mycloud PMS Functionality

mycloud PMS

Runs Everywhere

mycloud PMS is an hospitality solution for Hotel Properties that lets you completely manage all operational and admin aspects of your hospitality business using a simple Computer or tablet connected to Internet.

Allows designated individuals to access mycloud PMS from any computer in the world that has Internet service. Because mycloud PMS is a Web-based system, owners and property management can manage their hotel(s) from anywhere; they no longer have to be on site.. With mycloud PMS it's as easy as logging in, waiting five seconds and looking at report on screen or downloading it in PDF or Excel format.

Features

- Simple user interface
- Multi property (Coming soon)
- Single & Group reservations
- Check-in & check-out
- Housekeeping
- Restaurant management
- Guest task management
- TA & corporate profiles
- Contract management
- Multiple folios & bill routing
- Flexible rate & meal plans
- Website booking engine
- Channel management
- Guest profiles & history
- Guest communication
- Guest business analysis
- Back office accounting
- Most powerful reporting

Whether you own a Bed & Breakfast or large branded chain

With minimal training, mycloud PMS can deliver immediate improvements across all departments in any hotel segment.

Every PMS is the same, right? Not really

We understand your business as well as ours. We have over decade and half experience in providing IT solutions to Hotels.
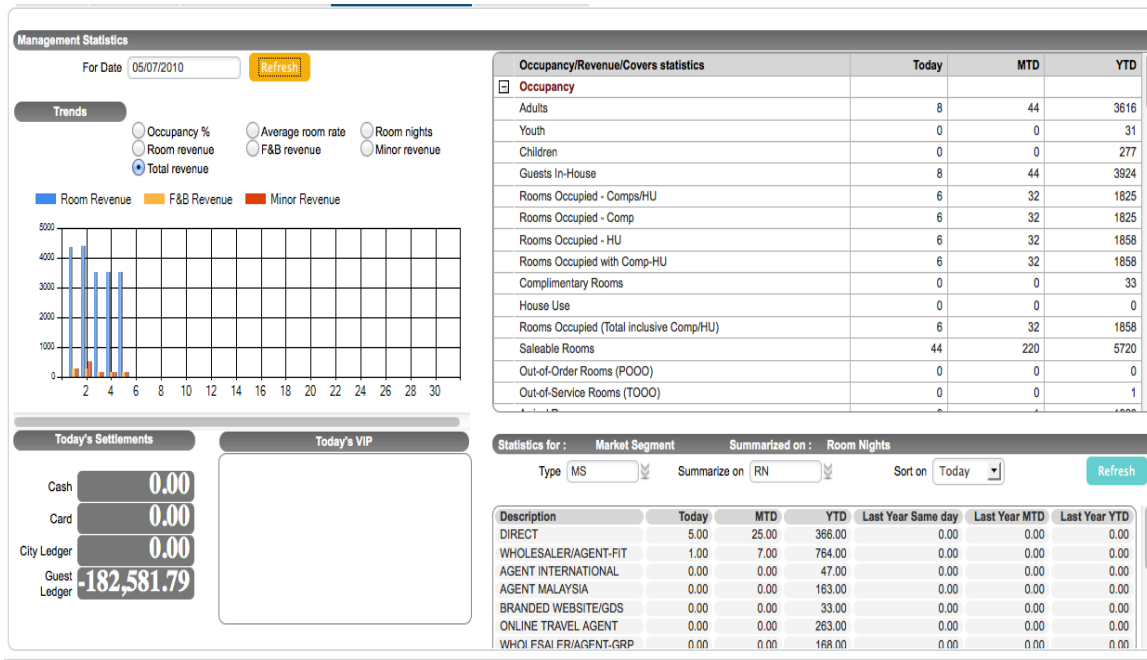
We have a proven record of delivering bottom line results. Our e-distribution and booking engine is guaranteed to save you money.

It is inexpensive to get started with our technology. Our software is Software as a Service (SaaS) which means there is no upfront capital expenditure required to get started.

mycloud PMS meets the highest reliability standards and offers everything you expect from a world-class hospitality solution and more.

