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**e-HoME – Hotel Management System**  
**e-HoMS - Hotel Management Software**

The e-HoMS is fully integrated **H**otel **M**anagement **S**oftware. It is parameter-driven, making it highly customizable. This software will comprehensively manage all operations of a Hotel, including bars, restaurants and kitchens. Provides modules for stores accounting, financial accounting and payroll processing which can be fully integrated to the software.

**Features**

- e-HoMS provides a complete solution for full a Hotel of any size
- Runs on all Windows platforms
- Cost effective compared to other products
- Offers a comprehensive solution to a Hotel
- Benefits to guests
- Benefits to Staff
- Benefits to Top Management
- Parameter-driven and hence highly customizable
- World-class support from eSols Team
- eSols commitment to Hotel Industry
- Improved productivity
- Improved business

## **e-HoME – Hotel Management System**

### **1. Benefits of e-HoMS**

e-HoMS offers several benefits to the guests, staff and the top management. With e-HoMS a Hotel will enjoy the best satisfaction of the guests and increase the overall productivity of the staff multi- fold.

#### **1.1. Benefits to the Guests**

With e-HoMS, guests of a hotel enjoy several benefits. This is a very important aspect of the software since customer satisfaction leads to continued and improved business for a Hotel. Following summarizes the benefits that will be enjoyed by the guests:

- Can make local/STD/ISD calls from room without operator assistance
- Instant answer to all queries
- Quick reservations without conflicts
- Personal tastes/requirements of VIPs and patrons can be recorded
- Prompt and accurate check-out bill
- No errors in billing due to change of room during stay
- Guests staying-over is provided for
- Prompt room service with accurate posting of Bills into respective accounts

#### **1.2. Benefits to Staff**

Productivity of the staff is directly related to customer satisfaction. e-HoMS provides several benefits to the staff of a Hotel, which increase their productivity ten fold. Following are the benefits derived by the staff using e-HoMS:

- Outgoing calls need not be attended by the operator
- Instantaneous access to information for handling of guest inquiries
- Paper-work and register maintenance minimized
- Data captured once, is posted at all the required places
- No back-logs due to on-line operation
- Guest histories kept up-to-date
- Smooth handing and taking over of charge during change of shift
- Problems of accounting and reconciliation eliminated
- Increased interchangeability of staff
- All statutory requirements met without any delay

#### **1.3. Benefits to the Top Management**

e-HoMS helps the top management of a Hotel manage the Hotel operations effectively. The information provided to the top management is timely and accurate. This helps minimize the time they have to spend in day-to-day operations. With the overall increased productivity of the staff they will see a

## **e-HoME – Hotel Management System**

significant improvement in business and return on investment. The following list summarizes the benefits to the top management:

- Increased outgoing calls thereby increased telephone revenue
- Automatic telephone calls billing, thereby eliminating the pilferage
- Organized maintenance of records
- On-line availability of information for decision making
- Up-to-date accounts helping in constant monitoring of profits
- Effective watch on misappropriation and pilferage
- Definite reconciliation of accounts including useful trails for the audit
- Complex statistical reports possible
- Better monitor and control on staff
- Recipe costing of food and beverage items including portion analysis
- Control of inventory in food and beverages as well as miscellaneous stores
- Correlation between material consumption and sales figures possible
- Monitoring of all receivables and payables
- Facilitates on-line query of facts and figures for surprise checks on operational procedure

## **2. Application Solution**

e-HoMS offers twelve modules to fully computerize the operations of a Hotel in an integrated manner. This section provides a list of the modules covered in e-HoMS and the functions covered under each module.

