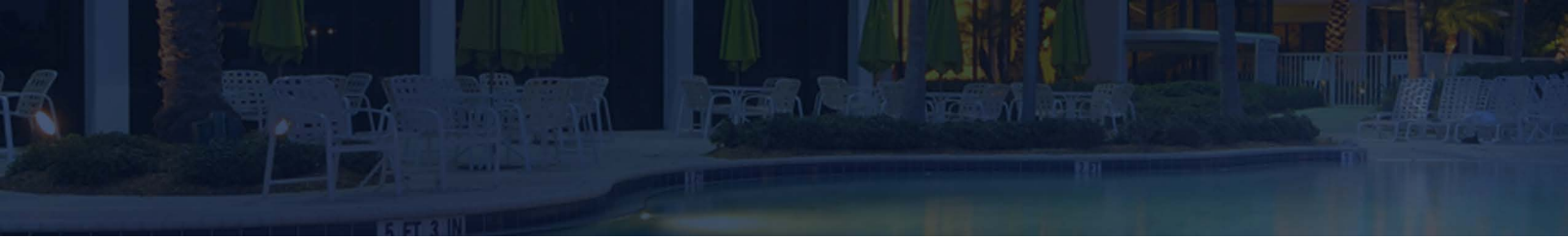# SMS
SPRINGER-MILLER
SYSTEMS

Release / Feature Guide

SMS|Host 2022r1

Description of features and functionality introduced in
SMS|Host 2022r1 and related modules.

Table of Contents

Trademark Information

Introduction

The SMS|Host 2022r1 Release / Feature Guide summarizes the new features and enhancements included in the 2022r1 release of SMS|Host, SMS|Host modules, SMS|Retail Point-of-Sale and related interfaces.

The release identifier is visible on the SMS|Host Login screen and can be seen alongside the software version number in the Help / About screen in SMS|Host. The identifier will help you and your staff recognize and communicate your software release when working with SMS Support representatives.
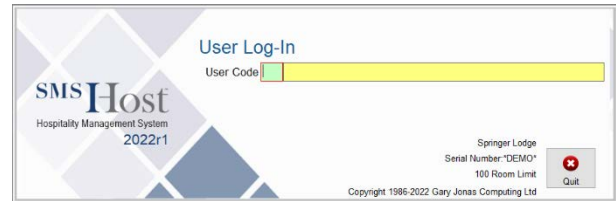
Supplemental Documentation

References to additional documentation are included and linked where appropriate throughout this guide. Additional release and functional documentation is available through the SMS|Host HelpSite and the SMS Customer Community.

The SMS|Host Help Site for 2022r1 can be accessed by selecting **Help** (in menus & toolbars) and by pressing your **F1** key while in SMS|Host, and is always available via this direct link: https://help.springermiller.com/host/2022r1

SMS|Host 2022r1 Release Highlights

The following is a summary of the some of the more substantial enhancements included in SMS|Host 2022r1. Additional information on these, as well as all other enhancements included in this release, are included in the body of this document below.

- Second Deposit Policies can now be calculated as the remaining balance
- Redesigned cancellation workflow for processing refunds, forfeits and credits
- Automatic posting of fees for late check-outs and early check-ins
- A fully redesigned Owner Contract for greater efficiency
- The ability to send batch and on-demand emails of Owner Statements and Work Order Invoices
- Actionable statement delivery preferences for City Ledger, Membership and Owner accounts
- Rapidly configure or change Housekeeping Service pricing by Unit Type
- View/Print functions for Teres POS Check line-item detail on folios
- Alert notification of housekeeping discrepancies
- Export options added for a selection of key SMS|Host reports

Standard SMS|Host Deployment Method

SMS|Host client-side execution of program files ("local deployment"), was introduced in SMS|Host v22.6. With the release of 2022r1, this will become the standard SMS|Host file execution method and will be automatically enabled as part of the update. For non-Terminal Services deployments, with local deployment in effect, SMS|Host program files and executables are copied down to each individual workstation/server to enable SMS|Host to call and execute core system programs on the local machine. Local deployment operates similarly to the Terminal Services publishing routine, with broader compatibility, and without the need to manually republish when system files are updated.

For details, see the SMS|Host Deployment Guide (SMS document # 1021090).

^{SMS}|Host System Enhancements

Night Audit

^{SMS}|Host 2022r1 continues to add functionality to support and streamline your night audit and end-of day processes.

The Night Audit Console, introduced in 2021r1, enables you to configure your night audit in advance of running it and can significantly simplify your night audit and end-of-day processes. Prior to running your night audit for the first time, you will go through a ^{SMS}|Host night audit setup process to configure your custom night audit. The setup process includes identifying and sequencing individual night audit tasks that will be performed during your audit. When fully configured, your night auditor will not need to launch maintenance tasks individually or make procedural decisions at run-time. For more on Night Audit Console functionality in 2022r1, see the *Night Audit Setup* topic in the Help Site.

Configurable Night Audit Tasks introduced in 2022r1

We will continue to roll out new, configurable tasks for you to integrate into your Night Audit processes through the Night Audit Console. The tasks added in the 2022r1 release are detailed below.

Find Out-of-Balance Conditions

Out-of-balance conditions can be caused by a variety of circumstances and typically indicate a data issue which may need to be corrected before the day is ended. This function can test for, and report, up to six different data issues resulting in out-of-balance conditions – enabling you to resolve them prior to ending the day. This task can be added to your night audit processes and configured through the Night Audit Console.

Recalculate Owner Values

The Recalculate Owner Values option recalculates and updates the folio balance fields displayed on the Owner Contract based on the transactions in the folio. This option is typically run from the Host Main Menu / Maintenance / Recalculate Owner Values. This task can be added to your night audit processes and configured through the Night Audit Console.

Enable local printer settings for Batch Report Printing during Night Audit

A new Miscellaneous Rates & Defaults setting in 2022r1 can be used to enable the local user's virtual printer settings to apply (print to notepad) when printing batch reports during the Night Audit process via the console.

Access the setting through Miscellaneous Rates & Defaults, menu path **F,L,K**.

During Night Audit, generate (P)DF or use (U)ser's virtual printer setting? __

- Specify "**P**" here (default setting) to print batch reports to PDF.
- Specify "**U**" here to enable the local user's virtual printer settings to apply and print, for example, to Notepad.

General Enhancements

Assistance for SMS|Host Users in the case of a failed login attempt

Should a staff member become locked out of ˢᴹˢ|Host due to multiple failed login attempts, it's helpful for them to know who on-property can help them resolve the issue and get logged in.

