



Callista Hospitality

Performance. Professionalism. Profitability.

Overview.

- Specifically designed for small to medium-sized motels, hotels, B & Bs & lodges requiring integrated guest processing and call management
- Provides standard and advanced hospitality features and services in a powerful, affordable, integrated system
- Advanced guest phone control & hospitality services are provided in conjunction with PABX*

* *Not all PABXs support these features*

Features.

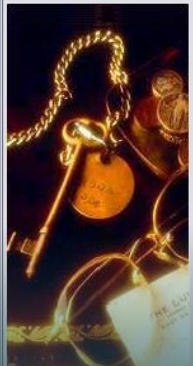
- Real-time billing of phone calls & accommodation
- High-speed internet billing *
- Quick and easy guest checkin/out
- Integrated guest database
- Fax/e-mail confirmation letters from system or from Outlook
- Powerful, electronic reservations function
- Group reservations & check-in
- Site-configurable set-up options
- Invoice archiving
- Blacklisted guest alerts
- Calculate multiple room occupancy
- Track debtors
- Automatic scheduled backup
- Automatic On-Line Update for system upgrades
- Guest extension unlocking/locking on checkin/out, wake-up calls, Message Waiting, room status & Do Not Disturb functions **

* Please refer to Callista's website www.callista.net for information about supported devices. ** Not all PABXs support these features

Making reservations.

An integrated checkin wizard makes this process fast and efficient so no vital reservation information is missed . . .

Check in Wizard

 **Check In Details** New Company New Guest **Step 1 of 10**

Check In Confirm Hold / Enquiry

Arrival Date: 13 May 2005 Arrival Time: 11:57
Friday


Departure Date: 14 May 2005 Departure Time: 10:00
Saturday

Nights to Stay: 1 Voucher Number:

Adults: 1 Child(ren): 0

Cancel Next

Check in Wizard

 **Room Details** New Company New Guest **Step 2 of 10**

Name	Room Type	Rate	Guest
ChamT	Dummy Room	£0.00	
Room 02	One Bedroom (V/N)	£0.00	
Room 03	One Bedroom (V/N)	£0.00	
Room 04	One Bedroom (V/N)	£0.00	
Room 05	One Bedroom (V/N)	£0.00	
Room 06	One Bedroom (V/N)	£0.00	
Room 07	Two Bedroom (S/N)	£0.00	
Room 08	One Bedroom (S/N)	£0.00	
Room 09	One Bedroom (S/N)	£0.00	

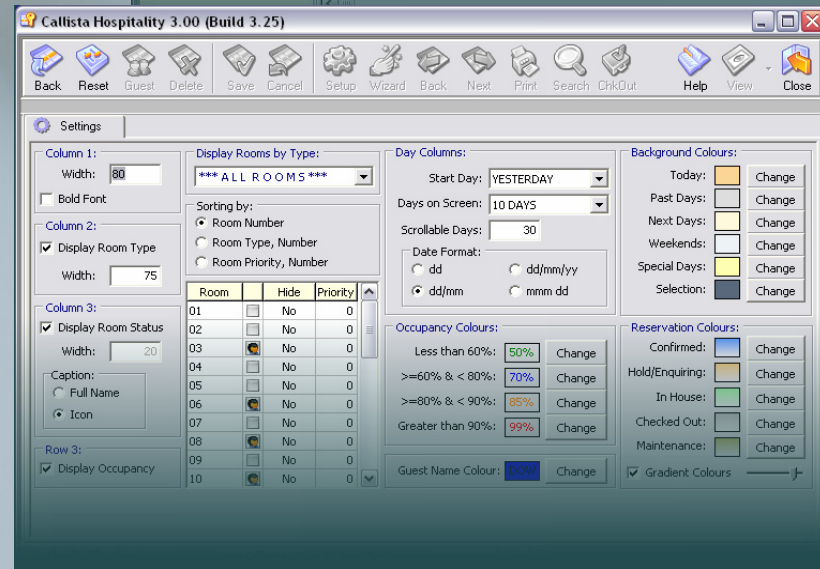
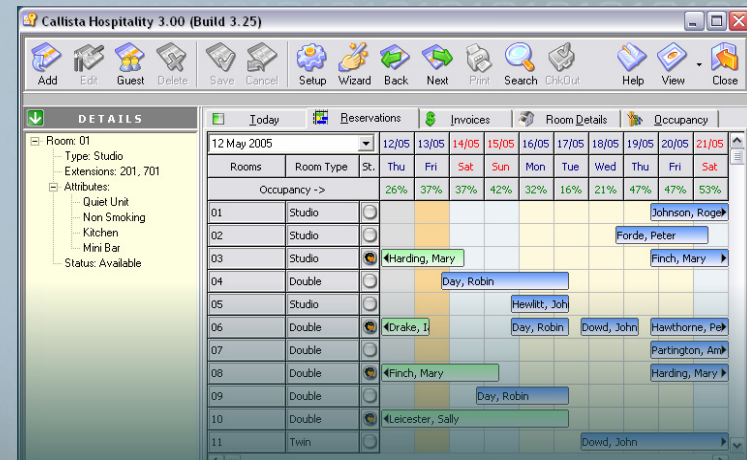
Back Cancel Next

Select room type if necessary in top left dropdown box, which changes the number of room to choose from and select appropriate guest type, which changes current room rates. Set blue cursor in the row

Graphical reservation pad.

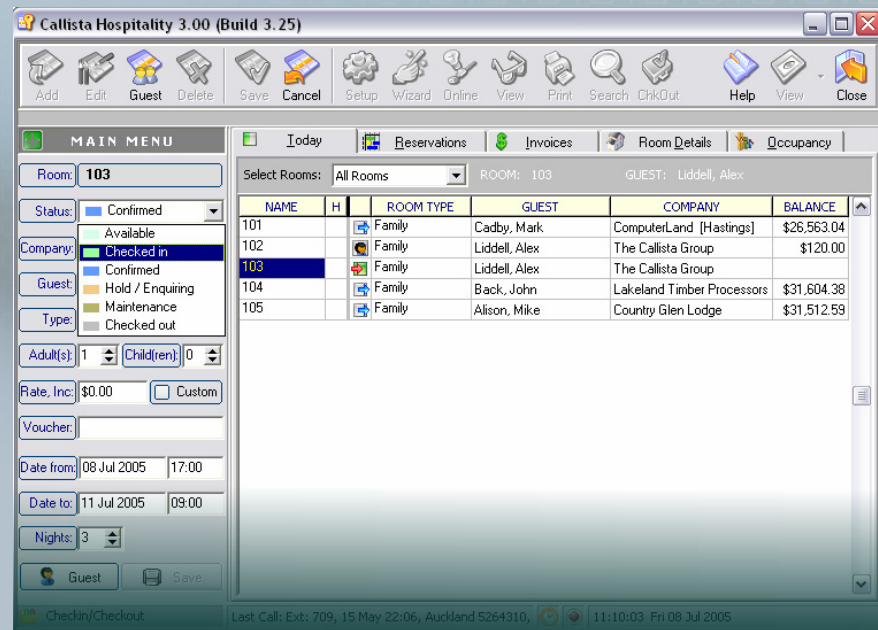
Callista's graphical Reservation Pad lets you see at a glance the status of reservations for your property. Reservations can also be made, moved and cancelled from this pad.

Customise the Reservation Pad with your own colour scheme and other visual parameters such as setting zoom options so that you see the data display you want . . .



Rapid check in.

Check in guests instantly without any fuss or delay from the Today window.



Group reservations & check-in.

Callista's powerful Group Check-in feature lets you reserve rooms for groups really quickly. Select the rooms you want to reserve . . .

Select the group . . .

