

STARFLEET
software

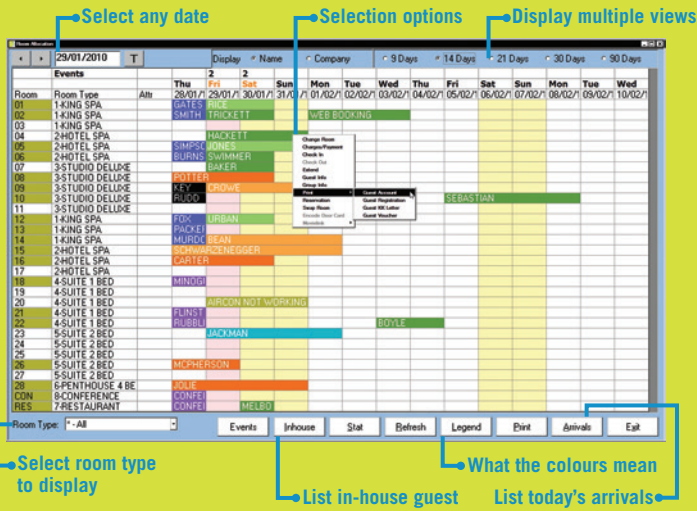


Property Management Software



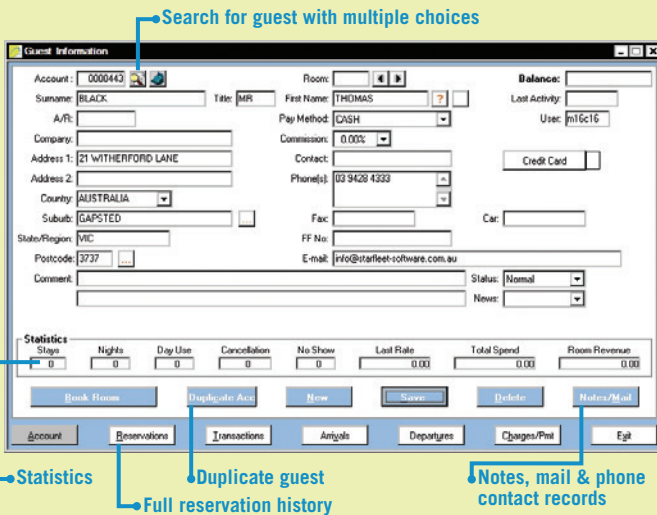
Front Office

- Easy to use and easy to train new staff.
- Single screen booking procedure.
- Larger properties can use the Quick Availability screen instead.
- Handles Allotments automatically.
- Daily Transaction, Housekeeping reporting, Statistics and more.
- Create or check in one or many bookings at the same time.
- Colour legend to distinguish reservation status on room allocation screen.
- Display can be arranged in tabs so that hundreds of rooms can be easily processed, or separate views can be used for motel rooms, backpackers or van sites within one property.



