

NEBRASKA GAME AND PARKS COMMISSION

RFP 6909 Z1 - RESERVATIONS SYSTEMS

ATTACHMENTS

TO:

STATE PURCHASING BUREAU

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FROM:

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Mjewart@MegasysHMS.com

NEBRASKA
– GAME PARKS –

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HOSPITALITY SOLUTIONS
Megasys

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Portfolio
HMS by Megasys®

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Megasys HOSPITALITY SOLUTIONS

At Your Service

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GUEST CENTRIC

Megasys Client Segments:

- **Full and Limited Service Properties**
- **Independent Hotels**
- **Boutique Hotels**
- **Resorts**
- **State Parks (Lodges, Cabins, Campgrounds)**
- **Conference & Retreat Centers**
- **Residential / Day Camps**
- **Condominium Properties**
- **Restaurants**
- **Retail Gift Shops**

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Megasys HOSPITALITY SOLUTIONS

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Where is the Data Hosted?

- In the Cloud *(private or public)*
- On-Premise
- **Both – whatever the Client wants!**

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Megasys HOSPITALITY SOLUTIONS

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- **Portfolio HMS**
  - **Thin-Client to Server**
  - **Browser Functionality (any browser preferred)**
  - **Mobile Device Accessibility (device agnostic)**
  - **Accessible via any secured Internet / Network**
  - **Full Featured with built-in Business Rules**
  - **Rapid Development Design**
  - **Open Database Structure**
  - **Customizable**

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Portfolio HMS by Megasys

Role Based Security

- **Menu Defined Security.**
- **User Security:**
  - Role Based
  - Only see and access options from the menu User has Security.
  - Department Security
  - Over-Booking Restrictions
  - Transaction Security
- **Full PCI PA-DSS Credit Card Security:**
  - Full Encryption
  - Token Processing
- **Log Reporting:**
  - User Tracking.
  - Credit Card Logs.

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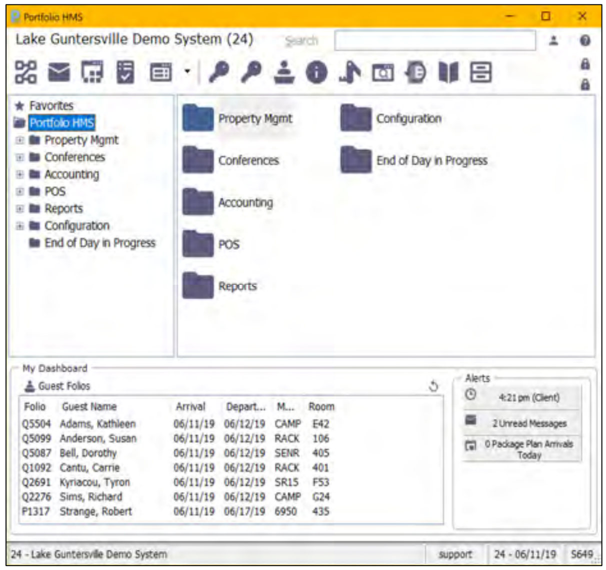
Application Menu

User Menu: (Application)

- User defined Menu System, based on User Roles
- Interactive Dashboards, with real-time clickable information
- Pre-defined Property Alerts
- User defined Task and Favorites Folders
- Multi-Property Connections
- Test Property for Training New Employees



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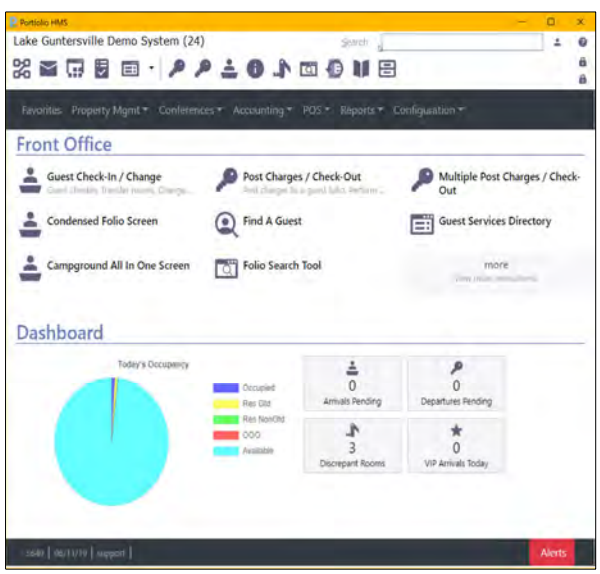
Browser Menu

User Menu: (Browser)

- User defined Menu System, based on User Roles
- Interactive Dashboards, with real-time clickable information
- Pre-defined Property Alerts
- User defined Task and Favorites Folders
- Multi-Property Connections
- Test Property for Training New Employees

ANY Browser will work!!



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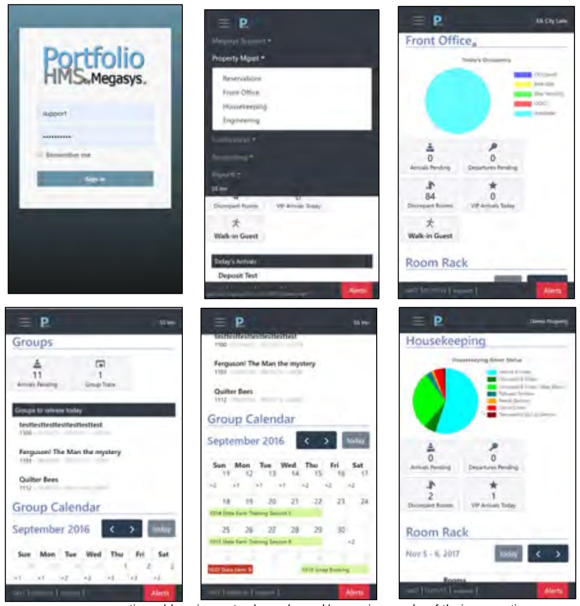
Mobile Menu

User Menu: (Mobile)

- User defined Menu System, based on User Roles
- Interactive Dashboards, with real-time clickable information
- Pre-defined Property Alerts
- User defined Task and Favorites Folders
- Multi-Property Connections
- Test Property for Training New Employees

ANY Device will work!!



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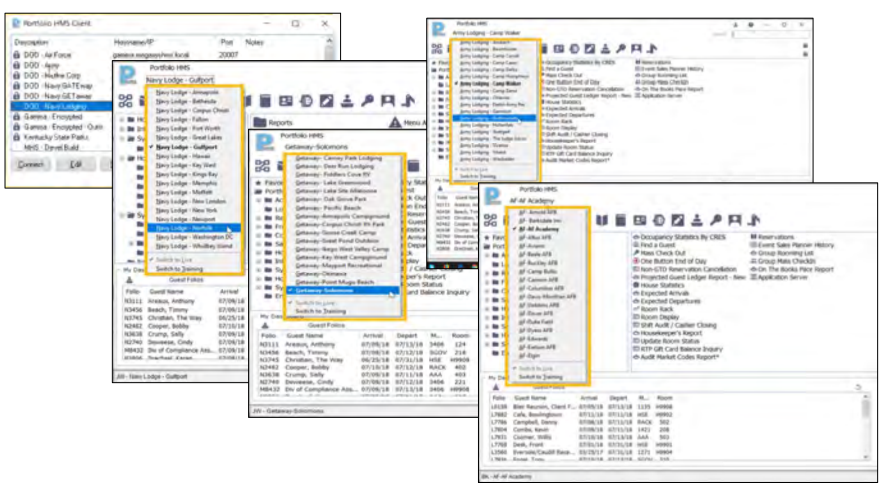
Multi-Property

- **Portfolio HMS** is designed to be a multi-property system, then allows the user to switch from one property to another, with a singe login, based on permissions.



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Dashboards

- **Portfolio HMS** is designed to provide information, literally at the "tip of your fingers", in the Application, Browser or Mobile devices!

Availability Forecast

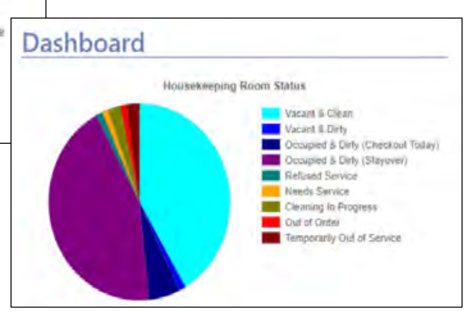
Occupancy Forecast

11

Dashboards

- **Portfolio HMS** is designed to provide information, literally at the "tip of your fingers", in the Application, Browser or Mobile devices!

Today's Occupancy



Housekeeping Status

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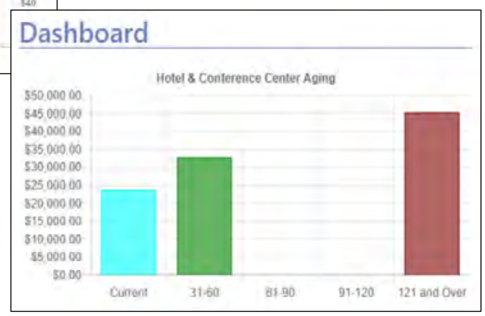
Dashboards

- Portfolio HMS is designed to provide information, literally at the "tip of your fingers"!

90 Day Group Forecast
Event, Room Revenue,
Group ADR



Accounts
Receivable Aging

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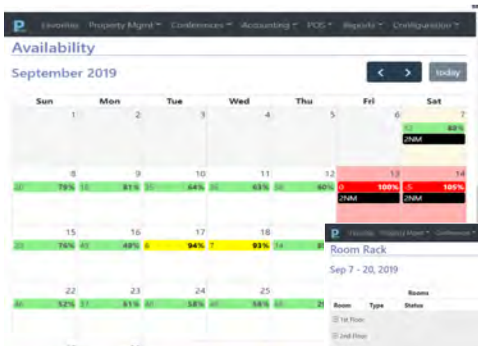
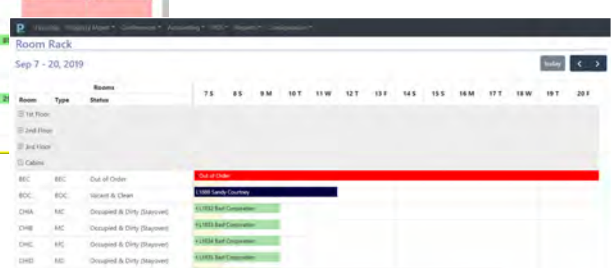
Calendars

- Portfolio HMS not only give you the details with Availability for Individuals and Groups, but now you can see a full month of activity with a simple glance!



Property Overview /
Availability



Room Rack – F7

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Portfolio HMS by Megasys®

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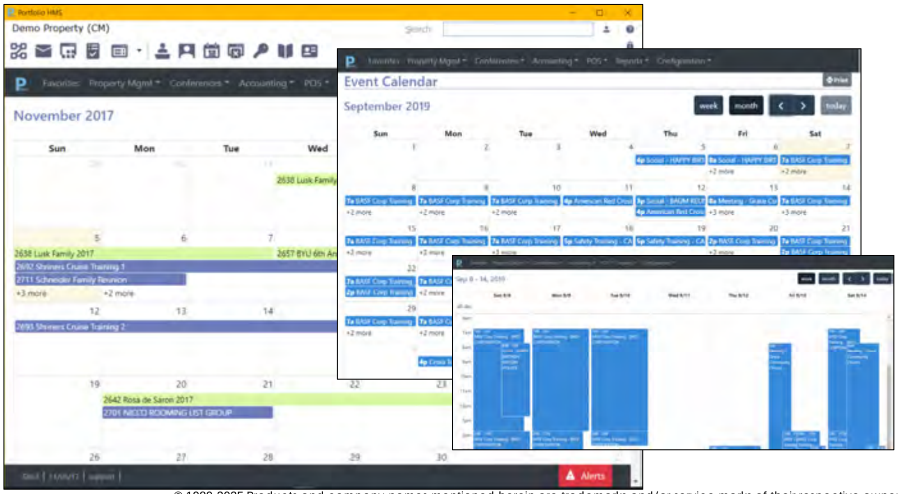

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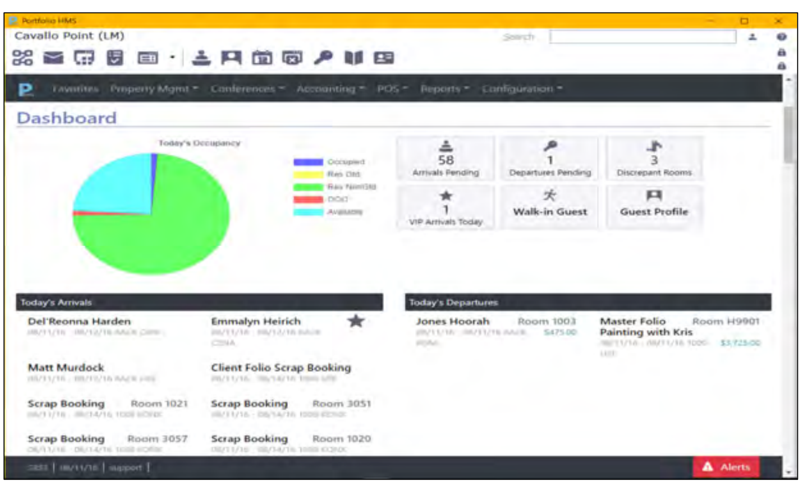
Portfolio HMS by Megasys®

Function Cards

- Function Cards are Information Cards; Arrivals, Departures, Groups, Housekeeping, Engineering, Events, and much more, including an Online Tape Chart!



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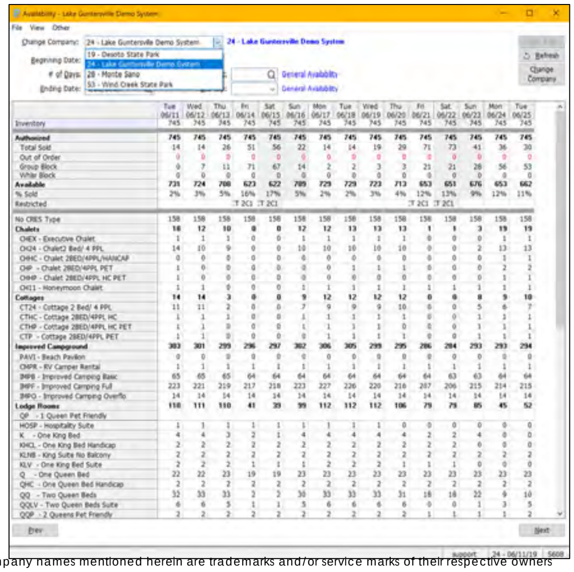
Portfolio HMS by Megasys

General Availability

When booking Reservations, the most important tool used is the Availability Screen. Depending on your operations, Megasys provides several ways to View and Book.

- Detailed Availability screen, that is informative and interactive for individuals and groups.
- Searchable features to narrow down your availability.
- Summary House Stats, reflecting percent of sold and any restrictions, by day.
- Click on Groups and see pick-up and even drill down to group authorization and contract information.
- Quick management revenue and occupancy stats by day.
- Easy reservation booking; click on day and requested room type and new reservation is created.



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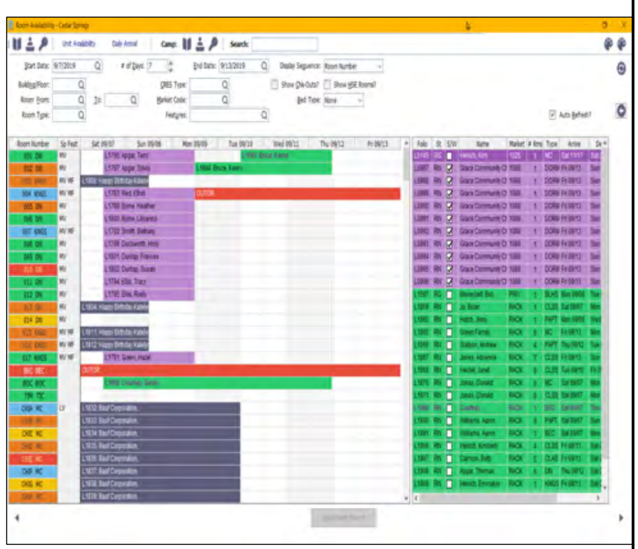
Portfolio HMS by Megasys

Tape Chart

- Interactive Room Assignment / Availability screen, known as a Tape Chart.
- Visual / Color Coded Room Layout and Room Status.
- Drag and Drop Features for Blocking and/or Transferring, Guest Rooms.
- Search options available to narrow down available rooms or to find Individuals and Groups.
- Click features for Folio Reservations, Check-in / Check-out or Canceling.
- Mass Group Room Blocking. Enter in Group Number, press Auto Assign, the system does the rest.



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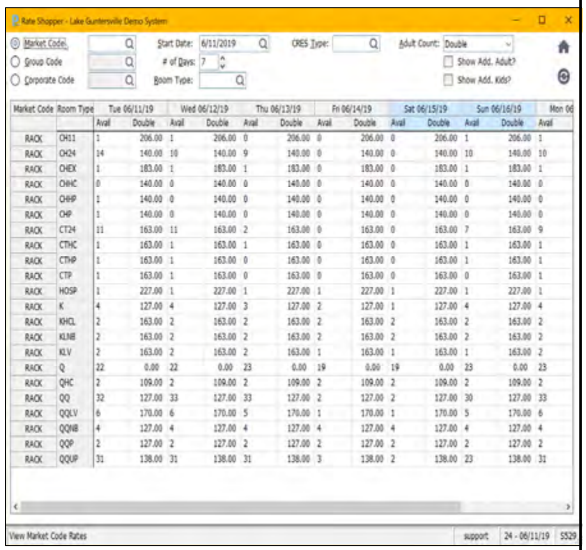
Portfolio HMS by Megasys

Rate Shopper

- Quickly look up rates to quote your guest, based on the type of:
  - Market Code
  - Group Code
  - Corporate Code
  - Arrival Dates
  - Room Types
  - CRES Types
  - Accommodation Types
- Only flag the Rates you want to see.
- Results of your search will give you:
  - Number of Rooms Available by Accommodation Types
  - Cost Per Night
- Right-Click and make a reservation from the screen!



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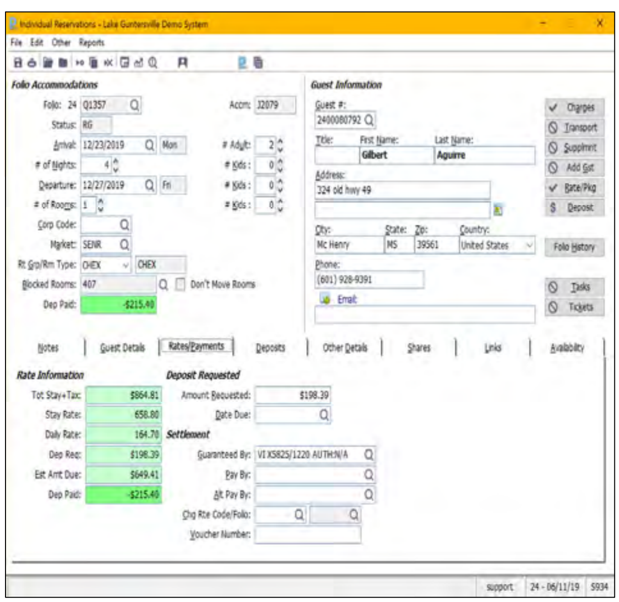
Portfolio HMS by Megasys

Reservations

- Simple Reservations Process, all in one screen for booking, walk-in, changes and little training required to use.
- Seamlessly links to Guest Profile, which populates the screen with preferences and, contact information.
- Automatic Confirmations, cancellations, check-out and prior to arrival, email confirmations.
- Folio Tracking History.
- Multiple Share-with connections.
- 18 customized free form input fields.
- Resource Contacts to link other Individuals, and Organizations.



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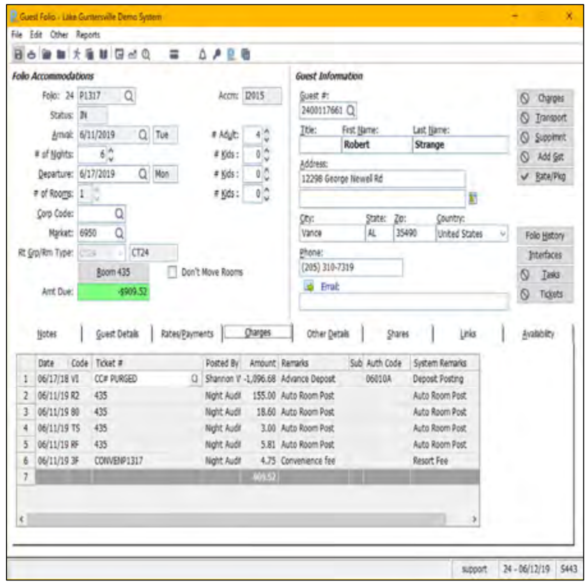
Portfolio HMS by Megasys®

Front Desk



- Single point check in and reservations process.
- Swipe credit card bring up Folio.
- Easy to hard block rooms, which are displayed in either most revenue earned or room least used.
- Additional Guest Feature to add several guests, without creating new folios or changing primary guest pay.
- Other Features:
  - House Stats.
  - Multiple Reporting.
  - Folio History Tracking
  - Quick Folio Copy
  - Simple Charge Routing.
  - Much more….

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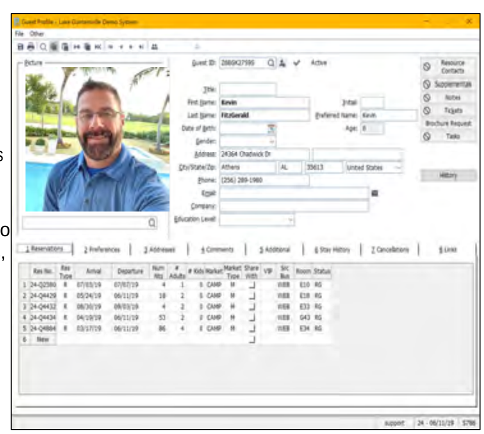
Portfolio HMS by Megasys®

Guest Profile

Today its all about the GUEST and how to get them to return over and over. The best way to get them to return is by letting them know; YOU know who they are and what they expect of your Property and Staff……

- Complete Guest Management, all functions in one screen.
- Guest Preferences based on last stay information.
- Create and Manage Future Reservations.
- Access to New, Current and Past Folio detail information.
- Capture and Track multiple Address, Phone, and e-mails.
- Gather Marketing data; birthdays, marital status, anniversary, employment, etc.
- Capture Client notes for Guest, Folio, and Housekeeping.
- Resource Contacts to link other Individuals, and Organizations.
- Link external PDF, Word, or Excel documents.



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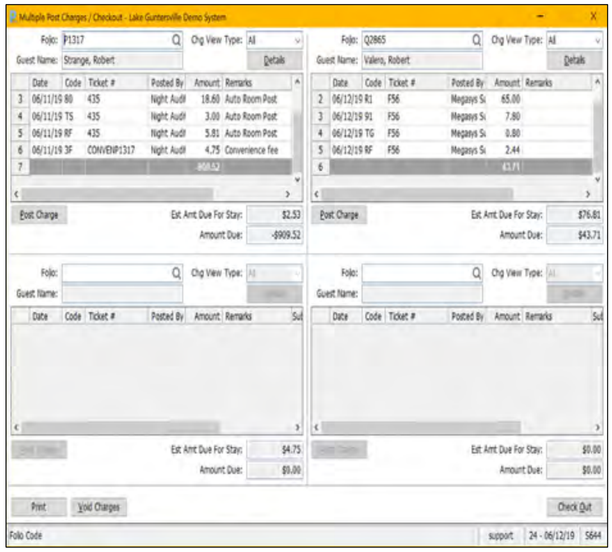
Portfolio HMS by Megasys

Check Out



- Transaction Security requires login verification before handling monetary transactions.
- Single or multiple folio check out process.
- Separate charges by type into separate folios, with one step check out process for all.
- Drill down feature to view POS receipts.
- Ability to re-instate folio after same day check out or post correction charges after check out.
- Automatic Check-out email confirmation, with survey.

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Portfolio HMS by Megasys

GuestHOST

- **Browser and Mobile:**
  - **Reservations**
  - **Front Desk**
  - **Check-IN**
  - **Check-OUT**
  - **Posting Charges**
  - **Housekeeping**
  - **Availability Calendars:**
    - **Property**
    - **Groups**
    - **Events**

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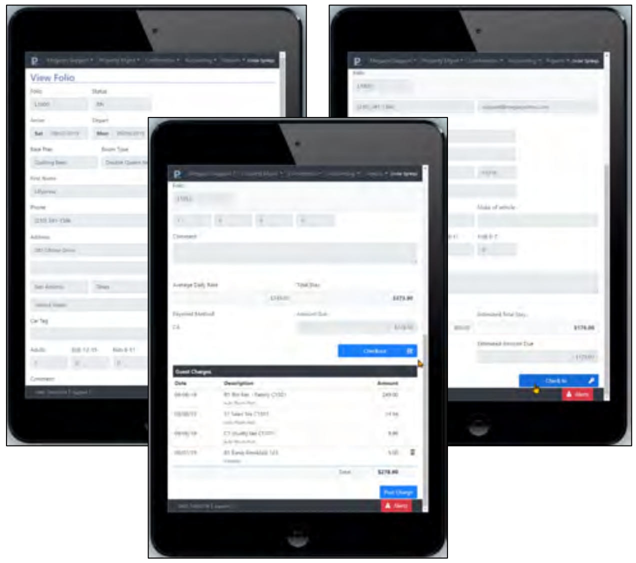
Portfolio HMS by Megasys®

GuestHOST

- Browser and Mobile:
  - View Folios
  - Make Reservations
  - Check In/Out
  - Post Charges



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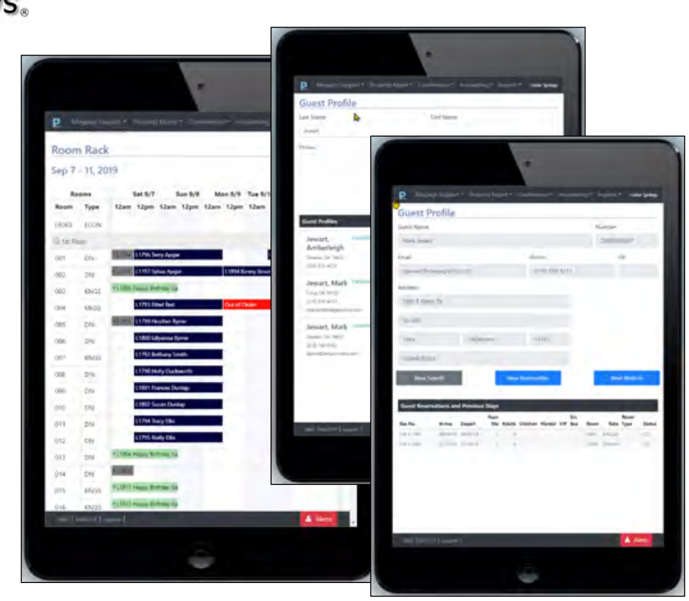
Portfolio HMS by Megasys®

GuestHOST

- Browser and Mobile:
  - Room Rack
  - View Folios
  - Reservations
  - Guest Profile
  - Guest History



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Portfolio HMS by Megasys

GuestHOST

- Browser and Mobile:
  - Calendars
    - Property
    - Groups
    - Events

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Portfolio HMS by Megasys

GuestHOST

- Browser and Mobile:
  - Housekeeping
  - Rooms Updates
  - Room Status'
  - Color Coded

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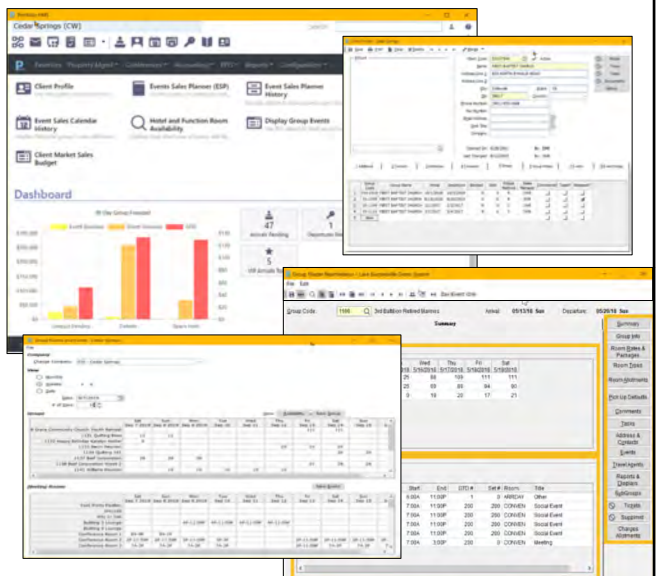
Portfolio HMS by Megasys

Conference Services

- All-n-One comprehensive Group, Packages, Event and Recreation Management module.
- Single Availability screen for Group Room and Event Meeting Space.
- Group and Event Calendars by Month, Week or Day.
- Client CRM designed within the module, allowing for linking multiple Contacts.
- Group Management screen tracks rooms, meeting space and activities scheduled.
- Event Management has full Itinerary system for booking A/V, Meals, all leading to the BEO.



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Portfolio HMS by Megasys

Groups / Programs

- All-n-One comprehensive Group, Packages, Event and Recreation Management module.
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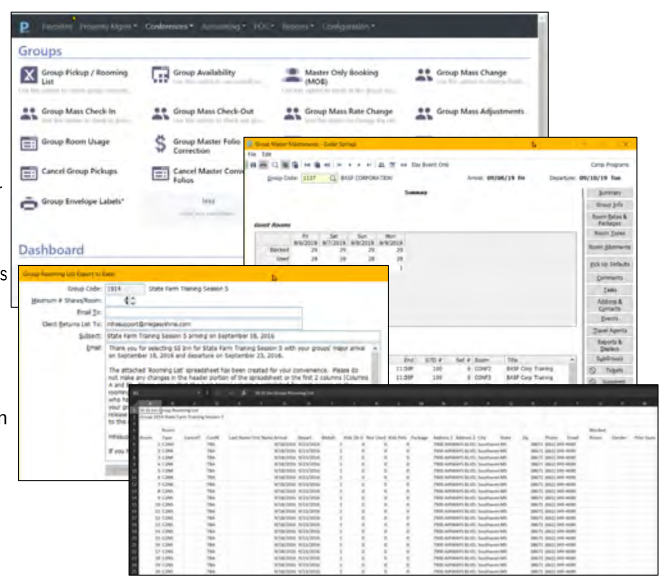

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Portfolio HMS by Megasys

Events / Workshops

- All-n-One comprehensive Group, Packages, Event and Recreation Management module.
- Single Availability screen for Group Room and Event Meeting Space.
- Group and Event Calendars by Month, Week or Day.
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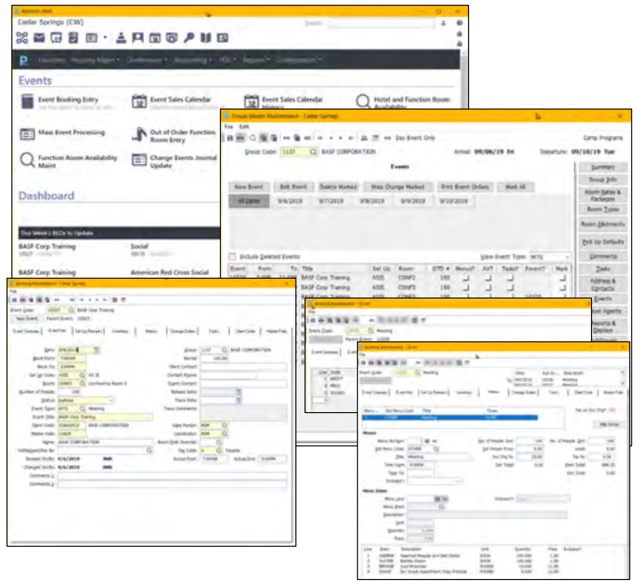

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Portfolio HMS by Megasys

Contract / Invoices

- All-n-One comprehensive Group, Packages, Event and Recreation Management module.
- Single Availability screen for Group Room and Event Meeting Space.
- Group and Event Calendars by Month, Week or Day.
- Client CRM designed within the module, allowing for linking multiple Contacts.
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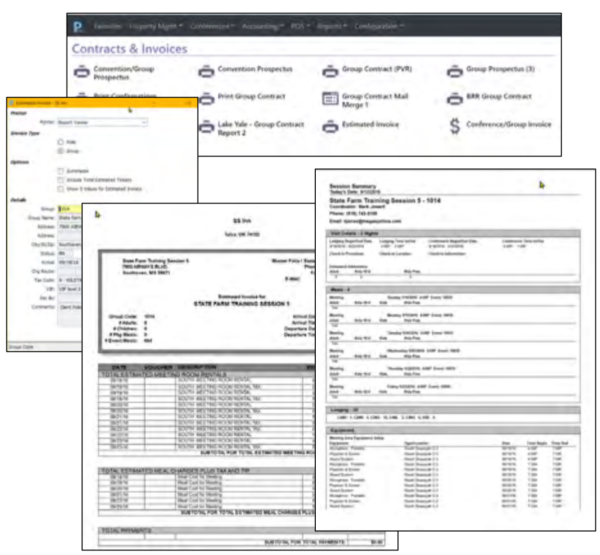
- Event Management has full Itinerary system for booking A/V, Meals, all leading to the BEO.



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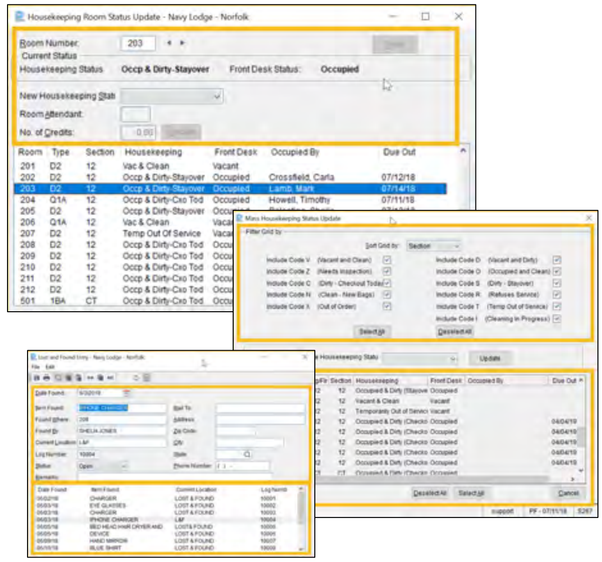
Portfolio HMS by Megasys

Housekeeping



Housekeeping:

- Room Status managed manually or automatically through phones.
- Customizable Housekeeping Sections based on property requirements.
- Rooms can be put Temporary Out of Order for a period of 24 hours, without actually taking the room out of order.
- Out Of Order Module, connecting Front Desk with Housekeeping and Engineering.
- Lost and Found Tracking and History Module.

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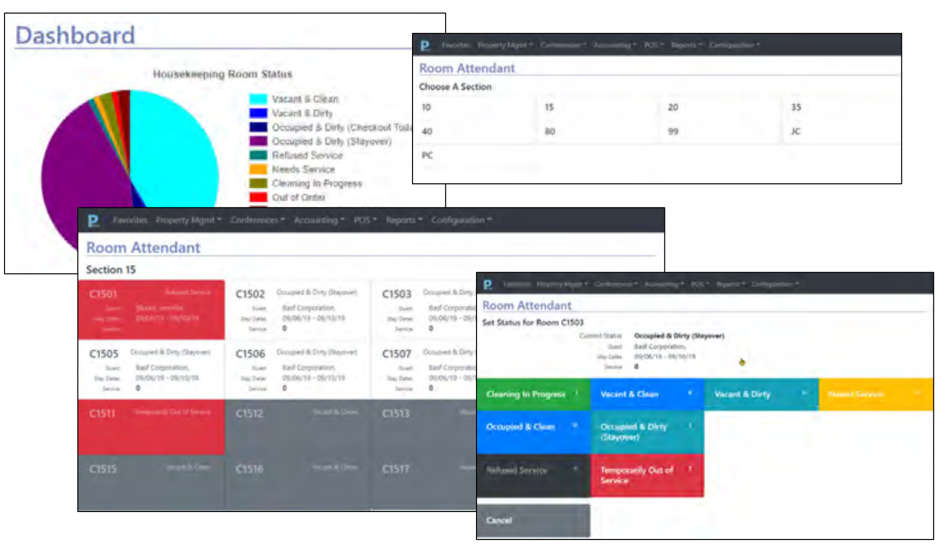
Portfolio HMS by Megasys

Housekeeping



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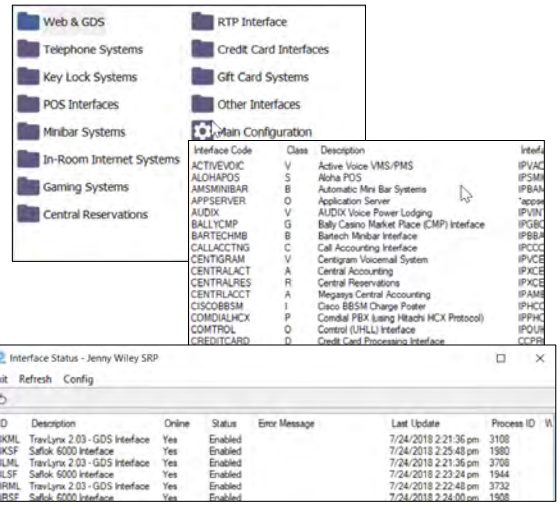
3rd Party Interfaces

- Interfaces to all major 3rd Party hotel required services:
  - PBX
  - Call Accounting
  - Voice Mail
  - Mini Bar
  - Key Lock
  - In Room Movies
  - Internet
  - Web Reservations
  - GDS Reservations
  - **Guest Marketing - Qualtrics**
- Interface Monitoring Module, with warning when down.
- Master / Disputed Folio processing.
- Override Processing.



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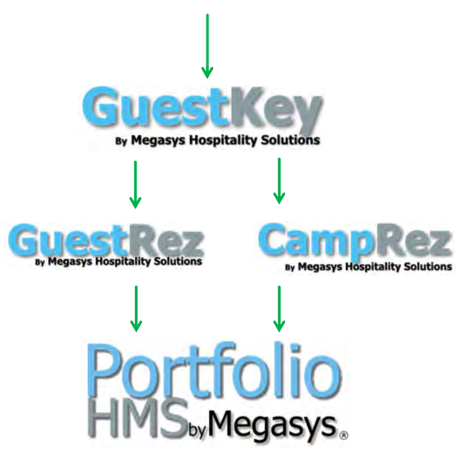
Online Reservations

Clients Website

- Easy Process:
  - Guest Searches Availability on Internet.
  - No matter which you choose, World Wide Web Reservation processing solution offers up Inventory and Price.
  - Selection is made and passed to Portfolio HMS and secured.
  - Room Booked
  - Deposit Taken
- Inventory selection and pricing handled from Portfolio HMS and passed to GDS processor.



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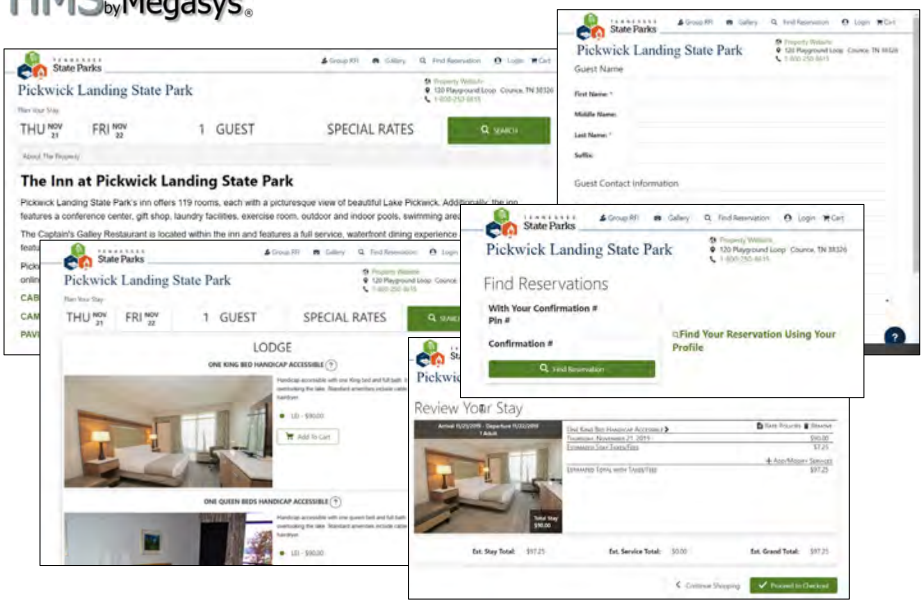
Portfolio HMS by Megasys®

GuestRez



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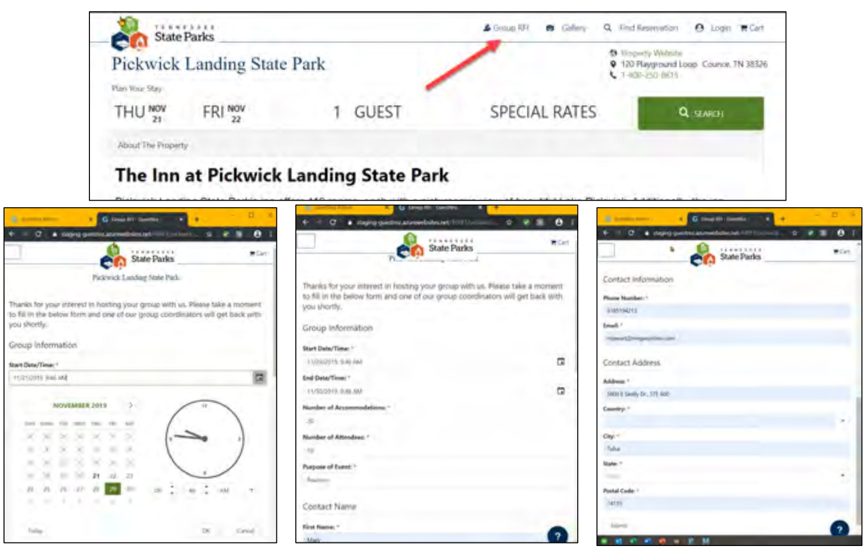
Portfolio HMS by Megasys®

GroupRez / RFI



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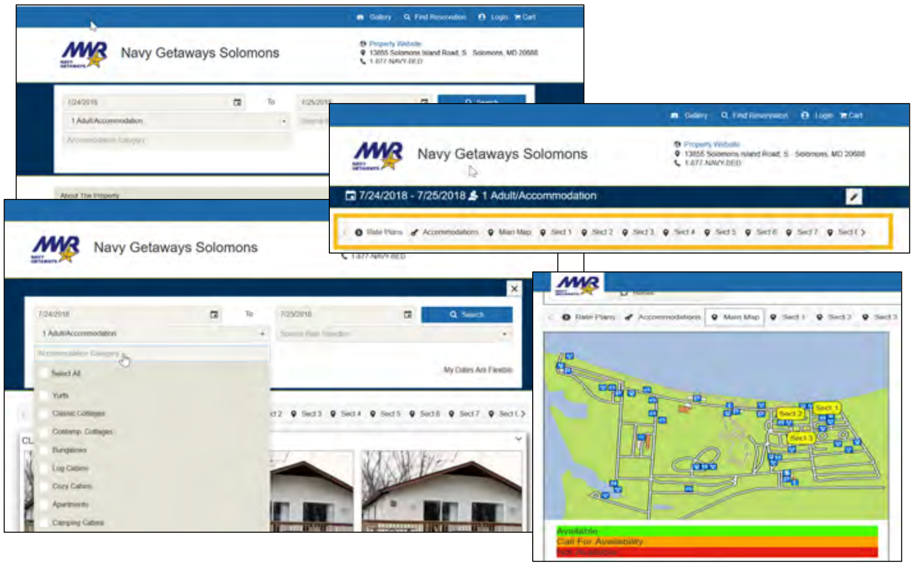
Portfolio HMS by Megasys

CampRez



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Portfolio HMS by Megasys

Point of Sale

- Intergraded or Free-Standing Point of Sale for Restaurant, Lounge, or Gift Shop.
- Full User Customized Touchscreen Menus.
- Time Clock access for work hours and breaks.
- Full Inventory system for Cycle Counting.
- Check Processing:
  - Unlimited Splits based on Persons or Items.
  - Combine Checks.
  - Room Charges.
- Multiple Settlements:
  - Cash, Check, Gift Card, Credit Card, etc.
- Hourly, Daily and History Reporting.

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Portfolio HMS by Megasys

Point of Sale

- Intergraded or Free Standing Point of Sale for Restaurant, Lounge, or Gift Shop.
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- Reports
  - **Hundreds of standard reports**
  - **Custom Guest Ledger Reporting**
  - **ODBC Reporting Tools**
  - **Drill Down Web Based Reporting**
  - **Scheduled Reports Emailed**

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Megasys HOSPITALITY SOLUTIONS

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Demo

Reservations New/Modified/Canceled Report

Demo

Reservations New/Modified/Canceled Report

Activity from 09/08/19 to 09/08/19

Folio	Name	Arrive	Depart	Num Nts	Email	Phone	Num. Guests	Room Type	Mrkt Code	Src Bus	Confirmation	Date/Time	Total Stay	Total Paid
Source of Business: INTERNET														
New Reservations														
L0329	Ferguson, Chris	9/10/19	9/13/19	3	cferguson@megasyshms.com	(918) 743-5454	1	DBL	RACK	INT		6/13/22 12:35 pm	313.53	0.00
Modified Reservations														
L0198	Figley, Nicco	9/5/19	9/8/19	3	nfigley@megasyshms.com	(918) 444-4444	1	DBLQ	RACK	INT		6/9/22 4:50 pm	480.00	0.00
L0203	Young, Chance	9/5/19	9/8/19	3	cyoung@aol.com	(412) 345-5566	1	CKPF	RACK	INT		6/22/22 3:22 pm	510.00	5.00
L0329	Ferguson, Chris	9/10/19	9/13/19	3	cferguson@megasyshms.com	(918) 743-5454	1	DBL	RACK	INT		6/13/22 12:35 pm	313.53	0.00
Source of Business: Sales														
Modified Reservations														

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Fall Creek Falls State Park

Daily Occupancy Stats by Room Type

Run Date: Mon 6/27/22
Run Time: 10:32pm

Comp Date: Mon 06/27/22
Req By: support

Fall Creek Falls State Park

Daily Occupancy Stats by Room Type

From 05/28/22 to 06/26/22

Room Type	CRES Type		Avail	OOO	Sold	Occupancy	Revenue	ADR	RevPAR
Saturday, May 28, 2022									
HSE		HOUSE ROOM					$650.00		
K	LODGE	KING BED	20	2	18	100.00%	$3,229.00	$179.39	$179.39
KB	LODGE	KING BED + BUNK BEDS	1		1	100.00%	$215.00	$215.00	$215.00
KBD	LODGE	ONE KING + BUNK BEDS ADA	1		1	100.00%	$215.00	$215.00	$215.00
KD	LODGE	KING ADA	1		1	100.00%	$180.00	$180.00	$180.00
KST	LODGE	KING SUITE	2		2	100.00%	$455.00	$227.50	$227.50
KSTD	LODGE	KING SUITE ADA	1		1	100.00%	$238.00	$238.00	$238.00
QQ	LODGE	2 QUEEN BEDS	54	4	50	100.00%	$8,822.39	$176.45	$176.45
QQB	LODGE	2 QUEEN BEDS + BUNK BEDS	2		2	100.00%	$405.00	$202.50	$202.50
QQD	LODGE	TWO QUEENS ADA	2		1	50.00%	$171.00	$171.00	$85.50
QQT	LODGE	2 QUEENS TWIN	1		1	100.00%	$193.50	$193.50	$193.50
Saturday, May 28, 2022			**85**	**6**	**78**	**98.73%**	**$14,773.89**	**$189.41**	**$187.01**
Sunday, May 29, 2022									

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Megasys HOSPITALITY SOLUTIONS

At Your Service

www.Megasyshms.com / 800 492 5001

- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Fall Creek Falls State Park

Shift History Export

Run Date: Mon 6/27/22
Run Time: 10:33pm

Fall Creek Falls State Park
Shift History Export
For 06/26/22

Comp Date: Mon
Req By

Comp	Date	Sequence Number	Voucher	Posting Code	Folio	Time Posted	User	Amount	Transfer To/From	Remarks	Marriage Control	System Remarks	Shift Number	Ticket Num	Auth Code	Post Room	GL Code	Re Tr
33	6/26/22	1R33	10001	VI	L8905	4:54am	G/R	-227.66		Adv Dep from GuestRez V2	332022062610001		0300	?0000019707	026705		33.00.1015	U
33	6/26/22	2R33	10001	DP	L8905	4:54am	G/R	227.66		Deposit Posting	332022062610001		0300	?0000019707	026705		33.00.2100	U
33	6/26/22	3652	10002	VI	L3567	5:57am	JWY	-260.96		Checkout	332022062610002		0300	?0000007398	70440D	210	33.00.1015	U
33	6/26/22	4721	10003	MC	L8305	6:41am	JWY	-204.90		Checkout	332022062610003		0300	?0000018172	05929Z	327	33.00.1015	U
33	6/26/22	5274	10004	DS	L5137	6:56am	JWY	68.08		CC Refund	332022062610004		0300	?0000011108		331	33.00.1015	U
33	6/26/22	6274	10005	DS	L5138	6:56am	JWY	68.08		CC Refund	332022062610005		0300	?0000011108		335	33.00.1015	U
33	6/26/22	7339	10006	VI	L7537	7:07am	CAL	-180.96		Checkout	332022062610006		0300	?0000016357	07824D	309	33.00.1015	U
33	6/26/22	8339	10007	AX	L7536	7:20am	CAL	-180.96		Checkout	332022062610007		0300	?0000016354	163787	302	33.00.1015	U
33	6/26/22	9339	10008	DS	L8242	7:35am	CAL	-227.66		Checkout	332022062610008		0300	?0000017983	02465B	305	33.00.1015	U
33	6/26/22	10339	10009	VI	L1138	7:45am	CAL	-178.63		Checkout	332022062610009		0300	?0000001987	00685C	133	33.00.1015	U

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Fall Creek Falls State Park

Housekeeper's Report

Run Date: Mon 6/27/22
Run Time: 10:36pm

Fall Creek Falls State Park
Housekeeper's Report
; CRES Only

Comp Date: Mon 06/27/22
Req By: support

Room	Room Type	Cres Type	Building / Floor	Housekeeping Section	Front Desk Status	Housekeeping Status	Hskp	Folio	Guest	Arrival	Departure
Building/Floor: Lodge/1st Floor											
101	K	LODGE	Lodge/1st Floor	1	Occupied	Occupied & Clean (New Bags)	____	L0947	Stewart, Alexander	6/27/22	6/30/22
109	K	LODGE	Lodge/1st Floor	1	Occupied	Occupied & Clean (New Bags)	____	L4615	Jones, John	6/27/22	6/30/22
125	K	LODGE	Lodge/1st Floor	1	Occupied	Occupied & Clean (New Bags)	____	L8644	Hancock, John	6/27/22	6/28/22
133	K	LODGE	Lodge/1st Floor	1	Occupied	Occupied & Dirty (Stayover)	____	L3931	Babar, Kirpaul	6/26/22	7/2/22
121	KD	LODGE	Lodge/1st Floor	1	Out of Order	Out of Order	____				
117	KST	LODGE	Lodge/1st Floor	1	Occupied	Occupied & Clean (New Bags)	____	L8405	Carter, Glenda	6/27/22	6/30/22
103	QQ	LODGE	Lodge/1st Floor	1	Vacant	Vacant & Clean	____				
105	QQ	LODGE	Lodge/1st Floor	1	Occupied	Occupied & Clean (New Bags)	____	L3263	Gregory, Charles	6/27/22	6/29/22

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Fall Creek Falls State Park

Group Auth and Pickup Report

Run Date: Mon 6/27/22
Run Time: 10:37pm

Comp Date: Mon 06/27/22
Req By: support

Fall Creek Falls State Park
Group Auth and Pickup Report by Name
from 06/27/22 to 07/27/22

Group Code	Group Name	Date	Auth	Pickup	Remain	Cutoff	Sls Rep
1082	Bell Reunion	7/1/22	0	0	0	6/12/22	Cassie Rapert
		7/2/22	0	0	0		
		7/3/22	0	0	0		
		Bell Reunion	**0**	**0**	**0**		
1025	Booher Family Reunion	7/6/22	6	6	0	6/9/22	Cassie Rapert
		7/7/22	17	17	0		
		7/8/22	18	18	0		
		7/9/22	16	16	0		
		7/10/22	1	1	0		
		Booher Family Reunion	**58**	**58**	**0**		
1169	Coble Family Reunion	7/15/22	19	19	0	6/15/22	Gabriella Feldt
		7/16/22	15	15	0		
		Coble Family Reunion	**34**	**34**	**0**		

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Fall Creek Falls State Park

Group Master Listing

Run Date: Mon 6/27/22
Run Time: 10:38pm

Comp Date: Mon 06/27/22
Req By: support

Fall Creek Falls State Park
Group Master Listing From 06/27/22 To 08/27/22
Convtn Status: All Status Booking Status: Active & Relesd

Group Code	Client Code	Name	Arrive	Depart	Src Bus	Sls	Rooms Auth	Rooms P/U	Stat	Rates
1024	DEGENREU	Degeneres Family Reunion	6/27/22	6/30/22	LEI	CLR	33	32	Rlsd	140.00/140.00/0.00/0.00/0.00/0.00/
1143	ERLOBRID	Erica & Loren Bridal Shower	6/30/22	7/3/22	REF	GJF	48	38	Def	155.00/155.00/155.00/0.00/0.00/0.00/
1082	BELLREU	Bell Reunion	7/1/22	7/4/22	MKT	CLR	0	0	Rlsd	155.00/155.00/0.00/0.00/0.00/0.00/
1025	BOOHER	Booher Family Reunion	7/6/22	7/11/22	LEI	CLR	58	58	Rlsd	155.00/155.00/0.00/0.00/0.00/0.00/
1026	OMEARA	O'Meara Family Reunion	7/7/22	7/11/22	LEI	CLR	55	53	Rlsd	155.00/155.00/0.00/0.00/0.00/0.00/
1274	ISHAFOUN	Isha Foundation	7/10/22	7/13/22	REF	GJF	57	0	Def	155.00/155.00/0.00/0.00/0.00/0.00/
1027	ROBERREU	Roberts Family Reunion	7/14/22	7/17/22	LEI	CLR	59	59	Rlsd	155.00/155.00/0.00/0.00/0.00/0.00/
1028	MOOREREU	Moore Family Reunion	7/15/22	7/17/22	LEI	CLR	21	21	Rlsd	155.00/155.00/0.00/0.00/0.00/0.00/
1169	WHITAKER	Coble Family Reunion	7/15/22	7/17/22	REP	GJF	34	34	Def	155.00/155.00/155.00/155.00/0.00/0.00/
1094	GARNREUI	Garner Reunion	7/17/22	7/21/22	REP	GJF	40	18	Def	160.00/160.00/0.00/0.00/0.00/0.00/
1152	GRUNDY12	Grundy County Schools	7/17/22	7/21/22	STE	GJF	72	72	Rlsd	96.00/96.00/96.00/0.00/0.00/0.00/
1214	DRCAP	Dr. Kappmerin White & McGarby	7/21/22	7/22/22	REP	GJF	19	19	Rlsd	155.00/155.00/155.00/155.00/0.00/0.00/
1224	TDECDSWM	TDEC Divison of Solid Waste Ma	7/21/22	7/22/22	STE	GJF	14	14	Pend	96.00/96.00/96.00/96.00/0.00/0.00/
1030	SHELREUN	Shelton Family Reunion	7/22/22	7/24/22	LEI	CLR	86	86	Def	155.00/155.00/0.00/0.00/0.00/0.00/
1162	JAMESWED	James Wedding	7/24/22	7/26/22	SOC	GJF	8	8	Def	140.00/140.00/140.00/140.00/0.00/0.00/

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Henry Horton State Park

Posting Code Report

Run Date: Mon 6/27/22
Run Time: 10:45pm

Comp Date: Mon 06/27/22
Req By: support

Henry Horton State Park
Posting Code Report

Posting Code	Type	Trans	GL Code	Alt GL Code	Sub Tot	Seq	Status	Chg Type	Period-to-Date Total	Year-to-Date Total	Rm Chg	Fol Chg
AA Package Gift Apparel	Chg	Dbt	38.75.4071 Gift Revenue	1100032712038006808000059030912750 GIFT SHOP - RETAIL	16	16	Actv	16	0.00	0.00		✓
AG ACCESS FEES-GOLF	Chg	Dbt	38.36.4024 Acess Fee Golf	1100032712038006808000059030912060 ACCESS FEES	67	30	Actv	25	0.00	0.00		✓
AI ACCESS FEES-INN	Chg	Dbt	38.03.4021 Acess Fees Inn	1100032712038006808000059030912060 ACCESS FEES	67	10	Actv	10	0.00	0.00		✓
AM ACCESS FEE-MARINA	Chg	Dbt	38.60.4022 MARINA RETAIL	1100032712038006808000059030912060 ACCESS FEES	67	40	Actv	30	0.00	0.00		✓
AP ACCESS FEES-PARK	Chg	Dbt	38.10.4023 Acess Fee Park	1100032712038006808000059030912060 ACCESS FEES	67	20	Actv	50	0.00	0.00		✓
AR Accounts Receivable	Chg	Dbt	38.00.1111 A/R-City Ledger	1100032712038001200002559030 ACCOUNTS RECEIVABLE	85	01	Actv	85	2,520.99	70,865.41		✓
AV AUDIO VISUAL	Chg	Dbt	38.07.4005 A/v rental revenue	1100032712038006808000059030912031 CONFERENCE CENTER	45	06	Actv	45	300.00	1,814.00		✓
AW ADVENTURE WORKS REVENUE	Chg	Dbt	38.03.4055 Adventure works revenue	1100032712038006808000059030912030 INN	10	10	Actv	10	0.00	0.00		✓
AX Paid - American Express	Pymt	Crdt	38.00.1015 Credit Card Depository Account	1100032712038006808000059030912011 CREDIT CARD REVENUE	77	08	Actv	75	-4,859.99	-32,135.49		✓

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Megasys HOSPITALITY SOLUTIONS

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- **Web Based Reporting / Drill Down Capabilities**

Megasys Support ▾ TDEC ▾ Property Mgmt ▾ Conferences ▾ Accounting ▾ Reports ▾ Configuration ▾ Henry Horton State Park

Posting Code Report

Run Date: Mon 6/27/22
Run Time: 10:45pm

Comp Date: Mon 06/27/22
Req By: support

Henry Horton State Park
Posting Code Report

Posting Code	Type	Trans	GL Code	Alt GL Code	Sub Tot	Seq	Status	Chg Type	Period-to-Date Total	Year-to-Date Total	Rm Chg	Fol Chg
AA Package Gift Apparel	Chg	Dbt	38.75.4071 Gift Revenue	1100032712038006808000059030912750 GIFT SHOP - RETAIL	16	16	Actv	16	0.00	0.00		✓
AG ACCESS FEES-GOLF	Chg	Dbt	38.36.4024 Acess Fee Golf	1100032712038006808000059030912060 ACCESS FEES	67	30	Actv	25	0.00	0.00		✓
AI ACCESS FEES-INN	Chg	Dbt	38.03.4021 Acess Fees Inn	1100032712038006808000059030912060 ACCESS FEES	67	10	Actv	10	0.00	0.00		✓
AM ACCESS FEE-MARINA	Chg	Dbt	38.60.4022 MARINA RETAIL	1100032712038006808000059030912060 ACCESS FEES	67	40	Actv	30	0.00	0.00		✓
AP ACCESS FEES-PARK	Chg	Dbt	38.10.4023 Acess Fee Park	1100032712038006808000059030912060 ACCESS FEES	67	20	Actv	50	0.00	0.00		✓
AR Accounts Receivable	Chg	Dbt	38.00.1111 A/R-City Ledger	1100032712038001200002559030 ACCOUNTS RECEIVABLE	85	01	Actv	85	2,520.99	70,865.41		✓
AV AUDIO VISUAL	Chg	Dbt	38.07.4005 A/v rental revenue	1100032712038006808000059030912031 CONFERENCE CENTER	45	06	Actv	45	300.00	1,814.00		✓
AW ADVENTURE WORKS REVENUE	Chg	Dbt	38.03.4055 Adventure works revenue	1100032712038006808000059030912030 INN	10	10	Actv	10	0.00	0.00		✓
AX Paid - American Express	Pymt	Crdt	38.00.1015 Credit Card Depository Account	1100032712038006808000059030912011 CREDIT CARD REVENUE	77	08	Actv	75	-4,859.99	-32,135.49		✓

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HOSPITALITY SOLUTIONS HMS MEGASYS

Company, Products & Services Overview

by

Megasys Hospitality Solutions

Table of Contents

1 Megasys Hospitality Solutions

1.1 Contact Information

Legal Name:	Megasys Hospitality Systems, Inc.
D/B/A:	Megasys Hospitality Solutions
Date of Corp:	September 1989
Address:	5800 E Skelly Drive, STE 600
	Tulsa, OK 74135
Office Phone:	(918) 743-0100
Mobile:	(918) 519-4213
Contact:	Mark Jewart
Title:	COO / VP Sales
Email:	mjewart@megasyshms.com
Website:	megasyshms.com

1.2 Executive Overview

Megasys Hospitality Solutions ("Megasys") has been providing property management software for almost 30 years. The application was developed by hoteliers based on the needs of the hospitality industry. Megasys continues to develop based on our clients and prospects input and advancements of new tools to benefit hoteliers no matter how big or small or how unique their operations.