COMPANY	CITY	PHONE NUMBER
Barbary Investments	England	00441926-49332
FMC Pty Ltd.		
Greenlane Consulting	Auckland	529-7700
Hawthorne Builders Ltd	Greenlane	
Peter Finch & Associates	Taupo	
PJA International	Auckland	480-1715
Roger Jones		
SME Systems, UK	Loughborough, UK	
Wildlife Australia	Melbourne	03-97212000

Select how charges are to be allocated. . .

Allocate Charges To: Master Room Each Room

Select Master Room: 02

Select Transactions, Allocated to Master Room:

- Accommodation
- Telephone Calls
- All Other Transactions
- Deposits, Check In Payments

Select Accounts, Allocated to Master Room:

- Account 1
- Account 2
- Account 3
- Account 4
- Account 5
- Account 6
- Account 7
- Account 8
- Account 9
- Account 10

Name	Room Type	Rate	Guest
02	Studio	\$50.00	<input checked="" type="checkbox"/>
04	Double	\$80.00	<input checked="" type="checkbox"/>
05	Studio	\$50.00	<input checked="" type="checkbox"/>
06	Double	\$80.00	<input checked="" type="checkbox"/>
07	Double	\$80.00	<input checked="" type="checkbox"/>
08	Double	\$80.00	<input checked="" type="checkbox"/>
09	Double	\$80.00	<input checked="" type="checkbox"/>
11	Twin	\$0.00	<input checked="" type="checkbox"/>
12	Twin	\$0.00	<input checked="" type="checkbox"/>

No. of selected rooms: 5 of 15

Company: The Callista Group Corporate

Guest: Roger Ansin roger.ansin@callista.net

Room(s): 5 02 Studio

Status: Check In Adul(s) 1, child(en) 0

Arrival Date: Fri 08 Jul 2005, 12:59

Departure Date: Sat 09 Jul 2005, 10:00

Nights To Stay: 1 On Peak: 0, Off Peak: 1

Room Rate: Default Corporate, Off Peak: \$90.00

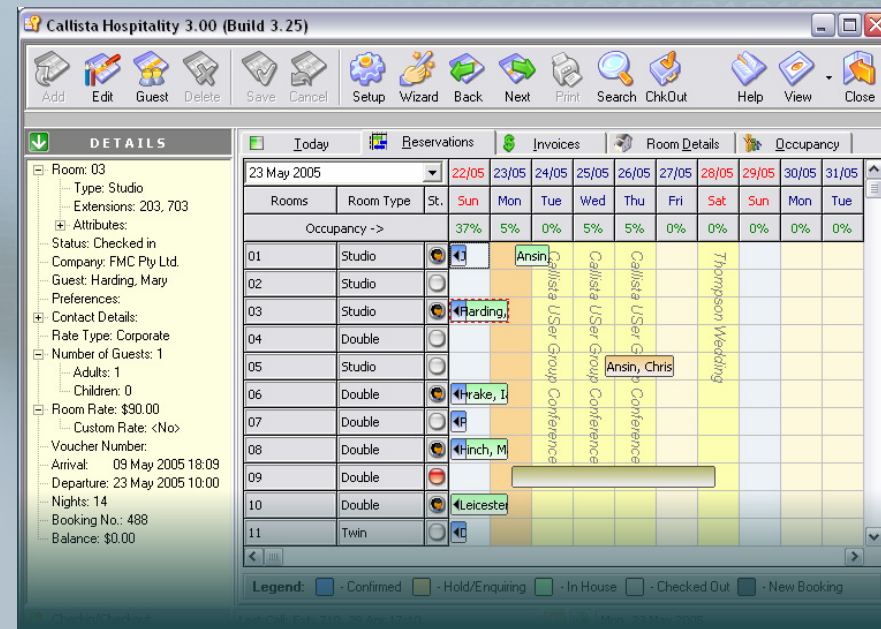
Accommodation: \$260.00 Group Booking Res. No. 534-638

Current Balance: \$0.00 Price Includes Tax

and you're done !

Mark special days.

Add any "special" days you choose to your reservation pad such as Public Holidays, Bank Holidays, weddings, conferences so that they are easily identifiable and so that you can manage your property more effectively to accommodate any special days and events.



Set on/off peak periods.

The screenshot displays the 'Callista Hospitality 3.00 (Build 3.25)' application window. The interface includes a 'MAIN MENU' on the left with categories like 'Calls', 'Reports', 'Financial', 'Property', 'Contact', 'Custom', 'Favourites', 'Hospitality', 'Extensions', 'Departments', 'Rooms', 'Room Types', 'Trunks', 'Off/On Peak Days', 'Guest Types', 'Special Dates', 'Guests', 'Checkin/Checkout', 'Transactions', 'Pricing', and 'Supervisor'. The main area shows a table of on/off peak rules:

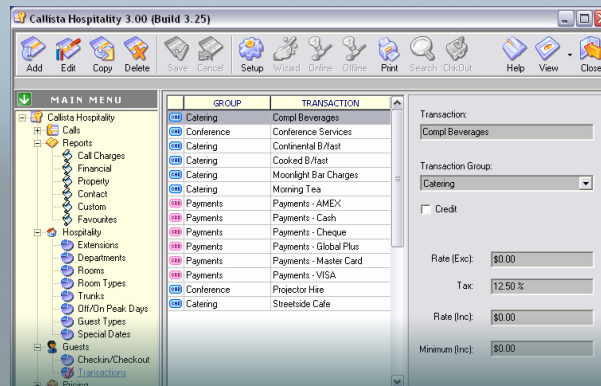
	TYPE	OFF / ON PEAK DAY	DESCRIPTION
	GRF Specific period	09 Mar 2001 to 09 Mar	today
	GRF Weekly	Friday	weekend rates
	GRF Weekly	Saturday	weekend rates
	GRF Annual	Jan	Christmas Special NY
	GRF Annual	Feb	Christmas Special NY
	GRF Annual	Dec	Christmas Special EY

Below the table is a 'Summary' section with a calendar grid showing dates from 2005 May to 2005 Jul. At the bottom, there are buttons for 'On Peak' and 'Off Peak', and a small text box with instructions: 'Click <Add> button to add new on/off peak rule, <Edit> button to modify selected rule, and <Delete> button to remove existing rule from the list.'

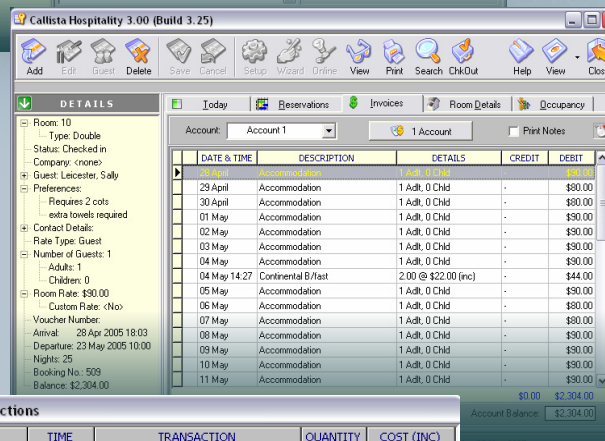
Establish in your system the periods in which you want to charge on and off peak rates. These rates are then automatically applied at checkin for the room, guest and period.

On/off peak periods can be a specific day, selected days, a specific month or selected months or any period you choose.

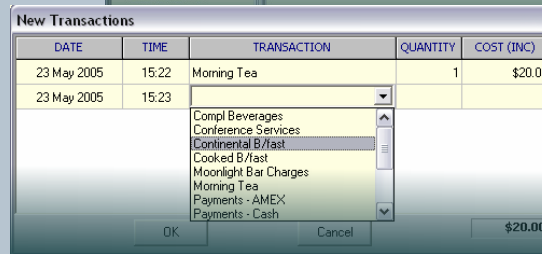
Process guest charges easily.