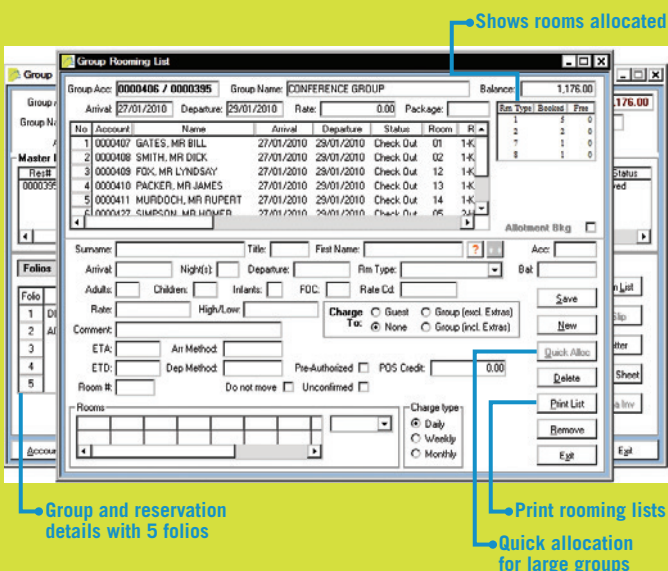
Guest Information

- Retains all details of Guests permanently.
- Includes statistics on number of stays and revenue.
- Email or print confirmation letter and guest account.
- Create proforma guest accounts and print or email them.
- Has facilities for unlimited notes, mail or phone contacts.
- Has up to five folios to split account details.
- Merge Guests that have been duplicated accidentally.
- Optional forced field entry for every field.
- Postcode lookup for Australia and New Zealand.
- Includes Guest special requirements.
- Export data to Excel.
- Mailing list can be exported to Word for mail merge or printed on labels.
- Secure storage of credit card information to PCI DSS requirements.
- Audit trail for all changes to reservations.
- Includes full Debtors (A/R) open item system for charge backs.



Groups

- Handles large conference or coach groups easily.
- Allows for multiple room types.
- Allows for different arrival and departure dates on individual Guest bookings.
- Email or print confirmation letter and group accounts.
- Do proforma group accounts and print or email them.
- Add or remove Guests from group bookings.
- Charges can be routed to the individual group member or processed separately on the group master.
- Creates rooming lists and allocates rooms quickly.
- All members and master can have up to 5 folios to split charges between.
- Packages or extra charges can be assigned to the Group beforehand and totalled before being charged at check in.



Report Menu

- Wide range of reports including statutory reporting for Australia and New Zealand.
- Graphical reports for revenue and occupancy statistics.
- Transaction listing gives itemized or summary reporting over any day or period.
- Select up to 16 reports automatically to run when night audit is selected.
- Banking report.
- Many summary, statistics, guest and room reports available.
- Reporting included on Internet booking links for booking information.
- Many Confirmation, Welcome or other letters.
- Most reports can be printed, converted to PDF or emailed.
- Debtor statements can be emailed or printed from the statement screen.
- Debtor reports include Trial balance, Banking report and Statement print.

PABX Links

- PABX link to cover all different makes and models of PABX with inbuilt cost table (no need to buy 3rd party middle-ware!).
- If the PABX can output the information we can process it.
- New models easily added.
- Monitors total cost of calls as they happen and puts them on to the Guest's account.
- Can also handle multiple PABX's at one property and bi-directional PABX's so phones in rooms can be turned on or off and housekeepers can flag rooms as clean from the room phone.

Accounting Links

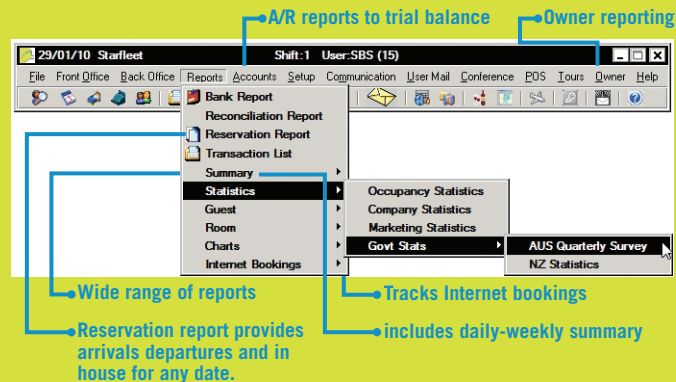
Export data to MYOB, QuickBooks or Xero from Starfleet. This can be done daily, weekly or monthly.

Data Links

- Handle any connection from third party equipment to Guest accounts in Starfleet.
- Internet data charge links to Global Gossip, Ezinet, Reivernet, Netcomm and more.
- Movie link from in room movie systems to Guest accounts in Starfleet.