### **2.1. Reservation**

- Booking/Reservation
- Group Bookings
- Confirmed/Waitlisted Reservation

### **2.2. Reception**

- Check-in Procedure
- Travel/Booking Agents Accounting
- Guests History
- Occupancy Statistics
- Sundry Services
- Other Front Office activities

### **2.3. Cashier-Front Office**

- Check-out and Billing Procedure
- Collection and Refunds
- Foreign Exchange

## **e-HoME – Hotel Management System**

### **2.4. Telephones**

- Data capturing from EPABX
- Automatic Billing of Room calls
- Billing of calls made from Admin. Extensions
- Monitoring of Department Telephone Bills

### **2.5. Housekeeping**

- Guests Laundry
- Hotel Laundry
- Extra Bed Billing
- Extra Linen Billing
- Linen Stock Accounting
- Room Cleaning monitoring

### **2.6. Food and Beverage (Points of Sale)**

- Restaurant Service
- Bar Service
- Room Service
- Fast Food Service
- Buffet

### **2.7. Banquets**

- Bookings
- Advance Collection
- Billing

### **2.8. Night Audit**

- Comprehensive reports to help in auditing and in handing over/taking over of charge at the time of shift change
- Business done on a day can also be posted into Accounts

### **2.9. Stores**

- Stock Accounts
- Consumption Statement
- Re-order facility
- Valuation of Stores

### **2.10. Food & Beverage Costing**

- Stock Accounting in Kitchen
- Cost analysis of F & B sold through KOTs
- Cost analysis of F & B for buffets and banquets
- Queries on stock position in Kitchen and Stores

## **e-HoME – Hotel Management System**

### **2.11. Payroll**

- Pay Slips
- Earning & Deduction Statement
- Loan Ledgers
- Provident Fund / ESI Statements
- Overtime Analysis

### **2.12. Financial Accounting**

- Day Books
- Sub-ledgers, General Ledger and Trial Balance
- Statutory reports for taxes
- Sales Statistics
- Bills Receivable and Payable

## **3. Product Highlights**

This section describes in detail the key features of e-HoMS which makes the software the most comprehensive and efficient Hotel Management System.

### **3.1. Reservation and Cancellation**

- The status and rooms for a given type and given period can be known instantly.
- Reservation (including cancellation and amendment) of room can be done any number of days in advance.
- Facility for booking of multiple room types and multiple date ranges from a single reservation (Group Booking).
- Overbooking of rooms according to user specifications.
- Facility for wait-listed reservation.
- Facility to know the booking position of all types of rooms for any future date at any instant.
- Reserved rooms are made available automatically if the concerned parties have not checked-in up to a certain time.
- Reserved parties can be queried on any information captured during booking.
- Advance can be received at any time from the time of reservation to check-in.

### **3.2. Checking-in**

- Walk-in type of checking-in and checking-in against reservation.
- Group checking-in of different room types and for different date-ranges
- The total number of rooms, number of rooms non-usable due to reasons like maintenance, occupation by staff, etc., number of rooms occupied, number of rooms vacant and number of rooms available for booking can be known

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instantly.

- Rooms can be described by its location, Block, floor, surroundings and other characteristics which can be used at the time of allotting the room.
- Handles all plans European Plan, Continental Plan, American Plan and Modified American Plan.
- Different Plans and tariffs for different parties.
- Facility for multiple check-in's from a single reservation.
- Facility to deal with houseguests in a special manner.
- Special billing instructions possible.
- On-line help for selecting a particular room, based on its location.
- Facility for maintaining Guest History.
- Credit limit can be specified for every guest at the time of check-in so as to help the monitoring of High Bills.
- Automatic crediting of commission to travel agents based on defined rules.
- Facility to alter the tariff with audit trail for management information.
- Provision for all the necessary statutory reports.
- Facility to know the number of guests overstaying as against the number of rooms available.
- Accommodating guests staying beyond the expected date and time of departure, automatically.
- Facility to prepare weekly bills or intermediate bills if required, during the stay of a guest.
- At any instant, facility to know the total position of a party with respect to his expenses, advances received, balance, etc.
- In case, a guest informs of his stay being shortened, there is the facility to make this change with regard to this guest so that the rooms can be made available for other bookings.
- There is the facility to extend the stay of a guest, on his intimation, if accommodation is available.
- Particulars of any room's occupant can be known instantly.
- Facility to search for a particular guest, even by giving part of his name.
- Change of rooms during the stay of a guest is taken care of, automatically at the time of check-out for the purpose of billing. On the day of change, tariff to be applied for old or new room based on user's choice.
- Withdrawal of Extra Beds takes care of part-day tariff based on user's choice.
- Facility for a comprehensive room occupancy statistics.