When an ˢᴹˢ|Host user has an unsuccessful login attempt or if their user code has been deactivated, a screen will display a list of staff members who have the clearance to reset their account and which of those individuals is currently logged into ˢᴹˢ|Host.

Set a default action for printing of Note and Name transactions

A new setting in ˢᴹˢ|Host enables you to set the default action for printing NOTE and/or NAME transactions on Guest Accounting folios.

The new configuration setting to control if NOTE and NAME transactions should print on Guest Accounting Folios is available through the character-based Miscellaneous Rates & Defaults screens, menu path **F, L, J, 5**.

City Ledger

Manage Statements for City Ledgers without the Membership Module

 Manage City Ledger Statements functionality can now be accessed directly from the Bookkeeping and Audit menu. You will no longer need to use the Membership module to access this functionality.

For properties without the Membership module, you can now manage the publication, printing and distribution of generated statement batches for your City Ledger accounts.
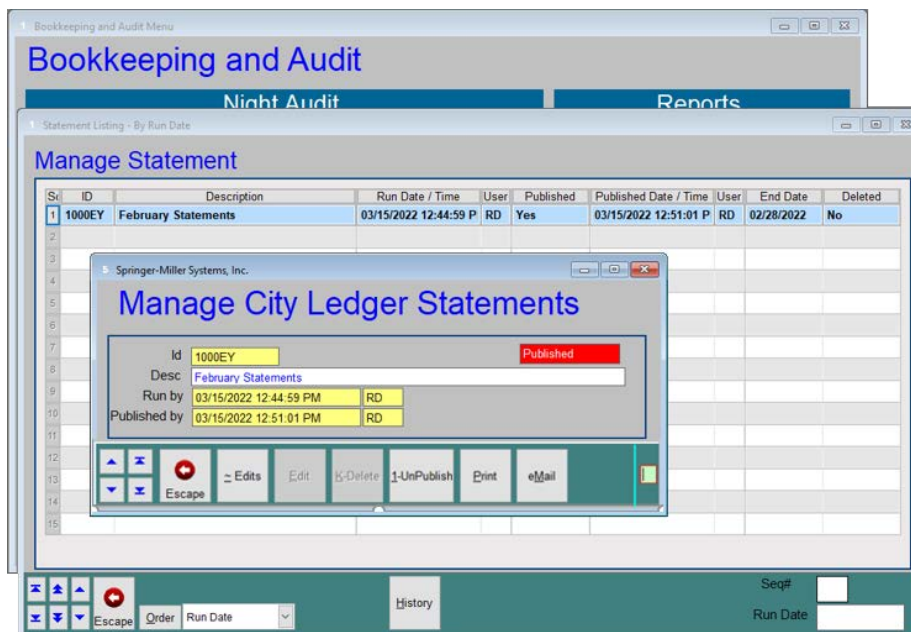
Once statements have been generated and saved as PDFs, distribution can be managed from a central location. After selecting a batch, you can choose to publish it after which it will be available to email to those accounts that have selected it as their delivery preference (see *Emailing Statement Batches* below).

Manage Delivery of Statements for Members and City Ledgers

The option to email archived Statements is now included on individual Membership and City Ledger accounts. Along with this enhancement is the option to email an entire batch from the Manage Statements screens.

Emailing Individual Statements

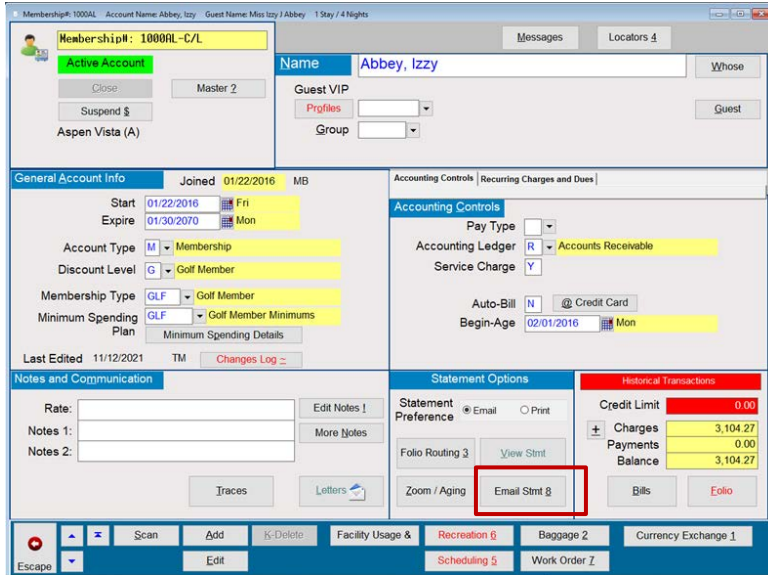Send individual statements via email directly from the Member or City Ledger.

- Select the **Email Statement** button to see a list of statements that are available for email (only statements that have been Published are available)
- Select one or more statements from the list
- Select the appropriate HTML letter template from the list
- Verify the email address on-file is correct or add a new email address

Note that the use of HTML templates is required.

Emailing Statement Batches

A new option to Email statements has been added to the following batch statement processes:

- Manage Membership
- Manage City Ledger Statements (newly added to the Bookkeeping and Audit menu)

When accessing the Manage Statements batch screen, a list of available batches is displayed.

- The batches are listed in reverse chronological order with the most recent batch listed at the top.
- The Email option is only available on published batches.

When a statement batch is selected from the list of available, published batches, a new option to **Email** is available.
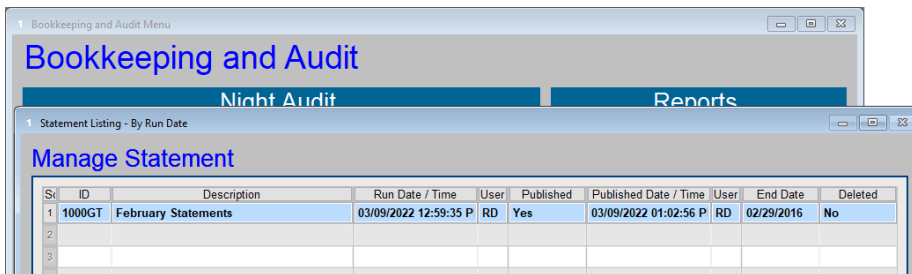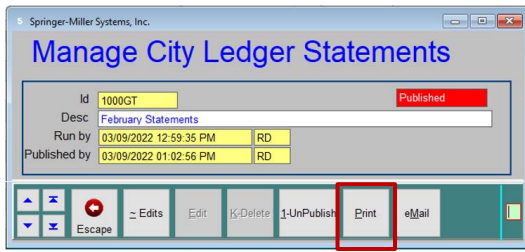
When selected, you are prompted to choose a letter template.
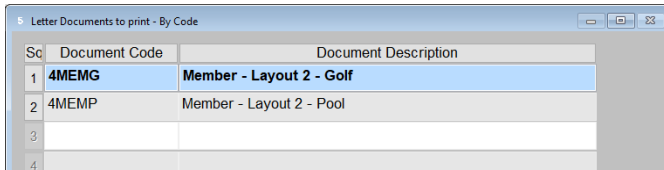
For Memberships and City Ledgers, only those accounts with the **Email** statement delivery option selected will be included in the Email Statement batch.