POS Links to third party suppliers

POS two way link for Quest Task Manager, Swift POS, Bepoz, Sanyo POS Magic, Future, and Scanning Systems Australia. Handles up to 4 guests per room with tills up to 12 locations. Allows individual Guests to be approved or not for charge back to their room account. Want to link your POS to our software and it's not on our list? If your POS supplier can do it so can we!



Front Office



29/01/2010		T	Display	Name	Company	9 Days	14 Days	21 Days	30 Days	90 Days	
Room	Room Type	Attr	Thu 28/01/10	Fri 29/01/10	Sat 30/01/10	Sun 31/01/10	Mon 01/02/10	Tue 02/02/10	Wed 03/02/10	Thu 04/02/10	Fri 05/02/10
01	1-KING SPA		GATES	RICE							
02	1-KING SPA		SMITH	TRICKETT			WEBBOOKING				
03	1-KING SPA										
04	2-HOTEL SPA			HACKETT		NEW CARPET					
05	2-HOTEL SPA		SIMPSON	JONES		NEW CARPET					
06	2-HOTEL SPA		BURNS	MELBOURNE SWIM CLUB							
07	3-STUDIO DELUXE			MELBOURNE SWIM CLUB							
08	3-STUDIO DELUXE		POTTER								
09	3-STUDIO DELUXE		KEY	CROWE							
10	3-STUDIO DELUXE		RUDD								
11	3-STUDIO DELUXE										
12	1-KING SPA		FOX	URBAN							
13	1-KING SPA		PACKER								
14	1-KING SPA		MURDOCH	BEAN							
15	2-HOTEL SPA			SCHWARZENEGGER							
16	2-HOTEL SPA			CARTER							
17	2-HOTEL SPA										
18	4-SUITE 1 BED		MINOGUE								
19	4-SUITE 1 BED										
20	4-SUITE 1 BED			AIRCON NOT WORKING							
21	4-SUITE 1 BED		FLINSTONE								
22	4-SUITE 1 BED		RUBBLE					BOYLE			
23	5-SUITE 2 BED			JACKMAN							
24	5-SUITE 2 BED										
25	5-SUITE 2 BED										
26	5-SUITE 2 BED			MCPHERSON							
27	5-SUITE 2 BED										
28	6-PENTHOUSE 4 BEI			JOLIE							
CON	8-CONFERENCE		CONFERENC								
RES	7-RESTAURANT		CONFERENC								

- Select any date
- Click the 'T' button to go to today's date on the screen.
- Selection options
- Display multiple views
- Events and stop sell periods
- List today's arrivals
- What the colours mean
- Display today's stats
- List in-house guest
- Set up events
- Select room type to display

Room Allocation

Probably the most used feature, this is accessed from the Starfleet Front Office menu option.

Your reception staff can use this screen for making or changing bookings, checking Guests in or out, printing Guest accounts, emailing confirmations and more.

In fact, many reception functions can be done just from this screen – a real bonus for new users! How easy is that?

New users can be shown this screen and can operate the system in a very short period of time, sometimes as little as an hour or two. Then, as they become familiar with the system they can learn more at their leisure.

Yet behind this screen we have many features and capabilities available that a lot of other suppliers force users to learn up front or just can't do!

You can leave this screen up and do any other option on the Starfleet menu at the same time – this makes Starfleet a true multi function program.

Room Type: *- All

Events Inhouse Stat Refresh Legend Print Arrivals Exit

- Change Room
- Charges/Payment
- Check In
- Check Out
- Extend
- Guest Info
- Group Info
- Print
- Reservation
- Swap Room
- Encode Door Card
- Movielink

- Guest Account
- Guest Registration
- Guest KK Letter
- Guest Voucher



Owner Accounting

- Handles both pooled and non-pooled accounting methods.
- Non-pooled accounting can use either fixed revenue or percentage.
- Provides Owner accounting statements to each owner including expenses, management costs, income and monies to follow.
- Reports include Money To Follow Report, Owner Expense Report, Outstanding Guest Trial Balance Report and Account Statement print.
- Includes ABA file output.
- Easy processing of Owner Statements and reconciliation at month end.

