



All-in-One, Cloud Hotel Management Software

- ▶ PMS
- ▶ Booking Engine
- ▶ Channel Manager
- ▶ Rate Manager
- ▶ Point of Sale (POS)
- ▶ Spa Manager

Why elek

1

All In One Solution

ElektraWeb is the most comprehensive cloud hotel management solution on the market; it is a full PMS including booking engine, channel manager, rate manager, POS, and other additional modules. It has all the features and functions your hotel may need.

2

Cloud and Web Based

ElektraWeb is hosted by Microsoft Azure and can be used by any web browser therefore it is accessible from any computer or mobile device anywhere in the world. Compared to on-premise systems, it is much more efficient due to its on-the-go accessibility.

3

Latest Technology

ElektraWeb uses the latest technology (Google's Angular Framework, Reactive Web Programming, and NodeJS) that is why it is extremely fast, efficient, and compatible with all devices and browsers.

4

Cost Effective & High ROI

ElektraWeb has cloud hosting and SaaS license therefore it does not need any server, expensive licenses nor any maintenance or upgrade costs. That is why it is very cost effective and has the highest ROI.

5

Reliable

ElektraWeb is hosted in Microsoft Azure Cloud Servers that are the most powerful and protected data centers in the world. It is backed up in more than 24 points in the world.

6

Secure

ElektraWeb uses SSL for data transfer, secure tokens for authentication mechanisms, and several AI guard algorithms for malicious attacks. It is one of the best protected systems in the world.

7

Easy to Use

Since ElektraWeb uses Google's Material Design which has a very familiar interface, it is both user-friendly and easy to use.

ElektraWeb?

8

Mobile

It is completely responsive and fully functional on tablets and phones in addition to desktop systems.

9

Customizable

ElektraWeb is easily customizable for any size and type of hotel due to its flexible parameters.

10

Multi Property

ElektraWeb has many special functions and reports for group hotels and chains. It provides shared consolidated reports for occupancy, income, ADR, and aggregation of financial statements. It also provides shared use of information about guests, agencies, and reservations.

11

Scalable

Since it is hosted in cloud servers, CPU power and storage capacity can be easily expanded or decreased depending on your needs.

12

Interoperable

ElektraWeb has a public API for communication with other systems, so integration to other external systems such as banks, door locks, and pay tv etc. can easily be done.

13

Enhanced Support

ElektraWeb has 24x7 online support; an expert will be with you looking at the same screen anytime you need.

14

Excellent References

ElektraWeb is used by over 4000 properties in 10 countries such as Turkey, Cyprus, Germany, Azerbaijan, Thailand, Somalia and Curaçao in the Caribbean.

► Daily Status



- Daily status window provides all critical information about the hotel on a single screen.
- You can view your hotel's occupancy, revenue, forecast, even call center notes both in graphs and lists.

► Reservation List

- You can list, sort, group and filter all of your reservations by any criteria with a single click.
- With the help of the color codes, important information becomes more visible.
- All functions are accessible with a single click after selecting a single line or multiple lines.
- All screens can be exported to Excel or to the printer in different formats.

Reservation List

Total: 25

Room No	Room State	Room Type	Given Type	Agency	Guest Name	Arrival	Departure	Room Price	Currency	Queue Time	Board	Vip Type	Room	Adult	TChd	Trace	Attach	Res. ID
108	Confirmed	DLX	DLX	ERS	Kewen Nicholson	17/12/2019	26/12/2019	400.00	EUR	17:36	BB		1	2	0	0		2,861,929
109	Dirty	STD	STD	ONLINE	Rogers White	17/12/2019	21/12/2019	350.00	GBP		RO		1	2	0	1		2,861,966
306	Dirty	DLX	PNR	BOOKI...	Dominic Moore	17/12/2019	26/12/2019	400.00	EUR		FB		1	2	0	0		2,861,927
307	Confirmed	PNR	PNR	ERS	Zachary West	17/12/2019	26/12/2019	378.00	GBP		RO		1	2	3	0	1	2,861,932
307	Confirmed	PNR	PNR	ERS	Share With Zachary West	17/12/2019	26/12/2019	0.00	GBP		RO		0	0	0	0		2,861,996
308	Clean	DLX	PNR	ERS	Chris Nicholson	17/12/2019	26/12/2019	412.00	GBP	17:36	FB		1	2	0	0		2,861,933
309	Dirty	PNR	PNR	TUI	Wesley Holmes	17/12/2019	26/12/2019	462.00	GBP		BB	VIP 2	1	2	0	0		2,861,931
408	Touched	STD	STD	ONLINE	Bishop Gray	17/12/2019												730,274
103	Confirmed	STD	STD	ONLINE	Lewis Jackson	17/12/2019												730,272
303	Touched	STD	PNR	ONLINE	Adams Foster	17/12/2019												861,994
505	Touched	DLX	DLX	TUI	Share With Leonard You...	18/12/2019												862,000
505	Touched	DLX	DLX	TUI	Leonard Young	18/12/2019												861,934
305	Confirmed(O...	STD	PNR	ONLINE	Rogers White	18/12/2019												739,241
403	Confirmed	SUIT	SUIT	ERS	Oswald Carter	19/12/2019												861,925
405	Clean	DLX	SUIT	EXPEDIA	Nail Hill	19/12/2019												861,935
113	Clean	STD	STD	ONLINE	Gert Wagner	20/12/2019												730,494
301	Confirmed	PNR	PNR	TALYA	Hector Russell	20/12/2019												861,928
101	Clean	STD	STD	ONLINE	Jones Hunt	20/12/2019												730,277

In the listings multiple sorting, filtering, searching, grouping are standardized.

