Billing & Reporting

FCS WinSuite

A stable and accurate billing solution for the Hotel with multiple PMS and PABX interfaces

FCS WinSuite is a Windows based call charge and billing system that manages the costs of telephony and service usage in a Hotel. Another important function of FCS WinSuite is the PABX, FOS and third party interfaces that are built into it.

Guest communications services are also automated with FCS WinSuite. Telephone lines are unbarred upon check-in and barred upon checkout. Call charges are posted directly into the guest folio. FCS WinSuite combines flexibility with ease-of-use in an integrated package that has universal application. This makes Billing Services a logical choice for Hotels.

☐ Feature List

Call Charges

- Call charge post, calculation and printing of call charge slips.
- Support of multiple rate tables.
- Multiple carrier support with automatic identification of carrier.
- Call charge routing for a specific time frame.
- The basic charge field can be edited to apply discounts for basic rates.
- Supports more than 25 surcharge methods and supports multiple charging schemes accordingto the time of day.
- Configurable surcharges for different extension types (up to 30 types).
- Caters for call charges for new technologies like video on demand and Internet services.
- Call charge data files maintenance.
- Call charge-rounding options by specific extension and call type.
- Calculations by "pulse" and call duration.
- User specifies common zones for ease of rate table maintenance.
- Package special telephone rates with ad hoc room promotions.

- Operator assisted call charge posting.
- Mini-bar charge posting.
- Real-time status monitoring with multi media alert.
- On-line rate table maintenance.
- Mapping of telephone prefix.
- On-line system parameter changes.
- On-line configuration of rooms / extensions.
- User defined call type field.
- User defined room status field.
- Call transaction display.
- Error transaction audit trail.
- Option to exclude extension from inquiry function.
- Database swap with FOS.
- Automatic day end processing.
- Utility to edit communication parameters.
- Interface to Voice Mail and Fax Mail.
- Guest Information.
- Guest telephone bar / unbar.
- Guest name update at PABX console.
- Guest information inquiry.

Reporting Module

- Configurable reporting format of the call charge voucher and log printouts.
- On-line call statistics.
- Call details inquiry by extensions.
- Print results of call details inquiry.
- Log of information processed.
- Filter for log printout.
- Filter for call charge voucher printout.
- Remote access of reporting module.
- Manual day-end reporting.
- General transaction posting.
- User selectable day-end report format.
- More than 20 reporting formats.
- Utility for default report selection.
- Pre-set function for frequently used report settings.
- Report printing to file, screen and printer.
- Option to route a selected report through e-mail.
- Schedule report printing.
- Utility to monitor schedule reports.
- Backup utility with ability to schedule archive function.
- Option to specify backup folder location.
- Option to compress data files archived.

Other Key Features

- Supports transaction posting for a specific group of extensions/rooms.
- Message waiting lamp control.
- Option to print buffered call detail records during FOS Reporting.
- Room status update.
- Supports Microsoft Toolbar.
- Menu driven functions.
- Comprehensive security feature, password protection depending on task.
- Choice to do partial or complete shutdown.
- Support Chinese Language.
- Call simulation program.

◻ **Contact FCS**

For more information, please contact your FCS Computer Systems office in your country:

FCS Computer Systems (Malaysia)
Corporate Head Office
C-10-5, Block C, Megan Phileo Avenue,
12, Jalan Yap Kwan Seng
50450 Kuala Lumpur. Malaysia
Tel: (603) 2167 6888
Fax: (603) 2161 1860

FCS Computer Systems (Malaysia)
Operation & Development Office
Tel: (603) 7953 7357

Singapore
Tel: (65) 6723 6888
Thailand
Tel: (662) 670 4188
Australia
Tel: (612) 9283 2388
Hong Kong
Tel: (852) 2513 8888
Philippines
Tel: (632) 811 8488
India
Tel: (91) 11263 31589
China
Tel: (862) 163 906 896

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