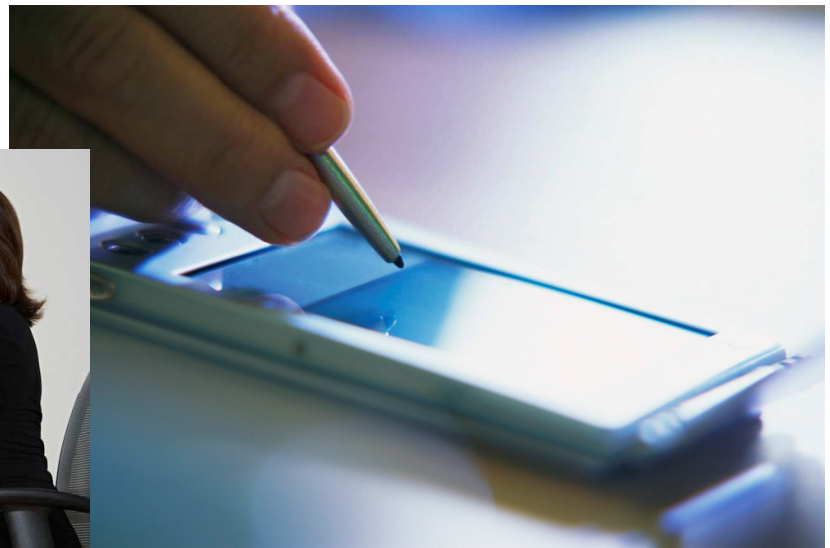
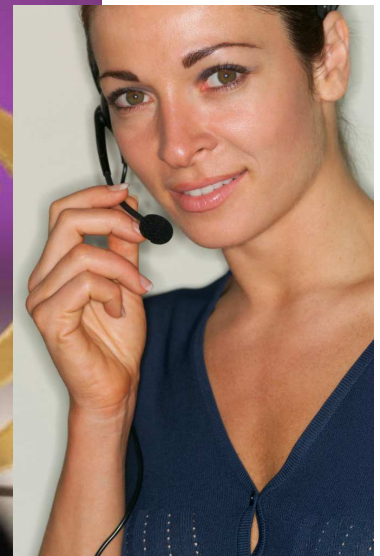


Solutions for the hospitality industry...



Global Resort Systems

PO Box 15806

Asheville, NC 28813

828.273.9678

info@globalresortsystems.com

www.globalresortsystems.com

The wait is over...

Have you been searching for an affordable, user friendly, versatile, computer system that meets the needs of your property? Have you been frustrated by computer professionals that can only speak in computer language?

- one single source for all your computer software needs
- unsurpassed onshore support
- works with any version of Microsoft Windows
- installation and training at your location

Does having unsurpassed, 24 hour software support make you feel secure knowing that your employees will always have a friendly voice to turn to?

- comprehensive reports
- robust for the most demanding properties
- easy to use for the novice user

Deer Ridge Mountain Resort
Rooms on the Books

2/4/2008

12:47 pm

Page 1

Day	February	March	April	May	June
01		3*	7	25	1
02		3	7	25*	1
03		2	6	25*	0
04	27	69	5*	3	0
05	25	69	4*	3	14
06	24	1	4	3	15*
07	21	5*	3	3	1*
08	22*	6*	1	13	2
09	22*	3	1	13*	2
10	21	2	2	5*	2
11	21	3	3*	4	2
12	21	4	2*	4	1
13	22	5	2	3	20*
14	20	8*	1	2	19*
15	30*	9*	1	2	22
16	30*	8	0	5*	8
17	26	8	1	3*	7
18	24	6	3*	2	8
19	22	8	3*	2	7
20	22	9	4	2	18*
21	22	10*	5	5	14*
22	23*	6*	5	5	0
23	25*	6	5	4*	1
				4*	1
				1	1
				0	12
				0	21*
				2	21*
				2	0
				2*	2
90	2883	2790			
29	174	223			
62	6.04	7.99			
53	10,630.07	24,737.34			
82	61.09	110.93			

Check In

Reservation Info

Number 2010_158
Arrival 2/5/2010
Depart 2/12/2010
Nights 7
Rooms 1
Room Type King
Building Main
Room 303

Adult ☐

Child ☐

Group

Incidentals ☐

Notes

Number of Keys ☐

Master Bill

How Heard

Travel Agent

Housekeeper Remarks

Daily King Poolside 110.00

Room 110.00 770.00

Add On 0.00 0.00

Discount

Taxes 11.00 77.00

Service Charge 0.00 0.00

Fees .00 .00

Total 121.00 847.00

Total Stay 847.00

Less Deposits .00

Folio Balance .00

Total Due 847.00

Last Kirk

First James

Middle T Surname Capt.

Company

Address1 1 Nebulon View Road

Address2

City Small Town

State IA Zip 12345

Phone Bus Phone

Fax Cell Phone

Email

License Plate State

Number

Check In

Scan

Print Req Sheet

Post Charge

Post Payment

Detail

Print

Exit

Solutions for:
**Bed and Breakfast
Hotels
Condominiums
Golf Resorts
Extended Stay
Restaurants
Campgrounds**

Modules available

- Bill by package
- Call accounting interface
- Central reservations
- Credit card processing
- Direct bill processing
- Front desk/reservation management
- Gift shop/Camp Store management
- Housekeeping
- Maintenance/work order management
- Owner management/statements
- Pro shop management
- Resort membership management
- Restaurant management
- Web reservations
- Campground management
- Marina store and boat slip billing
- Travel insurance management

Real time

All modules interact in real time. Guest charges at the pro shop or restaurant are immediately applied to the folio.

Scalable

Purchase only the modules you need today. You can add modules at any time. Single user, network, and thin client versions are available.

Versatile

Our clients include apartments, bed & breakfast, condominiums, extended stay, golf resorts, and hotels. We even have a technical college using our system to offer their hospitality students hands on time with a reservation system.

Customizable

On occasion, we have users who need a field added to the reservation file, or for a report that is not in the system. No problem. Since you deal directly with the developer, such requests can be met.

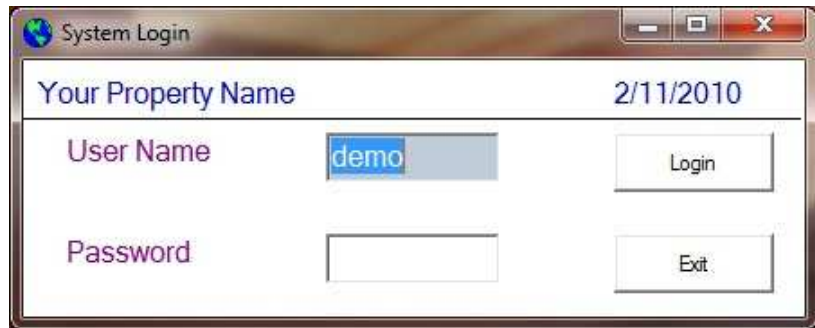
Unsurpassed support

24 hours a day/ 7 days a week! English speaking on-shore software support! Your employees will always have a friendly voice to turn to.

Employee login

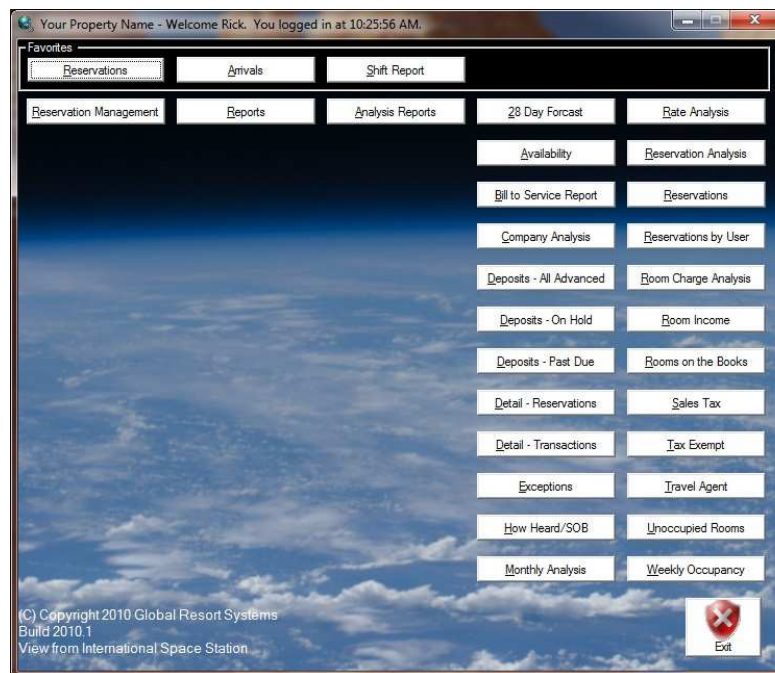
Each employee has a unique login with restrictions. You can limit which users can

- override rates
- post charges
- run reports



A screenshot of a 'System Login' window. The window has a title bar with a globe icon and the text 'System Login'. Below the title bar, there is a section labeled 'Your Property Name' with the date '2/11/2010' to its right. The main area contains two input fields: 'User Name' with the text 'demo' and 'Password' which is empty. To the right of the 'User Name' field is a 'Login' button, and to the right of the 'Password' field is an 'Exit' button.

System menu



All Global Resort Systems functions are accessed through the system menu. All items are button controlled which makes life easy for the lucky few who use touch screens.

Each user's access to the different functions is controlled. For example, you will want your reservationists to access all reservation functions but not necessarily be able to access functions which control pricing.

Campgrounds

If you are running a campground, you will notice some campground specific information. You can specify which sites accommodate trailer widths and lengths, what type of camper the site will handle, and power requirements. Rates can be calculated by either a site price, or calculated by number of adults and children in the site. The system will handle standalone campgrounds and those properties running a campground and hotel from the same system.