Note: There must be a valid email address attached to the Guest Tile. If there is more than one email address associated with the Guest Tile, the primary email will receive the statement.

Correspondence

Four-digit year in Correspondence date variables

An update to 2022r1 has been made such that all date values used in the ^{SMS}|Host Correspondence module are now stored in a ten-character format with a four-digit year: MM/DD/YYYY. Third-party email clients, Gmail for example, that look for this ten-character format will be able to display this date format without issue.

Correspondence Variables for Average Daily Rate and Average Daily Revenue

In order to more clearly distinguish between Average Daily Rate and Average Daily Revenue, a new correspondence variable has been created while the description for an existing one has been improved.

The difference between the Average Daily Rate (total Room Revenue divided by number of nights) and the Average Daily Revenue (total Room Revenue plus Extra Revenue divided by number of nights has not been obvious from the listing of Correspondence variables. To eliminate confusion, a new variable (LAVGRATE) has been added for Average Daily Rate while the description of that for Average Daily Revenue (LDAILY) has been updated.

Code	Description
LAVGRATE	AVERAGE DAILY RATE = TOTAL ROOM REVENUE / NUMBER OF NIGHTS
LDAILY	AVERGE DAILY REVENUE = ROOM + EXTRA REVENUE / NUMBER OF NIGHTS

They each automatically incorporate a "**$**" into the resultant value - so it should not be manually added when inserted into letters**.**

Front Office

Housekeeping Status filter on F6, F8 & F9

When filtering in the F6-Room Rack, F8-Tape Chart and F9-Available Unit lists, you now have the option to refine your search for rooms based on their current Housekeeping Status.

Configure Second Deposit equal to Remaining Balance

In Host 2022r1 you have the option to configure your second deposit due amount to be the difference between the reservation value and the first deposit amount (the remaining balance).

When adding a deposit policy that is configured as a Second Deposit, a new setting is displayed for Remaining Balance. This is a Yes/No option which, when set to Yes, disables the **Percentage**, **Amount**, **Nights** and **1st Night Only** fields.
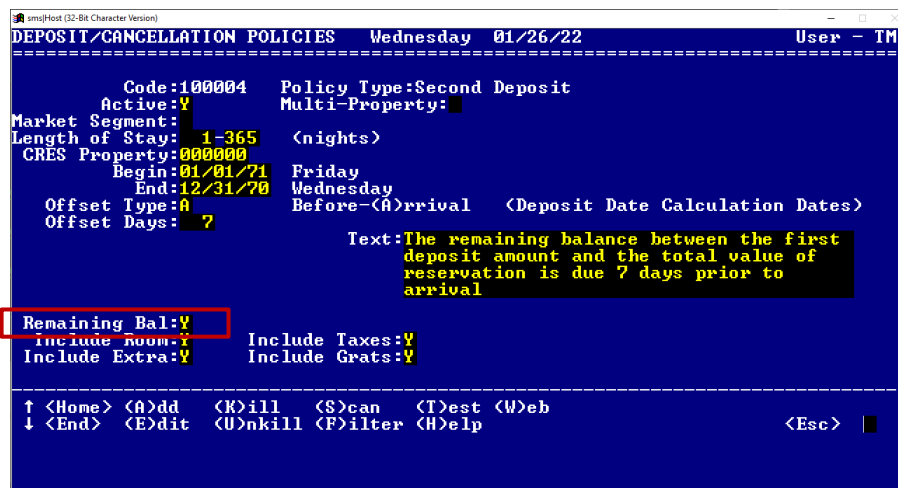
The reservation's second deposit is calculated as the difference between the **Total Reservation Value** field within the Value screen and the value of the **Deposit #1** field while also taking the following settings on the policy into consideration:

It is recommended that these settings be the same for both the first and second deposit policies, but it is not required.

Important to note:

- The "remaining" amount due strictly looks at the value of the reservation vs the value of the **Deposit #1** field and does not look at the folio balance or any postings. Meaning, if the total value of the reservation is $1,000 and the **Deposit #1** field is $350, then the **Deposit #2** amount field will reflect the difference, so $650. If, at the time of confirmation, you post $400, the **Deposit #2** field will still reflect $650 since we are only using the **Deposit #1** field compared to the reservation value to determine the remaining amount due.
- The second deposit amount can never be a negative value. If for any reason the result of the deposit calculation is a negative number, then the **Deposit #2** amount will be set to $0.00. This can happen if your Deposit #1 calculates at more than the value of the reservation.
- If you modify the amount of the **Deposit #1** field within special billing, selecting the **Change Deposits** button to recalculate the second deposit will update the Deposit #2 value.

In this example, the **Deposit #1** amount is $400 and the **Deposit #2** amount is $770.
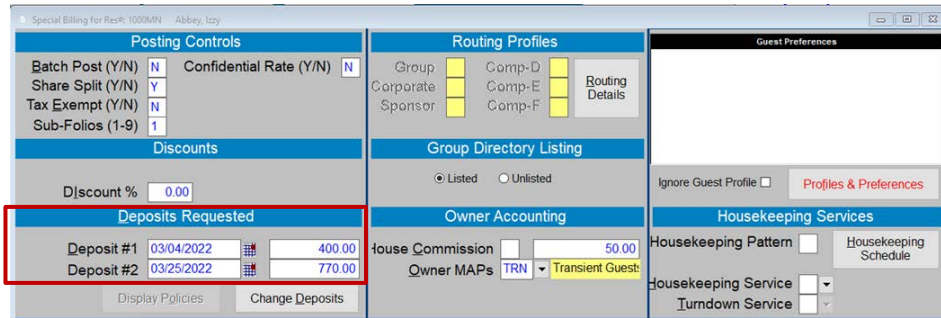
If we were to change the **Deposit #1** amount to $500 and then recalculate the second deposit, it would update appropriately. Select **Change Deposits, Recalculate, 2nd** and ^{SMS}|Host will recalculate the **Deposit #2** amount.