Set up all charge types and then allocate them quickly and easily to each guest invoice as each charge is utilised by the guest.

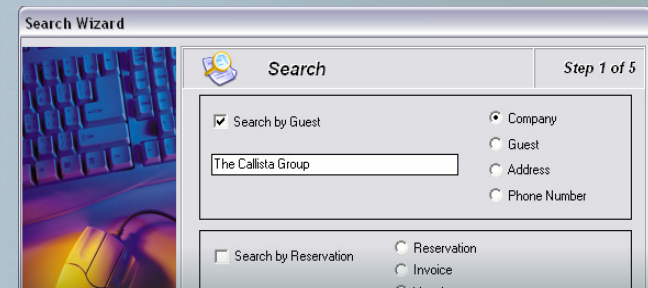


Accommodation charges are automatically allocated every night to guest invoices. All telephone, fax, internet calls are charged automatically to each guest invoice as they are made.



Powerful database search.

Callista's powerful Search Wizard provides fast access to guest, reservation and invoicing information in your system . . .



Search Wizard

Search Step 1 of 5

Search by Guest

Search by Reservation

Search by Invoice

Search by Member

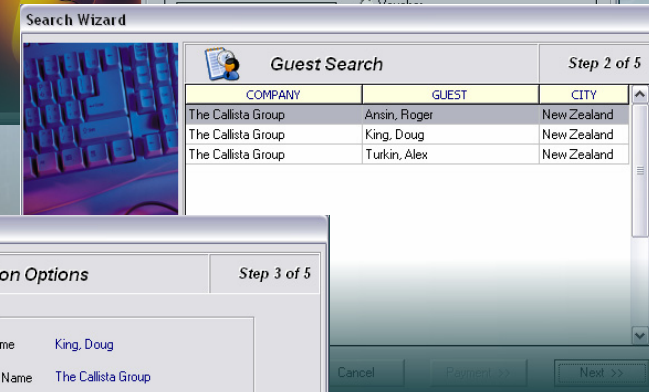
Company

Guest

Address

Phone Number

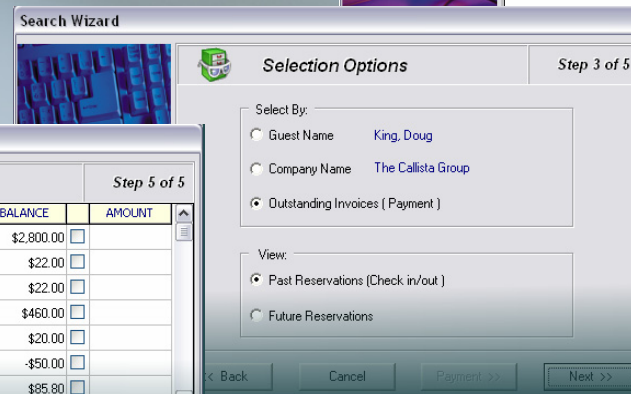
The Callista Group



Search Wizard

Guest Search Step 2 of 5

COMPANY	GUEST	CITY
The Callista Group	Ansin, Roger	New Zealand
The Callista Group	King, Doug	New Zealand
The Callista Group	Turkin, Alex	New Zealand



Search Wizard

Selection Options Step 3 of 5

Select By:

Guest Name King, Doug

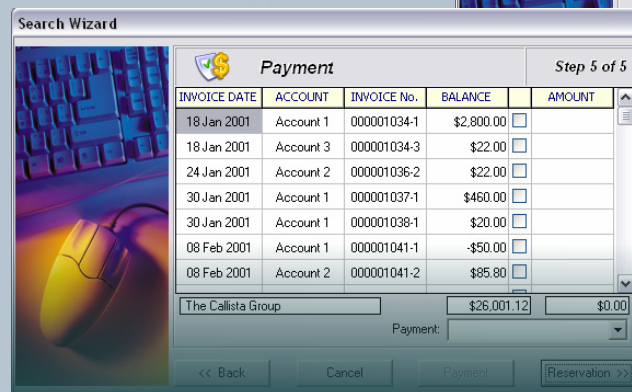
Company Name The Callista Group

Outstanding Invoices (Payment)

View:

Past Reservations (Check in/out)

Future Reservations



Search Wizard

Payment Step 5 of 5

INVOICE DATE	ACCOUNT	INVOICE No.	BALANCE	AMOUNT
18 Jan 2001	Account 1	000001034-1	\$2,800.00	
18 Jan 2001	Account 3	000001034-3	\$22.00	
24 Jan 2001	Account 2	000001036-2	\$22.00	
30 Jan 2001	Account 1	000001037-1	\$460.00	
30 Jan 2001	Account 1	000001038-1	\$20.00	
08 Feb 2001	Account 1	000001041-1	-\$50.00	
08 Feb 2001	Account 2	000001041-2	\$85.80	

The Callista Group \$26,001.12 \$0.00

Payment: []

Guest history at a glance.

Callista's check in wizard lets you see a guest's history with your property as you make a reservation. This way you know if they are a loyal customer and you can decide on any discounts you want to award them.

Check in Wizard

Rate Details New Company New Guest **Step 7 of 10**

Guest Type: Corporate On Peak Rate \$90.00 Off Peak Rate \$90.00

Use Custom Rate Custom Rate: \$0.00

Price Includes Tax Total Accommodation: \$90.00

Guest History:

Arrival	Departure	Guests	Room	Room Type	Rate	Total	Balance
20/10/04	26/10/04	1 + 0	Blue Gun	Conference	\$80.00	\$4,000.00	\$4,000.00
19/03/01	19/03/01	1 + 0	08	Double	\$70.00	\$90.00	\$30.00
19/03/01	16/07/01	3 + 0	Angaroc	Suite	\$80.00	10,640.00	0,560.00

Guest Wizard

New Edit Copy Delete Save Cancel

Guest History:

Arrival	Departure	Guests	Room	Room Type	Rate	Total	Balance
20/10/04	26/10/04	1 + 0	Blue Gun	Conference	\$80.00	\$4,000.00	\$4,000.00
19/03/01	19/03/01	1 + 0	08	Double	\$70.00	\$90.00	\$30.00
19/03/01	16/07/01	3 + 0	Angaroc	Suite	\$80.00	\$7,939.32	\$7,939.32
09/03/01	09/03/01	3 + 0	02	Studio	\$89.00	\$90.00	\$90.00
07/03/01	07/03/01	1 + 0	05	Studio	\$30.00	\$112.00	\$0.00
08/02/01	08/02/01	3 + 0	04	Double	\$120.00	\$152.00	\$22.00
08/02/01	08/02/01	3 + 0	04	Double	\$110.00	\$85.80	\$35.80
08/02/01	08/02/01	2 + 0	02	Studio	\$80.00	\$222.00	\$0.00
01/02/01	01/02/01	3 + 0	05	Studio	\$120.00	\$29.00	\$0.00
30/01/01	30/01/01	2 + 0	05	Studio	\$80.00	\$20.00	\$20.00
26/01/01	30/01/01	2 + 0	04	Double	\$100.00	\$460.00	\$460.00
24/01/01	24/01/01	1 + 0	04	Double	\$80.00	\$39.00	\$22.00
21/12/00	18/01/01	2 + 0	04	Double	\$100.00	\$3,122.00	\$2,822.00

Back Close Finish

To add, modify or delete items in dropdown boxes select it and click right mouse button and select

A full guest history can also be viewed using the Guest Wizard . . .

Identify blacklisted guests.

