HOSPITALITY
TECH Talk

Welcome to the tenth issue of our quarterly newsletter, **Hospitality TechTalk**! The newsletter is designed to keep you in touch with Agilysys Hospitality Solutions and introduce you to new product enhancements, support topics and announcements of upcoming events that may be of interest to you. We hope you enjoy **TechTalk**, and we look forward to sharing new information with you in future editions! If you have questions or comments on any of the articles in **TechTalk**, please email us at hsnewsletter@agilysys.com.

HERE'S WHAT I THINK

By Michael Schubach
VP Product Management

Recently, I spoke with one of our vendor partners who mentioned how excited they were about our company's significant interest in the latest generation of self-service equipment. To quote their sales team member: "We are surprised to see this much interest in self-service platforms from the hospitality vertical. We think of them as 'historically touchy-feely'." Is that really who we are? Is hospitality, as an industry, too much in touch with its touchy-feely side?

I think what we're dealing with here is an urban myth hangover. Those still in the haze think that high-touch, personalized service equates to low- or no-touch technology. In years past, as hotels automated, hoteliers wanted the technology in the back room and the clerk with the caring smile at the front desk. They hated that guest service agents would go "heads down" over a display rather than eye-to-eye with the guest. (I think the actual fix for that situation has been to install bigger screens higher up, but let's not digress.)

Now, with the rising tide of millennials and the ubiquity of personal computing devices, being one with the matrix is not just socially acceptable — it's ultimately cool. Heads down is the posture of choice for both sides of the desk. Guests and service agents are both connected and receiving up-to-the-minute information with the touch of a button. For many guests, self-service is not only a viable option, it's the way they prefer to be served. The acceptance of self-service is actually an acknowledgement of what hospitality technology specialists have known for quite a while now: high-touch service is high touch because of high-visibility information being delivered in the manner that the guest prefers. A touchy-feely mentality and self-service access go quite nicely together, thank you, especially when that's exactly what I'm looking for.

CURRENT RELEASE NUMBERS

Product		Version
DataMagine™	Agilysys DataMagine™ document management solution	8.2
Eatec®	Agilysys Eatec® inventory & procurement solution	3.4.2
InfoGenesis™	Agilysys InfoGenesis™ POS point-of-sale solution	4.3
LMS®	Agilysys Lodging Management System® (LMS) property management solution	7.1
SWS	Agilysys Stratton Warren System (SWS) inventory & procurement solution	8.3
VisualOne™	Agilysys Visual One™ PMS property management solution	8.422

If you have questions, or if you would like to upgrade your existing Agilysys Hospitality Solutions products, please contact your sales representative.

AGILYSYS SOLUTION SUPPORT

Call 800-327-7088 for product support. Documentation, manuals and release notes are available on the Agilysys customer support website: http://www.agilysys.com/home/Hospitality/Support/

Agilysys Lodging Management System® (LMS), a Property Management Solution: Highlights of Version 7.2

Agilysys LMS version 7.2 is targeted for an October 2012 release. Here are a few features that the product development team is working to include:

1) Reporting:
- Several on-demand report options are currently Microsoft® Excel® export compatible. With version 7.2, the full set of audit reports will be compatible as well.
- The Comp Folios with Balance report will allow the user to generate a list of all comp folios with a balance.
- The Tax Exempt Listing report will allow the user to generate a list of in-house customers who have tax-exempt status.

2) Interfaces:
- MasterCard® partial authorization mandate will ensure that LMS PMS is compliant.
- Interface alert monitor will incorporate the ability to set notification levels and contact information separately for each interface; notifications will automatically be sent when interfaces encounter messages and/or errors.
- Rainmaker secondary casino ID will allow the customer to use/combine two casino ID numbers when interacting with the Rainmaker interface.

3) Cashiering:
- New folio transfer options to provide the user with a user-friendly interface during the folio transfer process. The user will have the ability to review/confirm transfer details for both the "from" and "to" customer via a side-by-side visual. This feature is meant to decrease user error and provide an overall, real-time picture of the transfer process.

4) Hotel Operations:
- Name search feature within city ledger folios will provide a faster means of locating specific customers within a city ledger folio, which has the potential to be rather large.
- Reservation re-rate warning will provide an extra layer of security before applying a full re-rate to a room reservation.

We're looking forward to releasing version 7.2! If you have questions, feel free to contact Danielle Carmichael via email danny.carmichael@agilysys.com.

Agilysys Guest eMarketing (GeM): Help Your Bottom Line with In-house Marketing Functionality

Recently, a trending request from customers has been to enhance the Agilysys Lodging Management System® (LMS) email confirmation letters so that they are fully customizable. While this request is under review, we want to make sure our customer base is aware that we already offer a solution: Agilysys Guest eMarketing (GeM).