10/21/2011-10/24/2011

Camper Type Choose Type

Camper Length (with extension)

Camper Width (with extension)

Adults


Children

Power Requirements

☒ 110

☐ 30 Amp

☐ 50 Amp

 Next

Rooms Maintenance

Your Campground Name

0/21/2011

Campsite S2 Lakeside Copy From

Room Number	Description	Key Code	Adjoining	Room
S2	W/E Lakeside Campsite			

Post Monthly Class Campsite

Post to Code Lakeside

Housekeeper

Include in Occupancy

Notes






Link

Bedrooms	Smoking	DVD
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baths <input type="checkbox"/>	Handicap <input type="checkbox"/>	VCR <input type="checkbox"/>
Lofts <input type="checkbox"/>	Jacuzzi <input type="checkbox"/>	Internet <input type="checkbox"/>
Balcony <input type="checkbox"/>	Hot Tub <input type="checkbox"/>	Pool Table <input type="checkbox"/>
King <input type="checkbox"/>	TVs <input type="checkbox"/>	Football <input type="checkbox"/>
Queen <input type="checkbox"/>	Fireplace <input type="checkbox"/>	Gas Grill <input type="checkbox"/>
Double <input type="checkbox"/>	Refrigerator <input type="checkbox"/>	Charcoal Grill <input type="checkbox"/>
Twin <input type="checkbox"/>	Coffee Maker <input type="checkbox"/>	Parking Spaces <input type="checkbox"/>
Sleeper Sofa <input type="checkbox"/>	Washer/Dryer <input type="checkbox"/>	Pool <input type="checkbox"/>
Sofa <input type="checkbox"/>	Extension <input type="checkbox"/>	Phone Number <input type="text"/>

Cleaning Fee Hot Tub Fee Security Deposit Default Letter

Modified by Rick

Date 10/12/2011

 Update  Rename  Delete  Print  Exit

Campground

Length

Width

Accommodates

☒ 5th Wheel

☒ Bus

☒ Motor Home

☒ Pop Up

☐ Tent

☒ Trailer

☒ Truck Camper

☒ Slide Out

Power

☒ 110

☐ 30 Amp

☐ 50 Amp

Creating a reservation

If you have ever installed a program on your computer, you most likely used some kind of wizard to assist you with the installation. You are presented choices with the familiar *Next* and *Back* buttons. The same is true in creating a reservation. We use a wizard to assist the user in the creation process. First, the arrival and departure dates are entered. The user can specify the number of rooms desired as well.

The screenshot shows a window titled "Enter arrival date, nights, and rooms". It features a central calendar for February 2010. The "Arrival Date" is set to 09, and the "Depart" date is also 09. The "Num" (number of rooms) is set to 1. A "Next" button with a blue arrow is at the bottom right.

The user now chooses a room from the available rooms list. Some clients choose to sort their rooms so that the least rented room shows first on the list, as in this example. Otherwise the list can be shown in an alphabetical order. Rooms can be given names or numbers. Right click on a room and you can view the particulars for the room.

A subset of rooms can be displayed via the drop down lists.

The screenshot shows a window titled "Choose a room". It has a "Dates" section with "Arrive" 2/11/2010, "Depart" 2/13/2010, "Nights" 2, and "Rooms" 1. There are "Filter by" dropdowns for "Room Type" (All), "Building" (All), and "Room" (All). A "Smoking Preference" section has radio buttons for "All", "Smoking", and "Non Smoking". A table lists available rooms:

Room	Building	Type	Smoke	Description
103	Main	Single/Hot Tub		Single Hot Tub
104		Double		Double Room
201		King		King Bed Room
301		Ocean Front		Ocean Front Room
302		Ocean Front		Ocean Front King Bed
305		Ocean Front		Ocean Front King

At the bottom, there are "Back" and "Next" buttons with blue arrows.

Next, the available rates for the desired stay are displayed. You can configure the system to password certain rates; i.e., the comp rate could only be used by entering the proper password. Also, you can specify which users are allowed to change rates for a reservation.

Choose a rate or package

Dates

Arrive2/11/2010

Depart2/13/2010

Nights2

Rooms1

Guest and Room Information

Guest

Room TypeOcean Front

BuildingMain

Room301

Non Smoking

Display

Show Rates

Description	Rate
Daily	159.00
Corporate	129.00
Group	80.00
Owner/Guest	.00
Hotwire	85.00

Back

Next

Clicking on *Show Packages* displays the available packages for the desired time period.

Choose a rate or package

Dates

Arrive2/12/2010

Depart2/16/2010

Nights4

Rooms1

Guest and Room Information

Guest

Room Type1BR

BuildingC

RoomC207

Non Smoking

Display

Show Rates

Show Packages

Package	Description	1st Day	Other Days
06BirdieWinter	Birdie PackageWinter	83.00	58.00
06Couples Golf	Couples Golf	85.90	85.90
06DailyGolfWint	Daily Golf Winter	65.00	65.00
Anniversary Pkg	Anniversary Package	155.00	80.00
Aquarium Pkg	Aquarium Package	124.58	80.00
Couples Massage	Couples Swedish Massage	270.00	270.00
Dixie Pkg	Dixie Stampede Package	167.53	80.00
Hiking Pkg	Hiking Package	155.00	80.00
Intimacy Wed 2	Intimacy Wedding Pkg 2	198.00	99.00
Maid 1BL-DX	Maid Fee 1 Bedroom Deluxe	30.00	0.00
Maid 2BL-DX	Maid Fee 2 Bedroom Loft	40.00	0.00
Maid 2BR-DX	Maid Fee 2 Bedroom Deluxe	35.00	0.00
Maid NR1BR	Maid Fee 1 Bedroom	25.00	0.00
Maid NR1BRL	Maid Fee 1 Bedroom Loft	30.00	0.00

Back

Next

Next, the totals are displayed. Some systems make you enter more information before you can see the totals. We allow you an easy method to quote a stay.

At this point, the user can add any additional charges (crib, extra person, pet fees, etc.) to the reservation. Also, any discounts can be taken. This example adds an extra \$25 reservation fee and \$10 cleaning fee to the reservation. These can be overridden with the correct password.

The 'Rate totals...' window displays reservation details and a breakdown of costs. The reservation information includes arrival and departure dates, number of nights, room type, building, room number, and the rate type. The rate information section shows a table with columns for the rate type, room type, and the total cost. The table includes rows for the base rate, taxes, service charges, and fees, leading to a final total.

Reservation Info		
Arrive	2/12/2010	
Depart	2/16/2010	
Nights	4	
Room Type	1BR	
Building	C	
Room	C207	
Rate	2 or More Night	

Rate Info		
2 or More Night	1 Bedroom	\$99.00
Rate		\$99.00
Add On		\$396.00
Discount		
Tax	\$13.89	\$55.58
Service Charge		
Fees	\$40.00	\$40.00
Total	\$152.89	\$491.58

Navigation buttons: Back (left arrow), Next (right arrow)

Previous guests can be searched by various criteria, or clicking on **New** allows the user to enter a new guest's information.

The 'Search Database' window provides options to search for existing guests or add a new one. It features a 'Database' section with a 'Guest' button, a 'Field' section with radio buttons for different search criteria, and a 'Search' section with a text input field and a 'New' button. The 'Search' section also includes 'Find' and 'Back' buttons.

Database: ☒ Guest

Field: Choose a field to search on...

- ☒ Last Name
- ☐ Reservation Number
- ☐ Group Name
- ☐ Arrival Date
- ☐ Company Name
- ☐ Phone
- ☐ Email

Search: Enter your search criteria...

Buttons: New, Find, Back

When dealing with a previous guest, you rarely need to touch the keyboard to create a reservation.

This example shows all previous guests whose last name starts with S.

Choose the guest by double clicking the name.

Search Database

Database

Guest

Field

Loading guests...

Last Name

Reservation Number

Group Name

Arrival Date

Company Name

Phone

Email

Search

Enter your search criteria...

S

New

Find

Back

Number	Name	Address	City	State	Zip	Phone	Group
12	Sanders, James	1 Fowl Road	Nashville	TN	32489		
51	Skywalker, Annican						
52	Skywalker, Luke						
25	Smith, Joe						First Baptist Church
20	Smoltz, John	1 Tomahawk Road	Atlanta	GA	33333	222-222-222	Hall of Fame
44	Stansfield, Lisa						Hanna Barbara
40	Streisand, Barbara						Fowl Watchers of A

Back

Next

This example shows a guest who is a member of a group and their room charges will be billed to a master bill. The user can choose how this guest heard of the property and can choose from an unlimited number of confirmation letters. The letter can either be emailed or printed.

Create Reservation

Your Property Name

2/12/2010

Reservation Info

Reservation

202955

Arrive

2/12/2010

Depart

2/19/2010

Nights

7

Room Type

Single/Hot Tub

Building

Main

Room

103

Rate

Daily

Adult

1

Child

Group

Chicken Fryers of America

Master Bill

148667

Incidentals

Notes

How Heard

Travel Agent

Letter

Housekeeper Remarks

Search

Last

Sanders

First

James

Middle

Surname

Col.

Company

Kentucky Fried Chicken

Address1

1 Fowl Road

Address2

City

Nashville

State

TN

Zip

32489

Salutation

Email

Phone

Fax

Bus Phone

Cell Phone

Daily

Single Hot Tub

\$89.00

Room

\$89.00

\$623.00

Add On

Discount

Taxes

\$8.90

\$62.30

Service Charge

Fees

Total

\$97.90

\$685.30

Back

Next

Next we get deposit and credit card information.

Enter deposit information

Deposit

☐ No deposit required

☒ Request deposit

☐ Credit Card on file to hold room



☐ Deposit required

☐ Transfer existing deposit

☐ Vacation Club

Due 1/28/2010

Amount 129.00

Enter credit card information

Credit Card

☐ Use existing credit card

☒ Use new credit card

Reservation Info

Reservation 202955
Arrive 2/11/2010
Depart 2/13/2010
Nights 2
Room Type Ocean Front
Building Main
Room 301
Rate Corporate



Type Visa

Number 4444000011112222 **Expire Date** 06/13

Holder James Sanders

Address

City **State** **Zip**

Now we can review the information then click finish to complete the reservation process.