Check in Wizard

Reference Details New Company New Guest Step 6 of 10

Area: South Pacific Credit Card No: _____
Advertising: AA Magazine Expires: _____
Booking Agent: Direct Licence Plate: _____
Usual Breakfast: Continental Pref. Room: _____
Newspaper: NZ Herald
Payment Type: Company Charge

Guest Preferences / Notes: Warning Front Office Housekeeping

Check in Wizard

Guest List New Company New Guest Step 3 of 10

Search Key: _____ Companies All Guests Private Guests

FULL NAME	COMPANY	PHONE NUMBER
Finch, May	Banbury Investments	
Dowd, John	Banbury Investments	
Drake, Ian	Banbury Investments	
Finch, May	Greenlane Consulting	
Forde, Peter		021-481-035
Forde, Peter		06-8844321
Gardiner, Scott		
Harding, Mary		
Hawthorne, Peter		

Back

Select the company in the list or click on <All> button. Click <Private Guest> check box to...

Calista Hospitality 3.00 (Build 3.25)

DETAILS

Room: 12
Type: Twin
Status: Confirmed
Company: <none>
Guest: Finch, Mary
Preferences:
BAD DEBTOR. DO NOT CHECK IN.
Contact Details:
Rate Type: Guest
Number of Guests: 1
Adults: 1
Children: 0
Room Rate: \$0.00
Custom Rate: <No>
Voucher Number:
Arrival: 23 May 2005 18:00
Departure: 24 May 2005 10:00
Nights: 1
Booking No.: 529
Balance: \$0.00


NAME	H	L	M	ROOM TYPE	GUEST	COMPANY	BALANCE
02				Studio	Leicester, Sally		\$50.00
03				Studio	Harding, Mary	FMC Pty Ltd.	\$0.00
04				Double	Finch, Mary		
05				Studio			
06				Double			
07				Double			
08				Double			
09				Double			
10				Double	Leicester, Sally		\$2,304.00
11				Twin			
12				Twin	Finch, Mary		
Blue Gum				Conference	Clarke, Wayne	Wildlife Australia	\$250.00
Echidna				Suite			
Emu				Suite			
Kangaroo				Suite			
Koala				Suite	Tauss, Karin	Wildlife Australia	
Platypus				Suite			
Wattle Room				Conference			

Flag all guests you want to blacklist.

They will be displayed in red in the checkin wizard for easy identification.

At checkin time the blacklist warning you have allocated to this guest will be prominently displayed for your front of house staff so that they can decide if they proceed with the check in.


Warning

 BAD DEBTOR. DO NOT CHECK IN.
Would you like to proceed?


Yes No

Instant confirmation.


Check in Wizard


 **Acknowledgment** New Company New Guest **Step 10 of 10**


Guest Registration Form

Print To: 

Reservation Confirmation

Print To: 

Fax To: 

Email To: 

[Get contact from Outlook](#)

Preview Before Printing

Select out button to

Reservation Confirmation

Mon, 02 May 2005, 16:06 page 1 of 1

Voucher / Order: GCL-2345.MF

Mary Finch
Greenlane Consulting
PO Box 17122
Greenlane

Riverside

Riverside Lodge, Melbourne
501 Riverside Drive
Melbourne
Victoria
PO Box 123456
Melbourne
Victoria
Email: Riverside@ozemail.com.au
Phone: 03-2345-344
Facsimile: 03-2345-3333
ABN: 123-4567-1234

Thank you for your reservation.

We are pleased to confirm the following:

Reservation No : 511
Reservation Type: Confirmed
Room Type : Studio
From: Tuesday, 03 May 2005 To: Friday, 06 May 2005
Price: \$190.00 (inc)/day for 1 Adults 0 Children

Cancellation fees apply

We are located off junction 10 on the M1 west of Melbourne.

We look forward to seeing you.

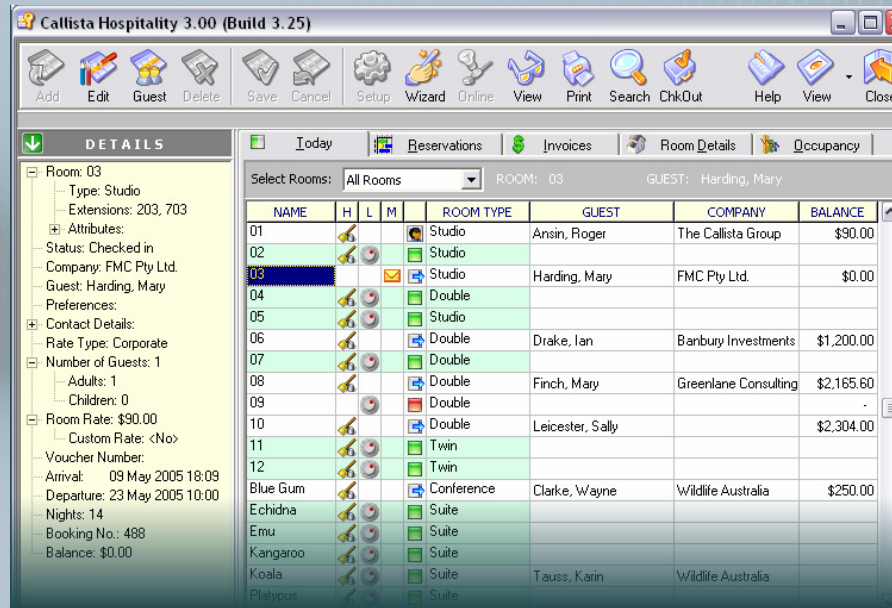
Kind regards,

Peter Smith

Reservations can be instantly confirmed via fax or e-mail directly from Callista or from Outlook at the end of the reservation process.

Customise the text so that you can let your guests know your reservation terms, penalties for cancellation or even specific instructions on how to find you.

Room status at a glance.



The screenshot shows the 'Today' screen in Callista Hospitality 3.00 (Build 3.25). The interface includes a menu bar with options like Add, Edit, Guest, Delete, Save, Cancel, Setup, Wizard, Online, View, Print, Search, Chk-Out, Help, View, and Close. Below the menu bar, there are tabs for Today, Reservations, Invoices, Room Details, and Occupancy. The 'Today' tab is active, displaying a list of rooms with columns for NAME, H, L, M, ROOM TYPE, GUEST, COMPANY, and BALANCE. The left sidebar shows details for Room 03, including its type (Studio), extensions (203, 703), status (Checked in), company (FMC Pty Ltd), guest (Harding, Mary), and room rate (\$90.00). The main table lists rooms 01 through 12, with room 03 highlighted in blue, indicating it is currently occupied by Harding, Mary from FMC Pty Ltd.

NAME	H	L	M	ROOM TYPE	GUEST	COMPANY	BALANCE
01				Studio	Ansini, Roger	The Callista Group	\$90.00
02				Studio			
03				Studio	Harding, Mary	FMC Pty Ltd.	\$0.00
04				Double			
05				Studio			
06				Double	Drake, Ian	Banbury Investments	\$1,200.00
07				Double			
08				Double	Finch, Mary	Greenlane Consulting	\$2,165.60
09				Double			
10				Double	Leicester, Sally		\$2,304.00
11				Twin			
12				Twin			
Blue Gum				Conference	Clarke, Wayne	Wildlife Australia	\$250.00
Echidna				Suite			
Emu				Suite			
Kangaroo				Suite			
Koala				Suite	Tauss, Karin	Wildlife Australia	
Platypus				Suite			

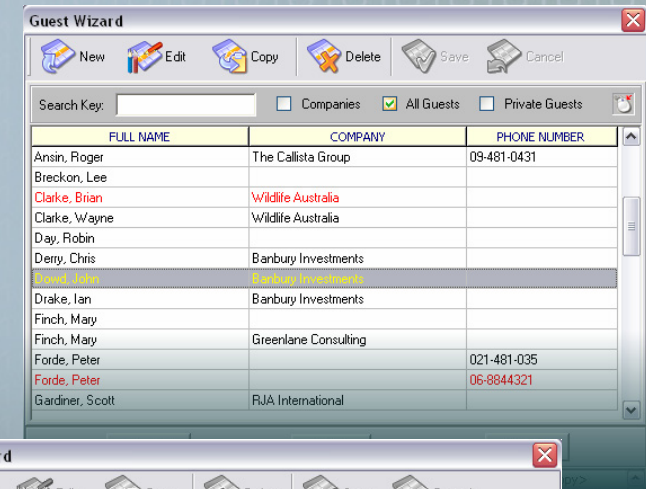
Callista's Today screen provides you with instant access to information about the current guest and room status of your property. See at a glance which rooms are available or checked in and who occupies those rooms. Room and extension status are displayed graphically for easy identification.