### **3.3. Foreign Nationals**

- Facility for foreign currency receipts.
- Facility for handling different denominations with their Serial Numbers.
- Luxury tax on actual tariff in case of foreign currency tariff.
- Facility to provide the RBI statutory report with regard to foreign exchange



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### **3.4. Cash Accounting**

- Front Office Receipts and Payments fully taken care of.
- Facility to settle a bill through cash, cheque, credit or credit card.
- Facility to get statement of cash, credit cards, cheques and foreign currencies collected at counters.
- Handing Over of Cash for shifts spreading over two calendar dates.
- Keeps track of Commission payable to Guides, Drivers and Travel Agents.
- Separate Cash Books for each counters/terminals.

### **3.5. Telephones**

- EPABX can be integrated with this system.
- Telephone of a particular room gets activated when a guest checks-in into that room and gets de-activated when he checks-out.
- Along with his check-out bill, the telephone bills also gets printed with all the details of the calls a guest has made.
- Facility to check Telephone Department Bill.
- Different rates for Local/STD/ISD possible.
- Reduced-tariff time slots can be defined.

### **3.6. Check-out**

- Instant check-out bill including all the services availed.
- Combined bill for several rooms possible.
- At the time of check-out, tariff can be altered with appropriate trail.
- Facility to provide user-defined concessions in tariff for part-day stay.
- Facility for providing discounts if required with appropriate trail for management information.
- Facility to do the checking-out procedure without printing the bill and facility to print the bill at a later time after providing some more services.
- Last minute room bills can be incorporated in the check-out bill.
- Facility to cancel, re-make and re-print a bill.
- The check-out bill can be viewed on the screen before printing it.

### **3.7. Food & Beverage - Sales**

- On-line billing of various services like room service, restaurant and bar.
- Multiple Restaurants, Bars and Points of Sale possible.
- Handles all requirements of Fast Food Centers, such as printing of Coupons, remote printing of KOTs at the kitchen, etc.
- Facility to cancel, re-make, re-print any bill.
- Data entry made very simple at the time of KOT/Bill making.
- Facility to provide complementary food/bar items with appropriate trail for management information.
- Special instructions possible on KOT for each item separately.
- Automatic printing of different KOTs for different kitchens for a single order having items from different kitchens.
- Facility to print KOTs on remote printers located in Kitchens.

### **e-HoME – Hotel Management System**

- Facility to handle the restaurants at Clubs where all bills are debited to members only.
- Special handling for services to Houseguests.
- Facility to get a meal-time wise analysis.
- In case of bills of any sales being made manually, facility to enter them in the computer and account for them for final billing.
- Facility for Auto Settlement and Auto Billing.

### **3.8. Banquets**

- The booking for halls is done time-slot wise therefore allowing multiple bookings on a single day.
- Facility for advance collection against the order number.
- Facility for multiple bill for a single order.

### **3.9. Housekeeping**

- On-line laundry bills, orders and challans.
- Accounting of Guest Laundry and Hotel laundry.
- Keeping track of laundry dues payable.
- Facility to know the guest laundry and linen lying with laundry/washing department.
- Facility to deliver the laundry at the right place, if a guest changes or vacates his room after giving his clothes to the laundry.
- Flexibility of physical stock taking in a staggered manner.
- Facility to know the clean and dirty items separately, at the stores.
- Query on linen usage and stock, and linen lying with room boys.
- Facility to know the excess and shortage of linen/items in stores.
- Facility to know the items (linen/stores) that are due for re-ordering.
- Monitoring of room cleaning operation.
- Facility for extra persons stay.

### **3.10. Night Audit**

- Provides more than two dozen reports for helping the night auditors to carry out the daily auditing in the computerized environment.
- Facility for printing the Sales Ledger Trial Balance and its supporting schedules for each day giving details of the sources of income and assets created in the process.
- All exceptions and irregularities in the operation of the day can be known like cancelled bills, unsettled service bills, service bills not received at the Front Office, Check-out Bills not yet made, altered room tariff, discounts granted, barred services availed and billed.
- Daily cash statement giving counter wise break-up of money receipts and payments.
- Provides necessary management information reports on the business done during previous shift/day.