Point of Sale

- Touch screen based for ease of use and setup.
- Handles up to 5 locations with multiple points available to each location.
- Includes Restaurant, Bar, Shop and Takeaway options.
- Includes stock control to 5 locations.
- Handles Main and Sub Items as well as units in multiples.
- All items can have unlimited modifiers.
- Handles happy hour pricing.
- Docket printing capability (with summarized / itemized options), as well as full kitchen print facilities.
- Handles split dockets.
- Surcharge & discount available by percentage or amount.
- Charge back to in-house Guests or accounts not in-house, as well as cash and credit cards.
- Full audit trail.
- Stock reporting including stock takes.

Conference Manager

- Quote, plan and report on conference groups in your property, and integrate them with the Front Office Groups module.
- Email or print Tax invoice, Proforma invoice and Quotation.
- Enter all your activities and events, and create conference running sheets and lists of requirements.
- Check if a specific venue is available, and book it either tentatively or confirmed.
- Guests associated with a particular conference can be handled in the Front Office Groups section.

Web Booking

Add a Channel Manager Booking Button to your website to take bookings directly without commissions. Also takes payment for you and is availability managed by our Allotments via our Channel Manager Link. You will also need to select a Channel Manager (see below).



Room Type	Rate	02	03	04	05	06	07	08	09	10	11	12	13	14
Master Room	\$190	164	164	164	164	164	164	164	164	164	164	164	164	164
Master Room 2 night	\$390	139	139	139	139	139	139	139	139	139	139	139	139	139
Hotel Spa Room	\$210	157	157	157	157	157	157	157	157	157	157	157	157	157
Hotel Spa Room 2 night	\$210	152	152	152	152	152	152	152	152	152	152	152	152	152
2 Bedroom Apartment	\$280	267	267	267	267	267	267	267	267	267	267	267	267	267

For more information

All of the above product descriptions are necessarily brief, and features and specifications will change as our products are enhanced over time. Therefore, please contact us for the latest data sheets on your area of interest.

Channel Manager / Web Booking Links

Use our Channel Manager link to www.staah.com, (motels, hotels and resorts) www.resonline.com.au, (coming soon), or our other links to www.siteminder.com, www.useross.com.au (booking button). Enables you to set availability in our system to match your availability on the channel manager or individual website. Also ensures any bookings received are removed from allotments and inserted into Starfleet. Reports are available to give a record of bookings received and any errors.

Tour Booking System / Tour Desk

- Designed for Coach operators, Visitor Centres, and Tour operators, this software enables packages to be set up including services where seat availability is required. In addition the package can include other services such as other accommodation, scenic attractions or hire of equipment.
- Also able to create invoices, itineraries, manifests and tickets/vouchers.
- Handles charters, bookings and touring packages. Includes sales and marketing reports.
- Links to Debtors system for Statement printing and Trial balance reporting.

Door Card Security Systems

Door card key security systems interface. Links to KABA/Ilico or Vingcard Vision security systems. On check in, Starfleet prompts the user to insert a card, and the encoder creates a card. The card can also have track 2 encoded for use on Quest, Sanyo, SSA and Future POS systems.

Password Security

- Meets the relevant PCI DSS security requirements.
- All modules have multi-level operator password access and security capability.
- Admin users can select modules other users can have access to.
- User mail facility between all users.

Software Support

- Australian product designed for Australia and New Zealand with Australian support.
- Regular product updates to clients on support.
- Your support calls come directly to us in Australia. NO offshore call centres!
- From the Menu, help is available on all aspects of the system. In addition, a "how to" section shows users commonly used functions in a preset step by step presentation. Remote support with Starfleet via the Internet is also available from this section of the menu.
- Last but certainly not least, one of our strongest points - A majority of our clients came to us because their previous Front Office software did not have practical on-going support and program updates at very reasonable prices.
- Our service and support has been ongoing since 1983!