Integrated guest database.

Callista's guest wizard allows you to set up your guest database easily to make check in fast and efficient.

Guests can be allocated to companies or be added simply as private guests.

You can also add their room and payment preferences and other valuable statistical data such as their geographical location for your management reports.



The screenshot shows the 'Guest Wizard' application window with a list of guests. The table has columns for 'FULL NAME', 'COMPANY', and 'PHONE NUMBER'. The data is as follows:

FULL NAME	COMPANY	PHONE NUMBER
Ansin, Roger	The Callista Group	09-481-0431
Breckon, Lee		
Clarke, Brian	Wildlife Australia	
Clarke, Wayne	Wildlife Australia	
Day, Robin		
Derry, Chris	Banbury Investments	
Drake, Ian	Banbury Investments	
Finch, Mary		
Finch, Mary	Greenlane Consulting	
Forde, Peter		021-481-035
Forde, Peter		06-8844321
Gardiner, Scott	RJA International	

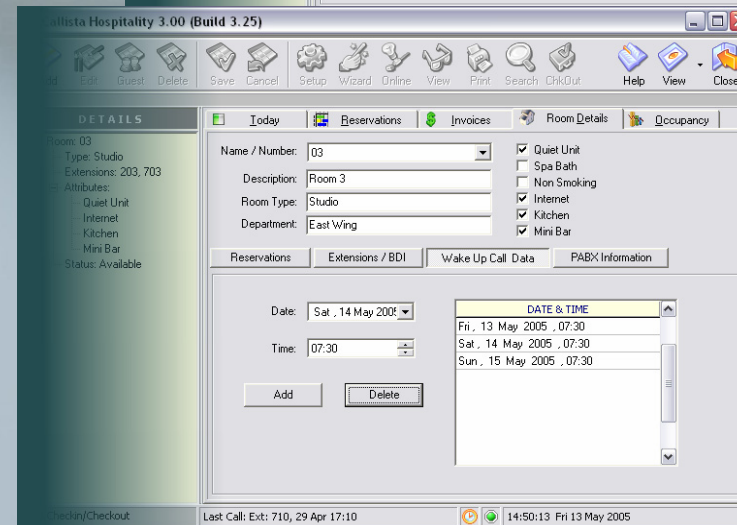
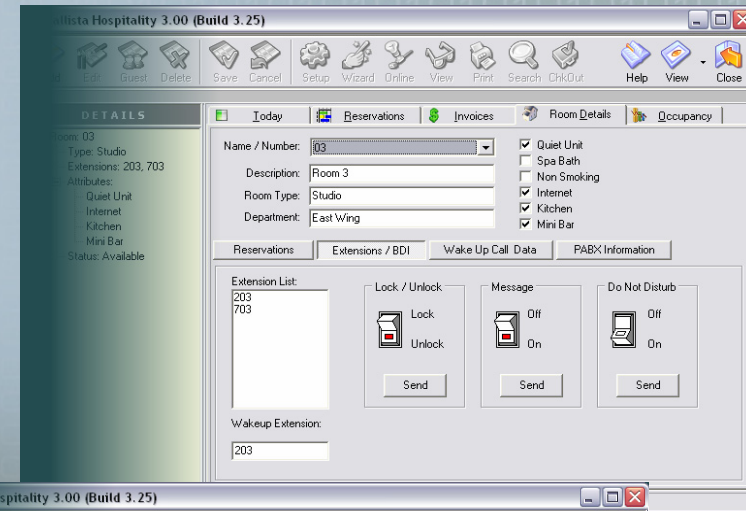


The screenshot shows the 'Guest Wizard' application window with a form for adding guest preferences. The form includes dropdown menus for 'Area', 'Advertising', 'Booking Agent', 'Usual Breakfast', 'Newspaper', and 'Payment Type'. There are also input fields for 'Credit Card No', 'Expires', 'Licence Plate', and 'Pref. Room'. The 'Guest Preferences / Notes' section has checkboxes for 'Warning', 'Front Office', and 'Housekeeping', and a text area for notes. The 'Next' button is highlighted.

*Powerful hospitality features.

Callista provides small hotels and motels with the services usually only available in large hotels such as automatic guest extension unlocking and locking on checkin/out, wake up calls, message waiting and Do Not Disturb.

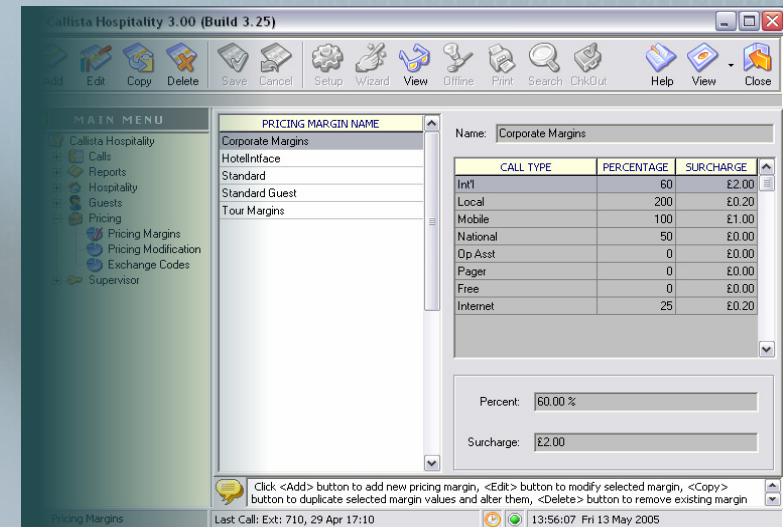
These services can be easily set from Callista and they all work in conjunction with your telephone system ensuring seamless, bi-directional integration between your reception PC and your PABX providing you with protection from guest phone fraud and with a more professional image.



* *Not all PABXs support these features*

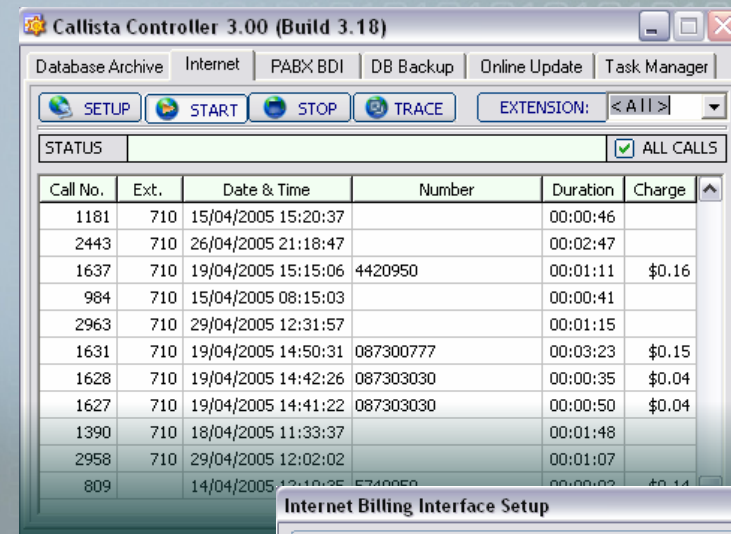
Profitable calls.