Portfolio HMS, by Megasys, is installed and operational in many hospitality segments such as: Independent Hotels/Resorts, Conference and Retreat Centers and Residential/Day Camps, State Park Lodging and Campgrounds, Condominium Properties, Restaurants and Retail Outlets.

Many of our core modules were developed due to a need of one or more of our clients. We offer many modules and robust functionality within our application, such as, Reservations, Front Desk, Guest Profiles, Groups, Conference Services, Sales and Catering, Event Planning, Guest and Client History, Housekeeping, Engineering, Meal Management, Recreation Scheduling, Point of Sale, Inventory and much more.

Megasys provides several other core products to assist in the daily operations of any unique property operation. Such as interfaces with 3rd-party vendors for communicating the PMS with PBX, Call Accounting, Voicemail, Key Lock, Engineering Systems, Internet, and others. We also can interface with a few Global Distribution Systems (GDS) for worldwide reservation booking, along with direct Web Reservation booking from your website to the database.

Located in Tulsa, Oklahoma, Megasys is an independently and privately-owned corporation, with 25+ employees. Our client base is made up of many segments, as stated above. Megasys continues to grow and expand into new market segments. Working closely with our clients and their needs, Megasys continues to expand their Product and Services, becoming one of the top PMS companies.

Our properties are a wide mix of small 10 room hotels to over 3000 rooms which supports either a single or multiple property locations. The market segments of our properties include, but not limited to, boutique, independent, resort hotel properties, State Parks, RV Campgrounds, Conference and Retreat centers, and others. Our point of sale is used in many different areas, such as Restaurants, Gift Shops, Marinas, Pro Shops, and more.

Our driving force has always been to provide the most flexible, reliable, responsive, and cost-effective property management system available today and well into the future. So, with this driving force and our abilities, the company now looks at how it can make a difference within organizations, not just the hospitality industry. We look at organizations that need our software to help better themselves and help them manage their everyday operations.

We pride ourselves in being more than a software provider; we are your organizational partner. There are many companies that offer software for basic guest functions built on their standards, making you conform to their business rules. We go a step further and consult with our clients to ensure their best practices and organizational rules are built within the configuration. Our staff is comprised of people that will listen to your needs and ensure that your needs are recognized

Lastly to our history and experiences, we believe in providing strong and personal customer service. We support our clients 24/7/365, no matter what time of the day or night. Our success is your success, and we will do what it takes to make sure the software meets your organizations requirements. Our motto is, “At Your Service!” We are here when, even when you do not need us. WE have built and maintained strong relationships over the years with our clients. Our Clients are more than just a number to us.

1.3 Customer Size / Segments

Our clients range from 15 room/site to 3000 rooms/sites; single or multiple property locations; locally hosted or cloud hosted solutions, and more! These clients range from Independent Hotels, Limited and Full-Service Hotels, State Park Resorts, Private and Public RV Campgrounds, Conference and Retreat Centers, Summer / Non-profit Camps, Restaurants, Gift shops, and much more.

1.4 Strategic Differentiators from Competition.

Megasys is a company that provides a feature rich PMS, CRS, S&C, POS functionality. Due to our size, we are able to work closely with our clients and be flexible in the needs of our clients. We focus more on how to ensure the software works with the business structure of the client, rather than trying to change the culture of the client to meet the requirement of the software. We focus on develop needs and spend our time on the client needs, rather than developing tools that our clients don't need. By doing this, we keep our overhead low, which we can pass along to our Products and Services Overview

2 Products:

Megasys Hospitality Solutions "Megasys", was founded on the idea of providing hospitality products to the industry that were flexible and based on the property's needs. Not all properties are the same, which make each client unique to Megasys. So, if the property is unique, so should the tools be used for their operations. Megasys offers 1 software and database solution, but Clients only use and pay for what they need for their operations.

The following are the products offered by Megasys:

- **Portfolio HMS** – Property Management Software for Reservations, Front Desk, Housekeeping, Engineering, Back Office. This also includes GuestHost, which is the Browser and Mobile application add-on, for accessing key dashboards and performing Guest Facing functions.
- **Conference Services** – This is a module within Portfolio HMS that focuses on the management of Groups, Packages and Sales and Catering functions.
- **MegaTouch POS** – This is a stand-alone application that is built within Portfolio HMS that handles all Point of Sale operations for Restaurant, Food & Beverage and Retail Outlets. This product is an optional add-on module, however, shares the same programs, database and server that operates Portfolio HMS. Within the POS, there is a full Inventory Modules for tracking both food and retail items. It provides both Actual and Perpetual Inventory tracking, with reorder points and cycle counting functions.
- **Online Booking Options**:
  - **GuestRez Booking Engine** – this is a client specific booking engine that allows Guest to book reservations for the Lodge, Cabin, Cottage, etc., type of reservations from your website.
  - **CampRez Booking Engine** – this is a client specific booking engine that allows Guest to book reservations for Campground type of inventory, such as RV, Tent, Equestrian, Cabin, etc. The guest can book based on Site Type or Site Location via a list or interactive map.
  - **GuestKey Guest Portal** – is an add-on to the web booking that allows Guest to create online accounts to manage their Profiles in Portfolio HMS for their

Address, Phone and Emails. It also allows for managing their reservations, no matter where they were made.

- **MegaLynx GDS / OTA reservations** – this is a white label product offered by Megasys that is interfaced with Portfolio HMS that allows accommodates to be sold via Global Distribution or Online Travel Agencies. These are better known as Hotels.com, Expedia, Orbitz, Priceline, Trip Advisor, and hundreds of others. Accommodations, Inventory and Rates are controlled within Portfolio to help control rate parity.

2.1 Core Product – Portfolio HMS

Portfolio HMS is a full feature system providing a total integrated software solution that meets the operational requirements of our Customers. Convenient grouping of transactions prevents the need to move back and forth between menu items, thereby expediting the check-in and check- out cycles. Critical guest information is retained in guest history to develop marketing and statistical reports. All the features of the PMS, noted in the following descriptive narrative, are directed at easing the guest's check in and check-out process while at the same time efficiently maintaining and reporting the financial transactions and marketing data required in a successful operation. The following is a list of **some** of the core modules and functions built into Portfolio HMS, which is part of the base price:

Guest Management (Contact CRM)			
	Individual Guest Profiles	Multi-Person Profiles	Guest History
	Guest Reservation Management	Guest Preference / Resources	Guest Tasking / Tracking
Reservations			
	Individual Reservation Booking	Group Reservation Booking	Campground Reservations
	Property / Room Availability	Group / Meeting Room Availability	Share-With / Link Booking
	Advanced Deposit Ledger	Wait List Management	Package Plan Management
	Rate and Yield Management	Multiple Email Confirmations	Travel Agent Management
Front Office			
	Guest Profile / CRM Management	Guest Messaging	Marketing Reporting

	Folio Check in / Check out	Single / Multiple Folio Posting	One-Button Night Audit
Conference Services			
	Group Management	Group and Event Contracts / Invoicing	Individual / Rooming List Entry
	Sales and Catering (Events)	Banquet Event Order Processing	Export / Import Rooming List
	Package Plan Templates	Group Rate Management	Sales Reporting
Housekeeping / Engineering			
	Update Room Status	Lost and Found Module	Work Order Processing
	Multiple Housekeeping Reports	Out of Order Room Management	Preventive Maintenance
Accounting / Back Office			
	Accounts Receivable	Direct Bill Accounts	Check / Deposit Journals
	Cash Reconciliation	General Ledger Management	

2.2 Add-On Product to Portfolio HMS

2.2.1 Online Reservations Booking

As part of an add-on service, Portfolio HMS provides a way for your Guest to Book Reservation Online. Portfolio HMS controls all the accommodations, pricing, and availability. When setting up Room Types, Rates, Market Codes, Group Codes, the property determines on a case by case basis what can be booked by the Guest. The Online Booking is connected directly to the Portfolio database and provides real-time inventory and rates to the Guest. This means each time a Guest selects a date they want to stay; the system will verify the availability and then display what the Guest can select from and what the current rate will be.

The Client has full control over the Online Booking site, which means they can add, change, delete pictures that pertain to the property or room types. They can add descriptions that best describe the property or room types. The Client also can control the look and feel of the website to maintain brand continuity.

There are three (3) types of Online Booking options available to our Clients.

Online Booking / CRS

	GuestRez – Resort Reservations • Individual / Group	CampRez – Campground Reservations • Site Type / Site Locations	MegaLynx – GDS/OTA • Online Booking

2.2.1.1 GuestRez Online Booking

This is the main online booking product used for booking Guest Rooms, Lodges, Cabins, Cottages, etc. With this product you can book Individual or Group reservations, as well as allow discount rates, when applicable. Typically, this product is based on Transactions, which allow for seasonality. This means, the product is offered as part of the core product, but to supplement the support of the product, there is a transaction fee associated with each reservation booked online. This fee covers the monthly support of this product, which can be recouped during the reservation process by incorporating a 'resort fee' within Portfolio HMS.

2.2.1.2 CampRez Online booking

This is an add-on online booking product mostly used for Campground Booking for RV, Tents, Shelters, Cabins, Cottages, etc. The difference between this product and GuestRez is that it is focused more on the Campground Guest who need to select sites based on their equipment needs, such as pad size, electric, water and sewer needs. The Guest has several options when it comes to booking. They can select a site type, choose a site number from a list or an interactive map. This product allows you to designate which sites are bookable online and which must be booked internally. Like GuestRez, this product is also based on a transaction fee and follows the same premise as described above.

2.2.1.3 GuestKey Online Guest Management

As an added Functionality to GuestRez and CampRez, Megasys provides to your Guest the ability to use GuestKey, a guest portal. With GuestKey, your guest can create accounts online, manage their profiles and manage their reservations across many locations. The biggest benefit to GuestKey, which is not required to make a reservation online, but it gives your guest the ability to check themselves in and out, based on their arrival and departure dates.

2.2.1.4 GuestRez & CampRez – Brands and Chains

GuestRez and CampRez by Megasys, also offers a Brands and Chains option for their clients that have multiple locations and want to expand the Guest Searching ability for booking their online reservations. With this add-on to GuestRez and CampRez, the Guest can search for locations within a certain area, based on attractions and amenities available. This is a great tool, when the guest wants to get a way and doesn't know the best places to go.

The Brands and Chains booking page is customizable by the clients and can be maintained by the client by adding descriptions, searching boxes, including specific dates for their stay. After the guest has entered in their search conditions, the site will then make recommendations based on stay.

2.2.1.5 MegaLynx Online Booking

As with GuestRez, this is also an Online booking tool to allow guest to make online reservations from your website. However, this product goes a step further and allow connectivity to both Global Distribution Services “GDS” and Online Travel Agents “OTA”. This product is a white label product sold by Megasys to provide the extra abilities of the GDS and OTA companies. These companies are Hotel.com, Expedia, Orbitz, Priceline, Travelocity, etc. By using Portfolio HMS, you can control the inventory and rates and pass it to MegaLynx for Guest selection. While we provide the basic connectivity to the GDS and OTA companies, there is a variable cost that is associated with each. The cost is controlled by the GDS and OTA companies. In some cases, you can elevate yourself with a GDS or OTA and have a separate agreement with them, such as Expedia. When doing this, you pay Expedia a commission for top search ranking and guarantee them X number of rooms per month. This agreement is outside of Megasys.

2.2.2 MegaTouch POS

This is an integrated, yet stand-alone, Point of Sale software module. This product is very versatile as it can be utilized for many purposes. It can be used for Food & Beverage operations, such as, Restaurants, Lounges, Bars, Snack Shop, Room Service, Banquets, etc., as well as be used for Retail Outlets, such as, Gift Shops, Camp Stores, Marina Stores, Pro Shops, etc. The type of Outlet per workstation is controlled by the property, which means the same POS workstation can be used for ringing up food orders as well as selling t-shirts in the gift shop.

MegaTouch POS operates on non-proprietary equipment, which means you don’t have to purchase equipment from Megasys for the POS to function. The software works on any windows-based POS equipment and can be purchased by the client. In some cases, the same Front Desk workstation utilizing Portfolio HMS for checking in and out Guest can also be used as a POS workstation for selling Front Desk gift shop items.

MegaTouch POS does not require a separate server to operate. Since it is integrated with Portfolio HMS, it shares the same programs and database structure. Therefor only 1 server is required to operate both software applications.

Along with MegaTouch POS there is a full backend Inventory System. This function allows for tracking Actual and Perpetual inventory. Whether you want to track food items or physical items, MegaTouch POS can provide you the tools and reporting needs to maintain inventory and reorder when needed. There is also a full Inventory Cycle Counting system built in for inventory realignment when needed.

Point of Sale – MegaTouch POS			
	Point of Sale Management	Restaurant / Retail Outlets	Actual / Perpetual Inventory
	Time and Attendance	Multiple Outlets / Sales Periods	Inventory Cost / Cycle Accounting

2.2.3 Recreation / Activity / Program Scheduling

This module was created for those clients who offer special activities at their properties, that need to be scheduled in advance. These types of activities would be like renting canoes, ziplining, archery, tours, etc. With this module you can sell tickets for cost or use it to control the attendee signed up for the event. You can use this with an individual or group block, and you do not necessarily have to be staying on property to utilize this function. This can be used for day events.

Recreation / Activity / Program Scheduling			
	User Defined Schedules-Day Time	Individual / Group Activity Booking	Inventory/Quantity Tracking

2.2.4 Third-Party Interfaces

As with any operation, there are 3rd Party vendors that provide a service to the property. The most common are PBX, Call Accounting, Key Locks, and In-Room Movies, as it pertains to a guest stay. Portfolio HMS works with theses 3rd Party vendors to create communication protocols to keep the systems communicating, in order to better assist the guest and the property operations. In most cases, the protocols are used to turn on and off devices as the guest checks in and out.

Other 3rd Party interfaces have to do with generating revenue or collecting settlements, which are known as Credit Card processing and Gift Card collections. Due to PCI security standards, Megasys is lined up with credit card partners; Shift4 $$$ on the Net and Heartland Payment Processing. Both companies allow for EMV/P2P chip and pin processing, via Tokenization. These two companies allow for zero scope in the application.

With the Gift Cards, we focus on ValueTec and Stored Value. Portfolio has imbedded these two vendor’s applications into the system to allow the User to Issue, Check

Balances, and Use for Settlement on purchases made within the property. Each property is set up differently, and don't utilize all things, Interfaces are priced on a case by case basis.

3rd Party Interfacing			
	PBX	Call Accounting	Voicemail
	Key Lock	In-Room Movies	In-Room Internet
	Credit Card Processing	Gift Card Processing	Point of Sale (3rd Party)

2.3 Service

Megasys provides 24/7/365 Support Services to all our clients, based in Tulsa Oklahoma!

We pride ourselves on handling all property critical support issues and go the extra mile to make sure our clients are handled in an efficient and expedient manner. We have structured our support department to resolve issues in a timely and effective manner.

Megasys provides 3 levels of support that uses a team problem solving approach. Each level team works with the next level team to provide you with a rapid response to your support requests. Your issue is assigned to or immediately handled by one of our support services staff which will take ownership of your issue, continually working and following up until resolution of issue has been reached.

Our support level teams are made up of expert professionals who provide various degrees of proficiency in many areas including but not limited to hardware, software, accounting, educational services, POS, night audit and interfaces. This enables us to provide help desk personnel that are uniquely qualified for specific and various issues from procedural to networking.

The effectiveness of our support services teams is based on the roles and responsibilities within each level. Your understanding of each level you are talking to and what their responsibilities are goes a long way in minimizing any frustration.

Level 1: **Client Service Representatives (CSR)** is the first point of contact with our clients. A CSR is responsible for taking your call in a timely manner, documenting your issue/request and providing a ticket number. They resolve minor procedural requests or directs/assigns the call to an available support person in the appropriate level of support or the assigned person for an existing ticket. You will be immediately connected to the Level 2 or Level 3 support based on a variety of reasons including severity, time, and skill set required for resolution.

Level 2: Professional Service Associates (PSAs) are an integral part of the support, training, and quality assurance team. By performing vital functions such as configuration, quality assurance testing, implementation training and client support allows our PSAs to become fully versed in the operation of our software.

PSAs provide a variety of resources to our clients for issue resolution. These professionals ***review the issues, work directly with our clients to troubleshoot and identify the exact issue,*** estimate the severity of the issue and provide how-to or workaround information. If it is determined that program modifications or changes are required, they will escalate the ticket to Level 3, assign a Programmer Analyst and provide backup documentation for final resolution.

Level 3: Programmer Analysts the PA works with our Level 2 support to resolve any technical or programmatic issues. They perform detailed problem analysis, develop workarounds, or provide resolutions. They ensure that these resolutions are included in new version releases of the product.

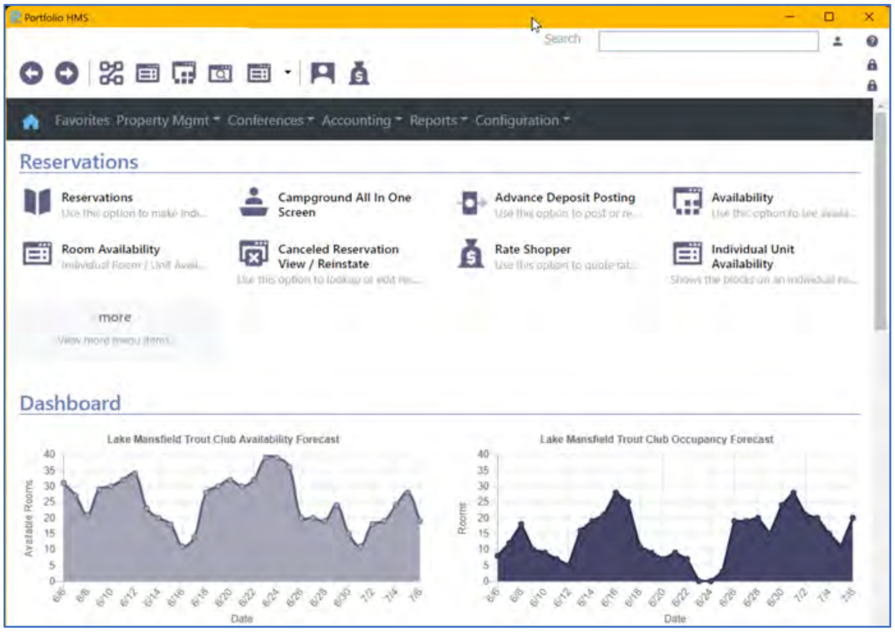
3 Summary

Megasys provides flexibility in both the Products and Services we provide our clients. We know that everyone is unique in their operations and how they support their Guest. Therefore, we provide a core product solution and then add on other software components to provide a total solution.

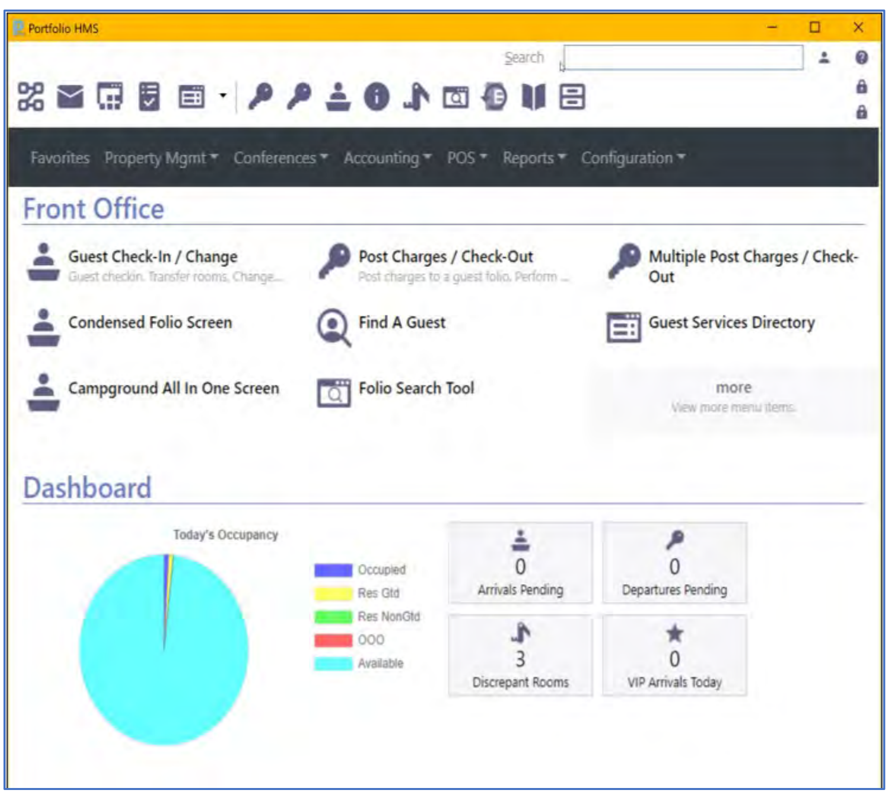
Portfolio Dashboards:

Each of the Modules have their own Dashboards, as standard display.

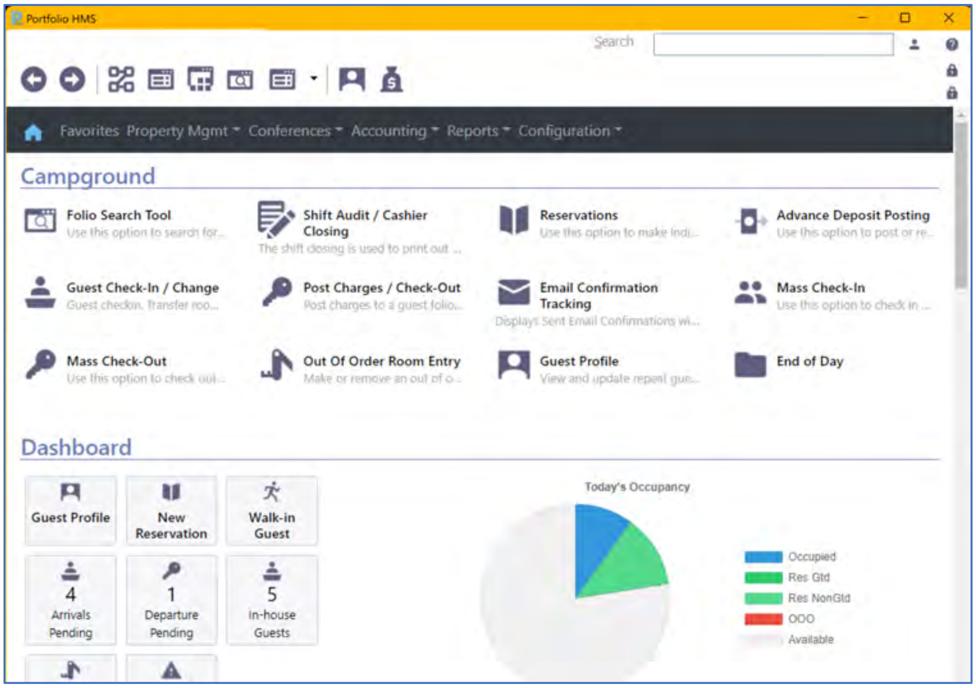
RESERVATIONS:



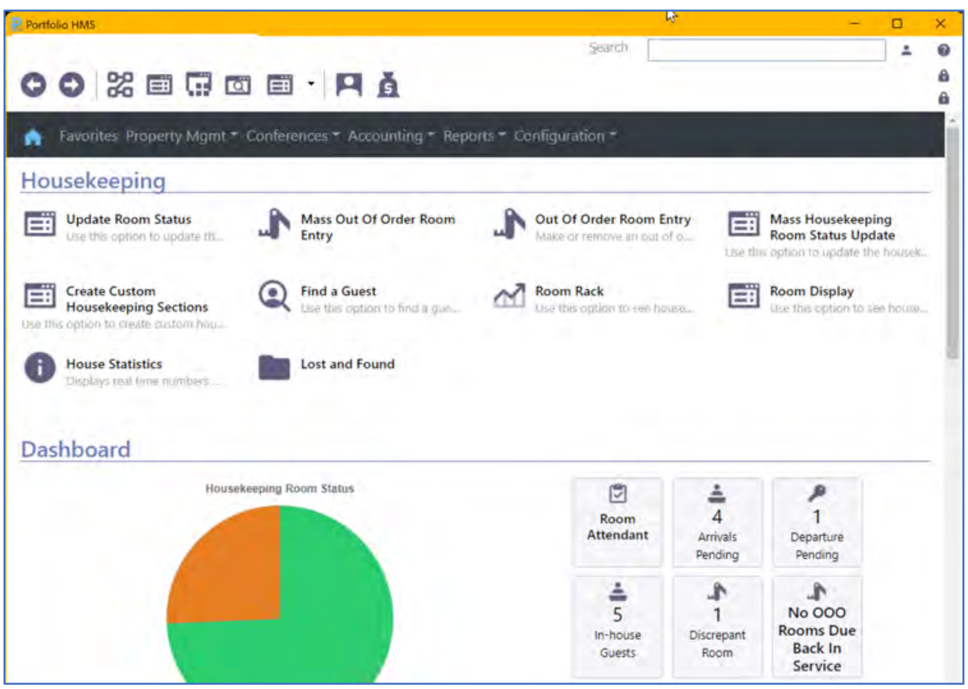
FRONT OFFICE



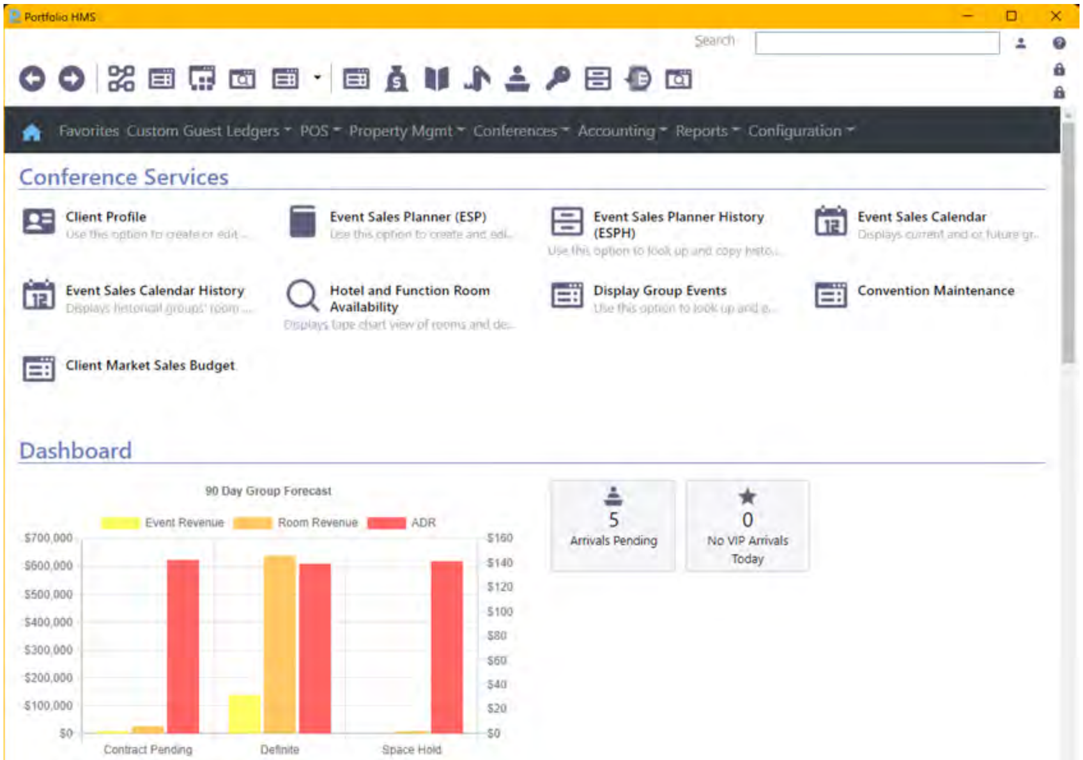
CAMPGROUND



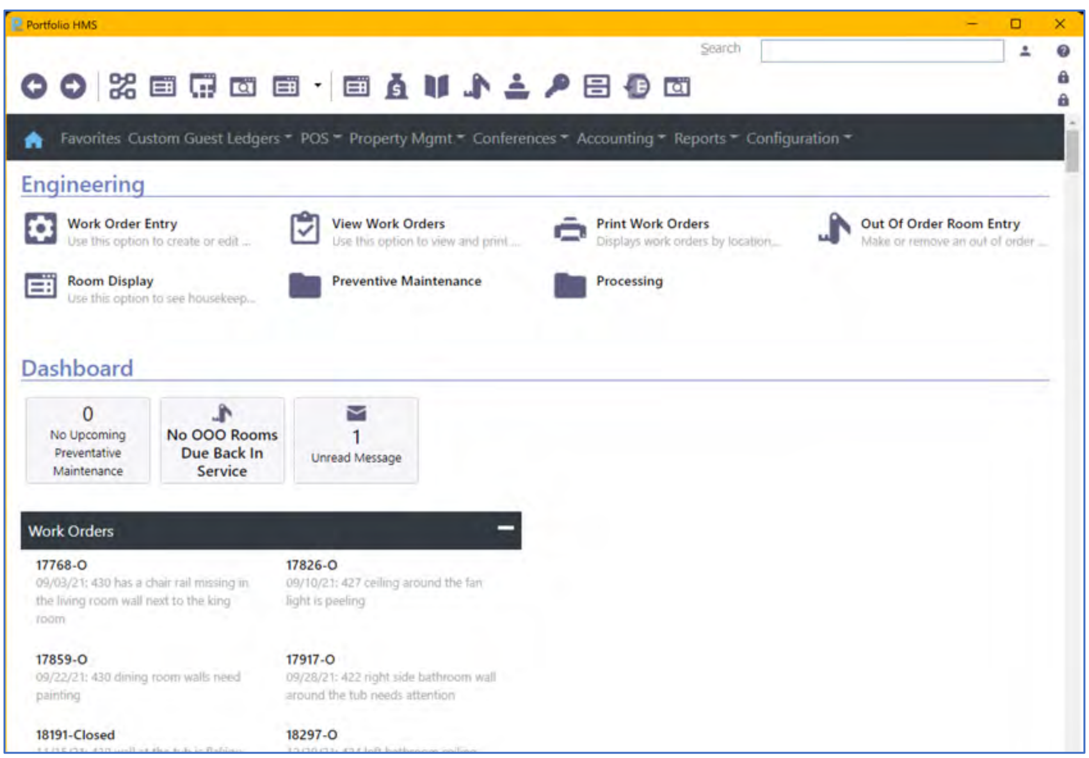
HOUSEKEEPING



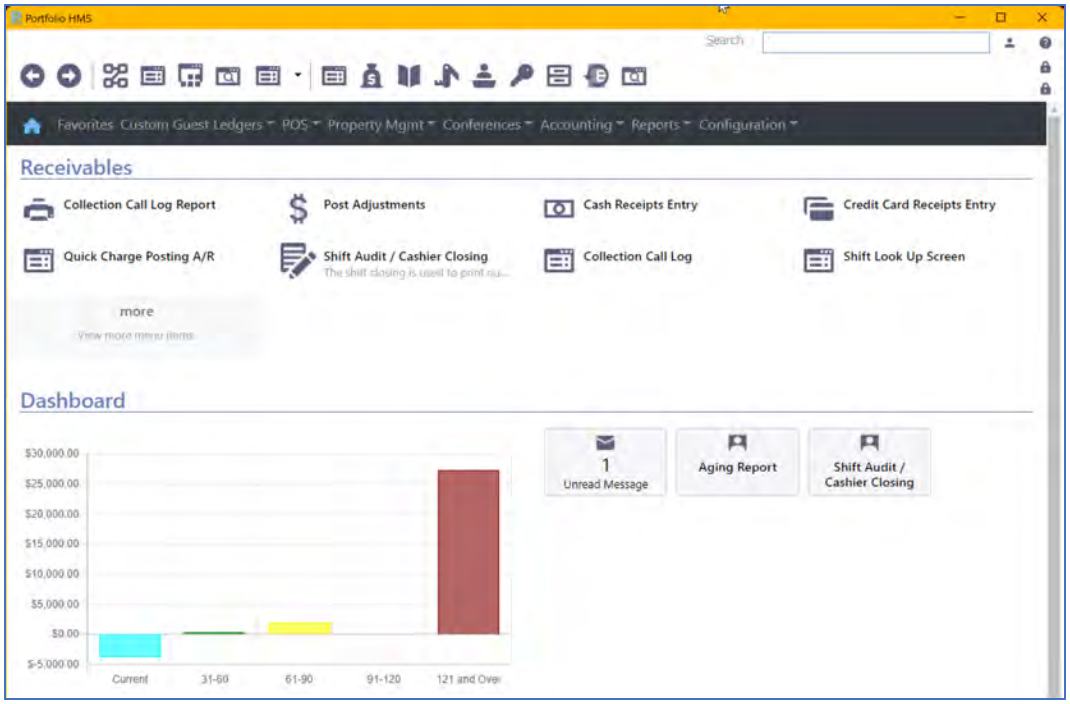
CONFERENCE SERVICES



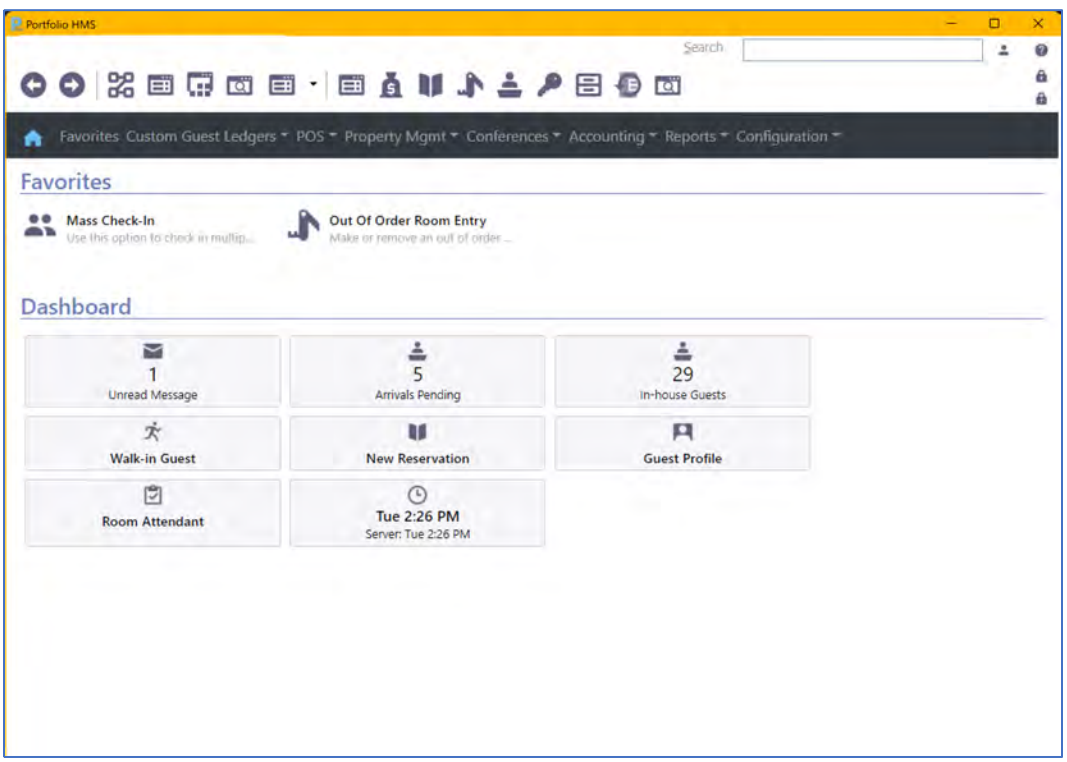
ENGINEERING / WORK ORDERS



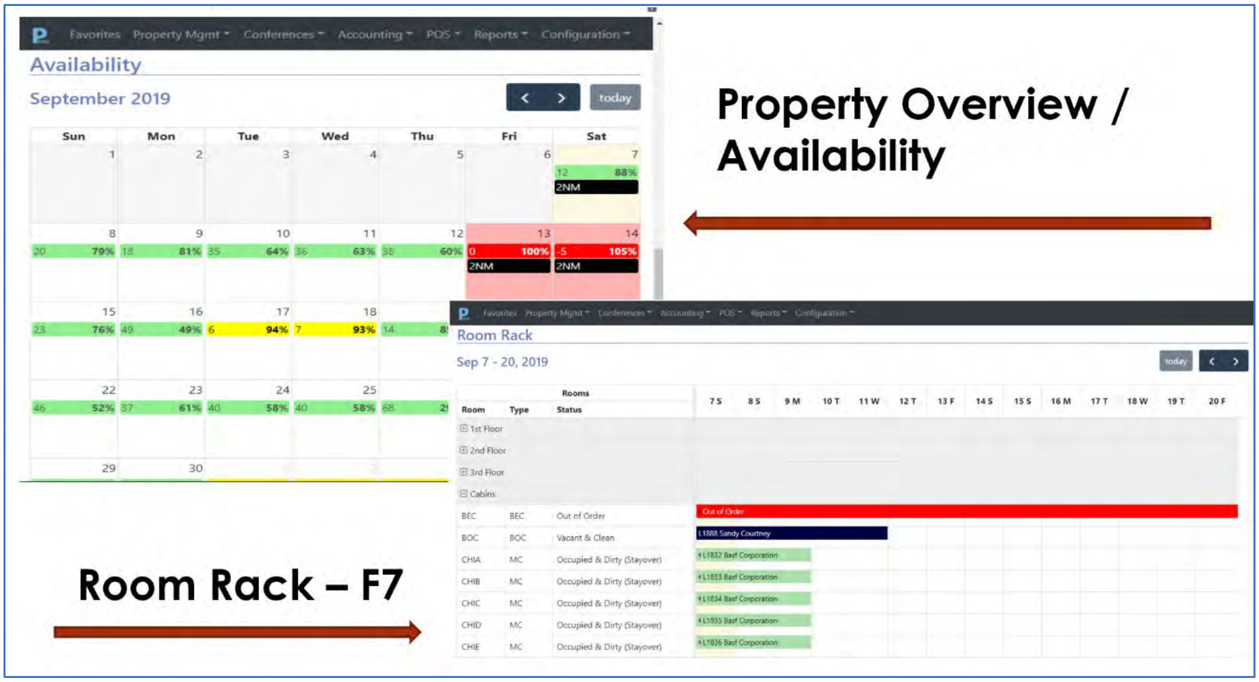
ACCOUNTS RECEIVABLES

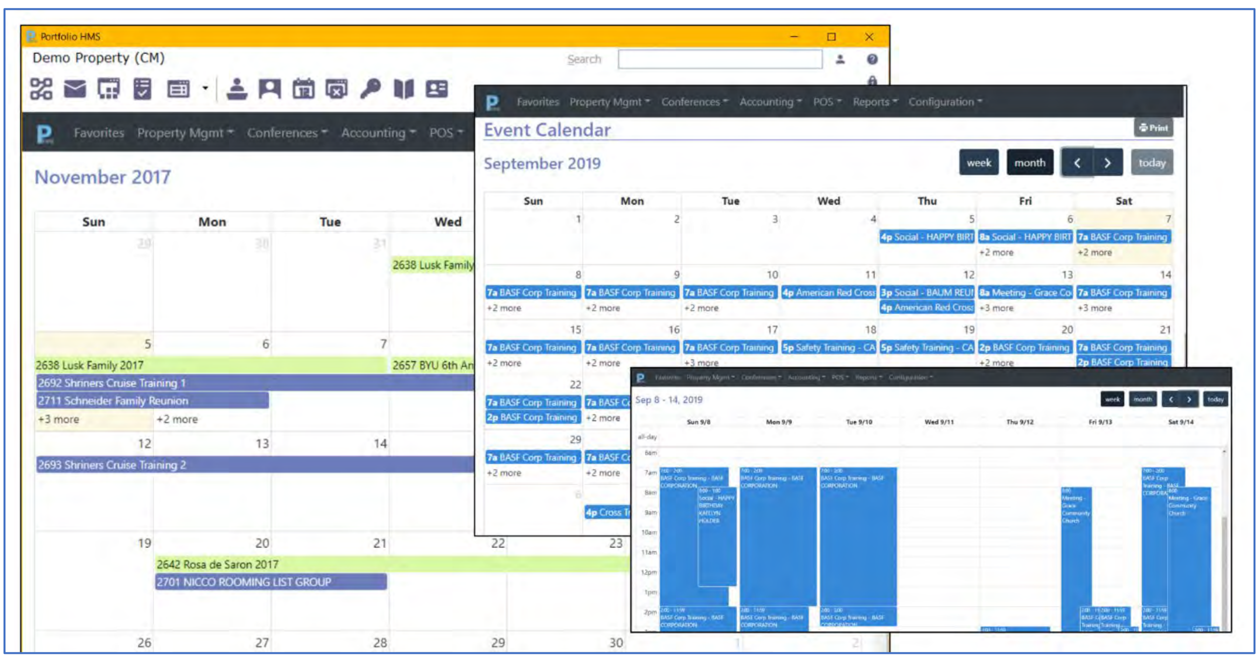


FAVORITES

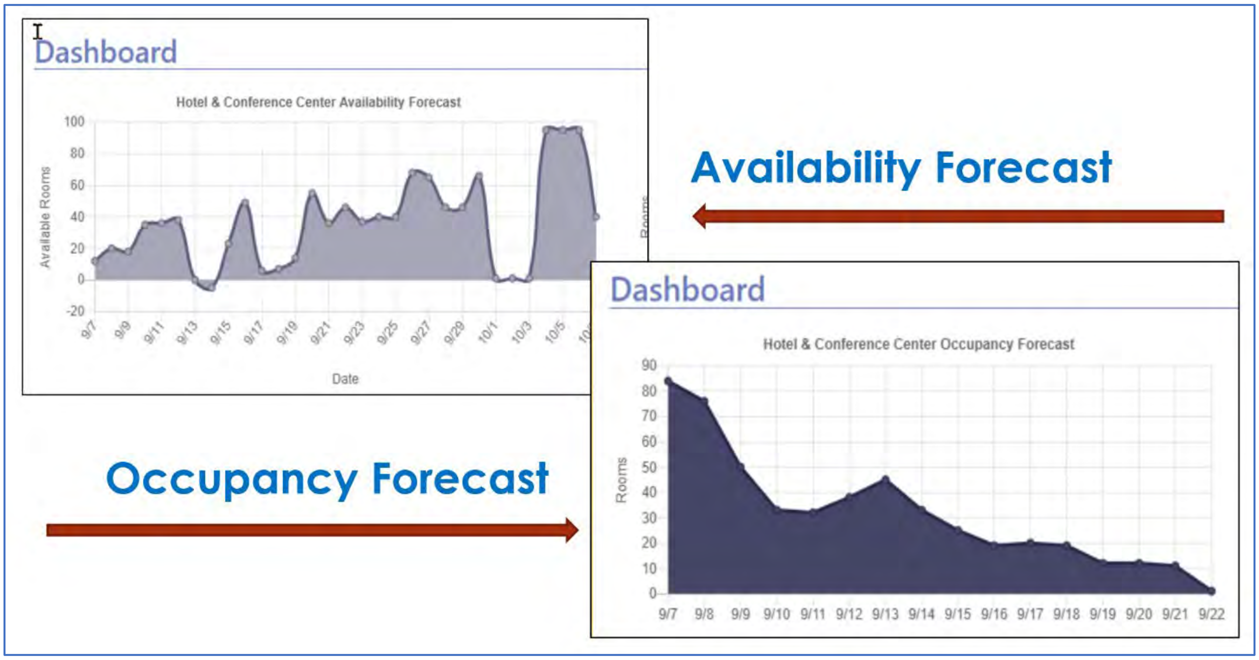


CALENDARS

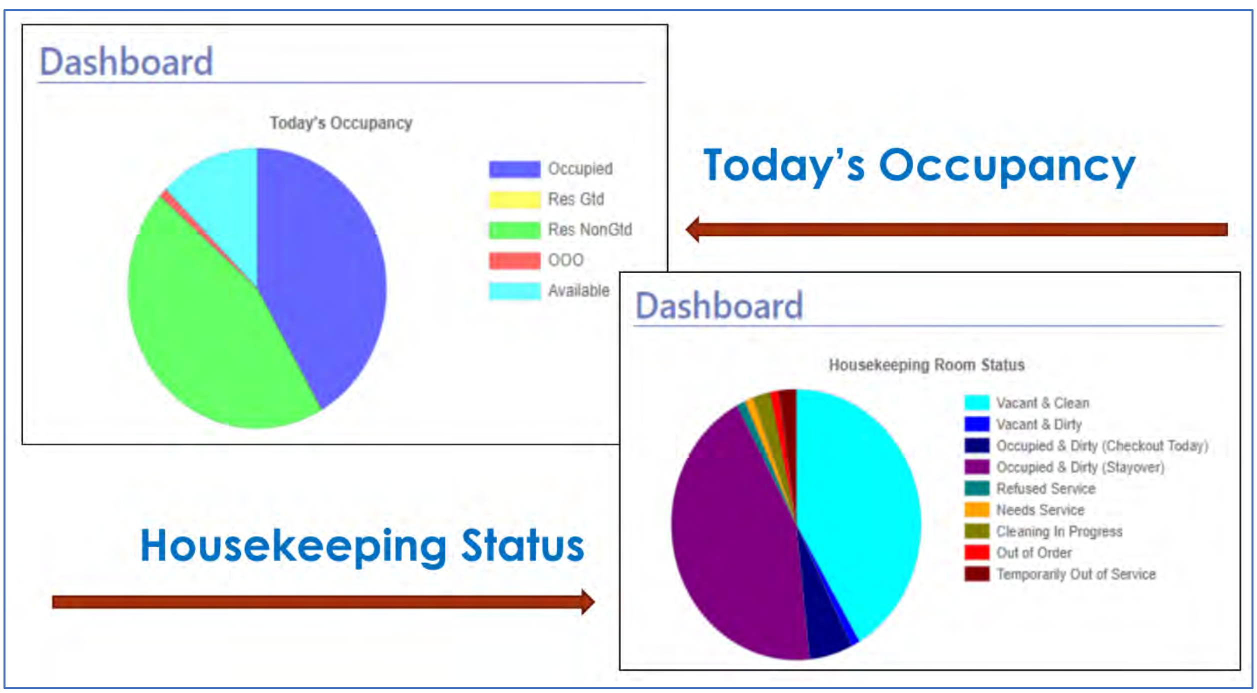

Availability
September 2019
Property Overview / Availability
Room Rack
Sep 7 - 20, 2019
Room Rack – F7


Portfolio HMS
Demo Property (CM)
November 2017
Event Calendar
September 2019
Sep 8 - 14, 2019

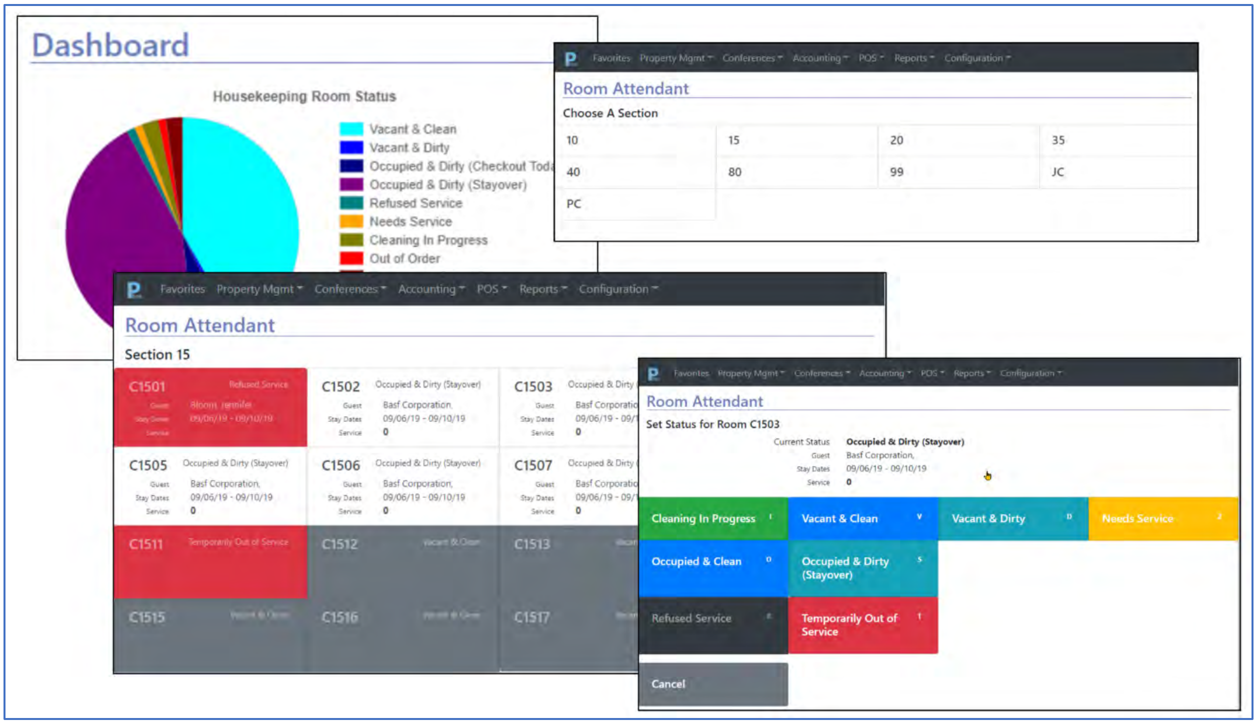
DASHBOARDS

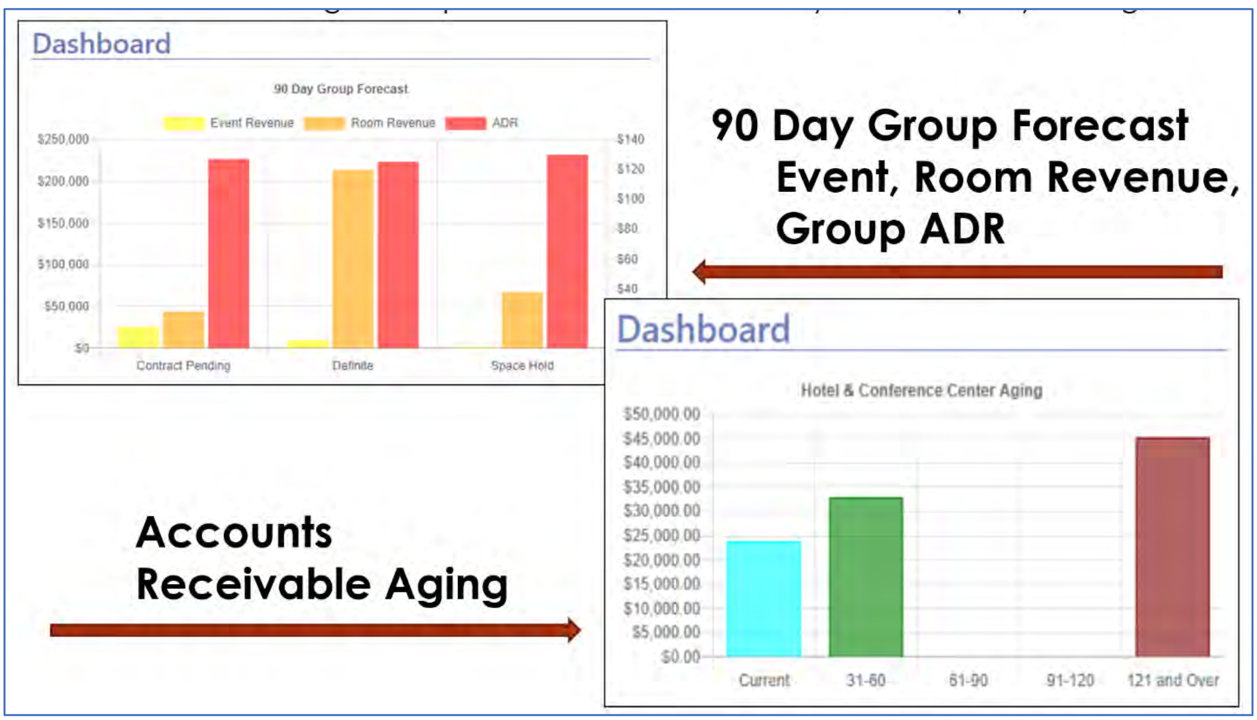


Dashboard
Hotel & Conference Center Availability Forecast
Available Rooms
Date
Availability Forecast
Occupancy Forecast
Dashboard
Hotel & Conference Center Occupancy Forecast
Rooms