Thanks to its digital archiving capability, one or more documents can be stored in the related record by scanning or uploading.

Users can view only the allowed screens and use the allowed functions depending on their authority.

► Reservation Card

- All details about the reservation are in one place.
- No more duplicate guest profiles. Auto guest lookup feature finds old profiles and puts them together.
- There is access to room type availability for the current reservation period with a touch of a button.
- It has the ability to block rooms with one click.
- It has unlimited profile recording ability.
- There is authority control for access to the pricing tab; all data related to pricing is in one place.

Reservation Card

Agency: ONLINE
Voucher No: 1155445-B
Check-In: 18/12/2019 14:00
Check-Out: 21/12/2019 11:00
Room Type: STD
Boardtype: HB
Repeat Guest: Sold

Guests | Pricing | Folio

Total: 2

Guest Lookup	Blacklist	Name	Surname	Gender	Passport No	Nationality	Age	Birth Date	Birth Place
<input type="checkbox"/>	<input type="checkbox"/>	Rogers	White	Male	U25565125B	United Kingdom		12/02/1970	London
<input type="checkbox"/>	<input type="checkbox"/>	Selena	White						

Extra Requests by Guest: French Bed
Contact Email: roger.white@gmail.com
Contact Phone: +443265135533
Payment Type: Credit Card
Res ID: 2739241

Reservation Card

Agency: **ONLINE**

Voucher No: _____

Check-In: **17/12/2019** 14:00 Nights: **4**

Check-Out: **21/12/2019** 12:00 Late COut: **15:00**

Room Type: **STD** Room Count: **1**

Boardtype: **FB** Nationality: **United Kingd**

Adt: **2** Child1: **0** Child2: **0** Bby: **0**

Room: **501** G.Room Type: **DLX**

Bed Type: **FRN** VIP Type: **VIP 2**

Repeat Guest: **1** Accom Type: **Sold**

Sales Project: ... + Use As Folio

Folio										
Total: 7										
T Date	Time	Pax No	Department	Revenue	Currency Total	Currency	Currency Rate	Total	Doc No	Notes
17/12/2019	15:22	1	Restaurant	Food	15.00	GBP	1.0000	15.00	1238	
17/12/2019	15:24	0	Room	Accommodation	350.00	GBP	7.7898	2,726.43	89	ROOM 501 Rogers
17/12/2019	15:23	1	SPA	Other	250.00	GBP	7.7906	1,947.65		
17/12/2019	15:46	1	Credit Card		-614.15	GBP	7.7898	-4,784.08		
18/12/2019	15:27	3	Lobby	Food	15.00	GBP	1.0000	15.00	6985	
18/12/2019	15:27	3	Lobby	Alcohol	60.00	GBP	1.0000	60.00	3698	3xEFES MALT
20/12/2019	15:22	2	Restaurant	Alcohol	20.00	GBP	1.0000	20.00		1xEFES MALT
								0.00		

1. Window

T Date	Department	Revenue	Total	Type
17/12/2019	Room	Accommodation	2,726.43	
Total				2,726.43

2. Window

T Date	Department	Revenue	Total	Type
20/12/2019	Restaurant	Alcohol	20.00	
Total				20.00

3. Window

T Date	Department	Revenue	Total	Type
17/12/2019	SPA	Other	1,947.65	
17/12/2019	Restaurant	Food	15.00	
Total				1,962.65

4. Window

T Date	Department	Revenue	Total	Type
Total				20.00

5. Window

T Date	Department	Revenue	Total	Type
18/12/2019	Lobby	Alcohol	60.00	
18/12/2019	Lobby	Food	15.00	
Total				75.00

Folio

- ▶ Since payment, posting and invoicing can be done by a touch of a single button, it saves time.
- ▶ Transactions can be entered in different currencies and it provides automatic conversion.

- ▶ The room folio can be distributed to many different windows and each window can be billed separately.
- ▶ Different types of folio print outs can be taken.

