

e^N-LAN 4000

Hospitality and lodging system

The e^N-LAN 4000 lodging and hospitality solution utilizes a feature rich application that simplifies operations while improving accountability in the fast-paced hospitality market. Simple to install and operate, the LAN solution makes front desk check-in and check-out quick and easy. The sophisticated, yet simple to use software supports multiple credit cards per room, reports by room, folio, or item number and more. Increased efficiency is also realized through the e^N-LAN 4000's ability to retrieve several approvals for multiple e^N-Counter 4000 terminals with a single phone call, whether operating as a lodging terminal at the front desk or as a retail terminal in your shops.



World leader in secure financial transaction solutions

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The Ingenico e^N-LAN 4000 Hospitality and Lodging System provides a comprehensive yet simple-to-use solution that reduces operational errors while increasing accountability and efficiency. The system's check-in and check-out flow reduces customer wait time. The system can be placed at the check-out and in the retail shop, providing centralized control of all transaction functions. Comprehensive yet flexible reporting reduces management batch closing time and highlights potential trouble areas. The e^N-LAN 4000 Hospitality and Lodging System is brought to you by the leader in payment and transaction management solutions...Ingenico.

e^N-LAN 4000 Hospitality and Lodging System Feature and Benefit Summary

- The e^N-LAN 4000 Hospitality and Lodging System application includes all of the cost efficient LAN features and functions of the e^N-LAN 4000 Restaurant and Retail system. In addition, because this lodging system has basic retail functionality, one system can be implemented at the reception area and in hotel retail shops
- The e^N-LAN 4000 Hospitality and Lodging System can be implemented as a multiple terminal solution or as a single terminal that can be expanded into a multiple terminal configuration. The application interface and functionality is the same regardless of the number of terminals implemented, reducing training time and eliminating operator confusion
- The e^N-LAN 4000 Hospitality and Lodging System permits check-in and check-out to be performed from any terminal, allowing front desk personnel to maximize customer service

- Guest records can be reviewed and reported by room number, folio number, item number, or clerk number. This feature provides maximum flexibility to the front-desk staff and property management in locating records quickly
- The e^N-LAN 4000 Hospitality and Lodging System provides a comprehensive list of reports that provide summary and detail lodging and retail transaction information
- The e^N-LAN 4000 Hospitality and Lodging System supports all major credit cards and provides check authorization
- The system easily handles "no shows", late charges and advanced deposits
- The e^N-LAN 4000 Hospitality and Lodging System supports multiple credit cards per room by assigning a unique folio number to each card

The e^N-LAN 4000 Hospitality and Lodging System Batch Module

- The e^N-LAN 4000 Hospitality and Lodging System provides property management with the ability to quickly separate check-in (open "folios") and check-out (to-be-settled) transactions of batches of up to 700 items
- Detailed itemized guest charges are tracked in the hotel's property management system by a unique "folio number". This "folio number" links each guest to the guest's folio record in the hotel management system
- Record, retrieval is done by folio number or room number



Checking In and Out With the e^N-LAN 4000 Hospitality and Lodging System

The check-in process is fast and secure...

- Guest's card is swiped or clerk hits the "check-in" key
- Folio number and room number (optional) are entered at check-in prompt
- Room rate is entered (can default to a parameter-set value)
- Check-in date is entered (defaults to the current day)
- Length of stay is entered at the prompt (defaults to one day)
- Pre-authorization (check-in amount) is automatically calculated depending on room rate and length of stay

Check-out is simple and fast...

- The terminal requests the Clerk # (if enabled)
- Check-out is initiated by entering folio number or room number
- The terminal prompts for "Same Card (Y/N?)"
- The clerk enters final amount of charges at prompt
- Check-out receipt is printed completing the guest check-out process
- The system allows the card and transaction type to be changed at check-out

The e^N-LAN 4000 Hospitality and Lodging System dials for authorization if the settlement amount exceeds the pre-authorization amount. At the end-of-day when the batch is settled, all transactions stored in the check-out batch are reconciled and transmitted for settlement by the hotel manager/controller.

Incremental and Additional Authorization for Extended Stays

When a guest wishes to extend their stay or when the pre-authorization amount has been exceeded, the existing check-in record can be incrementally authorized. The check-in record is recalled by folio number or room number.

Change and Editing

The e^N-LAN 4000 Hospitality and Lodging System allows operators with elected password protection to perform offline terminal level correction of various transaction-input errors. This eliminates the need to void and re-enter the entire transaction. Clerk number, folio number and room number changes are allowed on check-in transactions.



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Comprehensive Reports

The e^N-LAN 4000 Hospitality and Lodging System provides a comprehensive suite of reports for hotel and lodging management:

Check-In Reports

- CLERK - Total by clerk, total for all clerks, includes detail of transactions
- FOLIO - Detail sorted by folio
- ROOM - Detail sorted by room
- AGED/ANTIQUE - Detail for selected transactions
- ITEM - Detail sorted by item number

Detail Reports

- All transaction details separated by active versus "ready-for-settlement"

Check-Out Reports

- CLERK - Total by clerk, total for all clerks, includes detail of transactions
- FOLIO - Detail sorted by folio
- ITEM - Detail sorted by item
- BATCH SUMMARY

Special Check-In/Check-Out Functions

The e^N-LAN 4000 Hospitality and Lodging System provides special functions that reduce customer frustration while ensuring that all charges are settled:

NO SHOW	Eliminates the need to check-in and check-out a "no-show" for billing purposes
ADVANCE DEPOSIT	Allows for telephone reservations when the hotel requires a cardholder/guest deposit
LATE CHARGES	Allows a hotel to bill charges against a guest's credit card that have surfaced after the guest has checked out
RETAIL PURCHASE	Allows the system to be used for retail transaction payment
TOTAL AMOUNT AT CHECK-IN (CHECK-IN/CHECK-OUT)	For hotel and motels that bill the total room rate at check-in, completing the transaction
CHECK AUTHORIZATION	For those properties that accept checks, the system is certified with leading national check services
AUTHORIZATION ONLY	For properties that want to accept credit cards for reservations over the telephone
OFF-LINE OPERATIONS	If there is a "Call Center" response users can check-in, check-out, and process purchases in an off-line mode

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