



WINPAC™ V3

PROPERTY MANAGEMENT INTERFACE SYSTEM (PMS)

Guests staying in a hotel will remember when excellent service has been provided to ensure an enjoyable, 'problem-free' stay. As demand for quality service increases, hotels will strive to upgrade their facilities and guest services as guests continue to evaluate the hotels based on their value added services.

The Winpac V3 Hotel Property Management System (PMS) is designed as the mediator between Front Office and PABX System which helps to enable various functionality of the said system whilst capturing various call charges and activities within the hotel.

Features and Functions of WINPAC™ V3 Property Management System (PMS)

Call Computation	Editable formula for each call type enables the hotel to change the call computation on and when required.
Call Charge Posting to guest's folio	Hotel is able to implement various service charges for different type of calls (Local, Domestic, IDD, Home direct, Collect call, Toll free, Operator assisted and Internet call.)
Telephone barring and unbarring	The room telephone can be unbarred and barred upon guest's check in and check out.
Message Waiting Lamp	Message Waiting Lamp can be turned on and off upon the receipt and retrieval of text, voice and/or fax message.
Guest Name Updating	Operator can consistently provide an impressive response to guest calls by addressing them by their name.
Database Swap	Database can be synchronized between the Front Office system and PABX.
Daily Departmental and Summary Reports	Night Auditor and Accounts can obtain reports sorted by extension and department, as well as to reconcile the daily Telephone Call and Minibar transactions.
No activity time-out alert	Should any device that links to the WINPAC™ V3 PMS fails, the system will be able to detect it and warn the user by an audio and visual alarm.
Datascope	All the data transferred to and from WINPAC™ V3 PMS can be monitored on-screen.
Various On-line maintenance updating	While PMS is actively processing transactions in the background, users can access the system maintenance file to update all the current parameters (eg. System data printing, room status, language code mapping, call rate table, guest names, telephone surcharges, service charge, tax and rounding & operator assisted call charges).
Activities logging	All transactions are stored in a file for future reference.
Room change update	Transfer guest information and status such as voice mails, message indicator, wake up call, etc when guest change rooms.
Voucher printing	Print vouchers on specific calls type made, minibar transactions, reprint old vouchers and edit voucher formats.
Simultaneous interface	Can interface with Front office System, PBX, Voice Mail System, Voice Confirmation System, Auto Wake-up System, Fax Mail System, Maintenance System, Communication Center System and Butler Paging System.
Intelligent Console (IC)	To allow quick maintenance of PBX database without enabling FOS Database Swap.