South Point Hotel 09/01/2020 15:07

103 Folio

Agency: **BOOKING.COM** Room Type: **STD** Currency Rate: **5.7470**

Guest Names: **Glen Fernando / Yurimia Presentacion** Check-In: **18/11/2019 00:00**

Res ID: **2792087** Check-Out: **25/11/2019 00:00**

Room: **103** Pax: **2 + 0 + 0 + 0**

T Date	Pax No	Department	Revenue	Notes	Currency Total	Currency	Currency Rate	Total		
16/11/2019	0	Restaurant	Food		-150.00	GBP	1.0000	-150.00		
17/11/2019	0	Room	Accommodation	ROOM 109 Daniel Brown	150.00	USD	5.7573	863.60		
19/11/2019	0	Room	Accommodation	ROOM 109 Daniel Brown	150.00	USD	5.7573	863.60		
20/11/2019	0	CityLedger		Auto CityLedger (Stay)	3,315.58	GBP	1.0000	3,315.58		
21/11/2019	1	SPA	Other		120.00	GBP	7.3388	880.66		
								5,773.44		
Restaurant			GBP	-150.00	-150.00	Room		USD	300.00	1,727.20
Restaurant				-150.00		Room			1,727.20	
CityLedger			GBP	3,315.58	3,315.58	SPA		GBP	120.00	880.66
CityLedger				3,315.58		SPA			880.66	

Accounting

Account Card

General		Tax Details		Contact Details		Transfer Details	
Name	Electronic Reservation Systems	Code	ERS	Currency	TRY	Type	
Debit	54,259.80	Credit	40,000.00	Balance	14,259.80	Debit/Credit	D
Recalculate							
Get Payment By Wire		Get Payment By Cash		Get Payment By Credit Card		General Transaction	

Id	Receipt Date	Invoice Id	Invoice Notes	Receipt Number	Detail Notes	Local Debit	Local Credit
338,127	15/01/2020						
338,121	24/12/2019	379,708	407 17.12-26.12.2019 ...	1142			
338,123	24/12/2019	379,709	401 19.12-25.12.2019 ...				
338,125	24/12/2019	379,710	405 19.12-25.12.2019 ...				

Accounting Receipt

Receipt Number	114215	Project	Transfer	Update User	eda.yilmaz@elektraweb.com
Receipt Date	24/12/2019	Expense	Beverages	Creator User	
Description	Invoice	Operation	General	Status	Completed

Account Name	Description	Currency	C Debit	C Credit	Currency Rate	Local Debit	Local Credit
Electronic Reservation S...		TRY	22,465.80	0.00	1.00	22,465.80	0.00
Default Income		TRY	0.00	22,465.80	1.00	0.00	22,465.80
Total Debit						22,465.80	22,465.80
Total Credit						22,465.80	22,465.80



It allows you to easily perform preliminary accounting transactions such as current account, credit-debit follow-up, cash follow-up, personnel account follow-up, invoice and waybill issuance and follow-up of checks and promissory notes.

Invoice

Address		Contact Info		Other		Invoice Log	
Account Name	Rogers White	Prevailing Id		Payment Due Date	24/12/2019	Issue Date	24/12/2019
Customer Tax Title		Neighborhood		Street Name		Tax Office	VKN
Building No	739	Door Number	19	City	London	Tax Number	7487392876
District		Country Name	United Kingdom	Passport No	U63902675B	Customer E-Mail Address	rogers@gmail.com

Item Name	Net Amount	percentage	mount	Amount	Tax Exempt Amount	Tax Exemption Reason Code	Tax Exemption Multiplier
Restaurant F...	18.05	8.00	1.44	19.49	1.44		1.0
Room Acco...	30.07	8.00	2.41	32.48	2.41		1.0
Restaurant A...	19.81	18.00	3.57	23.38	3.57		1.0
SPA Other	46.24	18.00	8.32	54.56	8.32		1.0

Taxable Amount	Tax Percent	Tax Amount	Final Amount
66.05	18.00	11.89	
48.12	8.00	3.85	
114.17		15.74	

Currency	Tax Exclusive Amount	Tax Amount	Tax Inclusive Amount
GBP	114.17	15.74	129.91

Number of Lines: 4
 Notes: 503 24.12-25.12.2019 Rogers White 2+0+0+0 Resid :
 Payable Amount: -129.91
 In Writing: One Hundred Twenty Nine Pounds and Ninety One Pence
 Payment Note: CityLedger:129.91 GBP
 Status: New

ElektraWeb

Reservation

Agency: ONLINE

Voucher No: 24/12/2019

Check-In: 25/12/2019

Room Type: DLX

Boardtype: BB

Adt: 2, Child1: 0

1 ChdAge: 0, 2 ChdAge: 0

Room: 503

Bed Type: KNG

Repeat Guest: 2

Sales Project: Front Desk

GOTELID: 20854 - gizem.guzey@elektraweb.com

EN

Invoice No: 4

Customer Sc...: VKN

Total: 7

3rd Person

Notes

City Ledger

▶ Room Calendar

- ▶ It is designed in such a way that you can perform the entire operation of the front office (Reservation, Check-in, Check-out, Folio, Blockage, Payments)
- ▶ You can access the guest's reservation card, change room and date with a drag and drop, do check-in/check-out transaction, make collections and go to the folio.
- ▶ You can easily drag and drop a reservation to modify its room number or accommodation range.