## **e-HoME – Hotel Management System**

### **3.11. Food & Beverage – Stores and Costing**

- Stock Accounting in Stores and Kitchen with weighted average rate system by using data captured while making KOTs.
- Cost analysis of food and beverages sold in bars and restaurants and also at intermediate levels.
- Facility for on-line queries on stock position in Stores and Kitchen.
- Facility for projecting raw material requirements for a menu.
- Provision for user-defined units of measurement. Accurate conversion taken care of, by the system.
- Facility to take physical inventory and excess/shortage statement on a day to day basis, if required.
- Facility to compute raw material consumption based on food sold, served or cooked.

### **3.12. Stores**

- Stock Accounting using Moving Average System.
- Facility to get Consumption Statement Cost-center-wise Item-wise.
- Facility to get excess/shortage statement.
- Facility for on-line queries on stock position.
- Facility to maintain optimum Stock of all items.
- Facility to print stock ledger for any date-range.

### **3.13. Payroll**

- Printing of pay slips
- Up to 28 types of earnings possible.
- Up to 60 types of deductions possible.
- User defined calculation rules and sequence.
- Facility for overtime calculation and analysis.
- Facility to automatic recovery of loans.
- Provident Fund Accounting.
- Facility for ESI recoveries.
- Facility for LIC premium recoveries.
- Facility for arrears.
- Temporary suspension of payroll.
- Annual Bonus Calculation.
- Annual Statements for PF and ESI.

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### 3.14. Financial Accounting

- Integrated Financial Accounting, avoiding redundancy of data entry by making use of the data already available in the operation modules.
- Handles post-dated cheques.
- Takes care of all types of Financial Accounting transactions like cash/bank, receipts/ payments, journal entries, debit/credit notes, purchase voucher, banquet hall bills, etc.
- Facility to print all books of financial accounts.
- Any required reports can be printed at any time.
- Comprehensive Bills Receivable and Bills Payable module with aging.
- The data for any number of years can be maintained simultaneously.

### 3.15. General

- All master information are open-ended, permitting the entry of any number of items, service types, room types, room numbers, restaurants, etc.
- Data entry reduced to the minimum.
- Very user friendly and therefore training made very easy.
- No need to memorize codes. On-line help for all coded information.
- Real integration of all the modules.

### 3.16. Data Security

- Facility of password.
- Facility to disallow the users from doing activities for which they are not authorized.
- Terminal level security and restrictions provided.
- Activity level security and restrictions possible.
- Automatic checking of indexes during logging in and automatic re-indexing if needed.
- Facility of audit trails.
- Facility to transfer data to history records from time to time.
- Remote monitoring of activities being done at various terminals.

## 4. Documents and Reports Generated by e-HoMS

### 4.1. Front-Office

#### *Documents*

- Gross Bill
- Booking Confirmation Slip
- Bill for Sundry Service
- Receipt

### **e-HoME – Hotel Management System**

- Refund Voucher
- Encashment Certificate
- Credit Notes - Travel Agent dues

#### ***Reports***

- Advance Booking Register
- Daily Arrival Report
- Chart of Booking Position
- List of no-show cases
- List of cancelled bookings
- Chart of vacant rooms
- Foreigners Arrival register
- List of Room Occupants
- Statement of guests overstaying
- Amount due from guests
- Bills accrued for a guest
- List of Room Bills not received at Front Office
- Foreign Exchange Receipt Report.
- Front Office Running Account Ledger
- Sales Register - Tariff
- Luxury Tax Register - Form II
- Sales Register - Sundries
- List of cancelled gross bills
- Schedule of receipts
- Schedule of payments
- Occupancy Statistics Report
- MIS Daily Report
- MIS Weekly Report
- MIS Fortnightly Report
- Negotiated Room Tariff
- Cases of altered room tariff
- Expenses incurred on Houseguests
- Bills transferred to party's account
- Business accrued for a day
- Handing over of Cash/Cheques/Credit Cards
- Booking Running Account Ledger
- Folio Running Account Ledger
- Foreign Exchange Summary
- List of Room Bills not reached FO
- C-form Register
- Room Bills for a folio
- Shifting of Rooms Report