Finalize reservation

Reservation Info

Reservation 202955
Arrive 2/11/2010
Depart 2/13/2010
Nights 2
Room Type Ocean Front
Building Main
Room 301
Rate Corporate

Deposit Info

Deposit required
Due 1/28/2010
Amount \$129.00
Type Visa
Number 4444000011112222
Expire 0613
Holder James Sanders



Guest Info

James Sanders
1 Fowl Road
Nashville, TN 32489

Rate Info

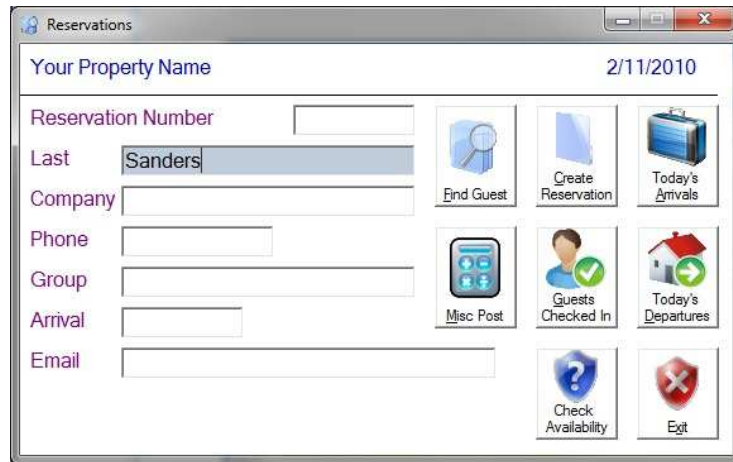
Corporate \$129.00

Total rate \$258.00
Total add ons \$0.00
Total discount
Total taxes \$25.80
Total service charge \$0.00
Total fees \$0.00
Total stay \$283.80

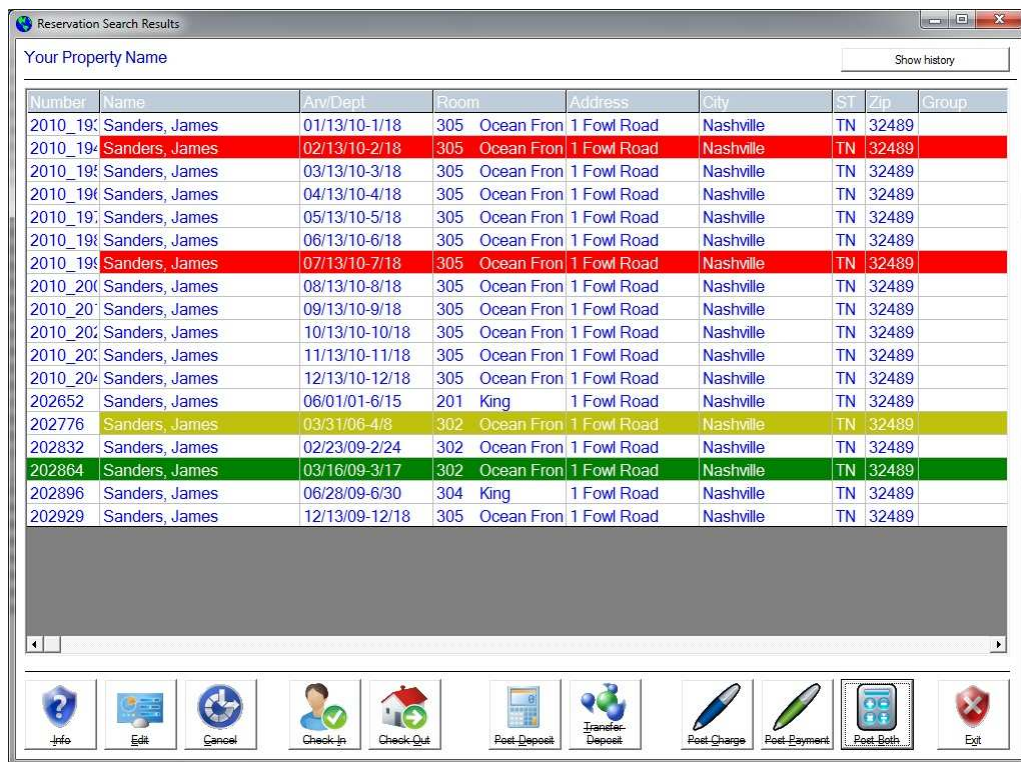
 

Editing/canceling a reservation, posting miscellaneous charges

We offer various search criteria for viewing/editing/cancelling a reservation. In this example, we are searching existing reservations for all guests whose last name starts with Br.



The 'Reservations' window features a search form on the left and a grid of action buttons on the right. The search form includes fields for 'Reservation Number', 'Last' (containing 'Sanders'), 'Company', 'Phone', 'Group', 'Arrival', and 'Email'. The action buttons include 'Find Guest', 'Create Reservation', 'Today's Arrivals', 'Misc Post', 'Guests Checked In', 'Today's Departures', 'Check Availability', and 'Exit'.



The 'Reservation Search Results' window displays a table of reservation data. The table has columns for Number, Name, Arr/Dept, Room, Address, City, ST, Zip, and Group. The rows are color-coded: white for open reservations, red for cancelled, and gold for checked-out. Below the table is a toolbar with buttons for 'Info', 'Edit', 'Cancel', 'Check-In', 'Check-Out', 'Post-Deposit', 'Transfer-Deposit', 'Post-Charge', 'Post-Payment', 'Post-Both', and 'Exit'.

Number	Name	Arr/Dept	Room	Address	City	ST	Zip	Group
2010_19	Sanders, James	01/13/10-1/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	02/13/10-2/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	03/13/10-3/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	04/13/10-4/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	05/13/10-5/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	06/13/10-6/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	07/13/10-7/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	08/13/10-8/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	09/13/10-9/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	10/13/10-10/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	11/13/10-11/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	12/13/10-12/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202652	Sanders, James	06/01/01-6/15	201 King	1 Fowl Road	Nashville	TN	32489	
202776	Sanders, James	03/31/06-4/8	302 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202832	Sanders, James	02/23/09-2/24	302 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202864	Sanders, James	03/16/09-3/17	302 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202896	Sanders, James	06/28/09-6/30	304 King	1 Fowl Road	Nashville	TN	32489	
202929	Sanders, James	12/13/09-12/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	

Note the color scheme. White is an open reservation, red has been cancelled, gold means the reservation has been checked out. The user can either double-click to edit, or, click once and choose an option from the buttons. Right clicking a reservation gives the options for users who are accustomed to right click functions.

Checking a guest in

Clicking on the *Today's Arrivals* button shows all guest due to arrive today.

Reservations window showing search and management options. The window title is "Reservations". It includes a "Your Property Name" field and a date "2/11/2010". Below these are input fields for "Reservation Number", "Last" (containing "Sanders"), "Company", "Phone", "Group", "Arrival", and "Email". To the right of these fields are several icons: "Find Guest" (magnifying glass), "Create Reservation" (document with plus), "Today's Arrivals" (calendar with suitcase), "Misc Post" (calendar with plus), "Guests Checked In" (person with checkmark), "Today's Departures" (calendar with red arrow), "Check Availability" (blue shield with question mark), and "Exit" (red shield with X).

Check In Guests window showing a list of arrivals for 2/11/2010. The window title is "Check In Guests". It includes a "Your Property Name" field and a date "2/11/2010". Below these is an "Arrival Date" dropdown menu set to "All". A "Change Date" button is visible. The main area displays a table of arrivals:

Reservation	Name	Arr/Dept	Room/Bldg	By	Group
2010_170	Lowrance, Joe	2/11-2/15	304 Main King	demo	Tax Seminar
202955	Sanders, James	2/11-2/13	301 Main Ocean Fr	Rick	

Double clicking a guest brings up the check in screen with the total due displayed. To check a guest in, we have not touched the keyboard once. Could it be any simpler?

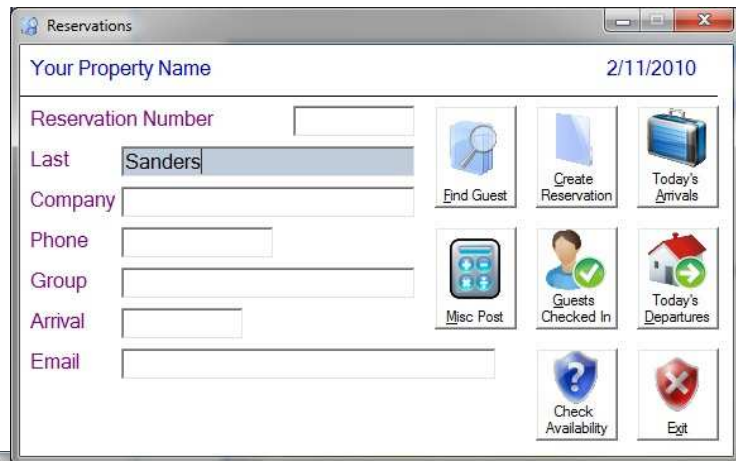
Check In window showing detailed guest information and a summary of charges. The window title is "Check In". It includes a "Reservation Info" section with fields for "Number" (2010_170), "Arrival" (2/11/2010), "Depart" (2/15/2010), "Nights" (4), "Rooms" (1), "Room Type" (King), "Building" (Main), and "Room" (304). Below this is a "Search" section with fields for "Last" (Lowrance), "First" (Joe), "Middle", "Surname" (Mr.), "Company" (Lowrance Consulting), "Address1" (1 Providence Road), "Address2", "City" (Charlotte), "State" (NC), "Zip" (27771), "Phone", "Bus Phone", "Fax", "Cell Phone", and "Email". To the right of the search section are checkboxes for "Adult", "Child", and "Group" (Tax Seminar), and a "Number of Keys" field. Below these are dropdown menus for "How Heard" and "Travel Agent". A "Notes" icon is also present. The "Housekeeper Remarks" field is empty. A summary table shows the total due:

	Daily	King Non Smoking	
Room	110.00	440.00	
Add On	0.00	0.00	Total Stay 484.00
Discount			Less Deposits .00
Taxes	11.00	44.00	Folio Balance .00
Service Charge	0.00	0.00	Total Due 484.00
Fees	.00	.00	
Total	121.00	484.00	

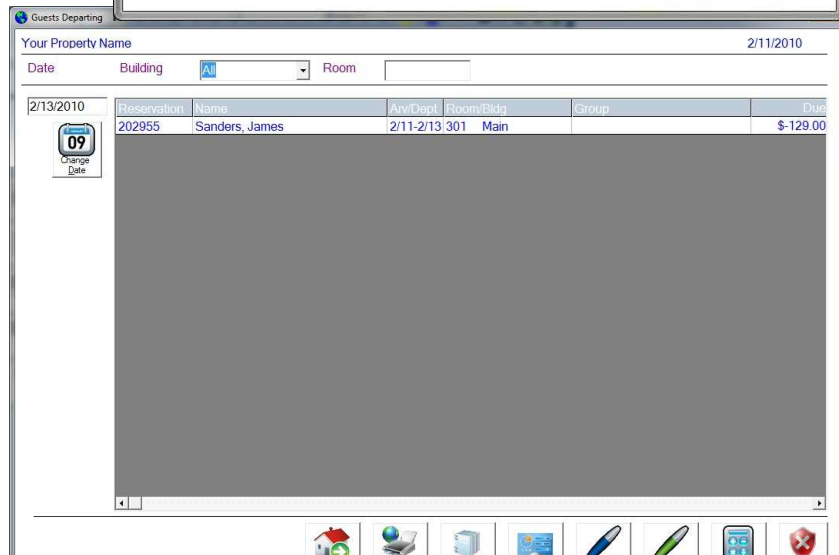
At the bottom, there is a "License Plate State" field and a "Number" field. A row of icons at the very bottom includes "Check In", "Scan", "Print Reg Sheet", "Post Charge", "Post Payment", "Detail", "Print", and "Exit".