The screenshot shows the ElektraWeb Room Calendar interface. The main view is a calendar grid for December 2019 and January 2020. The grid displays room occupancy with color-coded bars for different room types and guests. An 'Edit event' modal is open over the calendar, showing details for a reservation for Andy Nyman in room 111, including guest name, phone, nationality, extra requests, agency, board type, rate type, room type, daily price, and color.

Room No	Type	State	16 th	17 th	18 th	19 th	20 th	21 st	22 nd	23 rd	24 th	25 th	26 th	27 th	28 th	29 th	30 th	31 st	1 st	2 nd	3 rd	4 th	5 th
101	STANDARD ROOM	Confirmed	32	42	40	40	39	42	39	41	40	40	34	33	28	30	33	30	30	22	23	29	32
102	DELUXE ROOM	Clean																					
103	STANDARD ROOM	Clean																					
104	DELUXE ROOM	Dirty																					
105	STANDARD ROOM	Touched																					
106	DELUXE ROOM	Clean																					
107	STANDARD ROOM	Dirty																					
108	DELUXE ROOM	Confirmed																					
109	STANDARD ROOM	Dirty																					
110	DELUXE ROOM	Dirty																					
111	STANDARD ROOM	Confirmed																					
112	STANDARD ROOM	Dirty																					
113	STANDARD ROOM	Clean																					
114	DELUXE ROOM	Dirty																					
115	STANDARD ROOM	Maintenance																					
116	DELUXE ROOM	Confirmed																					
117	STANDARD ROOM	Confirmed																					
118	DELUXE ROOM	Clean																					
119	STANDARD ROOM	Dirty																					
120	DELUXE ROOM	Dirty																					
121	DELUXE ROOM	Dirty																					
301	PANORAMIC ROOM	Confirmed																					
302	PANORAMIC ROOM	Confirmed																					
303	PANORAMIC ROOM	Dirty																					
304	PANORAMIC ROOM	Dirty																					
305	PANORAMIC ROOM	Dirty																					
306	PANORAMIC ROOM	Dirty																					
307	PANORAMIC ROOM	Dirty																					
308	PANORAMIC ROOM	Dirty																					
309	PANORAMIC ROOM	Dirty																					
310	PANORAMIC ROOM	Dirty																					
401	SUITE ROOM	Dirty																					
402	STANDARD ROOM	Dirty																					

- ▶ You can also see the reservations received from online channels and have not been assigned a room on top of the room calendar screen and drag and drop them to the suitable room.
- ▶ The number of empty rooms is displayed at the bottom of the room type and the full occupancy can be seen on top of the chart.
- ▶ On this same screen, online channels can be managed and POS transactions can be processed.

Forecast & Analysis

ElektraWeb | Status | Prices | Forecast | Rack | Room Calendar | Quick Desk | Reservation | In-House | Front Cash | Booking | POS | Quick Posting | Tasks

Forecast

Year: 2019 | Month: 12 | Start: 1/12/2019 | End: 31/12/2019

Room Type Availability | Print | Annual | Daily Status

Total Occupied Rooms: 694 | Occupancy Percent: 75.43% | Total Room Revenue: 1,086,167.26 | Average Room Rate: 1,565.08

Availability | Arrival-Departure | Occupancy | Revenue | Accommodation Types | Room Folio Type

Mango Hotel

Forecast Report 13.01.2020 - 13.02.2020

Date	Res Occ.	Block Occ.	Avail.	Closed
12.01.2020	33	0	33	0
13.01.2020	28	0	28	0
14.01.2020	42	0	42	0
15.01.2020	30	0	30	0
16.01.2020	42	0	42	0
17.01.2020	40	0	40	0
18.01.2020	40	0	40	0
19.01.2020	39	0	39	0
20.01.2020	42	0	42	0
21.01.2020	39	0	39	0
22.01.2020	41	0	41	0
23.01.2020	42	12	42	12
24.01.2020	35	12	35	12
25.01.2020	34	9	34	9
26.01.2020	33	10	33	10
27.01.2020	39	6	39	6
28.01.2020	37	12	37	12
29.01.2020	34	7	34	7
30.01.2020	34	9	34	9
31.01.2020	34	9	34	9
01.02.2020	34	9	34	9
02.02.2020	34	9	34	9
03.02.2020	34	9	34	9
04.02.2020	34	9	34	9
05.02.2020	34	9	34	9
06.02.2020	34	9	34	9
07.02.2020	34	9	34	9
08.02.2020	34	9	34	9

It shows the occupancy, activity, income, and ADR graphs for the selected time period.

ElektraWeb allows you to get forecasts based on every detail you enter on the reservation card.

You can see past and future occupancy information with a single button.

You can access all the statistical information about the agencies, income and accommodation all on one screen.