## e-HoME – Hotel Management System

### 4.2. EPABX

#### *Documents*

- Telephone Bills

#### *Reports*

- Register of Telephone Bills
- List of Non-guest calls
- List of administration calls
- P & T Charges Register Junction wise
- Extension wise call dump
- Unidentified calls
- STD/ISD Register

### 4.3. Food & Beverage Sales

#### *Documents*

- KOT
- Bill
- Coupon

#### *Reports*

- Items/Menu List
- List of KOTs not billed
- List of KOT items not billed/complimentary
- List of unsettled bill
- KOTs settled by coupon for AP/MAP
- Meal -time wise sales analysis
- Sales Register
- List of cancelled bills
- Cash receipts from vendor bills
- Handing Over of Cash

### 4.4. Banquet Halls

#### *Documents*

- Banquet Order
- Banquet Bill
- Banquet Receipt
- Banquet Refunds

#### *Reports*

- Item Rate list
- Sales Register - Banquet Bills
- Status of Banquet Hall booking
- Banquet Order Register

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- Details of future booking
- Analysis - Supplies to Banquet Order
- Order wise Material Consumption
- Banquet Running Account Ledger

#### **4.5. Housekeeping**

##### *Documents*

- Extra Bed Delivery Note
- Extra linen Bill
- Hotel Laundry Challan
- Staff Uniform Laundry Challan
- Guest Laundry Order
- Guest Laundry Bill
- Credit Notes - Laundry dues (Guest Laundry)
- Credit Notes - Laundry dues (Hotel Laundry)

##### *Reports*

- List of linen items
- Stock position in Stores
- Stock position with laundries
- Stock position in pantries
- Stock position at Service locations
- Linen in rooms
- Linen pending with room boys
- Schedule of Material Receipt Notes
- Schedule of Linen discards
- Log Book
- Excess & Shortage of linen
- Stock Ledger
- Stock census report
- Register of Laundry Bills (Guest Laundry)
- Statement of pending Guest Laundry
- Exception report - vacated or moved rooms
- Statement of laundry dues - Guest Laundry
- Statement of laundry dues - Hotel Laundry
- Extra Bed Delivery requirement
- Extra Bed lying in rooms
- Register of Extra Linen Bills
- Register of Extra Bed Delivery Notes
- Monthly Summary of Extra Beds
- List of rooms requiring cleaning
- Rooms blocked for repair

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- List of rooms under long repair



#### 4.6. Night Audit

##### *Documents & Reports*

- Sales ledger Trial Balance
- Tariff - Sales schedule
- F & B - Sales Schedule
- Banquet - Sales Schedule
- Laundry - Sales Schedule
- Tax group wise Sales Summary
- Register of tariff accrued
- Register of Party Bills
- Schedule of FO Running Account
- Register of Telephone Bills
- Register of Extra linen Bills
- Register of Sundry bills
- Schedule of Receipts
- Schedule of Refunds
- Schedule of Cash Receipts from service bills
- Foreign Exchange Receipt Report
- Room Bills Reconciliation - Bills-in-transit
- Bills transferred to parties
- Statement of Room bills
- Room Bills not received at Front Office
- Daily Cash Statement
- Credit Cards lying at counters
- Cheques lying at counters
- List of unsettled bills
- Check-out exception report
- High Bill Report
- Discount granted in bills
- Cases of altered room tariff
- Barred Services availed
- Barred services billed
- Statement of cars parked
- List of VIPs and Houseguests
- List of cancelled Receipts
- List of cancelled Refunds

#### **4.7. Food & Beverage – Stores & Costing**

##### ***Reports – Stores***

- Checklist - MRN
- Checklist - Issues
- Checklist - Stores Discards
- Checklist - Delivery Notes
- Checklist - Adjustment in
- Checklist - Adjustment out
- Checklist - Transfer in
- Checklist - Transfer out
- Checklist - Physical Inventory
- Schedule - MRN
- Schedule - Issues
- Schedule -Stores Discards
- Schedule - Delivery Notes
- Schedule - Adjustment in
- Schedule - Adjustment out
- Schedule - Transfer in
- Schedule - Transfer out
- Stock Ledger
- Cost head wise Consumption Statement
- Item wise Consumption Statement
- Excess/Shortage Statement
- Annual Purchase Statement
- Issue & Return Register
- Raw Material Position
- List of Non-moving items