Cancellations

A new streamlined process for managing cancellations is available in 2022r1. This new process will enable your staff to quickly cancel reservations, resort scheduling spa bookings, class bookings, golf tee times, dining, and vendor activities from a single screen while providing the option to process credit card refunds, post forfeitures, and credits to reservations all from a single screen.

Cancellation policies are automatically applied so you can easily view how much of a refund the guest is due as well as how much of their deposit they will forfeit. As part of this enhancement, you can post refunds directly to the credit card on file instead of being required to process refunds manually, making the process of canceling reservations and their associated bookings quick and easy.
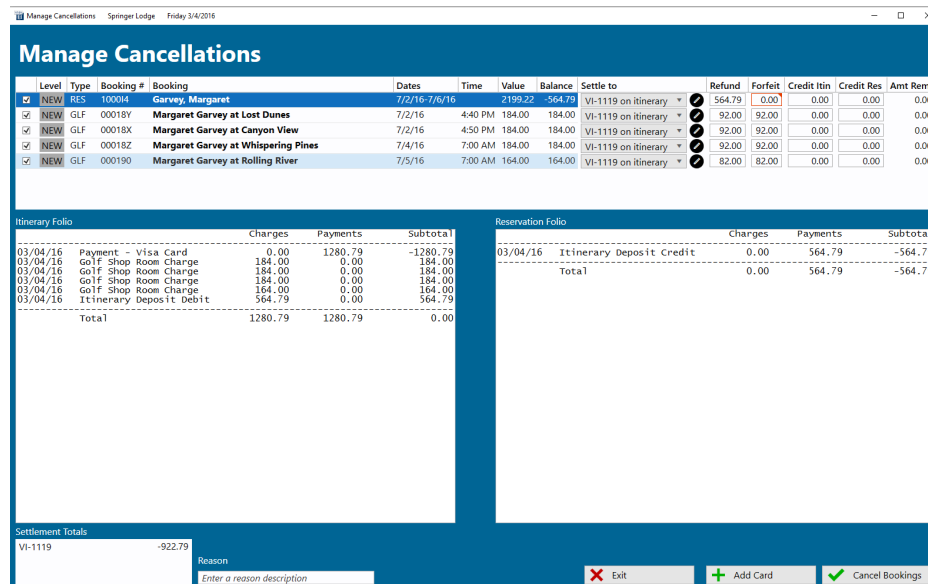
For details on this functionality, refer to the 2022r1 Help Site topic: Enabling the Manage Cancellations Screen.

View and print Teres POS check line-item detail on folios

Room charges from Springer-Miller Systems Teres Point of Sale includes a tree view which expands to display the taxes and gratuities associated with each item on the POS check. The tree view is accessed by selecting the **Zoom** button for the POS transaction on the guest's folio.
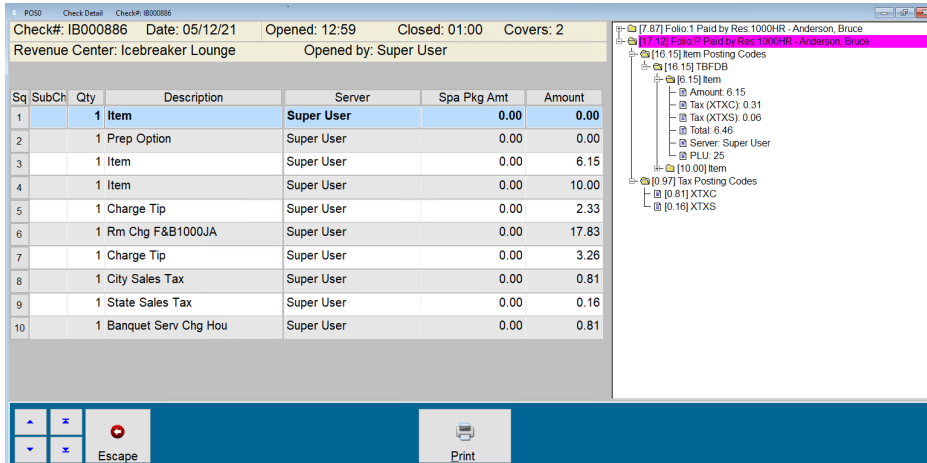
Point-of-sale check detail can be included on the guest's printed folio. Select **YPOS Item Detail** from the **Include POS Detail** dropdown menu. The folio options are accessible from a reservation's Folios, Print Options button.

Email a copy of a guest's Digital Registration Form

If you are currently using Digital Registration (with the Topaz signature pad) or Digital Reception for ^{SMS}|Host on iOS or Android, you can now provide an option to your guests to have a copy of their completed digital registration card sent directly via email. A Correspondence letter template must be created for sending the registration card image. Define the template with a Letter Type of **R-Reservation**, and select the **Send via Email** checkbox. See the Help Site for more on Creating Letter Templates.
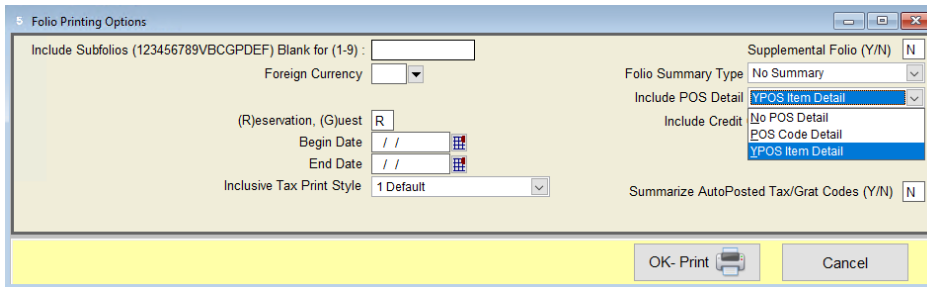
Note: If you are not currently using the ^{SMS}|Host Digital Reception solution, and are interested in doing so, see the Digital Reception DataSheet and contact your Springer-Miller Systems Account Manager for more information.

A button to email the PDF has been added to the archived document list in Digital Reception (accessed by selecting the **Reg Card 1** button on the Reservation Tile). Highlight the registration record to email and select the **Email PDF** button.