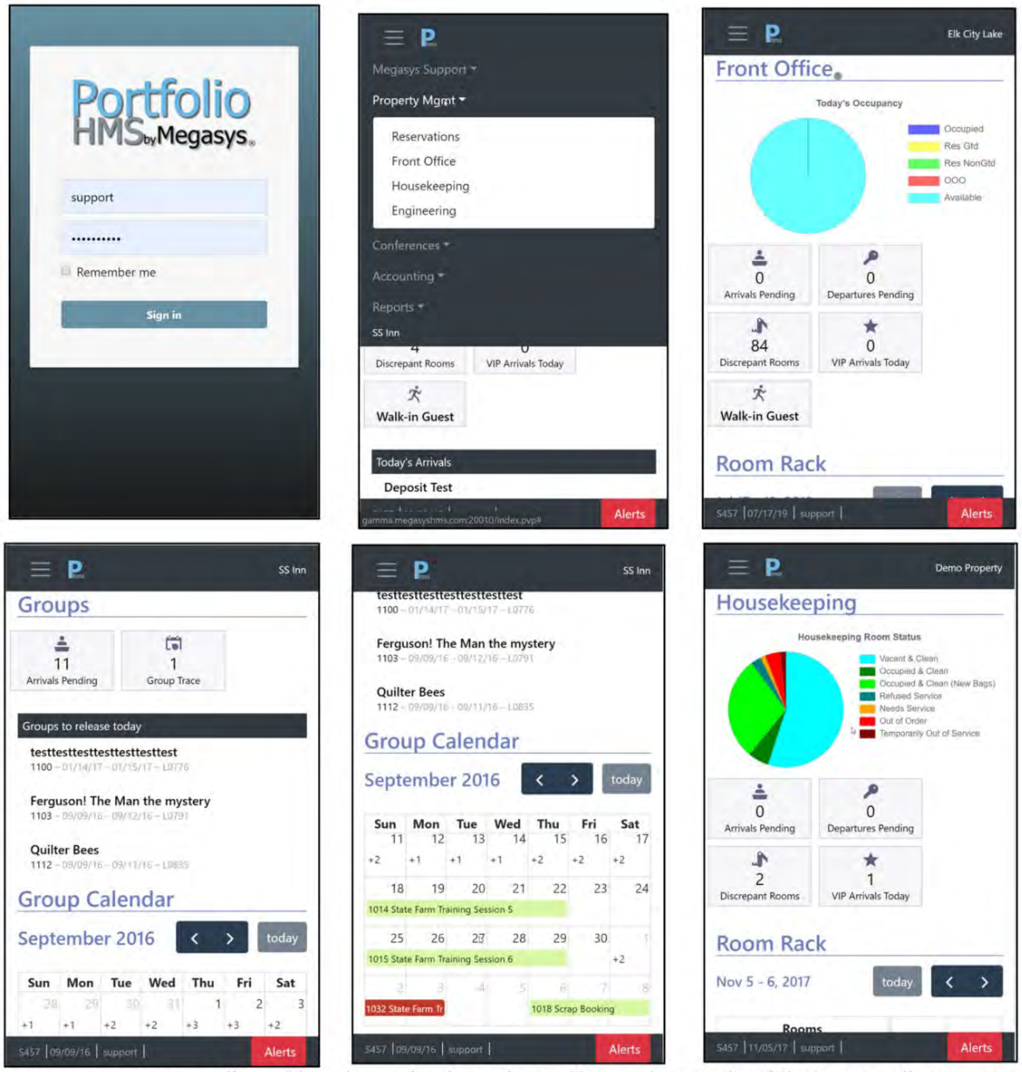


Dashboard
Today's Occupancy
Occupied
Res Gtd
Res NonGtd
OOO
Available
Today's Occupancy
Housekeeping Status
Dashboard
Housekeeping Room Status
Vacant & Clean
Vacant & Dirty
Occupied & Dirty (Checkout Today)
Occupied & Dirty (Stayover)
Refused Service
Needs Service
Cleaning In Progress
Out of Order
Temporarily Out of Service

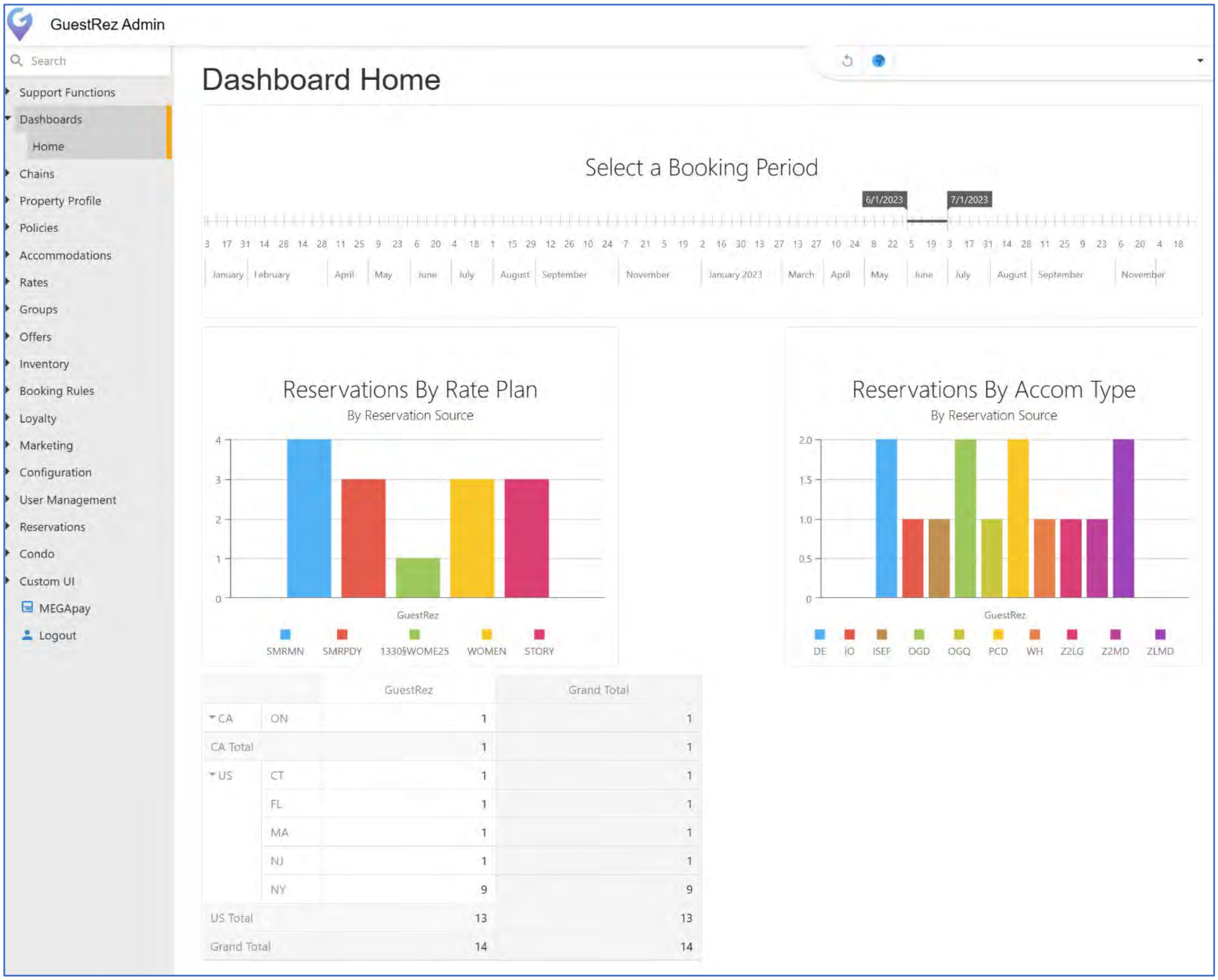

Dashboard
Housekeeping Room Status
Vacant & Clean
Vacant & Dirty
Occupied & Dirty (Checkout Tod
Occupied & Dirty (Stayover)
Refused Service
Needs Service
Cleaning In Progress
Out of Order
Room Attendant
Choose A Section
10
15
20
35
40
80
99
JC
PC
Room Attendant
Section 15
C1501
C1502
C1503
C1505
C1506
C1507
C1511
C1512
C1513
C1515
C1516
C1517
Room Attendant
Set Status for Room C1503
Cleaning In Progress
Vacant & Clean
Vacant & Dirty
Needs Service
Occupied & Clean
Occupied & Dirty (Stayover)
Refused Service
Temporarily Out of Service
Cancel


Dashboard
90 Day Group Forecast
Event Revenue
Room Revenue
ADR
Contract Pending
Definite
Space Hold
90 Day Group Forecast
Event, Room Revenue,
Group ADR
Dashboard
Hotel & Conference Center Aging
Current
31-60
61-90
91-120
121 and Over
Accounts
Receivable Aging

GUESTHOST DASHBOARDS / MENUS



GUESTREZ/CAMPREZ DASHBOARDS



Online Reservations Booking Overview

by

Megasys Hospitality Solutions

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1 Online Reservation Booking - Overview

1.1 GuestRez – Hospitality Booking

GuestRez by Megasys is an online web booking application that allows your Guest to book reservations, online, based on the availability of the Clients property. Any type of accommodation / inventory a property maintains can be sold online, such as Hotel style rooms, Lodges, Cabins, Cottages, etc. This product is developed, maintained, and supported internally at Megasys and connects directly to your database. The online booking engine pulls directly from your inventory. All pricing structures setup are all controlled through Portfolio HMS, so there is no need for double entry. GuestRez is designed to give you full control over the look and feel of the Guest Experience. Clients can modify, add, or change content, including property descriptions, room descriptions, amenities, pictures, etc.

The following are some of the benefits of using GuestRez by Megasys:

GuestRez, by Megasys:

- GuestRez, by Megasys is a web booking tool, connected to Portfolio HMS's database.
- GuestRez is developed, maintained, and supported by Megasys internal staff. We do not use an external development or support company to maintain the application.
- GuestRez is a full featured web booking engine designed to enhance the guest experience and ease of booking.
- Clients have complete control of the Brand Marketing for the look and feel as if it was part of their website.
- GuestRez provides:
    - Guest can search for availability based on dates, bed types, discount codes, rates, groups, events.
    - Each Property can customize their web reservation website with information specific to their Property, including amenities, special functions, promotions, pictures, and more. These can be changed by the Property and not does not require any assistance by Megasys to perform such changes.
    - Each Property can add detailed information about their rooms and add numerous pictures of the rooms so Guests know what they are getting, prior to their stay.
    - GuestRez offers the ability for Properties to increase revenues by providing Add-on items (Amenities) for the Guest to either pre-purchase or have ready when the Guest arrives.
    - GuestRez allows Group Sales to create special landing pages for their Groups, with special messages and pictures that pertain to their event.

1.2 CampRez – Campground Booking

CampRez by Megasys is an online web booking application, like GuestRez that allows your Guest to book reservations, online, based on the availability of the Clients property. This online booking product was designed with Campground accommodations in mind. Like GuestRez, any type of accommodation / inventory a property maintains can be sold online, such as Campsites, RV Pads, Cabins, Cottages, etc. CampRez goes a step further by allowing the Guest to book campground reservations by not only the Type of site needed, but, by the Location of the site. You can also book multiple locations at one time.

The online booking engine pulls directly from your inventory. All pricing structures setup are all controlled through Portfolio HMS, so there is no need for double entry. GuestRez is designed to give you full control over the look and feel of the Guest Experience. Clients can modify, add, or change content, including property descriptions, room descriptions, amenities, pictures, etc.

There are many Campground booking options to choose from, but the difference between Megasys and the others; you get the funds first! Megasys does not collect the fees, then invoice the Campground. The Campground controls their inventory and collects all fees / deposits.

The following are some of the benefits of using CampRez by Megasys:

CampRez, by Megasys:

- CampRez, by Megasys is a web booking tool, connected to Portfolio HMS's database.
- CampRez is developed, maintained, and supported by Megasys internal staff. We do not use an external development or support company to maintain the application.
- CampRez is a full featured web booking engine designed to enhance the guest experience and ease of booking.
- Clients have complete control of the Brand Marketing for the look and feel as if it was part of their website.
- CampRez provides:
    - Guest can search for availability based on Site Types, and Site Locations.
    - Guest can utilize the interactive map to see their site and book from there.
    - Each Campground can customize their web reservation website with information specific to their Campground.
    - Each Property can add detailed information about their sites and add numerous pictures of the sites, so Guests know what they are getting, prior to their stay.
    - Security can be turned on to all the Guest to Make, Modify, and Cancel Reservations. If there are cancellations, the system allows you to create cancellation policies for collection fees.
    - Also with Securities, Clients can allow their Guests to Check-in and Check-out for their stays. For those Guests that have multiple reservations, they can manage them all in one place.

1.3 GuestRez & CampRez Brands and Chains

GuestRez and CampRez by Megasys, also offers a Brands and Chains option for their clients that have multiple locations and want to expand the Guest Searching ability for booking their online reservations. With this add-on to GuestRez and CampRez, the Guest can search for locations within a certain area, based on attractions and amenities available. This is a great tool, when the guest wants to get a way and doesn't know the best places to go.

The Brands and Chains booking page is customizable by the clients and can be maintained by the client by adding descriptions, searching boxes, including specific dates for their stay. After the guest has entered in their search conditions, the site will then make recommendations based on stay.

1.4 MegaLynx – World-wide Reservation Booking

Through intelligent distribution of your online reservation channels (OTA Net Rate/Merchant Programs & GDS/IDS), **MegaLynx CRS provides a complete end-to-end PMS/CRS solution** to maximize your engagement of would-be guests and achieve your reservation revenue goals.

MegaLynx CRS includes a seamless connectivity to the Online Travel Agents (OTAs) and Global Distribution Systems (GDS). The connections are to 3rd Party booking sites like Expedia, Hotels.com, Bookings.com, and hundreds of other channel managers. Some additional benefits include connectivity to TripAdvisor's TripConnect direct booking platform and flexible pricing models that reward high volume direct bookings among others. It is fully integrated with Portfolio HMS providing a seamless two-way reservation sales and delivery system to the Clients primary online reservation channels.

Our PMS/CRS solution syncs Availability, Rates & Inventory (ARI) data every 60 seconds and distributes unsold rooms for sale to the active reservation channels selected by the Client. Working in conjunction with Portfolio HMS' Yield Management System, the Client can utilize revenue management best-practices to sell the right product, at the right time, for the right price, through the best channel to maximize net reservation revenue and RevPAR.

With MegaLynx, the Client will eliminate the need to manage rates and inventory across multiple extranets. This enhanced connectivity minimizes costly mistakes and overbookings while maximizing revenue and insuring OTA rate parity requirements.

There are two ways of utilizing MegaLynx:

- **Central Reservations Services (CRS) & GDS/OTA Distribution**
- **Call Center – Voice Reservations Services**

MegaLynx is an extra option for reaching people outside the Clients Websites. For most RV Campgrounds, they have not utilized this as much as a hotel or retreat center would.

1.4.1 Central Reservation Services (CRS) / GDS & OTA Reservations

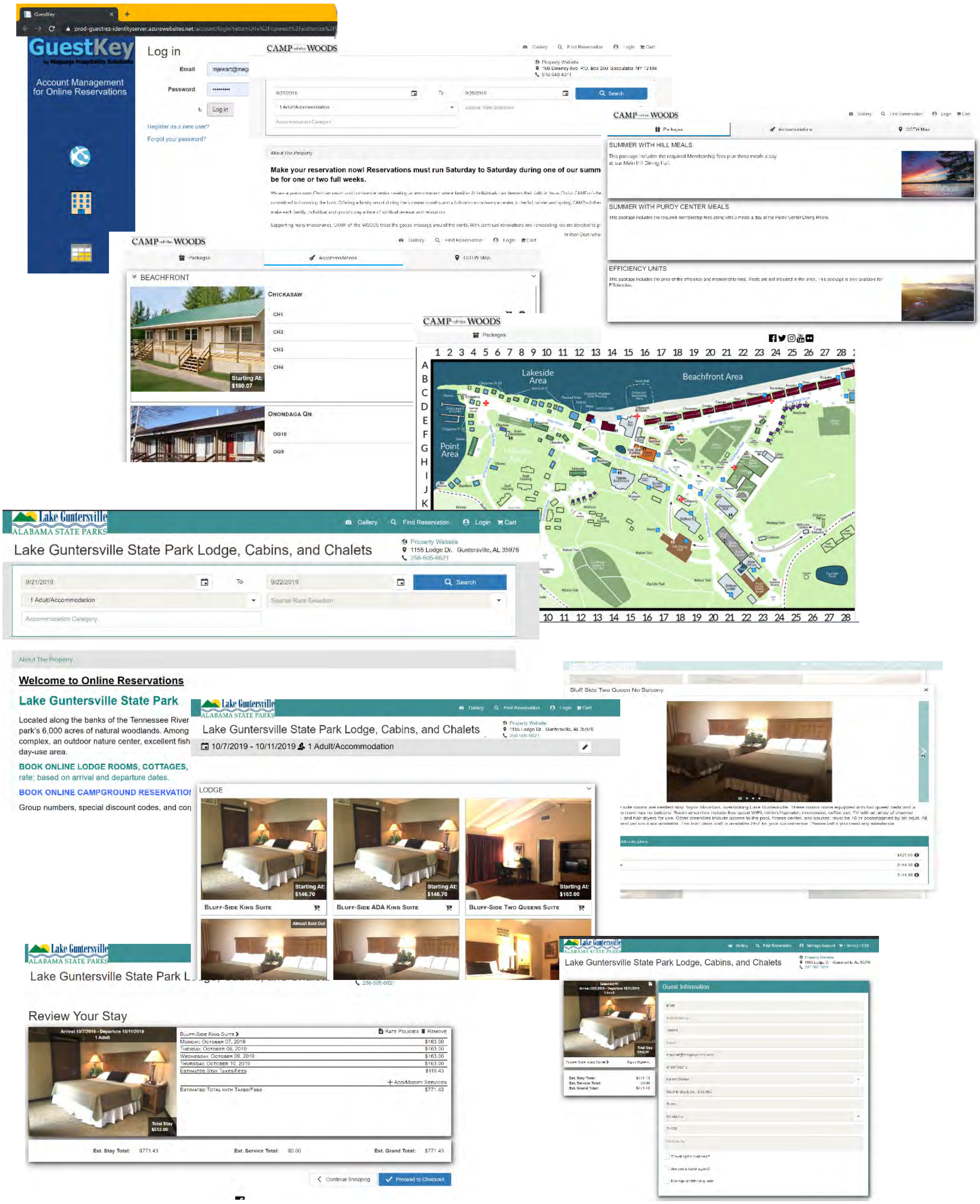
Through intelligent distribution of your all of your online reservation channels (website/mobile, GDS, and OTA net rate/merchant programs), Megasys provides a completely integrated and single-source PMS/CRS solution to maximize your engagement of would-be guests and achieve your reservation revenue goals.

The CRS syncs Availability, Rates & Inventory (ARI) data every 60 seconds and distributes this information to your active reservation channels. This integration minimizes the potential for costly mistakes and overbookings while maximizing revenue and ensuring OTA rate parity requirements. Therefore, Megasys gives you all the required tools to sell the right room, at the right time, for the right price, through the best channel to maximize occupancy and net reservation revenue. The CRS channels include:

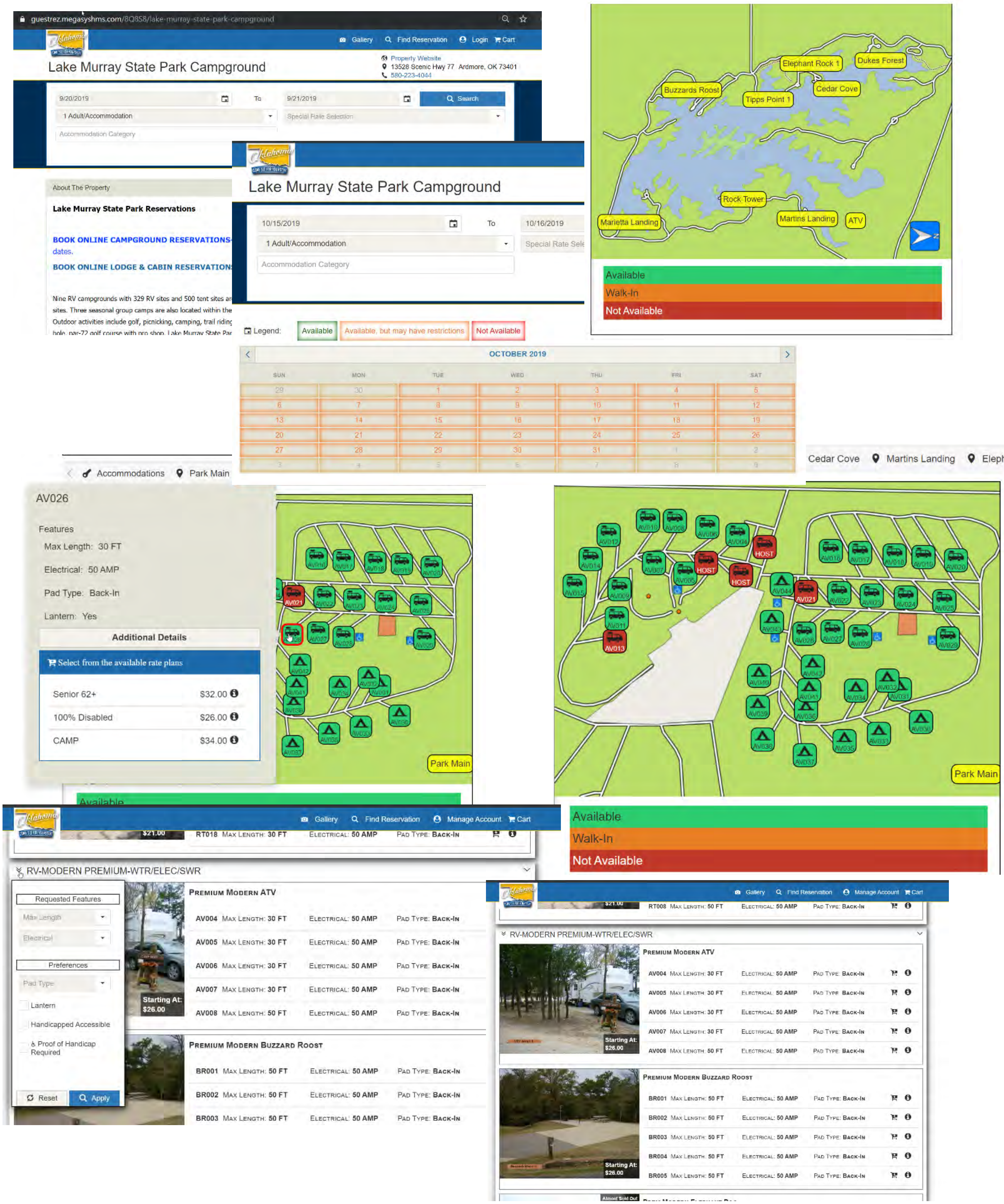
- Website & Mobile (See Direct Reservations Section above)
- GDS/IDS: MegaLynx provides seamless connectivity to the Global Distribution System (GDS) and Pegasus powered websites (IDS) making your unsold inventory for sale on hundreds of OTAs and to more than 600,000 traditional travel agents worldwide.
- OTA Merchant/Net Rate Programs: Management of these revenue critical programs through MegaLynx CRS increases accuracy and efficiency while eliminating redundant activities associated with using an extranet for managing inventory and rates. Our Channel Manager includes direct access to more than 100 OTAs including the top producing 3rd party programs. Among the supported programs, Megasys offers direct connectivity to a “SELECT” group of the leading OTAs including:
    - Booking.com
    - Expedia.com
    - Hotels.com
    - Hotwire
    - Orbitz
    - Priceline
    - Travelocity

IMPORTANT: Megasys provides a complete end-to-end PMS/CRS solution. Megasys provides channel connectivity, support, best-practice consultation, and troubleshooting of this revenue critical integration with from a single, trusted partner in comparison to other PMS systems that merely provide interface support to a 3rd party CRS vendor.

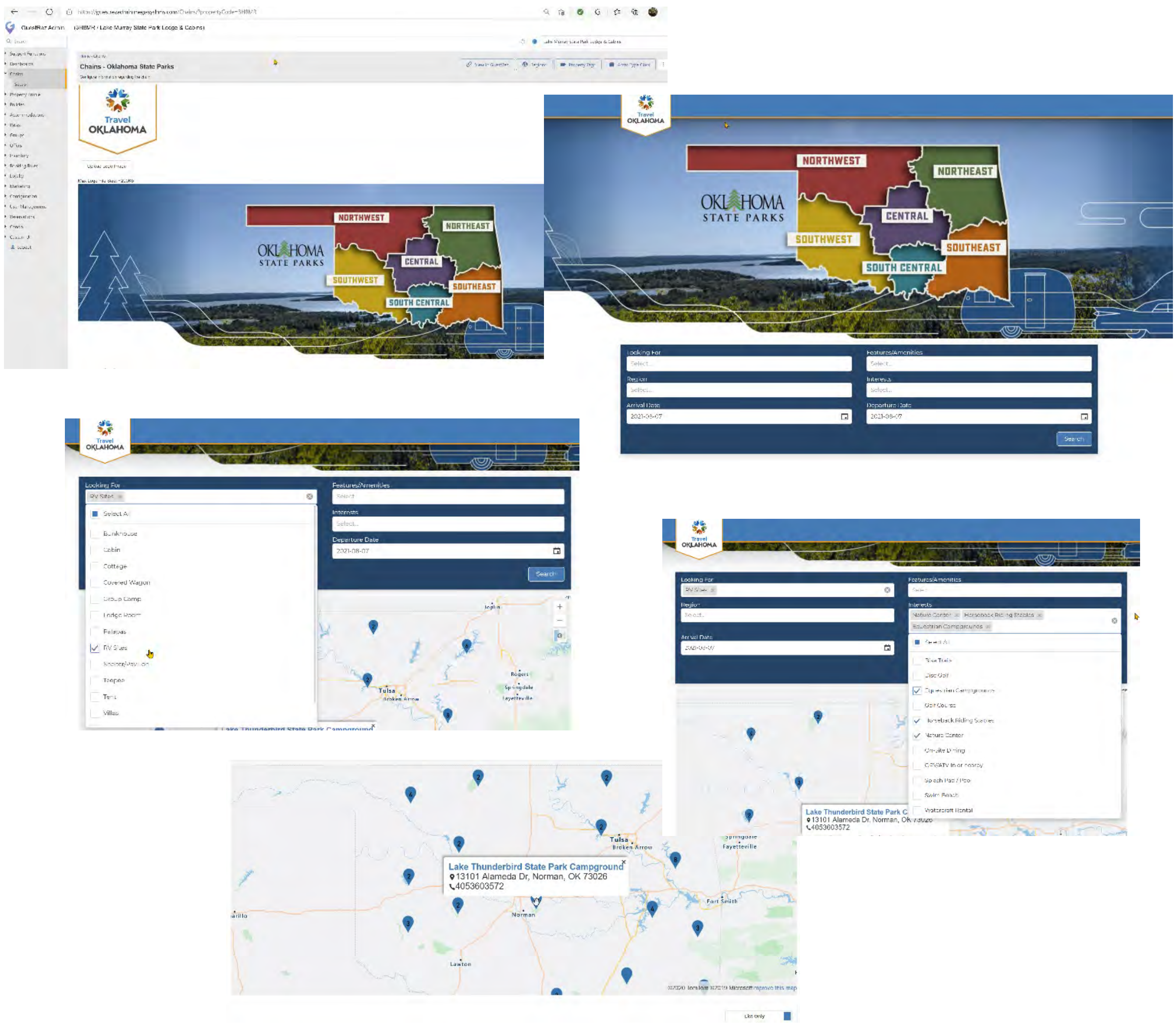
1.5 GuestRez – Sample Screens

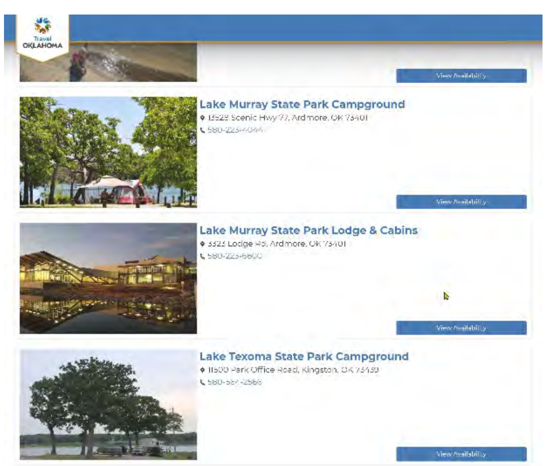


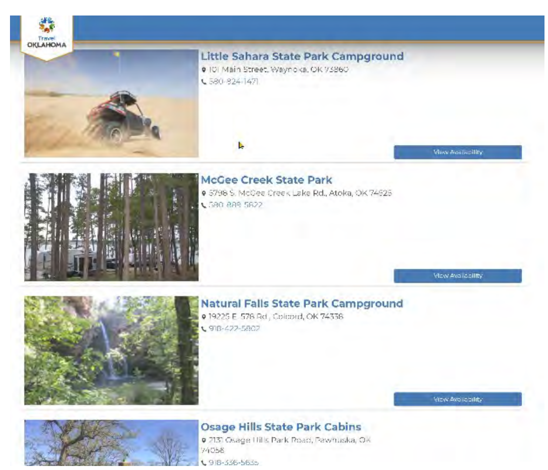
1.6 CampRez – Sample Screens



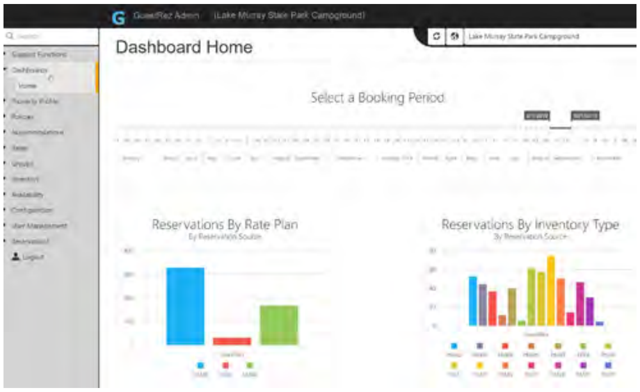
1.7 GuestRez & CampRez Brands and Chains – Sample Screens

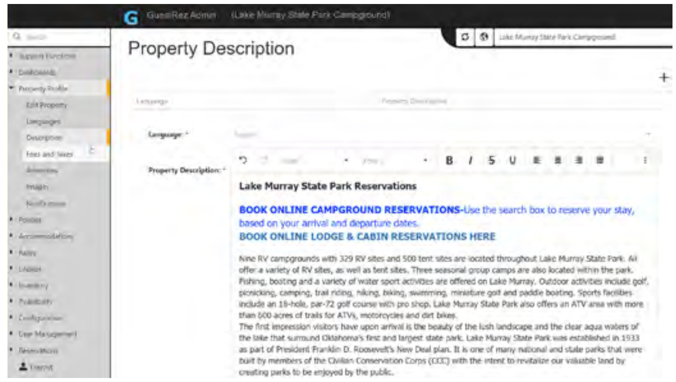


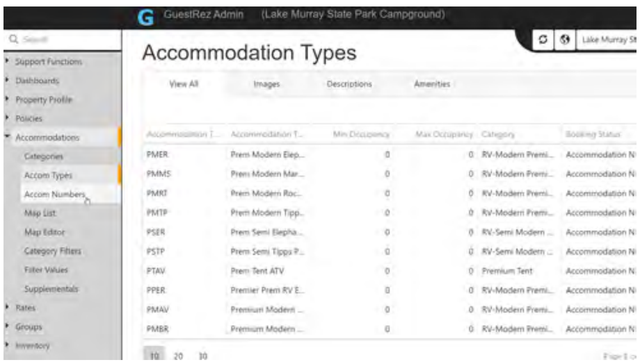


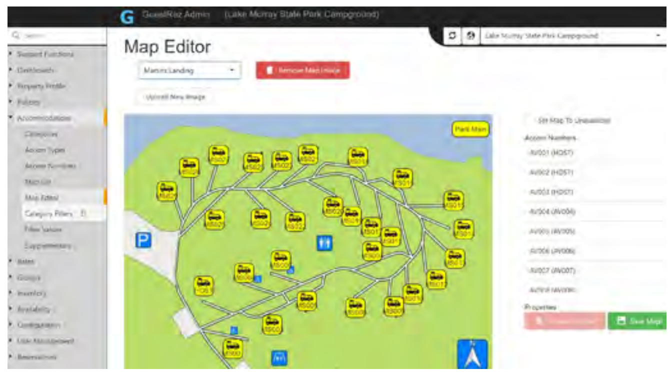


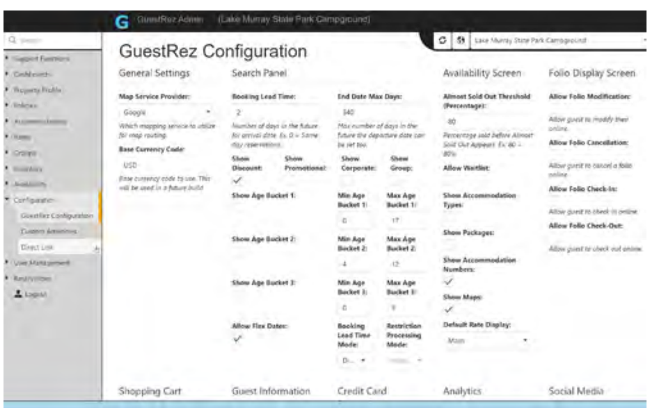
1.8 GuestRez & CampRez Admin – Sample Screens

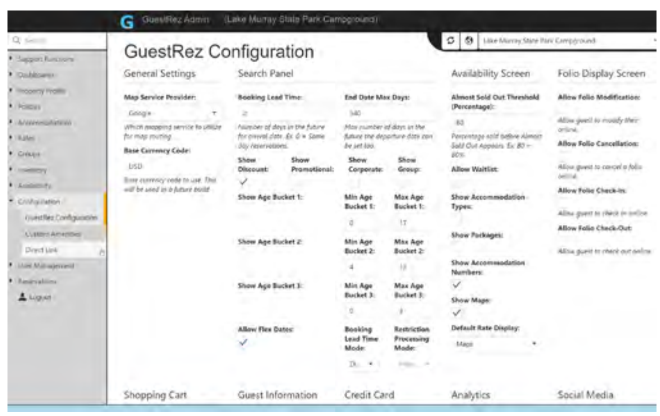


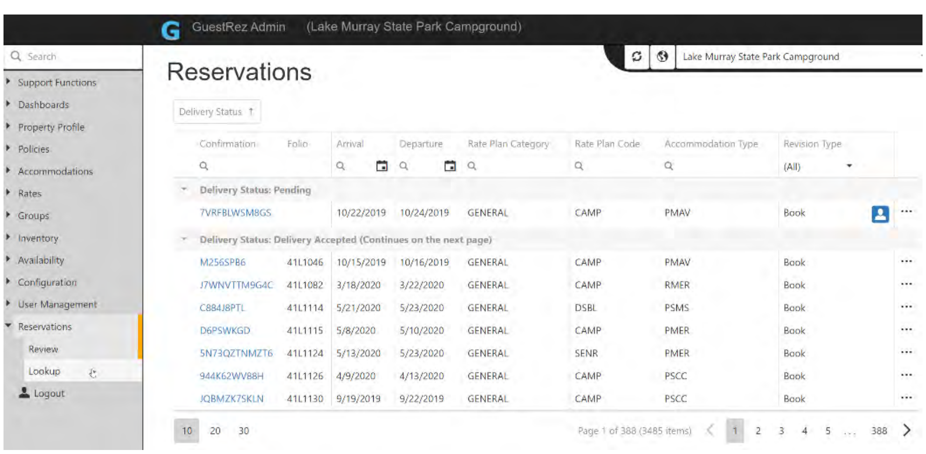




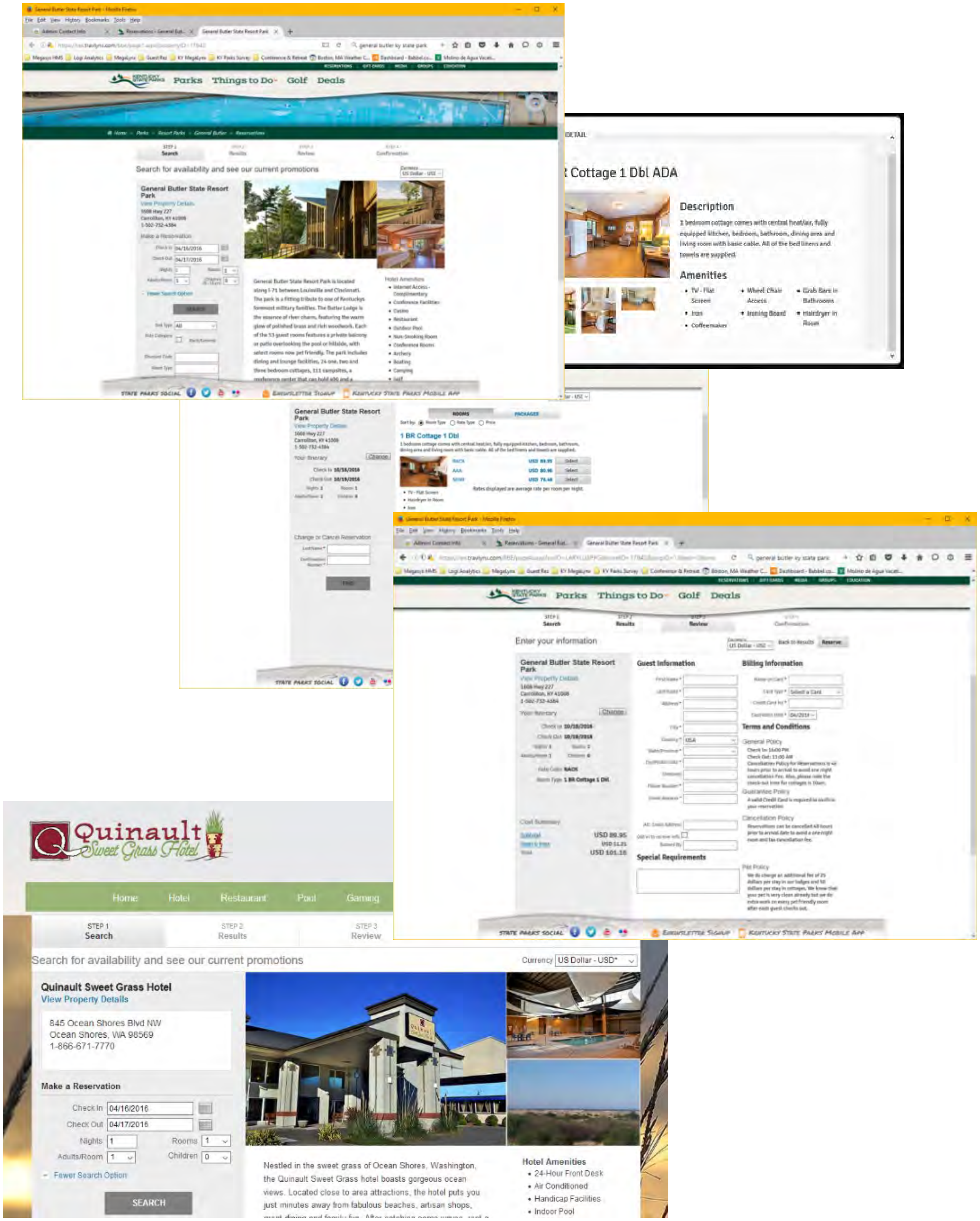








1.9 MegaLynx – Sample Screens



Guest Profile / CRM Overview by

Megasys Hospitality Solutions

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1 Guest / Individual Profile / CRM

1.1 Overview – Guest CRM

Guest Profiles / CRM system are held in a single file and will manage the Guest Information. This not only applies to your Guest, but also includes any individual that has contact with your property. Each Guest/Individual is assigned a unique number. The first 2 Characters are the Property number, where the Individual was introduced to the system. The last set of numbers are unique numbers exclusive to that Individual. Some properties let the system assign the numbers, while some enter in the guest number so they can link it to a rewards program they are using.

No matter how unique your operations are, there is one constant, your “Guest”. Guest is defined as “anyone” who has had or will have some type of interaction with your property. This means a Guest can be someone staying on property, coming for a Day Event, working with Group Sales to coordinate an Event, etc. Taking this a step further, some properties use this same application for tracking their Employees / Staff, Vendor Contacts, Individual who are considered ‘donors’ to their properties (this is used mostly within our Camp, Conference and Retreat market segment). Our system basically allows the capture of any type of Individual and data that pertains to that individual, this is considered to be more of a “CRM System”. As we provide hotel software, we call it Guest Profile. Therefore from this point forward the answer to this section will be directly focused on the Guest!

Portfolio HMS is a Guest Centric Property Management Software application that helps you put the focus where it should be. This module allows you to track important information about your Guest, manage their current, future and past stays, including those that were cancelled along the way. Depending on how extensive our Client’s plan to use the Guest Profile / CRM system, it can be used for extended marketing not only to the Guest, but, those resources associated with the Guest. This would include Organizations, such as work, church, school, community involvement, etc. Because of how we “Link” data and Guests, Client’s will have the ability to not only manage a single Guest, but any Guest that is associated / linked to that Guest, by using our Guest Connections CRM system.

When a Guest Profile is created, it is assigned a unique guest number that stays with the guest. The guest number is a ten (10) character number assigned when a profile is created. The first two characters are the Property Code where the profile was created. This gives you history on the person and which Property location they were created. The last eight (8) numbers are unique to the profile. With the combination of characters, all activities are tracked with this number. This is similar to any rewards programs provided to individuals, Airline, Rental Car, and Hotel Reward Numbers. Client’s will have the ability to track their Guest and be able to provide the Guest what they want, even before they ask.

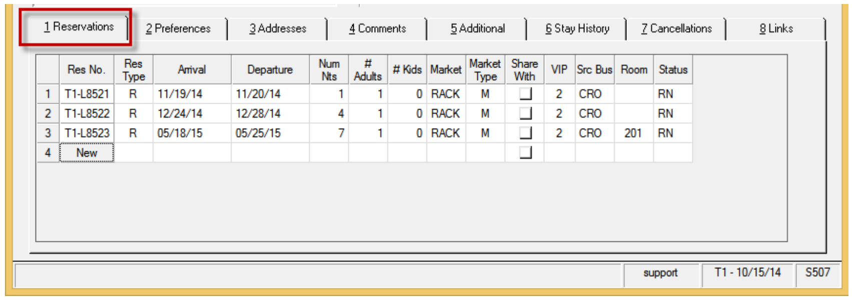
Megasys Guest profile also tracks who the guest is related too, as well as who they may be associated with, such as friends and business associates.

Megasys Guest profile can also track the guest picture, and future development will allow you to track the guest driver's license or passport.

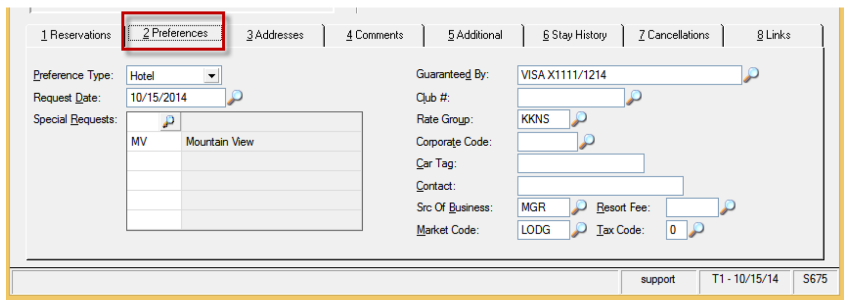
The following are the features of the Guest Profile / CRM:

- The screen above is a complete profile that captures data about the Individual and allows for Users to provide good Customer Service by knowing all they need to know about the Guest.
- There are 8 Tabs located at the bottom of the profile, they are:
  - **Tab 1: Reservations** – These are current and future reservations. The following are the functions available:
    - Each line is a separate reservation that shows a summary of the reservation. You know their arriving and departing dates. How many nights they will be there. You can also tell if they are on a regular market plan or group plan and if they have a share-with at the time of arrival. If the Guest was already checked in, the Room Number would be posted and the Status set to IN.
      - NOTE: If this Guest had stayed at several locations, the User would recognize that by looking at the first two (2) characters of the Reservation Number indicates the Property.
    - If you click on the reservation number, you are able to drill down and pull up that reservation to make any changes or review the reservation.

- If you click NEW, the user will be able to create a new reservation, with all the contact information and preferences of the guest transferring to the Folio.

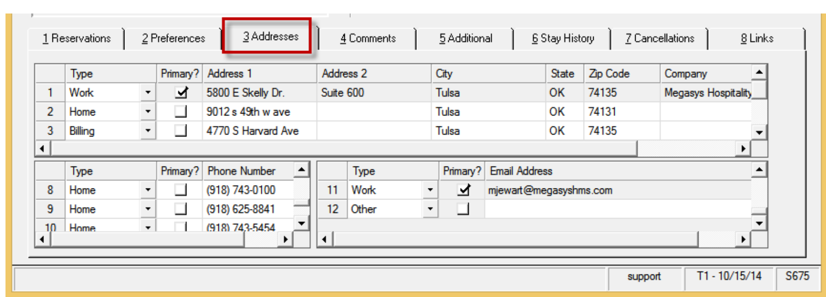


o **Tab 2: Preferences** – This section will hold the Guest Preferences and information from their last stay. When a new reservation is made, this information is transferred to the Folio.

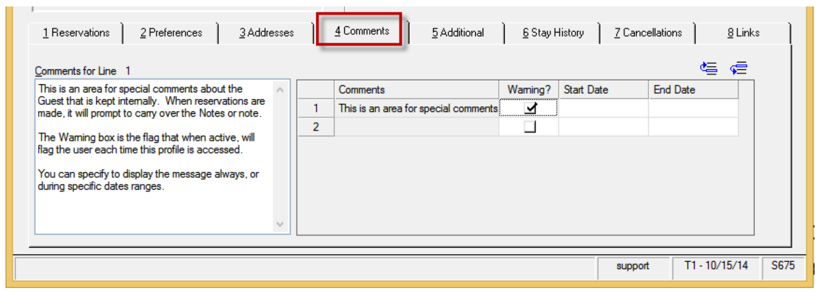


o **Tab 3: Addresses** – In today's world, people have more than one address, phone and email. For marketing purposes, it is important to collect as much information as you can. In this tab there are 3 input areas for "Unlimited" data capture:

- Address: You can classify the Address as Work, Home, etc., and you can have as many addresses as you want. However, only one of the addresses can be primary. The address marked as primary is what is displayed in the top portion of the Profile.
- Phone: The same functions as the Address apply here as well.
- Email: The same functions as the Address apply here as well.

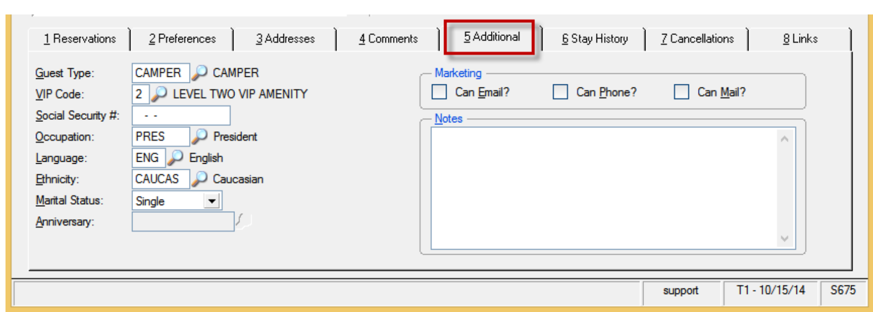


- **Tab 4: Comments** – this is a way of notifying your users about a Guest. The comments listed here are for the property only and is never shown to the Guest. There are many features of this section:
  - Comments can be a general information accessible anytime
  - Comments can be held within a date range.
  - Comments can be flagged as Warnings to be displayed anytime the Guest information is displayed.
  - Anytime a reservation is made for this Guest, it will check their profile and if there are comments, the system will ask if those comments should be duplicated on the Folio. See the example below.

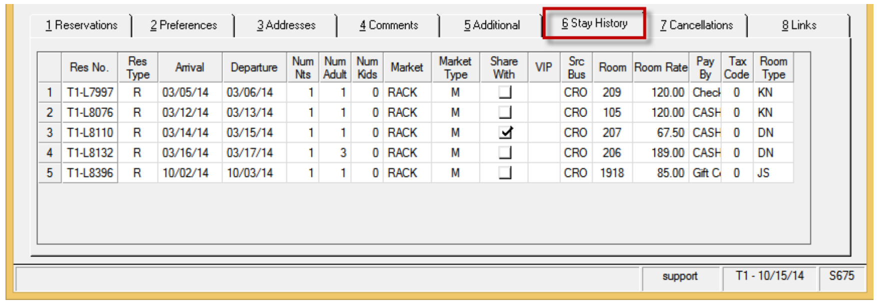


This Message Box is a warning notice to the User making the reservation. They have the Option to transfer that message to the Folio:

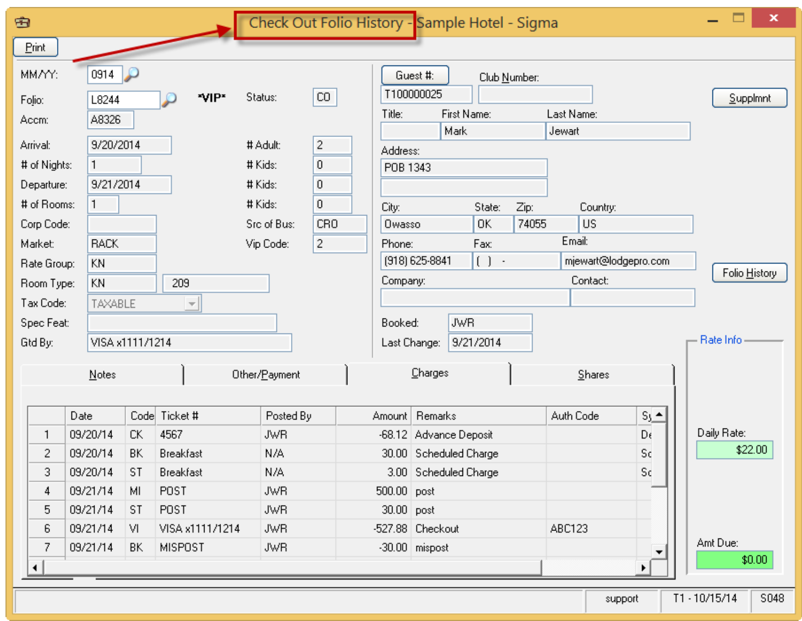
- **Tab 5: Additional Information** – this is where you capture more marketing information about the guest, such as Type, Language, Marital Status, etc. All of this information is available to extract and send focus advertisements.



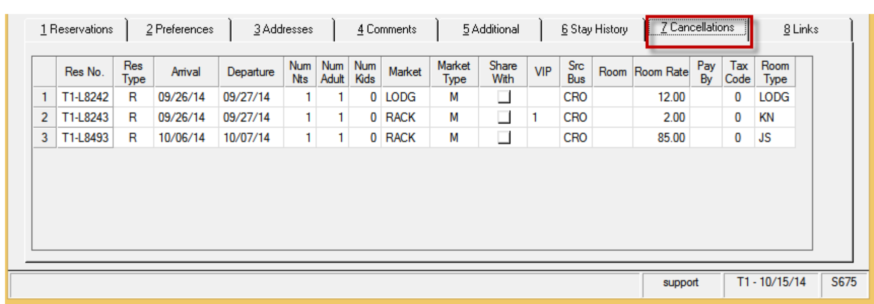
- **Tab 6: Stay History** – this is a collection of all prior reservations, which can be viewed by clicking on the Reservation number. When you click on the reservations number, you are able to see the details of the reservations.



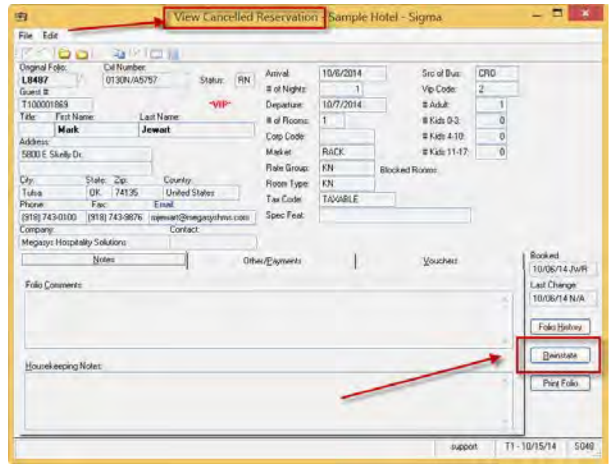
The following is an example of what a checked out folio looks like when clicking on a checked out folio.



