

Front Office System – ICS2000™

ICS2000™ is a comprehensive property management system
that provides a wide variety
of intelligent features
and interfacing capabilities
designed to meet your needs.

Please review the details provided below and let one of our
Front Office specialists
answer your specific questions.

We will also be happy to
provide you with a
list of reference customers.

Email: sales@innsourcesolutions.com

Sales Office: 1-888-655-0888

System Configuration

At Inn Control we recognize that every one of our clients is unique. The System Configuration area enables our clients to customize the ICS2000 Software to work in concert with your operational needs. All systems are initially pre-configured based on your unique property profile. After installation properties may change their configuration as needed through the ICS2000 Setup Program. ([details](#))

Function Keys

ICS2000 Property Management Software is extremely flexible. 'Function Keys' permit users to access and perform multiple functions over an existing task. For example you may be in the process of modifying a guest's reservation when another guest arrives to check-in. ICS offers you the flexibility of keeping your current task on the screen while you open new task, once (the) new task is complete ICS2000 returns you to your (previous) task.

Inventory

Like all Reservation Software ICS2000 enables you to manage your guest room inventory. However, unlike most other software solutions ICS2000 offers you the ability to manage inventory ranging from Cot & Crib to Non-Statistical Inventory. Non-Statistical Inventory can be

utilized for managing various 'reservation(s) in-advance inventories' such as Camping and RV Sites, Moorage and Parking Lots. ([details](#))

Reservation and Packages

The ICS Reservation and Package modules are very robust, offering your staff the tools and flexibility they need to accomplish their daily tasks. Inn Control Systems has a great reputation for incorporating our clients' suggestions such as automatic guest history search, ability to flag a reservation as 'Do Not Move', adding unlimited seasons to single package and also incorporating day of the week surcharges for individual package components. ([details](#))

Group / Tour Reservations

Whether you are booking a Convention, School Group, Motor Coach or Tour Wholesaler F.I.T. Block, the ICS2000 Group Module has an abundance of great features that make booking any kind of group effortless. This includes the ability to quickly copy group reservations, which is a very handy feature when you have multiple tour series to enter. Our features often save our customers hours of data input and always insure data integrity. A further ICS Group Module feature permits you to flag a group booking as "Rooming List Only", so your reservation department is immediately aware that they should not accept a direct booking. In addition you will find our understanding of 'Group Sales' has enabled us to incorporate a variety of intuitive features to assist you in managing your group inventory. ([details](#))

Front Desk

The primary function of any Desk Clerk is to check guests in and out; however the efficiency of this process is to some extent controlled by the Property Management System. Too often the design of other Property Management Systems are known to hinder the check-in or checkout process. The efficiency of guest arrival and departure is extremely important since these actions are often the first and last impressions a guest will have of your property. But the ICS 2000 Front Desk Module has many other tools that assist the Front Desk Staff in completing their duties quickly and efficiently. ([details](#))

Night Audit & Revenue Report Management

The ICS Night Audit is simple, straightforward and fast. After verifying the accuracy of data the Auditor simply selects the 'End of Day' function; with this single setup the ICS Software will automatically complete the close of business and setup the system for the next day. The software enables our clients to preset what reports they wish automatically printed, the remaining reports are stored in the system for instant access.

The Revenue Management Module enables properties with multiple revenue centers to consolidate daily sales into the ICS2000 Property Management System. Rather than looking at multiple reports management need only look as far as ICS2000 to get all the daily, month to date, year to date and previous year comparison data. ([details](#))

History

At Inn Control Systems we have always been crucially aware of the value of historical information. For this reason we have not just one but five pre-configured history data sections. Whether you are looking for old folios, guest, group, company or travel agent history, ICS2000 Property Management System gives you easy and reliable access to the information you require. ([details](#))

Reports

The Reporting Module is one of the most important modules in any Property Management System. The ability to quickly, accurately and concisely produce the required information is a must for any property. At Inn Control Systems we recognize that the majority of our clients do not have the time to design custom reports so over the years we have created a report module of over a hundred useful reports. Additionally, your Sales and Marketing personnel can use the 'History Search' reporting tool to conduct database queries to create targeted marketing campaigns to past guest, group, travel agent or corporate accounts. ICS2000 can display the results in a report format or create direct mail letters, labels or write a file that could be further analyzed using Word, Excel, Lotus, or Microsoft Access. In an effort to reduce paper almost all ICS2000 Reports can be previewed on screen prior to printing. ([details](#))