GeM works with LMS to provide a solid marketing strategy, ensuring that past and future customers are made aware of exclusive, value-added offers. The application enables our customers to use their existing in-house customer database and generate direct revenue opportunities with past, present and future guests. With GeM, you have the ability to do more than simply send out confirmations, cancellations and post-stay emails; you can use it to manage a complete eMarketing campaign. Set up marketing blasts to specific recipients with creative messaging or embed web links for additional advertisements for your restaurant, spa or future event. GeM helps leverage your property management system (PMS) to create email campaigns that are personalized and fast! If you'd like more information, please contact Dawn Christensen, Manager of Implementation Services at dawn.christensen@agilysys.com.

Agilysys Visual One™ PMS, a Property Management Solution: Tips & Tricks

Here are a few tips to help you make better use of the latest version of the Visual One product suite.

System Navigation: With version 8.3, you can navigate to various subsystems without having to close a reservation/stay record or guest profile. Now, with version 8.4, you can also customize the order of the menu items display. To modify the order of your menus, navigate to Manager Subsystem ‑› Security ‑› Customize System Menu Layout.

Lost & Found: Track and maintain all of your lost and found items by clicking the magnifying glass icon from the Front Desk or Housekeeping subsystems. Lost and Found item statuses can be set up in Manager Subsystem ‑› Codes ‑› Front Office ‑› Lost and Found Status.

Upload Rates from a Microsoft® Excel® Spreadsheet: The spreadsheet should be in a simple format of tariff, date, room type and rate. View the required format for this file from the rate setup screen by clicking on the Excel icon labeled Rate Import. You must have yield activated to take advantage of this functionality.

Derivative Rates: Visual One PMS now allows a tariff to be automatically calculated based on the rate of another tariff. For example, you can setup AAA reservations to take 10% off RACK automatically. The variance (-10% in this example) can be set by room type by day, so you can easily allow the variation on standard room types and not on suites or easily remove the discount on high volume days. You must have yield activated to take advantage of this functionality.

POS Charge to Room after Check Out: If you have Agilysys InfoGenesis™ POS software installed as well as Visual One PMS, you can enable the InfoGenesis POS application to post to a room after check out. Increase your guests' spend since they can now easily charge to a single account after they check out of their room. You can control this functionality by reservation. For instance, have it default based on the payment method so that guests paying with cash automatically have this feature turned off.

Agilysys Spa Management System Snapshots: Easily display snapshots of information from the appointment grid. Click on the therapist's name on the main appointment grid to display a snapshot of their schedule, appointments, specialties and total number of appointments in each status. Click on the Status legend from the main appointment grid to display a snapshot of all appointments that are currently in that status.

Agilysys GolfPro Tee Sheet Display: The tee sheet can be displayed in up to three different graphical views. Users can display all courses for a particular date, one course for a particular date or one course for a date range.

Visual One Gift Cards: Visual One Gift cards can be sold and redeemed throughout the entire Visual One Suite, including PMS, GolfPro and Spa Management System. In addition, they can also be sold and redeemed through InfoGenesis POS.

Signature Capture: Reduce all the stress, hassle and cost associated with paper registration cards. With Agilysys Datamagine™ document management software and Visual One PMS working together, you can capture your guest signature and registration card agreement electronically so that it can be digitally archived. You can easily pull up the registration card and signature from any Visual One workstation or by accessing Datamagine directly. This way, there will no longer be a need to dig through piles of paper and filing cabinets to find that registration card. In addition, you don't need to worry about your staff handling credit cards; the guest can swipe their own card on the signature capture device. Contact your executive account manager or our sales team today for more information.

Agilysys Eatec®, an Inventory & Procurement Solution: Expense on Arrival

Agilysys has recently introduced an Expense-on-Arrival feature within Eatec software that allows immediate depletion of inventory upon receipt. For accounting purposes, this feature can be associated with a department or a customer. This functionality eliminates the additional Transfer Out transaction to create the expense credit accounting during receiving. Specific customers' records can be set to allow the capacity for Expense on Arrival. Users will be able to assign this feature to customers at any step in the procurement process, such as from the purchase request, purchase order or receiving screens. The accounting for the Transfer Out transaction is then processed as part of the receiving transaction. This is a major savings for environments with regular non-inventory related purchasing.

Agilysys Stratton Warren System (SWS), an Inventory & Procurement Solution: Product Feature/Benefit

Every year, Agilysys updates the Stratton Warren System based on industry standards and needs. Here are some highlights of the features included in Stratton Warren System version 8.4, released this past March:

- **Resubmit Email Approval Notifications.** This functionality will benefit your organization for documents that are pending in an approval queue. The user community can resend the approval notification to an approver.

- View the **Approval Chain History** within the email approval notifications. This helps by providing the list of who approved the document prior to your department executive's approval.