- Callista's powerful Call Processor simultaneously logs, prices and allocates calls to guest accounts
- Add percentage and/or \$/£ margins to all and any call type for instant cost recovery and profit on every call including faxes and internet usage
- Set up multiple pricing margin types for different guest types



Bill high-speed internet usage.

Callista's powerful Controller interfaces directly into high-speed internet billing devices* to log and process all broadband internet traffic at your property. Internet usage is logged, processed and allocated directly to guest accounts.



Callista Controller 3.00 (Build 3.18)

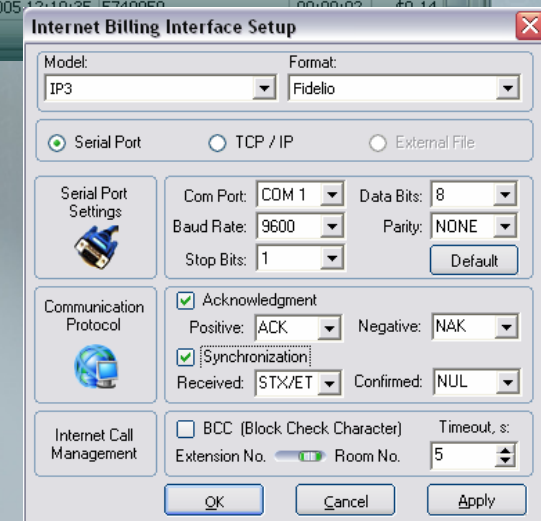
Database Archive Internet PABX BDI DB Backup Online Update Task Manager

SETUP START STOP TRACE EXTENSION: <All>

STATUS ALL CALLS

Call No.	Ext.	Date & Time	Number	Duration	Charge
1181	710	15/04/2005 15:20:37		00:00:46	
2443	710	26/04/2005 21:18:47		00:02:47	
1637	710	19/04/2005 15:15:06	4420950	00:01:11	\$0.16
984	710	15/04/2005 08:15:03		00:00:41	
2963	710	29/04/2005 12:31:57		00:01:15	
1631	710	19/04/2005 14:50:31	087300777	00:03:23	\$0.15
1628	710	19/04/2005 14:42:26	087303030	00:00:35	\$0.04
1627	710	19/04/2005 14:41:22	087303030	00:00:50	\$0.04
1390	710	18/04/2005 11:33:37		00:01:48	
2958	710	29/04/2005 12:02:02		00:01:07	
809		14/04/2005 12:10:25	8740050	00:00:02	\$0.14

Select your internet billing device, select the correct interface and the Callista Controller does the rest.



Internet Billing Interface Setup

Model: IP3 Format: Fidelio

Serial Port TCP / IP External File

Serial Port Settings

Com Port: COM 1 Data Bits: 8

Baud Rate: 9600 Parity: NONE

Stop Bits: 1 Default

Communication Protocol

Acknowledgment

Positive: ACK Negative: NAK

Synchronization

Received: STX/ET Confirmed: NUL

Internet Call Management

BCC (Block Check Character) Timeout: s

Extension No. Room No. 5

OK Cancel Apply

* Please refer to Callista's website www.callista.net for information about supported devices


Comprehensive invoicing.

Callista Hospitality 3.00 (Build 3.25)

Account: Account 1 | 1 Account | Print Notes

DATE & TIME	DESCRIPTION	DETAILS	CREDIT	DEBIT
29 April	Accommodation	1 Adlt, 0 Child	£80.00	
30 April	Accommodation	1 Adlt, 0 Child	£80.00	
01 May	Accommodation	1 Adlt, 0 Child	£90.00	
02 May	Accommodation	1 Adlt, 0 Child	£90.00	
03 May	Accommodation	1 Adlt, 0 Child	£90.00	
04 May	Accommodation	1 Adlt, 0 Child	£90.00	
04 May 14:27	Continental B/fast	2.00 @ \$22.00 (inc)	£44.00	
05 May	Accommodation	1 Adlt, 0 Child	£90.00	
06 May	Accommodation	1 Adlt, 0 Child	£80.00	

Check out statement
 Tax Invoice (debit / credit note)
 Mon, 02 May 2006 16:03 page 1 of 1
 Invoice Number: 1139-1
 Reservation number: 600 - checked out
 Voucher / Order #: 2761-0
 From 29 Apr 2006 to 2 May 2006, Room: 04



Riverside Lodge, Melbourne
 621 Riverside Drive
 Melbourne
 Victoria
 PD Box 123456
 Melbourne
 Victoria
 Email: Riverside@ozemail.com.au
 Phone: 03-2345-344
 Facsimile: 03-2345-333
 ABN: 123-4567-1234

John Dowd
 Banbury Investments
 Unit 6
 Budbrooke Industrial Estate
 Budbrooke Rd
 Warwick CV34 5HG
 England

Date & Time	Description	Details	Credit	Debit	
				Exclude Tax	Include Tax
28 Apr 00:00	Accommodation	1 Adlt, 0 Child		£72.73	\$60.00
28 Apr 18:00	Moonlight Bar Charges	1 @ \$76.00 (inc)		\$69.09	\$76.00
28 Apr 00:00	Accommodation	1 Adlt, 0 Child		£72.73	\$60.00
28 Apr 07:18	Continental B/fast	1.00 @ \$22.00 (inc)		\$20.90	\$22.00
28 Apr 07:16	Cooked B/fast	1.00 @ \$28.60 (inc)		\$26.50	\$28.60
28 Apr 08:58	Taxi	00:0141 073787487		\$0.69	\$0.64
28 Apr 08:33	Dunedin	00:0437 094777735		\$1.62	\$1.78
28 Apr 10:36	Auckland	00:0119 3568490		\$0.18	\$0.19
28 Apr 11:36	Wanaka	00:2749 034431400		\$6.74	\$10.71
28 Apr 11:43	Wellington	00:06:04 042339960		\$2.12	\$2.33
28 Apr 16:26	Dunedin	00:0110 034777400		\$0.41	\$0.46
30 Apr 00:00	Accommodation	1 Adlt, 0 Child		£72.73	\$60.00
30 Apr 08:00	Cooked B/fast	1.00 @ \$28.60 (inc)		\$26.50	\$28.60
01 May 00:00	Accommodation	1 Adlt, 0 Child		£72.73	\$60.00
01 May 08:00	Continental B/fast	1.00 @ \$22.00 (inc)		\$20.90	\$22.00
02 May 00:00	Accommodation	1 Adlt, 0 Child		£72.73	\$60.00
02 May 16:03	Payments - VISA	Checkout Payment	\$593.30		
			Total:	\$593.30	\$593.30
			Tax:		\$53.90
			Total Including Tax:		\$593.30
			Less Credit:		\$593.30
			Balance Due:		\$0.00

Accommodation is added automatically to each guest invoice every night. All telephone, fax and internet calls are added to invoices automatically as they are made.

Manually add any other charges you choose such as food & beverage, laundry services and side tours. Up to 10 accounts can be assigned to each room so that guests sharing accommodation get the correct charges allocated to them.

Print a complete statement including all charges & payments on check out.

Fast checkout.

