

SMART HOTEL MANAGEMENT SYSTEM

Why choose Hotel Management Software from SMART

About SMART

SMART HMS is a global leader in providing Hotel ERP and software solutions for the Hospitality industries. We have earned the trust of 500 customers. Our products include hotel property management systems, mobility and web solutions, and next generation solutions for hotels, resorts, service apartments, clubs and restaurants.

Product Version:

- CogWave HMSV6 Enterprise(Large Hotel Property Management)
- CogWave HMSV6 Express(Midle Size Hotel Property Management)
- CogWave HMSV6 Genie(Small Hotel Property Management)

Front Office the Heart of a Hotel

The role of the Front Office department starts as soon as a guest makes a reservation enquiry. After this enquiry, the front office sends a confirmation mail, call or SMS to the guest. Upon arrival, the front office ensures an easy check-in and assigns a room to the guest. The front office software in a hotel also comes into play as it assists the guest to check out of the hotel smoothly. Another function the front office software performs is to store guest history details. These are extracted when a guest checks into the hotel again or if the hotel plans to send promotions. A strong guest history feature allows hotel staff to anticipate the needs of the guest, personalize his stay, brand the hotel strongly and build loyalty of the guest.

Highlights of Front Office Management Module in Cogwave HMSV6 Enterprise

➤ Reservation:

The front office management module in Cogwave HMSV6 Hotel ERP assists the hotel front desk to speed up the reservation process. The '**Quick Booking**' option lets the front office staff to book a reservation in a few seconds and generates a booking/reservation number. If Reservation is not Confirmed your Booking Status will be Waiting List.

- ❖ Confirmation Mail to Guest
- ❖ SMS Sending to Guest
- ❖ Adding Guest instruction time of reservation Time(Ex: Give me room in Ground Floor)
- ❖ We Can Add Extra Charge time of reservation(Ex:Pickup from Airport)
- ❖ RAC & Waiting List Concept

➤ **Amend Reservation:**

The front office management module we can amend reservation number according to the Guest Arrival to Hotel.

- ❖ Amending Mail to Guest
- ❖ SMS Sending to Guest
- ❖ Adding Guest instruction time of reservation Time(Ex: Required Ground Floor)
- ❖ We Can Add Extra Charge time of reservation(Ex:Pickup from Airport)

➤ **Cancel Reservation:**

This Module we Are Canceling Reservation As well as Waiting List.

Online Reservation:

Room reservations are like sweating the small stuff and so more vulnerable to systemic inefficiencies. Cognition Reservation Grid delivers a 360-degree display of the data on your dashboard. This way you can execute the most complex room operation tasks without any kind of hassle whatsoever, as hotelier or a property manager or a vendor as well as your end customer.

Some of the key features in the reservation module include Allocate with preference, scan through real time status of occupancy, Payment gateway, Centralized reservation system, Integrated website with reservation modules, Online Reservation using Smart Phones, Reservation Status confirmation, Group Reservation, amendment to reservation and cancellations to save time and ensure quick and un fussy guest check-ins.

Hotels sell their inventory through their own hotel website. This is ideally the best hotel reservation software system for hotel owners as majority times they are not paying any commission when reservations come from hotel own website. Cognition central reservation system provide desktop & mobile reservation engine tightly integrated with Cognition Front Office System.

- Booking & Reservations
- Multiple room selection for stay at reservation
- No-Show & Cancel Reservation
- Reservation Confirmation Sent Through SMS & E-MAIL
- Payment Gate Way Integration with Leading Banking

Express Check-in:

Weary after a journey, guests prefer to experience the comfort of their room quickly. Hotel industry standards also set that a check-in should ideally happen within 3 minutes of the guest entering the lobby. The '**Express Check-in**' feature in the Cogwave HMSV6 front office module enables hotel staff to simply drag and drop to make a reservation. This introduces efficiency for the hotel staff and significantly reduces waiting time for the guest.

Check-in Poces:

- ❖ Guest Information(*mandatory)
- ❖ Guest Photo(Optional)
- ❖ Guest Signature(Optional)
- ❖ Guest Documents(Optional)
- ❖ Sending Welcome SMS to guest
- ❖ Sending Wi-Fi Password and User id to Guest
- ❖ Generate Food coupons to Guest According to their Plan

House Guest Check-in:

Now Days House Guest Placing important role in Hotel Software .This process of house Guest used for Hotel Property Members. This Bill will not calculate any tax and tarrif will be Zero.