Travel Agent Commissions

The Travel Agent Commissions Module manages all commission payments to travel agents, tourism or conference organizations. This function will make this process easier and less time consuming and will enable you to view and edit outstanding commissions before processing the commission run. If you wish, the Travel Agent Module will print your commission cheques as well. ([details](#))

Accounts Receivable


















The ICS2000 Accounts Receivable Module is completely seamless, insuring the system will automatically transfer the invoice amount from (the) Guest Ledger to (the) Accounts Receivable Ledger after guest checkout and at 'End of Day' - without any manual intervention. At any time of the day you may view an aging report, add a recall reminder message, or view any invoice right within a Customer's Account. ([details](#))




















Contact Us

For more information on ICS2000™ and other products now provided in partnership with InnSource Solutions Inc. please visit our website at www.innsourcesolutions.com, or contact us by email at sales@innsourcesolutions.com, or call our sales office at 1-888-655-0888.






ICS2000™ Feature Details

System Configuration – Details:[Back to top](#)

System Configuration	
	Comprehensive method of system security and clerk configuration preventing unauthorized use of PMS
	Property definable security levels ensuring user has access to only relevant areas
	Encrypted user passwords
	Rate override security features
	Overbooking security features
Room, Rate and Package Configuration	
	Unlimited number of room types
	4 digit room type identifiers
	Non-statistical room types
	Room search descriptors
	Rate override password protection
	Overbooking and closeout password protection
	Unlimited rate seasons, definable by date
	Automatic seasonal rate change feature with override capability
	Ability to copy existing rates and increase/decrease by percentage or flat amount
	Ability to track room statistics by rate code and market segment
	Package configuration by room type, adult, child, person, by day and day of week
	Unlimited seasons within a package for individual components





	Summarize GST total on packages
	Packages commissionable by individual package component
	Package calculator
	Market segment, reservation source and geographic code features
Reservation Configuration	
	Property definable reservation data entry order
	Definable guest reservation pick-list tools order
	Definable group reservation pick-list tools order
	Definable mandatory data entry fields
	Unlimited and/or definable guest or group reservation comments
	Option to transfer guest and group comments to history
	Reservation reminder message
	Option to define if reservations by rooming list should have guest history records created
	Configurable cot and crib inventories with daily or per stay auto post option
	Confirmation slips, registration cards, guest folios, commission cheque configuration ability
	VIP program tracking with automatic or custom number assignment
	Canadian and US Travel Agent Commissions
Front Desk Configuration	
	5 Currency Exchange Calculator
	Configurable File Maintenance Settings for transaction file, account history, night audit reports
	Ability to configure automatic system re-organization settings

	Definable registration card and folio settings
	Credit limits configurable by floor or folio limit
	Improved credit limit control over point of sale interface
	Option to prompt for vehicle license plate input at check-in
	Ability to configure room status change at check-in
	Ability to configure pre-posting of room and tax at check-in
	Ability to configure to prompt for payment at check-in
	Ability to configure day rooms, no shows in occupancy statistics
	Settlement tracking by shift or individual clerk
	Pre-define # of folios to print at check-out
	Ability to suppress room rate from printing on registration card
	Ability to suppress certain rate codes from printing registration cards
Revenue Configuration	
	Able to define up to nine revenue departments
	System capable of 999 posting categories
	Classify posting categories as revenue, settlement, tax or expense
	Up to 5 tax levels for each posting category
	Taxes configured by percentage for flat rate
	Taxes calculated on gross or net amount
	Taxes posted automatically for all defined posting categories
	Unit pricing available

	Auto credit card transfer to accounts receivable ledger on non-direct deposit settlement categories
	Produce departmental revenue daily balance report
	Create Custom Daily Revenue Reports with MTD & YTD figures
	Custom Daily Revenue Reports have this year/last year comparisons
	Able to have room revenue broken out by market segment



