Check Out

ROOM	GUEST	ACCOUNT	BALANCE	PAYMENT TYPE	PAYMENT
10	Leicester, Sally	Account 1	£1,434.00	Payments - AMEX	£1,434.00

Group Check Out
 Print Invoice
Number of Copies: 1

Total Debit: £1,434.00 Total Payment: £1,434.00

Cancel OK

Callista's checkout feature is fast and efficient. Select the room you want to check out, select the payment type and click OK to print the checkout invoice.

That's all there is to it !

Track debtors.

The image displays three sequential screenshots of the 'Search Wizard' software interface, illustrating the process of tracking debtors.

Step 1 of 5: Search
This screen shows search criteria. The 'Search by Guest' section is active, with 'The Callista Group' entered in the text field. Other options include 'Company', 'Guest', 'Address', and 'Phone Number'. The 'Search by Reservation' section is inactive, with options for 'Reservation', 'Invoice', 'Voucher', and 'Balance Greater Than'.

Step 3 of 5: Selection Options
This screen allows for refining the search. Under 'Select By:', 'Company Name' is selected with the value 'The Callista Group'. Under 'View:', 'Past Reservations (Check in/out)' is selected.

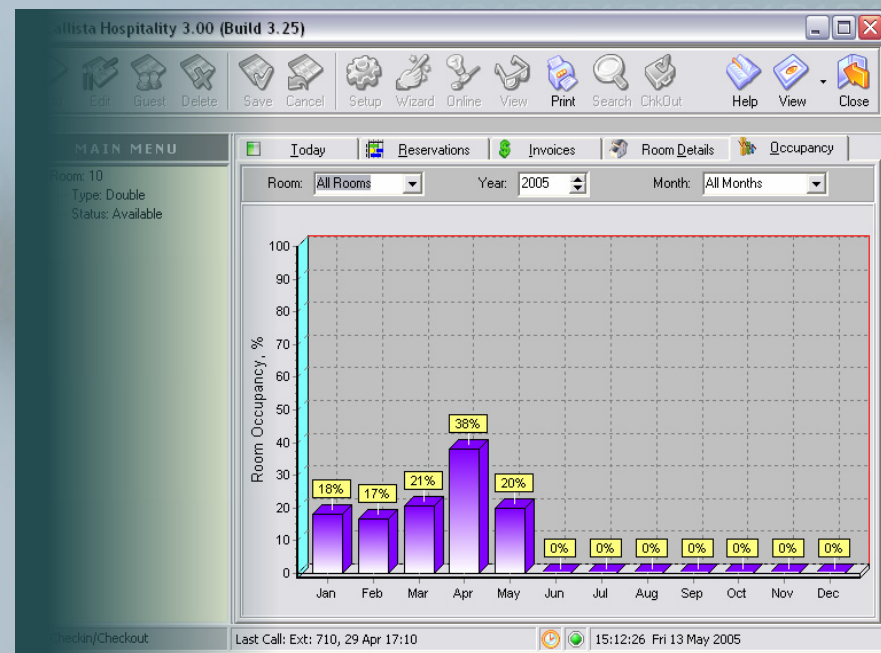
Step 5 of 5: Payment
This screen displays a table of payment records for 'The Callista Group'. The table includes columns for INVOICE DATE, ACCOUNT, INVOICE No., BALANCE, and AMOUNT. A summary row at the bottom shows a total balance of \$26,001.12 and a total amount of \$2,842.00.

INVOICE DATE	ACCOUNT	INVOICE No.	BALANCE	AMOUNT
18 Jan 2001	Account 1	000001034-1	\$2,800.00	\$2,800.00
18 Jan 2001	Account 3	000001034-3	\$22.00	
24 Jan 2001	Account 2	000001036-2	\$22.00	\$22.00
30 Jan 2001	Account 1	000001037-1	\$460.00	
30 Jan 2001	Account 1	000001038-1	\$20.00	\$20.00
08 Feb 2001	Account 1	000001041-1	-\$50.00	
08 Feb 2001	Account 2	000001041-2	\$85.80	
The Callista Group			\$26,001.12	\$2,842.00

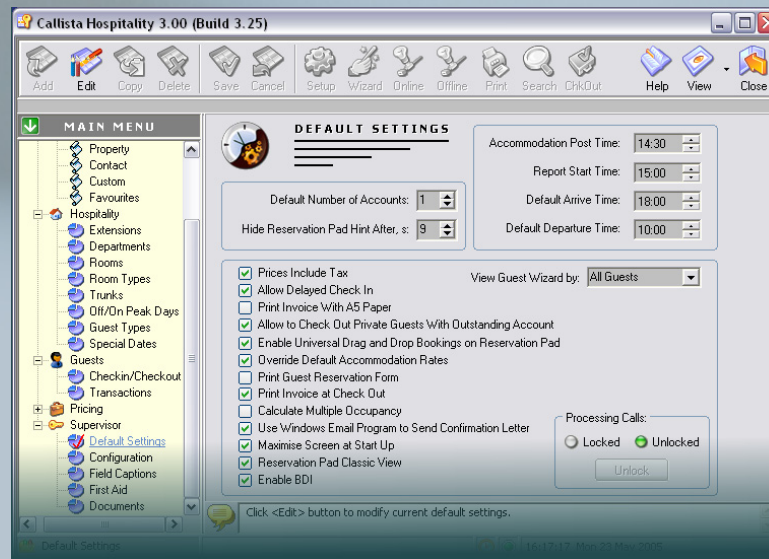
Recording payments on debtors' accounts is quick and easy. Using Callista's useful Search Wizard, select the company to display all outstanding accounts for the company. Check the accounts to be paid and allocate payments. Debtors' statements can be produced at any time for effective credit control.

Accessible occupancy statistics.

Graphical room occupancy statistics are always at your finger tips directly from Callista's checkin/checkout option.



Customise system settings.

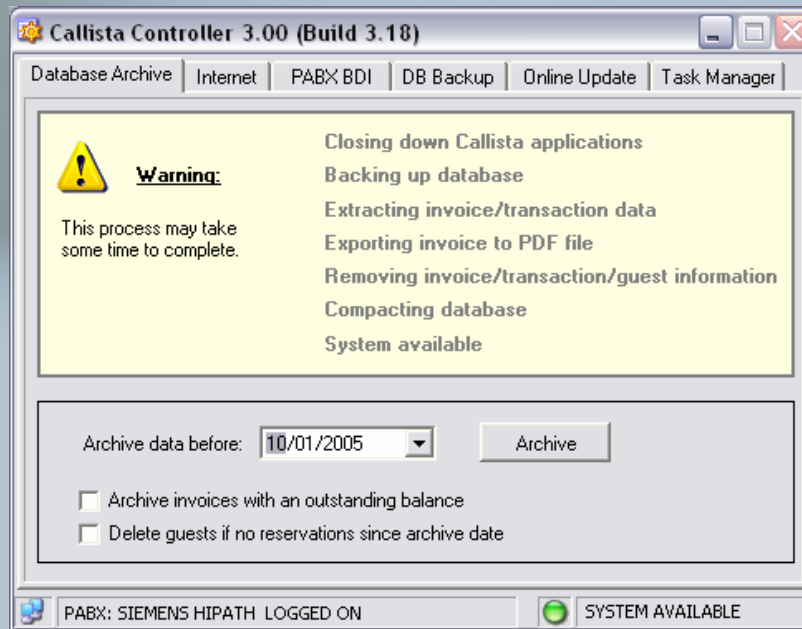


Set up your system with the parameters to match your own operating requirements.

Valuable management reports.