A list of email addresses associated with the guest is displayed. In the dropdown, select the email address that this copy of the registration will be sent to. Preview the email first by selecting the **Preview & Send** button or select the **Send Now** button to send without a preview.

Electronic Room Keys

The Room Key screen has been redesigned. Buttons have been renamed to be more descriptive and screen layout improved. Keyboard shortcuts have been preserved and will work as they have in previous releases.

Additional logging has been added for all electronic key requests and previous key requests are presented in the Room Key form as shown below.
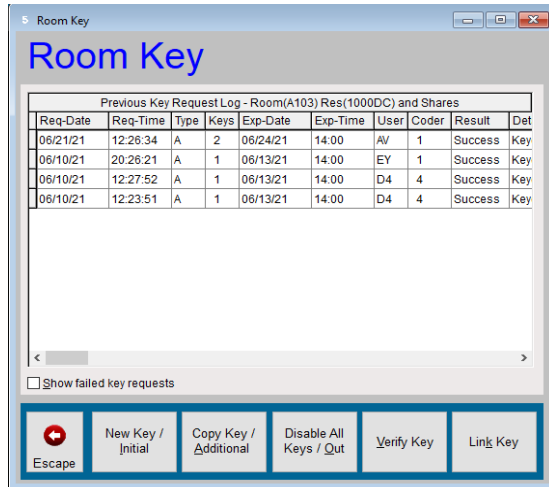
Automate posting of reservations-related fees with booking rules

Automate fee postings for late arrivals, early check-ins, early departures, or late check-outs. Fees can be configured as flat amounts or as a percentage of a night's value as well as adhering to time-of-day rules.

Booking rules are configured through the SMS|Host menu options; **Configuration**, **Reservation Late Fee Setting**.

The **Reservation Penalty Fees** form is where you will configure your business rules. The **Setup Codes +** button (highlighted below) is used to toggle between the transaction code setup form and the definition of the business rules.

Note: Transaction codes for this purpose will need to be configured via SMS|Host menus **Configuration, Guest Codes** prior to the configuration of your reservation penalty fees.

Begin by selecting the Transaction Code for each fee to be defined:
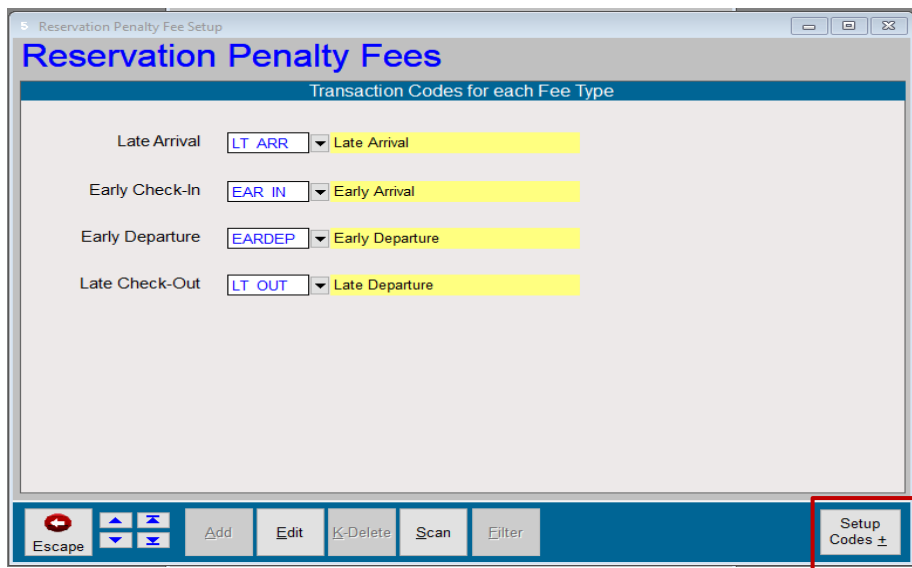
Once your transaction codes have been defined, select the **Setup Codes +** button to access configuration of the rules. New booking rules can be configured by selecting **Add** and choosing from the four options shown below.
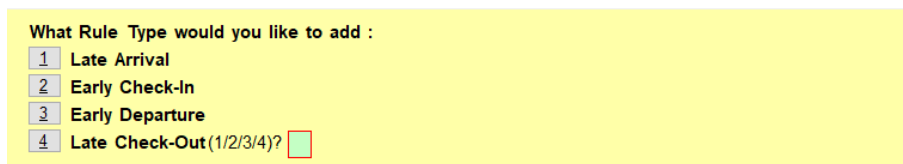
Start Date, **End Date**, as well as the **Active** check-box determine when to apply fees.

Business rules vary by type of fee and can be configured to reflect your organization's policies.

Early Arrival

Policy - Business Rule
Fee applies to early check-ins prior to **09:00** ◉ AM ○ PM

Early Departure

Policy - Business Rule
Fee applies to reservations checked out after **12:00** ○ AM ◉ PM   and marked as "Early Departure"

Late Arrival

Policy - Business Rule
Fee applies if the arrival date is edited after **11:30** ○ AM ◉ PM   **0** nights or less before the original arrival date

Late Departure

Policy - Business Rule
Fee applies to late check-outs after **01:00** ○ AM ◉ PM

Fees can be configured as a flat rate or calculated as a percentage of certain nights based on the nature of the rule.

Flat Fee

Fee Calculation
Flat Fee ◉   Amount   **50.00**
% of First Night ○
☑ Allow User to Override Amount

Early or Late Arrival

Fee Calculation
Flat Fee ○
% of First Night ◉   **25** %
☐ Include Room Charges Only   ☑ Allow User to Override Amount
☐ Calculate rate based on single-occupancy
☐ Include Accommodation Tax

Early or Late Departure

Fee Calculation
Flat Fee ○
% of First Night ○   **50** %
% of Last Night ○
% of Departure Night ◉   ☑ Include Room Charges Only   ☑ Allow User to Override Amount
☐ Calculate rate based on single-occupancy
☑ Include Accommodation Tax

Owner Management

Redesigned Owner Contract Screens

The Owner Contract has been redesigned making it more intuitive and easier to train.

Features that are not enabled at your property will no longer be displayed so that you will not have to work around them. For properties that use our Owner Activity functionality, there will be additional tabs and buttons providing the features with which you are familiar while those that are not configured for it will not have those on their screen.

Related fields have been placed into labeled sections and buttons, previously located on the button-bar at the bottom of the screen, have been embedded into the sections where they apply. The number of tabs has been reduced from ten to four for most properties though the actual number will depend on your ^{SMS}|Host system configuration.