- Add your **Invoice Price Variances** by both dollar and percent. This enables you to configure the item invoice price variance checking by both dollar and percent for more efficient pricing during the invoicing process.

- Replenish your inventory using our **Stock Order Review by Preferred Vendor**. This will assist in ordering products for retail outlets or storerooms that are designated with a preferred vendor.

For questions about any of these feature enhancements or for more information about SWS version 8.4, please contact your Agilysys representative.

Agilysys Stratton Warren System (SWS): Did You Know?

Were you aware of the inquiry screen, 'Item Master Inquiry Query Selection' (MIIQY) in Stratton Warren System? This is a great tool for flagging items that may have been set up using incorrect expense account numbers, buyer numbers, preferred vendor numbers, tax codes or incorrect variance information. With this tool (and downloading to Microsoft® Excel® using the newlook™ user interface), items can be quickly identified and corrected. This can save time for the accounting department when they're performing GL re-classes and incorrect tax amounts on invoices. It's also useful in the purchasing department because it helps keep items from appearing in incorrect buyer accounts in PUORS. It also updates purchase orders for items that have incorrect variance amounts, such as catch weight items that have too low of a receiving variance threshold.

Agilysys DataMagine™, a Document Management Solution: Did You Know?

Not only does DataMagine have a new logo, a new version has been released. Version 8.2 helps customers streamline their business with features like enhanced 256-bit encryption, email approvals for DocFlow, horizontal approvals and much more.

Did you know that DataMagine can help automate your purchasing and accounts payable processes with features like Stratton Warren System Doc Attach, EatecLink and the DataMagine DocFlow module? Working together, these products can help you eliminate paper from the start of a purchase requisition to creating purchase orders by adding shipping and receiving documents along with invoices and automatically archiving copies of checks. Then, the Index Update module can link all these documents together to build a complete packet of information retrievable by common indexes like PO#, Invoice#, Check#, etc.

Going forward, the roadmap for DataMagine includes expanded DocFlow features, integrating a registration program with Agilysys LMS ARTS® and soon to be released Folio Review for signature capture at the front desk.

To learn more, visit our website and watch a 3-minute video that shows how DataMagine can help your organization.

The Value of PCI

I recently had the misfortune of needing to call a locksmith after locking myself out of my home. When he arrived, I was shocked by the ease with which he picked the seemingly secure lock. Although I was impressed with his skill, I was disturbed by how effortlessly he bypassed the only thing between a thief and my possessions.

I've always known that locks weren't 100% effective and that they were more of a deterrent to opportunistic thieves in search of easy targets. However, their relative value was never demonstrated to me as clearly as it was that day.

Cybersecurity is no different. Just as trained professionals can bypass a lock, sophisticated hackers with enough time and expertise can breach a protected network. Nevertheless, despite the presence of these advanced threats, most electronic data compromises, like all theft, continue to be simple crimes of opportunity.

According to the 2012 Verizon Data Breach Investigations Report, 79% of breaches were opportunistic in nature. "96% of attacks were not highly difficult" and "most were avoidable without expensive countermeasures." With most breaches still being the result of low-tech exploits, the good news is that your organizations can defend against them. Just as locking your doors will greatly reduce the chance of a burglary, Verizon's data suggests that merchants who adhere to the PCI DSS by, for example, encrypting stored and transmitted data, implementing strong access control measures and deploying firewalls, will significantly reduce the chance of a data compromise.

For information about how to implement and configure your Agilysys payment applications in accordance with the PCI DSS, be sure to review our PA DSS Implementation Guides. And, as always, for any other PCI-related questions about our software or services, please don't hesitate to contact me at jeff.simko@agilysys.com.

Agilysys InfoGenesis™ POS, a Point-of-sale Solution: Introducing InfoGenesis Mobile

With the first release scheduled for the end of June, InfoGenesis Mobile takes center stage. This release focuses on providing a quick and efficient means for service staff to take customer orders. Natively integrated with the InfoGenesis POS platform and built on Android™, the world's most popular mobile platform, InfoGenesis Mobile provides support for multiple check types, table selection, cover counts, optional and required modifiers, special instructions and fast one-click item reordering. The application can greatly improve an organization's speed of service and position the staff to better serve guests.

Future releases will provide advanced tendering support for credit cards and room charges, split checks and split payments. Table service environments will benefit from both coursing and seating support. Leveraging the flexibility of the Android platform, InfoGenesis Mobile will also include MSR and barcode scanning support along with signature capture capability. We're looking forward to offering our customers expanded functionality in InfoGenesis Mobile.

Upcoming Events: Mark Your Calendars

National Association of College & University Foodservice (NACUFS) National: July 11-14, Boston, booth #831/833

Insight13: February 4-7, 2013 at the Rosen Centre in Orlando – more details coming soon!