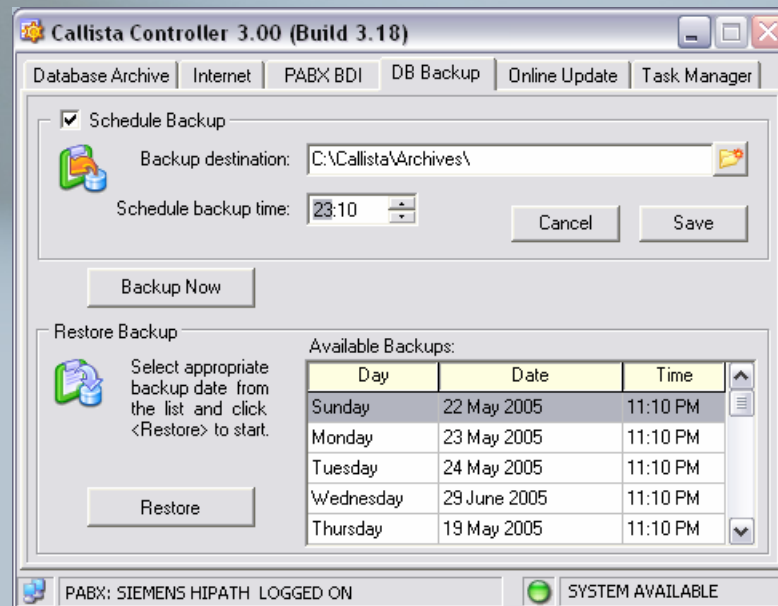
- Call charges reports displaying details of all calls made to and from your property & information about the utilization of your exchange lines.
- Financial reports providing details of all charges processed by your property including invoice reports, transaction reports & audits, debtors reports & statements and payments reports.
- Property reports providing valuable information about the day-to-day management of your property including room status reports, daily housekeeping reports, arrivals & departures reports, morning room lists and forward guest reservation reports.
- Analysis reports providing you with vital statistical analysis of your property such as who is generating your business, where your guests originate, occupancy, weekly guest and reservation analysis.

Invoice archiving.



The Callista Controller performs valuable archiving functions to protect your data. Archive invoices up to any date you choose.

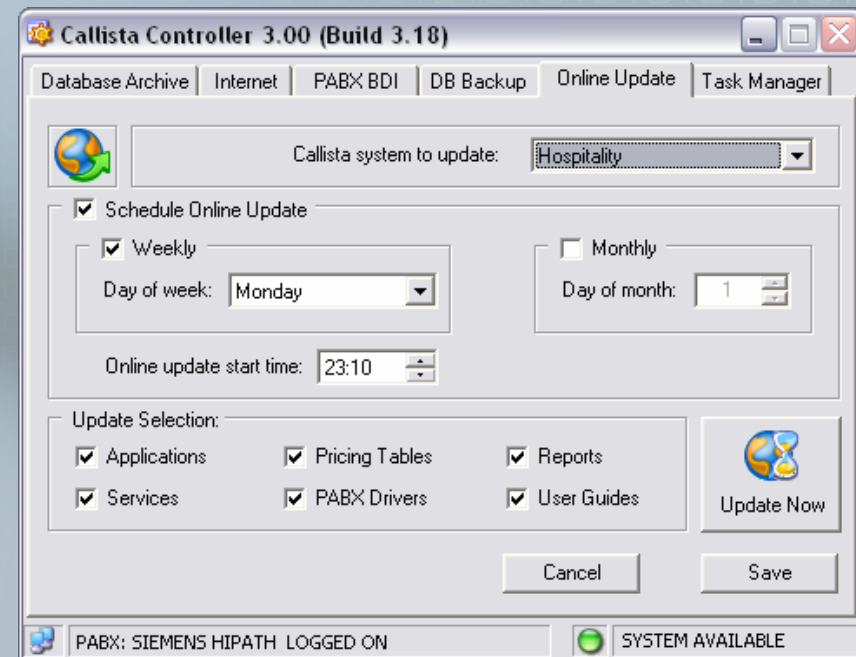
Automatic system backup.



Callista's powerful Controller performs automatic system backups to protect against data loss. Backups can be restored at any time.

Automatic system upgrades.

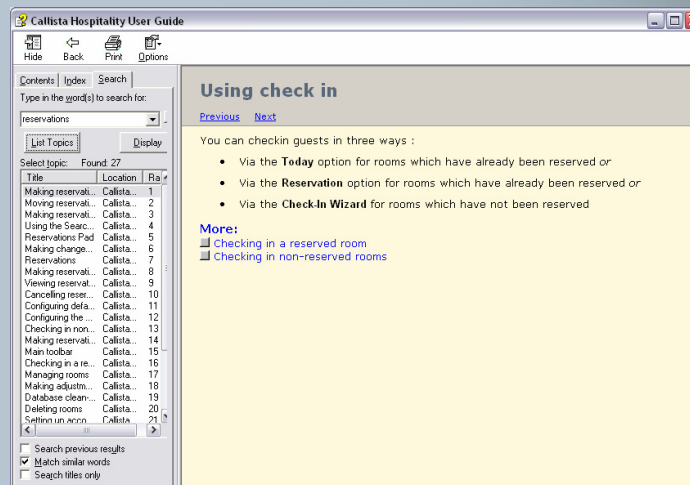
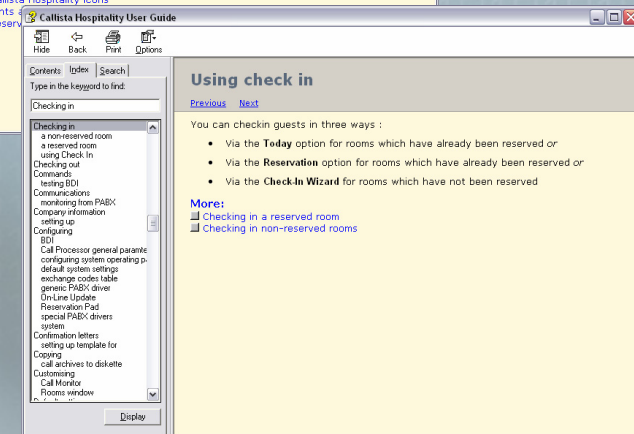
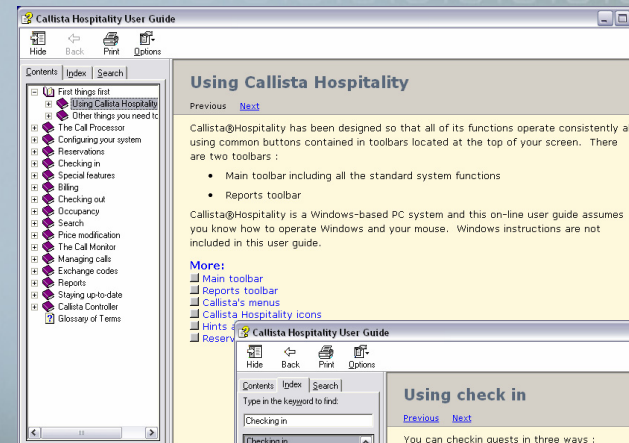
System upgrades are delivered and installed automatically by the Callista Controller via Callista's On-Line Update web service as soon as they are released future-proofing every system.



Integrated user guide.

Callista's integrated user guide is always at your finger tips directly from the system if you need help . . .

The guide contains a full, easily accessible index . . .



. . . and a powerful "natural" search option where you can specifically request the information you need to find.

in a nutshell.

- Powerful, affordable, easy-to-use PMS for small to medium-sized hotels, motels, B & Bs & lodges
- Provides sophisticated bi-directional functions normally only available in large hotels*
- All information is real-time eliminating overnight batch processing
- Secure, accurate call management delivering profit on every guest call including faxes and internet usage
- Electronic reservations eliminating non-secure and messy manual reservation pads
- Fully integrated system so that all hotels no matter what their size have access to all system features all the time
- Extensive management reports to monitor profitability and performance

* *Not all PABXs support these features*

Contact us.

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