

OCTOBER 2011

FULLY INTEGRATED MANAGEMENT SOLUTION FOR THE HOSPITALITY INDUSTRY

Watch this space for exciting new developments...

Internet

Online booking systems are the fastest growing source of bookings in the tourism industry. In an effort to increase the value of our product to our valued clients, we have started development on additional online booking facilities with various suppliers.

Guest List Changes

After months of intense programming, we have done major changes on the guest list.

The front end of the guest list will still look the same but there should be less trouble in creating and maintaining it. This change will be available in the new upgrade.

Fixed asset register - We are in the final stages of testing the **fixed asset register** and it will be available in future upgrades.

VAT Processing

Whilst reviewing certain databases of our clients, we have noticed that VAT is not being processed correctly. If an agent is set-up with tax type 2 on commission please ensure that the agent is VAT registered and can supply you a valid tax invoice. When processing GRV's, etc., always ensure that the tax amount on the suppliers' invoice agrees to the VAT being processed. A valid TAX invoice should state TAX INVOICE and have both the suppliers and your own VAT number on the invoice - the supplier invoice should obviously always be made out to the company. Adhering to the above will ensure smooth sailing in case of a VAT audit by SARS.



Backups

Over the last two months, it has come under our attention that very few of our clients have proper backups for the system. We can't emphasise enough on how important proper backups are.

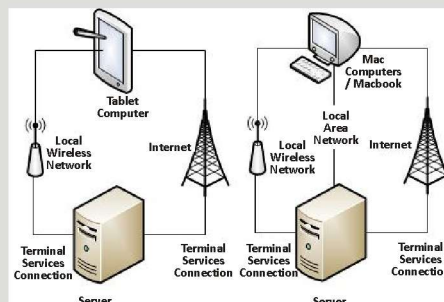
There is no point in doing a backup on the server on the same hard drive on which the data is already loaded. Backups should be done on another computer in another office or it should be done on cd/dvd/external hard drive. It should be saved somewhere offsite or in a fireproof safe. The more often you do backups, the less work you will have to redo when the Server crashes. With the electricity being intermittent we can't afford not to have UPS's. These will supply you with the proper protection against power surges and lightning protector are also important. Especially if you know that you are in a high risk area. Both the workstations and the network switch should be connected to a UPS. Data corruption appears when you lose your connection to the server or when the server is shut down without everyone being logged out first. In some cases we can fix the database when it is corrupted, but this is not guaranteed and can take up to two days. This type of support will be charged for in the future.



Should you need assistance on how to set up your backups, please feel free to contact us and we will gladly assist you. It will be up to you however, to make sure that it is done daily, or at least very regularly.

Tablet computers

We have tested Tablet Computers to connect through a Terminal Service Connection to your server when working on PanHospitality. This means that if you have a tablet computer which can connect wirelessly to your network or through an internet connection to make a Terminal Service connection you can work on PanHospitality. The size of PanHospitality and the buttons on the screen keyboard will be determined by the size of the Tablet computer and it's screen resolution. Clients can also use a Mac Book to enable a terminal service to work on PanHospitality. Please note that this type of connection will be seen as a additional work station and will be charged for accordingly.



We are the solution to your accounting needs

Let us help you successfully manage all financial aspects of your operation. In addition to the software we also offer complete financial services.

- Monthly Management accounts and analysis,
- Payroll,
- Liason with auditors and
- all SARS related matters.

Please contact Peet at pjdt@tiscali.co.za should you be interested in any of these services.

Support

Let us take care of your office while you take care of your guests. Our team of professional industry trained consultants is only a call away. No question too big or too small! To further improve our quality of service you are welcome to download Teamviewer from our downloads on our website.

SMS Module

We added a separate module to the PanHospitality software that facilitates automatic SMS sending to clients. Users can define their own wording, but items like guest name & company name are automatically populated. This facility can be used inter alia for the following:

- Arriving guests
- Departing guests
- Birthdays
- Reminder for deposits or accounts due
- Special occasions

We have contracted a bulk SMS purchasing facility to make the use more cost effective. This module is available at a once-of initial connection fee of R750 which includes 100 free sms. Additional sms is available at 60c (excl) each bought in units of 100.

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