Reporting

Mango Hotels Consolidated Report

Occupancy Report 28.12.2019 - 12.01.2020

Property	Room Occupancy	Adult Occupancy
Mango Golf	459	989
Mango Beach	366	808
Mango Park	314	702
Mango City	275	651
Mango Boutique	273	590
Mango Suites	181	500
Mango Apart	106	281

Date	Mango Golf	Mango Beach	Mango Park	Mango City	Mango Boutique	Mango Suites	Mango Apart	Total
28.12	27	54	25	31	25	18	11	156
29.12	25	54	25	31	25	18	11	156
30.12	29	62	31	36	29	20	13	189
31.12	29	62	31	36	29	20	13	189
01.01	29	61	30	35	28	19	12	184

Daily Status Report - 17.12.2019

Room Analysis	Today	Tomorrow	Monthly	Yearly
Hotel Room Capacity	50	50	220	220
Rooms Occupied	60	58	107	107
R. Occupied - Block Rooms	39	38	86	86
R. Capacity (-) OOO Rooms	50	50	220	220
Available Rooms	-10	-8	115	115
Complimentary Rooms	0	0	0	0
House Use Rooms	0	0	0	0
Sold Room	60	58	107	107
Rooms Occupied (-) H/Use	60	58	107	107
Rooms Occupied (-) Comp	60	58	107	107
Day Use Rooms	0	0	2	2
Out Of Order Rooms	0	0	0	0
Out Of Service Rooms	0	0	0	0
Share Rooms	1	2	1	1
Individual Rooms Inhouse	21	18	56	56
Group Rooms Inhouse	39	40	51	51
Hotel Bed Capacity	110	110	330	330
Sold Adult	154	150	248	248
Complimentary Adult	0	0	0	0
House Use Adult	0	0	0	0
Inhouse Adult	116	113	210	210
Inhouse Child	14	11	25	25
Inhouse Baby	3	3	5	5
Total In-House Persons	130	124	235	235

Daily Mobility	Today	Tomorrow	Monthly	Yearly
Arrival Rooms	13	2	46	46
Arrival Persons	29	3	101	101
Arrival Adults	26	3	92	92
Arrival Child	3	0	9	9
Departure Rooms	2	3	7	7
Departure Persons	4	9	15	15

It provides all the financial and operational reports you need.

You can access many different graphs and analyses thanks to the parametric structure in the reports and the easy user interface.

Group hotels can access the occupancy and revenue analyses of all of their hotels in one screen in the consolidated reports.

► Sales & Marketing

Sales Projects

Project and Reservations Details | Date And Analysis | Banquet Revenue | Brief | Additional Prices

Project Details
 Project Name: **Talya Workshop** | Project Id: **2602** | Company Name: **TOYOTA**
 Country: **United Kingdom** | Sales Represent: **FB**
 Status: **DEFINITE** | Currency: **GBP** | Totalprice: **1,500.00** | Market: **Source**

Reservations Details
 Agency: **TALYA** | Start Date: **16/12/2019** | End Date: **19/12/2019**
 Board Type: **FB** | Rate Type: **Refundable** | Rate Code: **ONLINE** | Paymenttype: **Sold**

1 Tasks | 2 Offers | 3 Reservations | 4 Reservations Name List | 5 Banquets | **6 Sales Block** | 7 Folio Income

Add Blocks | Calc Blocks

B. Date	Room Type Name	Sng	Dbl	Trp	Room Unit	Single Sold	Double Sold	Tripl
16/12/2019	STD	7	12	3		0	1	
17/12/2019	STD	7	12	3		0	1	
18/12/2019	STD	7	12	3		0	2	

ElektraWeb

- Sales and Marketing
 - Sales Projects
 - Sales Blocks
 - Banquet Calendar
 - Banquet Agreements
 - Special Days
 - Digital Archive
 - Meeting Calendar
 - Meetings
 - Clients
 - Representatives
 - Banquet Menus
 - Quotes
 - Banquet Definitions
- Accounting
- POS
- Technical Service
- Security Service
- Food And Beverage

Meeting Calendar

Sales Representativ: Joanna, Katy, Michael

Company Name: **ANT**
 Project Name: **Ant Success Conference**
 Meeting Type: **Visit** | Meetingstart: **13/1/2020 08:44** | Meetingend: **13/1/2020 10:00**
 Description: **Details about the conference**

- You can monitor all your sales projects on a single screen.
- You can follow up corporate/company meetings, offers and contracts, collective reservations and banquet sales and make income analysis.

► Detailed Authorization and Logging

- By defining roles to users, you can easily limit their access to all screens and transaction authorities.
- Also using the logging feature, you can easily track all the changes made on the program by IP address and user basis.