For more on enhancements to the Owner Contract see, SMS Doc # 1021110, Redesigned Owner Contract Screens.

Manage Delivery of Statements for Owners

Options to email archived Statements or Invoices is now included on individual Owner Contracts. Along with this enhancement is the option to email an entire batch from the Manage Statements screens for Owners and Owner Work Order Invoices.

Emailing Individual Statements and Invoices

Send individual statements via email directly from the Owner Contract.

- Select the **Email Statement** or **Email Work Order Invoices** button to see a list of statements or invoices that are available for email (only statements or invoices that have been Published are available)
- Select one or more statements or invoices from the list
- Select the appropriate HTML letter template from the list
- Verify the email address on-file is correct or add a new email address

Note: Statement delivery preferences can also be identified for each Owner/Co-Owner that is flagged to receive Statements and Invoices. Options include Printed mail, Email w/an attachment or an Email notification when the documents become available in the WorldNXT Owner Portal.

Letter Template Configuration

The ability to email statements and invoices requires that a letter template using HTML be configured. There are four new HTML letter templates available to you with your 2022r1 update. These templates can be found in the `Hostplus\Letters` folder. There are two for Owner statements and two for Owner Work Order Invoices.

The HTML templates are generic and will need to be modified with your specific property information including, but not limited to colors, images, property name, address and contact information. You can create your own HTML file or, if you have an existing HTML template, you can use that. See the ^{SMS}|Host Help Site for more on Creating Letter Templates.

The templates identified below are available for your use.

Letter Template	Description
4OWNnoPortal.HTML	Owner Statement for properties that do not use the WorldNXT Owner Portal
4OWNwithPortal.HTML	Owner Statement for properties that do use the WorldNXT Owner Portal
4WOnoPortal.HTML	Work Order Invoice for properties that do not use the WorldNXT Owner Portal
4WOwithPortal.HTML	Work Order Invoice for properties that do use the WorldNXT Owner Portal

Emailing Statement and Invoice Batches

A new option to email statements has been added to the following batch statement processes:

- Manage Owner Statements
- Manage Owner Work Order Invoices

When accessing the Manage Statements batch screen, a list of available batches is displayed.

- The batches are listed in reverse chronological order with the most recent batch listed at the top.
- The email option is only available on published batches.

When a statement or invoice batch is selected from the list of available, published batches, a new option to **Email** is available.
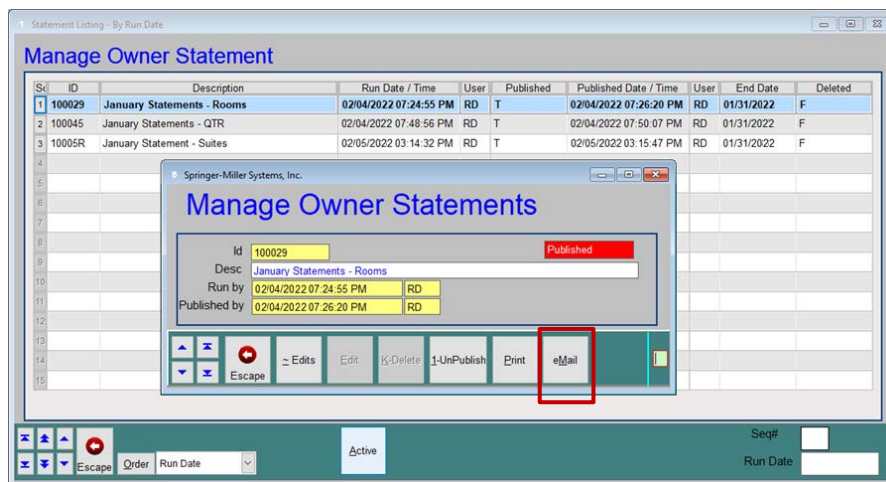
When selected, you are prompted to choose a letter template.
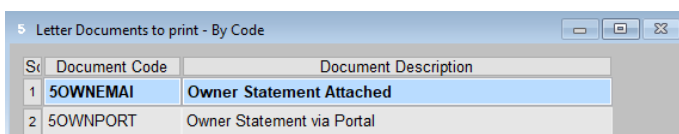
If you employ the WorldNXT Owner's portal, you will be prompted to select Owners with an Email preference, Portal notification preference or both.

When choosing to **Print**, a new option is available to (O)nly print statements for those Owners with a Print preference or for whom one has not yet been selected.

Housekeeping

Configure/change housekeeping service pricing by unit type

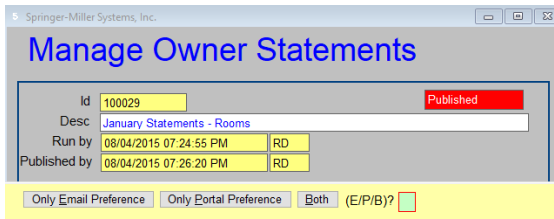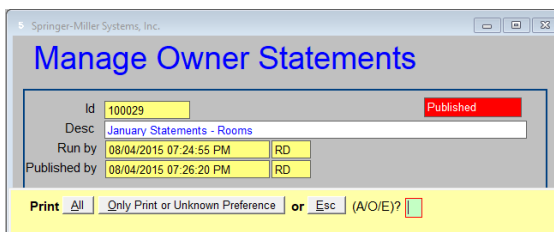Properties that use the Housekeeping Values configured on each Unit Number to post Service charges to Owners and/or Guests can now copy those values across all rooms of a Unit Type or a set of Types. This **(C)opy** function from a Value screen will turn updating prices into a very quick process.

From the character-based ^{SMS}|Host main menu, select **F – Setup and Installation**, **B – Units and Owners**, **U – Regular Units**. The **Copy** command is available through the **Housekeeping Values** screen.

Alert event for discrepant rooms

A new Alert event and Alert variable can be used to provide notification when a room becomes discrepant. The event can be configured so when a change in the status of a room causes a discrepancy, the Alert will be issued.

207BA room is considered discrepant when it is either occupied and the housekeeping status code indicates it is vacant, or if the room is vacant and the status code indicates it is occupied. The new Alert event has been created to help front desk and/or housekeeping staff quickly identify and resolve discrepancies.

With this enhancement, as soon as a room becomes discrepant an Alert can be automatically triggered to notify any staff who need to be aware. For more information and instruction on how to configure this alert, see the Houskeeeping Discrepant Room Alert topic in the Help Site.