Checking a guest out

Clicking the *To-day's Departures* button displays all guests checking out. Simply choose from the list.



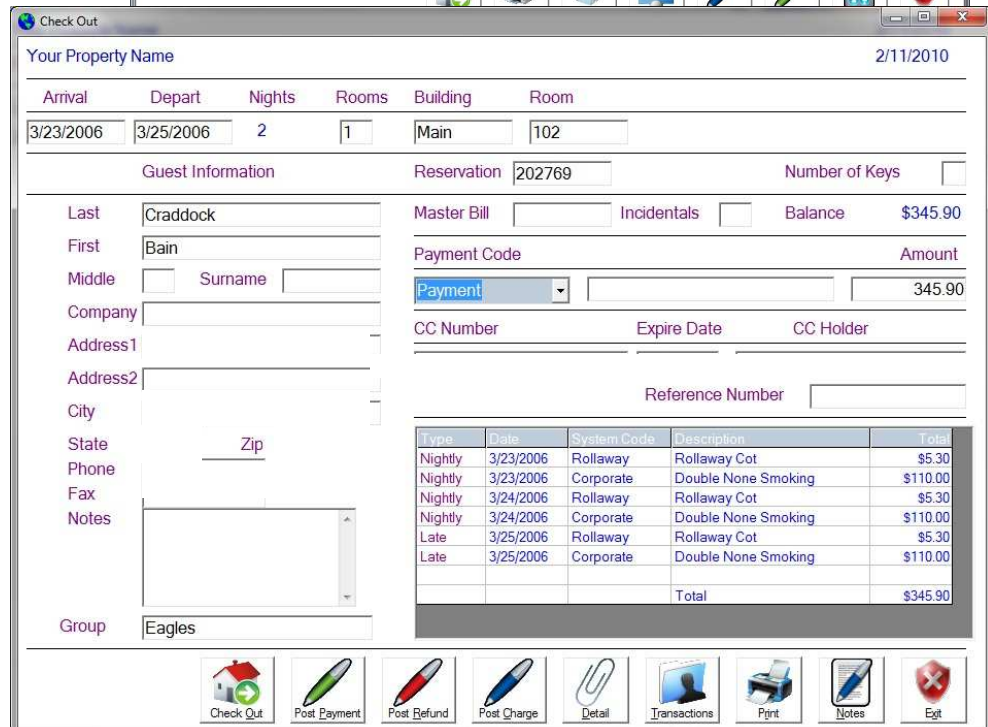
Reservations window showing fields for Reservation Number, Last (Sanders), Company, Phone, Group, Arrival, and Email. It also features buttons for Find Guest, Create Reservation, Today's Arrivals, Misc Post, Guests Checked In, Today's Departures, Check Availability, and Exit.



Guests Departing window showing a table of guests checking out. The table has columns for Reservation, Name, Arr/Dept, Room/Bldg, Group, and Due. A date filter is set to 2/13/2010.

Reservation	Name	Arr/Dept	Room/Bldg	Group	Due
202955	Sanders, James	2/11-2/13	301 Main		\$-129.00

No need to touch the keyboard in the check out process.



Check Out window showing guest information, reservation details, and a table of charges. The guest is Craddock, Bain, with reservation 202769. The total balance is \$345.90.

Guest Information: Last: Craddock, First: Bain, Middle: , Surname: , Company: , Address1: , Address2: , City: , State: , Zip: , Phone: , Fax: , Notes: , Group: Eagles

Reservation: 202769, Number of Keys: , Master Bill: , Incidentals: , Balance: \$345.90

Payment Code: , Amount: 345.90

CC Number: , Expire Date: , CC Holder: , Reference Number:

Type	Date	System Code	Description	Total
Nightly	3/23/2006	Rollaway	Rollaway Cot	\$5.30
Nightly	3/23/2006	Corporate	Double None Smoking	\$110.00
Nightly	3/24/2006	Rollaway	Rollaway Cot	\$5.30
Nightly	3/24/2006	Corporate	Double None Smoking	\$110.00
Late	3/25/2006	Rollaway	Rollaway Cot	\$5.30
Late	3/25/2006	Corporate	Double None Smoking	\$110.00
Total				\$345.90

Previous guests

Complete reservation history is maintained for every reservation.

James Sanders

Info | Reservations | Credit Card | Deposits | Folio | History

Last: Sanders, First: James, Middle: Surname, Col. Company: Kentucky Fried Chicken, Address1: 1 Fowl Road, Address2: , City: Nashville, State: TN, Zip: 32489, Phone: , Bus Phone: .

Group: [Dropdown]

Reservations: 18, Arrivals: 1, Checked In: 1, Cancellations: 0, This Year Stays: 0, Previous Years Stays: 0, Credit Cards: , Deposits: \$0.00, Charges/Payments: \$-129.00.

Open reservations

Number	Status	Arrival	Depart	Building	Room	Type	Rate/Package	Deposit	Due	Group
2010_193	Open	01/13/2010	01/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	
2010_194	Open	02/13/2010	02/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	
2010_195	Open	03/13/2010	03/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	
2010_196	Open	04/13/2010	04/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	
2010_197	Open	05/13/2010	05/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	
2010_198	Open	06/13/2010	06/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	
2010_199	Open	07/13/2010	07/18/2010	Main	305	Ocean Front	Daily	\$0.00	\$874.50	

View guest detail from every stay.

MICHAEL BRUNK

Info | Reservations | Credit Card | Deposits | Folio | History

Deposits

Resv Num	Status	Deposit	Date	Number	Type	Amount
164323	Check Out	Deposit	04/02/2007	35108	Discover	\$120.83
164323		Deposit	04/15/2007	35306	Applied	\$-120.83
164323					Total Received	\$120.83
164323					Applied	\$-120.83
164323					Total Available	\$0.00
169649	Check Out	Deposit	09/17/2007	37504	Discover	\$234.82
169649		Deposit	09/23/2007	37619	Applied	\$-234.82
169649					Total Received	\$234.82
169649					Applied	\$-234.82
169649					Total Available	\$0.00

All transactions are date, time, and user stamped.

MICHAEL BRUNK

Info | Reservations | Credit Card | Deposits | Folio | History

Folio

Reservation	Status	Type	Number	Date	System Code	Description	Total	By
164323	Check Out	Payment	215736	04/15/2007	Discover		\$-383.33	WAYNE
164323		Charge	215737	04/15/2007	Applied	Deposit Applied	\$-120.83	WAYNE
164323		Fee	215790	04/15/2007	Fee	Reserve Fee	\$25.00	WAYNE
164323		Nightly	215818	04/15/2007	1 BR	1 Bedroom	\$112.32	WAYNE
164323		Transfer	215831	04/16/2007	Credit	MICHAEL BRUNK	\$366.84	JTHOMA
164323						164323 Total	\$0.00	
164781	Check Out	Transfer	215832	04/16/2007	Debit	164323 MICHAEL BRUNK	\$-366.84	JTHOMA
164781		Charge	215833	04/16/2007	Fee	Reserve Fee	\$-25.00	JTHOMA
164781		Payment	215834	04/16/2007	Discover	Discover card payment	\$193.64	Sandee
164781		Fee	215890	04/16/2007	Cleaning Fee	Cleaning Fee	\$45.00	WAYNE
164781		Fee	215891	04/16/2007	Hot Tub Fee	Hot Tub Cleaning Fee	\$25.00	WAYNE
164781		Nightly	215933	04/16/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	WAYNE
164781		Nightly	216026	04/17/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	EARL
164781		Nightly	216148	04/18/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	EARL
164781		Nightly	216326	04/19/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	EARL
164781		Refund	216369	04/20/2007	Discover	Discover-Guest Payment	\$25.00	MARGO
164781						164781 Total	\$0.00	

All reservation history is available at any time.

Easily generate mailers to past guests

Repeat guests, our best source of income, and most cost effective use of advertising dollar.

We make generating mailers to previous guests a breeze. Several search methods are available.

Let's say you have a slow weekend and would like to offer a special to past guests who are in your state. No problem, just choose your state and click on Print Labels.

Perhaps you would like to send a comment card to guests who have been here in the past but currently have no future reservations. Simple.

Since our data is SQL based, you even have the capability to view and manipulate the data to create your own reports and guest lists.

The screenshot shows the 'Reservations' software window. At the top, it says 'Your Property Name' and '2/11/2010'. Below this, there are fields for 'Starting Arrival Date' and 'Ending Arrival Date'. A calendar for February 2010 is displayed, with the 11th highlighted. To the right of the calendar, there are several search criteria checkboxes: 'Number of Stays', 'Number of Cancels Greater Than', 'Amount Spent Greater Than', 'Package', 'City', 'State', 'Group', 'Company', 'Include guests with no address', 'Only guests which have not been here this year', and 'Print totals only'. A large orange diagonal watermark text reads 'Pinpoint previous guests using various search criteria.' On the right side of the window, there are buttons for 'Print', 'Print Labels', 'Print Trifold', 'Text File', and 'Exit'.

Your Property Name	demo	12/11/2003	2:13 pm	Page 1
Reservations Listing				
Name	Stays	Cancels	Package	
202675 12/29/2002-1/5/2003 Bench, Johnny 1 Board Lane Asheville, NC 28801	1		Daily	
202735 8/1/2002-8/3/2002 Firefly, Ginger 1 Oak Tree Lane Bushville, NC 12384	1		Group	
202665 12/29/2002-12/31/2002 Jackson, Joe 1 Barefoot Way Myrtle Beach, SC 33333 101-111-1111	1		Golf	
202667 12/29/2002-12/31/2002 Kirk, James T 1 Nebulon View Road Small Town, IA 12345	1		Golf	

Checking availability

Easily check availability and occupancy numbers for any time period.