Foreigner Check-in:

This Module is very easy to flow government Rule. In this Module we are collecting all passport and visa details. this module very use full to submit Form c to the Registration authorities within 24 hours of the arrival of the foreigner at their premises.

- ❖ Guest Information(*mandatory)
- ❖ Guest Photo(mandatory)
- ❖ Guest Signature(Mandatory)
- ❖ Guest Documents(Mandatory)
- ❖ Sending Welcome SMS to guest
- ❖ Sending Wi-Fi Password and User id to Guest
- ❖ Generate Food coupons to Guest According to their Plan
- ❖ Send Foreign Guest Details by E-Mail to Nearest police station immediately

Post Charge Operation:

The '**Posting**' option in the [CogWave HMSV6](#) FO module helps Hotel staff to post all bills levied to the guest account with ease. The option also enables the staff to handle other miscellaneous charges including advance posting.

House Keeping-Tap :

The '**Posting**' option in the [CogWave HMSV6](#) FO module helps house keeping staff to post all bills levied to the guest account with ease. The option also enables the staff to handle other miscellaneous charges including advance posting.

Check-out:

- Normal Checkout
- House Guest Checkout(Zero Tariff and Zero Tax)
- Group Checkout
- Split Revenue and Split Bill

We are providing option like Split revenue and Split Bill. Which enable the front desk staff to prepare the bill as per different heads based on the guest request.

Re-Check-in:

The front office module also has '**Re Check-in** mode that helps to fron office staff to check their Mistake .

Push to Tally:

This Module playing Major role in cogwave HMSV6 Enterprise.Using this Module we are Pusing Day by day Transaction to Tally software. This Module very much supporting for accounting .Inside of entering all Transaction by using this u can save lot of time.

- ❖ CREATION OF LEDGERS.
- ❖ LEDGERS MAINTENANCE.
- ❖ TALLY INTERFACE FOR FRONT OFFICE, POS AND INVENTORY MODULE.

Payment Operation:

The front office module also has '**Multi Mode Settlement**' mode that helps guests pay one bill in multiple ways as per their convenience. This means, it allows the guest to pay part of the bill through cash and the balance through the credit card.

Additional Operation:

- ❖ Group Check-in
- ❖ Dash Board
- ❖ Re Check-in
- ❖ Change House Guest
- ❖ Food Coupons Systematically
- ❖ Link & Unlink Rooms
- ❖ Set Revenue Complimentary
- ❖ Edit Pax on Bill
- ❖ Swap Guest Details
- ❖ Wake up Alarm
- ❖ Expected Checkout
- ❖ Expected Arrival
- ❖ Sending Birthday Greetings
- ❖ Zoom Guest Image
- ❖ Reservation History
- ❖ Room History
- ❖ Group Room Block
- ❖ Group Room Release
- ❖ Post charge
- ❖ Discount
- ❖ Grace Period
- ❖ Room Shifting
- ❖ Management Block
- ❖ House Keeping(Tap)
- ❖ Power on Visit
- ❖ Power of Cleaning
- ❖ Link Reservation Advance
- ❖ Room Cancelation (only Super Admin)
- ❖ Thought For Day
- ❖ Robust guest history
- ❖ Company Creation

- ❖ Bill Transfer to Rooms
- ❖ Special Rates For Travel Agents/Corporate
- ❖ Tds/Discount/Allowance/ Settlements.
- ❖ Door Locking Interface
- ❖ Energy Management
- ❖ User Roles Access Rights

Reports:

The 'reporting' option in front office module assists hotel management to generate all types of reports including forecast report to predict occupancy with Average Room Rate (ARR). Users can have reports on occupancy, arrival and departure, guest history, revenue, MIS and quick look ups.

- ADVACE COLLECTION
- DAILY SALES
- CHECKOUT OF THE DAY
- SETTELMENT REPORT
- CASHPAID OUT
- LAUNDRY POSTING
- D.O.B / D.O.A
- EXPECTED ARRIVALS
- FOOD COUPAN
- COMPANY OUTSTANDINGS
- EXTRA BED
- FOREGINER GUEST
- FOOD BILLS
- HOUSE KEEPING
- ROOM INSTRUCTION REPORT
- DETAIL ARRIVALS
- FOOD CASTING REPORT
- WIFI COUPON
- WIFI TRACKING
- OCCUPANCY LIST
- POST CHARGE
- POLICE VERIFICATION
- REVENUE REPORT - I
- ROOM-BILL TRANSFER
- DISCOUNT ON BILL
- BILL-TR WITH TAX
- POST-TALLY
- TARIFF DIFFERENTIAL
- REASON BOOK
- HOUSE GUEST STATUS
- GUEST INFORMATION DETAILS
- GUEST LIST
- FLASH REPORT
- VIEW BUSINESS
- COMPANY REPORT
- SALER REFERENCE REPORT
- FLOW REPORT