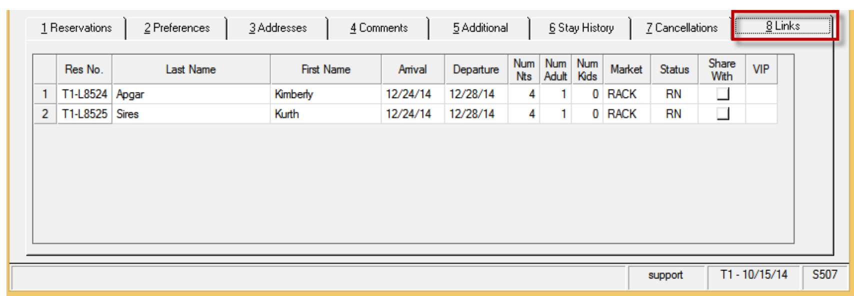
- **Tab 7: Cancellations** – is a list of all reservations cancelled by the Guest. This information is good as it shows if the Guest has a habit of booking but not showing up and it also provides the property with information to reach out to the Guest to find out why.



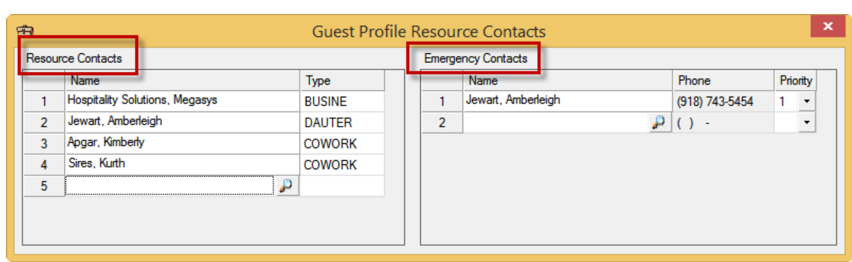
Once you click on the folio number, it will display the folio information to view. If the folio is still prior to the original arrival date, the user has the option to 'reinstate' the folio.



- **Tab 8: Link** – In Portfolio HMS if you make a reservation requiring more than 9 rooms, we consider it a group and they are directed to Group Sales for contract booking. However, there are times where there is a group of guest attending together, but, don't want to go through the group process, so we Link the reservations together. By linking the reservations, the user is able to see who is connected to whom.

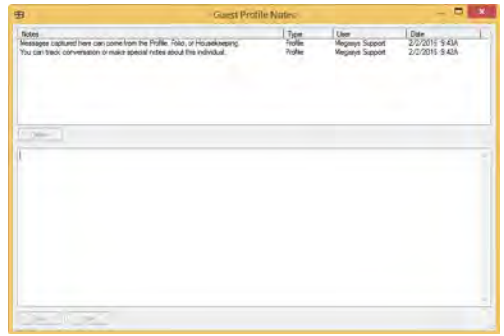


- On the upper right hand side of the Guest Profile are other functions available.
  - **Resources Contacts** – this is a feature where you can connect other Profiles together and classify them as a family member, friend, organization etc.



  - **Supplemental** – provides 18 free form fields that the property can assign for data collection that is specific to their needs.

- **Notes** – this is a tracking system that allows the User to make notes about the Guest based on prior conversations. It is time and date stamped in order to maintain record of the note. Also, any notes created from the Folio or Housekeeping found in this section.



- **Tickets** – we have a Recreation / Activity Scheduler where you can sell tickets to shows, events, activities, etc.
- **Brochure Request** - allows you to send information to the guest upon request.
- **Allergies and Dietary** – these are examples of how we work with our clients. We have several clients who provide meal service to their Guests and this is a good way of making note of any conditions the property should be aware of.

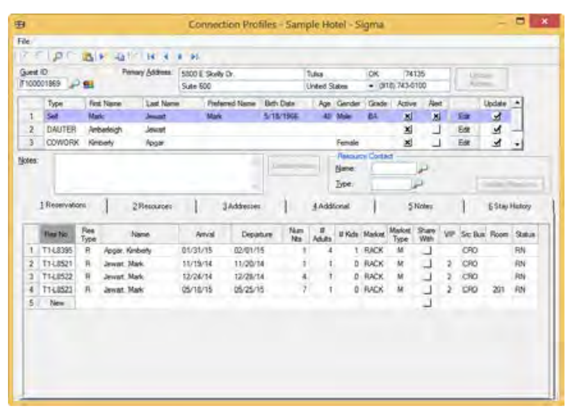
As you can see we provide multiple data collection options about the Guest. You don't have to collect all the information, but, you have at least enough information to know your Guest. The key to repeat business is to make your Guest feel like you remember them. This tool gives you that ability.

Now that you've seen what we collect about the Guest, think about the other individuals that affect your operations; Family and Friends of your Guest, Staff, Volunteers, Clients, Prospects, Group and Event Coordinators, and more. This same Guest Profile screen can be utilized in all areas of the system. So anywhere you require or input a person's name, the system will generate a profile for them. So no more duplicate name entries or going in several areas to update addresses, as it is held in a single location. This is why Guest Profile has become Portfolio HMS' CRM.

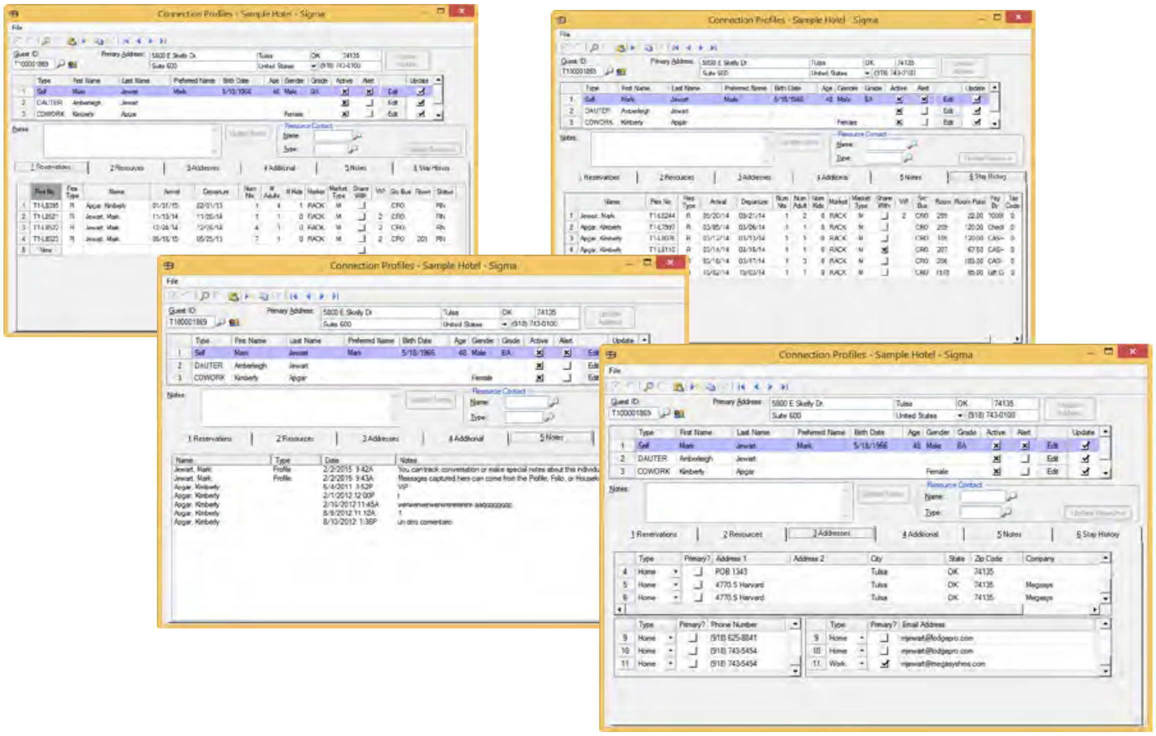
And now go one step further, Managing your Guest, and those that they are associated with, in mass. This is where our **Guest Connections Profile / CRM** comes into play. This is where you manage more than one profile at a time. The following is an example of a Guest Connection Profile / CRM:

As you can see, there are several profiles linked, Mark Jewart, Amberleigh Jewart and Kim Apgar. From this screen you can:

- Add resources to each profile or individually.
- You can manage all reservations for the link.
- You can view notes captured for everyone linked.
- Basically, what you can do from an individual Profile / CRM, you can now do in bulk.



The following are sample screen shots from this application:



1.2 Guest Marketing

Megasys offers several quick exporting features to allow you to extract data for marketing purposes. The data is exported based on Starting and Ending inputs so you can narrow down your exports. All information is exported out into an excel worksheet for you to manage. From there you can take the data and apply it to anything to assist in your marketing; such as surveys, newsletters, mailers, promotions, etc.

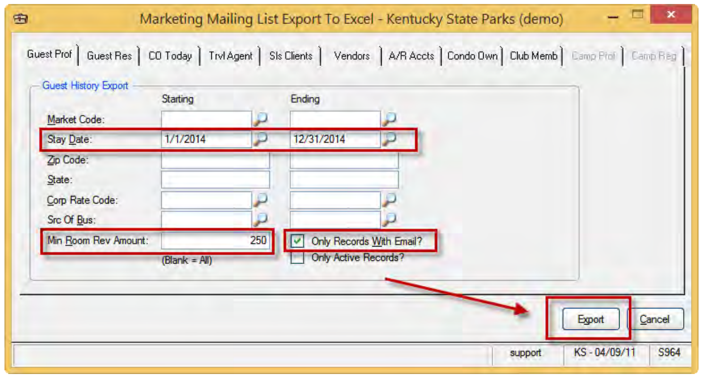
One thing to note concerning the exporting features we already provide, is the entire database is ODBC Compliant. This means you have access to all the data and can export information not currently predefined.

The following items are export features in our **Mailing List** process, which provides you information in an excel format and gives you both email and mailer options to extract:

- **Guest Profile** – this reads through the entire Guest Profile / CRM to extract data.

  By using the Marketing Mailing List Export to Excel program you can extract out historical data in order to market to your guests. You have the option to extract all the data records, or narrow down your extract by using Starting and Ending Range selections. You can mix and match your search criteria and run this as many times as you want.

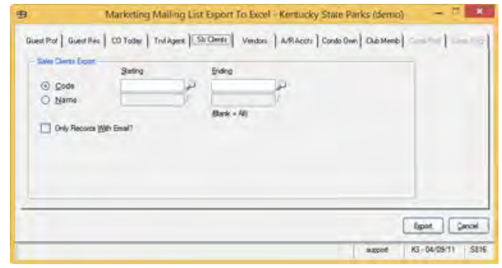
Example: If you only want data for those that stayed at your Property in 2014, that spent $250 in Room Revenue, you could do that by entering the following in the sample panel:



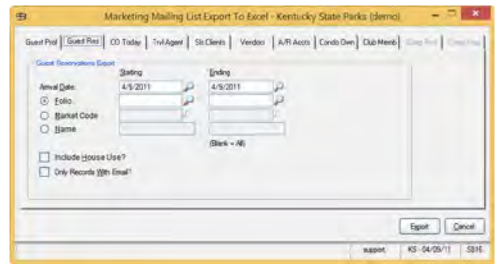
- Stay Date: 01/01/2014 – 12/31/2014
- Min Room Rev: 250.00
- Only Records with Email: Y

Other data elements you can use for narrowing down your data are:

- Market Codes
- Stay Dates
- Zip Code
- State
- Corporate Codes
- Source of Business
- Minimum Room Revenue Amount
- You can chose to include or exclude:
  - Records with Emails
  - Active Guest Records (we allow you to mark a Guest as in-active so they can't make reservations under their Guest Profile.)
- Some of the data provided would be:
  - Full Guest Name
  - Address of the Guest
  - There Last Stay information (room number, room type, market, etc.,)
  - Email
  - Reservation dates
  - Revenue amount
- There is another search export routine in this process that allows you to search conditional data types, this export is primarily used for our Camper Management Module for Residential and Day Kids camp, such as:

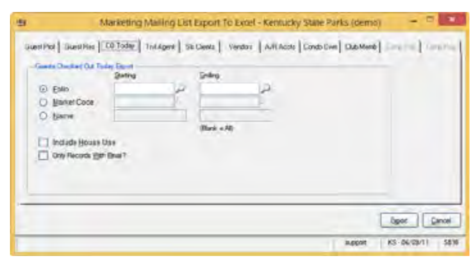


- Guest Name
- Guest Type
- Birth Date
- Education Level
- Roles
- Certification
- Gender



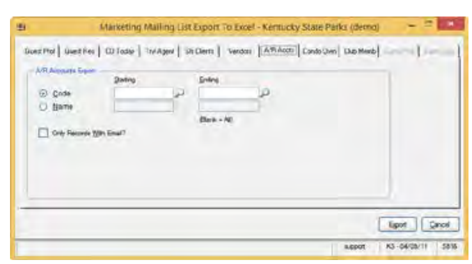
- **Guest Reservations** – reads through the reservation file to extract data. Just as with the Guest Profile extract, you have the same option of running all the data or selective on the type of data you want.

  The following are the inputs available for searching
  - Arrival Date
  - You can choose one of the following:
    - Folio Number
    - Market Code
    - Name
  - You can choose to include or exclude:
    - House Use Rooms
    - Records with Emails
  - The same information provided in the Guest Export is provided here as well, including Folio Number.



- **Guest Checked-Out Today** – these are for those you want to export that have checked out, as of the day of running this option. This way you can send out a special thank you, if you like.
  - The optional inputs for this are the same as the Guest Reservations, listed above.

- **Group Sales** – this export will provide you a listing of all contact information for a Client in the Group Sales / Sales & Catering database.



- **A/R Account** – this export will provide you a listing of your accounts setup in the AR database.

- **Other exports available in this process, that might not be needed are:**
    - Travel Agents
    - Vendors
    - Condo Owners
    - Club Memberships

The following available export routine will give you raw data concerning your Reservation Bookings. Here you search a range of dates and times and the information is exported into excel. This is helpful when creating reports when you need to calculate number of reservations, cost, and sort by Market Types. This export could assist you determining which export and ranges you would like to use in the Mailing Export program. It is also good for Yield Management. The information it provides you is:

- Export Date
- Folio Number
- Last Name
- Market Code
- Arrival and Departure Dates
- Room information:
    - Number of Nights
    - Room Rate
    - Estimated Stay Rate

Another helpful report is the Market Code Revenue History export. This export could assist you determining which export and ranges you would like to use in the Mailing Export program. It is also good for Yield Management This report will provide you summarized information based on the following:

- Months/Years
- Market Codes
- Number of Nights
- Room Revenue

Conference Services Overview by

Megasys Hospitality Solutions

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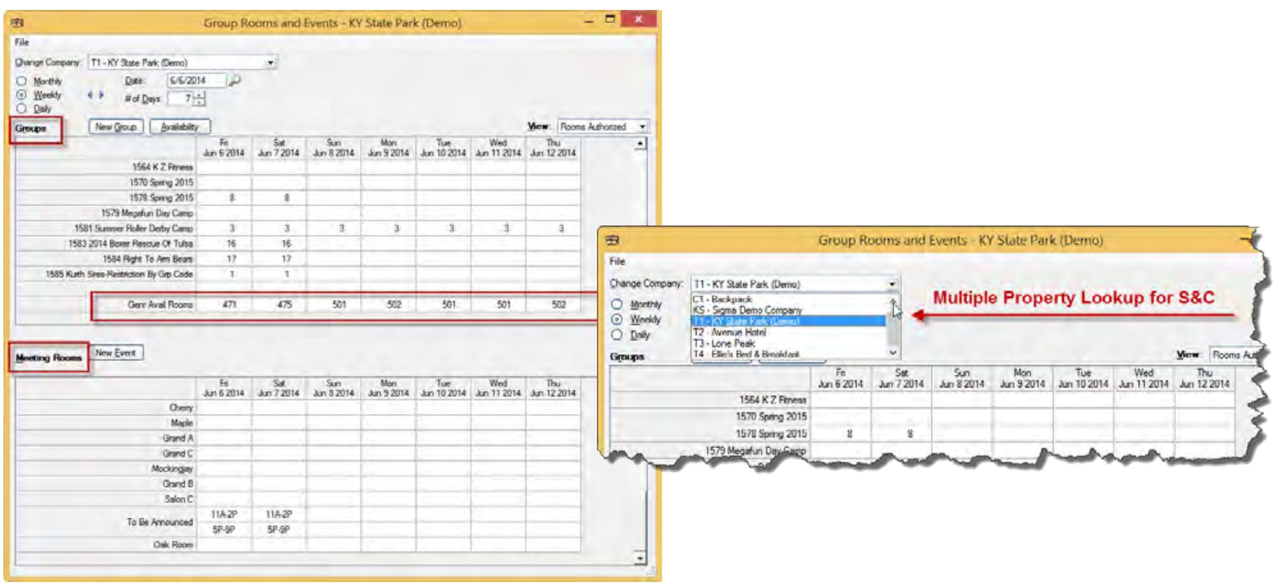
1 Conference Services Overview

1.1 Conference Services*.*

Portfolio HMS has a complete Sales and Catering system, and it is 100% integrated. This allows the end user to see lodging rooms and meeting rooms all in one screen. We call our Sales & Catering module: **Conference Services**. It is called this because it <u>combines Group Sales with Event Sales into one management function</u>, where one screen manages the entire operations.

Everything starts with availability of both overnight rooms and meeting rooms. Portfolio's Conference Services module is based on the same principles as reservations. This means, a Guest should be able to call and book a reservation during the call. The same thing occurs with Group Sales. A group wanting to book rooms and meeting space should be able to call and say, ***"I need 50 overnight rooms and 4 meeting rooms starting June 6th, for 4 nights. Do you have availability?"*** Group Sales must quickly provide that answer, otherwise they could lose the sale to their competitors. Portfolio will provide real-time availability to Group Sales just by looking at their Group Calendars, which reflect availability.

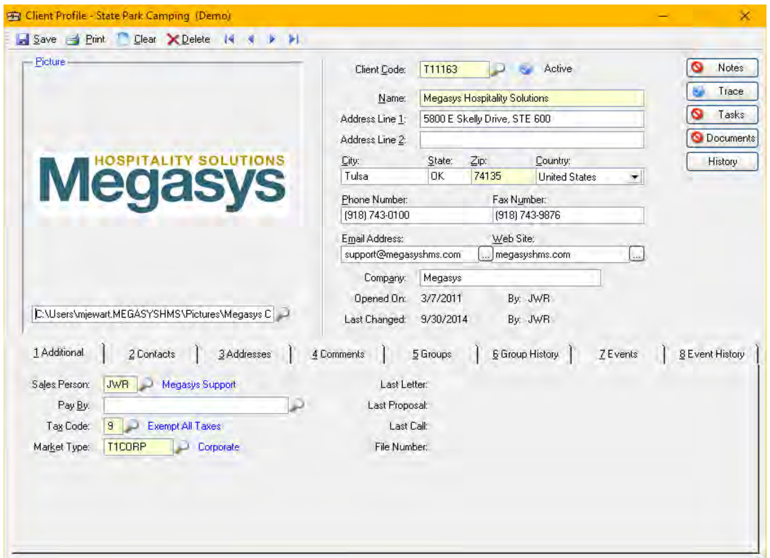
The following is one of many calendars / availability screens they would have open while the guest was on the phone with them: (if Group Sales cannot accommodate the Group, they can suggest another date, or switch Company Codes and check availability at another Location:



There will be more discussion on the types of calendars / availability tools available for Group Sales in the latter part of this document. But for now, the following is an overview of Conference Services and how it integrates with the Portfolio HMS. While we will try to review all the functionality, in this document, seeing it in action is the only true test of the capabilities.

1.1.1 Conference Services – Client CRM

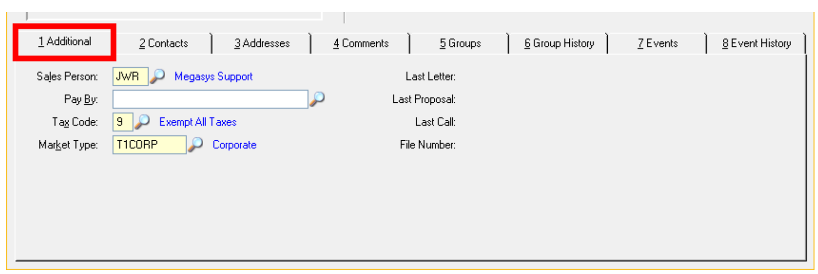
To be successful in Group Sales, you must be able to understand and manage your Client's needs, especially the Clients that have repeat business. In order to assist Group Sales in this process, Conference Services provides you with a Client CRM. With this Client CRM you are able to track everything about a Client in one place. The following screen is an example of The Client CRM and how it is utilized.



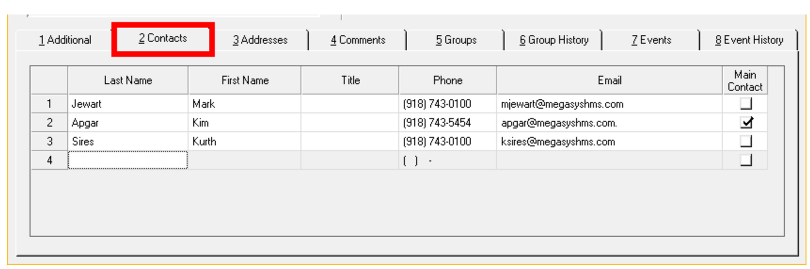
As you can see from the screen above, there are several key functions available to Group Sales. You can create Notes, setup Tasks, attach Documents, and track History on your Client. Also, from looking at the tabs at the bottom of the Client CRM, you can access key information.

The following are brief descriptions of those tabs:

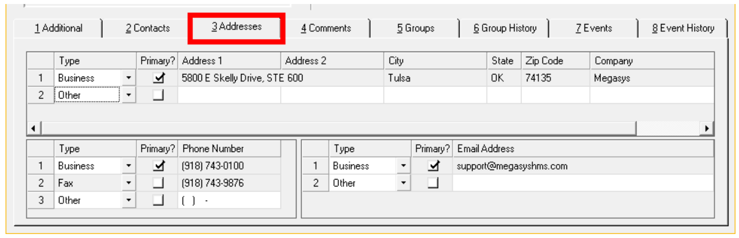
- **Tab 1: Additional -** this is where you can see who the Client belongs with, how they pay, what tax bracket do they fall, and what type of Client they are. You can also see system generated information on your last communication with the Client.



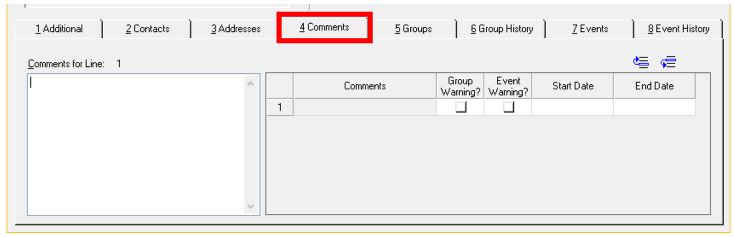
- **Tab 2: Contacts –** this section will let you list out all the contacts associated to this Client. Each contact listed will also be found in Guest/Individual CRM, discussed in another document. In that CRM, all the details about the Contact can be found.



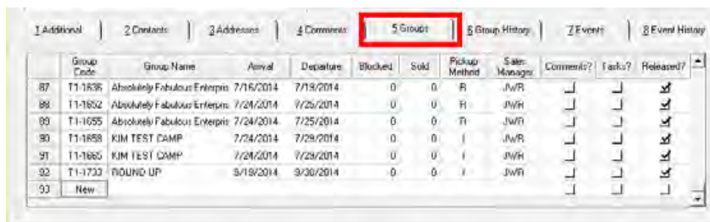
- **Tab 3: Addresses -** this is where you keep track of multiple addresses, phone numbers and email addresses that pertain to the Client. With each, you have the ability to classify the type of information collected, such as Bill to, Ship to, Main, etc.



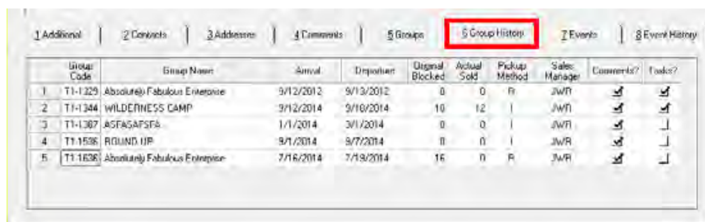
- **Tab 4: Comments –** this is where you can add comments about the Client that need to be shared with other Users, when they are working with the Client. Unlike Notes, these comments display when the Client is being utilized. It can be either a general comment or it can be date specific. You can also set it to only display when they are used in Groups or Events.



- **Tab 5: Groups -** this tab will show you current and future Groups assigned to this Client. You can pull up the Group by clicking on the Group Code, or you can click NEW and create a new Group for this Client. More information on Group Management to follow in this document.

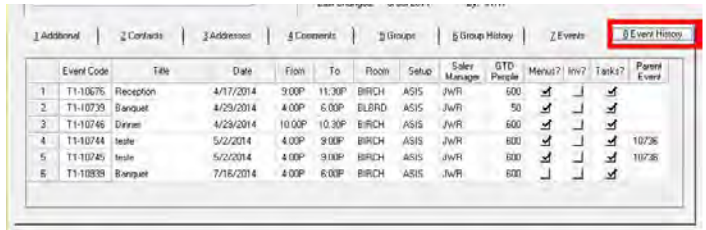


- **Tab 6: Group History -** this tab displays all prior Group bookings for this Client. Like the Group Tab, you can view the Group by Clicking on the Group Code. You can also copy a Group from History for a Future Group Booking.



- **Tab 7: Events -** this tab will show you current and future Events assigned to this Client. You can pull up the Events by clicking on the Event Code, or you can click NEW and create a new Event for this Client. More information on Event Management to follow in this document.

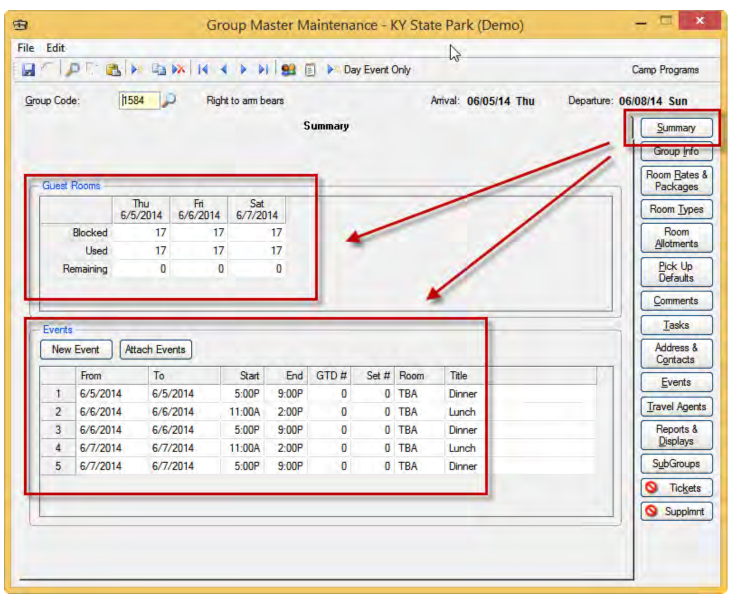
- **Tab 8: Evnet History -** this tab displays all prior Event bookings for this Client. Like the Event Tab, you can view the Event by Clicking on the Event Code. You can also copy an Event from History for a Future Event Booking.



1.1.2 Groups and Events

This section is dedicated to managing Groups and Events. This is also referred to as a Group and/or Banquet Event Order system. Events can either be attached to a Group with overnight stay / sleeping rooms or setup as an individual Day Event. All Groups and Events are issued a group code whether they have overnight sleeping rooms or not. This helps the end user keep all pertinent information in one location. Due to the scope of work, we will be providing information on both Groups and Events in this section to show the integration between the PMS and Conference Services. Due to the close relationship between these two areas, we will show how data collected in one area, applies to the other area, without having to enter the data twice.

The following screen provides an example of how Portfolio HMS manages Group and Events in one screen. Afterward we'll go into more detail to the different areas and how they tie together:



Note: Groups is actually part of the Reservation and Front Desk sections but, will be noted in this section. Those properties that only have Group Business and no Events, would still use the same module with the Events piece turned off.

1.1.2.1 Conference Service (Group Creation)

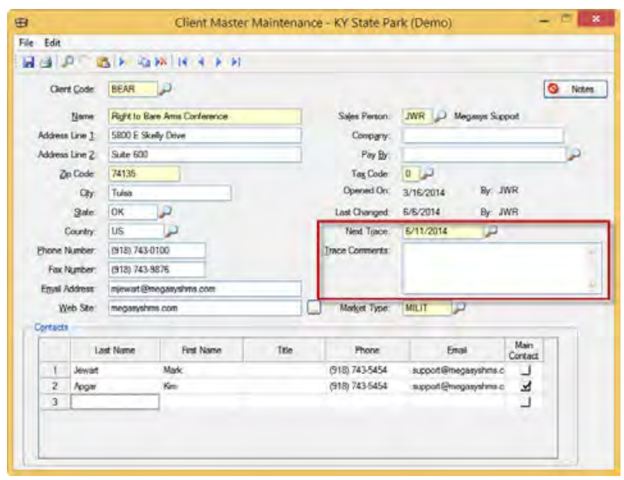
Portfolio HMS has a Group Module that is used for the creation and maintenance of all blocks of locations / rooms sold. The industry standard is to utilize the group blocking functions for groups of 10 or more rooms. Reservations for 9 or less can be maintained in the Individual Reservations section of the system.

On a side note, if you have several people coming to the property and you DO NOT want to create a Group Contract for negotiated rates, but, you want to link them together as a Group, you can used Portfolio's Link Function. This is where each person has their own rates and rooms, but, because If linking their reservations, the Property can recognize them as group / party.

The Group Module includes features such as Rooming List Entry, the ability to mass change fields on existing group reservations, the ability to set up external or internal allocations of miscellaneous revenue for each group member and quick, one screen access to Room Blocking, Check In and Check Out. Features outside of the group module but, related directly is the ability to import reservation from an excel spread sheet, make a mass group of reservations using the groups information with the click of a button, and group mass check-out.

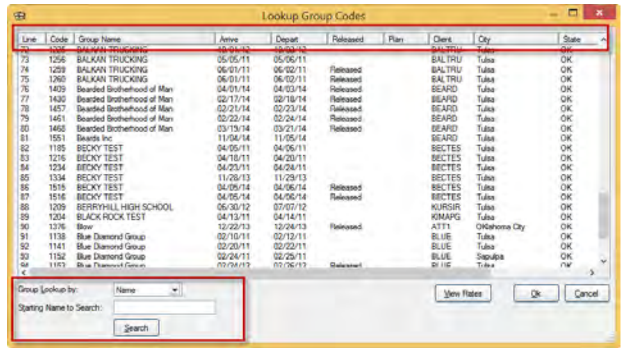
The following section will describe the flow and some of the key features of the Group module.

Client Codes – Every Group attending a function at the Property will have a unique Client Code associated to them. The Client Code is where you capture and maintain the client's name, address, contact information, Market segment, pay-by, etc. Once you create the Client Code, it remains in the system, much like an index card. No matter how many times this Client booked a Group with your Parks, the will always have the same code. All you have to do is update the information as needed.



A new addition to the Client Code is Trace Comments. Here you can set a Trace Date and include a message on what you are to follow up with. This appears on the Dashboard of the Portfolio menu and can be found on the Trace Reports. In the example provided, the highlighted box is where this new function was added.

Group Code – When creating a group, the system gives you a unique 4 digit number for the group. This number is used when making reservations for participating individuals and is entered in the Market Code field of a reservation. As with Market Codes, it will display all the available rooms and rates for this specific Group. This code is unique to the Group at the time of booking and is connected to the Client code. Since Group codes are system generated numbers, we provide a robust search function that allows you to search by Name, Date, Client, City, State, Zip and Phone. You can also click on the column heading to narrow down your search.



Group Information – In the main Group creation screen there is a tab designated for setting up information specific to the Group. If you had a Client Code on file, it would have populated the name and address fields for you. The required data in this section would be the Arrival and number of nights. You can also add deposit requirements and follow up / trace dates in order to manage the group.

There are 3 types of pick-up:

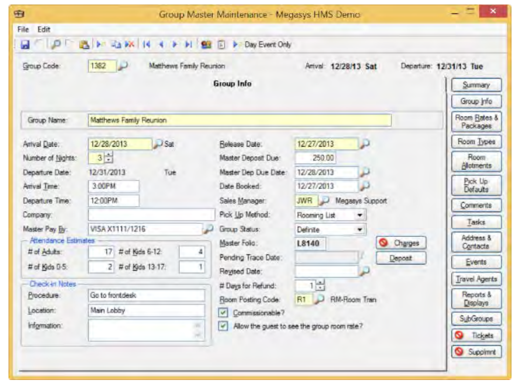
- **Individual** - An Individual can either call or go online and book their reservation. The system maintains the status of the group and only allows the guest to book what is available.
- **Room List** – If group does not know who is going to attend, but, knows about how many rooms are needed, they can secure the rooms and then submit a list of names prior to arrival.
- **Cards** – In some cases, lease facilities don't maintain data on individuals in a group and only record they have sold rooms. So, on the day of arrival, the Front Desk provides a packet to the Group with address cards for the individuals to fill out and turn in.

Groups can be setup as Definite, Contract Pending, and Space Hold. This way you can secure availability, but continue to sell against the pending contracts. You also have the option of specifying deposit due dates, showing rates on the reservation and/or making this a commissioned group sale.

From this point forward, the following is summary information for the buttons / functions on the right side of the Conference Services "ESP" Management Screen:

If this was a new group, the ESP Wizard would have guided you through the entire process. You would have captured the Client name, contact information, when they are coming and all the specifics of their stay with you. All the information collected is then distributed and would be found in their appropriate sections in the management screen. This module lets you book both overnight stays and day groups. Based on the type of group attending you would choose between the overnight wizard and day use wizard.

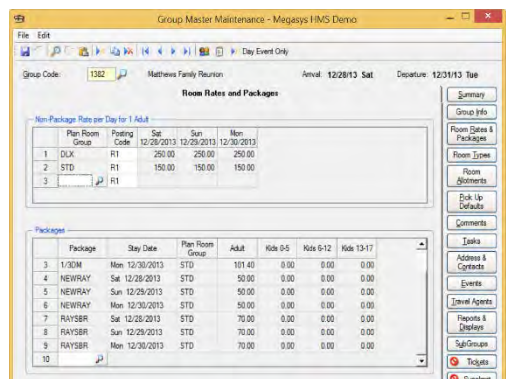
NOTE: There are only a few pieces of information that are required, just like in Reservations, in order to create a Group and Event. The required fields are highlighted in yellow for ease of recognizing them.



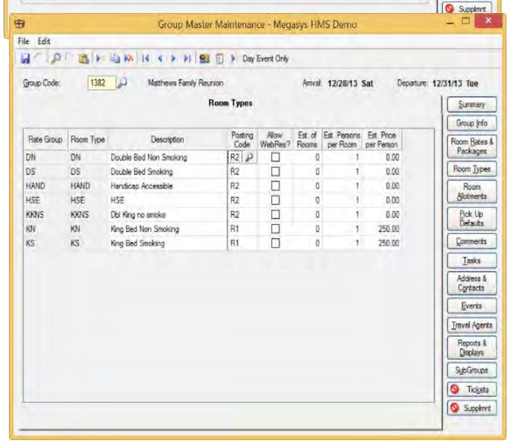
Group Info – The purpose of this screen is to make note of the official group name. Set the Day and Time the groups will be on property. Establish how the group will be booking overnight rooms and any check in note / procedures. There are several items on this screen that are optional items that can be utilized to better assist the Group, such as: Estimated number of attendees for estimated invoices, Group Check in procedures, etc.

Scheduled Charges – Just like with the individual reservations you can also setup Scheduled Charge for the Group as a whole. Instead of scheduling based on the individual, you can schedule charges in bulk.

Deposits - Can be collected from this screen and applied to the Master Invoice.



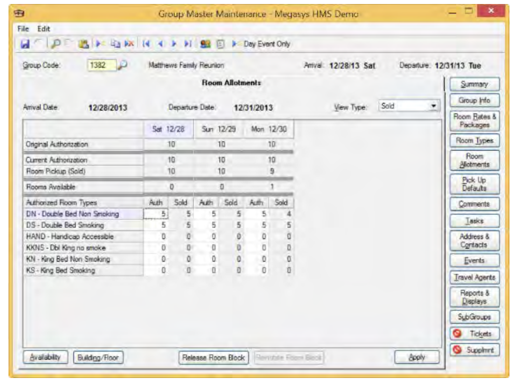
Room Rates & Packages – This is the step where you enter in the contract Group Room Rates, which can be by Room or Person. You can also setup your Group Packages. You can have many standard packages as you want per Group. When you import them into a Group, you can then modify them to make unique packages exclusive to the Group Also, a Group can have many packages as they want.



Room Types – The purpose of a group is to secure rooms. In the Room Type section of the group creation, you attach Room Types and Rate Groups to the Group Code. You define the posting code assigned and the Room Rates. This is the same way you create your hotel rates, except these are specially negotiated rates for this group only.

In the event that you want to present an Estimated Bill to the Group, this tab will allow you the ability to enter estimated rooms needed per room type, estimated people per room, and the estimated price per person. This information would print on the contract.

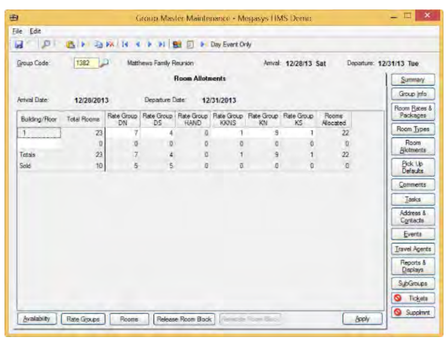
Room Allotment – After you have established the Room Types, you will indicate how many of each is allowed. This can be done two ways:



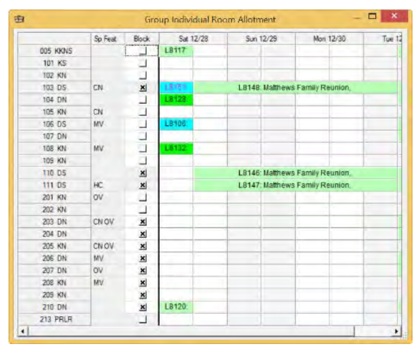
- Enter in the number of rooms required for each day of the group stay. These numbers can vary depending on the number of arrivals expected.
  - o If the number of rooms is the same for each day, you can use the copy feature to cut down on input time.

- Secure rooms by selecting building or floor numbers. When doing this, you are allocating and reserving space based on location. After you have secured the space, the system will automatically populate the days. This is the only area where you can "PRE-Block" Room Numbers. If you pre-block rooms, they will appear on your Room Availability / Tape Chart on the Room side, with the Name of the Group as a reference.

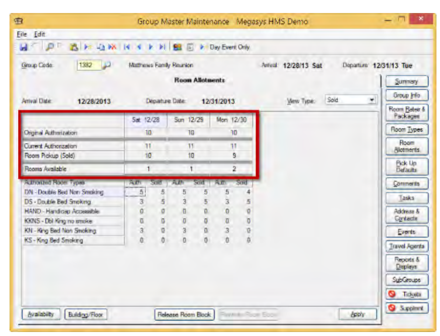
Building Floor Allocation



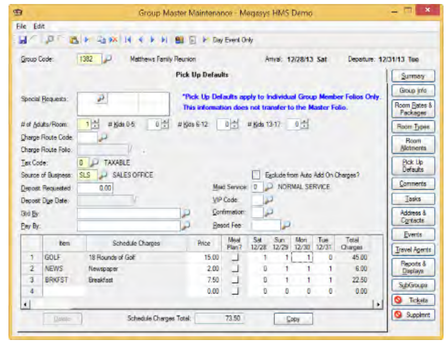
Pre-Block Rooms



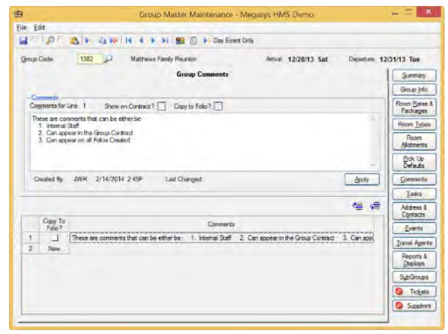
View Pickup – As individual reservations are made or rooming lists entered, the system will display the group pickup, or better known as group availability. This is a good way to manage the sale of rooms. By monitoring this you can recommend reduction or an increase in inventory for the group.



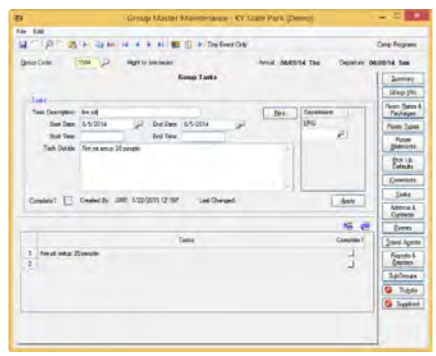
Pickup Defaults – All Groups are negotiated by a coordinator. In most cases individuals attending the group function are not aware of the details of the contract. The system lets you setup defaults for those individuals that define number of Adults, any Package Plan, Charge Routing, Source of Business, Individual Deposit due and dates, any guarantee pay by types, VIP Code, Confirmation Letter, Resort Fee, and any Additional Charges. This will be applied to the individual reservations made automatically whether booked individually or in mass.



Comments – This section will allow you to add comments to existing and future reservations booked against the group, it will also allow those comments to be displayed on the contract if needed. The user is not limited to the number of comments made, and each comment is date and time stamped with the user ID responsible for entering the comment for tracking purposes.

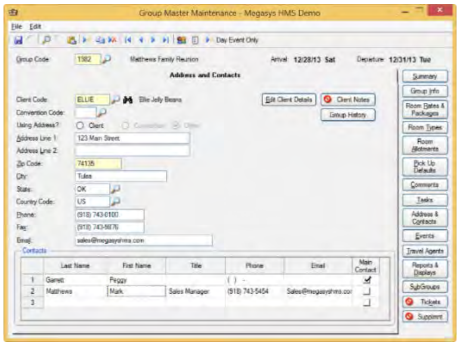


Tasks – This section for making notes, setting reminders, or to be used as a To-Do section that can be found in the Group and Event screens. In this tab, you can create specialized Departments, even if the department is the user, to setup date and time sensitive tasks to perform. The tasking function has E-Mail capabilities as well, E-Mails are sent to members of the selected group at the time a task is created, modified, the day the task is due, and when the tasked is marked Complete. Tasks will also show on the Group Prospectus and Department Task Report.

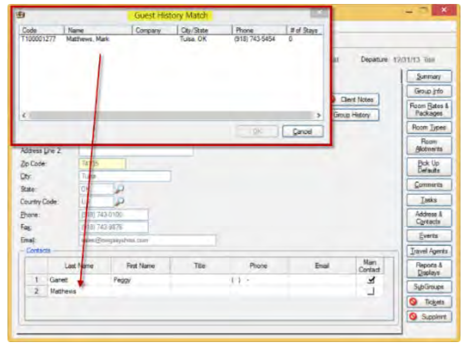


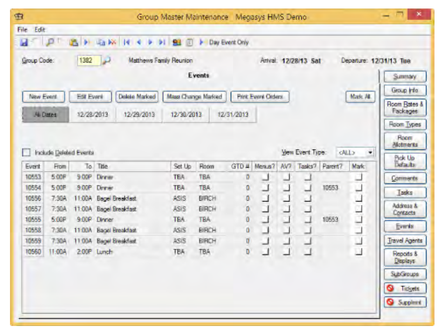
Address & Contacts – Has many features other than just tracking pertinent contact information of the group's coordinators, such as notes, history of past groups that as booked against the client code, and the ability to make changes or modifications to Client Details. When entering the coordinators information, you can get as little or as much of the coordinators information as needed. The section will display the name, email, title, and phone number but with one right click on the desired name you will have access to their entire guest profile.

Client Information Panel



Example of Guest Profile / CRM Lookup





Events – This will take you to the events management module, which is a directory linked back to the Group management module, these two modules make up the Conference Services Module. *We will cover this function in the Event Creation section to follow.*

Other functions:

Travel Agents – If you work with travel agents, there is a section where you can attach their Travel Agent code to the group.

Sub Groups – If you are having a major event / conference and there will be many different Groups attending, you can create Parent and Sub Groups. The sub groups book their groups and only pull their allocation from the Parent Allocation.

Tickets – This is our Recreation and Activity scheduling program where you can let your Guest book paid or non-paid activities that must be scheduled due to availability.

Supplemental – Just as the Supplemental in Reservations, this is for more free form fields to capture on the Group.

Master Folio / Invoice – With all Groups and Events, the system generates a master bill. This bill is a house reservation that can be used to capture charges from the group or event. This is a shared number between the group and events, so the group pays only one invoice.

Other Group Tools - The following are other group tools provided to help manage a group.

- Group Mass Check In / Check Out
- Group Allocation Tables
- Group Add On Charges
- Group Mass Rate Change

- Canceling and/or Deleting Groups
- Reports – (some noted reports)
    - Group Contract – Rooms only
    - Group Prospectus
    - Group Authorized and Picked Up
    - 12 Month Group Revenue Report
    - Group Rooming List
    - 14 Day Group Calendar
    - Groups beyond Release Date
    - Group History

1.1.2.1.1 Group Room Booking

Portfolio HMS allows groups to book their reservations several methods:

- **Individually Booked** either by calling the reservation office, or booking online.
- **Rooming List**:
    - Manually entering reservations from a list provided by the Client
    - Excel spreadsheet with all the information required for making a reservation.
- **Master only booking (MOB),** where you need to make 50 reservations for a group, but, don't know if you are going to get all the names.

1.1.2.1.1.1 Individually Booked

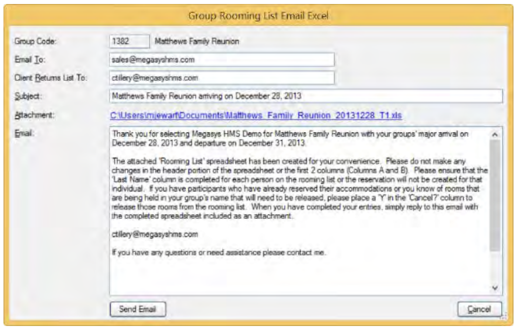
This is for Groups who want their attendees to book their own reservations. The attendees are given a group code to use for booking. They can call the property to book their stay, or they can go to the online reservations booking engine and enter in the Group Code and book their stay.

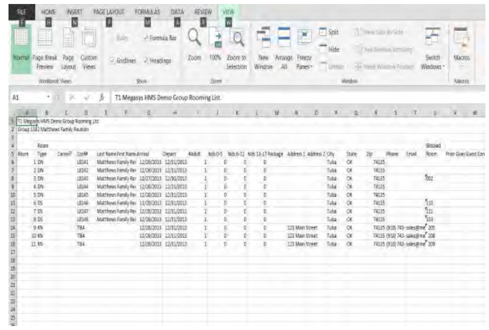
1.1.2.1.1.2 Rooming List

- Manually booking reservations based on a list provided to Group Sales from the Group Coordinator. In most cases, these lists are hand written or provided in a document for someone to enter into the system. This causes many mistakes and reservations can be overlooked.
- Excel spreadsheet is where you can export and import reservations based on information entered on the worksheet. Here the excel spreadsheet is emailed to the Group Coordinator, with instructions on how to fill out the form. Once the form is filled out, it is emailed back to the property, where it is then imported into Portfolio, creating reservations for the Group. On the worksheet, they can assign guest to pre-blocked rooms, match people up in the same room, if share-withs are required, enter guest information, and any other comments or data requested.
    - NOTE: In some cases where the group only provides a list of guest, Group Sales can export the worksheet themselves; fill out the form and import. This saves time in entering one by one.

Below are examples of this feature:

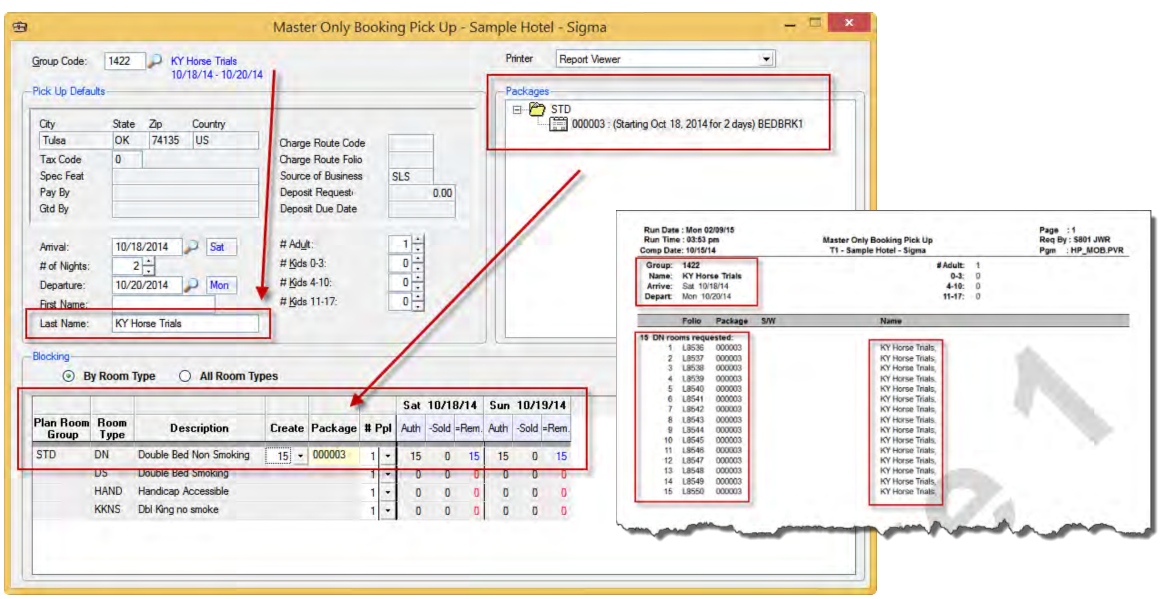
Export / Import Rooming List **Excel Workbook for Rooming List**





1.1.2.1.1.3 Master Only Booking (MOB)

This feature was developed for properties that didn't care who was staying on their property, but still needed to account for the reservations in the system. So if a Group is bringing 50 people and they don't provide you with Guest information, you can use this function by entering in the Group Code and then assign the number of reservation required by room type or by packages. Once you update, the system will create the reservations, based on input and assign the Group Name to each reservation. These will then display on your availability charts as "Group Assigned". If there are special needs or the Group provides you a list of the Guest attending, you can either use the excel worksheet to update the reservations or select a reservation for a special needs and put the Guest name on it. The following is the MOB Screen:



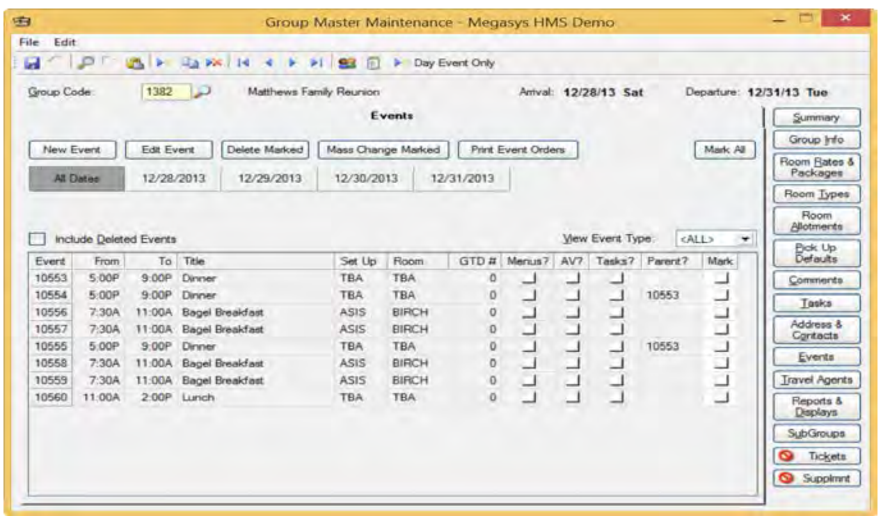
1.1.2.2 Conference Services (Event Creation)

The Event Menu is designed to handle your property's catering and banquet scheduling needs. The Event Booking option will allow you to block meeting space, print a contract and create a billing folio all from one screen. Within each Event booking you will be able to schedule and outline each event's setup, audio visual and food and beverage needs. All maintenance for an event can be completed in the Event Booking screen, including changes and deletions.

The Event Menu is complete with features such as quick copying, change of counts, printing of banquet checks and all maintenance related to processing and controlling event bookings. The Sales and Catering system works in conjunction with the Group Rooms system allowing both departments to share a client database as well as setup common billing between group room charges and catering charges.

The Event module was developed to allow the user the luxury of a pre-configured, quick entry event booking format with the flexibility to make individualized modifications. Event booking information is compiled and printed as Banquet Event Orders and the information displayed on report.

The following sample is the Event Management Screen:



With this screen you are provided with a quick overview of the event schedule. You can look at the events summary for all days or by the individual days. The screen allows you to quickly see what the Setup should be, and which Room the meeting will take place. You also can quickly see if they have F&B requests under the Menus, AV or any other type of inventory requirements and any scheduled tasks.

Because of the way it's been designed, you can have Parent Events and Sub Events. What this means is you only need to create one Event and then Copy it to other Days. If you make a change to the Parent Event, it will prompt you to duplicate those changes to the Sub Events. This is great for when you have a meeting room for 3 days and they should be setup the same way.

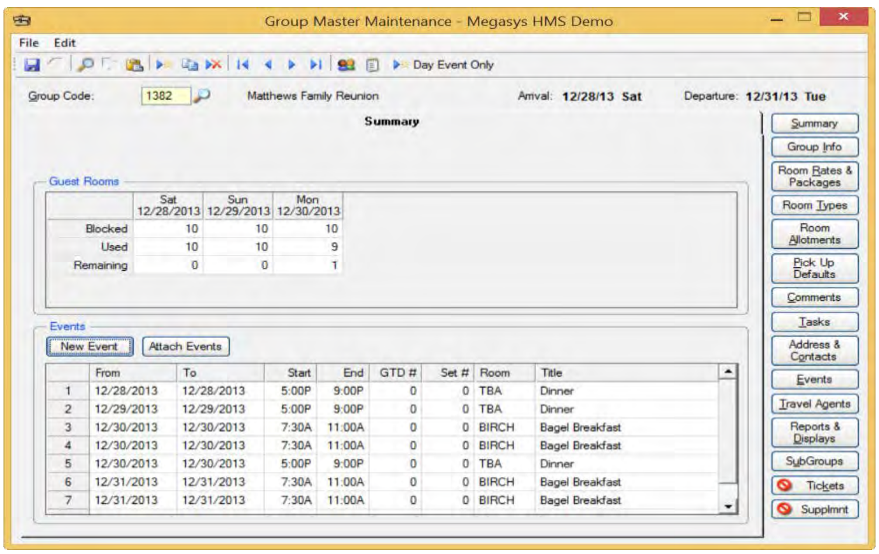
Other functions from this screen are the ability to create a New Event, Edit an Event, Delete an Event, perform a Mass Change on the Event and print your Event Orders.

The next part of this is to show you a summary of what can be captured for Events. Remember only certain items are required and highlighted in yellow.