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General Inventory	
	Inventory automatically refreshed every 10 seconds to reflect changes made on other terminals (Real-time processing)
	12 days inventory visible on screen with ability to advance forward or backward immediately
	Create reservations directly from General Inventory screen
	Rate Management; view/edit rate close outs from general inventory screen
	Add/edit waitlist reservations from general inventory screen
	View group reservations from general inventory screen
	View Room Rates
Non-Statistical Inventory	
	Separate inventory for campsites, boat slips, parking lots
Cot/Crib Inventory	
	Separate inventory for cots and cribs visible from general inventory screen





















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Reservations	
	Integrated with Front Desk, Groups, Travel Agent, History, Accounts Receivable
	Unlimited number of reservations
	Automatic guest history search evoked upon partial entry of guest name
	Complete guest history with guest, past stay detail and folio history
	Ability to navigate forward and back while creating reservation
	Ability to search for and access group inventory when booking guest reservation
	Fast reservation entry screen
	Full share capability, including unlimited shares, different arrival/departure dates and auto/manual rate or package splits
	Room feature descriptors
	Intuitive data entry with pop-up pick lists for room type, rate code, geographic, reservation source codes, etc.
	Unlimited guest or group comments with ability to customize by date and comment type
	Housekeeping comment field, information will appear on housekeeping report
	Easy to use rate management, close outs visible from both inventory and new reservation screens
	Overriding room rates, closeouts and overbooking prohibited unless authorization is entered
	Automatic notation of date last modification was made
	Large data entry fields
	Special Requests/Remarks field with option to use historical remarks
	Date confirmation sent, automatically noted on reservation
	Do not move (DNM) flag
	Room Juggler (Room Chart) - ability to display individual room blocks and move reservations. 7 days display per screen, able to advance forward or back and sort by

	room type, floor and special room descriptors.
	Quick copy reservation feature
	Print single registration card
	Post unlimited advance deposits to each reservation
	Ability to add unlimited additional charges for any posting category, which will automatically post once per stay or daily during auto-post procedure
	Credit card entry validation
	Define 9 folios per guest
	Ability to apply different methods of payment and credit limits for guests with multiple folios
	Ability to pre-set folios in advance to filter charges upon posting
	Pre-set charge routing to guest, house, banquet or group master accounts
	Reservations accessible by guest name, company, group name, group and confirmation #
	Custom inquiry letters for brochure and/or information requests
	Room rate calculator that calculates per night/stay price with or without tax
	Guest History flag for "do not rent" or "VIP" guests
	Confirmation printing
	Complete block/room status search options
	Source of business codes
	Market codes
	Detailed advance deposit ledger (Guest, Group, Banquet)
	Statistical Reporting
	Reservation Reporting





















	Complete travel agent access during reservations
	System notification at time of reservation if seasonal rate changes apply
	Restore previously canceled reservations
	Guest room pre-assignment tool
	Extensive Reservation Reports (see reports sections)
Packages	
	Integrated with Reservations, Front Desk, Travel Agents, History, Accounts Receivable
	Ability to create 99 custom packages
	Unlimited component posting for such items as room, meals, golf, fishing, taxes etc.
	Can specify different room rate for each room type
	Can accommodate different additional occupant rates
	Package posting completed through auto-post feature during night audit
	Complete posting trail of all package components
	Option to post total price or detail to guest folio with or without GST tax summary
	Package configuration by room type, adult, child, person, by day and day of week
	Unlimited seasons within a package for individual components
	Ability to ensure meal revenue is posted on correct day
	Pop-up package calculator to assist reservation staff
	Custom package confirmation letters










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Group / Tour Reservations	
	Integrated with reservation, front desk, travel agents, history, accounts receivable
	All access to groups controlled by security levels (add/modify or view only)
	Ability to view regular hotel inventory when in group reservation
	Tentative and definite groups Feature
	Ability to view group pickup in detail and summary format
	Ability to "Hold" certain rooms for a group prior to entering the rooming list
	Fast entry of rooming lists with access to guest reservation to facilitate quick entry of special requests
	Ability to classify groups by type for effective reporting
	Group forecast feature
	Group history by individual group code
	Create new booking from group history
	Copy group bookings
	Fast multiple group booking entry feature (e.g. tour series)
	Automatic or manual group release options
	Unlimited room blocks (multiple room types for different date ranges)
	Ability to accommodate guests that may arrive early/stay later than group block
	Ability to define posting categories for auto transfer to group account
	Ability to create folio filters automatically for group reservations
	Charge routing capabilities for group reservations
	Complete share capabilities with group reservations