User Definitions

Code: **bernard** | Password: ********* | E-mail: **b*****@gmail.com**
 Name: **Bernard** | Surname: **Snow** | GSM: **+44*******
 Role: **HotelOwner** | Company: **GM**
 Can Login From: **--:--** | Can Login To: **--:--** | Ip Address: **91.83.50.106:3698** | Position: **GM**

Role: **Sales and Marketing**

Log Records of HOTEL_RES #2739241

ColumnName	20-01-07 17:55 eda.yilmaz@...	2020-01-07 17:57 eda.yilmaz@...	2020-01-07 17:58 eda.yilmaz@...
date	20-01-07 17:55	2020-01-07 17:57	2020-01-07 17:58
update		Update	Update
update	eda.yilmaz@elektraweb.com	eda.yilmaz@elektraweb.com	eda.yilmaz@elektraweb.com
ip	93.60.106	91.93.60.106	91.93.60.106
ADULT			
BEDTYPEID	37		
BOARDTYPEID			
CHECKOUT			
CIN_MESSAGE			Pay by credit card
CONTACTEMAIL			
CONTACTPHONE			
COUT_MESSAGE			Invoice address check please
EXTRAREQ			French Bed
HOTELID	354	20854	20854
ID	39241	2739241	2739241

► CRM - Guest Relations

- All requests and complaints entered get included in the automatic task management.
- The expected completion time is determined according to the definition of the task, the department, the authority and the importance.
- The task appears on the screen of the relevant unit or mobile device. The person receiving the call starts by pressing the "start task" button and ends by pressing the "complete task" button.
- If the task is not scheduled and/or is not completed in the max time frame, the message is automatically sent to a higher authority.

Guest Card

🕒 ⏪ + 📄 🖨️ 🗑️ ⏩
✓ ✕

Guest Information	Address Info	Invoice Info	Guest Information	Additional Info
Name Rogers	Phone **+44*****		Blacklisting Reason	Vip Type VIP 2 Occupation
Last Name White	City		Problem Reason	Web University
Title Nationality United Kingdom	Email r*****@gmail.com		Vehicle Plate Repeat Count 1	Faculty Department
Gender** Marital status Male Single	Email2		Last Visit Checkin 14/12/2019	Marriage Date Spouse Name
Id Type Passport	Address**		<input type="checkbox"/> Blacklist <input type="checkbox"/> Problematic	Kid's Name Market
National Id No				
Passport number U*****5B				
Birth Date 12/2/1970				
Birth Place UNITED KINGDOM				
Fathers' Name				
Mothers' Name				

ID Information History Request/Complaint History

Res State	Room No	Agency	Check In	Check Out	Room Type	Board Type	Total Price	Currency	Rate Type	Vip
CheckOut	109	ONLINE	14/12/2019	16/12/2019	STD	RO	1,500	TRY	Refundable	
InHouse	104	ONLINE	14/12/2019	18/12/2019	SUIT	RO	3,700	TRY	Refundable	

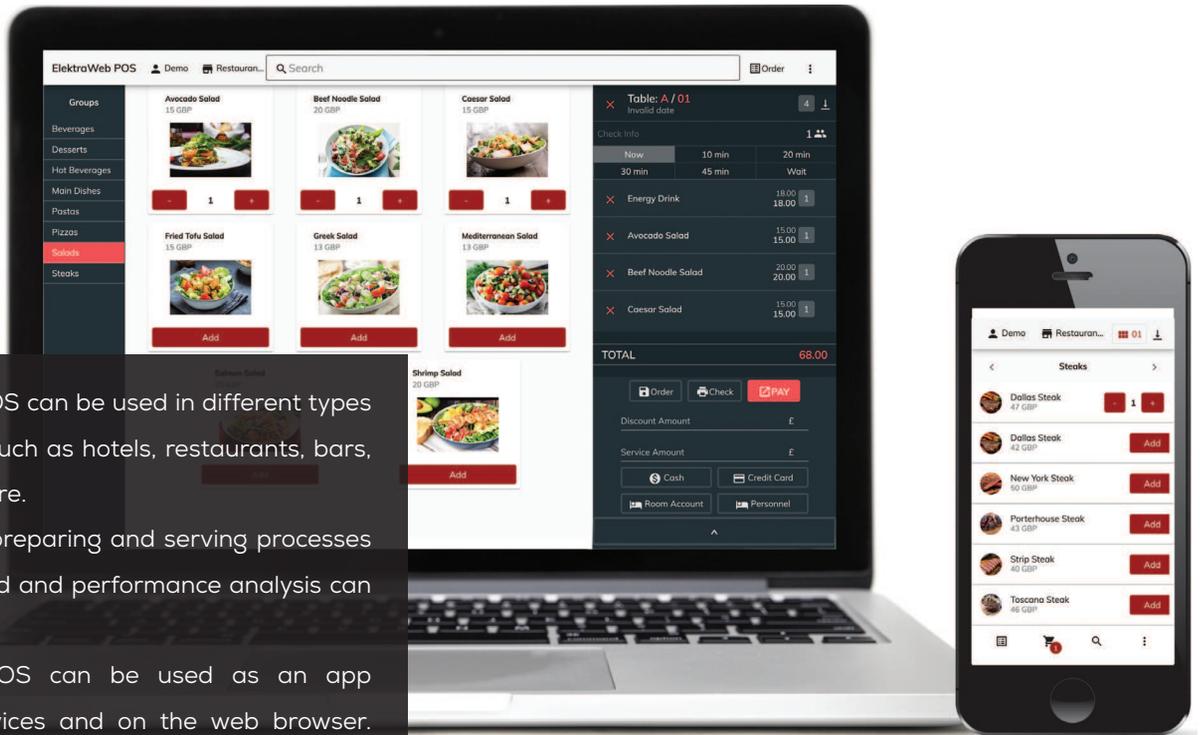
Total: 4

- The transactions related to the guests can also be tracked through the reservation card and, if requested, it automatically reminds you of these transactions during check-in, check-out, folio and invoicing.
- Operations like VIP, setup, and prepay control get defined both as a reminder and as a task in the relevant section.