Rooms Grid 2/4/2010

Grid start date: 2/4/2010

30 Days 60 Days 90 Days 120 Days

Building: All Room Type: All

Date	2/4	2/5	2/6	2/7	2/8	2/9	2/10	2/11	2/12	2/13	2/14
Available	24	26	26	24	11	11	12	19	31	30	3
Taken	64	62	62	64	77	77	76	69	57	58	5
Total Rooms	88	88	88	88	88	88	88	88	88	88	88
Occupancy	72.73	70.45	70.45	72.73	87.5	87.5	86.36	78.41	64.77	65.91	5.68
Arrivals	0	1	0	2	13	0	1	0	1	2	0
Departures	2	3	0	0	0	0	2	7	13	0	0
2310 MAIN 1BDSS	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio
2311 MAIN 1BDSS	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon
2312 MAIN 1BDSS	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott
2313 MAIN 1BDSS	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes
2314 MAIN 1BDSS	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube
2315 MAIN 1BDSS	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson
2316 MAIN 1BDSS	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski
2401 MAIN 1BDSS					Martin	Martin	Martin	Martin			
2402 MAIN 1BDSS		Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner
2403 MAIN 1BDSS	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya
2404 MAIN 1BDSS	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard
2405 MAIN 1BDSS	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada
2406 MAIN 1BDSS					Dean	Dean	Dean	Dean			
2407 MAIN 1BDSS	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura
2408 MAIN 1BDSS	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook
2501 MAIN 2BDRM					Ervin	Ervin	Ervin	Ervin	Dowden		
2502 MAIN 2BDRM	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson
2503 MAIN STUDIO					Green	Green	Green	Green			
2504 MAIN STUDIO	Smith				Stewart	Stewart	Stewart	Stewart			
2505 MAIN STUDIO					Washington	Washington	Washington	Washington			
2506 MAIN STUDIO					Gray	Gray	Gray	Gray			
2507 MAIN STUDIO	Okauchi				Ford	Ford	Ford	Ford			
2508 MAIN STUDIO	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson

Colors: Checked In (green), Deposit Received (yellow), Owes Deposit (red), Web Rez (blue), Checked Out (orange), Credit Card on File (purple), Open Room (white)

Back Next

You can even drag your mouse over a time period to create a reservation.

Double click to view a reservation.

Edit reservation

Active

2/11/2010

Reservation Info

Number: 202888

Arrival: 6/17/2009

Depart: 6/18/2009

Nights: 1

Rooms: 1

Room Type: Ocean Front

Building: Main

Room: 302

Last: Craddock

First: Bain

Middle: Surname

Company:

Address1: 1 CB Road

Address2:

City: Wilmington

State: NC Zip: 98011

Salutation:

Email:

Adult: 2

Child:

Group:

Incidentals:

Deposit Due Date:

Deposit Amount:

How Heard:

Travel Agent:

Letter:

Housekeeper Remarks:

Daily Ocean Front King Bed 159.00

Room 159.00 159.00

Add On 0.00 0.00

Discount:

Taxes 15.90 15.90

Service Charge 0.00 0.00

Fees .00 .00

Total 174.90 174.90

License Plate State:

License Plate Number:

Date Created: 6/4/2009

Update Credit Card Sign Room Detail Transactions Print Exit

Cancel Reservation Post Deposit

Registration cards

Registration cards can be printed during check in or can be batch printed the previous night for the following day's arrivals. You can use a preprinted registration form where the software just fills in the blanks, or, you can design your own registration card to be printed on your printer.

Folios can be printed in advance for express checkout of departing guests.

Your Property
1 Your Street
Asheville, NC 123456
(800) 123-4567
Local: (828) 123-4567

Assigned to: <<reserve.room>>

<<reserve.firstname>> <<reserve.lastname>>

Arriving on: <<reserve.arrival>> Departing on: <<reserve.depart>>

of Nights: <<reserve.numberofnights>>

of Adults: <<reserve.adult>>

of Children: <<reserve.child>>

Car Information:

Tag/Make/Model:

Drivers License Number:

Charges:

Room Charges: <<reserve.totalrate>>

Other Charges: <<reserve.totaladdon>>

Tax: <<reserve.totaltax>>

Less Deposits: <<reserve.totaldeposit>>

Less Payments: <<reserve.totalfolio>>

Total Due: <<reserve.totaldue>>

Credit Card on File: <<reserve.creditcardnumber>> Expire: <<reserve.expiredate>>

Card Holder: <<reserve.cardholder>>

Notice to Guests:

*This property is privately owned and management reserve the right to refuse service to anyone a will not be responsible for accidents or injury to guests or for the loss of money, jewelry or valuables of any kind. All rooms require a **VISA or Mastercard** at check in. Paying by cash will result in a **\$10.00 phone deposit**. All unpaid room or telephone charges will be charge to the credit card number on file. By signing this **Registration Form** you have agreed to pay the **Full Balance** amount in cash or authorize this property to charge your Credit Card for all amounts charge to you. The amount shown in the Balance Due line will be charge to the **Credit Card** number on file. You as the **signee** are responsible for any damage occurring during your stay. You will be charged for damages via Credit Card on file. **Cabana De Mar is not a pet friendly property**. Anyone discovered to have a pet on property regardless of its housing will be asked to vacate with **NO REFUND** and will be charged a **\$50.00** service charge (flea spray-shampooing room). You are guaranteed for number of days paid for and **NO REFUND** will be given for early departure.*

Check-out by 11:00 am on: <<reserve.depart>>. **NO PETS ALLOWED!**

I _____ date: _____ have read the above policy and agree to terms listed.

Reservations recap

As we have seen, very little keyboard entry is required. Users utilize lists to choose guests. Source of business, letters, charge codes, and payment codes can all be chosen from drop down lists. Deposit amounts, check in, and check out amounts are all displayed automatically. Fill in the blank wizards are used when possible. Complete reservation history is maintained.

Hotwire/Hotels.com

Easily manage Hotwire/Hotels.com reservations. Rooms charges are hidden from the guests view. Reports pinpoint reservations for billing.

Departures

Your Property Name
2/11/2010

Starting Date	Ending Date	Rate Description
2/1/2010	2/28/2010	Hotwire.com

Print

Exit

Deer Ridge Mountain Resort 7/1/2007-7/31/2007 Departure Bill to Service List

3/17/2008 8:12 pm Page 1

Resv Num	Name	ID	Depart	Nights	Balance
186738	MALBROUGH	HOTWIRE-8788048679	7/14/2007	3	\$0.00
186823	PENEGUY	CRS# 20740901	7/8/2007	3	\$0.00
186708	KRAMER	HOTWIRE CONF#5025177753	7/18/2007	3	\$0.00
183525	THOMPSON	HOTWIRE8749188909	7/5/2007	5	\$0.00
187186	ARORA	HOTWIRE CONF#5737766012	8/2/2007	3	\$0.00
182540	VANDIVER	HOTWIRE# 6103050511	7/8/2007	4	\$0.00
185444	BUMMER	HOTWIRE CONF#5535798072	7/29/2007	5	\$0.00
186127	HATFIELD	HOTWIRE-8789908842	7/9/2007	4	\$0.00
186540	WOOD	HOTWIRE-8121685242	7/8/2007	3	\$0.00
185802	RICHARDSON	HOTWIRE # 5983586855	7/12/2007	4	\$0.00
186914	MOWERY	HOTWIRE CONF#5550958440	7/29/2007	3	\$0.00
183995	COSTLEY	CON # 5118387827	7/7/2007	6	\$0.00
186712	BANGHART	HOTWIRE CONF#5572205010	7/8/2007	5	\$0.00
186521	CORNELL	HOTWIRE-5491221720	7/2/2007	4	\$0.00
187238	POPP	HOTWIRE CONF#5781777038	7/14/2007	3	\$0.00

Packages

Some vendor's programs take over an hour to set up a package. Now, packages can be created in minutes.

Revenue Codes Available

Code	Description	Amount
Front	Front desk Paid out	\$17.
Aquarium	Aquarium Tickets	\$.
Copier	Copier Use	\$.
Corporate	Corporate rate charges	\$.
Daily	Daily rate charge	\$35.
Dollywood	Dollywood Ticket	\$1.
Fax	Fax charges	\$50.
Golf	Golf Charge	\$50.
Group	Group Rate	\$.
Hotwire	Hotwire Sales	\$25.
Late	Late check out	\$50.
Meal	Meal charge	\$50.
Misc Tax	Misc Taxable Item	\$.
Owner/Guest	Owner/Guest	\$.
Package Room	Package Room Income	\$5.
Phone	Phone Charge	\$.
Rate	Rate Charges	\$.
Room	Room Income	\$.
Service Charge	External charges	\$.
Transfer	Transfer from Proshop	\$.

Revenue Codes in Package

Code	Description	Amount	Nights
Dollywood	Dollywood Ticket	\$35.00	
Package Room	Package Room Income		

Drag and drop to create packages!

golf packages

entertainment packages

dinner packages

Deer Ridge Mountain Resort Packages Listing		Rick	2/4/2008	3:45 pm	Page 1
Name	Description	Nights	Begin Date	End Date	Room Type
05-48Ball Golf	4 Ball Golf/4 Rounds	3	03/01/2008	10/31/2008	2 BRL
	Multiplier y	Min. 4Max. 8			
Golf	Golf Tickets			\$40.00	
Package Room	Package Room			\$48.33	
	First Night Total			\$88.33	
06Birdie Pkg	Birdie Package	3	04/01/2008	10/31/2008	
	Multiplier y	Min. 2Max. 18			
Golf	Golf Tickets			\$40.00	
Package Room	Package Room			\$45.00	
Golf	Golf Tickets	1		\$40.00	
	First Night Total			\$125.00	
06BirdiePkgWint	Birdie Package Winter	3	11/01/2007	03/31/2008	
	Multiplier y	Min. 2Max. 8			
Golf	Golf Tickets			\$25.00	
Package Room	Package Room			\$33.00	
Golf	Golf Tickets	1		\$25.00	
	First Night Total			\$83.00	
06BirdieWinter	Birdie PackageWinter	3	11/01/2008	04/01/2009	
	Multiplier y	Min. 2Max. 18			
Golf	Golf Tickets			\$25.00	
Package Room	Package Room			\$33.00	
Golf	Golf Tickets	1		\$25.00	
	First Night Total			\$83.00	

Central reservations

Yes, we can handle multiple properties booked through one system. Reports can be generated for each property or combined into one total.

