The Big Picture

IQware's Point of Sale Software provides complete functionality and fully integrates with the Property Management System to provide comprehensive information of all hotel revenue points.

DEERFIELD BEACH, FLA. — February 21, 2011 — The IQware Point of Sale Software (IQpos) offers its hospitality users a seamless integration from any sales outlet into the hotel's central Property Management System. Now with just a few clicks of a button, users can track, manage, modify and report on all transactions occurring within the property.

Available from Deerfield, Fla.-based IQware, the IQpos is designed for speedy processing of any purchases made. It works for quick service to high-end restaurants, lounges to bustling bars, gift shops to pro-shops – anywhere sales can be processed on property – combining performance with ease of use. The POS is also fully functional for room service operations.

"Because the POS is integrated directly into the IQware Property Management System (PMS), you get a flawless integration of data between our family of software solutions," says Francois Bournival, Interfaces Specialist with IQware. "At the end of the day, when you close down the POS system, everything is brought directly into the PMS. You have one report that can give you a complete overview of all your sales, from your guest rooms to gift shops to restaurants and more."

The multi-outlet IQpos system is completely configurable for your operations. The IQpos may be run using a keyboard, a mouse or a touch screen terminal. Peripherals such as optic scanners, cash drawers and printers can also be used. The system can authorize credit card transactions, process gift cards or allow charges to guest rooms.

But beyond the hardware, IQpos modules include detailed and flexible management of inventory, products, pricing, discounts, costs, receivables and suppliers. The ingredient tracking

function assists in inventory management at food service areas, as well as providing greater product cost analysis ability.

"If your property has multiple food service locations, you could sell the same items at all these places at a different price point – maybe a drink costs $4 at the restaurant, $4.50 at the bar and $5 on the patio," says Bournival. "It is completely customizable. And with inventory management you can still keep tabs on your stock at each location from one centralized area."

Taxes are also fully configurable. Receipts can be customized to your property.

Drill Down

The IQpos doesn't just benefit hotel management though. Guests benefit through the kind of quality service that comes from a well-run, streamlined operation. Transactions are processed quickly and correctly. Items stay in stock and are replenished when needed. Gift certificates or other vouchers can be used in multiple locations.

The Room Charge Drill Down functionality of the POS/PMS integration means that with one click of a mouse the hotel agent can get a detailed list of everything a customer ordered at a restaurant or bought from room service. For the guest, this means that they don't have to keep multiple copies of their receipts to keep track of their expenses. Thus, a detailed and itemized list of products and services rendered can be provided to the guest. For management, though, this provides a deeper level of data and customer management. Combining the IQpos and IQpms gives a more complete overview of a guest's stay. It provides a full overview of what was spent and where. The data can be used for more effective pricing, marketing, and optimizing operations to improve RevPar.

In addition, the reporting system is very user-friendly. Users can get meaningful data delivered quickly and easily in easy-to-read graphs and charts.

"Integration of data is key to reducing errors and increasing profits," says Edwin Hortet, Vice President, International Business Development for IQware. "The IQpos extends the power and functionality of the IQpms, delivering in-depth statistics and insight into every facet of your operations. You will better understand your guests, groups, and services, and see how they all tie together into the total package that your hotel has to offer."

Unmatched Customer Service

IQware is proud that its customer service team is second-to-none in the hospitality industry. IQware customer support is available 24/7 from a team of hospitality experts, as well as a web based helpdesk, online tutorials, and regular R&D updates.

The benefits of working with a completely integrated (not interfaced) POS and industry leading PMS are extremely beneficial in helping hoteliers to maximize revenue and improve the overall guest experience.

"If there is any question or issue with the system, you're only making one call to one vendor" says Bournival. "There's no back and forth. You aren't calling your PMS vendor to get their side of the story and then calling a POS vendor."

"Because IQware built these software products to function seamlessly together and because we know them inside and out, our technicians know exactly how to resolve any issue."

Built by hoteliers for hoteliers, the IQware developmental team continually works with its hotel partners to stay ahead of the hospitality technology curve. By doing so, IQware transcends the traditional "customer/vendor" relationship and thus, truly becomes the hoteliers' hospitality technology partner.

At a Glance

MODULES	INTERFACES	ROI
► Gift Certificate Management ► Inventory Control ► Reservation list management ► Time and Attendance	► Credit Card Authorizations ► Full IQpms integration including: ► End of Day automated export of revenues to PMS ► PMS Room charge ► PMS Room charge drill down	►Seamless room charge posting ► Fully functional for Room Service ► Inventory management ► Ingredient tracking ► Product cost analysis

About IQware

Deerfield Beach, Fla.-based IQware has been "Helping Hospitality Partner With Intelligence[SM]" for 25 years. Today, more than 5,000 end users utilize IQware software to help best market and manage more than 120,000 rooms generating more than $3.5 billion in gross room revenue. IQware brings with it more than 300 years of combined experience managing hospitality properties and developing and supporting related software. "Built By Hoteliers For Hoteliers," IQware's Global Property Management System and more than two dozen add-on modules optimize operations at properties of all types − limited- and full-service hotels, resorts, condo-hotels and timeshares — and all sizes — from regional hotel chains to multi-property management companies to small independents IQware is Your Single-Source Technology Partner through ongoing customized training, user-driven technology development, 24x7 support and lifetime software upgrades. Looking for a competitive edge? Look no further. IQware "Helps Hospitality Better Find, Book, Host, Know & Keep Clients." IQware solutions offer numerous ROI-generating tools including e-marketing, four-tier yield management, Web-Rez, packages, loyalty point etc.,.. Because IQware's Global Property Management System has served as the heart of so many hotel operations for a quarter century, today IQware also can provide the lifeblood for Condo Management, Point Of Sale, Sales & Catering, Online

Reservations, Spa Management, Marina Management, Central Reservations System and e-CRM electronic (Customer Relationship Management). IQware takes technology partnering to a new level − just ask our ever-expanding family of clients conducting business in two dozen countries. For more information, visit www.iqwareinc.com or call (877) 698-5151.