We offer free support to our users around the clock. Users can reach our support desk with a click of a button

Why mycloud PMS ?

Today one of the biggest fears for a hotel operator is downtime at the PMS, and when the entire system relies on the Internet, this fear hits an all time high, with mycloud our primary concern has been to address this issue, we have inbuilt performance management tools and more redundant layers so availability is much higher that help hotels to get access to critical MIS

information related to reservations, check-ins, checkouts and night audit reports if their internet goes down.

Operational data is mailed to each hotel after night audit so incase of breakdown they can refer to these reports and continue with operations. We have also setup another mirror site for subscribed hotels to access last minute reports in case of server crash. Another big

worry is ownership of data on cloud, mycloud allows Hotels to download their complete data backups in readable format whenever they want, system also comes with SLA (Service level agreement)for disaster recovery and business continuity, with mycloud we have invested a lot into ensuring our solutions are secure, infact even more secure than a hotel operator could
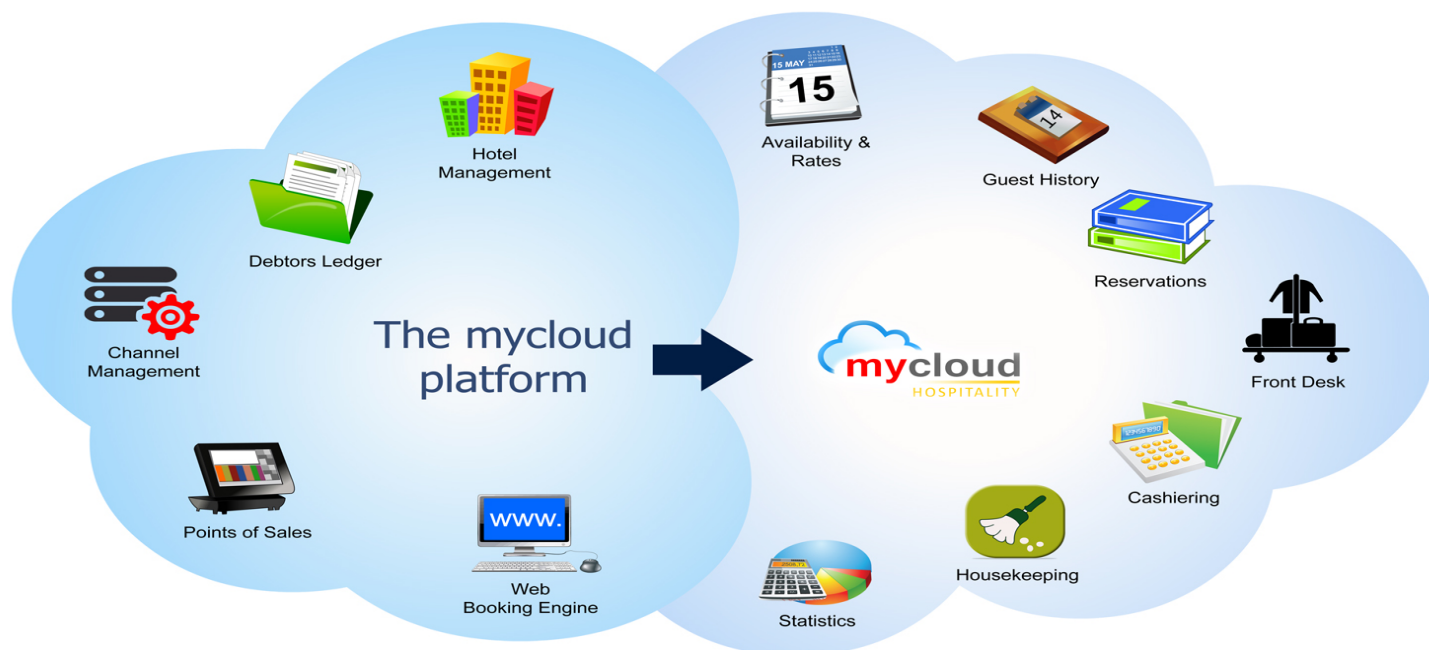

mycloud has been developed with the understanding that customer satisfaction is a top priority and all features and modules in this systems are designed to improve the

overall guest experience.