1.1.2.2.1 Event Creation

This module allows you to book an event for a new or existing client. Booking events for a new client automatically adds the client into the Client Maintenance file. Event(s) you have entered may be linked to other bookings or group room blocks by the use of a Group billing code, which is the same thing as the master bill, or master folio. An Event Booking is an outline of each event scheduled at your facility including set up, audio visual and food and beverage needs, special tasks, and change orders. Event Bookings are created by day, by meeting room. We make it easy for you to create multiple events on multiple days, with sub event creation.

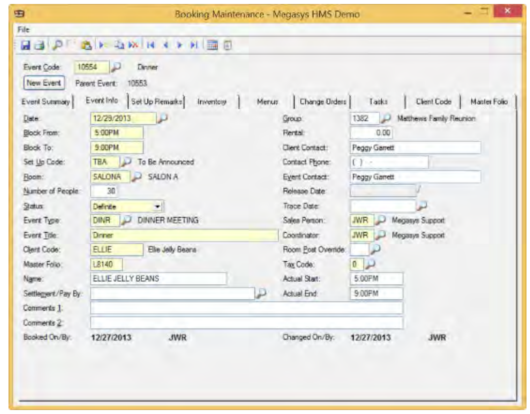
As you can see, you can manage the entire event process from one screen. All changes are updated to the sub groups, shown in the upper right hand corner of the screen. There is one more screen that allows you to manage both the Group Rooms and Events, which is displayed below:



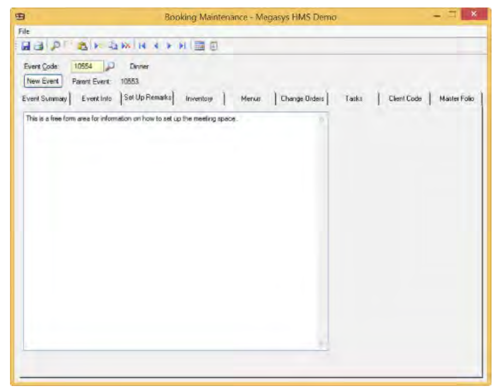
This screen allows you to enter in a Group number, which then will display a summary of the group and all events associated to that group. You can press the edit button to pull up the actual group screen to make additions, changes, or deletions to the group. You can also highlight and pull up a single Event listed in the bottom of the screen. In doing this, it pulls up the Event Booking screen, displayed above, for additions, changes or deletions to an event.

The following section will describe some of the key features of the **Event Booking** process:

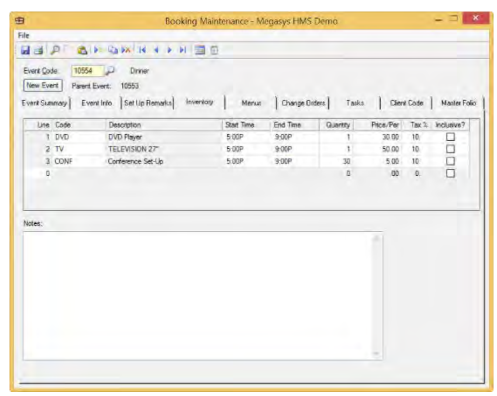
Event Information tab – This tab, like the Groups tab, is information specific to the setup and contract. You setup the event date, times, number of people, setup codes, function room, and contact information. When creating events, you can also establish setup times for your staff. Also, when creating an event, the system maintains the occupancy of the function room you are going to use and warns you if you are over booking the occupancy. It will also let you know if another Client is already using the room. If they are and you are sharing rooms between groups, the system allows for overrides, based on security.

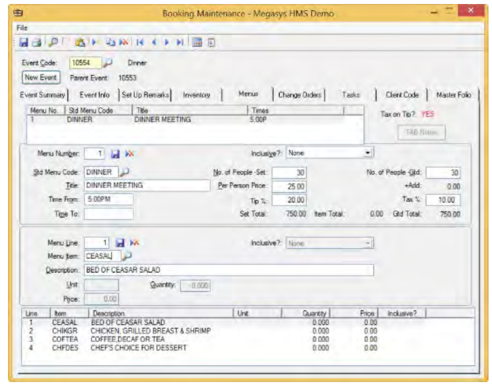


Setup Remarks – This is a free form notes section for you to add any information regarding this event. There is no limit on the amount of information you enter in this section. Note: Each section, Menus, Audio Visual, etc., has their own notes section. These will also print on the Contract, BEO, AV Setup and 14 Day Events report and listing.



Inventory – The system allows you to rent out equipment for your events. This can be anything from projectors to golf carts. With each item you rent, you can add prices and tax. The system also gives you the option to make tax inclusive or not. The system also maintains inventory of all items on a daily basis. It will warn you if you are overbooking an inventory item. The system allows for overriding, based on security.



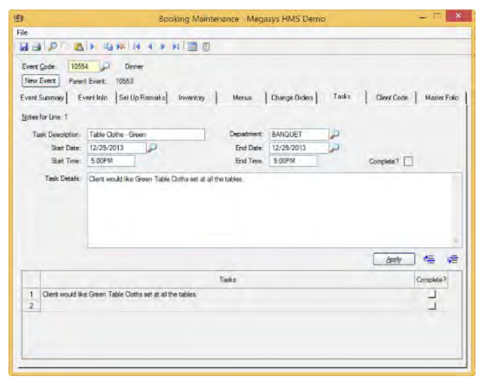


Menus / Food and Beverage – Besides collecting information on the event, this tab of the Event Booking is the most extensive area. Here you begin setting up the Menus for the events. There are many different ways of doing this and it really comes down to operational procedures. In most cases, you establish a menu. Menus are preconfigured and can be used multiple times. It is recommended that you create standard menus and items and then modify from there. Once a menu is selected, you can establish the number of people attending and the number of people you are guaranteeing. This way the Client can say they want 50 people, yet you can say they have to guarantee 30, so that if less than 30 show up, they still owe.

You can set pricing on a per person level and adjust tax and tip as you see fit. You can also decide if you want one or both to be inclusive. Setting prices on a person level lets you keep control of your food cost.

You can modify your standard menus with other items and even change pricing on a case by case basis. Each item you create stays in a master item file for future use.

Change Order – As with any event, there are going to be change requests from the clients. The system gives you the tool to track those changes. This function is rarely used, as most clients use the Task feature to log changes for tracking purposes.

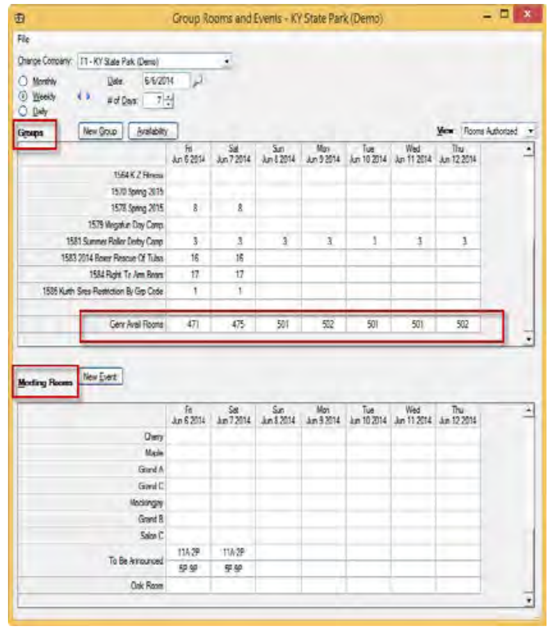


Tasks – This section is Notes, Reminder, To Do section that can be found in the Group and Event screens. In this tab, you can create specialized Departments, even if the department is the user, to setup date and time sensitive tasks to perform. The tasking function also has E-Mail capabilities as well, E-Mails are sent to members of the selected group at the time a task is created, modified, the day the task is due, and when the tasked is marked Complete. Tasks will also display on Group Prospectus, and Department task report.

1.2 Managing Group / Event Room Blocks

In order to manage group blocks and function space we have several availability screens designed around those exact requirements. Since the database is integrated we are able monitor all availability and link them together in robust management screens. The following are a few of the Availability Management screens available:

1.2.1 Event Sales Calendar (Availability)

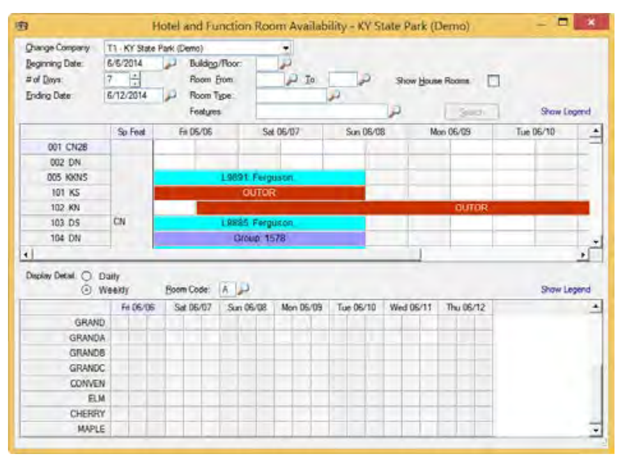


- This calendar will allow users to see Group and Event bookings at a high level on one page.
- It displays the groups and events within specified time frames.
- The calendar can be viewed in Daily, Weekly, and Monthly views.
- Users can also see what rooms are available from the general availability.
- You can view information base on the number of rooms authorized or by the number of people booked for the Group.
- The screen is a useful tool when booking new groups and modifying existing groups with or without events attached.
- The calendar below defaults to the Weekly view, but, can quickly change to a Monthly or Daily View.

In looking at the Event Sales Calendar above, if a Guest calls to inquire about Rooms and Meeting space and needs 100 rooms, the Group Sales person can quickly see that they do have room. From there they can click in the date cell and begin making the Group / Event Booking.

On the same note, if I am from the ABC Company and I need to know some information about my Event on May 2, Group Sales can click in the cell and bring up the Group / Event information.

1.2.2 Hotel and Function Room Availability



This calendar will allow users to see room availability along with what function (event) rooms are also available and booked. Users have the ability to make edits to the events that are blocked into the Function (Event) Rooms and make new events blocking them right into the Function (Event) Room you started from. The calendar is also color coded for users to easily tell what the status of the events and groups reservations are. The screen also comes with filter options to narrow down what data that the user sees and doesn't see.

As with the rest of our availability views, you can drill down to view Guest or Event information. You can also create new reservations and events from this screen.

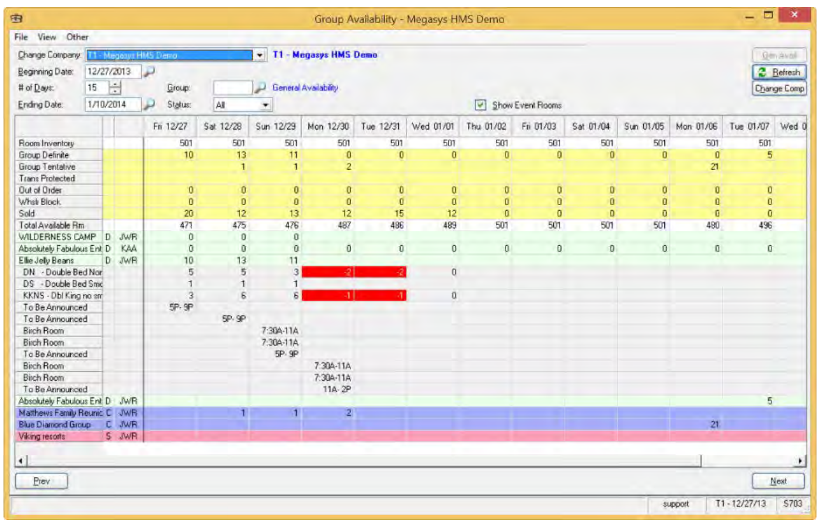
1.2.3 Function Room Availability Screen

This is an availability screen just for Event bookings. You can look at the availability on daily or weekly basis. When looking for availability, the system will show you what has been booked and if it is definite or pending or space hold. If you want to view the event, all you need to do is move your mouse over the spot and it will be displayed. If ever you want to modify or look at the details of that event, just click on the event.

When creating function event rooms, which can be main rooms that can be split into multiple rooms, pools, pavilions, beaches, meeting rooms, or any location on your property that can be rented, the system will maintain the capacity count allowed and the system will not allow you to rent a main room, if a sub room has been rented. The system will allow overrides dependent on individual security levels.

If you are searching for open times for an event, you can use the same screen to book your event. Once the open spot has been selected, all you have to do is click on the time and create your event.

1.2.4 Group Availability



This is the newest and most intuitive availability screen for groups and events. This screen focuses mainly on over-night lodging, it allows users to see the group blocks based on the status of the contract, and users will see the groups broken out by Group Definite, Group Tentative, and Space hold. There is also corresponding color coding to make it easier for users to determine which groups belong to what status of contract.

This availability screen will also show which room types that each group has allotted to sale if the user so desires and the ability to see which event rooms they have and on what day the group has them blocked on. Reservations for the over-night rooms can be booked from the screen, making it a one stop shop for handling groups and all their needs.

From the example above you can see the following in Yellow:

- Total Room Availability for the Lodge.
- Total number of Definite, Tentative or Space Hold Group Blocks.
- Total number of lodge rooms out of order.

- Total number of lodge rooms sold.
- Total Available Rooms.

The rest of the screen shows you the Groups On the Books:

- Green indicates Definite Groups.
- Blue indicates Tentative Groups.
- Red indicates Groups who have not made a decision.
    - The allocation is not part of the yellow lines

When you click on a Group, it provides needed information needed about that Group. You can see:

- Allocated Room Types and the number of rooms booked
- Allocated Meeting Space and the times in use
    - NOTE: The box to "show event rooms" must be clicked.
    - NOTE: As with the other availability and group screens, the User can switch from company to company, if they are authorized.

Regarding the revenues and how they flow and how they are tracked separately, you would need to look at each of the Master Group and Event summary sections for the details of the group and what they have ordered. Everything within the system is tracked by Post Codes, so you are able to generate revenue reports and see where the revenue is coming from. Also there are several Contract formats and Invoices that can be provide as a standard, or we can generate customized one for our Clients.

1.3 *Forms, Contracts, BEOs, Invoices*

Conference Services has a multitude of available reports for the Sales and Catering module. Our stock Group Contract allows the user to give all necessary information to the client. Information displayed would include but not limited to Setup Remarks, Inventory Notes, Tasks, the user can choose between the allotments or actual picked up rooms. When printed the report would display the break out of the rooms as well as the catering events. Our BEO (Banquet Event Order) Confirmation will list all the information pertaining to the specific event. We also do customized reporting if our current stock reports do not meet the needs of our Clients.

Conference / Group Invoice – This allows for easy printing on any groups invoice with configurable header option to personalize each and every invoice, which displays all charges and payments toward the group.

Contracts – Portfolio HMS has several contracts established that a property can choose from or if needed Megasys is able and willing to create custom contract to meet the needs of almost any occasion. There are several Contracts in the system, but utilization of Contract Merge is the most used by our Clients, as they can custom create their Contracts, while we pass the data to the form.

Reports – Portfolio HMS contains many reports pertaining the Groups and Events module, from estimating invoices, tracking group participants, meal tracking, to tracking revenues and setting budgets for sales staff.

Reports are also available for tracking inventory leased out to groups such as A/V equipment, tables, chairs, and any other items that a property would need to track when it comes to events.

All aspects of events are covered through the Portfolio HMS reporting properties, reports are available for all departments involved in handling events, from the kitchen to banquet staff. Megasys also allows the use of third party reporting systems if the property requires the ability to have "Reports-on-Demand".

1.4 Conference Services Reporting

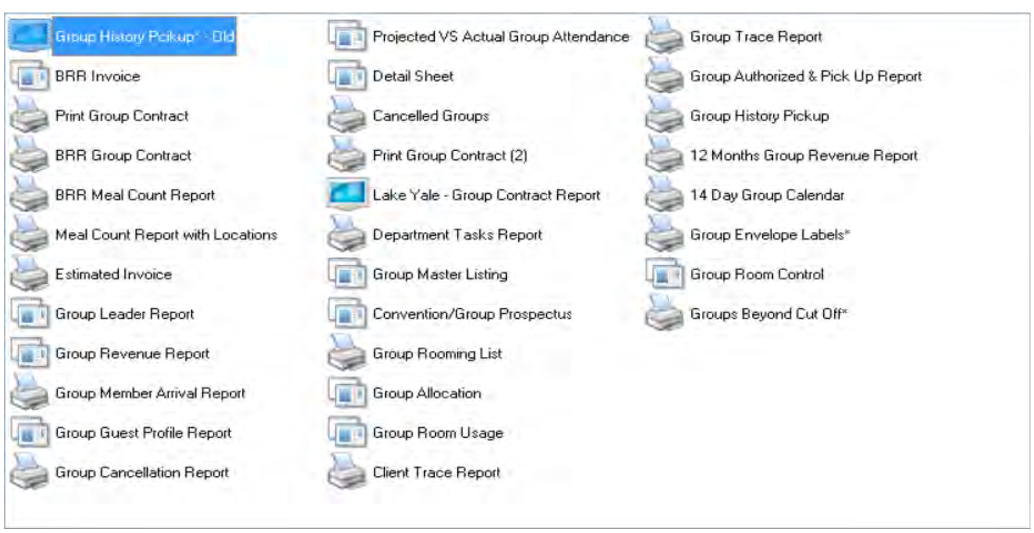
There are a multitude of information pertaining to groups and events. We track group and event history, show current blocks, picked up rooms, the amount of revenue that is current on the books as well as projected.

The end user can easily pull reports to see history pertaining to group's original allotment and picked up rooms, the revenue that the group brought in, as well as rooming list.

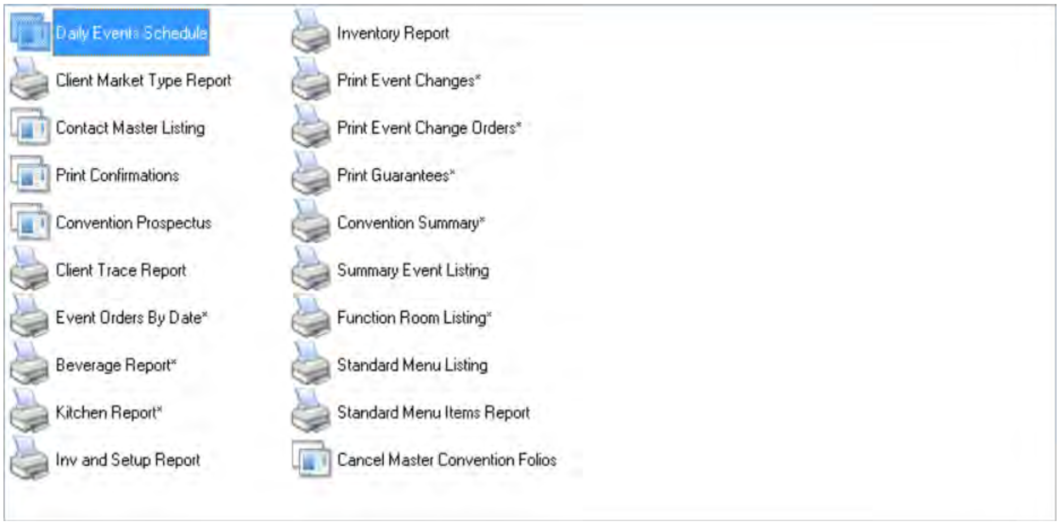
We have trace reports that can report on the client, group, or event level. These trace reports are also tied to a dashboard list that the user can see what traces are due for that specific day.

Within our client maintenance panel the end user can also setup prospective clients so they can run reports and see how many prospects turn into actual sales?

The following is a print screen from the Groups Menu, showing all the available reports specific to **Groups:**



The following is a print screen from the Events Menu, showing all the available reports specific to **Events:**



REPORT	Can Pull By Date Range	Can Pull By Single Day
Accounting Reports		
A/R Master List		
A/R Non-Zero Invoice History Report		
Accounting Reports	X	X
Activity Detail		
Advance Deposits Report	X	X
Ageing ("Aging Report" in search bar)		
Aging Report by Past Due Days		X
Annual Change	X	
Balance Forward Accounts Report		X
Cash Journal Report	X	X
Cash Reconcialtion>Journal Audit		X
City Ledger Report	X	X
Convention By Posting Code	X	X
Daily Account Activity		X
Daily Closing Comparison	X	
Daily Report - Last Year	X	
Detail Ledger	X	X
Fixed Charge Report		
General Ledger > Period / YTD Account Net Change	X	
General Ledger Department Printout		
Group Add On Charge		X
Group Voucher Analysis		
Individual Account Production Report	X	X
Ledger Audit Reports		
Ledger Balance Report		
Net Change to Guest Ledger	X	X
Open Voucher by Code		
Package Plan Posting Report	X	X
Pending Direct Postings To City Ledger		
Period Sales Receipts by Alternate GL		X
POS Cashier Closing		X
Posting Code Report		
Print Chart Of Accounts		
Print Last Page of NA Ledgers		X
Receivables > Account Statement Print	X	X
Reprint Daily Charge Summary	X	X
Revenue Tracking Report	X	X
Shift History Export	X	
Tax Report	X	
Today's Shift History		

REPORT	Can Pull By Date Range	Can Pull By Single Day
Trail Balance by Alternate GL		
Trial Balance		
Programs Reports		
Advance Deposit Ledger		
Downtime Reports		
Expected Arrivals	X	X
Expected Departures		X
Housekeeper's Report		
Projected Guest Ledger Report	X	X
Registered Guest Ledger with Guest Count		
Reprint Night Audit Reports		X
Reservations Reports		
12 Months Group Revenue Report		
14 Day Group Calendar		X
30 Day Blocked Rooms Report		X
Advanced Deposits > Advance Deposits Report	X	X
Assigned Rooms Report		X
Assigned Rooms Report New		X
Audit Market Codes Report		
Availability in a Snap Shot		
Blocked Rooms Audit Report	X	X
Brochures > Brochure Report	X	X
Charge Routed Folios		
Client Trace Report	X	X
Conference Reservations Totals		
Convention/Group Prospectus		
Crashed Room Block Report		
Daily Market and Group Report		X
Daily Market Report		X
Department Tasks Report	X	X
Deposits Past Due Report		X
Disabled Corporate Rate Codes		
Duplicate Reservations Report	X	X
Early Arrival Check-In Report	X	X
Expected Arrivals	X	X
Expected Arrivals By Corporate Code	X	X
Folio Plan Amenity Report	X	X
Forecast and History Report	X	X
Forecast Report	X	X
Forecast Report (New)	X	X
Forecast Report By Market Link	X	X

REPORT	Can Pull By Date Range	Can Pull By Single Day
Forecast Reports > Forecast Detail Report		X
Forecast Worksheet		X
Group Allocation	X	X
Group Authorized & Pick Up Report	X	X
Group History Pickup	X	X
Group History Rooms Used		
Group Master Listing	X	X
Group Prospectus (3)	X	X
Group Room Control	X	
Group Room Usage		X
Group Rooming List		
Groups > Print Group Contract		
Guest Origin Report	X	X
Long Form Arrivals	X	X
Lost Business	X	X
Market Code/Rate Group Report		
Meal Count Report	X	X
New Reservations by Source		
NYYC Bookings Pace Report		
On The Books Report		
Packages > Amenity Provider Schedule	X	X
Print Wholesaler Guests		
Print/Display Availability		X
Reports > Historical Room Revenue	X	X
Reservation Changed Report	X	X
Reservation Production		X
Reservations Booked Report	X	X
Reservations Canceled by Source	X	X
Restricted Days Report	X	X
Revenue Forecast by SRC Code	X	X
Room Blocking	X	X
Room Upgrades	X	X
Special Market Forecast Links		
Transportation	X	X
Wait List > Wait List Report	X	X
Wholesaler Master Listing		
Wholesalers & Corporate > Daily Market Report		X
Front Office Reports		
Actual Arrivals/ Departures		
Add on Charges Report	X	X
Adjustment Report		

REPORT	Can Pull By Date Range	Can Pull By Single Day
Advance Deposit Ledger		
Baggage/ Package Report	X	X
Batch Folios / Express Check-Out	X	
Booking Date Report - Export to Excel	X	X
Bucket Report		X
Camp Host Report	X	
Car Tag Report		
Cash Journal Report	X	X
Change Sheets Report	X	
Check Confirmations To Print		
Check-Outs By Market Code	X	
COMP Market Rooms Report	X	X
Comp Rooms Report	X	X
Conference Reservations Totals		
Configure Custom Guest Ledger		
Confirmation - Letters		
Confirmations - Forms		
Credit Limit Report		
Custom Guest Ledger Report	X	X
Daily Market Report		X
Daily Market Report(1)		X
Daily Transportation Report		X
Departures and Transfers to City Ledger	X	
Deposits Past Due Report		X
Downtime Reports		
Duplicate Reservations Report	X	X
E-mail Confirmation Report		
Expected Arrivals	X	X
Expected Arrivals by Corporate Code	X	X
Expected Departures		X
Folio Comments Report	X	
Folio Plan Amenity Report (Folio Plan Amenity)	X	X
Folio Supplemental Report	X	X
Gift Card Transaction Report	X	X
Gift Certificate Tracking	X	X
Group Contract (PVR)		
Guest Check Cashing Report		X
Guest History by Company	X	X
Guest History by Market Code	X	X
Guest History by Market/Group/Corporate	X	X
Guest History Contact Listing	X	X

REPORT	Can Pull By Date Range	Can Pull By Single Day
Guest History Stay Report	X	
Guest History Totals		
Guest Message Report		
Historical Room Revenue	X	X
House Statistics Report		
Housekeeping Notes	X	X
Kitchen Report	X	X
Kitchen Report (Dietary & Allergies)	X	X
Long Form Arrivals		X
Lost Business	X	X
Lost Business (1)	X	X
Market Code Production Report	X	X
Market Code Revenue History - Excel	X	X
Market Research by Zip code	X	X
Marketing Report	X	X
No Sale Access	X	X
No Show Report	X	
Occupancy Statistics by Cres	X	X
Occupancy Statistics Report	X	X
Out of Balance Folios Reports		
Out of Order Room Log		X
Out of Order Rooms	X	X
Outlet Journal Print/ Update		
Package Plan by Room	X	X
Package Plan History Tracking Report	X	X
Period Room Stats by Day		
POS Sales Journal	X	X
Print Registration Cards	X	
Projected Guest Ledger Report (New)	X	X
Rate Variance Report	X	X
Registered Guest Ledger Guest Count	X	X
Registered Guest Ledger w/ Adv Deposit	X	X
Reprint Daily Charge Summary	X	X
Reprint End of Day Reports		X
Reservation Transaction Ledger	X	
Reservations New/Modified/Canceled Report	X	
Reservations Production	X	X
Resort Fee Report		
Return Guest Arrivals	X	X
Room Rates Report (Tax/ Non-Taxable)		
Room Revenue by Zip Code	X	X

REPORT	Can Pull By Date Range	Can Pull By Single Day
Room Status Discrepancy		
Room Status Report		
Room Transfers	X	X
Room Upgrades	X	X
Settlement	X	X
Tax Exempt Report (1)	X	X
Today's Reservations Canceled Today		X
Top Producers Report		
Total Arrivals Report	X	X
Transportation	X	X
Vacant Rooms		
VIP Report	X	X
Conference Services Reports		
12 Months Group Revenue Report	X	X
14 Day Group Calendar	X	X
Banquet Check Worksheet		X
Banquet Forecast Report	X	
Beverage Report	X	X
BRR Group Contract		X
BRR Meal Count Report	X	
BRR Meal Count Report History	X	
Canceled Groups	X	X
Client Market type Report	X	X
Client Master Listing	X	
Client Trace Report	X	X
Convention Summary	X	X
Convention/ Group Prospectus		
Daily Events Schedule	X	X
Daily Kitchen Report	X	
Department Tasks Report	X	X
Detail Sheet	X	X
ESP Salesperson Listing	X	
Estimated Invoice		
Event Orders by Date	X	X
Function Room (Master) Listing		
Future Groups Report	X	
Group Allocation	X	X
Group Authorized & Pick Up Report	X	X
Group Cancellation Report	X	X
Group Comments Report	X	
Group Folio Count History Report	X	

REPORT	Can Pull By Date Range	Can Pull By Single Day
Group Guest Profile Report	X	X
Group History Authorized & Pick Up Report	X	
Group History Pickup	X	X
Group Leader Report	X	X
Group Master Listing	X	X
Group Member Arrival Report		
Group Revenue Report	X	X
Group Room Control Log		
Group Room Usage		X
Group Rooming List		
Group Stay Reason Audit Report	X	
Group Trace Report	X	X
Groups Beyond (Release Date?) Cut off		
Inventory Report	X	X
Kitchen Report	X	X
Meal Count Report with Locations	X	X
Multi Event BEO		
OST Meal Count Report	X	
Package Templates (Master Report)		
Print Event Changes		
Print Guarantees	X	X
Projected VS Actual Group Attendance	X	X
Salesperson (Production) Report	X	X
Standard Menu Items Report	X	X
Standard Menu Listing	X	X
Summary Event listing	X	X
Sales and Catering Reports		
Beverage Report	X	X
Client Market Room Revenue Report		
Convention Prospectus		
Convention Summary	X	X
Daily Events Schedule	X	X
Event Orders by Date	X	X
Event Trace Report	X	X
Function Room (Master) Listing		
Inventory Report	X	X
Kitchen Report	X	X
Print Event Change Orders	X	X
Print Event Changes		
Print Guarantees	X	X
Print/ Update Banquet Checks		

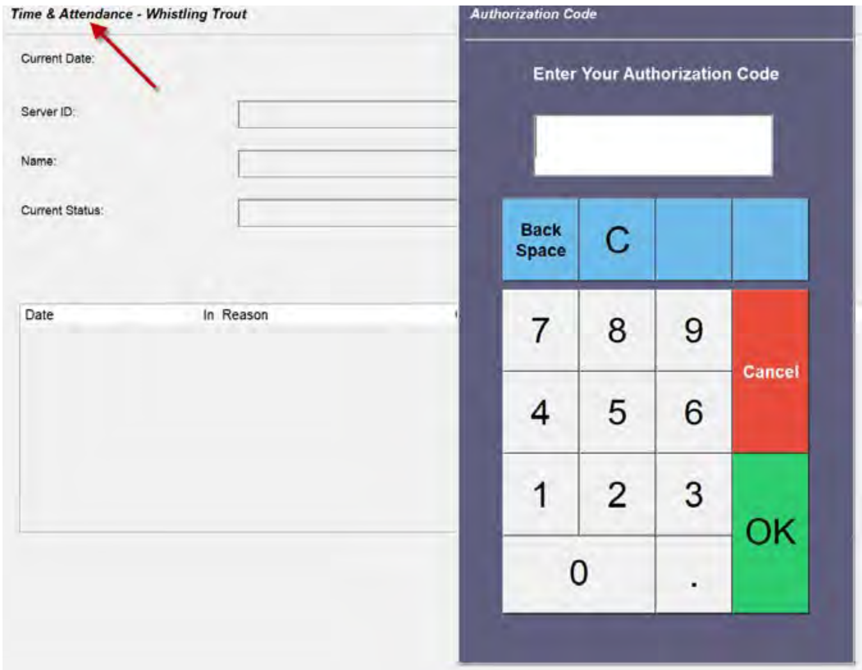
REPORT	Can Pull By Date Range	Can Pull By Single Day
Room Revenue Analysis Report		
Standard Menu Items Report		
Standard Menu Listing		
Summary Event Listing	X	X
Housekeeping Reports		
Expected Arrivals	X	X
Housekeeper's Report	X	X
Housekeeping Notes	X	X
Lost/ Found Report		
Out of Order Rooms	X	X
Room Attendant Production		
Section Report		
Turn Down Report		
VIP Report	X	X
Engineering Reports		
Print Work Order History	X	X
Print Work Orders	X	X
Point of Sale Reports		
Closing Report	X	X
Cost of Good (Non-Retail)	X	X
Cost of Goods (POS)	X	X
Cost of Sales (Retail)	X	X
Employee Meal Card Usage Report	X	X
Hourly Production Report	X	X
Item Production	X	X
Modifier Production	X	X
No Sale Access	X	X
Outlet Production	X	X
POS Check History Discount Report	X	X
POS Menu Items Report		
POS Settlement Report	X	
POS Statistics	X	X
POS Tax Exempt Report	X	
Print Checks with Zero Amounts	X	X
Print Individual Check History		X
Print Server List		
Print Time/ Tip Report	X	X
Reprint Checks	X	X
Server Production	X	X
Server Tip History	X	X
Settlement Report	X	X

REPORT	Can Pull By Date Range	Can Pull By Single Day
Summary Accounting	X	X
Today's Server Reporting		
Void Settlement Report	X	X
Voids	X	X
Inventory Reports		
Inventory List/ Reorder Point		
Inventory Transactions Per Item	X	X
Inventory Transactions/ Exceptions	X	X
Inventory Valuation		
Item Master List	X	
POS Item vs Inventory Item Report		
POS Recipes (1)		
POS Sales Journal	X	X
Reprint Prior (physical) Count	X	X
Reprint Receipt Journal	X	X
Management / Revenue Reports		
Daily Occupancy Stats by Room Type	X	
Forecast Monthly Summary Report	X	
Manager's Report		X
Market Forecast Statistics Export	X	
Marketing Production Report	X	
Occupancy Stats by Fiscal Period Report	X	
On The Books Pace Report	X	
Revenue by Posting Code	X	
Revenue Summary by Month	X	
Stay Reason Audit Report	X	
Void and Transfer Report	X	
Credit Card Reports		
Credit Card Transaction Report	X	
MEGApay Deposit Detail Report	X	
MEGApay Deposit Report	X	
MEGApay Shift Detail Report	X	

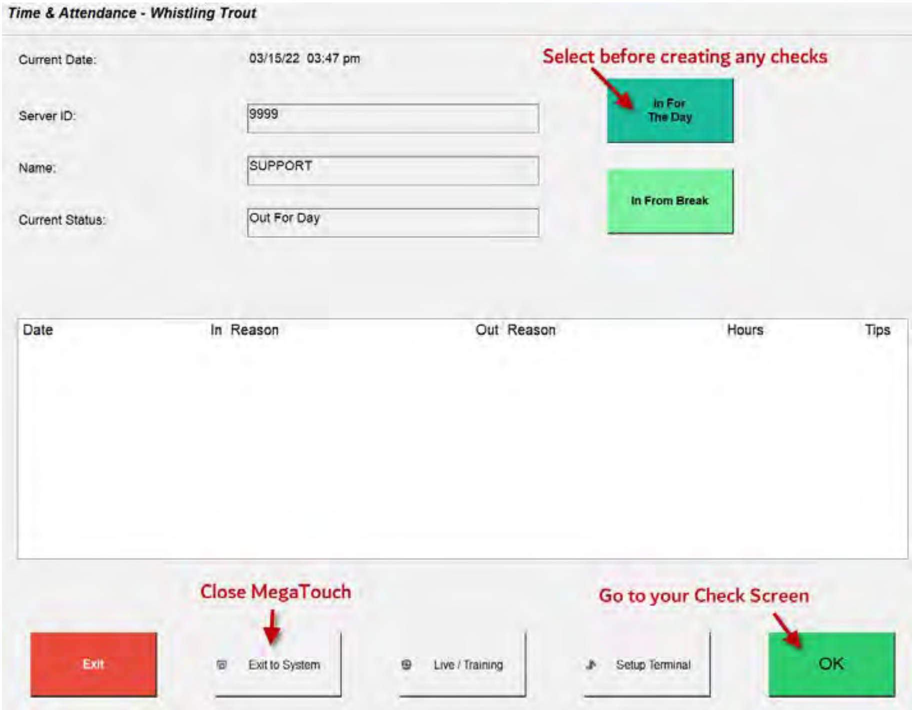
MegaTouch POS User Guide

This guide will walk you through basics of the MegaTouch POS System

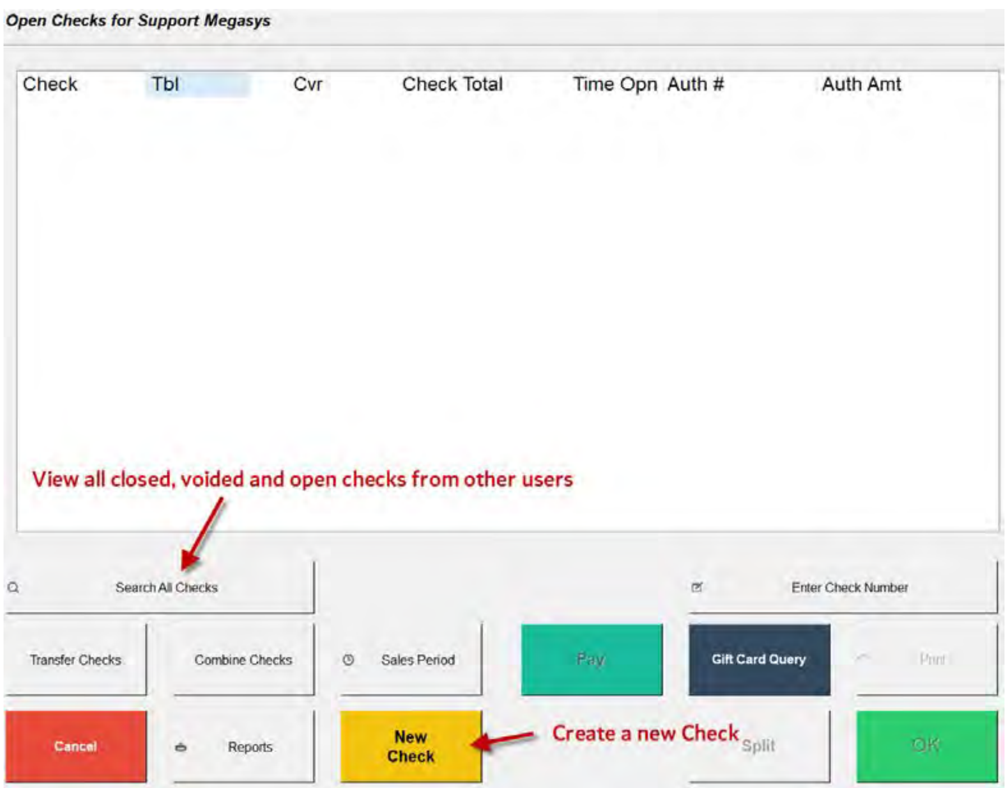
After clicking on MegaTouch, you will see the Time & Attendance Screen. Enter your 4 digit user ID to proceed:



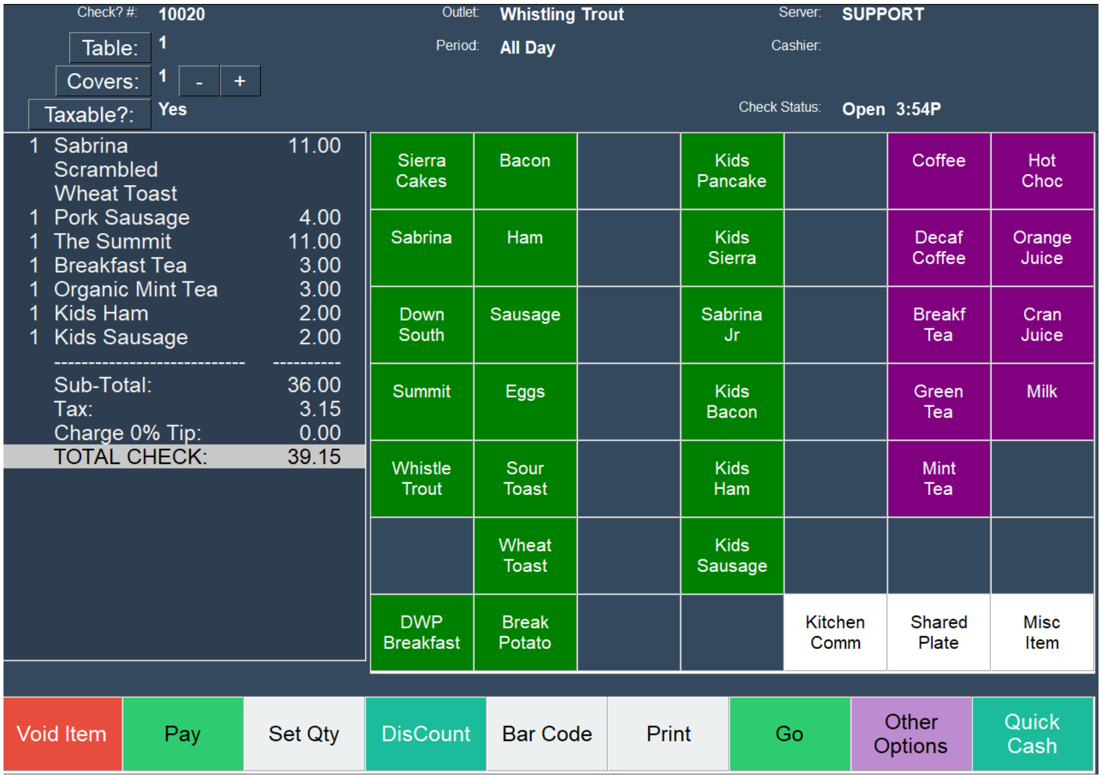
Before you can create a check, you must select "In for the Day" option below. Now you can click "OK" to go to your open check screen.



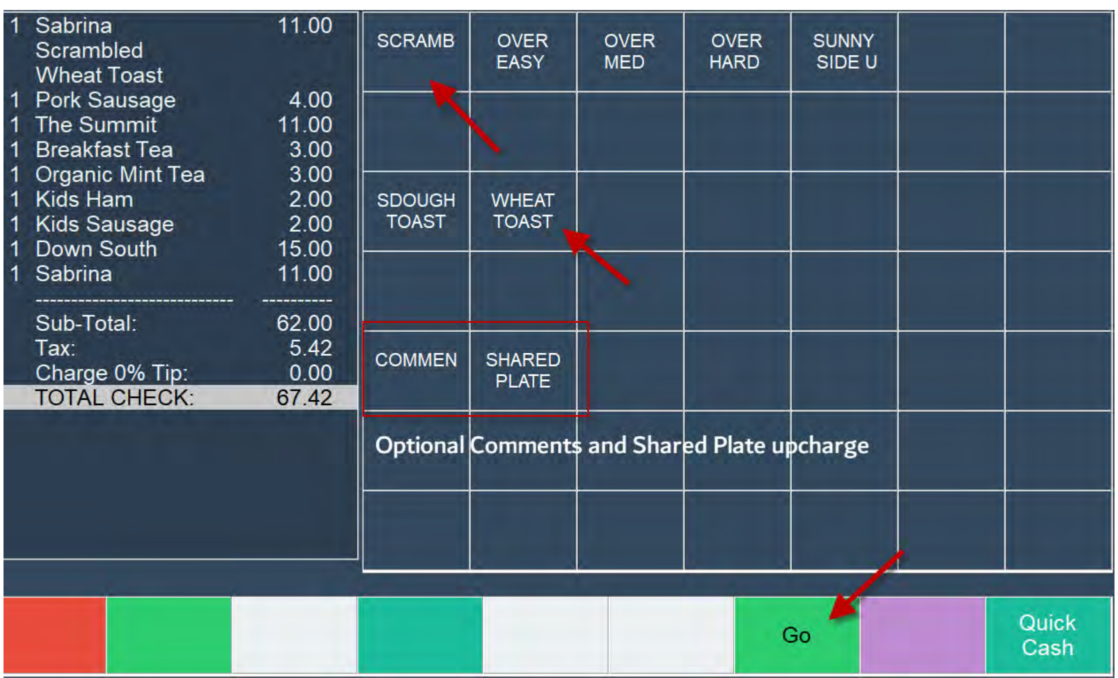
From here, you can create a new check, edit open checks, settle checks, etc.
Click the “New Check” button to create a check:



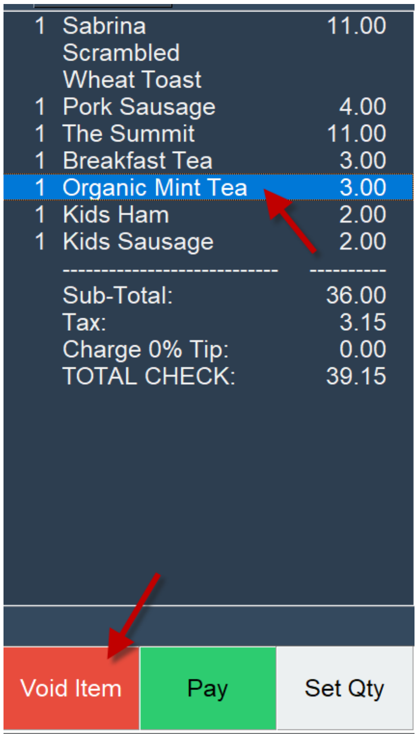
Click on menu items to add them to the open check. (Note: Click on the Table, Cover or Taxable buttons at the top to edit)



For items with Modifiers, a new window will appear. Select the egg prep, toast preference and optional items such as open comments or shared plate upcharge. To remove a modifier, click the modifier once to add "NO" and twice to remove completely. When you are ready to return to the check, click "Go"



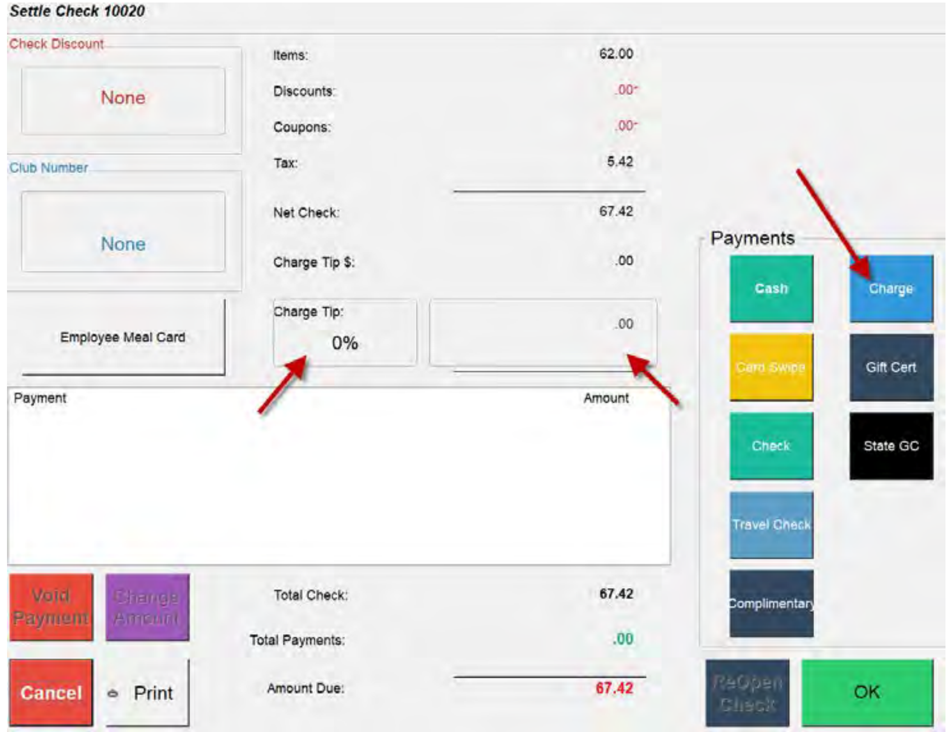
To void a specific item, click to highlight the item, then select "Void Item"



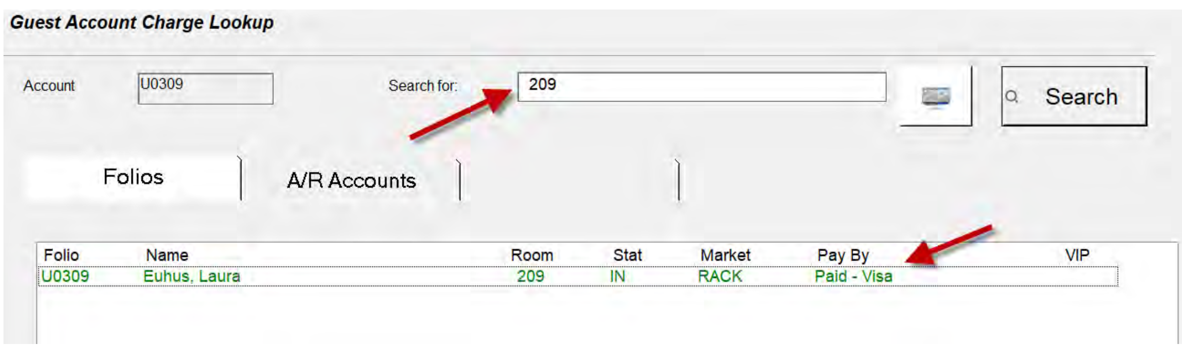
When you are finished with the check, you may settle the check by clicking “Pay” or click “Go” to complete the check (You may settle at a later time).

The “Other Options” button will allow you to Split a check, transfer to another user or completely void the check.

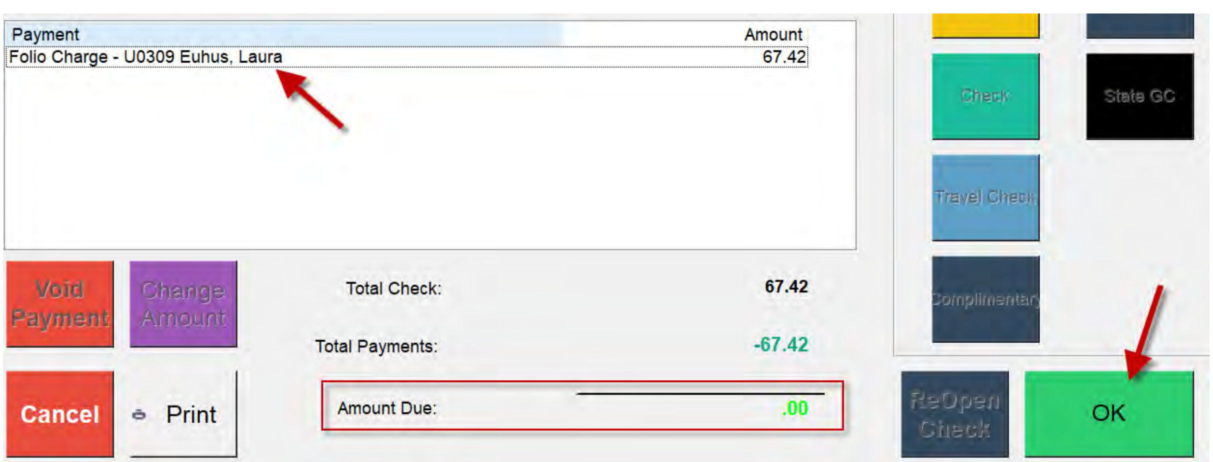
To Settle the check, click the “Pay” option and “Settle”
From here, you can click on Charge Tip or the tip dollar amount to add a tip. To Room Charge, click on the “Charge” button:



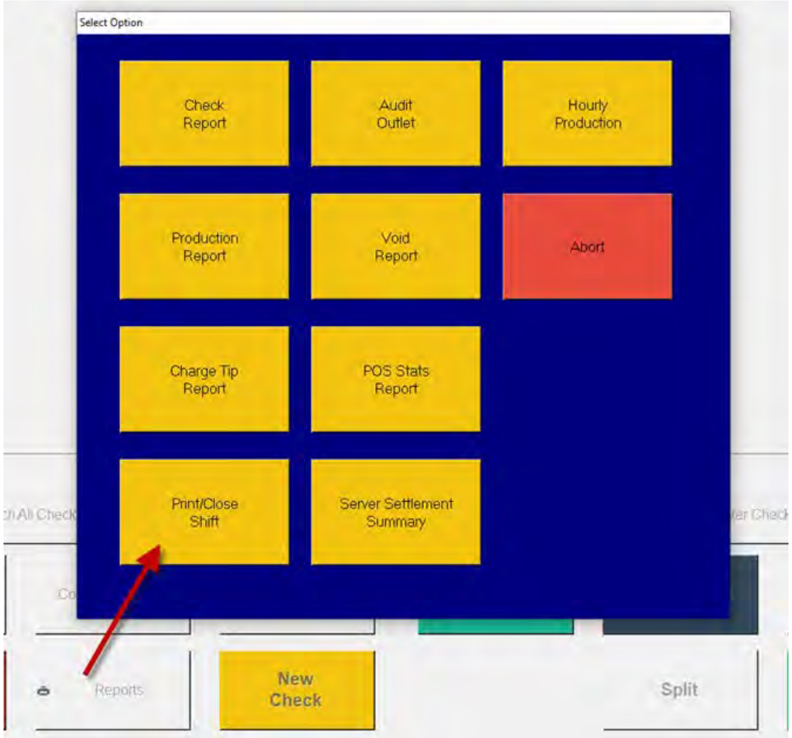
For room charges, you can lookup the guest by Name, Folio or Room number. (Note: only guests with a Credit Card on file can receive room charges). Click on the guest and select "OK"



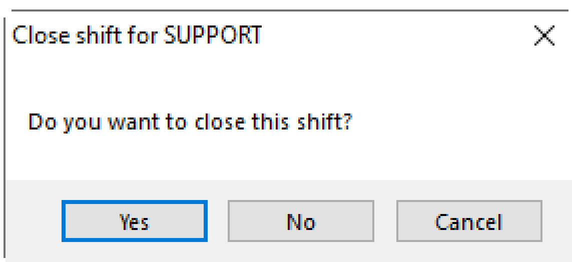
Next, you can click "OK" to complete the transaction. (Note: if you need to make changes to tips, items, etc. after the check has been closed, you will first need to void the payment from this screen).



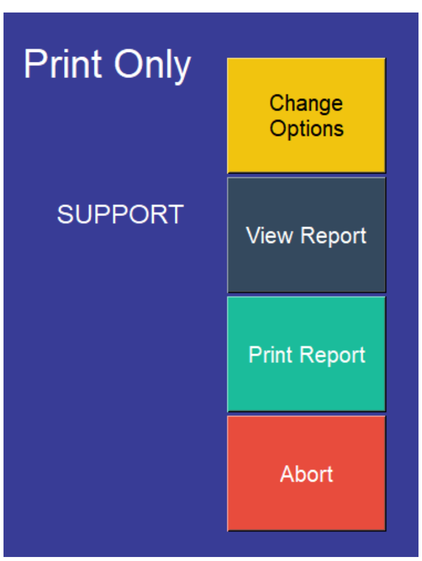
Once all checks have been closed, you can "print/close shift". Click on "Reports" from the main check page:



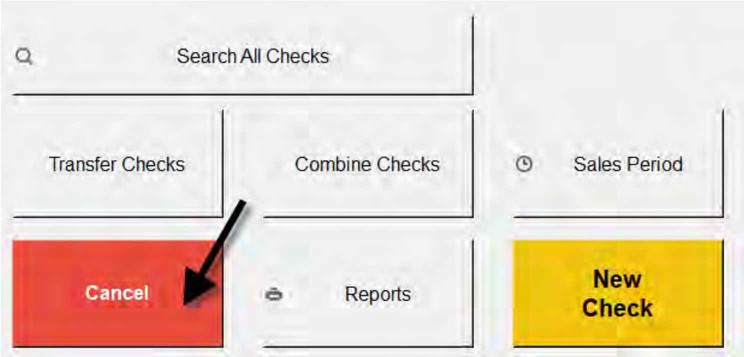
After selecting “Print/Close Shift” you can select your user.
If you need to review your cash/tips before closing, select “NO” to close.



