Carney/Lani	24		Main	0.00
Balance Due Grand Total:					5,226.50

Page 1 of 1

Print Close

In-House Guests Balances reporting is essential for fast check-out procedures when systems are down.

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Occupancy History Reporting - Management Information

OCCUPANCY HISTORY SUMMARY Page 2 of 3
 From 10/01/02 to 10/31/02 11/1/2002

Room #	Room Type	# Beds	Total Nights Occupied	Percentage Occupancy	Income	Average Rate
132	SINGLE	1	1	3.23%	0	0
134	KING	1	0		0	0
136	DOUBLE	2	5	16.13%	0	0
138	SINGLE	1	7	22.58%	0	0
140	QUEEN	1	0		0	0
142	DOUBLE NS	2	0		0	0
144	DOUBLE NS	2	0		0	0
146	DOUBLE NS	2	0		0	0
148	KING	2	0		0	0
150	SINGLE	1	9	29.03%	0	0
152	KING	1	0		0	0

Revenue Totals for: **31** days.

Room Nights Occupied:	37	Total Occupied(History):	0	First time guests:	2
Percent Occupancy:	0.04	Total Occupied(Present):	7	Repeat guests:	5
Average Rate:	0.00	Total Room Nights (100% Occupancy):	961		
Total Room Income:	0.00				

Exclude Occupieds w/ no room charges
 Exclude History w/ no room charges

 Graph

 From To

History by Unit number, with total unit revenues, %'s, total nights booked, all by the month to give an accurate picture of the Properties Occupancy Levels. Print or Display Graphs as well !