Credit card processing

Using our credit card processing module, all workstations can process credit card transactions. No need to get up and go to the credit card machine.

Direct bill processing

Charges can be automatically routed to accounts receivable for direct billing.

Direct Bill Maintenance

Your Property Name: 2/11/2010

Account Number: 202707

Account Information:

Last: Bird, First: Larry, Middle: , Surname: , Email: lbird@celticguy.com, Terms: , Limit: , Apply Late Code: y, Statement Code: y, Use Room: , Taxable: , Balance: .00

Company: Fowl Watchers of America

Address1: 1 Eagle Road, Address2: , City: Sparrowville, State: NC, Zip: 28111, Phone: 828.123.4567, Fax: , Notes:

Create Reservation

Your Property Name: 2/11/2010

Reservation Info:

Reservation: 202955, Arrive: 2/11/2010, Depart: 2/13/2010, Nights: 2, Room Type: Ocean Front, Building: Main, Room: 301, Rate: Corporate

Adult: , Child: , Group: , Master Bill: , Incidentals: , How Heard: , Travel Agent: , Letter: , Notes: , Housekeeper Remarks:

Last: Sanders, First: James, Middle: , Surname: Col., Company: , Address1: , Address2: , City: Nashville, State: TN, Zip: 32489, Salutation: , Email: , Fax: , Bus Phone: , Cell Phone:

Use this field to bill to A/R.

Room	Room	
Ocean Front Room	\$129.00	\$258.00
Add On		
Discount		
Taxes	\$12.90	\$25.80
Service Charge		
Fees		
Total	\$141.90	\$283.80

Back Next

Can bill multiple guests' room charges with no intervention.

[Gift shop/camp store/marina/proshop management](#)

Global Resort Systems provides a touch screen, bar code driven point of sale module with inventory tracking. Reports provide sales and purchasing information. We discuss this module in depth in our retail management documentation. Please contact our office to receive this comprehensive information packet.

[Housekeeping](#)

System tracks clean/dirty status.

Alerts the front desk if trying to check into a dirty room.

Housekeeper	Building	Room	Type	Status	Arriving	Staying	Departing
1 Ethel Kober	Main	101	Single	Clean			
		102	Double	Dirty			
		103	Single/Hot	Dirty			
		104	Double	Clean			
6 Fergie Ferg	Main	201	King	Clean			
		301	Ocean Front	Dirty	James Sanders		
		302	Ocean Front	Dirty			
1 Ethel Kober	Main	303	King	Clean			
		304	King	Dirty	Joe Lowrance		
		305	Ocean Front	Clean			
6 Fergie Ferg	Main	306	Queen	Clean			

Print room status by housekeeper.

Deer Ridge Mountain Resort
3/14/2008 KRISTINE WILLIAMSON Housekeeper Listing

Rick 3/14/2008 5:36 pm Page 1

Bldg	Room	Type	Status	Arriving	Staying	Departing
A	A101	2 BR	Dirty			
	A103	1BR	Dirty			
B	B104	2 BR	Dirty			

Bill Smith

Maintenance department



Using hand held computers, the maintenance staff can be electronically alerted to work orders, track time spent electronically, and any associated costs can be entered at the time of the work. How do we do this? The front desk will enter any work orders into the computer when a guest calls. Next, the maintenance staff supervisor is alerted to a new work order. The supervisor then assigns the work order to a staff member electronically. The appropriate staff member is then alerted to his new work order. He simply taps the hand held computer when he begins and ends any task associated with the work order. Total time spent on each work order can then be calculated by the computer. Any parts used during the repair are entered at the time of the repair. This information will then be available to the Owner Management system. Repairs expensed for each unit can be calculated automatically and included on each owner's monthly statement. Administrative time for each work order can be reduced significantly.

In addition to unexpected repairs, The Maintenance Department staff performs many preventative maintenance tasks on each unit. The staff will be electronically alerted to any preventative maintenance tasks that need to be performed. In addition, shop inventory can be tracked. A reorder report alerts the staff to any items which are low on inventory.

Resort membership management

Global Resort Systems provides a balance forward accounts receivable system to manage member charges. Aging, finance charges, and comprehensive member analysis reports are provided. All modules update to the member accounts in real time. We discuss this module in depth in our membership management documentation. Please contact our office to receive this comprehensive information packet.

Deer Ridge Mountain Resort
Member Analysis 7/1/2007 - 7/31/2007

3/14/2008 6:53 pm
Page: 1

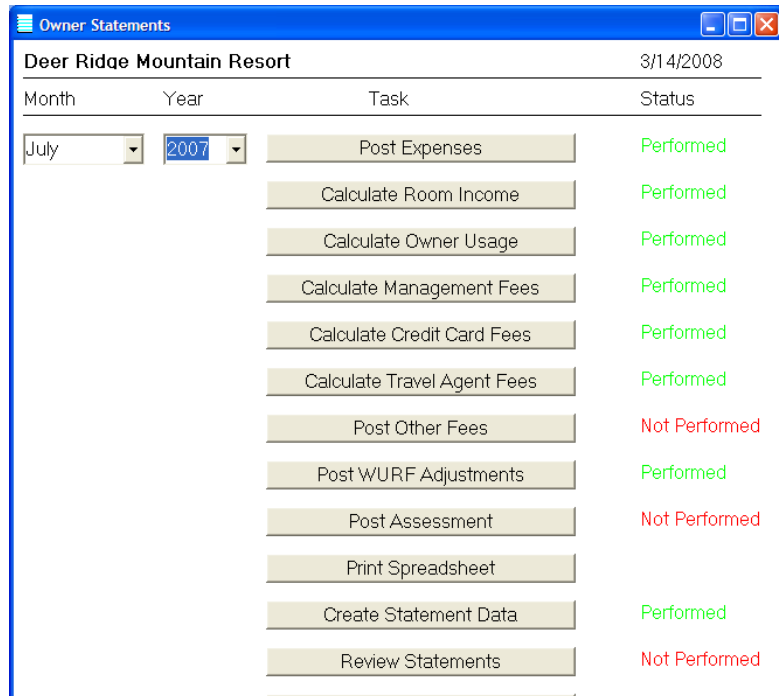
Member	Name	Type	Dues Paid	Balance
1315	DARRELL TILLEY	Charter_Family	Yes	\$370.49
7/2007				
3	Sales Tap_Day	TAP ROOM		\$34.42
1	Sales Tap_Night	TAP ROOM AT NIGHT		\$22.99
26	POS CARTS-18-MEM	CART 18 HOLES MEMBER		\$499.46
2	POS CARTS-9-MEM	CART 9 HOLES MEMBER		\$23.48
4 Total		Front Desk	\$57.41	
28 Total		POS	\$522.94	
32 Total		Purchases	\$580.35	
Totals				
3	Sales Tap_Day	TAP ROOM		\$34.42
1	Sales Tap_Night	TAP ROOM AT NIGHT		\$22.99
26	POS CARTS-18-MEM	CART 18 HOLES MEMBER		\$499.46
2	POS CARTS-9-MEM	CART 9 HOLES MEMBER		\$23.48
4 Total		Front Desk	\$57.41	
28 Total		POS	\$522.94	
32 Total		Purchases	\$580.35	

Condo/Owner management

What once took weeks is now accomplished in hours. If you have ever had to prepare owner statements manually, or even with spreadsheets, you know the time consuming task of compiling numbers.

Our owner management and owner statements functions can cut your preparation time down to mere hours.

Simply enter your expenses for the month and the system does the rest.



Month	Year	Task	Status
July	2007	Post Expenses	Performed
		Calculate Room Income	Performed
		Calculate Owner Usage	Performed
		Calculate Management Fees	Performed
		Calculate Credit Card Fees	Performed
		Calculate Travel Agent Fees	Performed
		Post Other Fees	Not Performed
		Post WURF Adjustments	Performed
		Post Assessment	Not Performed
		Print Spreadsheet	
		Create Statement Data	Performed
		Review Statements	Not Performed

Ridge Management LTD.

3710 Weber Road * Gatlinburg, TN 37738 * (865) 436-2325 * Fax (865) 430-3248

Monthly Rental Participation Statement

This Owner

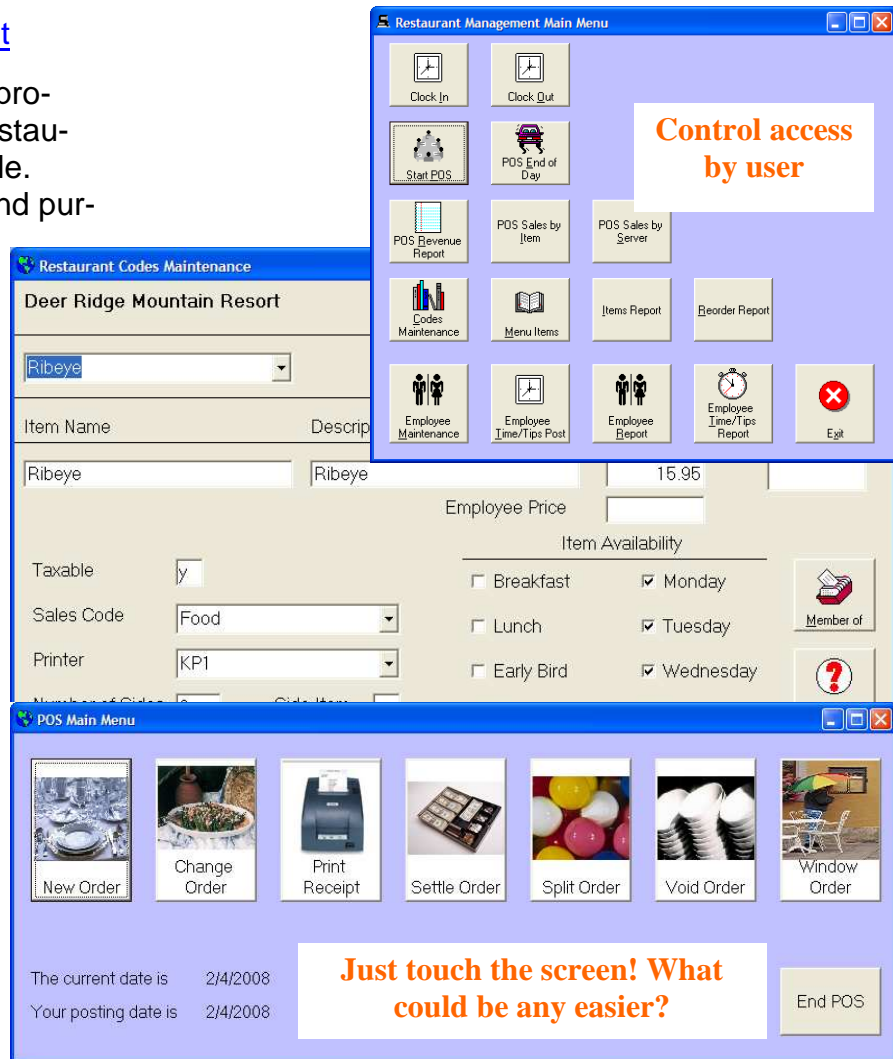
Month Ended: January 2008
Unit Type: 2 BR
Unit Number: B B101
Owner: B-101

