



FCS OneSuite PMS

A user-friendly PMS solution loaded with practical features



FCS OneSuite PMS is the ultimate hotel property management software package for any type of property.

Regardless of whether a hotel is a boutique 50 room property or a 1000 room resort, FCS OneSuite PMS can be tailored to address the wide and varied needs that can be encountered. It is a feature rich application provided at a cost-effective solution designed for maximum performance and ease of use.

FCS OneSuite PMS is a simple yet powerful package that offers proven database reliability and scalability. With a user friendly Windows based graphical user interface, it is sure to make training of new staff a breeze.

Key PMS Modules

FCS OneSuite PMS comes with a suite of standard features:

- Reservation
- Guest History and Profiles
- Front Desk
- Cashier
- Block Management
- House Keeping
- Night Audit
- Reporting Module

Feature List

Reservation

- Able to handle reservations for individual, company, travel agency, group, shared, waitlist, or a combination of the above options.
- Provides confirmation letter when the reservation is being confirmed.
- Multiple reservations for one guest.
- List future reservations for agents and companies.
- Reservation record is fully integrated to guest history.
- Enter remarks for each reservation record.
- Enter guest request for each reservation which will be followed-up by front desk or room management.
- Displays room availability by room number, room type, rate id and room block.
- Able to support unlimited number of rooms.
- Unlimited number of rate id.
- View rate id information.
- Assign rates manually.
- Able to handle packages.
- Able to support multiple folios and reservations for each room.

- Provide easy UI to setup routing instruction for automatic transfer of charges to another room or account.
- Unlimited number of reservations per room.
- Combine two separate reservations to a shared room.
- Automatically adjust rates when sharers are joined and separated.
- Automatically calculate the proper rate for shared rooms by splitting the room charge evenly.
- Allows shared rooms for full stay or part of stay.
- Search for reservations using multiple criteria.
- Cancellation of individual reservations or groups of reservations. Free form text field is available for user to enter cancellation reasons or user can enter standard cancellation reason available.
- Modification of reservation at any time.
- User-definable market codes and source codes are available for classification of the reservations.
- Make reservations which take into account special needs of handicapped guests or guests requiring special care.
- Automatically retrieves fields from previous reservation when making new reservation for the same profile.
- Assign additional discount on the room rate selected.
- Overwriting of room rate can only be done by personnel with supervisor password.
- Search room availability by room features.
- Provides reservation report by sales person.

Guest History & Profiles

- Enter free text remarks for guests.
- Individual guests, companies and agents profiles can be created.
- Guest history and summary information are displayed on the reservation screen.
- Master folio for company, agent or source profiles can be created.
- Statistics by revenue, number of stays, number of nights, number of shows, and number of cancellations can be shown.
- Statistics for individual guests and for companies, travel agents, and sources can be displayed.
- Enter special room requirements for a guest.
- Place guests on a black list with user-definable comment.
- Handle guest profiles individually for group members.

Front Desk

- Check-in of group members individually or perform group check-in.
- After check-in, user is able to modify any reservation details except arrival date.
- This module is fully integrated to guest history.
- Automatically or manually assign rooms.
- Display room availability by room number, room type, rate id and room block.
- Unlimited number of folios per person with unlimited number of guests per room.
- Search for arrivals using multiple criteria.
- View action performed on a particular room.
- Track current room status and identified guest requests.
- Allows management online access to reports such as arrival/departure and no-show.
- Handle guest messages such as text, voice etc.

Cashier

- View folios according to chronological order.
- Preview of folio on the screen.
- Quick check-out without printing of folio.
- Undo a check out.
- Consolidate multiple folios into one invoice.
- Information folios can be printed any time during the guest's stay.
- Accepts multiple payment combinations, such as credit cards, cash, and direct bill.
- Unlimited number of folios for each guest. In addition, guest can request for charges to be split into multiple folios.
- Folios or part of folio charges can be transferred from room to room.



- Prints and updates a Shift Audit Report to close the shift and furnishes complete details of all posting activity in the Daily Charge Summary option.
- Set individual billing instructions for all group members or route postings directly to group master folio.
- Grouping of posting code for ease of posting and sorting.

Block Management

- Create, search, view, and modify a given room block.
- Create a rooming list for group members.
- Block any combination of room types with various rate codes or rates.
- View block statistics per stay and by daily breakdown.

House Keeping

- View room status and room condition for all rooms.
- Quick and easy change on room status and room condition.
- Online printing of Housekeeping report.

Night Audit

- Configure the reports to be printed during night audit process.
- List out all in house guest, which are expected to check out but not yet done. Auditor can check with front desk to determine if the guest extend their stay or already check out.
- List all reservations for expected arrivals but not yet checked in yet. Auditor can check with front desk to determine the reservation is "no show", cancelled or already checked in.
- Display any cashier shift that are not yet closed.
- Post room, package and taxes automatically into the room.
- Calculate hotel occupancy and revenue statistic.
- Summarizes all the activities for the day and produces the night audit report.
- Change room status to dirty and update the room condition to OOS/OOO if set in the housekeeping module.

Reporting Module

- Additional report can be added easily into the report menu.
- Reports can be sent to printer or file.
- Allow multi tasking i.e. report printed at the background while continuing to work.
- Reports can be saved to disk under formats such as Microsoft Word, Excel, rich text format etc.
- Some of the reports include Arrival Listing, Check out Balance by User, City Ledger Listing, Complimentary Room Report, Credit Limit Exceeded, Daily GL, Daily Revenue, Daily Transaction Detail, Departure Listing, Guest Balance Analysis, House Keeping Report, House Keeping Status, In House Listing, In House Rate, Management Summary, Market Segmentation Summary, No Show Listing, Occupancy Status, Out of Order Report, Request Report by Department, Request Report by Room Number, Reservation by Sales Person, Room Sales Report, Transaction Summary.

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