- COMPANY LEDGER BALANCE REPORT
- ADVANCE REPRINT
- COMPANY ADVANCE CREDIT
- SETTLEMENT RECEIPT
- TALLY REPORT
- LUX-TAX REPORT
- SERVICE TAX REPORT
- HOUSE GUEST BALANCE SHEET
- SHIFFT REPORT
- COMPANY WISE OPENING /CLOSING BALANCE

Dash Board



Guest Information

The form displays guest details for ASIF ALI KHAN A. The guest's photo, thumb scan, and signature are visible. The net balance amount is INR 38820.34.

Guest Name: ASIF ALI KHAN A
Gender: Male
Address: JCB INDIA LTD BANGALORE
State: KARNATAKA
City: BANGALORE
Nation: INDIA
Email: no@gmail.com
Mobile: 9686655600
Zip Code: 560002
D.O.B / O.O.A: 22/05/2015 / 22/05/2015
Purpose: Board Meeting
Tele Phone: 0
Pay Mode: Bill To Travel Agent
Ext. Cmp: TRAVEL GURU

NET BALANCE AMT: 38820.34
INR -> Thirty Seven Thousands Two Hundred Fifty Nine Rupees Only..

This are Complimentary There is No Complimentary For this Guest

Robust guest history

The screenshot shows a 'GRC BOOK' window with a guest registration form. The form includes fields for Room No (101), Name (Mr), Address, Gender (Male), Company, PIN Code/City, State/Nation, No of Guests, Arrival Date (28/06/2015), Depart Date (29/06/2015), Arriving From, Purpose of Visit (BOARD MEETING), # Vech No, News Paper, Bill Inst (Cash), and Guest Type (AGENT). A search overlay window is open, displaying a list of guests with columns for Code, Name, Type, and Mobile. The list includes names like GUNASEKAR D, LASHMIKANTH REDDY, CHAIWAN, VENKATANATH P T, MOHAM M, VEJAY SIDDHI V, SARASWATHI PICTURE PALACE, SUNDER RAJAN K S, SUNDERA RAJAN K S, ANAND SHRESAT, and ABSHAD H-OSAIN.

Guest Details

The screenshot shows a 'Guest Information' window with detailed guest information and a payment table. The guest information includes Guest Code (G00001991), Guest Name (AGIF ALI KHAN A), Check In No (CN0003867), Arrival (16/06/2015 18:51:53), Company (TRAVEL GURU), PLAN ID (CP), Proceeding To, Bill Inst (Bill To Travel Ag), Room No (579), and SPECIAL INSTRUCTIONS. The payment table shows a breakdown of charges over 9 days, including Pax, Rate, LUX-T, SERVICE-T, SONG, FOOD-BILL, POST-BILL, TELE-BILL, EXT-BED, ADVANCE, DISCOUNT, NET-AMT, BALANCE, and Stay/In. A total amount summary is provided at the bottom, along with a net balance and a note in Hindi: 'INR -> Thirty Seven Thousands Two Hundred Fifty Nine Rupees Only.' A footer note states: 'This are Complimentary There is No Complimentary For this Guest.'

DAYS	DATE	PAX	RATE	LUX-T	SERVICE-T	SONG	FOOD-BILL	POST-BILL	TELE-BILL	EXT-BED	ADVANCE	DISCOUNT	NET-AMT	BALANCE	Stay/In
1	16/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
2	17/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
3	18/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
4	19/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
5	20/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
6	21/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
7	22/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
8	23/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
9	24/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579
10	25/06/2015	1	2400.00	288.00	179.00	0	0	0	0	0	0	0	2866.00	2866.00	579

Police Report

Arrival Date	Guest Name	RoomNo	Pax	GuestAddress	City	Mobile	Guest Image & Guest Id Proof /Guest Signature
23/12/15 0	SREEHARSHA BALAMUKU	555	1	YUGDHARMA TOWERS MALAD WEST	MUMBAI	9740218789	
23/12/15 0	CHANNAASAVANA GUDA	519	3	MAKE MY TRIP SVP SERVICES JA302 JUNIPER BLOCK GREENAGE APTS HOSUR ROAD BOMMANAHALLI	BANGALORE	9686674681	
23/12/15 0	K V SWAMY	238	2	APSRTC PILER DEPOT PILER	PILER	7382878736	
23/12/15 0	VENUGOPAL	238	2	APSRTC PILER DEPOT PILER	PILER	7382878658	