Income/Expense Summary	Unit Type Totals	Total Month	Year to Date
Gross Rental Income	\$3,264.32	141.93	141.93
Deductions:			
Agent 45%	\$1,468.95	63.87	63.87
Electricity	\$3,794.05	164.96	164.96
Water/Sewer	\$2,374.75	103.25	103.25
TV/Cable	440.91	19.17	19.17
Telephone	588.80	25.60	25.60
Credit Card	255.93	11.13	11.13
Travel Agent	.00	.00	.00
Total Deductions		387.98	387.98
Distribution Available		-246.05	-246.05
Less Adjustments:			
Replacement & Repairs	\$4,291.46	186.58	186.58
Usage	.00	.00	.00
Assessment Deducted			
Assessment Applied			
WURF Reserve Deducted	.00	.00	.00
WURF Reserve Applied		200.00	200.00
Net due owner before carryover		-232.63	
Previous month carryover			
Net due owner	(If amount is less than \$100 a check will not be issued. The balance will be carried over to the following month.)		
		-232.63	-232.63
WURF Reserve Account			
Balance Forward			600.00
Period Additions			
Period Charges			200.00
Net Reserve Balance			400.00

This is sample text that you can add to your statements!

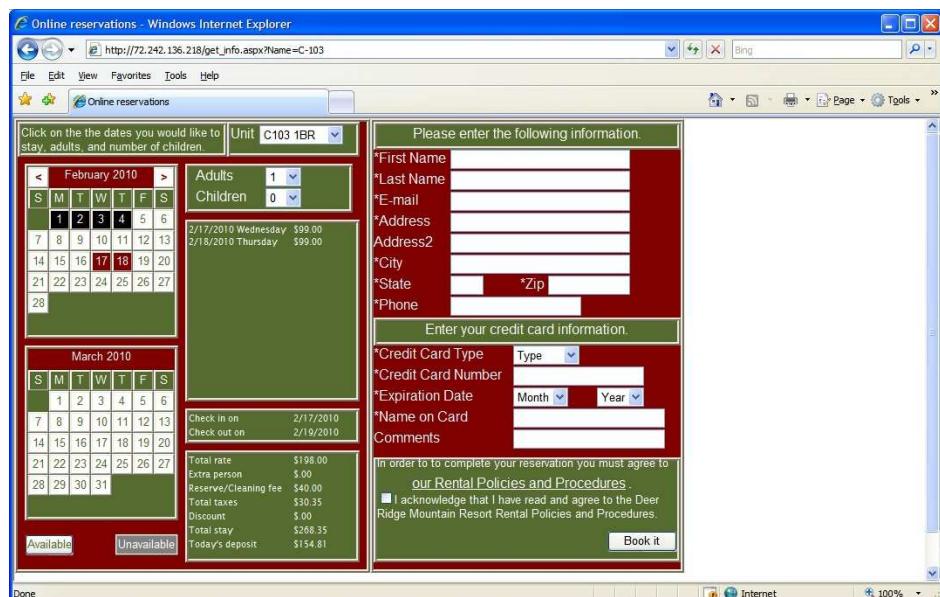
Restaurant management

Global Resort Systems provides a touch screen, restaurant management module. Reports provide sales and purchasing information. We discuss this module in depth in our restaurant management documentation. Please contact our office to receive this comprehensive information packet.



Web reservations

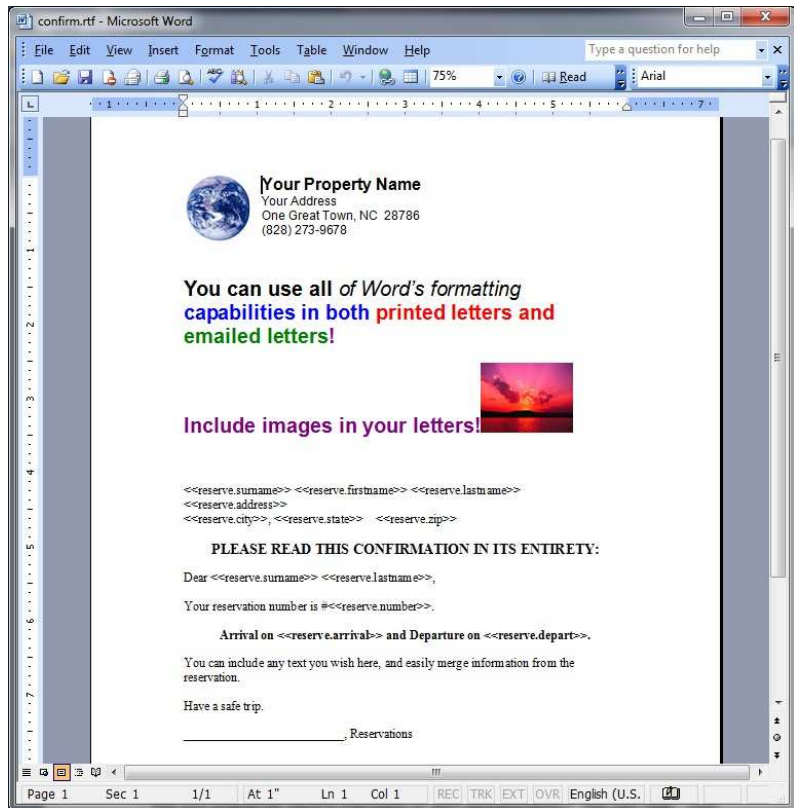
Secure online booking.



Letters

Unlimited number of confirmation letters available.

Letters can be printed or emailed!



Reports

A plethora of reports are available to offer several methods of analyzing your data. Of course some reports are needed just for everyday operations; others are used to help analyze trends and budgeting. Most reports can be generated via mouse. All reports can either be viewed on the screen or printed. Check our website at www.globalresortsystems.com for more sample reports.

Are you preparing reports manually or with spreadsheets? We can help. Just design the report and we can add the report to the system. Our data is SQL based; meaning that most off the shelf report generators will allow you to create your own reports on the fly!

Emergency reports

We suggest a few reports that should be run every evening during night audit. With these emergency reports, your property can operate the next business day. Two clients had the unfortunate need of these reports. One client suffered a fire on a Friday night. Another client suffered a burglary on a Friday night. Both were forced to rely upon their emergency reports the next morning. Emergency reports and a backup were safely stored. One phone call from each and we had them fully operational by Saturday afternoon.

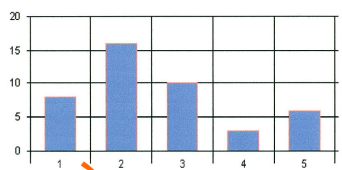
Several analysis reports included

Deer Ridge Mountain Resort
Rooms on the Books

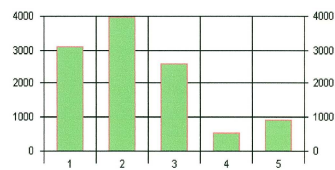
2/

Day	February	March
01		3*
02		3
03		2
04	27	69
05	25	69
06	24	1
07	21	5*
08	22*	6*
09	22*	3
10	21	2
11	21	3
12	21	4
13	22	5
14	20	8*
15	30*	9*
16	30*	8
17	26	8
18	24	6
19	22	8
20	22	9
21	22	10
22	23*	10*
23	25*	6
24	23	7
25	22	7
26	22	15
27	22	21
28	22	28*
29	3*	29*
30		15
31		6

Reservations



Reservations Projected Charges by Arrival Date



Your Property Name
Reservations Analysis

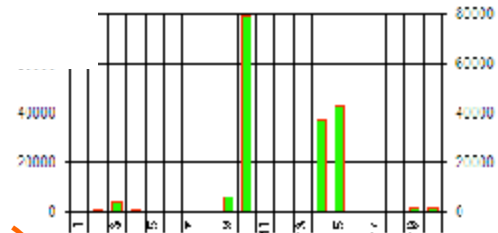
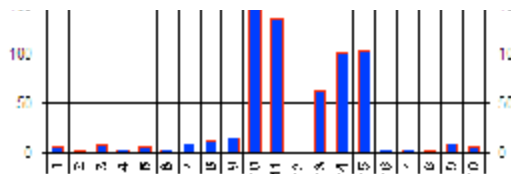
demo 12/11/2003 12:50 pm Page 1
1/1/2002 12/31/2002

Date	Reservations	Room Charge	Total Charge	ADR
4/2002	8	3,095.00	3,170.00	171.94
5/2002	16	3,953.04	3,953.04	67.00
6/2002	10	2,611.98	2,611.98	65.30
8/2002	3	528.00	528.00	88.00
12/2002	6	913.00	1,913.00	53.71
Totals	43	11,101.02	12,176.02	

Hotel Rooms	2418	2883	2790	2883	2790
Occupied Rooms	584	381	129	174	223
Occupied %	24.15	13.22	4.62	6.04	7.99
Revenue	4,315.48	14,799.66	5,782.53	10,630.07	24,737.34
Avg Rate	7.39	38.84	44.82	61.09	110.93

