

# Managing your customer



- Ticket Express
- Group Express
- Pass Express
- Lift Express
- Tracker Express
- Rez Express
- Rental Express
- Retail Express
- Lodging Express**
- Web Express

**Lodging Express** is a reservation and management system for resort lodging. Organize your rental properties, guest reservations and owner accounts. Simplify your recordkeeping and improve cash flow. Integrates with **Ticket Express** for pricing and credit card processing.

Increase selling opportunities by offering lodging at the time a guest books other resort activities through **Rez Express**.

Customer data from **Lodging Express** is readily available. This allows for customer segmentation and new e-marketing programs based on customer purchase behavior.

### Key Features and Benefits of Lodging Express

Feature	Description	Benefit
Reservations	<ul style="list-style-type: none"> <li>• Search available properties by type, occupancy and amenities</li> <li>• Confirm reservations by Email</li> <li>• Set reminders for deposits and guest preferences</li> <li>• Book groups and families</li> </ul>	<ul style="list-style-type: none"> <li>• Increase guest satisfaction</li> <li>• Accommodate special requests</li> <li>• Save time and reduce paperwork</li> <li>• Improve cash flow</li> <li>• Don't forget important events</li> <li>• Improve record keeping</li> </ul>
Properties	<ul style="list-style-type: none"> <li>• Manage homes, condos and hotel rooms</li> <li>• Multiple rates and discounts</li> <li>• Import pictures and scanned documents</li> <li>• Availability calendars by day, week or month</li> <li>• Housekeeping reports</li> </ul>	<ul style="list-style-type: none"> <li>• Organize the management of resources</li> <li>• Maximize revenue</li> <li>• Simplify record keeping</li> <li>• See what's available at a glance</li> <li>• Be sure properties are ready</li> </ul>
Owners	<ul style="list-style-type: none"> <li>• Owner Accounts</li> <li>• Recurring charges</li> <li>• Create agreements and lease via integration with MS Word</li> </ul>	<ul style="list-style-type: none"> <li>• Know what you owe</li> <li>• Simplify account management</li> <li>• Save time and improve service</li> </ul>
Accounting	<ul style="list-style-type: none"> <li>• Individual and group accounts</li> <li>• Apply progress payments</li> <li>• Process credit card transactions</li> <li>• Agent commission tracking</li> <li>• Interfaces to general ledger</li> </ul>	<ul style="list-style-type: none"> <li>• See sales and payment history</li> <li>• Improve service</li> <li>• Integrates with Ticket Express</li> <li>• Know what you owe your agents</li> <li>• Microsoft SBA and Dynamics</li> </ul>

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