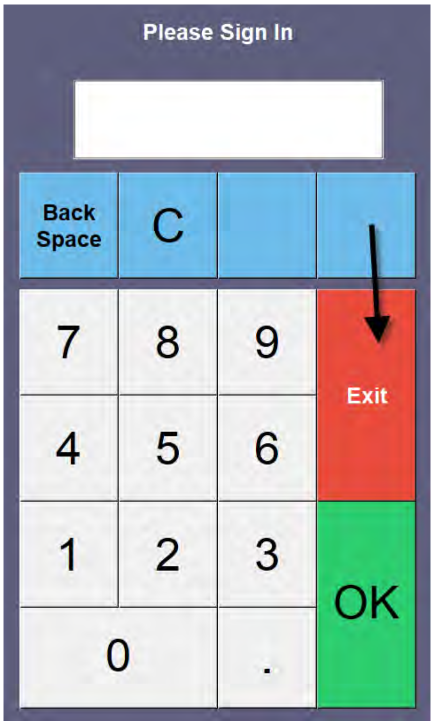
You can now View or Print the report.
(Repeat the same steps and select “YES” to close shift when ready)



To exit the system, click “Cancel” on the main check page



Next click “Exit” to go back to “Time & Attendance” screen



📎 73f9bd09-72a8-4579-b1db-048ef8b36bb6.png
📎 bd7f5e5a-77ab-4302-a2a1-03ad5035f1b8.png
📎 2bb53a89-407f-4847-8e57-29bac149d313.png
📎 78229dd9-213d-4389-ad56-bda46a57d70b.png
📎 78f49d5b-4c37-4456-a230-c397552cd63a.png
📎 2a10deb3-5543-47a9-9e60-5ca706995ed7.png
📎 bcbd40be-09bc-41a3-977f-f79e682bfdcb.png
📎 7b1d07ec-80db-4ee0-ac51-2fd530a5331d.png
📎 6d4980ea-e03c-48b9-8b23-e447cec09733.png
📎 f53b8f6d-0a5c-42bd-a844-825d714ff3c8.png
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📎 567c464b-9cb8-4d59-8a29-d3861ba5aa90.png
📎 fa4f0a0f-503f-4c8e-a7f5-abb0cdbf404a.png
📎 c0fdde80-a94d-4573-b705-57e68290dee0.png
📎 8ad262f3-7b8e-49c4-80af-a035e4902ae4.png

FULLSTEAM
BUILDING ON GREAT

MEGApay
Product Overview

Purpose of Presentation and Demo

- *Overview of FullsteamPay features that may help with your company's sales process and create a competitive advantage.*

- **Q:** Our portfolio company is already live on FullsteamPay; do I need this information?
- **A:** Yes! There may be some available features with FullsteamPay that your clients may want, but that you didn't realize were available. No portfolio company with Fullsteam is integrated to 100% of what we offer.

FULLSTEAM

Capabilities of FullsteamPay

- FullsteamPay
  - Card Present Transactions
    - Attended Terminals
    - Signature Capture
    - Contracts
    - Contactless (Apple Pay / Google Pay)
    - Unattended Terminals
  - Card Not Present Transactions
    - Hosted Payments
      - Hosted Controls
      - Hosted Forms
  - ACH
  - Reporting
    - MerchantTrack
      - Virtual Terminal
      - Single Sign-On (SSO)
      - Refunds/Voids
      - Terminal Activation
    - Reporting API
  - Additional Features and Offerings

FULLSTEAM

Capabilities of FullsteamPay

- Additional Features and Offerings
  - Level 2 and 3 Support
  - Storing cards on file (tokens)
    - Token Transfers
    - Account Updater
  - AVS and CVV Options
  - Gift Cards
  - ControlScan
  - International Transaction Processing

FULLSTEAM

Card Present

- Cloud terminals (EMV, swipe, contactless)
  - Fullsteam's portfolio companies don't have to know anything about terminals or integrate to them directly - simple API call to FullsteamPay
- EMV Encrypted terminals
- Unattended terminals
  - Currently used by netPark
- Other features:
  - Signature capture
  - Contracts and contract signatures
  - Apple Pay / Google Pay via terminal

FULLSTEAM

Card Present – Cloud Terminals

CLOUD TERMINALS – *AVAILABLE NOW*

Ingenico iSMP4

- Wireless
- EMV, Swipe, Contactless

Verifone MX915

- Ethernet
- Signature Capture
- EMV, Swipe, Contactless

Verifone MX925

- Ethernet
- Signature Capture
- EMV, Swipe, Contactless

Ingenico Lane 3000

- Ethernet
- EMV, Swipe, Contactless

Ingenico Lane 5000

- Ethernet
- Signature Capture
- EMV, Swipe, Contactless

Ingenico Link 2500

- Wireless
- EMV, Swipe, Contactless

FULLSTEAM

Card Present – Cloud Terminals

CLOUD TERMINALS – *ON ROADMAP (LATE 2021)*

Ingenico
Lane 7000

- Wireless or Ethernet
- EMV, Swipe, Contactless
- Signature Capture

Ingenico
Lane 8000

- Wireless or Ethernet
- EMV, Swipe, Contactless
- Signature Capture

Ingenico
Move 5000

- Wireless
- EMV, Swipe, Contactless
- Signature Capture

FULLSTEAM

Card Present – Encrypted Terminals

EMV ENCRYPTED TERMINALS

iDynamo 6

- USB-C or Lightning Port (Android and iOS compatible)
- EMV, Swipe, Contactless

tDynamo

- Bluetooth or USB
- EMV, Swipe, Contactless

Card Present – Unattended Terminals

UNATTENDED (SELF-SERVICE) TERMINALS

Ingenico iUC285

- EMV, Swipe, Contactless

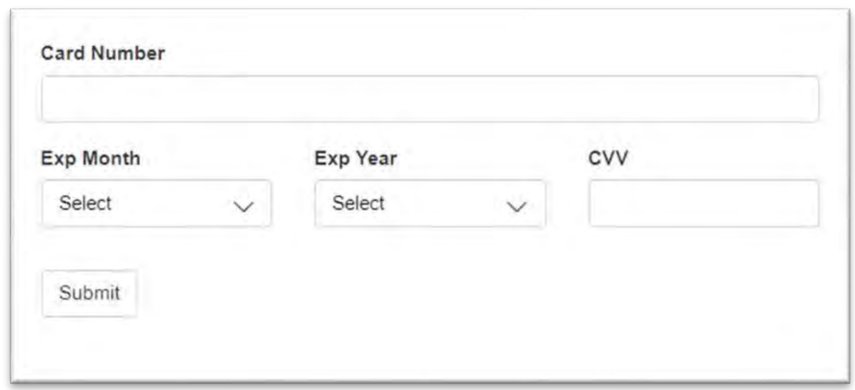
Ingenico Self Series (2000/3000/5000)

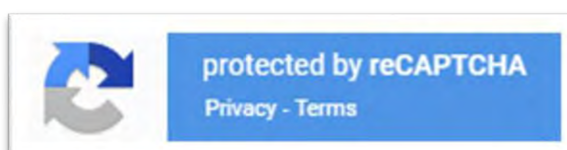
- EMV, Swipe, Contactless
- *Future offering on roadmap*

FULLSTEAM

Card Not Present (Web)

- Hosted Payments
  - Card data handled by Fullsteam, never seen by its portfolio companies' software
  - Greatly reduces the time and budgetary burdens of PCI compliance for portfolio companies by centralizing PCI compliance at the FullsteamPay level
  - Allows portfolio companies to control the screen look and feel
  - Offers security features like CAPTCHA

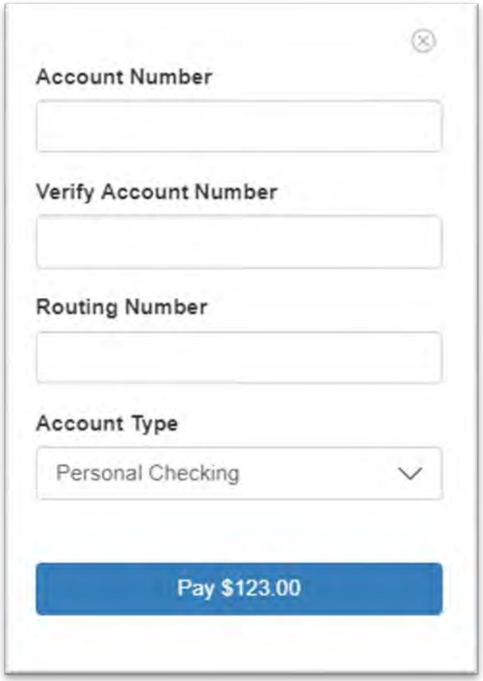




FULLSTEAM

ACH

- Support for ACH processing
  - This is in addition to a merchant’s card processing
- FullsteamPay provides data on ACH returns (i.e., insufficient funds, invalid accounts)



FULLSTEAM

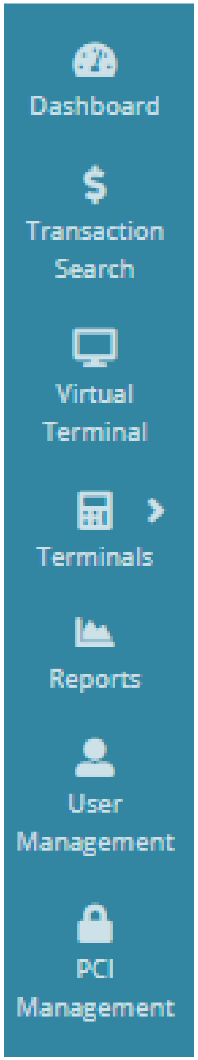
Transaction Processing Demos

- Now that we've covered a few different options for processing transactions via FullsteamPay, we wanted to show a few examples of this in action via our portfolio companies' software.

MEGAPAY
POWERED BY FULLSTEAM

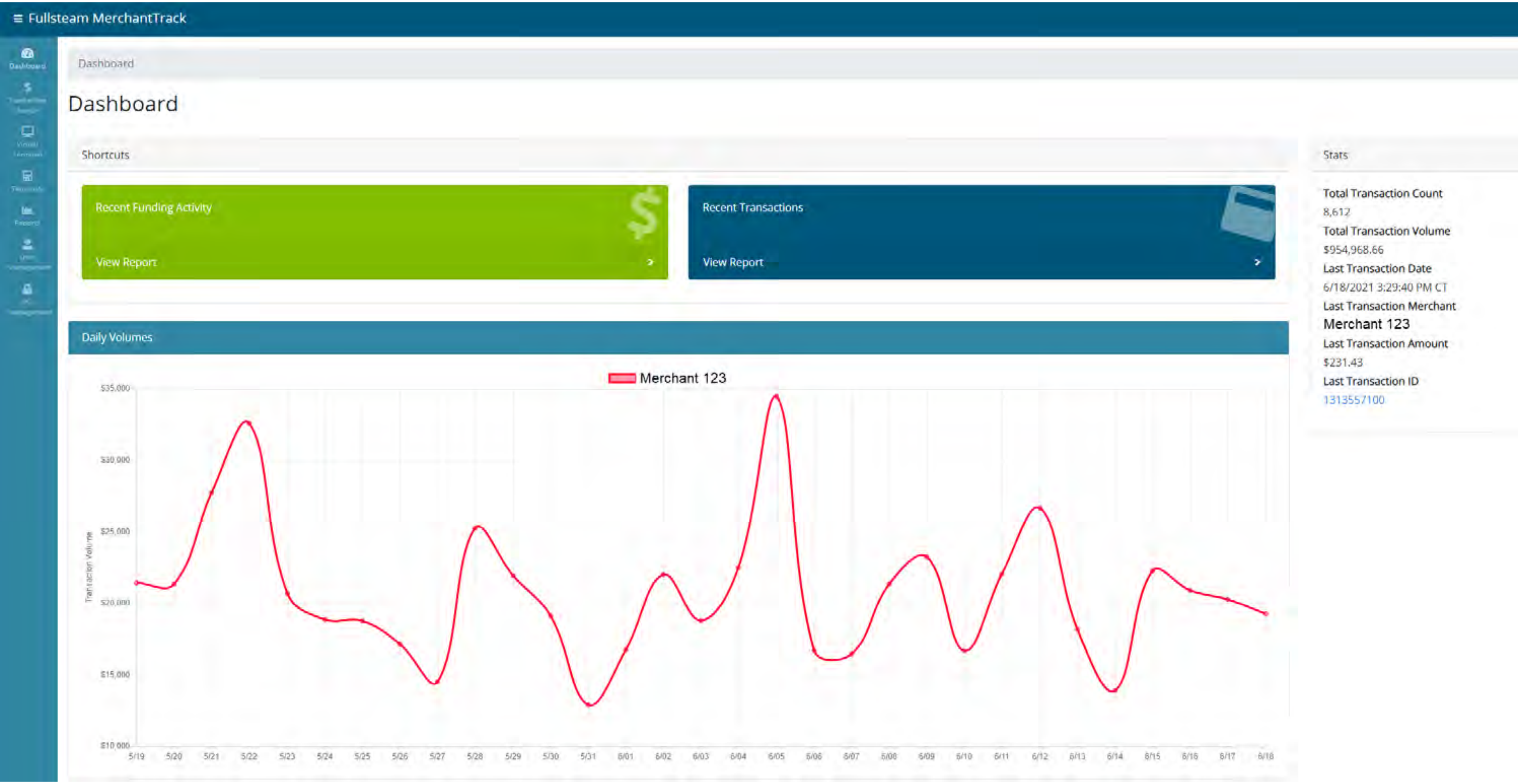
FULLSTEAM

MerchantTrack

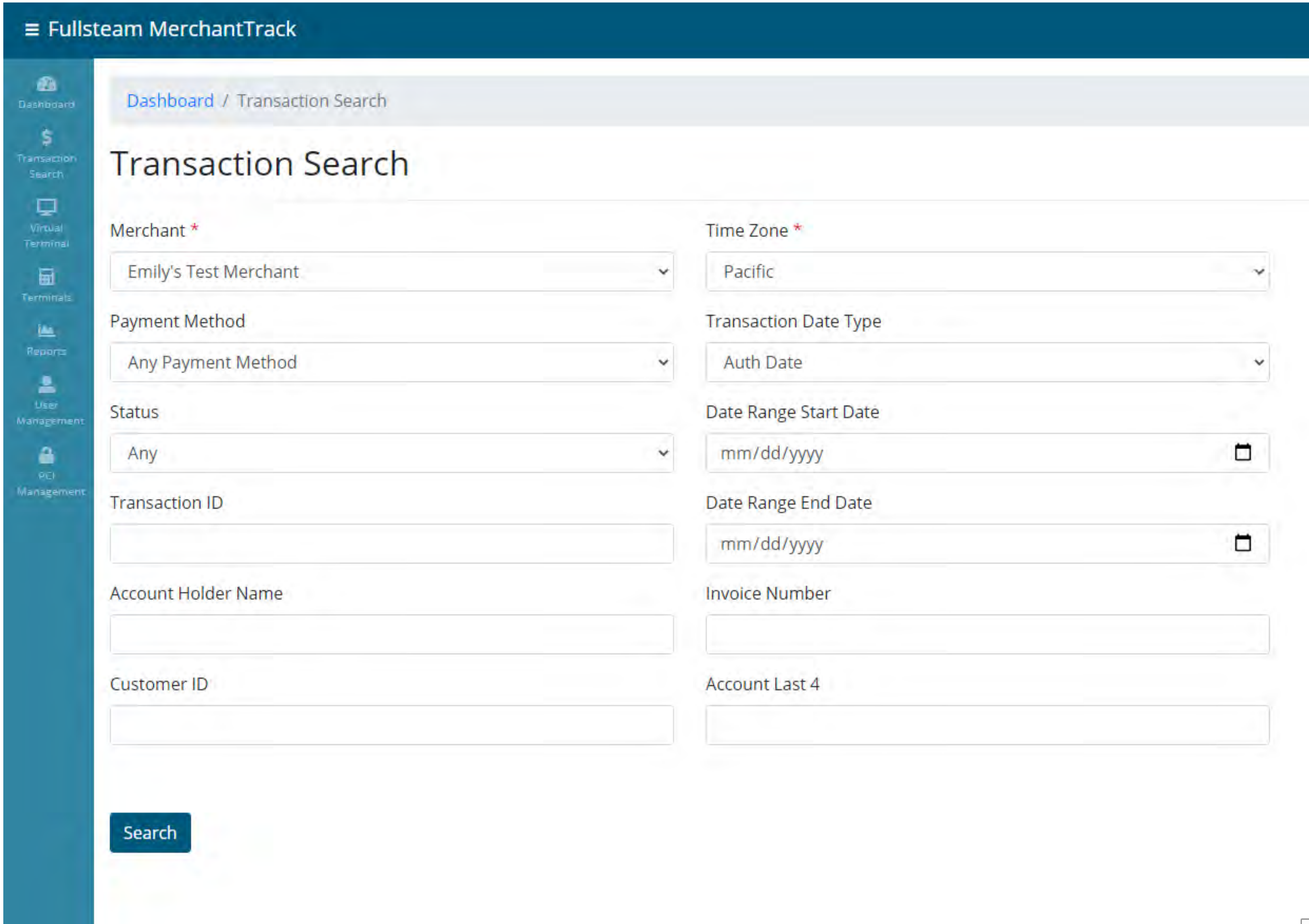


- Reporting
- Transaction Management
  - Transaction search and details
  - Receipts
  - Ability to refund/void transactions
  - Virtual Terminal
- Terminal Activation
- Link to Breach Protection and PCI Compliance (ControlScan)
- Single Sign-On (SSO) from portfolio companies' software
  - Reduces Fullsteam Payment Services merchant setup time
  - Allows merchant to login to their normal software and access MerchantTrack without a separate login
  - Customizable colors and page title

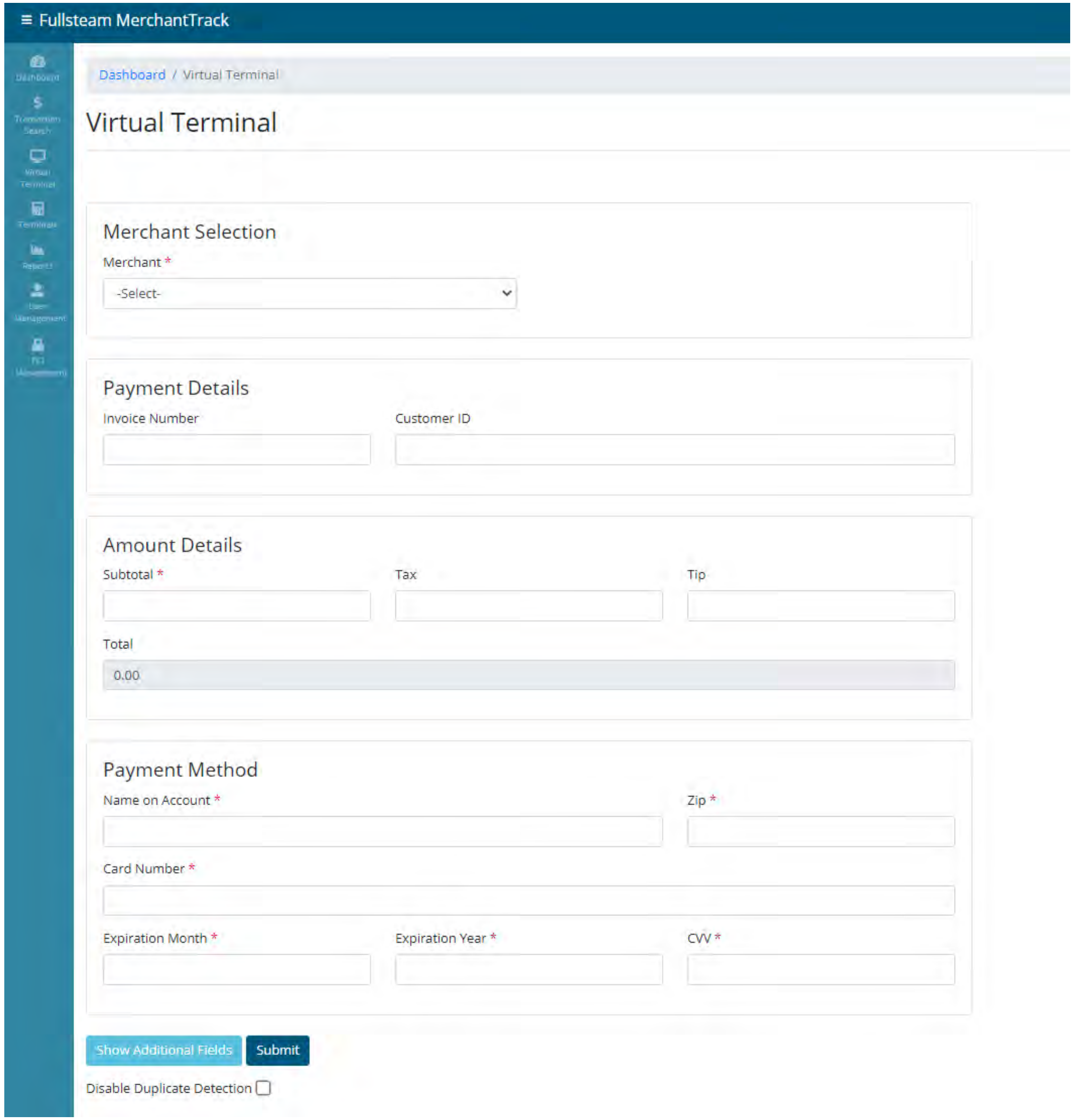
MerchantTrack – Dashboard



MerchantTrack – Transaction Search

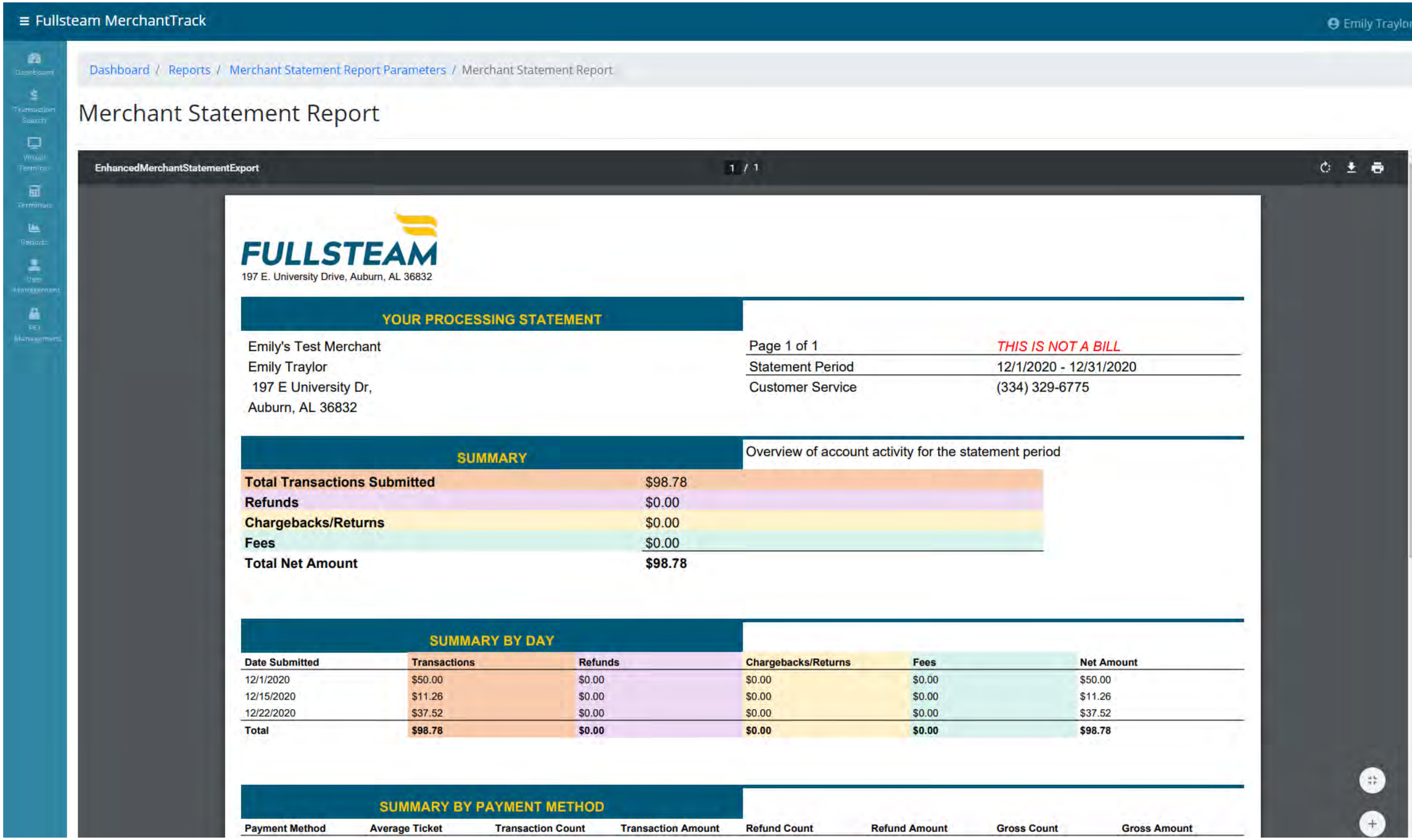


MerchantTrack – Virtual Terminal



FULLSTEAM

MerchantTrack – Virtual Terminal



≡ Fullsteam MerchantTrack

Emily Traylor

Dashboard / Reports / Merchant Statement Report Parameters / Merchant Statement Report

Merchant Statement Report

EnhancedMerchantStatementExport 1 / 1

FULLSTEAM

197 E. University Drive, Auburn, AL 36832

YOUR PROCESSING STATEMENT

Emily's Test Merchant
Emily Traylor
197 E University Dr,
Auburn, AL 36832

Page 1 of 1	*THIS IS NOT A BILL*
Statement Period	12/1/2020 - 12/31/2020
Customer Service	(334) 329-6775

SUMMARY

Overview of account activity for the statement period

Total Transactions Submitted	$98.78
Refunds	$0.00
Chargebacks/Returns	$0.00
Fees	$0.00
Total Net Amount	**$98.78**

SUMMARY BY DAY

Date Submitted	Transactions	Refunds	Chargebacks/Returns	Fees	Net Amount
12/1/2020	$50.00	$0.00	$0.00	$0.00	$50.00
12/15/2020	$11.26	$0.00	$0.00	$0.00	$11.26
12/22/2020	$37.52	$0.00	$0.00	$0.00	$37.52
Total	**$98.78**	**$0.00**	**$0.00**	**$0.00**	**$98.78**

SUMMARY BY PAYMENT METHOD

Payment Method	Average Ticket	Transaction Count	Transaction Amount	Refund Count	Refund Amount	Gross Count	Gross Amount

MerchantTrack – SSO Example

Customized page title

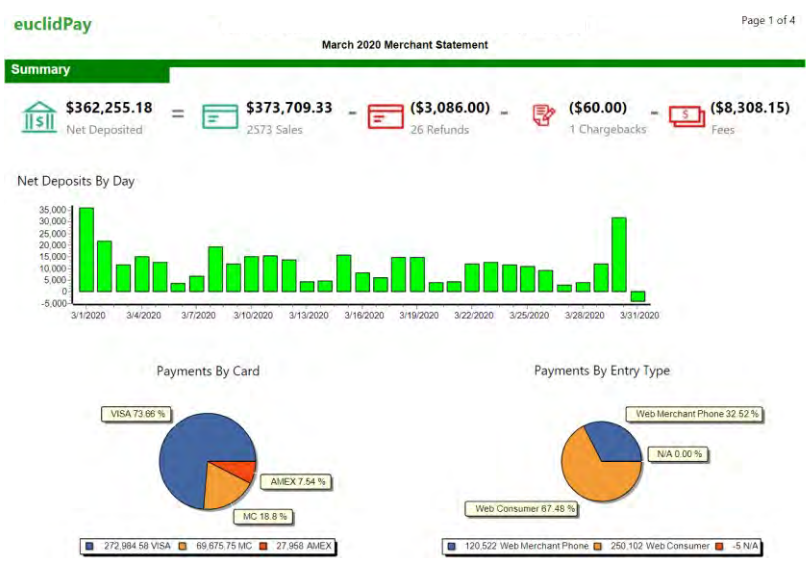
Customized permissions

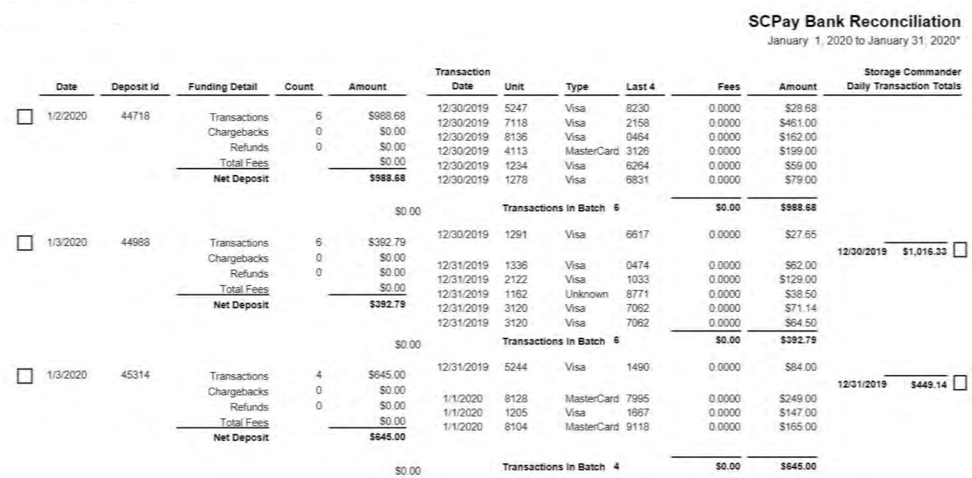
Customized color scheme to match portfolio company's branding

Reporting API

- Allows portfolio companies' software to do more than pass through payments
  - Match and report payment data with other business data that payment processor doesn't have
  - Perform automated reconciliation

Examples:



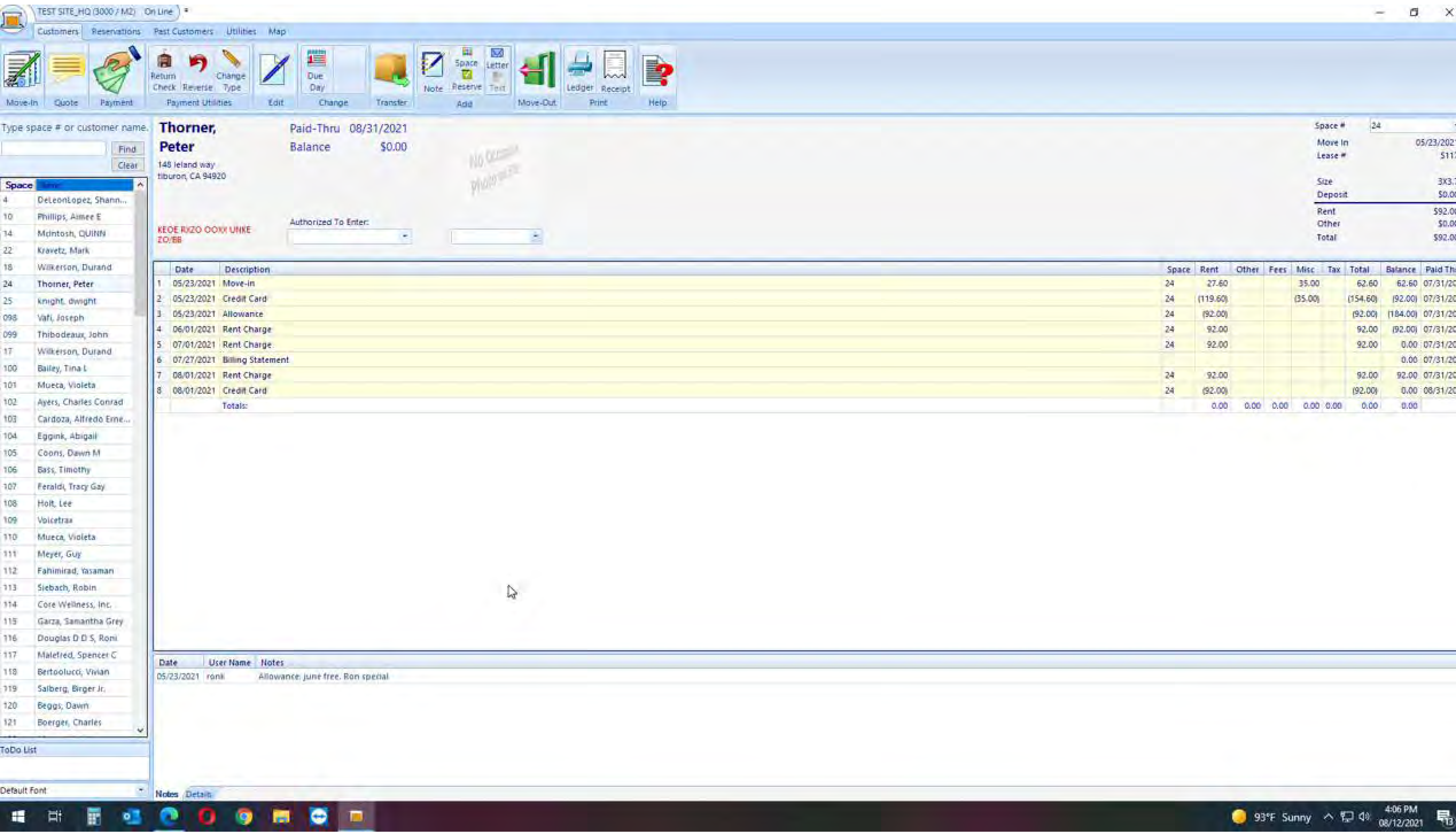


SCPay Bank Reconciliation

January 1, 2020 to January 31, 2020*

Date	Deposit Id	Funding Detail	Count	Amount	Transaction Date	Unit	Type	Last 4	Fees	Amount	Storage Commander Daily Transaction Totals
1/2/2020	44718	Transactions	6	$988.68	12/30/2019	5247	Visa	8230	0.0000	$28.68	
		Chargebacks	0	$0.00	12/30/2019	7118	Visa	2158	0.0000	$461.00	
		Refunds	0	$0.00	12/30/2019	8136	Visa	0464	0.0000	$162.00	
		Total Fees		$0.00	12/30/2019	4113	MasterCard	3126	0.0000	$199.00	
		Net Deposit		**$988.68**	12/30/2019	1234	Visa	6264	0.0000	$59.00	
					12/30/2019	1278	Visa	6831	0.0000	$79.00	
				$0.00		**Transactions In Batch**	**6**		**$0.00**	**$988.68**	
1/3/2020	44988	Transactions	6	$392.79	12/30/2019	1291	Visa	6617	0.0000	$27.65	
		Chargebacks	0	$0.00							**12/30/2019 $1,016.33**
		Refunds	0	$0.00	12/31/2019	1336	Visa	0474	0.0000	$62.00	
		Total Fees		$0.00	12/31/2019	2122	Visa	1033	0.0000	$129.00	
		Net Deposit		**$392.79**	12/31/2019	1162	Unknown	8771	0.0000	$38.50	
					12/31/2019	3120	Visa	7062	0.0000	$71.14	
					12/31/2019	3120	Visa	7062	0.0000	$64.50	
				$0.00		**Transactions In Batch**	**6**		**$0.00**	**$392.79**	
1/3/2020	45314	Transactions	4	$645.00	12/31/2019	5244	Visa	1490	0.0000	$84.00	
		Chargebacks	0	$0.00							**12/31/2019 $449.14**
		Refunds	0	$0.00	1/1/2020	8128	MasterCard	7995	0.0000	$249.00	
		Total Fees		$0.00	1/1/2020	1205	Visa	1667	0.0000	$147.00	
		Net Deposit		**$645.00**	1/1/2020	8104	MasterCard	9118	0.0000	$165.00	
				$0.00		**Transactions In Batch**	**4**		**$0.00**	**$645.00**	

Reporting API - Space Control



Level 2 and Level 3 Support

- Portfolio companies can send additional data with transactions to qualify for Level 2 and/or Level 3 processing rates
  - Can save clients up to 100 bps certain corporate or commercial cards are used
  - Level 2 info includes Sales Tax, Account Holder Name, Customer Code and Shipping Zip Code
  - Level 3 info includes line item detail per transaction

FULLSTEAM

Cards on File (Tokens)

- FullsteamPay API supports storing **cards on file** (tokens)
  - Portfolio companies can save these tokens in a virtual "wallet" within your software.
  - Tokens can be updated, enabled, disabled via API call.
- **Account Updater** automatically updates cards on file when a consumer's card is changed by a card issuer
  - Helpful for recurring payments
- Does a client have tokens with their current processor? No problem!
  - **Token transfers** can be made

FULLSTEAM

AVS and CVV Options

- Portfolio companies can control which AVS and CVV responses to accept or reject
  - i.e. Rejecting all address mismatches or CVV mismatches
  - Clients have different preferences around this - our API offers flexibility for you and your clients

Gift Cards

- Fullsteam has partnered with Valutec, a leading gift card provider.
- With this partnership, we can support:
  - Designing, printing, and shipping physical cards
  - Digital cards
  - Gift card conversions
  - Multi-location pooling
- We are a reseller of Valutec, and Fullsteam bills clients directly for gift card services.
- All gift card operations available through FullsteamPay API.

Valutec®

FULLSTEAM

ControlScan

Fullsteam's partner for Breach Protection and PCI Compliance

this program, *all* clients are automatically enrolled in ControlScan's PCI 1-2-3 program, offering:

- Data Breach Protection
- SmartSAQ
- SmartScan
- PCI 1-2-3 Policy Builder
- PCI 1-2-3 Security Awareness Training

- ControlScan portal may be accessed directly from MerchantTrack once a portfolio company has signed up.

System Security

by

Megasys Hospitality Solutions

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1 Built-in Security Features.

Megasys security features built within the property management system are completely configurable by the property. Administrators can set access by user, user groups, and by specific programs within the application.

Administrators' control the users' access to the property database. They determine which users will have access one property, a region of properties, or all properties on the database. The users can have different levels of access at each property.

Throughout Portfolio HMS, there are other features to protect the integrity of the software and the database. Not only can you control the User Login, but you can also control what they can do and what they can see when they are logged in. If a User does not have security for something within the application, the user will not see it or gain access to it, without being provided the security ahead of time.

There is a User login and lockout feature in the event that someone attempts to use another User's id. If the User attempts to login and cannot after several attempts, the user must contact the System Administrator to have their password changed and account unlocked.

In the same situation, if a User attempts to access any part of the application that requires the user to perform monetary transactions, the software will require the User to validate themselves before gaining entry. Example: If a user wants to post a deposit, they must re-enter their password before the system will give them access. This prevents users from walking away from their assigned workstation and someone else coming behind them to make fraudulent transactions.

1.1 Security Features for Sensitive Data

Megasys Software collects and processes sensitive data, during the course of the normal operation of the software. The Megasys Software itself follows explicit rules during its software design, programming and deployment phases, where sensitive or secure data is held on the server in encrypted form only, the customer and installation personnel must ensure that that physical or virtual access to the Megasys server must be restricted to protect that sensitive data.

All sensitive data will only be collected by the software when necessary to perform the appropriate operation within the software. No sensitive data will ever be collected unless the user has properly authenticated themselves, and that authentication process follows the standards as given elsewhere in this document.

During customer service / support operations, the customer service representative may require copies of the sensitive data in order to resolve the issue. This collection of sensitive information by customer service personnel will only occur as a last resort. The customer service representatives will attempt to resolve the issues using their own test data sets whenever possible. Only in the event of an un-reproducible issue, will the customer service representative request sensitive data, and that representative will follow the internal procedures for the secure transfer and storage of sensitive data. The customer service representative will collect only the minimum amount of sensitive data needed to resolve an issue.

Sensitive data collected by customer service representatives will be destroyed immediately following the resolution of the customers issue by following the Megasys internal policy on secure data wiping. The internal policy is for the customer service representative to delete the log file used for troubleshooting and then by removing the deleted log from the recycle bin, if on a windows system.

Unauthorized access to the network or server should be prohibited and authorized access should be constantly monitored using standard networking tools (virus protection, malware detection, etc.). Unencrypted remote access tools for connectivity (Sonic Wall VPN, LogMeIn, Remote Desktop, etc.) should be encrypted and monitored by the Property. Sensitive encrypted data shouldn't pose a security concern on systems such as tape or archival backups, but the Property should make them secure and restricted to unauthorized personal by storing in a locked area.

1.2 Internal Audit and/or Fraud Management Features.

Megasys software provides several avenues for tracking information flow throughout the system. Not only are we PCI PA-DSS compliant and have all the required security features required by the Credit Card industry, but we also have built in features for tracking User's and making them accountable. Some of the built-in features of the PMS, POS and S&C software are:

- Reservation History Tracking / Logging
- Guest Profile - CRM Tracking / Logging
- Group Sale History Tracking / Logging
- Event Sales History Tracking / Logging
    - Each of the items listed above capture and hold critical information in order to troubleshoot any issues that might arise.
    - The information captured is: Date and Time Stamp, Workstation ID, User, New data captured, old data removed.
- Rate Management Tracking / Logging
- Transaction Detail reports, with all transactions date and times stamped and user who performed the transaction.
- Rate Variance Reports
- Void and Transfer Reports

1.3 User Authentication / User ID and Password Requirements

Portfolio HMS maintains its own list of User ID and Passwords which are not dependent on the operating system or other network-based authentication mechanisms. The password management and authentication systems used by the software follow the PA-DSS specifications that include:

- Users must have Unique User ID's
- User must authenticate with a Password

- Users many do not share User ID's, Group ID's or generic passwords.
- Administrative User ID's may not be used
- Passwords must contain be at least 7 characters in length
- Passwords must contain both numeric and alphabetic characters
- Passwords must expire after no more than 90 days
- Passwords may not be changed to any of the 4 previous values
- Accounts must lock out after no more than 6 failed access attempts
- Accounts must "idle out" and the software will re-authenticate after no more than 15 minutes of inactivity
- Accounts must remain locked out for no less than 30 minutes, or until manually unlocked by an administrator

Role Based Security

Access to the Portfolio HMS database is limited based on the user security; this can only be modified by administrators deemed appropriate by authorized Staff. Users can belong to one user group are multiple user groups, based on the rights given to said user groups this will dictate the data in which said users can access. User access to the database can be shut down by administrators at any time, the user’s access can also be set to end on a specific date, and this feature was intended for properties that had seasonal employees. Access to sensitive data such as credit cards and guest information can be limited by administration.

The following are the options where Security Settings are established within the Megasys Software applications:

Security Groups:
Security Groups are created in order to give users in the same job function access to the same menu items. In departments where you want certain people to have greater access to the system, you may want to set up multiple Security Groups, such as Front Office and Front Office Supervisor. Due to our experience in the industry, the system will already be pre-configured with the most common Security Groups, which may be modified or added.

The following are the pre-configured with the following Groups:

Security Group	Description	Security Group	Description
ACCT	Accounting	NIGHT	Night Auditor
ACCTSP	Accounting Supervisor	PBX	PBX Operators
ENG	Engineering	POS	Point of Sale
ENGSUP	Engineering Supervisor	POSSUP	Point of Sale Supervisor
EVRONE	Everyone (common)	RES	Reservations
FOS	Front Office	RESSUP	Reservations Supervisor
FOSSUP	Front Office Supervisor	SALES	Sales & Catering
HSKP	Housekeeping	SALESP	Sales & Catering Supervisor
HSKSUP	Housekeeping Supervisor	SYSADM	System Administrator

Departments:
Departments are created that correspond to the departments on your property. Each user will be assigned to a department. You will then tie the department to a Security Group, which should be the lowest security level for the members of the department. It will designate the access that all users in the department will have.

The system is pre-configured with the following departments:

Department	Description	Department	Description
ADMIN	Administration	POS	Point of Sales
DESK	Front Desk	RES	Reservations
ENG	Engineering	SALES	Sales & Catering
HSKP	Housekeeping		

After you have created your security groups you can then go in and assign additional security or remove security from a group. This is where you give line item detail security for modules and functions within those modules.

Once you have your Security Groups and Departments defined, you can then create User Profiles and associate a User to one or more Security Groups and/or Departments. Also, within the User Profile there are additional security features that control a User's Security Group, but, all giving security to access other Property Information.

2 Process for Updating / Upgrading PMS Software.

Megasys provides software updates to Portfolio HMS, on a regular basis, typically on a quarterly release schedule. These updates are based on Client requests, new enhancements or customizations, and correction to some of the process as found in the field.

Megasys issues Maintenance notices to all clients. In most cases we try to give a 30-day notice. The notice will include a specific day and time the server would not be available for client access. By providing the Clients with enough notice, they are able to print all Down-Time reports. All the reports are held in a single program and can either be printed or saved into a PDF document. These reports are utilized for when the property needs information prior to the server coming back online. The following are the reports that are part of the Down-Time Report process:

- Registered Guest Ledger by Room
- Registered Guest Ledger by Name
- Expected Arrivals Report
- Expected Departures Report
- Vacant Rooms
- Room Status Report
- Housekeeping Report

- PBX Listing for In-House Guests
- Credit Limit Report

Prior to any Service Pack released and installed, Megasys will provide Service Pack Release Notes, for review. This document details changes that occurred from the last Service Pack to the current release. Megasys will always put a version number on the SP Notes, which also appear on the bottom of the Portfolio HMS menu. The contents of the SP Notes are to document and inform our Clients of the software changes, including error corrections, new screens, and conversions to the GUI format and changes to existing screens. Also, with the Service Pack Notes, each client is issued a listing of their Open Issues documented in our Support Ticket Tracker that is included in the update.

As Service Packs are release, the Professional Services department sends out email notices to all our clients. This email is to notify them of the soon to be released Service Pack, send out Service Pack Notes and a schedule of time slots for the client to select that is most convenient for them. Also, since we know most users don't time the time to read through all the notes, if there is anything important, they need to be aware of, it is also included as part of the email cover.

For some of our larger clients, we make available a test system for them to test the new functions of the Service Pack releases. This way they can approve any issues corrected and learn the new functionality added, prior to implementation to the Users. For most Customers, we would recommend a secondary server be used to a Test Company that would be updated prior to the Service Pack Updates.

2.1 Enhancements / Customizations that effect Service Pack Updates

The Customer may desire features and/or enhancements that were not known or available at the time that the base system was approved. The Project Steering Committee may elect to make changes to the scope of the contract in the form of an Engineering Change Proposal (ECP). Upon Receipt of the ECP, Megasys will formulate to a project plan which will include specific tasks, the people assigned to perform such tasks, the labor hours needed to perform each task, as well as a time phased plan to implement the project. Depending on the ECP request, cost may come into discussion, which will be clarified during the creating of the project plan. Megasys will then submit this project plan along with any cost estimates to the Project Steering Committee.

Upon approval of the additional work, we would meet with the Project Steering Committee or its representatives to determine the project schedule (if not contained in the ECP) including the sequence of implementation.

A project leader will be assigned to each ECP. This person will manage, coordinate and communicate the effort per the agreed upon project plan (or as the State Requires) and then submit weekly progress reports to the Project Steering Committee or its representatives.

3 Special Projects / Development

Clients may request special features and functionality in the form of enhancements or customizations. While it is Megasys' desire to fulfill all our clients request, it is up to Megasys to determine the feasibility of the change to the software application. By way of keeping track of these changes, we ask our clients to fill out a Request for Change or Development form. Upon receipt of this form, Megasys will formulate to a project plan which will include specific tasks, the people assigned to perform such tasks, the labor hours needed to perform each task, as well as a time phased plan to implement the project. Depending on the request, cost may come into discussion, which will be clarified during the creating of the project plan. Megasys will then return the form to the Client indicating if it has been approved or not, along with any specific information needed from the Client or information to assist the Client in determining if they want to move forward with the request. If both Client and Megasys approve of the request, signatures are provided, and a Support Ticket will be created to keep track of the project.

Technical Services and Support Overview

by

Megasys Hospitality Solutions

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Technical Support Offerings.

Megasys Support staff are customer-oriented professionals. Each member of the Support Team offers unique skill sets and experience for problem solving and customer service. Our entire staff participates in monthly team building sessions where the focus is placed on communication, customer service and teamwork. This enables us to grow as a team and add to our skills on a continuous basis. Our technical staff is also unsurpassed in knowledge base and 'real world' experience.

The Support Team is staffed with direct contact employees versed in all levels of support. The team will take ownership of your issue, from booking, to follow up and all the way through to the conclusion of the problem. You will never have to go through a series of support persons or levels of support. We pride ourselves on our first line handling of support issues and go the extra mile to make sure our clients are handled in an efficient and expedient manner.

We have expert level proficiency in many areas including, hardware, software, programming, accounting, training, night audit and interfaces, to name a few. This enables us to provide help staff personnel that are uniquely qualified for specific and various issues from procedural to networking.

Megasys' Support Team works 365 days a year, 7 days a week, 24 hours a day. We offer coverage on holidays as well. Our Support Team is manned with live support personnel. When you call in with an issue, you will reach a "live" person and not a voice mail system. We go the extra mile to ensure your support needs are met immediately by a courteous and knowledgeable staff member. For this reason, we can offer unparalleled service to all of our clients ensuring the best possible outcome for support issues.

Megasys Support Team offers excellent customer service. We place no limits on the number of calls or number of persons making the calls. Because of our excellent training and software stability, Megasys can quickly recognize any 'red flag' areas that may need specialized attention. A plan can then be developed to expedite any issues that would need to be handled. Megasys help desk personnel are trained to recognize commonalities in issues and respond quickly to bring them under control.

Non-Megasys Support Services for all other software and hardware related items, including but not limited to providing technical information, guidance and repair in the operation of and/or changing, troubleshooting, configuring or correcting problems in computer related components and/or the operating system, printers, terminals, cabling, phone/PBX equipment, power lines, modems, internet, etc. are based on the current knowledge and availability of the Megasys staff and may not be included in support services agreement.

Megasys also offers Customization and Enhancement development. Here you may desire features and/or enhancements that were not known or available at the time that the base system was approved. The Project Steering Committee (PSC) may elect to make changes to the scope of the contract in the form of an Engineering Change Proposal (ECP). Upon Receipt of the ECP, Megasys will formulate a project plan to include specific tasks, the people assigned to perform such tasks, the labor hours needed to perform each task, as well as a time phased plan to implement the project. This development might be outside of the scope and require further discussion on cost.

Data Conversion Plan.

Portfolio HMS contains several data import routines already and any necessary data import routines can be created if necessary.

The key to any importing is to learn how the data be provided to Megasys from external databases. In order to import any data into the Megasys database, the data must be presented in a readable format, such as a delimited text file. The data needs to closely match our current database structure. PMS vendors do not have access rights to competitor's software or database so Megasys would have to rely on the Clients internal resources to gain the information needed.

The data to be converted must be in a format that is acceptable for extraction and importing. The most common data to be extracted and imported would be data that contains Guest Information, Client Information, Account Information, Owner Information, etc., as long as it is in an electronic format can be converted from one system to another.

In most cases, unless the current vendor provides data exporting tools, obtaining the data is captured through reports saved to a file. The easiest types of reports to obtain are those where you can provide Name, Address, and City, State, and Zip, etc., information. Most PMS vendors provide a master guest report that we can pull from. If reports can be created to provide the data, Megasys can import it.

With all that said and while data importing can be a good thing, it can also be a bad thing. Looking at your current PMS and the data they capture for Guest, Reservations, Transactions, History, and more, they have data that you don't want in the new system. By switching to new software, you are provided with a clean slate to establish new standards and new codes to build into your properties.

Imports Megasys doesn't recommend would be when it comes to past, current and future reservations and along with Group Sales and Events. For current and future bookings, we prefer to use that data for training purposes. By entering in the reservations over and over, not only do you get the data into the new system, but repetition reduces the learning curve for going live.

When considering moving historical information over, such as reservation detail history, or group detail history, if the data cannot be provided in an acceptable format, Portfolio does offer an option to "Link" other external processes to the menu. So, depending on the accessibility of your current PMS after the cutover, we could attempt to put a link into Portfolio HMS that would give the User the ability to click on a menu item to open old PMS system.

In summary, it is very important to get the Guest information, the Sales Client information, and Accounts Receivable information and if needed POS information imported into the system. Megasys' IT team will work closely with the Client's IT Team and do the best we can to get the data required. The best way to ensure clean data is to extract the data and clean it with Excel, and then import it into Portfolio HMS. Whatever we can't import, we will leave for Training. During the project implementation meeting, this can be reviewed, and a plan put in place.

Security Statement

Built-in Security Features.

Megasys security features built within the property management system are completely configurable by the property. Administrators can set access by user, user groups, and by specific programs within the application.

Administrators' control the users' access to the property database. They determine which users will have access one property, a region of properties, or all properties on the database. The users can have different levels of access at each property.

Throughout Portfolio HMS, there are other features to protect the integrity of the software and the database. Not only can you control the User Login, but you can also control what they can do and what they can see when they are logged in. If a User does not have security for something within the application, the user will not see it or gain access to it, without being provided the security ahead of time.

There is a User login and lockout feature in the event that someone attempts to use another User's id. If the User attempts to login and cannot after several attempts, the user must contact the System Administrator to have their password changed and account unlocked.

In the same situation, if a User attempts to access any part of the application that requires the user to perform monetary transactions, the software will require the User to validate themselves before gaining entry. Example: If a user wants to post a deposit, they must re-enter their password before the system will give them access. This prevents users from walking away from their assigned workstation and someone else coming behind them to make fraudulent transactions.

Vulnerability and Security Awareness

The following technical sites relating to components used in the Megasys software are to be monitored by at least 1 staff member. This will allow Megasys to remain current on any security and/or vulnerability issues with respect to the application.

- ProvideX Mailing List / ProvideX Web Site: This site provides technical support, and security alerts related to the ProvideX programming language, in which the Megasys software is written.
- OpenSSL.org: This site provides versions of and security alerts for OpenSSL, which is the SSL communications used with ProvideX and therefore the Megasys software. The OpenSSL toolkit is used for all Client/Server communications and Web Server/Service communications. The OpenSSL toolkit also provides for the encryption and hashing functions available within the ProvideX programming language.
- Apache.org: This site provides support and security alerts for any use of the Apache Web Server.
- Linux Site: If Linux Operating Systems are used for the Megasys server, then that OS's web site will be monitored for security alerts and patch availability.
- Microsoft.com/security: This site provides security alerts for any use of the Windows Operating system for Megasys servers.

Vulnerability and Software Testing Policy

Megasys Hospitality Solutions continually monitors a variety of websites and trade publications to keep abreast of any security vulnerabilities that may impact Portfolio HMS data. If Megasys detects a possible threat, which is highly unlikely since we are a closed system and rely on outside services to perform some functions, we run through the known or recommended steps to check the vulnerability to see if the vulnerability is applicable to Portfolio HMS data.

Megasys will look at each of the vulnerabilities and rank them based on the level of threat it might impose on the application. Each Security Vulnerabilities are considered a threat and is treated as a high priority and addressed immediately. The testing protocols are different depending on who is announcing the Security Vulnerability. We will rely on the sites to explain the vulnerability and then test our application and database against that vulnerability. If it is determined to be a security vulnerability to the application and database, it is corrected immediately, and service packs are issued to all clients with those corrections. If the vulnerability is not affecting the application and database, and pertains to the client's hardware, network, operating systems, etc., all Clients are immediately notified of the vulnerability (via email and phone), the corrective actions required, and when a new service pack will be available to eliminate the vulnerability.

While Megasys monitors for vulnerabilities affecting Portfolio HMS, it is required that the Property continually check for vulnerabilities to their network, server, and system components and software, and maintains those pieces to the latest standards set forth by the individual providers (Dell, Microsoft, Trend Micro, Barracuda, Cisco, etc.). These operating system and security programs continually monitor (thru policies similar to NVD, CVSS, etc.) and report possible vulnerabilities thru various means, via their own website, email notifications, software notifications, etc. Although all the sensitive data is encrypted to the latest standards, and secure, Megasys highly recommends using any and all of these notifications to ensure that the network and server are secured and maintained to current specification to help eliminate any loss of data.