Night Revenu Report

Report Viewer

Report Date: 05/05/2015 DAY:TUESDAY

Hotel Malligi Mysore

Description	Amount	Day Allowance	NET	Amount	Month Allowance	NET
S1.Rate:						
Extruded	0.00	0.00	0.00	0.00	0.00	0.00
Taxi	124,726.00	0.00	124,726.00	558,130.00	0.00	558,130.00
Total- A	124,726.00	0.00	124,726.00	558,130.00	0.00	558,130.00
S4.Taxes:						
LuxuryTax	11,806.24	0.00	11,806.24	55,400.32	0.00	55,400.32
ServiceTax	7,992.88	0.00	7,992.88	35,729.26	0.00	35,729.26
Total- D	19,799.12	0.00	19,799.12	91,129.58	0.00	91,129.58
S5-Advance Collection:						
Advance(Cash)	0.00	0.00	0.00	2,502.00	0.00	2,502.00
Advance(Cheque)	7,500.00	0.00	7,500.00	42,000.00	0.00	42,000.00
Advance(Cheque)	0.00	0.00	0.00	0.00	0.00	0.00
Advance(Online)	0.00	0.00	0.00	525.00	0.00	525.00
Total- E	7,500.00	0.00	7,500.00	45,027.00	0.00	45,027.00
S6-TDPE/Extra Collection:						
Card	0.00	0.00	0.00	0.00	0.00	0.00
Cash	0.00	0.00	0.00	0.00	0.00	0.00
Cheque	0.00	0.00	0.00	0.00	0.00	0.00
Online	0.00	0.00	0.00	0.00	0.00	0.00
Total- F	0.00	0.00	0.00	0.00	0.00	0.00
S7-Settlement Collection:						
Settlement(Cash)	68,859.00	0.00	68,859.00	295,717.00	0.00	295,717.00
Settlement(Cash)	22,087.00	0.00	22,087.00	171,962.00	0.00	171,962.00
Settlement(Cheque)	0.00	0.00	0.00	0.00	0.00	0.00

Current Page No: 1 Total Page No: 2 Zoom Factor 100%

Go to Page: Extract To: Print Now: Total Pages: 2
 Search Text: Pending Pages:

Flash Report

FLASH REPORT DATE: 05/12/2015 DAY: SATURDAY			
Outlet	DAY	MONTH	YEAR
Room Occupied	15	62	69
Occupancy %	51.08	25.81	0.58
Room Revenue	48,230.00	126,181.00	148,771.00
Room Average	1,918.00	2,035.80	2,156.00
Room Lux Tax	4,913.65	13,088.97	16,208.97
Room Service Tax	4,048.85	10,519.45	12,703.45
Room SBCESS	2,862.03	7,570.89	7,570.89
Room Plan Amount	0.00	0.00	0.00
Plan VAT	0.00	0.00	0.00
Plan SBCESS	0.00	0.00	0.00
Room Discount	0.00	0.00	2,510.00
Room Extrabed	0.00	900.00	0.00
Room Service	0.00	2,891.80	3,559.00
PostCharge	0.00	0.00	8,858.20
Today Checkin	15	66	234
Today Reservation	3	0	3
Single Pax	12	38	39
Double Pax	11	21	27
Triple Pax	2	3	3
Four Pax	3	0	0
Foreign Guest	3	0	0
Restaurant Collection	0.00	2,786.76	2,786.76
Restaurant Cash	0.00	785.00	785.00
Restaurant Card	0.00	49.00	49.00
Restaurant Online	0.00	0.00	0.00
FDM Cash	101,728.00	413,291.00	1,095,705.00
FDM Cash	0.00	0.00	0.00
FDM Online	0.00	0.00	0.00
Company Outstanding	0.00	0.00	9,792.00

OTA INTEGRATION

Connecting your hotel with 100+ travel booking sites including OTAs (Online Travel Agents), GDSs (Global Distribution Systems), COGNITON OTA is a compelling online hotel channel manager that effectively automates the process of online rates and inventory distribution while minimizing the hassles associated with overbooking and mismatched inventory

OUR PARTNERS





Your India Travel Specialist

agoda



smarter hotel booking

wotif.com

Expedia

travelguru

venere.com

payumoney

Hotels.com

travelocity

via.com