The screenshot displays the ElektraWeb CRM interface with several overlapping windows:

- In-House List:** Shows a table with columns for Agency (ONLINE), Guests, Pricing, and Folio.
- Reservation Card:** Displays details for a reservation including Voucher No, Check-in (14/12/2019), Check-out (19/12/2019), Room Type (STD), Boardtype (RO), and Room (111).
- Request/Complaint:** Shows a new request for "A La Carte Reservations" with a "Front Desk Note".
- Task Management:** The primary window showing a task titled "A La Carte Reservations" for room 111. It includes fields for Description, Task Type (Request), Department (Guest Relations), Assigned to (David), and Importance (3). It also shows assigned and record users, expected and latest finish times, and checkboxes for Check-in, Check-Out, Folio, and Invoice. A "Create Task" button is at the bottom.

► ElektraWeb POS



- ElektraWeb POS can be used in different types of properties such as hotels, restaurants, bars, retails, and more.
- Order taking, preparing and serving processes can be followed and performance analysis can be done.
- ElektraWeb POS can be used as an app on mobile devices and on the web browser. Therefore, you can turn any kind of device into a mobile POS hand terminal and cash register. It provides digital menu and online ordering functions for the guests.

- When you give an order, it is automatically sent to the kitchen printers.
- You can take all orders at once but request the kitchen to prepare them at separate times.

► ElektraWeb Spa Manager

- ElektraWeb Spa Manager is developed for all institutions working on a membership basis such as spa centers, health centers, sport centers, clubs, and associations.

Member Information

Name: Kristen ID: 558191
 Surname: Jones Card No:
 Place of Birth: Manchester Date Of Birth: 10.1.1992
 Mobile: +447965894576
 Gender: Female Marital Status: Single
 Active: Active Nationality: United Kingdom
 E-Mail: kristenjones@yahoo.com

Transaction Date	Name Surname	Treatment	Start	Status	Package No	Employee
13/01/2020	Kristen Jones	Face Peeling Treatment	13/01/2020 13:...	Opsiyonlu		Katy
13/01/2020	Kristen Jones	Full Body Mud Wrap	13/01/2020 13:...	Opsiyonlu		Lisa
13/01/2020	Kristen Jones	Deluxe Collagen Treatment	13/01/2020 08:...	Opsiyonlu		Mary
10/01/2020	Kristen Jones	Hot Stone Massage	13/01/2020 11:00	Opsiyonlu		Anabella
10/01/2020	Kristen Jones	Deep Tissue	13/01/2020 09:...	Opsiyonlu		Mary
10/01/2020	Kristen Jones	Hot Stone Massage	13/01/2020 12:...	Opsiyonlu		Lisa
17/10/2019	Kristen Jones	Face Peeling Treatment	17/10/2019 14:00	Opsiyonlu		Katy

- Create member cards and record old transactions
- Make reservations based on therapists and treatment rooms
- Do package sales and track their usage
- Track employee commissions
- Detailed reports of treatments, memberships, and stock sales

► Booking Engine & Channel Manager

ElektraWeb

Status Prices Forecast Rack Room Calendar Quick Desk Reservation In-House Front Cash Booking POS Tasks EN

Price and Availability

Date: 5.1.2020 | 14 21 31 45 60 | Actions

Room / Date	05 Oca	06 Oca	07 Oca	08 Oca	09 Oca	10 Oca	11 Oca	12 Oca	13 Oca	14 Oca	15 Oca	16 Oca	17 Oca	18 Oca
Standard														
Rate	200	200	200	200	200	200	300	400	400	400	400			
Rooms to Sell	32	32	32	32	32	32	32	32	32	32	32	32	32	32
Stop Sell	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Deluxe Room														
Rate	400	400	400	400	400	400	600	800	800	800	800			
Rooms to Sell	20	20	20	20	20	20	20	20	20	20	20	20	20	20
Stop Sell	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Family Room														
Rate	600	600	600	600	600*	600*	900*	1,200*	1,200*	1,200*	1,200*			
Rooms to Sell	11	11	11	11	11	11	11	11	11	11	11	11	11	11
Stop Sell	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Total	61													

a few seconds ago |
 a few seconds ago |
 a few seconds ago |
 a few seconds ago |
 a few seconds ago
 a few seconds ago |
 a few seconds ago |
 a few seconds ago

- ElektraWeb has an integrated booking engine that can be used by guests and travel agents both on the web and on mobile. For group hotels and chains, central reservation system can be used as a booking engine.
- It also has a built-in channel manager that is connected to all major online travel agents such as Booking.com, Expedia, HotelBeds and HotelsPro.
- ElektraWeb channel manager does not only synchronize with online channels but also receives the reservations in the hotel. That is why it is much easier and more effective.
- It has two-way connection, that is, occupancy information and prices are sent to channels and reservations are received from them.

elektraweb

The Castle Hotel

GBP Login



The Castle Hotel
 St Pierre Park, Chepstow NP16 6YA, / London, England, United Kingdom
 thecastlehotel@easypms.com +44 20 3290 2712
 Max Child Age: 12 Max Adult: 6 Min Pay: 25%

Hotel is close to recreation area with shopping malls, restaurants, cafés and military museum ship. Scheduled free shuttle service to/from airport & different points in city, internet and free parking are available...