Log Housekeeper activity while streamlining postings for Services

In 2022r1, we've simplified the process for capturing Housekeeping Activity and posting for Services and are now logging when it is done.

The previously named **Post** button has been relabeled **CaPture**, and the three prompts previously presented during the process have been replaced with a single prompt.
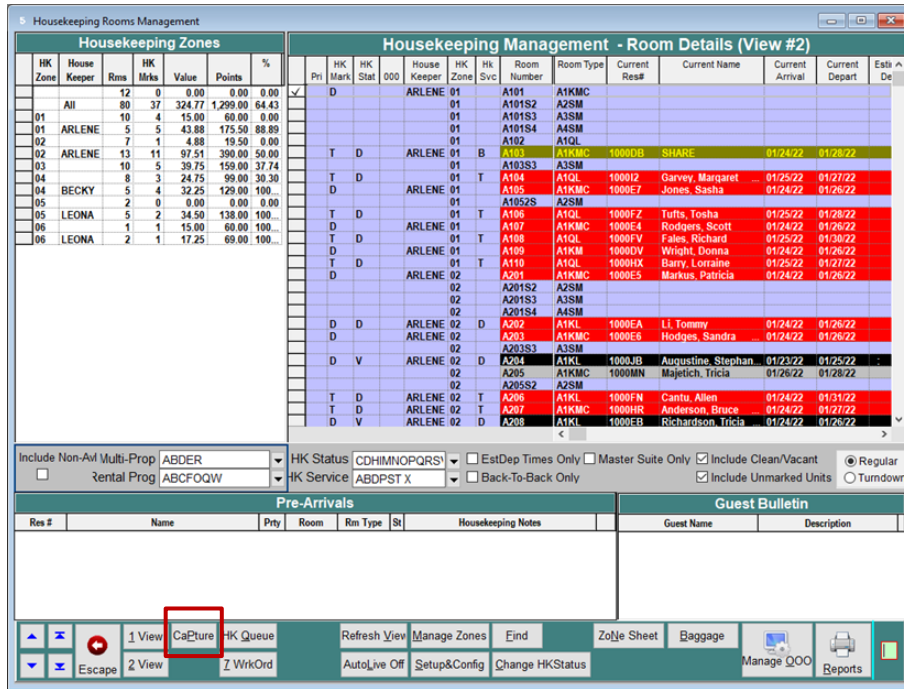
Selecting the **CaPture** button in 2022r1, the following prompt displays:

> *This option will record any configured charges and capture Housekeeper activity for the day. Do you wish to continue (Y/N)?*
> - If **Y**es, SMS|Host launches the current posting process where Housekeeper's Points and Values are recorded along with posting Owner and/or Guest transactions, if so configured.
> - If **N**o, SMS|Host halts the process and returns to the Housekeeping Console.

Logged activity, including the date and time the capture process was started and completed, the User Code of the person who ran it and the IP address of the computer from which it was performed, can be viewed in the System Maintenance Log (**Ctrl-F3**, **System Maintenance Log**).

Reservations

Set Default Action for Folio Printing at Checkout

In 2022r1, you can set the default for the **Print Folio Y/N** option during checkout. The default setting can be defined through Miscellaneous Rates & Defaults, menu path: **F-L-B-3**.

> **Default Rapid Checkout to: Email Folio (Y/N)? N   Print Folio (Y/N)? N**

The settings above will cause the **Rapid Check Out** screen to appear (by default) as shown below.
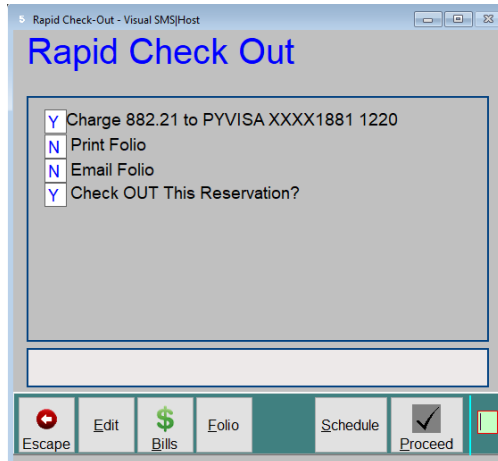
Travel Agents

Display current balance on Travel Agency account

A standard display of a Travel Agency account's current balance has been added to the lower right-hand corner of each Travel Agency's account display allowing the user to quickly see if there is a balance on the account and a re-balance function has been added.
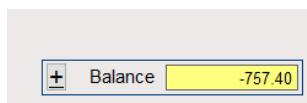
<u>Note</u>: The configuration setting in ^{SMS}|Host character-based menu path **F-L-P**, "**Do you want agency postings consolidated at check-out?**" affects the amount calculated as indicated below.

- If this setting is "**No**", the system posts commission nightly with the system date.
- If this setting is set to "**Yes**", AGTCOM commission postings are posted to the account during the guest's stay. Once the guest checks out, the system will delete all the daily detail postings and replace them with one consolidated AGTCOM transaction with the reservation's check-out date. The balance displayed on the Travel Agent folio <u>does not</u> include these postings until the guest checks out.

Reporting

Filter HK Weekly Forecast to exclude unavailable units

In ^{SMS}|Host 2022r1 the *Weekly Housekeeping Forecast* report (**R-R-1-F-8**) has been modified so you may either include, or exclude, non-available rooms from the report. As part of this enhancement, we standardized the verbiage of this prompt for consistency across several other reports including the *Main Housekeeping Report* (**R-R-1-F-1**), *Housekeeping Status Report* (**R-R-1-F-3**) and the *Hyatt EBS Export* (**R-R-X-R-B**).

Option to export selected reports to .CSV file format

In 2022r1 we have added the option to export several transactional and statistical reports to a .CSV file. As part of this enhancement, we are not only creating the .CSV file, but also generating a text file listing the parameters used to perform the export for visual reports. When you choose to export, you also have the option to select the folder where you would like the file stored. The default is **\hostplus\export**, but you can change this prior to saving the parameters.