mycloud helps by offering a more cost-effective alternative to on-premises applications

www.mycloudhospitality.com

mycloud PMS Funconality

Reservations

Make single or group reservations

Receive direct reservation into PMS from web booking engine , CRS or channel manager

Guest check-in/checkout

Checking guests in and out is easy. Guest registration can be completed quickly, and upon completion, the registration card will automatically print. Once the balance is settled and the guest is checked out, the final folio will print automatically.

Walk-in guest

Register a guest who arrives and wants to stay but does not have a reservation. While you complete the steps of the walk-in process, you simultaneously check the

guest in.

Retention of guest data via Guest Profiles and Guest History.

Personal information about a guest who has previously stayed at your hotel or any property within chain hotel is stored in the central guest history and can be retrieved quickly.

Manage guest folios through corrections and adjustments

Folio corrections allow you to make changes to the folio for any same-day transaction. Folio adjustments allow you to make changes to the folio for any previous day.

Check-in and check-out times on folios

(continued)

The check-in and check-out times appear on the bills for both hotels and guests. The times will be listed in the hotel's local time.

Multiple folios on one reservation

Apply room and tax fees and all incidentals charges to separate folios if the guest desires.

Guest Tax Exemption

Make a guest exempt from paying taxes, not only during check-in but also at any later time.

Charge Routing

You can move charges from one account to another account. This allows a guest who is paying for multiple rooms to have only one folio. You can route all charges, room and tax only or just incidental fees to the target account.

Recurring charges functionality

Automatically charge nightly fees for certain items, such as an breakfast or meal or pickup and drop charges.

Suppress rate functionality

This function "hides" the room rate so it does not appear on the registration card and automatically posts room and tax fees to a separate "suppress display only" folio. Guest will receive an "incidentals only" folio.

Create and manage company profiles

Create a profile for a specific company and track revenue generated from that company. You can also create a Direct Bill for the company at the same time.

Retention of company data

Past company data are saved and can be viewed in the "Reports" section.

Associate company profile with guest reservations for reporting purposes

Contract Management

Track your business generated from a specific company or travel agent. This information is valuable when you are renegotiating rates with a particular company in the future.

Direct Bill

Easily manage accounts receivable. You can select "Travel agent or corporate Bill" as a form of payment for a guest and the bill will be moved directly to the company's A/R account. The system will also generate invoices and statements.

House Account management

Manage miscellaneous charges, such as admin phone calls, snacks or toiletries through non room accounts.

Multiple rates on single booking

You can accept a reservation that covers more than one rate during the guest's stay.

Enforcement of proper sell process

The reservation process in mycloud PMS shows the BAR rate first. If a guest expresses rate resistance, then the hotel employee can offer different rates (Plan rates, special discounted rates etc.). If the guest is not, happy with rack rate employee can attempt to sell promo rates.

Reserve special items requests

Special requests are guest requests for specific inventory amenities not typically standard in rooms, usually extra pillows, glasses, baby cribs and rollaway beds. This is directly captured in Individual room profile as to what all special items have been given to a particular room.

Support for multiple guest names

Multiple names can be on one guest account. You can add as many names as the number of people the room type allows.

Share room charges

Along with the ability to add multiple names to a guest account, you can also share the rate of the hotel room amongst those people. This is beneficial when multiple people are staying in the same room and they

+ Mycloud Channel Manager

Manage rates and availability for all your online channels from a single screen

want to split the total cost of the rate equally. When an account is a "share account,"

separate folios are created for each guest. Different payment types can be attached to each folio, and the rate is then automatically divided equally between the folios.

Support for multiple guest profiles

Multiple profile fields are available to input and save different profiles in one room guest portfolio.