Approach to User Experience and Accessibility

The proposer will take a human-centered design approach (HCD) to user experience and accessibility. HCD is a risk reducing process that moves incrementally through planning and research to iteratively design, improve, and validate improvement with users of the system. The design is evaluated and refined as it moves through the successive stages of development. By incorporating customer and staff feedback at every stage, HCD creates a progressively more refined website user experience with higher and higher levels of value and usability.

User Studies – The Proposer shall explain and detail how they will participate in a collaborative HCD process, which will include: working with designers and researchers on the OPRD project team to develop an optimized UX/UI design, providing stable test environments for at least two rounds of usability studies for both public- and staff-facing interfaces, and collaboration between researchers, designers, accessibility specialists, and developers to integrate findings and recommendations from these studies into the test environments for each round.

Accessibility - The Proposer shall explain and detail how they will support accessibility and ensure that the public- and staff-facing UX/UI is accessible for users and meets or exceeds conformance to the most current published WCAG 2 AA guidelines. This must include participating with the Agency Subject Matter Expert (SME) to perform accessibility testing on both the public- and staff-facing UI website throughout the iterative process, before launch, and ongoing through the life of the contract.

Software Support / SLA Agreement

Ongoing Maintenance

Below you will find our standard Support and SLA Agreement that will follow your request for your support for all locations and your staff. Technically, at the end of the day, Megasys Support is here for you 24/7/365@

Megasys to Client Support and SLA Agreement Sample:

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Megasys* and Client for the provisioning of IT services required to support and sustain the contract for a vendor hosted Property Management Systems (PMS).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

Provide clear reference to service ownership, accountability, roles and/or responsibilities.

Present a clear, concise and measurable description of service provision to the customer.

Match perceptions of expected service provision with actual service support & delivery.

Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): Megasys Hospitality Systems. ("Provider")

IT Customer(s): ("Customer")

Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Megasys Hospitality Solutions
Review Period: 1 year
Previous Review Date: January 17, 2023
Next Review Date: January 16, 2024

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network or other approved options.
- Emergency / After Hours assistance (extra costs may apply)
- Periodic Service Packs

Client Requirements

Client responsibilities and/or requirements in support of this Agreement include:

Payment for all support costs at the agreed interval.

Reasonable availability of Client representative(s) when resolving a service-related incident or request.

Notify Megasys on a timely basis of any request for support services, or if Client suspects there may be a need for such services.

Restrict all non-Emergency Assistance requests to the Normal Business Hours.

Notify Megasys, at least thirty (30) days in advance, of Client's intention to install, change, remove or modify any additional, new or replacement interfaces, third party components (printers, personal computers, etc..) and/or software, in the event that Client will require or requests aid and/or guidance with this operation.

For Hosted Services, (non-Cloud), provide a VPN, Internet or other approved network connection based on the Client's installed product, to allow access by Megasys Support Personnel. Client will not hold Megasys responsible for any delays for critical support if Client has placed restrictions upon the Megasys Support Personnel's ability to access their system. If Megasys has to use Screen Connect, WebX or Logmein or any services paid by Megasys for support services.

Diligently, and without fail, cause the accurate and reliable back up of all data and program files resident on Client's server, in accordance with each and every recommended procedure.

Provide every reasonable and diligent effort to protect the confidentiality and private nature of the programs, data files and all other information and components of the Megasys system.

For Clients hosting Megasys Software products on their personal hardware, when a problem reported by Client has been fixed in a later version of the software for the licensed product, Client will upgrade to the later version. Megasys has no obligations to maintain back level versions of software.

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

Provide qualified technical and/or instructional support personnel, in accordance with the provisions and levels of services included in this agreement.

Provide 24-hour, 7-day coverage personnel for Regular and Emergency Assistance support requests during the term of this contract.

Record and track any and each call requesting support under this agreement, with an appropriate system, as to length, type, caller, time and nature of request. Each call will be subject to classification and will be responded to in accordance with its severity. Megasys will attempt to identify, in advance, any calls that are going to be deemed billable prior to actual work being performed and allow Client to determine if work is to proceed.

Provide and install software level service packs at no cost to the Client except for media and on-site training/installation fees. This does not pertain to any customer requested enhancements, newly designed or additional modules or other new Megasys products.

Correct any defects, as determined by the sole discretion of Megasys, in programming or program logic, (software), that were inherent in a Megasys product as originally purchased or modified by Megasys, provided that Client or their agents and/or their employees have not modified or corrupted the product, interfaces, data, or source code of any Megasys product covered by this agreement.

“Regular” support requests that are not able to be completed within one (1) normal business day of receiving call, Megasys will provide in writing an approximate estimated time to complete. If said request falls under the “Emergency” category, Megasys agrees to work on the request until complete, as long as the emergency falls within the responsibility of the software, as defined in the Standard Support Agreement. In the event a request falls into the defect category as outlined in item e of the Support Agreement, Megasys agrees to provide Client, in writing, within one (1) normal business day an estimated time of completion.

Meeting response times associated with service-related incidents.

Appropriate notification to Client for all scheduled maintenance.

Megasys agrees to supply connectivity to access our secure data center to transmit information to and receive information from via the internet 99.9% of the time during the Term of this Agreement for Cloud Provided Services. Temporary shutdowns due to regular, preventative or system maintenance, or system upgrades, or due to Force Majeure, shall not constitute a violation of this Agreement. The term “Force Majeure” as used herein shall mean, without limitation, the following: acts of God; orders of any kind of any governmental body, including the government of the United States or of any state thereof or any of their departments, agencies, or officials, or any civil or military authority; lightning; earthquake; fire; hurricane; storms; floods, washouts; droughts; explosions, breakage or accident to machinery, transmission lines or similar equipment; third party GDS and/or OTA’s ability to provide reservations; partial or entire failure of utilities; or any other cause or event not reasonably within the control of Megasys, in each case which has the effect of making it impossible or impracticable for Megasys to perform.

Service Assumptions

Assumptions related to in-scope services and/or components include:

Changes to services will be communicated and documented to all stakeholders.

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Telephone support: 8:00 A.M. to 5:00 P.M. Monday – Friday, CDT excluding Holidays.

Calls received out of office hours will be forwarded to a mobile phone and on-call staff will response within 20 minutes.

Holidays Observed - If the holiday falls on a Saturday, then it is observed on Friday. If the holiday falls on Sunday, then it is observed on Monday.

Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

Live Chat: www.MegasysHMS.com

Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

0-8 hours (during business hours) for issues classified as **High** priority.

Within 48 hours for issues classified as **Medium** priority.

Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Service Level Management Plan

Megasys views high quality and direct contact support services as an essential part of doing business in the hospitality industry. Since we place a great deal of importance in client satisfaction, our Support Services Department is staffed with customer-oriented professionals. Each member offers unique skill sets along with experience in customer service and an aptitude for problem solving.

The ability to continually provide quality support service is dependent on the effectiveness of communication established between your staff and our Support Personnel. To ensure that your experience with Megasys is effective and efficient as possible, we have prepared this guide. The guide provides essential information about Megasys Support Services, policies, processes and some best practices that are intended to help accelerate the problem-solving process and enhance your support service experience.

Megasys provides 365/24/7 support services. Our support desk is manned with live support personnel and operates Monday through Friday, 8:00 A.M. to 5:00 P.M. Central Time excluding holidays with Emergency Support available 365 days a year, 7 days a week, and 24 hours a day to assist you when needed.

You can contacts us is via telephone, e-mail or through Live Chat on our website.
Telephone: 918-743-5454
E-Mail: support@megasyshms.com
Live Chat: www.MegasysHMS.com and select 24/7 Support

We go the extra mile to ensure your support needs are met immediately by a courteous and knowledgeable staff member. Our clients are greeted by a "live" person who will conduct each call in a professional manner to obtain issue details and review/verify the following.

Verify all contact information is valid and update as needed.

Determine if issue has been reported prior to the call. If not, a new ticket will be entered and assigned to a support representative for resolution.

Provide ticket number to the caller. (*Ticket number is used for any follow-up calls.)*

Review any open tickets with Client to provide updates as needed.

These steps may not be handled in precise order as each support representative customizes it to their unique personalities.

If you are contacting a staff member regarding and open issue and they are not available, you will be asked by a "live" person if you want to leave a voice mail. These procedures allow us to offer unparalleled service to all of our clients ensuring the best possible outcome for support issues. We place no limits on the number of calls or number of persons making the calls.

Because of our excellent training and software stability, Megasys can quickly recognize any 'red flag' areas that may need specialized attention. Megasys help desk personnel are trained to recognize commonalities in issues and respond quickly to bring them under control. A plan can then be developed to expedite any issues that would need to be handled.

Support Levels: Roles and Responsibilities

We pride ourselves on our first call handling of emergency and property critical support issues and go the extra mile to make sure our clients are handled in an efficient and expedient manner. We have structured our support department to resolve issues in a timely and effective manner.

We provide 3 levels of support that uses a team problem solving approach. Each level team works with the next level team to provide you with a rapid response to your support requests. Your issue is assigned to or immediately handled by one of our support services staff which will take ownership of your issue, continually working and following up until resolution of issue has been reached.

Our support level teams are made up of expert professionals who provide various degrees of proficiency in many areas including but not limited to hardware, software, accounting, educational services, POS, night audit and interfaces. This enables us to provide help desk personnel that are uniquely qualified for specific and various issues from procedural to networking.

The effectiveness of our support services teams is based on the roles and responsibilities within each level. Your understanding of each level you are talking to and what their responsibilities are goes a long way in minimizing any frustration.

Level 1: **Client Service Representatives (CSR)** is the first point of contact with our clients. A CSR is responsible for taking your call in a timely manner, documenting your issue/request and providing a ticket number. They resolve minor procedural requests or directs/assigns the call to an available support person in the appropriate level of support or the assigned person for an existing ticket. You will be immediately connected to the Level 2 or Level 3 support based on a variety of reasons including severity, time, and skill set required for resolution.

Level 2: Professional Service Associates (PSAs) are an integral part of the support, training, and quality assurance team. By performing vital functions such as configuration, quality assurance testing, implementation training and client support allows our PSAs to become fully versed in the operation of our software.

PSAs provide a variety of resources to our clients for issue resolution. These professionals ***review the issues, work directly with our clients to troubleshoot and identify the exact issue,*** estimate the severity of the issue and provide how-to or workaround information. If it is determined that program modifications or changes are required, they will escalate the ticket to Level 3, assign a Programmer Analyst and provide backup documentation for final resolution.

Level 3: Programmer Analysts the PA works with our Level 2 support to resolve any technical or programmatic issues. They perform detailed problem analysis, develop workarounds or provide resolutions. They ensure that these resolutions are included in new version releases of the product.

Support Services agreement between Megasys and our Clients:

Section 1.00 - Definitions

"Software Support Services" means providing troubleshooting, technical information, programming corrections and guidance with the software products and/or programs provided by Megasys, over a voice telephone, VPN or Internet access, for the benefit of Client, during Normal Business Hours.

"Non-Megasys Support Services" means providing troubleshooting, technical information and guidance for software and hardware related items, not covered by any other definitions in this agreement, specifically, any software and hardware not provided to and from Megasys are considered, Non-Megasys related. This is including but not limited to the operation of and/or changing, troubleshooting, configuring or correcting problems in computer related components and/or the operating system, cabling, phone/PBX equipment, power lines, modems, etc., whether or not provided by Megasys, by telephone, VPN or Internet access, for the benefit of Client. This service is based on the knowledge and availability of the Megasys Staff.

"Recovery Support Services" means technical or other such assistance provided by Megasys in an attempt to or actually recover, when possible, lost data, program files, credit card transactions, etc., by telephone, VPN or Internet access, for the benefit of Client, when the recovery is based on a Client Induced incident requiring recovery support services, during any and all hours.

"Normal Business Hours" means any assistance, which Client's employee might request, from Megasys, assistance during Normal Business, house, which is defined as the time period from 8:00 AM to 5:00 PM Central Time, Monday through Friday, excluding Holidays.

"Customization" means changing or enhancing any Megasys program, at the Client's request subsequent to the initial installation, to meet the specific desires of the Client.

“On-site Support Services” means the technical assistance, training, program modification or any other type of user-requested support or aid provided by an employee or agent of Megasys, at the Client’s location, for the benefit of Client.

“After Hour’s Support Services” means any assistance, which Client’s employee might request, from Megasys, outside Normal Business Hours, and not deemed as Emergency Assistance by Megasys.

“Procedural Support Services” means any assistance or additional training given to Client or its agents, towards the assistance in the use of any software provided to and from Megasys.

“Emergency Assistance” is defined as any assistance, requested by Client, at any time wherein the absence of said aid would cause the inability of Client to operate all or a significant portion of the Megasys system.

Maintenance Services

Section 2.00 – Megasys Responsibility

Megasys agrees that, during the term of this agreement, they will:

Provide qualified technical and/or instructional support personnel, in accordance with the provisions and levels of services included in this agreement.

Provide 24-hour, 7-day coverage personnel for Regular and Emergency Assistance support requests during the term of this contract.

Record and track any and each call requesting support under this agreement, with an appropriate system, as to length, type, caller, time and nature of request. Each call will be subject to classification and will be responded to in accordance with its severity. Megasys will attempt to identify, in advance, any calls that are going to be deemed billable prior to actual work being performed and allow Client to determine if work is to proceed.

Provide and install software level upgrades at no cost to the Client except for media and on-site training/installation fees, if requested by the client. The software level upgrade will be supplied without cost to Client, provided Client is under a valid and fully paid Megasys software support agreement at the time of upgrade, and Client has no outstanding unpaid invoices due to Megasys. In addition, this upgrade provision will not be provided to Clients who are using retired operating systems or application languages. This provision does not pertain to any customer requested enhancements, newly designed or additional modules or other new Megasys products.

Correct any defects, as determined by the sole discretion of Megasys, in programming or program logic, (software), that were inherent in a Megasys product as originally purchased or modified by Megasys, provided that Client or their agents and/or their employees have not modified or corrupted the product, interfaces, data, or source code of any Megasys product covered by this agreement.

“Regular” support requests (as identified in item b above) that are not able to be completed within one (1) normal business day (defined in section 1.00) of receiving call, Megasys will provide in writing an approximate estimated time to complete. If said request falls under the “Emergency” category, Megasys agrees to work on the request until complete, as long as the emergency falls within the responsibility of the software, as defined in Section 1.00. In the event a request falls into the defect category (outlined in item e above) Megasys agrees to provide Client, in writing, within one (1) normal business day (as defined in Section 1.00) an estimated time of completion.

Section 2.01 - Base Services

Megasys will provide to Client, as base services for the term of this agreement:

Procedural and Software Support Services, during Normal Business Hours, for any Megasys software module or interface purchased by Client. Procedural and Software Support Services that extend to over thirty (30) minutes might be billable. If that is ever the case, Client will have the option to request such support services.

After Hours Support Services, limited to Emergency Assistance only. Any request for assistance, other than Emergency Assistance, received after Normal Hours shall be invoiced to.

Free software level upgrades as spelled out in Section 2.00d.

Reasonable, timely, and diligent efforts to correct any software logic or improper program function, as determined by the sole discretion of Megasys and in accordance with the original design concept, as originally licensed or modified by Megasys personnel.

Any and all "Non-Megasys Support Services" as defined in Section 1.00b are specifically **excluded** from this agreement.

Section 2.03 - Enhancements

Megasys offers further development of the software depending on the resources available. The scope of such development work shall be agreed to in writing between the parties.

Section 2.04 - Acceptance Testing

Development Projects requested in writing by anyone associated with the Client and approved by Megasys for development, will be placed in the training directory which the Client has direct access. The purpose is so the Client can perform full testing and final acceptance of the development project, based on their written request and approval by Megasys. After final acceptance of Project, the Project will be transferred to the production directory for use by the Client and anyone having access to those programs.

Customer Support

Section 3.00 - Program Modifications

At any point after the initial Agreement has been executed, the Client may request Software, Program or Special projects, termed "Customization" to be developed by Megasys. "Customization" (Project), if requested by Client and approved and provided by Megasys, will be billed at the agreed price listed on the executed quote provided to the Client for approval.

Section 3.01 - Customer Responsibility

Client agrees, during the term of this agreement, that it is Client's sole responsibility to:

Notify Megasys on a timely basis of any request for support services, or if Client suspects there may be a need for such services.

Restrict all non-Emergency Assistance requests to the Normal Business Hours.

Notify Megasys, at least thirty (30) days in advance, of Client's intention to install, change, remove or modify any additional, new or replacement interfaces, third party components (printers, personal computers, etc..) and/or software, in the event that Client will require or requests aid and/or guidance with this operation.

Diligently, and without fail, cause the accurate and reliable back up of all data and program files resident on Client's server, in accordance with each and every recommended procedure.

Provide every reasonable and diligent effort to protect the confidentiality and private nature of the programs, data files and all other information and components of the Megasys system.

For Clients hosting Megasys Software products on their personal hardware, when a problem reported by Client has been fixed in a later version of the software for the licensed product, Client will upgrade to the later version. Megasys has no obligations to maintain back level versions of software.

Section 3.02 – Cloud Hosted Servers

Megasys provides for continued backup of the application and data, on all Cloud Hosted Servers, hosted by Megasys. There are 2 backup that take place:

Megasys utilizes a two-host system, one for production and one for replica/failover. The virtual servers running on the production system replicate all data changes to the replica/failover system every 5 minutes. In the event of a hardware failure on the production host, the virtual machine can be failed over to the replica/failover host for minimal disruption. Additionally, the replica server stores hourly HyperV Standard Recovery Points for up to 24 hours so a failover could be performed that also goes back to a previous point within the last 24 hours.

Megasys provides a Full System backup and performed every 8 hours and have a retention period of 30 days. For security purposes, the backups themselves exist outside the Megasys network and do not share any credentials with the Megasys production/replica systems. These backups are metal backups stored in Oklahoma City, and can be used for restoring system failures if both the Production and Replicate servers go down.

Performance Standards and Service Level Agreements (SLA's)

Our performance Standards and Service Level Agreements are included in the On-going Maintenance Section.

Escalation Plan

Please see the Project Planning & Management section for the implementation details on project.

If there are any conflicts that should arise during the duration of the contract, the Contract Manager assigned will work with the Client's Project Team and Megasys' Project Team for resolution.

Disaster Recovery Plan

PMS Disaster Recovery

Megasys always maintains focus on disaster recovery and business continuity. It is critical to make sure business operations continue with as little downtime as necessary. While we can plan for disaster recovery from within Megasys and ensure that any data we store for our clients is protected, disaster recovery must also be in place on our client's level as well. Our clients have to make sure they take the necessary precautions to prevent any irruptions in their daily operations, especially when dealing with Guests.

Based on our experiences we would like to break this down into two sections: network outage and hardware failure.

Network failure at the Property Level

- **PMS – (***Planned Outage*) there are several steps in which the property can take to ensure that they have the needed data to do their daily jobs during the network outage, such as preprinted reports that would include the following, arrivals, departures, in house guest, credit limit, housekeeping, and occupancy reports. For this we recommend our clients run the "Down-Time Reports", which a list of critical report required for when the PMS is not available.

- **PMS –** (*Unplanned Outage*) in the event of an unplanned outage the options at the properties have available to them are somewhat limited, with any remotely hosted server network connectivity is key. Since this is a cloud hosted server, there are other ways in which the data can be accessed. If the TSP network is down, the property cannot directly access the data, however, the data is still accessible.

  There are several ways of accessing your data, no matter if the TSP Network failure is planned or unplanned:

  - Reports can be printed and faxed to the property, assuming the phone lines are still active.
  - Remote / other Parks could have security to access the Park system and perform remote Check-in / Check-out, until services is restored.
  - If cell service is still active, most smart phones come with a tether or hot spot capabilities; this will allow computers with "Wi-Fi" capabilities to access the database. With this option:
    - Windows Surfaced Pros can have Portfolio loaded and then via wi-fi, access the remote server.
    - Other properties could email the Down-Time Reports to a person with a smart phone and can access their TSP email.
    - With GuestHost, the Browser version of the application, the client can still access critical data and perform operational duties effecting the Guest.
      - Reservations to be made
      - Guest Check-in Functions
      - Guest Check-out Functions
      - Housekeeping Room Updates

    NOTE: With either a planned or unplanned outage, Reservations made online, via the Web Reservations application, which would still be able to make reservations, unless the Cloud Server is offline. Which if that ever happens, Megasys has fail over system to redirect the data to another active server. This is covered in the Hardware Failure section of this question.

Hardware Failure PMS

Megasys HMS's cloud solution includes dedicated server space for the TSP applications and databases. It will include redundant and real-time backups. In the event of a server failure, the redundant backup system can be put into production and minimize the amount of downtime experienced by TSP staff and Guests.

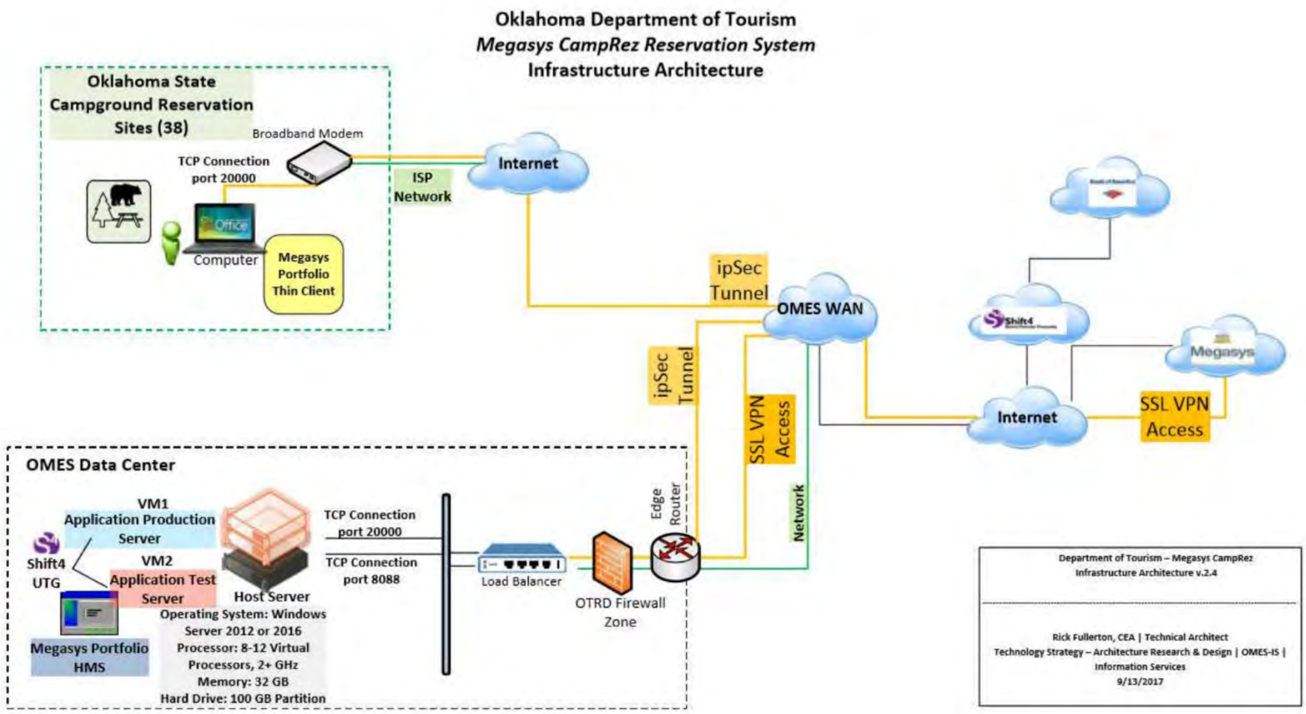
Depending on how TSP approaches the equipment for PMS, it would be recommended that TSP have backup equipment in place in the event of a workstation unit failure. Since Megasys' application run on a windows operating system, the thin client can be installed on any workstation or device supporting a windows operating system. And with the Browser functions, it can be on any type of browser and any mobile tablet or mobile device, including smart phones.

The Megasys Hosted service replicates changes as they occur at the byte-level over any shared or private IP-based network and ensures that changed data can be protected immediately and that an up to data replica can be made available in an instant if necessary.

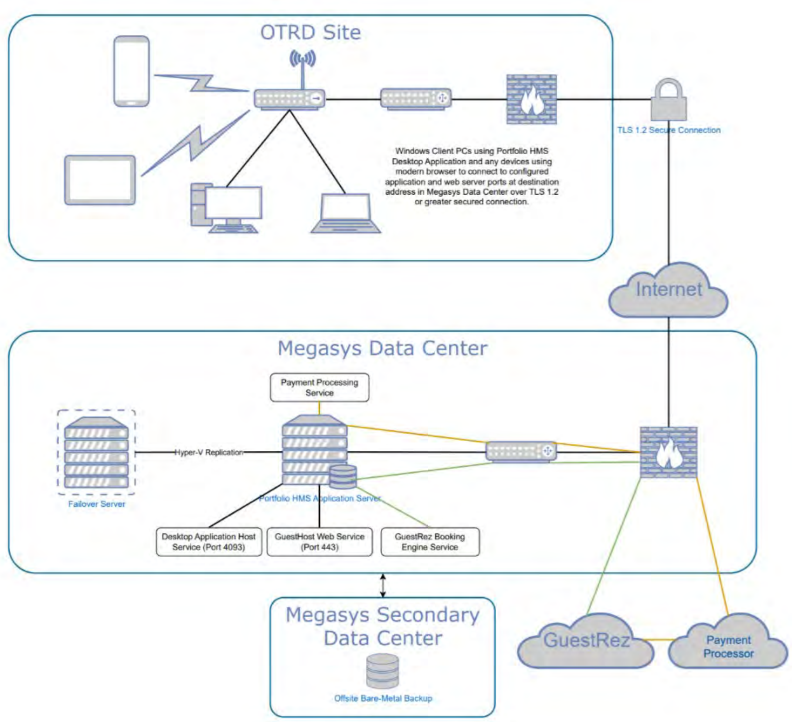
Megasys uses 3 different cloud hosting providers, Tulsa Connect, Azure, and AWS. Currently for our cloud services, we provide our own server and perform out own daily backups. This server will be managed fulltime by the data center staff and all data security will be certified through them. With this server, we will be providing data replication and utilizing their Disaster and Recovery services and protocols.

Network Diagrams for current and proposed offering

The following diagram represents the current infrastructure for OTRD, as provided by OMES Data Center:



The following diagram represents the infrastructure our Cloud Hosted services at TulsaConnect for our clients, but specifically if we Hosted OTRD on our services:



Megasys Hospitality Solutions

Business Continuity and Disaster Recovery (BC/DR)

Policy Owner: Cloud Administrator

Effective Date: 01/01/2023

Version	Date	Description	Author	Approved by
1.0	06/10/2024	First Version	Francois Bournival	Jeff Wilder

Purpose

The purpose of this business continuity plan is to prepare Megasys in the event of service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame.

Scope

All Megasys systems are business-critical for our customers. This policy applies to all employees of Megasys and to all relevant external parties, including but not limited to Megasys. consultants and contractors.

The following scenarios are excluded from the BC/DR plan scope:

- Loss of availability for a production hosting service provider (i.e: Tulsa Connect)
- If a hosting service provider is unavailable, the **Director of Professional Services** will confer with the **Cloud Administrator** to determine an appropriate response strategy.

Terminology

- **RPO** - Refers to the amount of data at risk. It is determined by the amount of time between data protection events and reflects the amount of data that could potentially be lost during disaster recovery.
- **RTO** - The recovery time objective is the targeted maximum duration of time and a service level within which a business process must be restored after a disaster (or disruption) to avoid unacceptable consequences associated with a break in business continuity.

Server Groups

- **SQL Server** - These are the most critical servers of the hosting environment as they host the client data and are subject to frequent changes.

- **Core Server** - These servers host the IQware applications and are subject to infrequent changes as they do not contain any data.

- **Web Server** - The servers contain client-specific configurations for various interfaces. While they are important to the client's operation, the data contained in them is not sensitive and subject to infrequent changes.

Policy

- In the event of a major disruption to production services and a disaster affecting the availability and/or security of the Megasys systems, senior managers and executive staff shall determine mitigation actions.

- A disaster recovery test, including a test of backup restoration processes, shall be performed on a quarterly basis.

- Continuity of information security shall be considered along with operational continuity.

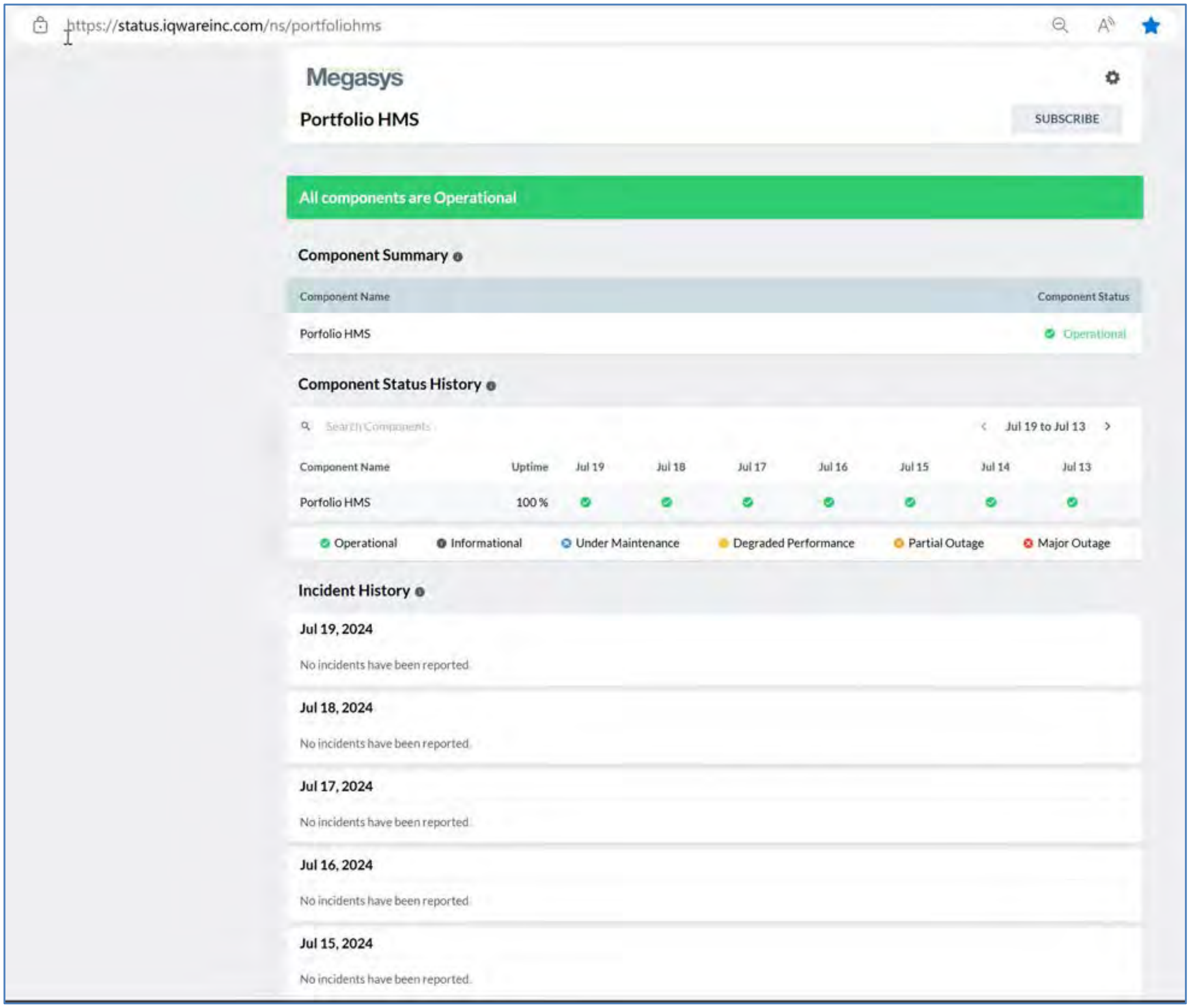
- In the case of an information security event or incident, refer to the Incident Response Plan.

Communications and Escalation

- Executive staff and senior managers should be notified of any disaster affecting IQware Inc.'s operations. Communications shall take place over any available regular channels, including MS Teams, email, and phone.

- Key contacts shall be maintained on the on-call schedule and key contacts:

- Communications to customers will also be available via our various status pages. Dedicated environments are provided with a specific Status page, found in real-time online.



Service RPO and RTO targets

Host Service	**Scenario**	**RPO**	**RTO**	**Priority**
Host Server Down	*Server failure*	*5 min*	*2 hours*	HIGH
VM Server Down	*Server failure*	*3 hours*	*2 hours*	*HIGH*
Database Corruption	*Database Failure*	*6 hours*	*2 hours*	*HIGH*
Desktop Application	*Service failure*	*0 hours*	*30 min*	*MEDIUM*
Web Application	*Service failure*	*0 hours*	*30 min*	*MEDIUM*
Services Interfaces	*Service failure*	*0 hours*	*30 min*	*LOW*

Backup strategy

Megasys relies on Tulsa Connect who employs two types of backups strategies.

- **Offsite Backup**

  Each Host and VM server are being backup to an offsite location on a 6-hour schedule.

Host service	Backup location	Backup frequency	Retention
Host and VM Server	*Offsite*	*6 hours*	*30 Days*

- **Hyper-V Replication to backup Host**

  Tulsa connect employs a hyper-V replication strategy to replicate each VM server, along with its related data to the Host backup located in the Tulsa Datacenter.

Host service	Backup location	Replication frequency
VM Host	*Backup Host*	Max of 5 min

Roles and Responsibilities

Role	Responsibility
Cloud Administrator	The Cloud Administrator shall lead BC/DR efforts to mitigate losses and recover the corporate network and information systems.
Departmental Heads	Each department head shall be responsible for communications with their departmental staff and any actions needed to maintain the continuity of their business functions. Departmental heads shall communicate regularly with executive staff and the Cloud Administrator.
Director of Professional Services	The Director of Professional Services, in conjunction with the Cloud administrator and CTO, shall be responsible for any external and client communications regarding any disaster or business continuity actions that are relevant to customers and third parties.
CTO	The CTO, in conjunction with the Director of Professional Services, shall be responsible for leading efforts to maintain the continuity of IQware inc. services to customers during a disaster.

Megasys Hospitality Solutions

Portfolio HMS Security Overview

Megasys Hospitality Solutions provides Kentucky State Parks with a private cloud hosted instance of Portfolio HMS hospitality management system. The following is a summary of security protocols in place to protect the application and databases utilized by Kentucky State Parks.

1. **Physical Security** – Megasys' datacenter partner provides physical access security to host servers as well as network, power, environmental and fire suppression controls in hosting facilities.
    a. SOC1 Type II audited facilities
    b. Biometric access control system at facility entrances
    c. All entrance/exit from the facility is logged and recorded
    d. All access to the facility is via escort
    e. Security cameras record on motion and video is archived for at least 180 days
    f. All customer racks have locking front/rear doors
2. **Network Security** – Megasys' datacenter partner provides managed network infrastructure and security services leveraged by the Portfolio HMS hospitality management system and related services.
    a. **Firewalls** – Firewalls with gateway anti-virus and intrusion prevention services are utilized
    b. **Secure Socket Layer (SSL)/Transport Layer Security (TLS) encryption** is utilized to secure connections to the application. A minimum of TLS 1.2 is required for all connections and only strong algorithms are supported.
    c. **Vulnerability scans** are executed and reviewed at least every 90 days.
3. **Administrative Access** to the Portfolio HMS server is limited to qualified Megasys staff utilizing their unique SSO credentials and secondary server credentials, and all access sessions are logged and recorded.
4. **Server Operating System updates/patches** are applied at least every 30 days and, in some cases, less when warranted by an identified risk.

5. **Client/End User Access** is controlled and configured by Kentucky State Parks staff within the application.
    a. Users must have unique usernames.
    b. Users must authenticate with a password.
    c. Passwords are encrypted on the client application and stored in a non-reversible hash.
    d. Password requirements are configurable by Kentucky State Parks. The current configuration requires:
        i. Passwords must be at least 8 characters in length.
        ii. Passwords expire in 90 days.
        iii. Users may not re-use the last 4 passwords.
        iv. User accounts will be disabled after 6 consecutive failed login attempts.
        v. Passwords require at least 1 number.
        vi. Passwords require at least 1 letter.
    e. All user access is logged, including:
        i. Login
        ii. Logout
        iii. Menu Items Executed
        iv. Errors Encountered
        v. Attempts to run menu items without security access
    f. Roll based security access to application functionality is configured by Kentucky State Parks staff.

GuestRez Security Overview

The GuestRez Booking Engine ("GuestRez") is hosted on the public Microsoft Azure Cloud. GuestRez utilizes SaaS based Web Apps and APIs to perform its functions.

- GuestRez utilizes OAuth 2.0 for username/password credentials that allow for user access to the application.
- GuestRez utilizes various scopes to limit user's access to what can be done in the application.
- Every page that the user goes to in the GuestRez Admin is logged so that support users can identify who is accessing various pages in the application.
- GuestRez uses OpenID Connect to secure the APIs so that only applications with valid credentials are allowed access.

Megasys Hospitality Solutions

Data Conversion Plan

Portfolio HMS contains several data import routines already and any necessary data import routines can be created if necessary.

The key to any importing is to learn how the data be provided to Megasys from external databases. In order to import any data into the Megasys database, the data must be presented in a readable format, such as a delimited text file. The data needs to closely match our current database structure. PMS vendors do not have access rights to competitor's software or database so Megasys would have to rely on the Clients internal resources to gain the information needed.

The data to be converted must be in a format that is acceptable for extraction and importing. The most common data to be extracted and imported would be data that contains Guest Information, Client Information, Account Information, Owner Information, etc., as long as it is in an electronic format can be converted from one system to another.

In most cases, unless the current vendor provides data exporting tools, obtaining the data is captured through reports saved to a file. The easiest types of reports to obtain are those where you can provide Name, Address, and City, State, and Zip, etc., information. Most PMS vendors provide a master guest report that we can pull from. If reports can be created to provide the data, Megasys can import it.

With all that said and while data importing can be a good thing, it can also be a bad thing. Looking at your current PMS and the data they capture for Guest, Reservations, Transactions, History, and more, they have data that you don't want in the new system. By switching to new software, you are provided with a clean slate to establish new standards and new codes to build into your properties.

Imports Megasys doesn't recommend would be when it comes to past, current and future reservations and along with Group Sales and Events. For current and future bookings, we prefer to use that data for training purposes. By entering in the reservations over and over, not only do you get the data into the new system, but repetition reduces the learning curve for going live.

When considering moving historical information over, such as reservation detail history, or group detail history, if the data cannot be provided in an acceptable format, Portfolio does offer an option to "Link" other external processes to the menu. So, depending on the accessibility of your current PMS after the cutover, we could attempt to put a link into Portfolio HMS that would give the User the ability to click on a menu item to open old PMS system.

In summary, it is very important to get the Guest information, the Sales Client information, and Accounts Receivable information and if needed POS information imported into the system. Megasys' IT team will work closely with the Client's IT Team and do the best we can to get the data required. The best way to ensure clean data is to extract the data and clean it with Excel, and then import it into Portfolio HMS. Whatever we can't import, we will leave for Training. During the project implementation meeting, this can be reviewed, and a plan put in place.

A. Service Level Agreement

Vendor should provide a Service Level Agreement (SLA) for all services requested in this proposal. The SLA should include the following items:

- Service Availability
  - The Vendor should ensure a minimum uptime of 99.9% for the services provided under this agreement.
  - Downtime for scheduled maintenance should be communicated in advance.

- Incident Response and Resolution
  - The Vendor should establish clear response times for incidents based on severity levels. Define the response times for critical, major, and minor incidents.
  - The resolution times for incidents should be aligned with industry best practices and agreed upon mutually.

- Customer Support
  - Clearly state the hours of operation for customer support.
  - Define the expected response times for customer queries and the escalation process for unresolved issues.

- Change Management
  - Outline the process for implementing changes to the services and communicate any potential impact on users.
  - Specify the notification period for planned changes.

Megasys Hospitality Solutions

Service Level Agreement - SLA

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Megasys* and Parks for the provisioning of IT services required to support and sustain the contract for a vendor hosted Property Management Systems (PMS).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): Megasys Hospitality Solutions. ("Provider")
IT Customer(s): Kentucky State Department of Parks ("Customer")

Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Megasys Hospitality Solutions
Review Period:
Previous Review Date:
Next Review Date:

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network or other approved options.

- Emergency / After Hours assistance (extra costs may apply)
- Periodic Service Packs

Client Requirements

Client responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of Client representative(s) when resolving a service related incident or request.
- Notify Megasys on a timely basis of any request for support services, or if Client suspects there may be a need for such services.
- Restrict all non-Emergency Assistance requests to the Normal Business Hours.
- Notify Megasys, at least thirty (30) days in advance, of Client's intention to install, change, remove or modify any additional, new or replacement interfaces, third party components (printers, personal computers, etc..) and/or software, in the event that Client will require or requests aid and/or guidance with this operation.
- For Hosted Services, (non-Cloud), provide a VPN, Internet or other approved network connection based on the Client's installed product, to allow access by Megasys Support Personnel. Client will not hold Megasys responsible for any delays for critical support if Client has placed restrictions upon the Megasys Support Personnel's ability to access their system. If Megasys has to use Screen Connect, WebX or Logmein or any services paid by Megasys for support services.
- Diligently, and without fail, cause the accurate and reliable back up of all data and program files resident on Client's server, in accordance with each and every recommended procedure.
- Provide every reasonable and diligent effort to protect the confidentiality and private nature of the programs, data files and all other information and components of the Megasys system.
- For Clients hosting Megasys Software products on their personal hardware, when a problem reported by Client has been fixed in a later version of the software for the licensed product, Client will upgrade to the later version. Megasys has no obligations to maintain back level versions of software.

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide qualified technical and/or instructional support personnel, in accordance with the provisions and levels of services included in this agreement.
- Provide 24-hour, 7-day coverage personnel for Regular and Emergency Assistance support requests during the term of this contract.

- Record and track any and each call requesting support under this agreement, with an appropriate system, as to length, type, caller, time and nature of request. Each call will be subject to classification and will be responded to in accordance with its severity. Megasys will attempt to identify, in advance, any calls that are going to be deemed billable prior to actual work being performed and allow Client to determine if work is to proceed.
- Provide and install software level service packs at no cost to the Client except for media and on-site training/installation fees. This does not pertain to any customer requested enhancements, newly designed or additional modules or other new Megasys products.
- Correct any defects, as determined by the sole discretion of Megasys, in programming or program logic, (software), that were inherent in a Megasys product as originally purchased or modified by Megasys, provided that Client or their agents and/or their employees have not modified or corrupted the product, interfaces, data, or source code of any Megasys product covered by this agreement.
- “Regular” support requests that are not able to be completed within one (1) normal business day of receiving call, Megasys will provide in writing an approximate estimated time to complete. If said request falls under the “Emergency” category, Megasys agrees to work on the request until complete, if the emergency falls within the responsibility of the software, as defined in the Standard Support Agreement. In the event a request falls into the defect category as outlined in item e of the Support Agreement, Megasys agrees to provide Client, in writing, within one (1) normal business day an estimated time of completion.
- Meeting response times associated with service-related incidents.
- Appropriate notification to Client for all scheduled maintenance.
- Megasys agrees to supply connectivity to access our secure data center to transmit information to and receive information from via the internet 99.9% of the time during the Term of this Agreement for Cloud Provided Services. Temporary shutdowns due to regular, preventative or system maintenance, or system upgrades, or due to Force Majeure, shall not constitute a violation of this Agreement. The term “Force Majeure” as used herein shall mean, without limitation, the following: acts of God; orders of any kind of any governmental body, including the government of the United States or of any state thereof or any of their departments, agencies, or officials, or any civil or military authority; lightning; earthquake; fire; hurricane; storms; floods, washouts; droughts; explosions, breakage or accident to machinery, transmission lines or similar equipment; GDS and/or Pegasus’ ability to provide reservations; partial or entire failure of utilities; or any other cause or event not reasonably within the control of Megasys, in each case which has the effect of making it impossible or impracticable for Megasys to perform.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8:00 A.M. to 5:00 P.M. Monday – Friday, CDT excluding Holidays.
  - Calls received out of office hours will be forwarded to a mobile phone and on-call staff will response within 15 minutes.
  - Holidays Observed - If the holiday falls on a Saturday, then it is observed on Friday. If the holiday falls on Sunday, then it is observed on Monday.
    - New Year's Day
    - Good Friday
    - Memorial Day
    - Independence Day
    - Labor Day
    - Thanksgiving and Day After
    - Christmas Eve and Christmas
    - Depending on when Christmas falls, the day after Christmas could replace Christmas Eve.
  - Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday
    - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
  - Live Chat: www.MegasysHMS.com

Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

PMS Service Level Management Plan

Megasys views high quality and direct contact support services as an essential part of doing business in the hospitality industry. Since we place a great deal of importance in client satisfaction, our Support Services Department is staffed with customer-oriented professionals. Each member offers unique skill sets along with experience in customer service and an aptitude for problem solving.

The ability to continually provide quality support service is dependent on the effectiveness of communication established between your staff and our Support Personnel. To ensure that your experience with Megasys is effective and efficient as possible, we have prepared this guide. The guide provides essential information about Megasys Support Services, policies, processes and some best practices that are intended to help accelerate the problem-solving process and enhance your support service experience.

Megasys provides 365/24/7 support services. Our support desk is manned with live support personnel and operates Monday through Friday, 8:00 A.M. to 5:00 P.M. Central Time excluding holidays with Emergency Support available 365 days a year, 7 days a week, and 24 hours a day to assist you when needed.

You can contacts us is via telephone, e-mail or through Live Chat on our website.

> **Telephone: 918-743-5454**
> **E-Mail: MHSsupport@megasyshms.com**
> **Live Chat: www.MegasysHMS.com and select 24/7 Support**

We go the extra mile to ensure your support needs are met immediately by a courteous and knowledgeable staff member. Our clients are greeted by a “live” person who will conduct each call in a professional manner to obtain issue details and review/verify the following.

- Verify all contact information is valid and update as needed.
- Determine if issue has been reported prior to the call. If not, a new ticket will be entered and assigned to a support representative for resolution.
- Provide ticket number to the caller. This number is used for any follow-up calls.
- Review any open tickets with Client to provide updates as needed.

These steps may not be handled in precise order as each support representative customizes it to their unique personalities.

If you are contacting a staff member regarding and open issue and they are not available, you will be asked by a “live” person if you want to leave a voice mail. These procedures allow us to offer unparalleled service to all of our clients ensuring the best possible outcome for support issues. We place no limits on the number of calls or number of persons making the calls.

Because of our excellent training and software stability, Megasys can quickly recognize any ‘red flag’ areas that may need specialized attention. Megasys help desk personnel are trained to recognize commonalities in issues and respond quickly to bring them under control. A plan can then be developed to expedite any issues that would need to be handled.

Support Levels: Roles and Responsibilities

We pride ourselves on our first call handling of emergency and property critical support issues and go the extra mile to make sure our clients are handled in an efficient and expedient manner. We have structured our support department in order to resolve issues in a timely and effective manner.

We provide 3 levels of support that uses a team problem solving approach. Each level team works with the next level team to provide you with a rapid response to your support requests. Your issue is assigned to or immediately handled by one of our support services staff which will take ownership of your issue, continually working and following up until resolution of issue has been reached.

Our support level teams are made up of expert professionals who provide various degrees of proficiency in many areas including but not limited to hardware, software, accounting, educational services, POS, night audit and interfaces. This enables us to provide help desk personnel that are uniquely qualified for specific and various issues from procedural to networking.

The effectiveness of our support services teams is based on the roles and responsibilities within each level. Your understanding of each level you are talking to and what their responsibilities are goes a long way in minimizing any frustration.

Level 1: Client Service Representatives (CSR) is the first point of contact with our clients. A CSR is responsible for taking your call in a timely manner, documenting your issue/request and providing a ticket number. They resolve minor procedural requests or directs/assigns the call to an available support person in the appropriate level of support or the assigned person for an existing ticket. You will be immediately connected to the Level 2 or Level 3 support based on a variety of reasons including severity, time, and skill set required for resolution.

Level 2: Professional Service Associates (PSAs) are an integral part of the support, training and quality assurance team. By performing vital functions such as configuration, quality assurance testing, implementation training and client support allows our PSAs to become fully versed in the operation of our software.

PSAs provide a variety of resources to our clients for issue resolution. These professionals ***review the issues, work directly with our clients to troubleshoot and identify the exact issue,*** estimate the severity of the issue and provide how-to or workaround information. If it is determined that program modifications or changes are required, they will escalate the ticket to Level 3, assign a Programmer Analyst and provide backup documentation for final resolution.

Level 3: Programmer Analysts the PA works with our Level 2 support to resolve any technical or programmatic issues. They perform detailed problem analysis, develop workarounds or provide resolutions. They ensure that these resolutions are included in new version releases of the product.

Special Projects / Development

Clients may request special features and functionality in the form of enhancements or customizations. While it is Megasys' desire to fulfill all our Client's request, it is up to Megasys to determine the feasibility of the change to the software application. By way of keeping track of these changes, we ask our Client's to fill out a Request for Change or Development form. Upon receipt of this form, Megasys will formulate to a project plan which will include specific tasks, the people assigned to perform such tasks, the labor hours needed to perform each task, as well as a time phased plan to implement the project. Depending on the request, cost may come into discussion, which will be clarified during the creating of the project plan. Megasys will then return the form to the Client indicating if it has been approved or not, along with any specific information needed from the Client or information to assist the Client in determining if they want to move forward with the request. If both Client and Megasys approve of the request, signatures are provided, and a Support Ticket will be created to keep track of the project.

The following is a sample of the Request for Change or Development form:

Request for Change or Development

Megasys software has been designed to suit the needs of standard and unique hospitality operations. However, at times our clients may see the need for changes or new development such as custom reports, forms, contracts, connectivity to a 3rd part vendor, etc.

The following Request for Change or Development Form should be completed detailing your request. Submit the form and all associated print-outs and/or documentation via email/fax/USPS to:

Megasys Support

Fax: *(918)743-8197 or* Email: support@*megasyshms.com*

Megasys Hospitality Systems, Inc.

5800 E. Skelly Dr, Suite 600

Tulsa, OK 74135

The RCD should include as much detail as necessary to understand the desired result. Use additional sheets if needed. Some examples include:

- Reason the change is needed (Law, regulation, functionality problem, technology change)
- Description of the desired result of the change.
- Changes to an existing Screen, report, data file *should* include screen name or report name; names of elements to be added, changed, or removed; description of or list of values to be added, changed or deleted; sample data; attachment of marked-up screen print or report; calculation; validation rules, etc.
- Development of New Functionality - Complete description of desired functionality; description of data; value lists/tables; data flows; reports; calculations; validation rules; formats for transmitted files, etc.
- 3rd Party Connectivity – complete description of your expectations and information you expect to be communicated between both systems.
- Priority / Expected Timeframes – Provide reasons for any urgent or immediate priorities. Provide reasonable time frame expectations as actual deliverable dates are subject to review and approval process time by both Megasys and Client.

Once you have submitted the request, you will receive a confirmation email with your request number. The request will be routed to the development team for evaluation. Megasys may also contact you for further information about your request.

Once evaluation of your request is complete, you will receive an email containing one of the following:

1. A services agreement detailing the deliverables and required deposits.
2. Request has been declined and why.
3. Details on an alternative solution.
4. The functionality requested is available or will be in a future release.
5. The request would be beneficial and will be taken under consideration for future development.

A response will usually be sent within 30 days of your request's submission date. If you do not receive a response within 30 days, you may request the current status. The development team may still be reviewing your request or may be waiting for further information from you. Send an e-mail to mhaight@megasyshms.com, with your change request number and **Request Status** in the subject line. The appropriate development team will be contacted to check the status of your request.

Request #: ______

Request for Change or Development Form

Company Name (Client): ______________________ Phone #: ____________ Ext: ______

Address: ______________________ City: __________ State: ______ Zip: __________

Contact Name: ______________________ Email: ______________________

Date Submitted: ______________

TYPE OF SERVICE REQUESTED: ***To Check Selected Box: Right Click Box and change Default value to Checked.***

☐ **Custom / Enhancement Request. By submitting this form, Client formally requests changes or enhancement to a Megasys program or reports. Client understands this service is billable and payable prior to development based on Level of Effort. If Megasys approves development and Client declines, Client authorizes up to 2 hours of billable programming research to determine feasibility and cost of installing this change to Client's system.**

☐ **New Functionality or 3rd Party Connectivity / Interface.** By submitting this form, Client formally requests development of new functionality or connectivity from Megasys PMS to a 3rd Party Vendor. Client understands this service is billable and payable prior to development. If Megasys approves development and Client declines, Client authorizes up to 2 hours of billable programming research to determine feasibility and cost of installing this change to Client's system.

☐ **Suggestion for general software enhancement.** Please include this change in a future release if it is determined to be of wide general interest to all your clients. Megasys will notify client if suggestion will be considered in future development.

☐ **Other**. Describe request: ______________________________________

CHANGE OR DEVELOPMENT DESCRIPTION: *Detail the reasons for the change and/or the data and business information required to be changed. List any business rules that affect the change. Use examples and attachments. If requesting 3rd Party connectivity/ interface please provide vendor contact information. (Use additional sheets if needed)*

Attachments: Yes / **No**

Justification: *(Describe the purpose or benefit of the request and any business impact)*

Impact if Not Approved: *(Describe the impact of request is not implemented)*

PRIORITY: Emergency: ☐ Urgent: ☐ Routine: ☐

Reason for Emergency or Urgent request:

Timeframe Expectations: *In what time frame is this request needed?*

The Following is for Megasys Use Only

☐ **Accepted** ☐ **Declined -** ***Describe why request was declined.*** ☐ **Alternative Available -** ***Describe any alternative that client might use.***

☐ **Need Additional Information -** ***Describe / Explain the information needed. (Example: Need more specifics from client or need to acquire NDA and Spec from Vendor.)***

Who is / will be Responsible for Cost and What Percent of Cost?

☐ ***Megasys_____%*** ☐ ***Client ___%*** ☐ ***her ______%***

List Programs / Files Affected by Request

Notes or Concerns:

Level of Effort Estimate		
Hours (1/4 hr increments)	**Tasks**	
	Design / Specifications	
	Coding Time: Recommended Developer Level: Senior / Middle / Junior	
	Development Testing	
	Total Development Time	
	Operational / QA Testing	
	Documentation:	
		Release Notes
		Configuration / Installation Guide - Internal and External
		Training Guide / Manual
	Training:	
		MHS Staff
	Total Professional Services Time	
	Installation:	
		Technical
	Training:	
		Client
	Total Additional PS / Tech Services Time	

Feasibility Review Approval**

Signature – Technical / Development Manager ***Date***

Signature – Professional Services Manager ***Date***

Signature – Director of Products and Services ***Date***

*****This approval indicates that the request can be accomplished and subject to final approval.***

Final Approval:

Project Quote @ _______________ with additional hours billed at $_________ per hour.

Hourly Quote @ _______________ per hour.

Client Declined - Feasibility / Research Charges Apply: __________

MEGApay MerchantTrack
Access the MEGApay merchant a...