	Quick telephone name listing feature for tour guests
	Group guest messaging ability
	Special remarks
	Unlimited group comments
	Capable of processing commissions for groups
	Ability to flag group bookings as non-commissionable
	Ability to flag if reservations are to be made by individuals or by rooming list
	Expanded information fields; address, telephone, fax, E-mail, postal code
	Group reservation source of business code
	Enhanced group reporting
	Labels for Key envelopes
	Group Forecasts
	Group history
	Group export feature






















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	Integrated with Reservations, Groups, History, T.A. Commission, Accounts Receivable
	Quick and easy check-in of guests with reservations and walk-ins
	Efficient group check-in
	Easy room pre-assignment
	Ability to setup account for billing during check-in process
	Ability to view and access all shares during check-in
	Complete flexibility to modify information upon check-in
	Ability to print registration card during check-in
	Real time screen refresh every 10 seconds to ensure most up to date information
	Reservations and in-house guests accessible by room #, guest name, company, group name, group and confirmation #
	Enhanced room status display screens
	Ability to schedule a range of rooms for maintenance
	Ability to add/edit guest messages or locators
	Ability to view/print old delivered guest messages
	Log book for shift communication
	Note pad/online concierge feature for important numbers, hours of operation, local attractions etc.
	Post, display, print folio and checkout condensed into one area
	Ability to view guest's reservation detail from checkout screen
	Ability to re-register a checked out guest
	Automatic settlement checkout feature
	Variety of group checkout options

	"Fast Posting" feature for posting multiple charges to a variety of guest quickly
	Up to 9 folios per guest, each able to have own method of payment and credit limit, folio filters can be added, modified or deleted at any time
	Automatic tax posting
	Automatic adjustment of tax
	Ability to move postings
	Flexible folio printing (all transactions or by filter)
	Option to balance by shift or by clerk
	Extensive front desk reports (contact our sales department for details)
	Call Accounting, Voicemail, PBX (phone switch), Point of Sale, In-Room Movies, Key Lock, and High Speed Internet integration

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	Integrated with Reservations, Front Desk, Groups, Travel Agent, History, Accounts Receivable
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	Posting charges, display or print folio and checkout condensed into one area
	9 folios per guest, each with it's own method of payment and credit limit
	Folio filters can be added, modified or deleted at any time
	Charge routing to guest, house or group master accounts
	Fast posting feature
	Automatic tax posting
	Automatic adjustment of tax
	Ability to move postings
	Balance by shift or by clerk
	Cash Control
	Guest accounts
	House accounts
	House accounts can be set to clear automatically at month end (e.g. adjust or bill to A.R.)
	Banquet accounts
	Group accounts
	Automatic billing of approved accounts to Accounts Receivable
	Rate discrepancy report
	Employee fraud control reports
	Detail and Summary transaction listings
	Revenue Summary report
	Night audit auto-post (room, tax, and additional charges)

	"One Button" automatic end of day
	Easy to use error correction with audit trail
	Adjustment breakdowns
	Express check-out features
	Audit reports stored in system for reprint, amount stored adjustable based on hard drive size
	Efficient file maintenance features
	Extensive cashier and night audit reports
	Ability to enter daily sales figures from other departments into Revenue System
	Custom revenue reports with MTD & YTD figures
	Custom revenue reports with this year/last year comparisons
	Export Revenue/Statistics feature

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	Unlimited History
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	Automatic search conducted upon creation of reservation to prevent master history record duplication
	Individual record for each guests past stays
	Guest comment history
	Option to assign VIP Numbers for preferred guest plans
	Ability to add History Flag to alert staff or blacklist guest
	Compile statistics on number of stays and nights, room and total revenue
	Easy modification of master guest history record
	Guest history Letters
	Guest history database search feature
	Mailing labels
	Guest history export feature
Account History	
	Ability to view and print guest, group, banquet, or house accounts
	Restore accounts from history to correct posting errors
	Volume of accounts stored in system adjustable based on hard drive size
	Data able to be transfer to floppy, optical or zip disk etc.
Group History	
	Unlimited History
	History Master created for each company
	History Master maintains Individual record of each group booked
	Individual group history record indicates daily statistics



