

# USE CASES

## User Audit Report

Generate a report for any number of properties via MS Dynamics platform and filter active users from MS 365, merge users into one file and match against user licenses verifying each user. Process ends by outlining all non-compliant users and the reason for not complying.

#Back Office

## Responding reviews

Get all reviews from Tripadvisor, Booking, Expedia, Google, use trained ChatGPT to get answers by hotel preferences and post it back to required review.

#Back Office

## Rate code creation

Automatic creation and updating of new and (or) existing rate codes in PMS.

#Distribution / Revenue

## Pushing ARI refreshes in SABRE SynXis CRS

To select a property, channel, rate and rooms to push through ARI (Availability, Rates and Inventory) to external distribution channels. This is necessary because in some instances, changes made in the CRS are not reflected on the individual channels, causing rate parity or worse, selling rooms at incorrect rates or when there is no availability left.

#Distribution / Revenue

## Package/Service Price Update

Updating package/service cost for multiple properties across the chain, including reporting to the client.

#F&B / Reservations

## Update of Preparation Cost

Updating preparation cost between an inventory management platform and enterprise management console.

#F&B / Reservations

## Partner Reconciliation

Processing restaurant voucher payments from the provider and reconciliation them with the payment transfers including net of commission calculation.

#Finance

## National Statistics Reporting

Automated reporting of occupancy and guest nationalities to German, Austrian, French and Swiss authorities, including data validation and email acknowledgement.

#Front Office

## Google Reviews

Automatic responses to Google reviews using artificial intelligence based on the client specified languages and frequency.

#Front Office

## Suspended Profiles

Automatic merging suspended profiles in PMS based on the list of matching criteria to avoid system overload. The process includes reporting to the client with the merged profile IDs.

#Front Office

## Profile Quality Check

Automatic profile checking includes verifying email addresses, capitalizing names, matching addresses and country codes, and ensuring that nationalities and languages match. The process includes reporting to the client.

#Front Office



## Deactivating Profiles

Automated processing of incomplete profiles in Microsoft Dynamics and PMS, including deactivating profiles in PMS and deleting profiles in Microsoft Dynamics.

#Front Office

## Credit Limit Check

Pulling a credit limit report in PMS and look up each reservation window, which has reached the credit limit on the report. On the report it cannot be recognized how the credit limit was seen. Therefore, the automation checks which folio has the revenue postings on them and if there is a need to send a message to the guest to increase the credit limit by another credit card authorisation or by settling the charges.

#Front Office

## Late Check-Out Report

Generate an overview of rooms that have check-out after the regular check-out time. The overview shows the room number, the check-out time, if there was a Late Check-Out charge (LCO package) and who processed the check-out.

#Front Office

## Wholesaler Invoicing

Automatic creating file for Wholesaler e-billing by using several exports from the PMS. The process includes Aging Sheet for record keeping purpose and reporting to respective hotel department.

#Front Office / Finance

## Post payments

The automation makes up for the lack of integration between PMS and the payment solution. It is an automatic posting of charged deposits via payment solution in the respective reservation in the PMS.

#Front Office / Finance

## OTA Payment Posting

Automatic process utilizes PMS Cashiering functions to identify any deposits for OTA reservations that are due and charge them to the respective reservation. PMS integration with a payment gateway is necessary.

#Front Office / Finance

## User Audit Compliance Report

Retrieve the internal employee list and compare it with the user accounts on all platforms (PMS, POS, Spa, etc) that the hotel uses for daily work. Check for any ex - employee accounts that haven't been deleted or are still active.

#IT / Management

## Interface Error

Automatic scanning of interface errors with defining the importance of each error and informing the hotel in case of urgent errors that require human intervention.

#IT / Management

## Property Configuration

Configuration of newly acquired properties within CRS. Including property details, room classes, room types.

#Management

## Export Configurator

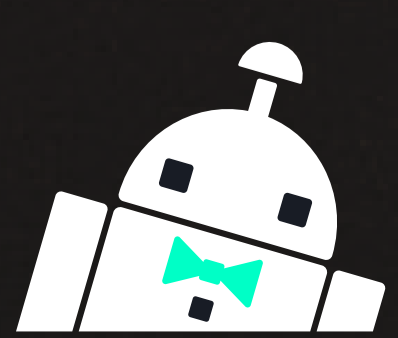
Automatic prefilling of pre-installation workbook with configuration data from Opera v5 for successful configuration of Opera Cloud instance.

#Management

## Sales Productivity Reporting

Automatic reporting of sales productivity involves comparing sales team costs together with an overview of total business generated by the sales team, reporting on a weekly basis.

#Management





## Synxis reporting

Download reports on a daily basis and share with clients.

#Management

## Blackline reporting

Download reports from MyDocs and upload to Blackline, working with an internal database.

#Management

## Onboarding process

Onboarding new hotels to PMS, creating rooms, floors, rates, payment methods, etc.

#Management

## Flash Sale Reservations

Automatic creation of flash sale reservations which are delivered to the hotel in a form of email confirmation, including cancellation and modification.

#Reservations

## Routing Instructions Update

Automatic routing of charges of reservations coming from channel managers and wholesalers which currently lack this capability, including reporting to the client.

#Reservations

## Reservation Quality Check

Automated parsing of OTA reservation confirmation emails with the purpose of: updating guest names if provided in the wrong format, updating the number of adults in the PMS, adding ETA and ETD to the booking and (or) adding reservation alerts and notes depending on guest remarks.

#Reservations

## Reservation Update Fees

Automatic posting cancellation and modification fees to the reservations with a special rate plan, including reporting to the client.

#Reservations / Front office

## Payment Reconciliation

Automatic downloading of invoices and validating their amounts against records in PMS - Accounts Receivable module, including closing the account when specific criteria are met and discrepancy notifications.

#Reservations / Front Office

## Lanyon Rate Loading

Automatic rate code creation/modification based on Lanyon (Cvent) RFP pdf or web form Including email acknowledgement to revenue management team.

#Revenue Management

## Commission Tracking

Automatic reporting of all OTA partners production together with an overview of commissions to be paid for respective month, including weekly reporting on partners' production.

#Revenue Management

## GDS rate creation

Read rate details from Cvent and create rates in PMS or CRS.

#Revenue Management