Special instructions, Free-form guest notes

This is a tab in a guest profile where you can make miscellaneous notes , special instructions related to the guest. These instructions pop out every time guest profile is accessed

Duplicate reservation functionality

(continued)

mycloud POS

Manage all your restaurants or gift shops from a simple to use POS

mycloud PMS

mycloud POS

mycloud TASK

Contact Us:

Email:

sales@mycloudhospitality.com

Phone :

+1-425-998-1403

Ability to make duplicate reservations from a single guest profile. Eliminates the need to re-enter guest information for the new reservation. This feature is useful when making several reservations with multiple room types for one individual.

View Audit trail or logs

This function records all the changes made to a reservation and who made those changes, and allows you to view those changes.

Manage No Show Reservations

Hotels can use this function to cancel nonguaranteed reservations (i.e., time based holds) in order to free up inventory. This feature can be used multiple times a day.

Folio Management

Easily move transactions from one folio view to another within an individual guest account. Provides convenient "drag and drop" method of moving items.

Express Checkout Folios

Print a batch of folios for all qualified guests scheduled to depart. Folios will reflect a zero balance due for guests with an approved credit card guarantee, and therefore, guests can use this as a receipt without having to check out at the front desk.

Group Functionality

Creation and management of group bookings. Groups of any size, room configuration, length of stay or rates are limited only by the inventory available at the property during the dates in question.

Multiple folios within a Group Master

Ability to create multiple folios for a Group Master if needed. A separate folio for each type of charge can be produced.

Manage group folios through corrections and adjustments

Properties can adjust or correct group postings quickly and easily. Allows hotels to make any

necessary corrections or adjustments to a particular folio within a Group Master.

Charge routing group member fees to Group Master folio

Ability to automatically route charges from an individual guest account to the Group Master folio. This is a pre-set option and selected charges will be moved to the Group Master account automatically.

Room blocking and pickup capability

Groups can reserve multiple room types for an event in order to be able to offer attendees a greater variety of accommodations. As each member calls in to reserve a particular room type, a room is picked up from the existing room block and assigned to that guest.

Group Rooming List

Provides easy entry of names on a group's rooming list. Multiple name reservations can also be created through the rooming list.

Automatic check-in/checkout

Allows you to check in or check out multiple group members with one click.

Housekeeping

Housekeeper assignments

Room maintenance and management

Manage hotel housekeeping and maintenance departments.

Manage housekeeping status on a per room basis

Update room status immediately upon completion of cleaning rather than waiting for housekeepers to turn in reports at the end of the day.

Set multiple rooms to "clean" or "dirty"

Rather than having to change the status of rooms individually, update the status for multiple rooms.

to "clean" or "dirty" at the same time.

mycloud PMS includes below

Reservations	✓
Web Booking Engine	✓
Checkin's	✓
Check Outs	✓
Front Desk Cashiering	✓
Housekeeping	✓
Point of sale	✓
Channel Manager	✓
Guest History Management	✓
Group Management Funconality	✓
Travel Agents & Company Management	✓
Rate Contracts	✓
Recurring room charges	✓
Night Audit	✓
Accounts Receivable	✓
Management Statistics	✓
Top Industry standard Reporting and Archives	✓
Interfaces	Optional
Multiple Taxes	✓
24/7 Live Support	✓
Premium Phone Support	Optional
All Essential PMS Capabilities	✓
Configurable masters and backend	✓
Auto backups	✓
Training	Optional
Setup & configuration help	Optional
Backup Downloads	✓

Pricing

Module	One time Setup Cost	Monthly Rental	Minimum Billing
mycloud PMS - Plan1	US $ 100	$ 4 per room	20 rooms
mycloud PMS - Plan 2	US $ 100	25 cents	US $ 30
mycloud POS	US $ 0.00	US $ 25	US $ 25
mycloud web booking	US $ 100	$ 1 per room	20 rooms
mycloud Channel manager	US $ 199	Room based pricing	US $ 99
Premium phone support	--	$ 25	--
Training	--	$ 350 per day	--