##### ***Reports – Kitchen***

- Log Book
- Checklist - Physical Inventory
- Excess & Shortage Statement
- Ingredient position & Material Utilization Summary

##### ***Reports – Costing***

- Recipe Details
- KOT Register
- KOT Summary
- Sale item wise Sales summary
- Kitchen wise Production summary
- Sale item wise material consumption
- Material consumption summary

#### **e-HoME – Hotel Management System**

- Stock Ledger
- Excess/Shortage Statement
- Cost analysis of KOT sales
- Cost analysis of banquet orders
- Cost analysis of Buffet meals
- Cost analysis of Intermediate items
- Stock of intermediate items
- Kitchen wise material consumption
- Stock Position of a given item
- material requirements for a menu
- Costing of a given Sale Item

#### **4.8. Stores Accounting**

##### *Reports*

- Checklist - MRN
- Checklist - Issues
- Checklist - Stores Discards
- Checklist - Delivery Notes
- Checklist - Adjustment in
- Checklist - Adjustment out
- Checklist - Transfer in
- Checklist - Transfer out
- Checklist - Physical Inventory
- Schedule - MRN
- Schedule - Issues
- Schedule -Stores Discards
- Schedule - Delivery Notes
- Schedule - Adjustment in
- Schedule - Adjustment out
- Schedule - Transfer in
- Schedule - Transfer out
- List of items
- Suppliers' Addresses
- Excess & Shortage Statement
- Cost wise Consumption Statement
- Item wise Consumption Statement
- Stock ledger
- Stock Summary Statement
- Stock position of an Item
- Annual Purchase Statement
- Items due for re-order

## e-HoME – Hotel Management System

### 4.9. Payroll

#### *Reports*

- Checklist - OT information
- Dept wise Employee wise OT information
- Employee wise OT information
- Department wise OT summary
- Checklist - Salary details
- Checklist - Loan/Advance information
- Checklist - Arrears
- Checklist - Attendance
- Checklist - Meals recovery exemption days
- Pay slips
- Salary totals
- Deductions Statements
- Loans/Advances Ledger
- ESI Statement
- LIC Statement
- Cash/Bank Statement
- PF Statement
- Employee details
- Employee wise earnings/deduction
- Employee wise loans/advances
- Employee wise LIC policies
- Annual PF-3A forms
- Annual PF-6A Statement
- Annual Bonus Statement
- Annual ESI Statement
- Annual ESI Summary
- Annual Salary Statement for a n employee

### 4.10. Financial Accounting

#### *Documents*

- Transfer Vouchers – Cheques, Credit Cards and Foreign Currency to Bank
- Daily Sales Summary
- Statement of Accounts Payable to Travel Agents
- Reminders to Debtors

#### *Reports*

- Daily Cash Statement
- Journal Register
- Register of Transfer Vouchers

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- Register of Travel Agents Credit Notes
- Register of Laundry dues Credit Notes
- Schedule of Receipts
- Schedule of Payments
- Register of Inter-counter Cash transactions
- Credit Note Register
- Debit Note Register
- Schedule of purchases
- Cash Book
- Purchase Ledger
- Sales Register
- Ledger Extract of a given account
- Sundry Debtors Ledgers
- Sundry Creditors Ledger
- Other Parties' Sub-ledgers
- Schedule of Party Balances
- General ledger
- Receipt & Payment Statement
- Trial Balance
- Profit & Loss Statement
- Bills outstanding for a party
- Statement of bills receivable
- Statement of bills payable
- Statement of Agents dues
- Aging of Bills receivable
- Aging of Bills payable
- FA Code Directory
- Budget figures for Account heads
- Opening Balances
- List of Addresses of Parties
- Taxes applicable