MEGApay - MerchantTrack

Glossary

1. **Dashboard:**
    1. Shortcuts
        1. Recent Funding Activity
            1. Takes the user to the last 7 days of the Funding Summary Report
        2. Recent Transactions
            1. Takes the user to the last 7 days of the Transactions Report
    2. Daily Volumes
        1. The graph reports up to 20 merchant’s volumes in the last month.
    3. Stats
        1. Total Transaction Count: the number of individual transactions processed by the entity since the beginning (regardless of success/failure)
        2. Total Transaction Volume: the dollar total of transactions processed by the entity since the beginning (regardless of success/failure)
        3. Last Transaction Date: reports the date and time of last transaction processed by the entity
        4. Last Transaction Merchant: reports the display name of the last transaction processed
            1. Only applicable if a MerchantTrack user is assigned more than one business (in the case of a business with multiple locations, for example)
        5. Last Transaction ID: reports the transaction ID for the last transaction processed
2. **Transaction Search:**
    1. Merchant: the location/display name of the entity
    2. Account Holder Name: the name entered as the account holder at the time of the transaction
    3. Auth Date: the date that the transaction received authorization from the cardholder's issuing bank - the date that the account is verified, and funds are reserved for the transaction
    4. Capture Date: the date that the issuing bank charges the cardholder for the transaction

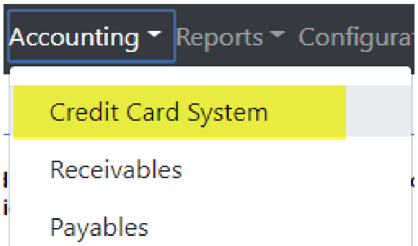
5. Issuer Settlement Date: The PMS Company date the transaction is posted
6. Funded Date: the date that a merchant receives funds in their bank account for transactions processed
7. Transaction ID: the ID that uniquely identifies a transaction processed by the software
8. Issuer Response Code/Description: the response returned by an issuing bank regarding a particular transaction processed on a card
9. AVS Response Code: the response returned by an issuing bank regarding the address verification to the cardholder's associated account

3. **Reports**

1. Funding Date: the date that a merchant receives funds in their bank account for transactions processed
2. Funding Batch: the set of transactions deposited in a merchant's account
3. Chargeback Actions: the set of steps taken by the issuing bank and merchant during the chargeback process - actions may include a merchant accepting liability, an issuing bank crediting a merchant, etc.
4. Credit - a transaction sent down the credit rails to the processor and card brands - this is usually initiated by the cardholder at the time of the transaction authorization
5. Debit - a transaction sent down the debit rails to the processor and card brands - this is usually initiated by the cardholder at the time of the transaction authorization
6. Funded Fee Amount: the total (PayFac and Interchange) fees due for a transaction
7. Net Funded Amount: the amount funded to a merchant after fees are deducted
8. Funding ID: the ID that uniquely identifies a deposit or deduction from a merchant's account
9. Reason Code: the code returned by the issuing bank or card network to describe the reason for a dispute/chargeback initiated by a cardholder
10. Sales Count: describes the number of individual transactions submitted in a specified date range
11. Sales Total: describes the dollar amount of transactions submitted in a specified date range
12. Gross Amount: lists the dollar amount of transactions processed in a specified date range before fees are deducted

Accessing MerchantTrack

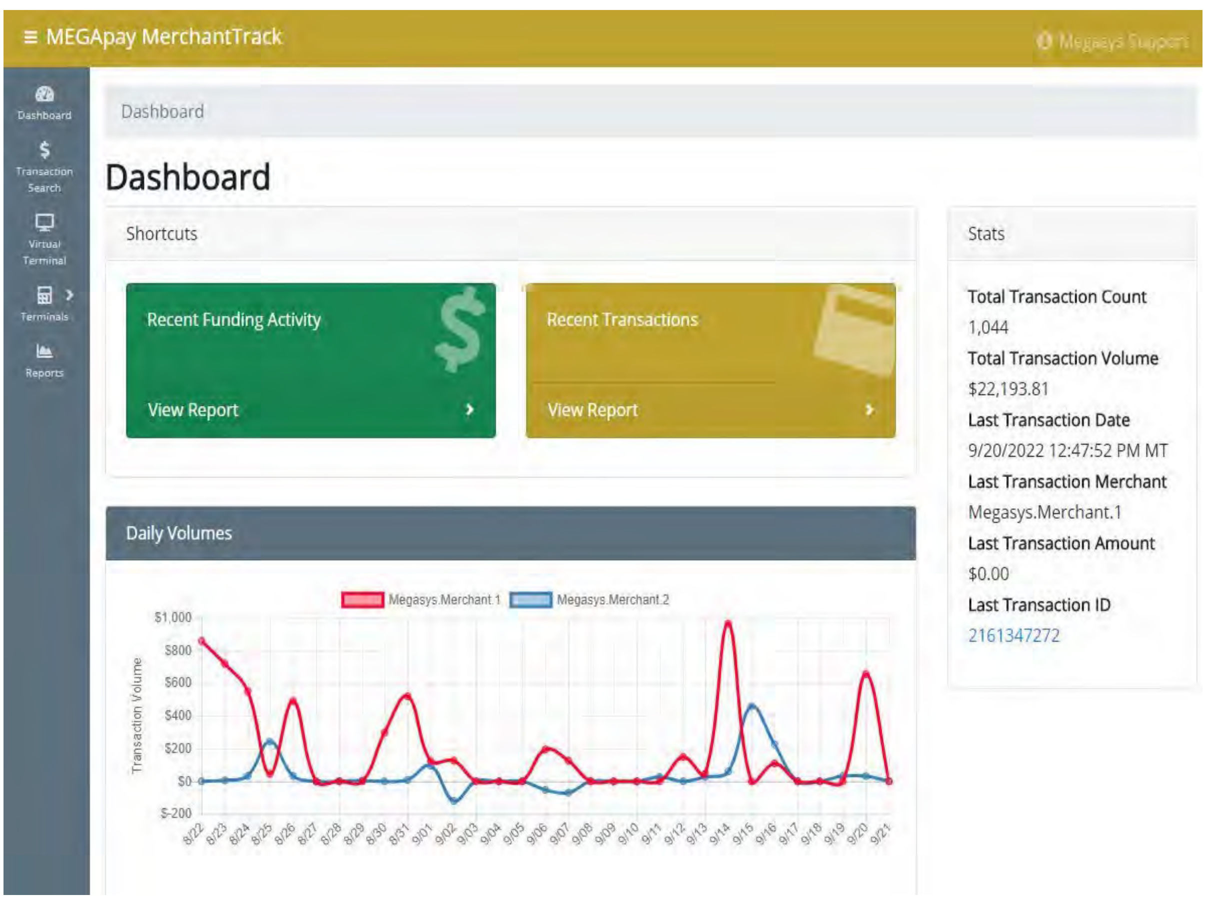
To Access MerchantTrack in Portfolio or GuestHost, go to Accounting > Credit Card System:



Click on "MEGApay MerchantTrack"

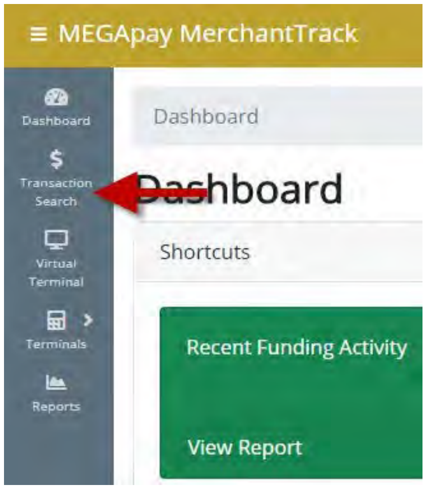
Dashboard

1. Log in to MerchantTrack with the username and password or click the link within the software that allows access to MerchantTrack reports.
2. The landing page will be the dashboard.
3. The page summarizes several pieces of information, including total transaction count, volume, etc.



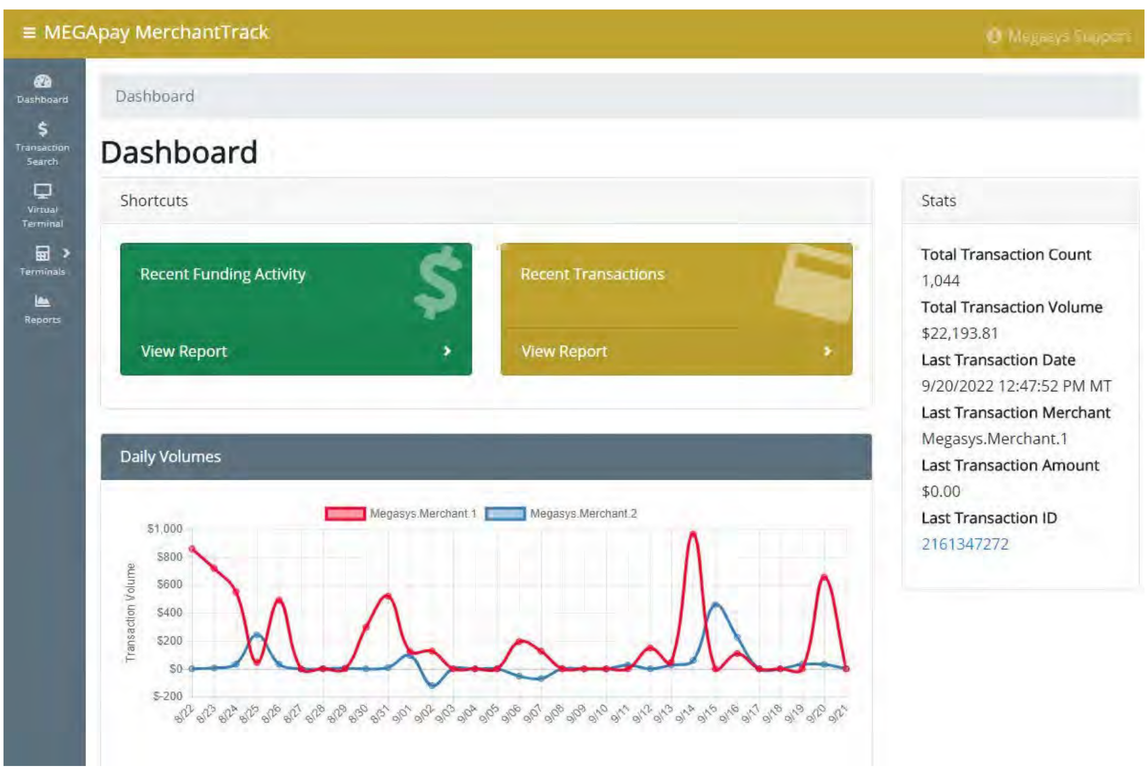
Viewing Transaction Details

1. From the MerchantTrack dashboard, click **Transaction Search** on the left-side menu.



Dashboard

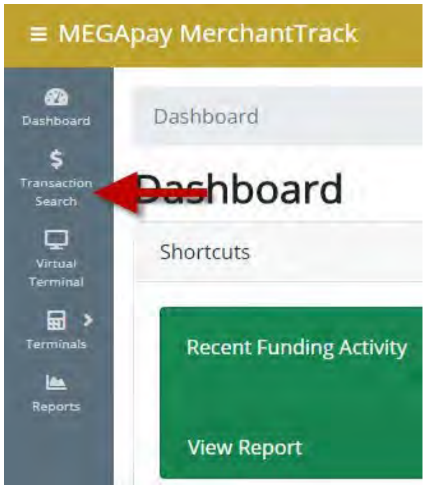
4. Log in to MerchantTrack with the username and password or click the link within the software that allows access to MerchantTrack reports.
5. The landing page will be the dashboard.
6. The page summarizes several pieces of information, including total



transaction count, volume, etc.

Viewing Transaction Details

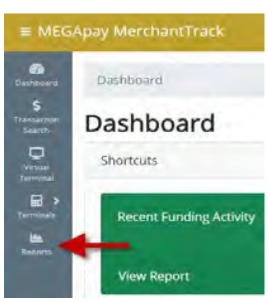
2. From the MerchantTrack dashboard, click **Transaction Search** on the left-side menu.

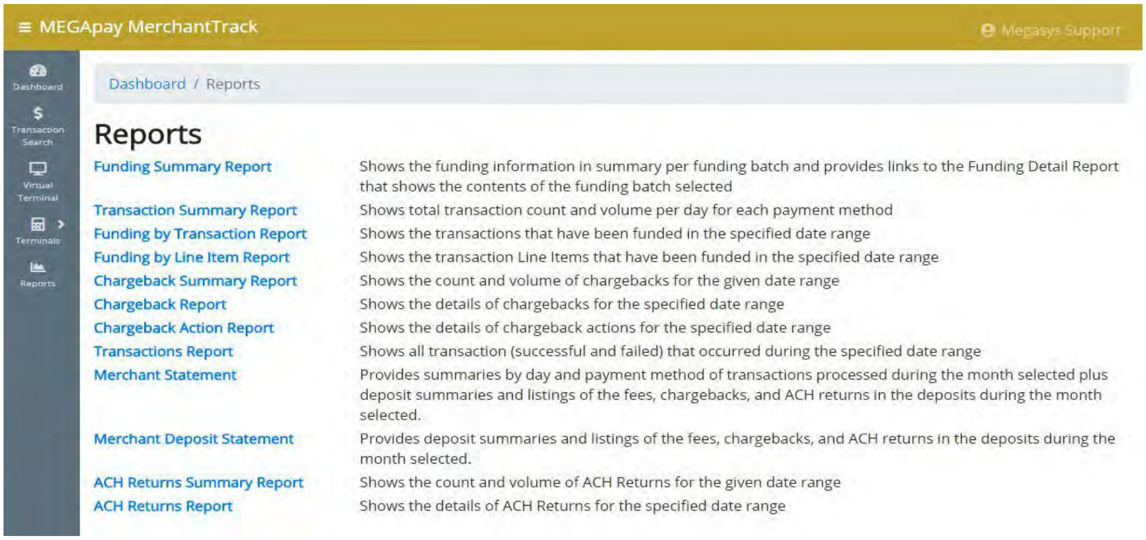


Reports

1. From the MerchantTrack dashboard, click **Reports** on the left-side menu.

2. Several report options are available within MerchantTrack. The availability of these reports is determined by the software company. Click on the report name below for more detail.





1. **Funding Summary Report:** Shows the funding information in summary per funding batch and provides links to the Funding Detail Report that shows the contents of the funding batch selected
2. **Transaction Summary Report:** Shows total transaction count and volume per day for each payment method
3. **Funding by Transaction Report:** Shows the transactions that have been funded in the specified date range
4. **Funding by Line-Item Report:** Shows the transaction Line Items that have been funded in the specified date range
5. **Chargeback Summary Report:** Shows the count and volume of chargebacks for the given date range
6. **Chargeback Report:** Shows the details of chargebacks for the specified date range
7. **Chargeback Action Report:** Shows the details of chargeback actions for the specified date range
8. **Transactions Report:** Shows all transaction (successful and failed) that occurred during the specified date range
9. **Merchant Statement:** Provides summaries by day and payment method of transactions processed during the month selected plus deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected.
10. **Merchant Deposit Statement:** Provides deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected.
11. **ACH Returns Summary Report:** Shows the count and volume of ACH Returns for the given date range

12. **ACH Returns Report:** Shows the details of ACH Returns for the specified date range

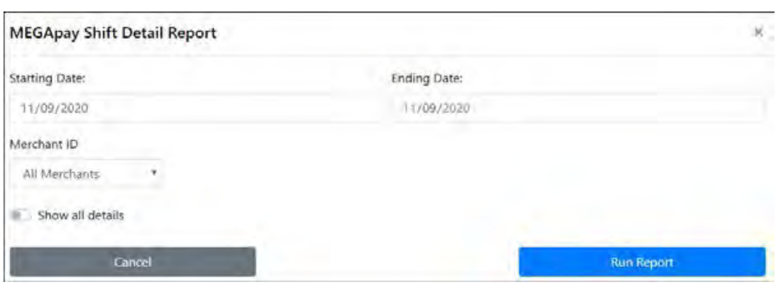
General Notes:
Reports may be exported to CSV and/or PDF for viewing. Most report columns are sortable.
The merchant may also choose the total rows per page from 15 to 100.

MEGApay Portfolio

This guide will go over MEGApay specific reports in Portfolio. These reports are located in (Reports > Accounting Reports
> Credit Card System Reports).

MEGApay Shift Detail Report

- This report shows all credit card transactions taken in Portfolio or MegaTouch for a specific date or date range.
- The report will default to today's date and ALL merchants. Those items can be modified in the report settings where you can also choose to include "all details" to see items like: Posted By, Entry Method, Auth Code, etc.



- The left side of the report includes all Portfolio details.
- The right side shows the MEGApay or MerchantTrack information.
- There are totals for each card type, each merchant and a grand total at the bottom of the report.
- If there are any discrepancies between what posted in the PMS and what was batched in MerchantTrack, those values will be in RED. There will also be an amount in the "Difference" column.
- You can click on the Transaction ID, Folio, Check #, Customer ID and Deposit ID to view details
- NOTE: This report is included as part of the End of Day reports

MEGApay Shift Detail Report

Run Date: Thu 5/4/23
Run Time: 11:10am

EXAMPLE

Demo - MegaPay

MEGApay Shift Detail Report

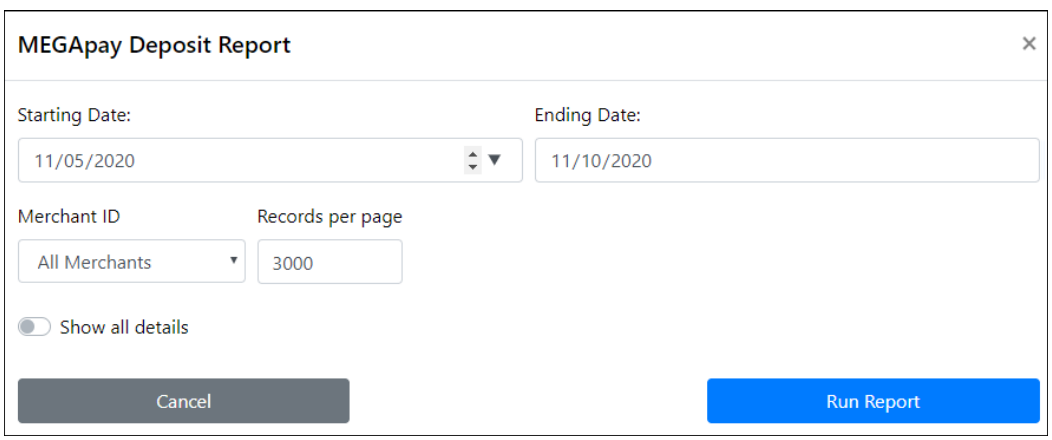
For 11/09/20

Comp Date: Thu 11/12/20
Req By: support

Portfolio HMS									MEGApay Transaction					
Date Posted	Time Posted	Transaction ID	Folio	Check Number	Posting Code	Ticket #	Amount	System Remarks	Current Status	Cardholder	Customer ID	Deposit ID	Total	Difference
11/9/20	1:10pm	2170520817	L4651		AX	*1006/1222	155.40	Express CKO - WebApp	Batched	TEST CARD 02	0000000862	15421	155.40	0.00
			Total AX				**155.40**						**155.40**	**0.00**
11/9/20	2:25pm	2162285030	L4699		DS	*1111/1225	218.52	Deposit Posting	Batched	Kimberly Heirich	CW00000969	14681	218.52	0.00
11/9/20	1:15pm	2170520890	L4679		DS	*0059/1222	140.00	Express CKO - WebApp	Batched	BRIAN HEIRICH	0000000330	15421	140.00	0.00
11/9/20	1:16pm	2170520963	L4685		DS	*0059/1222	155.40	Express CKO - WebApp	Batched	EMMALYN HEIRICH	0000000449	15421	155.40	0.00
			Total DS				**513.92**						**513.92**	**0.00**

MEGApay Deposit Report

- This report will show all MerchantTrack Deposits (or Funding Batches) for a given date range
- Enter a date range in the report settings and select which merchant



- The totals will show for each Deposit ID
- Click on the Deposit ID to see all transactions that were included in that batch
- Note: This information can also be seen in MerchantTrack

MEGApay Deposit Report

Run Date: Thu 5/4/23
Run Time: 2:38pm

Demo - MegaPay

MEGApay Deposit Report

From 11/05/20 to Current

Comp Date: Thu 11/12/20
Req By: support

Deposit ID	Merchant ID	Merchant	Deposit Date	Transaction Count	Sales Total	Sales Fees	Refund Total	Chg Bck Total	Return Total	Gross Deposit	Total Fees	Net Deposit
9037	Merchant.1	Megasys.Merchant.1	3/31/22	1	5.00	-0.66				5.00	-0.66	4.34
9933	Merchant.1	Megasys.Merchant.1	4/22/22	1	50.00	-2.12				50.00	-2.12	47.88
10016	Merchant.1	Megasys.Merchant.1	4/26/22	4	210.00	-8.82				210.00	-8.82	201.18
10077	Merchant.1	Megasys.Merchant.1	4/27/22	15	524.00	-24.53				524.00	-24.53	499.47
10102	Merchant.1	Megasys.Merchant.1	4/28/22					-106.00		-106.00	-300.00	-406.00
10196	Merchant.1	Megasys.Merchant.1	5/2/22	9	267.00	-13.18				267.00	-13.18	253.82
10214	Merchant.1	Megasys.Merchant.1	5/3/22	16	225.00	-13.81				225.00	-13.81	211.19
10240	Merchant.1	Megasys.Merchant.1	5/3/22					-61.00		-61.00	-150.00	-211.00
10251	Merchant.1	Megasys.Merchant.1	5/3/22	1	9.01	-0.79		-31.00		-21.99	-50.79	-72.78
10257	Merchant.1	Megasys.Merchant.1	5/4/22	19	222.64	-12.24		-50.00		172.64	-112.24	60.40
10317	Merchant.1	Megasys.Merchant.1	5/5/22	8	365.00	-15.36	-45.00	-162.00		158.00	-315.36	-157.36
10318	Merchant.2	Megasys.Merchant.2	5/5/22	1	55.00	-2.29				55.00	-2.29	52.71

Using MEGApay in Portfolio

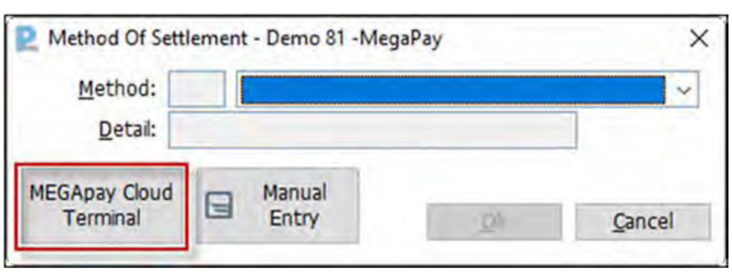
NOTE: If you need help setting up a Credit Card device in Portfolio, refer to Knowledge Base Article "MEGApay - Setup EMV Cloud Terminal in Portfolio"

1. How to enter a Credit Card in Portfolio

Option A. Using the EMV Cloud Terminal:

In order to Capture the credit card, click on the edit option next to the pay by type you want to use. (You may also click on the "EMV" button to go straight to using the EMV Cloud Terminal)

The Settlement Screen will appear. Click on "MEGApay Cloud Terminal" to use the EMV device:

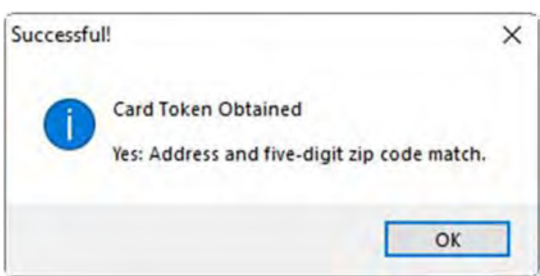


If the guest information is already entered on the folio, you won't need to re-enter the information.

For Reservations, you will see the "Card Present" option since cards are not always present when creating a future reservation.

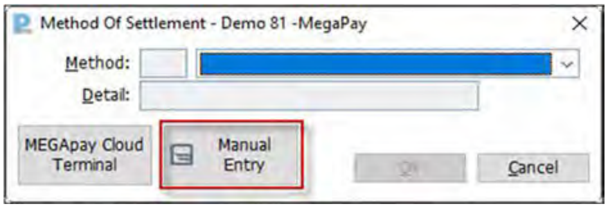
Click "OK" and follow the prompts on the screen.
The guest may now insert, tap or swipe the card on the device

Once complete, you will see the message below:

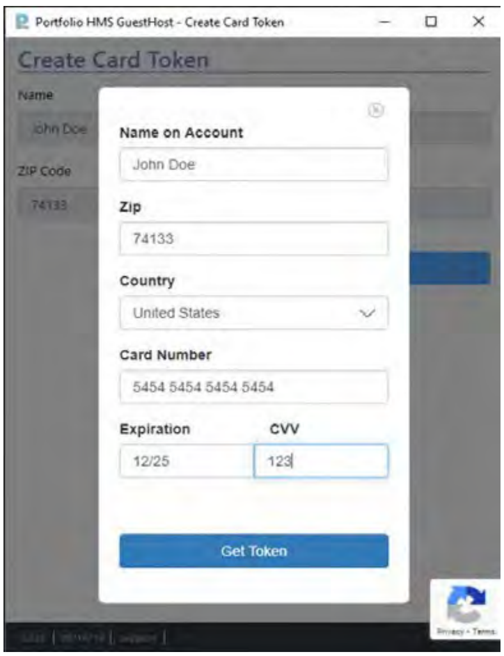


Option B. Manual Entry:

From the settlement screen, Click on "Manual Entry" to hand-enter the card information:



From here, enter the card number, expiration date and CVV information, then click the "Get Token" button.

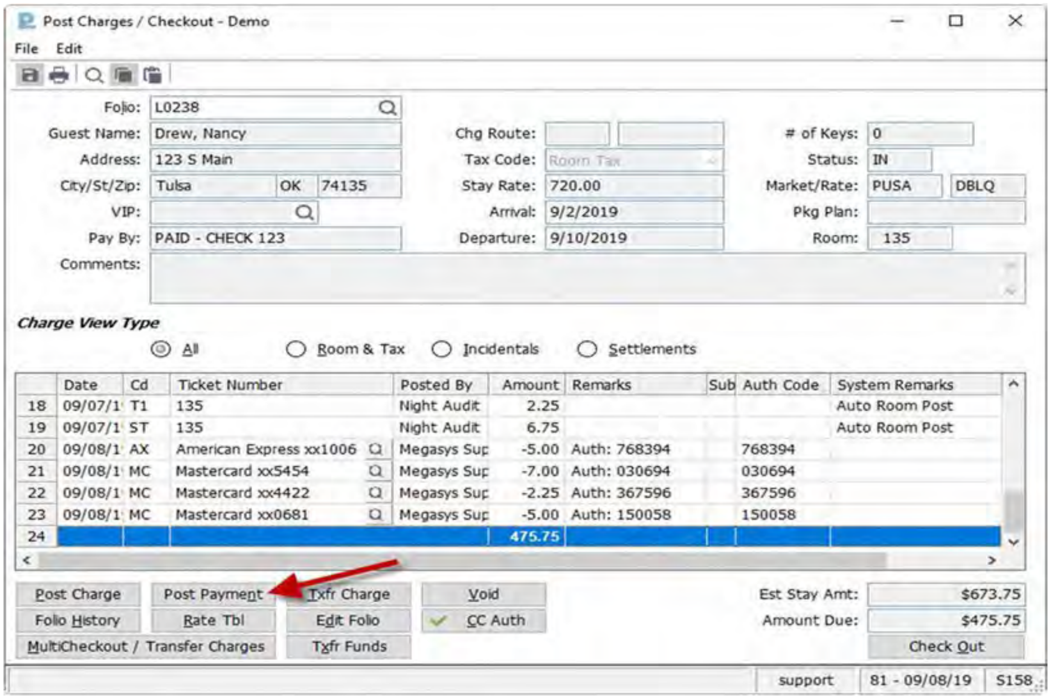


NOTE: You may get a captcha verification in order to complete the process:

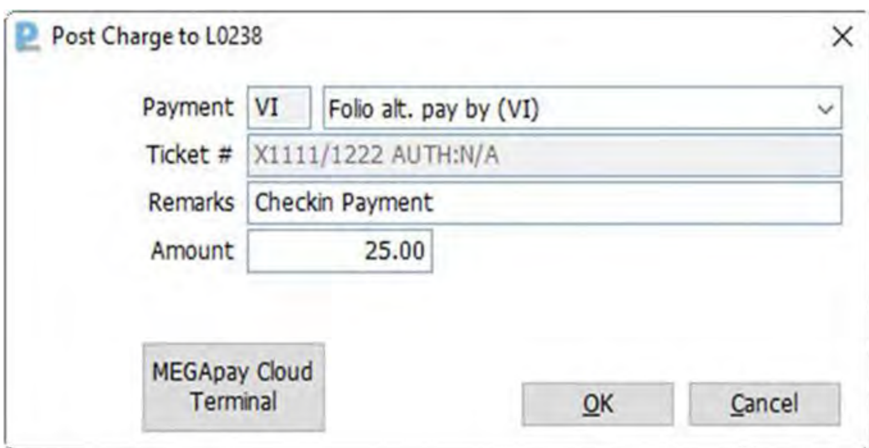
2. Posting a Payment or Refund

Post Charges / Check-Out screen:

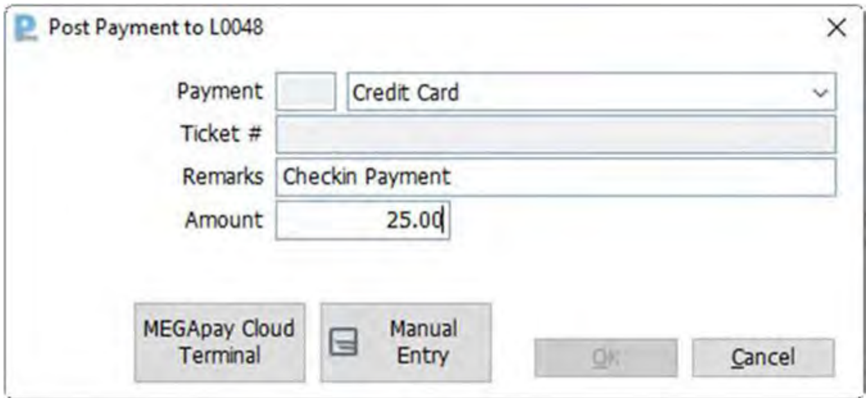
In order to post a payment, click on the "Post Payment" option



If the card is already on file, select the card from the drop-down and enter the amount to charge. Click OK to post the payment.

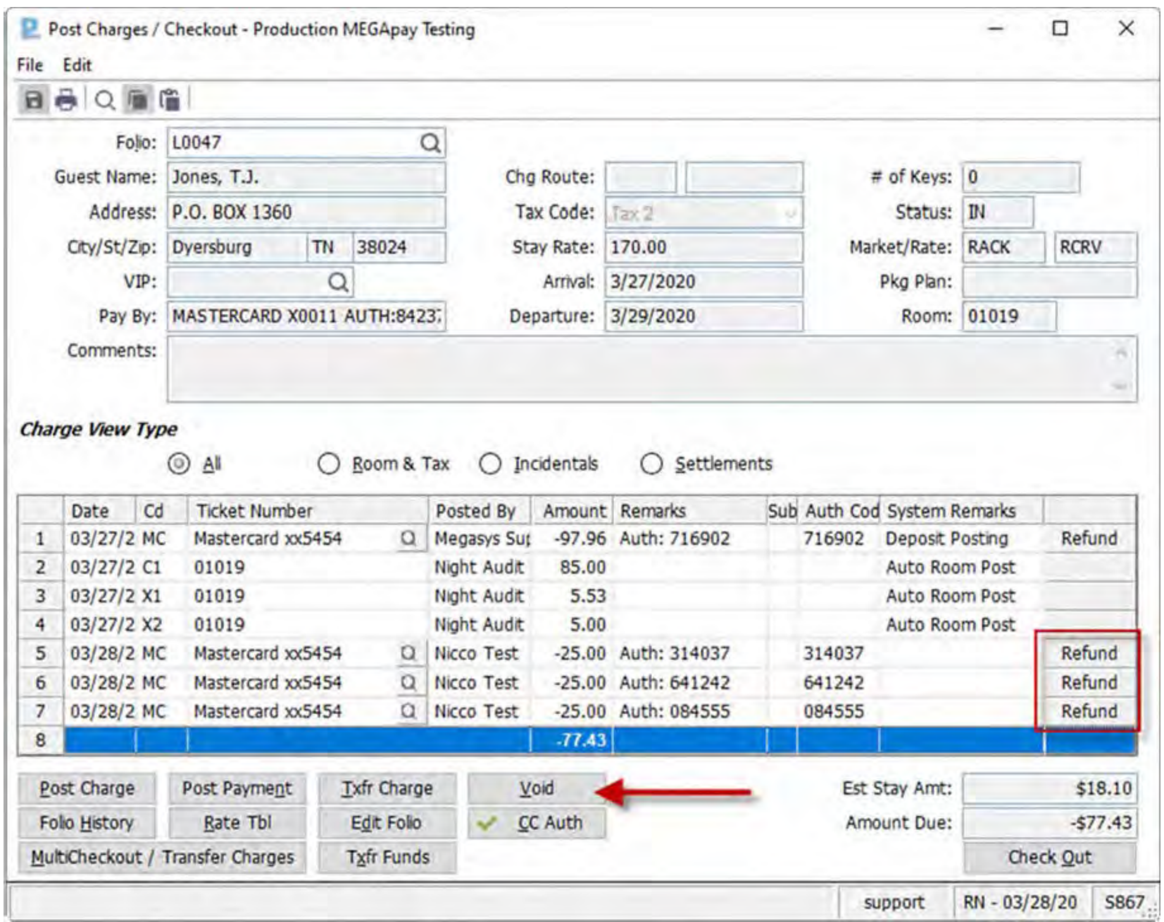


If the card is NOT on file, select "Credit Card" and enter the amount to charge. You can now click on the "MEGApay Cloud Terminal" or "Manual Entry" options:



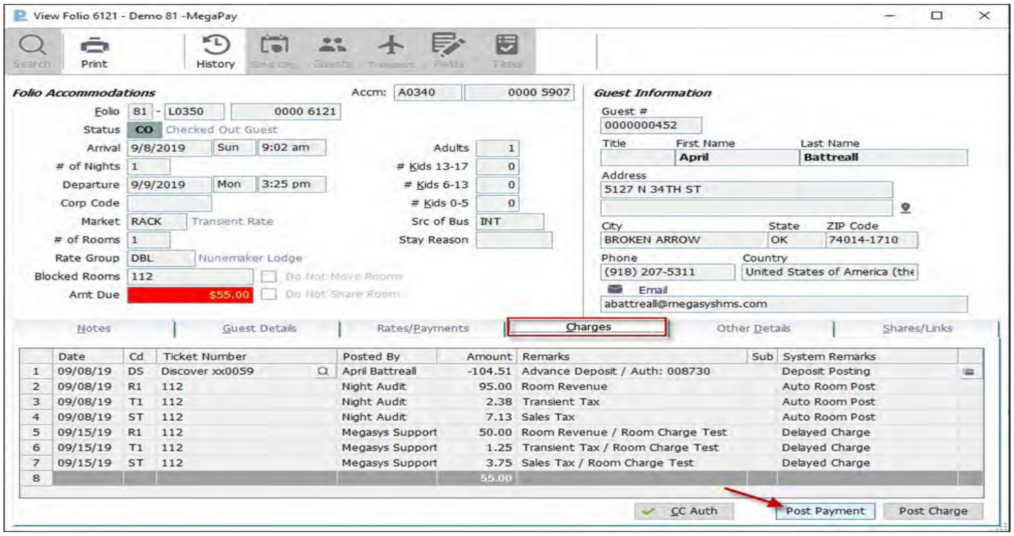
Refunds: A transaction can be refunded if it has already been batched. Click the "Refund" button on the transaction.
Voids: A transaction can be voided if it has not yet been batched. Highlight the transaction and click Void.

NOTE: Blind refunds are accepted 90 days after MEGApay conversion. This means a card can be entered with a negative value in order to refund a card that was not posted in MEGApay.



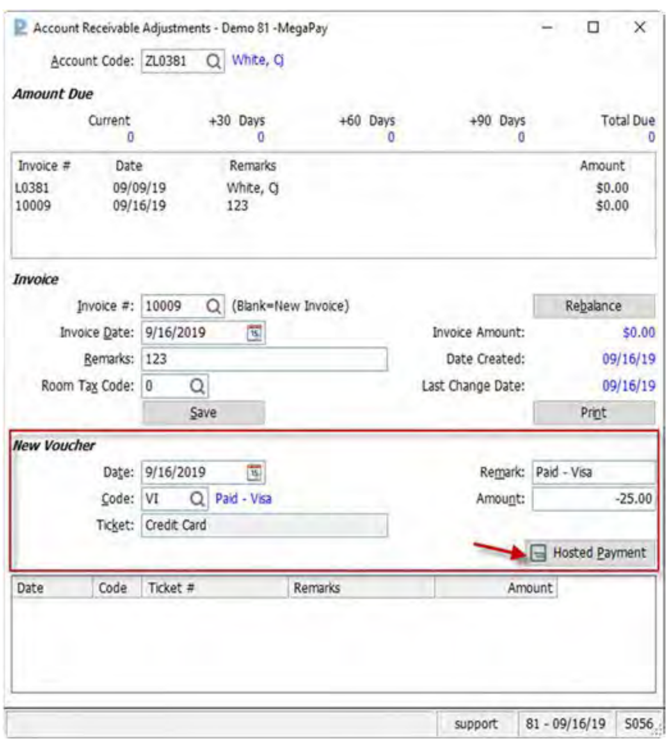
For Folios in History:

Go to the Charges tab and click the "Post Payment" button to charge a card on file, or enter a new card to post:

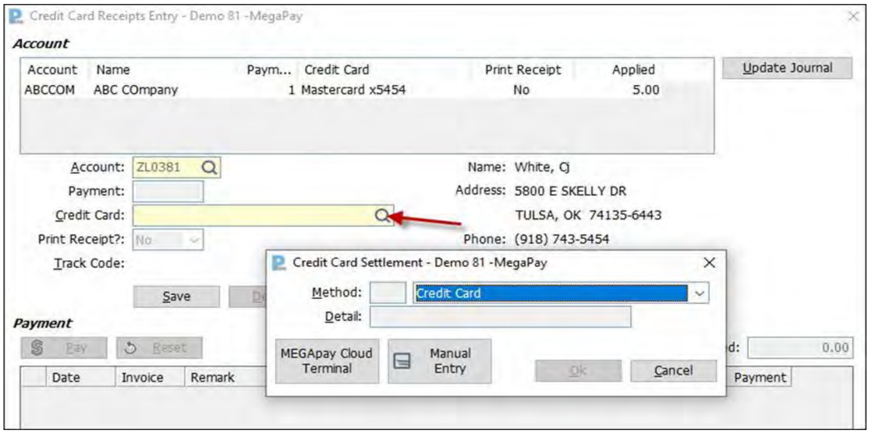


Accounts Receivable Payments:

In the Post Adjustments Screen, enter the card type and amount (Negative for payment, positive for refund). You can now click on the "Hosted Payment" button to enter the card number:

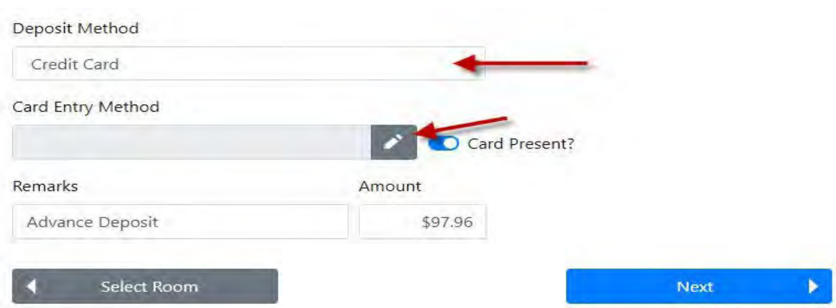


In the Credit Card Receipts Entry screen, click on the magnifying glass to open the Credit Card entry panel:

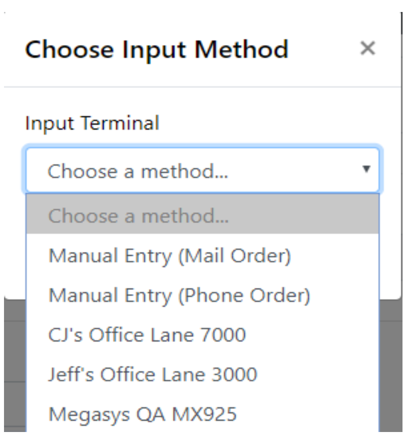


3. MEGApay on WebView and GuestHost:

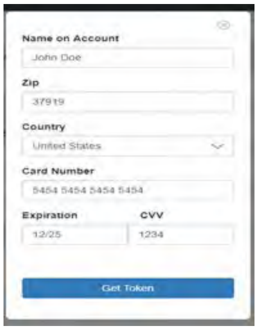
When selecting Credit Card as the payment method, you can choose from Manual Entry or a specific EMV device. Click on the edit option to select.



The option you select will default on the nex



For Manual Entry, verify the data and enter the card info.

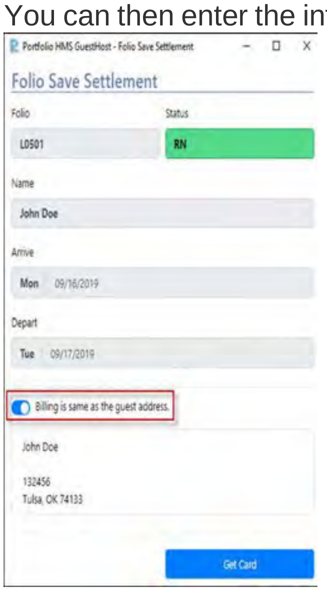


If you select an EMV device, you will follow the prompts on the terminal:

Special Notes:

When adding a card to an existing folio, the guest information will copy over. If you are using an alternate card that has a different address, zip, etc., you can uncheck the option below "Billing is same as the guest address"

You can then enter the information attached to the card.



Implementation Methodology

TABLE OF CONTENTS

EXECUTIVE SUMMARY

The purpose of this document is to provide our clients with a means that they can use to envision how their project will progress from the time the contract is signed to the time they go live and beyond.

The benefits of a new software implementation project such as efficiency, increased performance and reporting are easily imagined. However, we normally find that not enough attention is paid to how you get from the signed contract to a live system. Good intentions and well-meaning aspirations do not translate into a successful implementation. There must be a plan with mechanisms in place to support and execute the plan. With that in mind, this document will discuss the various planning and execution phases of a project.

We have implemented numerous hospitality systems at properties of all sizes and types and we have learned there are many similarities between the implementations as well as vast differences. The differences are what make each property unique, and the overall project implementation process outlined on the following pages is particularly suited to identify and address any unique aspects of your property. The implementation time required is based on the complexity of the property and the components needed to implement the software and any required hardware effectively and efficiently. The process can take between ***30-60 business days***.

The plan is broken down into phases. Each phase has various task components needed for a successful implementation. While we believe that every project should incorporate each of these phases, your project may or may not need all the listed component tasks of each phase. In conjunction with your project team and this guideline we will work together to develop an installation plan that provides project objectives and functional requirements that will in turn provide a successful installation.

While it is usually the objective of Megasys Hospitality Solutions and its clients to avoid project risks we nonetheless must consider the management of risk to be a top priority of both parties. Since we need to be cognizant of risk management issues in all phases, it is implied here that risk management is a tenet of the overall project management strategy. Risks need to be identified and evaluated since they could adversely affect the attainment of the project objectives and the corresponding timeline. In the Project Conception Phase, strategies will be created to plan and implement measures that will avoid, overcome, or compensate for the element of risk.

After reviewing the following pages, you should be able to see how your property will progress through each of the phases that will make up your total software implementation. Remember to keep in mind that while we have outlined many different aspects of the implementation; we will be working with you to tailor a plan to meet your property’s specific requirements. The result will be a professionally implemented solution that meets or exceeds management and end-user expectations.

PROJECT TEAM ORGANIZATION

To support the execution of the Project Phases we have outlined the elements that are typically used in the execution process of a project. These include descriptions of team structures, responsibilities, project documents, etc. This structure as with all structures within this document is subject to change to suit your project.

PROJECT COMMUNICATION

An essential element to any successful project is communication between Megasys and the Client organization. This means addressing communication issues at all levels of top management, through work teams down to the individuals at both organizations. The following will define elements of our communication structure.

The project teams will meet set a fixed meeting date and time to discuss project objective, obtain project updates, discuss next steps/action items and any critical items need for the successful completion of the project. A typical Agenda:

- Review activity/tasks from previous week.
- Discuss any Critical Tasks required to stay on schedule.
- Set Goals/Tasks for the next week.

CLIENT PROJECT TEAM

The Client has responsibilities for the project, which is managed internally by the Client's authorized Point of Contact which will function as the Client's Project Manager, CPM.

This team will represent the Client and work with the Project Team from Megasys in developing the initial scope work as well as planning and implementation of the project. The Client Project Team is comprised of the Client Project Manager, Work Team Leader(s), Work Team Members. This group will continually work with the Megasys Project Team in a joint effort to meet the objectives defined in the project scope. The Client Project Team will provide an important source of contacts and information to ensure the most effective and efficient use of existing resources (including equipment and people) over the course of the project.

Definitions of the Client Project Manager and Work Team Leaders are detailed below.

CLIENT PROJECT MANAGER

The focus of the CPM should be to support the Client Project Team Leaders and Team Members in carrying out the implementation. The CPM is the main source of communication and coordination with the Megasys Project Manager. The CPM is responsible for executing the Project Team's decisions on the Client side of the project.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities.
- Monitor the project's progress.
- Initiating and monitoring the (periodic) transfer of required information to Client Project Team and Client Management.
- Promoting the acceptance and positive attitudes of the new software and any work schedules required for implementation process.

- Arranging and preparing facilities for onsite visits and/or training, e.g., equipment, project training room(s), accommodations, etc.
- Responsible for the performance of the internal project participants.

WORK TEAM LEADERS

Work Team Leaders are the primary drivers for completion of work in their assigned areas. They will drive the detail of decision-making and monitor the completion of work by their team. This team usually consists of department managers or leaders, IT manager, and General Manager.

Responsibilities:

- Are responsible for the implementation of the Megasys software in their assigned area.
- Internally promoting the project.
- Testing various scenarios after the initial configuration of the software has completed.
- Identifying any internal organizational, functional, and technical bottlenecks that may impede a successful implementation.
- Work with project manager to ensure work and training schedules allow for sufficient coverage for daily operations while allowing for uninterrupted training classes.

MEGASYS PROJECT TEAM

This Team is responsible for working together with the Client Project Team to help achieve the objectives as stated in the Project Scope. The team will set work plans, consult with the Client Project Team, set goals, and execute all tasks involved in the implementation of the HMS. They are responsible for adhering to the terms of the Contract and will therefore monitor all progress with the assurance of quality.

PROJECT MANAGER

The focus of the Project Manager (PM) will be the primary contact for communications and coordination between Megasys and the client. The Project Manager's role is to support and advise the Project Team in carrying out the implementation.

Responsibilities:

- Overall project management, i.e., coordinating and managing the implementation timelines, project meetings, project communications.
- Monitor the project's progress.
- Initiating and monitoring the (periodic) transfer of required information to Client Project Team and Client Management.
- Manage the project documentation.
- Works with PSM to prepare work and training schedules for project.
- Keeping the company informed about the project and its progress.
- Responsible for the performance of the internal project participants.
- Ensure team stays on target for project Go-Live
- Has authority over the project participants.

PROJECT LEAD – PROFESSIONAL SERVICES

The Professional Services Project Lead (PSL) is assigned from our Professional Services Department. They work closely with the Project Manager and are the second point of contact for communications between

Megasys and the client. The PSM's role is to support and advise the Work Team Leaders in carrying out the implementation.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities of the professional services department.
- Prepares documentation for configuration and training.
- Initiating and monitoring the (periodic) transfer of required information to the Megasys and Client Project Managers.
- Works with Project Manager to prepare work and training schedules for project.
- Reporting Progress to the Project Teams.
- Responsible for the performance of the internal project participants.
- Testing various scenarios after the initial configuration of the software has completed.
- Ensure team stays on target for project Go-Live.
- Responsible for all PS internal documents.
- On-Site Project Manager for Training and Go-Live.

PROJECT LEAD – TECHNICAL SERVICES

The Technical Services Project Lead (TL) is assigned from our Technical Services Department. They work closely with the Project Manager and the Client's IT department to ensure a seamless transition with the property management software and 3rd party communications. They will be the second point of contact for any technical communications between Megasys and the client. The TL's role is to support and advise the Work Team Leaders in carrying out the implementation.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities for the database, interface compatibility, equipment requirements.
- Initiating and monitoring the (periodic) transfer of required information to the Megasys and Client Project Managers.
- Works with Project Manager to schedule calls with Client and their 3rd party vendors.
- Prepares work and technical schedules for project.
- Reporting Progress to the Project Teams.
- Responsible for the performance of the internal project participants.
- Works with Project Teams regarding in custom requirements.
- Ensure team stays on target for project Go-Live.
- Responsible for all Technical internal documents.
- Technical On-Site Lead for Go-Live.

PROJECT PHASES OVERVIEW

The Megasys HMS implementation methodology is setup in an 8-phase process. This is intended to encompass all the activities required to successfully complete your project. As stated in the executive summary, all the tasks in each phase may not be used or tasks may be added depending on your situation and requirements.

Each phase reflects a 30,000-foot view and specific questions, concerns and tasks will be detailed as the project conception phase reaches fruition.

PHASE 1 – PROJECT CONCEPTION

This phase is the introduction and planning phase.

A project kickoff meeting is scheduled for all project team members. This meeting is an extensive meeting with the CPT to discuss operational procedures, hardware/network requirements, interfaces with 3rd party vendors, configuration, and training options, and an anticipated go-live.

Objectives for the project are stated and refined. The overall system and functionality requirements are identified. Timelines are established, resources allocated, and infrastructure is added or changed to support the activities/tasks associated with this phase. Additionally, procedures and individuals will be identified to address new issues that may arise during the implementation as well as changes that need to be made to the system while ongoing activities are occurring.

Objectives:

- Client is provided a client responsibility form detailing the client's responsibility portion of the project.
- Weekly project meetings scheduled to ensure project is on schedule and manage all aspects of the project.
- The project scope statement and timeline prepared in accordance with projected go-live date and all tasks involved and sent to client for approval.
- The Professional Services Leader sends the Implementation documents based on the project scope.
- All documents requiring client signature have been signed and returned.
- Configuration documents have been completed and returned.
- Client has sent sample reports or other documents utilized in their daily operations.

PHASE 2 – PRE-INSTALL

This phase is one of the critical phases to the entire process as it sets into motion the requirements established by both Megasys and Client to meet the Go-Live Date. During this phase, the Megasys team focuses on the client's operations to ensure that the standard software matches the client's functional requirements of their business. This is the phase that defines the project outcome.

The configuration and other documents are reviewed to determine any areas that require clarification and/or customizations. The PSL will conduct a meeting with the CPT to discuss questions, any possible customizations, and options for configuration.

The TL will setup the database on the Megasys configuration server. If data migration was part of the agreement, the TL will verify if and what data can be migrated.

The CPT's IT department will provide 3rd party vendor contacts information and arrange for meetings/calls with the respective vendor and the Megasys TL.

Megasys TL will work with CPT's IT department on network, server requirements and any workstations requirements.

The configuration of data will begin and tested to ensure complete functionality of system. Upon verification of configuration functionality, the system will be introduced to the Client's team for review.

Discussions on next phases.

Objectives:

- The configuration documents have been completed by client and returned to Megasys.
- Database has been setup and readied for configuration.
- Any special documents/forms required have been sent for review.
- The PSL and Megasys team have reviewed and addressed and concerns with the CPT.
- Megasys PSL will configure database based on configuration documents.
- The TL has received 3rd party vendor contact information from IT and/or CPT.
- The CPT and/or IT department have scheduled and conducted meetings/calls between 3rd party vendor and Megasys TL.
- Megasys TL will confirm that the client's network and hardware meet or exceeds the Megasys minimum systems requirements.
- Planning for next phases.

PHASE 3 – PRE-INSTALL TRAINING

In this phase the core database configuration has been completed and readied for review. Basic training on configuration and required process of the software will occur for Management and Key Personnel. If needed, basic configuration changes will occur during this phase.

The client has the option to have this phase occur on Megasys configuration server or their local server. If the client chooses the use of a local server, the Megasys TL will install the database on the client server and work with Client IT to ensure VPN access.

Objectives:

- Configuration completed and approved by client.
- Basic Training for Management and Key Personnel
- Data Input begins.
- Server setup if applicable.

PHASE 4 – DATA INPUT

This Phase is focused on data input by the Client's Key Personnel. The Key Personnel will continue entering core live data into the system after the initial training has occurred. The Megasys team will stay in close contact with the Key

Personnel to ensure the required data is entered before the Megasys Implementation team arrives on site for Staff training and Go-Live.

Training schedules will be finalized, travel arrangements completed and verify training room(s) are setup.

The TL will confirm go-live that client's 3rd party vendors are scheduled for the go-live date. They will confirm that any hardware and/or networking requirements have been completed.

Objectives:

- On-Going monitoring of data input by client's team.
- Confirm completion of data input.
- Confirm network, interface and hardware are ready.

PHASE 5 – PRE-GO LIVE

Phase 5 is the most critical point in the implementation process. It requires everyone to be focused and organized as it is the phase where the most "work" hours are generated.

The goal is to ensure a smooth transition and prevent unnecessary disruptions to your business. A key element in the success of this phase is the rapid adoption and early user acceptance of the software.

This phase is the countdown to Go-Live where everything is verified, tested, installed, and trained. The Implementation Team's focus is on the Frontline User's education of their respective roles.

Objectives:

- Confirm (again) the core system is configured per the project scope.
- Confirm all frontline users have been trained and are proficient in their respective areas of daily operation.
- All financials are balanced.
- The system infrastructure is working as intended, such as workstations, printer communications, interfaces, etc.

1. The system is configured as defined in the project scope.
2. All financials are balanced.
3. All frontline users have been trained and are proficient in their respective areas of daily operation.
4. The system infrastructure is working as intended, such as workstations, printer communications, interfaces, etc.

PHASE 6 – GO LIVE

All the pre-planning, communication, data entry and training have led to this point. This phase brings the Megasys system into production and discontinues the use of the legacy system.

Objectives:

- Confirm with CPT that they confirm all required training has occurred.
- All data and financials are confirmed correct by Client representative.
- TL completed interface cutovers.

PHASE 7 – POST GO LIVE

The Go-Live Phase is focused on the users and their day-to-day operations using the Megasys Software. We will also address issues that may pop up during normal daily business operations. The Implementation will be able to keep the 'go-live' issues to a minimum if the plans in the previous phases have been followed.

Objectives:

- The frontline users have successfully conducted business operations through 2 or 3-night audits.
- Interfaces are communicating.

PHASE 8 – PROJECT SIGN OFF

After months, weeks, days, and hours we have reached the final Phase of the Implementation process. The On-Site Project Manager will conclude the days on site with an exit interview with the Client's Authorized Representative(s). The exit interview will evaluate the success of the implementation and prepare the client for transition to Support Services.

Objectives:

- Review the project with client.
- Obtain signed/approved project documents by Client's Authorized Representative. This sign-off confirms that the functionality of the system meets the business objective spelled out in the Project Scope.
- Transition the Client to Support Services.

SUPPORT SERVICES

Support Services is on-going and will continue through valid support agreements for the life of the Megasys Product installed. This will include continuous monitoring and maintaining of development modifications to ensure the system performs as expected and continues to meet the Client's dynamic needs.