All allotments

Quick Availability		19/02/2010													
		Fri	SAT	SUN	Mon	Tue	Wed	Thu	Fri	SAT	SUN	Mon	Tue	Wed	Thu
		19	20	21	22	23	24	25	26	27	28	01	02	03	04
0	STUDIO 1 bed			1	1	1	1	1	1	1	1				
1	STUDIO 2 beds	2	6	6	6	5	5	5	6	6	6	6	5	4	5
2	BUS STUDIO			5	6	6	6	6	6	7	6	6	6	4	4
3	ONE BEDRM					1	1	1	1	1	1	1	1	1	1
4	FAMILY														
5	SPA ONE BEDRM	1	3	4	4	4	4	4	4	4	4	4	4	4	4
6	Studio P 1 bed			1	1	1	1	1	1	1	1	1	1	1	1
7	Studio P 2 beds			1	2	2	2	2	2	2	2	2	2	2	2
8	CONFERENCE	C	1	1	1	1	1	1	1	1	1	1	1	1	1
Day Use															
Allotment		2	6	9	9	8	9	9	7	7	9	9	9	9	9
STAAH		2	6	9	9	8	9	9	7	7	9	9	9	9	9
5-SPA ONE BEDRM		2	2	2	2	2	2	2	2	2	2	2	2	2	2
3-ONE BEDRM		2	3	3	3	3	3	3	3	3	3	3	3	3	3
4-FAMILY			2	4	4	3	4	4	2	2	4	4	4	4	4
Depart (Pm)		5	18	6	1			1	1	1	2			2	2
Depart (Fax)		9	33	16	2			3	1	1	8			2	2
Occupied (%)		81	26	6	3	10	6	6	10	6	3	10	13	16	16
Out of order		1													

Channel manager allotments

Update allotments

Multiple categories of tours

Multiple search criteria

Tour Booking Detail			
Bkg No:	0000011		
Tour Catg:	HOTAIR		
Depart From:	SPORTS GROUND		
Time:	0530		
Tour:	AMBAL BALLOONING CHAMPAGNE BREA		
Pickup From:	HOTEL		
Time:	0600		
Start Date:	29/01/2010		
Adults:	2		
Children:	0		
Accommodation:			
Room:			
Surname:	BLACK		
Title:	MR		
Manifest #:			
First Name:	THOMAS		
Booked By:	Starfleet		
Phone:	9428 4333		
Voucher Comment:	#28974		
Agent Cd:	ZC		
Consultant:	SUSAN		
Total:	400.00		
O/S Amt:	400.00		
Entry Date:	29/01/2010		
Passenger			
Surname	Title	Firstname	Meal Pref
1 BLACK	MR	THOMAS	
2 BLACK	MRS	LYNETTE	
3			
4			
5			
Remove			
Ok			
Duplicate		New	
Save		Cancel Bkg	
Price & Pmt		Print Voucher	
Exit			

Passenger list

Payment options including charge to guest room

Print vouchers



Starfleet runs on any version of Windows from XP SP3 up, including terminal services. Starfleet also comes in different versions to suit small and large users alike, so let us know your property details so we can quote you. Most modules are also options that can be purchased up front or later for no price penalty.

Comprehensive value for money solutions for Motels, Hotels, Resorts, Holiday Parks and Backpackers.

Modules include:

- Front Office
- Back Office
- Reports and Analysis
- Accounts (Debtors)
- PABX Links, both uni-directional and bi-directional
- Internet data and Movie charging Interfaces
- MYOB, QuickBooks and Attache links
- Conference Manager
- Touch Screen Point of Sale software
- Links to third party POS suppliers.
- Tour Desk
- Door Key Card interfaces
- Internet (web) booking links
- Channel Manager (web) booking link
- User facilities including password capability and internal mail



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