Checkin Date: 9/1/2020 Night: 6 Checkout Date: 15/1/2020 2

Standard
 Standard rooms have balcony and Courtyard rooms have a terrace facing to the atrium (swimming pool area). Daily car hire available.

RO Non-Refundable

Daily Prices

Date	Price (GBP)	Room Type
09/01/2020	127.43	10 Room
10/01/2020	127.43	10 Room
11/01/2020	191.15	10 Room
12/01/2020	254.87	10 Room
13/01/2020	254.87	10 Room
14/01/2020	254.87	10 Room

BB Non-Refundable

Daily Prices

1,210.00 GBP Amount Per Room

1,287.70 GBP Amount Per Room

Show other price options

Payment Processor

ElektraWeb has a built-in payment processor with PCI DSS certification. You can get secure online credit and debit card payments.

ElektraWeb supports different payment methods such as On-Site Payment + On-Site Deposit + Credit Card + Points.



► Rate Manager

- ▶ With ElektraWeb rate manager, you can analyze the prices of your competitors in all sales channels and determine the most optimum price to maximize your profit and occupancy.
- ▶ Early booking reservation discounts can be automatically calculated according to occupancy rate of the period.
- ▶ Automatic discount calculations can be formalized for daily reservations according to the time of the day. For example %10 decrease for every two hour after 16:00.

Rate Manager

Start date: 16/1/2020 End date: 26/1/2020 Submit

	16 Jan	17 Jan	18 Jan	19 Jan	20 Jan	21 Jan	22 Jan	23 Jan	24 Jan	25 Jan	26 Jan	27 Jan
The Castle Hotel	252.21	93.4	74.45	103.98	308.2	364.01	369.49	272.36	168.69	439.92	109.14	
Aloft London ...	269.77	83.64	75.39	94.24	98.95	367.54	-	-	364.01	194.37	109.56	
Lincoln Plaza ...	234.66	140.42	140.42	168.69	272.36	366.6	366.6	253.51	140.42	168.69	168.69	
Hampton By ...	-	75.1	69.09	69.09	89.12	219.29	439.92	-	304.21	109.14	75.1	
DoubleTree B...	-	74.45	74.45	83.88	83.88	279.37	404.53	369.49	-	182.57	83.88	
Minimum	234.66	74.45	69.09	69.09	83.88	219.29	366.6	253.51	140.42	109.14	75.1	
Maximum	269.77	140.42	140.42	168.69	272.36	367.54	439.92	369.49	364.01	194.37	168.69	
Average	252.21	93.4	89.84	103.98	136.08	308.2	403.68	311.5	269.55	163.69	109.31	
Recommended	233.66	73.45	68.09	68.09	82.88	218.29	365.6	252.51	139.42	108.14	74.1	
Our Price <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 233,66	<input checked="" type="checkbox"/> 73,45	<input checked="" type="checkbox"/> 68,09	<input checked="" type="checkbox"/> 68,09	<input checked="" type="checkbox"/> 82,88	<input checked="" type="checkbox"/> 218,29	<input checked="" type="checkbox"/> 365,6	<input checked="" type="checkbox"/> 252,51	<input checked="" type="checkbox"/> 139,42	<input checked="" type="checkbox"/> 108,14	<input checked="" type="checkbox"/> 74,1	<input checked="" type="checkbox"/>

Save

FEATURES and MODULES

- Reservation
- Check-In
- Check-Out
- Front Cash
- Folio
- Billing
- Currency Exchange
- Multi Currency
- Accounts Receivable
- Daily Dashboard
- Forecast Graphs
- Daily Prices and Availability
- Smart ID Reader
- Room Calendar
- Room Rack
- Room Share
- Room Change Plans
- Reservation Blocks
- Wakeup Calls
- CRM and Loyalty
- Guest Relations
- Housekeeping
- Lost and Found
- Task Management



www.elektraweb.com
info@elektraweb.com

- Night Audit
- Quick Desk
- Booking Engine
- Online Check-In
- Channel Management
- Rate Management
- Spa Management
- Point of Sale
- Paid Out Follow-ups
- Expense Follow-ups
- Multi Language
- SMS and Email Sender
- User Roles and Security
- Log Records History
- Emergency Backups
- Technical Service and Maintenance
- Contract Management
- Travel Agencies
- Sales Projects Management
- Banquet and Catering
- Promotion Management
- Competitor Analysis
- Document Archive
- Digital Archive
- Call Follow-ups