How Heard / Projected Charges by Arrival Date

*weekend



Deer Ridge Mountain Resort
Revenue by How Heard/SOB Report

Rick 2/4/2008 12:59 pm Page 1
1/1/2008 12/31/2008

Code	Reservations	Room Charge	Total Charge	ADR
1 EXPEDIA.COM	7	207.00	207.00	11.50
2 FOOD CITY VALUE	2	1,024.00	1,024.00	102.40
3 FRIEND REFERRAL	8	4,200.60	4,200.60	140.02
4 FRIENDS & FAMIL	4	575.50	575.50	63.94
5 GIFT CERTIFICAT	6	60.00	60.00	4.28
6 HOTELS.COM	4	.00	.00	.00
7 HOTELS/EXPEDIA	10	.00	.00	.00
8 HOTWIRE.COM	13	.00	.00	.00
9 INNTOPIA	16	6,064.70	6,064.70	123.77
10 INTERNET	182	79,417.80	84,701.70	119.60
11 MAINTENANCE	13	.00	.00	.00
12 OWNER DISC CARD	1	.00	35.00	.00
13 OWNER OR GUEST	62	40.00	1,510.00	.10
14 PAST GROUP	102	37,087.60	45,647.60	107.81
15 PAST GUEST	103	42,902.14	42,902.14	119.84
16 PROMO	3	.00	.00	.00
17 RESERVE GAT	4	.00	.00	.00
18 SUNTERRA	2	.00	.00	.00
19 TRAVEL AGENTS	10	1,980.00	3,980.00	66.00
20 VC	6	2,227.00	2,227.00	60.19
Totals	680	175,786.34	193,135.24	51.11

demo Shift Report

Name	Transactions	Amount
Check	1.00	55.00
Total Cash Settlement	1.00	55.00
Actual Cash		
Over/Short		
MC/VISA	1.00	50.00
Total Non-Cash Settlement	1.00	50.00
Total Accountability		105.00

demo Shift Detail Report

Room	Name	Time	Type	Description	Amount
254	<u>Check</u> Foley, Thomas	1/21/2002 2:31 pm	Payment	Check	55.00
				Total for Check	55.00
249	<u>Extra Adult</u> Caron, Jane	1/21/2002 2:29 pm	Add On	Extra Adult	25.00
				Total for Extra Adult	25.00
241	<u>F Breakfast Adlt</u> Gerzevitz, Michael	1/21/2002 2:30 pm	Sales	Breakfast	12.95
				Total for F Breakfast Adlt	12.95
242	<u>MC/VISA</u> Moyer, Leon	1/21/2002 2:30 pm	Deposit	Deposit Received	50.00
				Total for MC/VISA	50.00
249	<u>Occupancy</u> Caron, Jane	1/21/2002 2:29 pm	Tax	Extra Adult	1.25
241	Gerzevitz, Michael	1/21/2002 2:29 pm	Tax	Alcock	6.00
249	Caron, Jane	1/21/2002 2:29 pm	Tax	Nicholas	8.00
243	American,	1/21/2002 2:29 pm	Tax	Staples	8.75
				Total for Occupancy	24.00
249	<u>Rate Rack</u> Caron, Jane	1/21/2002 2:29 pm	Sales	Nicholas	160.00
241	Gerzevitz, Michael	1/21/2002 2:29 pm	Sales	Alcock	120.00
254	Foley, Thomas	1/21/2002 2:29 pm	Sales	Littlefield	90.00
243	American,	1/21/2002 2:29 pm	Sales	Staples	175.00
				Total for Rate Rack	545.00
243	<u>State</u> American,	1/21/2002 2:29 pm	Tax	Staples	12.25
249	Caron, Jane	1/21/2002 2:29 pm	Tax	Extra Adult	1.75

Your Property Name
Saturday 12/1/2001 Revenue Listing

Rick 12/1/2001 2:46 pm Page 1

Sys Code	Description	-----Today-----		-----Month-----		-----Year-----	
		Trans	Amount	Trans	Amount	Trans	Amount
Guest	Extra Guest	6	120.00	6	120.00	6	120.00
Rollaway	Rollaway Cot	12	100.00	12	100.00	12	100.00
	Add On	18	220.00	18	220.00	18	220.00
AMEX	American Express Dep	1	500.00	1	500.00	1	500.00
Applied	Deposit Applied Chec	3	-500.00	3	-500.00	3	-500.00
Check	Check Deposit	2	269.00	2	269.00	2	269.00
Forfeit	Deposits Forfeited						
Master Card	Master Card Deposit						
Refund	Deposit Refunded						
	Deposit	6	269.00	6	269.00	6	269.00
Asheville	Asheville Newspaper						
Repeat	Repeat Guest						
Southern Living	Southern Living Maga						
	How Heard		.00		.00		.00
Gratuuity	Gratuuity Collected	1	13.00	1	13.00	1	13.00
	Paid Out	1	13.00	1	13.00	1	13.00
61	You can use Number C		.00		.00		.00
AMEX	American Express Pay		.00		.00		.00
Cash	Cash Payment	1	404.03	1	404.03	1	404.03
Check	Check Payment	5	1,131.34	5	1,131.34	5	1,131.34
Master Card	Master Card Payment	1	985.54	1	985.54	1	985.54
	Payment	7	2,520.91	7	2,520.91	7	2,520.91
Copier	Copier Use	14	27.60	14	27.60	14	27.60
Fax	Fax Charges	8	8.00	8	8.00	8	8.00
Late	Late Check Out	3	75.00	3	75.00	3	75.00
Misc Tax	Misc Taxable Item	2	300.00	2	300.00	2	300.00
Room	Room Income	29	2,273.00	29	2,273.00	29	2,273.00
Service Charge	External Charges	1	.00	1	.00	1	.00
	Sales	57	2,683.60	57	2,683.60	57	2,683.60
	Add On	18	220.00	18	220.00	18	220.00
	Total Sales	75	2,903.60	75	2,903.60	75	2,903.60
County	County Tax						
Occupancy	Occupancy Tax	33	71.79	33	71.79	33	71.79
Other	Other Tax						
State	State Tax	71	174.19	71	174.19	71	174.19
	Tax	104	245.98	104	245.98	104	245.98
Credit	Transfer Credit						
Debit	Transfer Debit						
	Transfer		.00		.00		.00

Company background

Global Resort Systems has evolved from companies specializing in software development and networking systems support. During the eighties, Micro Source developed custom software for western North Carolina, and package software for ADS Software in Roanoke, VA. The nineties brought a revolution in networking systems. Companies were creating Local Area Networks to share Internet access and corporate data. Network Technicians was created to fill this niche. Our network specialists all have Microsoft Certified Systems Engineer status. We have Hewlett Packard's top networking certifications. 2001 opened the door for our first version of the property management software.

References

Although this is not a complete customer list, this list offers several different style properties. We have installations at country clubs, inns, corporate housing, apartments, and condos.

The 1661 Inn/Hotel Manisses

(401) 466-2590

www.blockislandresorts.com

Block Island, RI

Elizabeth Conner Manager

The 1661 Inn offers 39 rooms in the main hotel and many cottages around the picturesque island. The 1661 Inn replaced the DOS based RESERVE5. The staff uses reservations, housekeeping, and call accounting modules. The 1661 Inn has been a Global Resort Systems customer since December 2001.



Charwood Suites

(812) 378-4840

www.dorahotels.com

Columbus, IN

Cindy Waddle Manager
Shellie McCulley Office Manager

Charwood Suites offers one, two, and three bedroom apartments available for daily, weekly, or monthly rental. Since most guests are corporate customers who stay at least a month, they make heavy use of the Direct Billing capabilities offered by Global Resort Systems. Charwood Suites was a previous RESERVE5 user and utilizes reservations, front desk, call accounting, housekeeping, and credit card processing. Charwood Suites has been a Global Resort Systems customer since February 2002.



Dandridge Point Lake Suites

www.thepointresorttn.com

Dandridge, TN

Nancy Ullery

Manager

(865) 484-0484

The Dandridge Point Lake Suites joined the Global Resort Systems family of users in



September of 2004. A new property, the Lake Suites enjoys the ease of use of the Global Resort Systems family of products. Hotel suites, cabins, and their new campground are all booked through one system. They also employ our marina store and boat slip billing modules as well.

Deer Ridge Mountain Resort

www.deerridge.com

Gatlinburg, TN

Joe Thomas

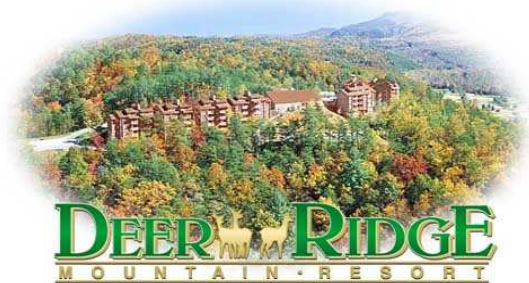
Manager

(865) 436-2325

Deer Ridge Mountain Resorts offers condo rentals with an incredible view of the Great Smoky Mountains. Deer Ridge replaced a DOS based Resort Data Processing system.

The staff uses our reservations, packages, housekeeping, call accounting, vacation club, credit card, maintenance department/work orders, and condo owner's management modules.

Deer Ridge has been a Global Resort Systems customer since January 2003.



[Installing the Global Resort Systems demo CD](#)

This demo is designed for any version of Microsoft Windows. Single user and networked versions are available.

To install this demo CD, just insert the CD ROM into your CD/DVD Drive.

The automated installation program should begin. Just click on the Install button to begin installation.

First, a folder called "global" is created on your hard drive. Next all program files, letters, and demo data files are copied. An icon for the Global System Menu is added to your desktop.

Finally, the Pervasive 2000 setup program is started. This installs a 30 day evaluation copy of our database manager, Pervasive 2000 SQL. Just click next or OK for all choices. You will notice a Pervasive splash screen during program execution. This feature may be disabled and is disabled in our live installations.

Your screen resolution should be at least 1024 by 768 pixels. You can change this using the display program under your windows control panel.

[Logging into the Global Resort System](#)

Just double click on the Global System Menu icon on your desktop. This will load a login screen. Enter "demo" or "DEMO" for the user name. No password is required. Just click on login and you will see the familiar windows menu system.

Just click on the reservations button, then click the create reservation button to start the reservation process.