	Compiles daily statistics on original nights booked, actual pick-up, comp room revenue and total revenue
	Easy modification of master group history record
	Group history database search feature
	Mailing labels
	Group history export feature
Company History	
	Unlimited history
	Ability to track history of specific companies
	Ability to attach up to 5 company names per History Master
	Compile statistics on room nights booked, room revenue and total revenue
	Easy modification of master history record
	Company history database search feature
	Mailing labels
	Company history export feature
Travel Agency History	
	Unlimited History
	History Master created for each travel agency
	Compiles statistics on room nights booked, room revenue and total revenue
	Easy modification of master history record
	Travel Agency history database search feature
	Mailing labels





















	Travel Agency history export feature
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Reports – Details:



















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Reservations	
	Arrival
	Registration Cards

	Confirmation Slips/Letters
	Reservation Trail
	Advance Deposit
	Guest/Group Comments
	Guest Listing
	Daysheet
	Package
	Cot/Crib
	Guest File Search
	Guest Remarks Search
	Room Juggler
	Overbooked Dates
	Rooms Inventory
	Waitlist
	Closeout
	Preferred Customer Listing
Group	
	Rooming List
	Group Profile
	Group Inventory
	Labels for Key Envelopes

	Group Sales
	Groups Not Picked Up
	Groups with Room Holds
	Groups Past Cutoff
	Group Contact
	Tentative Groups
	Groups with Master Accounts
	Guest/Group Comments
	Future Occupancy Forecast
	Rooms on the Books
Front Desk	
	House Flash
	In-house Guest
	In-house Rooms
	Departure Report
	Departure Folios
	Express Checkout Folios
	Rate Variance
	First Time Stay
	Registration Cards
	Guest Message Slips

	Room Use
	Guest Remarks Search
	Guest File Search
Cashier/Transaction	
	Transaction Listing
	Transaction Search
	Cashier Reports
	Transaction Summary
	Removed Postings
	Reversed Postings
	Accounts over Credit Limit
	Cash only rooms
	Advance Deposit
Night Audit	
	Transaction Summary
	Current Blocked Rooms
	Checked out Rooms
	Housekeeping Floor Sheets
	Floor by Floor Rooms Status
	Rooms Maintenance
Room Status	




	Rooms Status Summary
	Current Blocked Rooms
	Checked out Rooms
	Housekeeping Floor Sheets
	Floor by Floor Rooms Status
	Rooms Maintenance
House/Banquet	
	Account Listing
	House Account Breakdowns
History	
	Guest
	Travel Agent
	Company
	Group
Statistical Information	
	Integrated with Reservation, Group, Front Desk, Travel Agent and History
	Daily, MTD, YTD Revenue
	Average rate & occupancy statistics
	Reservation source of business statistics
	Market segment statistics
	Geographic statistics




	Rate Code statistics
	Reservation statistics by person
	Group revenue statistics
	Travel Agent statistics
	Company history statistics
	Comprehensive history statistics
	Extensive file search capability
	Export capability
	Guest and group inquiry letters follow-up features

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Travel Agent Commissions – Details:













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Travel Agent Commissions	
	Commission percentage adjustable for each company
	Option to separate Canadian and American commission runs
	View or print commission due report

	Ability to view and edit outstanding commissions prior to processing commissions
	Print travel agency commission cheques
	Travel agency commission cheque report

Accounts Receivable – Details:[Back to top](#)

Accounts Receivable	
	Integrated with Front Desk, Reservations and Account History
	Unlimited accounts
	Access to accounts receivable controlled by security levels

	Complete customer profile
	Detailed billing with multiple statement options
	Automatic Interest posting
	Aged Receivable summary & detail reporting
	Overdue account cutoff
	Ability to modify invoice number to facilitate offsetting transactions
	Ability to search by invoice or transaction amount
	Purge zero transactions globally or by account
	Purged data accessible for viewing
	Handy recall feature
	Customer comments feature
	Convenient viewing of original folio from within customer account

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