- Enhanced Transaction Analysis (R-R-2-V-E)
- Enhanced Owner Transaction Analysis (R-R-3-C-E)
- Enhanced Travel Agency Trans Analysis (R-R-3-S-E)
- Management Summary Report (R-R-4-E-R)
- Rate/Package Production Report (R-R-4-P-R)
- Reservation Preview Report (R-R-4-C-P)
- Rooms on Books Report (R-R-4-C-R)
- Daily Market Report (R-R-4-M-4)

- Top Production Report (all options) (R-R-4-P-T)
- Reservation Analysis (R-R-4-K-1)
- Guest Inquiry Analysis (R-R-4-K-2)
- Reservation Source Listing (R-R-4-K-3)
- Geographical Analysis (R-R-4-K-4)
- Area of Dominant Influence Report (R-R-4-K-6)
- Vendor Transaction Analysis (R-R-7-U-T)

<u>Note</u>: When opening CSV exports from ^{SMS}|Host in MS Excel, we recommend that you <u>import</u> the CSV rather than double-click to directly open it. Importing the CSV ensures format compatibility with Excel.

To import the CSV, open Excel and the open a blank Worksheet. Select **Data** from the top menu, select **Get Data**, then select **From File**, and **Text/CSV**, then browse and open the CSV file.

New Owner Rotation Value report available

A report is now available listing both the current and future unit usage rotation values. The new ROT_VAL.rrw template is available in your **\hostplus\reports\host_rpt** directory. Copy the report to **\hostplus\reports\user_rpt** to make it available in your ^{SMS}|Host system.

<u>Note</u>: Be sure to retain the original name of this report when copying. This report is connected to data sources in ^{SMS}|Host that rely on the filename and if changed will not function properly in ^{SMS}|Host.

Utilities

Makedemo

In previous versions of the makedemo routine, all email addresses in the system were converted to a generic demo@demo.demo address, to ensure data privacy and to prevent emails being sent to guests unintentionally while using the demo system. In ^{SMS}|Host 2022r1, the makedemo routine has been enhanced to convert email addresses to a new format: demo-ID@demo.demo, where "ID" is the account number that the email address is attached to (guest, travel agent, owner etc). This change has been made to provide users with the ability to perform more realistic lookups, searches and de-duping based on email address in their demo systems - something that wasn't possible before when every email address was identical.

See <u>Create a ^{SMS}|Host and ^{SMS}|Retail POS Demo System and Update it to 2022r1</u> for details on making a 2022r1 demo.

^{SMS}|Host Interfaces

New Secure Data Extract (SDE) Exports are Available

Springer-Miller Systems' Secure Data Extract (SDE) provides a framework to support automated, schedulable, one-way data exports from the ^{SMS}|Host PMS to complimentary hospitality systems.

Acting as a protective gateway to your system, the SDE facilitates rapid, reliable and more frequent access to the data that hospitality product vendors need in order to provide services to you and your guests. Utilizing a custom profile for each vendor, the SDE targets the databases they require and tracks all changes compressing, encrypting and transporting them automatically via a secure channel on a scheduled basis.

By employing Springer-Miller's SDE, you may gain the following benefits:

- **Security**: increase security through the elimination of direct and uncontrolled external access to ^{SMS}|Host
- **Protection**: sensitive data are removed prior to export while encryption in transmission complies with data privacy requirements
- **Reliability**: consistent and dependable delivery of data
- **Automation**: fully autonomous processing means no manual intervention
- **Speed**: much smaller data feeds result in much shorter transmission periods
- **Frequency**: smaller extracts create the potential for greater frequency of exports
- **Economy**: the SDE supports multiple vendor exports from a single process
- **Performance Safeguard**: reliance on a sanctioned export protects against unintended performance degradation

SDE Exports are now available for installation with the following vendors:

- **Inntopia** – Business Intelligence/Marketing Cloud
- **NAVIS** – Marketing
- **Ascent360** – Customer Experience Management
- **Zingle** – Text Messaging
- **Key Data Dashboard** – Business Intelligence
- **Akia** – Text Messaging
- **Revinate** – Marketing
- **HAPI Cloud** – Business Intelligence
- **Guestfolio** – Customer Relationship Management
- ✓ **eConnectivity/eInsight** – Customer Relationship Management
- ✓ **Revintel** – Business Intelligence
- ✓ **Datavision** – Business Intelligence
- ✓ **Qualitelis (**for *Relais et Chateaux***)** – Guest Relations
- ✓ **IN_Gauge** – Business Intelligence

<u>Note</u>: Interfaces validated since the last release and being introduced with ^{SMS}|Host 2022r1 are prefaced with a checkmark symbol above.

SMS|Host Mobile Applications

Springer-Miller Systems provides mobile applications to enhance the usability of SMS|Host in your organization.

SMS|Host Anywhere, Mobile App for AppleTM iOS® and AndroidTM

Empower your team to provide exceptional service from anywhere, at any time, with SMS|Host Anywhere.

The SMS|Host Anywhere staff-facing mobile application is fully integrated and synced in real-time with SMS|Host. The application is easy to use and provides core SMS|Host functionality while untethered to a desktop workstation.

- Check Guests In-and-Out with a Few Simple Taps
- Process Electronic Payments with Swipes or Card on File
- Use Filters to find Guests, Reservation & Rooms
- Easily Modify Guest Contact or Reservation Details
- View, Print and Email a Guest Folio from Anywhere
- Integrate Digital Registration Process
- View and Update Guest Messages, Notes & Traces
- Up-Sell and Upgrade Guestrooms

See more: SMS|Host Anywhere resources on the SMS Website

World NXT

The World NXT Online Booking Platform supports the four applications and functionality detailed below.

World NXT Mobile Guest

Streamline your operations and enable your guest to bypass a line at the front desk. The World NXT mobile app and digital key can provide your organization with a customized mobile application to help you increase guest engagement and customer retention. The mobile app provides mobile check-in/check-out, keyless entry, special amenity request, customized alerts and more.

World NXT Group Portal

The World NXT Group Portal is the latest addition to the World NXT platform. The Group Portal provides online access to Group Contacts that are hosting events at your property, enabling them to view and export a rooming list to Excel, monitor their group's block and pick-up, access group specific documents and more.

World NXT Owners Portal

The World NXT Owners Portal is directly integrated with the SMS|Host Property Management System. The portal provides owners transparency into their investment through the ability to monitor usage of their unit, to view Rental Program Statements & Work Order Invoices and to make their own reservations directly through the portal.

World NXT Lodging Booking Engine

The World NXT Lodging Booking Engine leverages Springer-Miller System's proprietary web services technology, SMS|Diplomat, to pull rates, availability, inventory, and restrictions in real-time. Embedded directly into a property's website, the World NXT Lodging Booking Engine features a flexible CSS-based layout, enabling the customer journey to be fully realized within your brand. The Booking Engine also provides leverage suggestive and comparative selling tools to engage your audience and boost your revenue.

See more on each of these apps: World NXT on the SMS Website