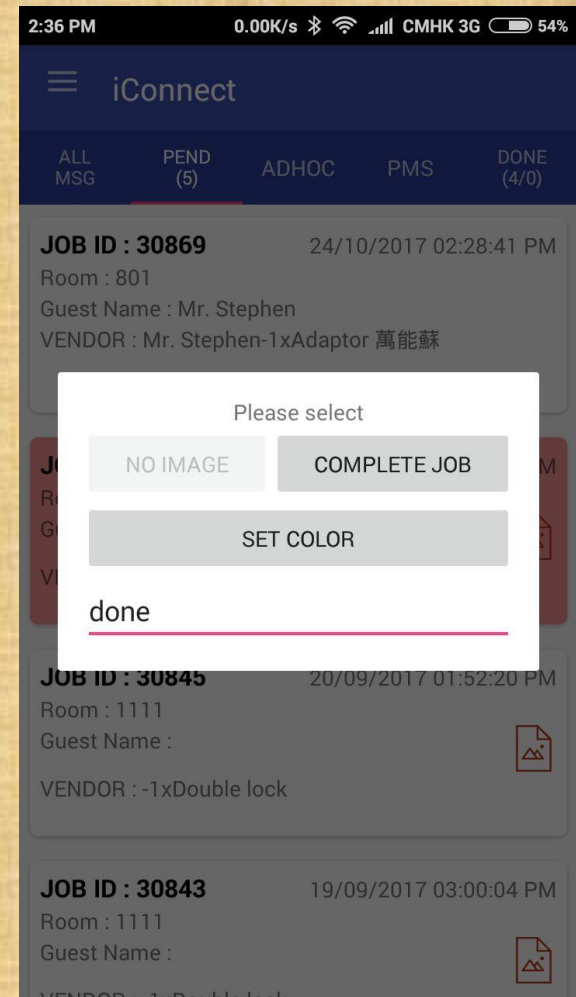
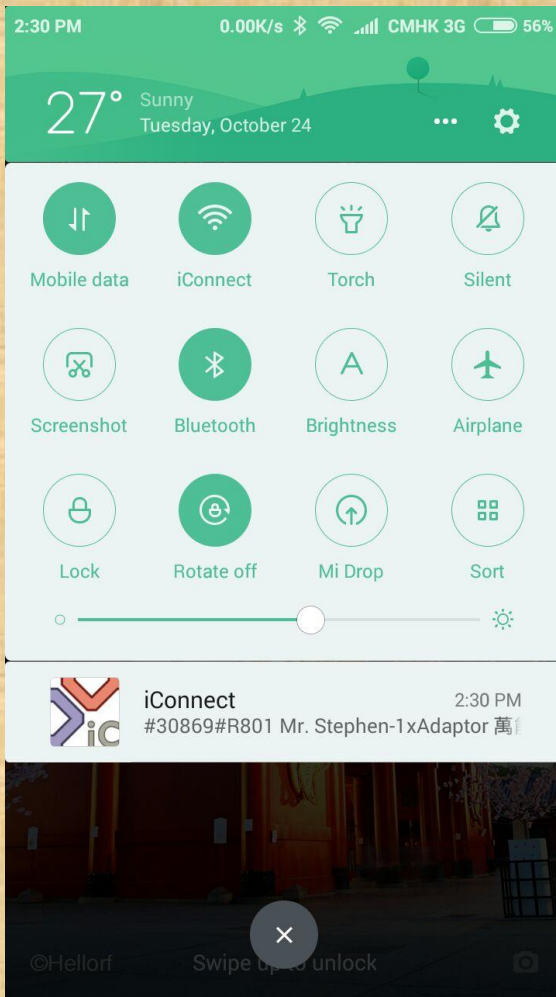
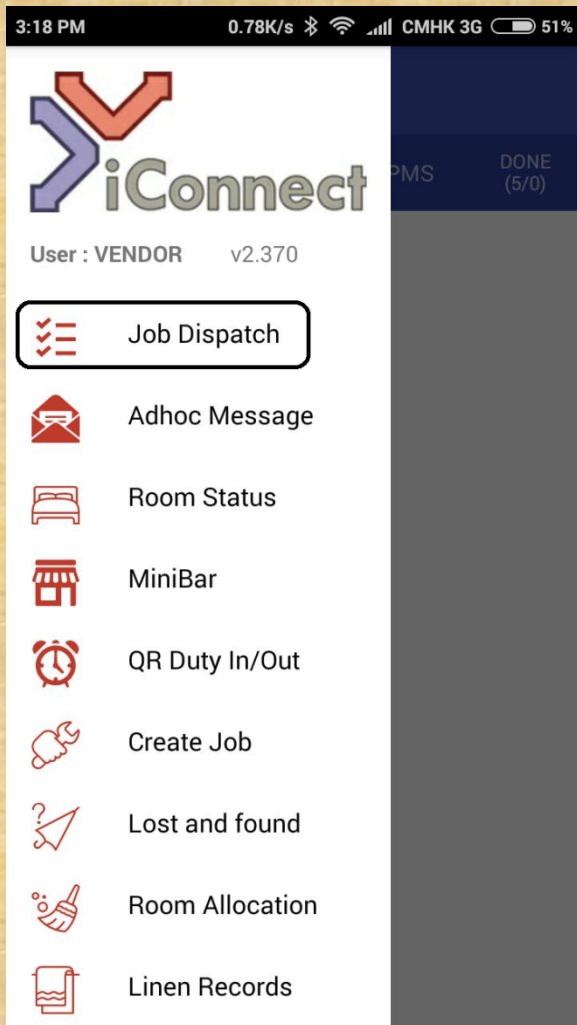


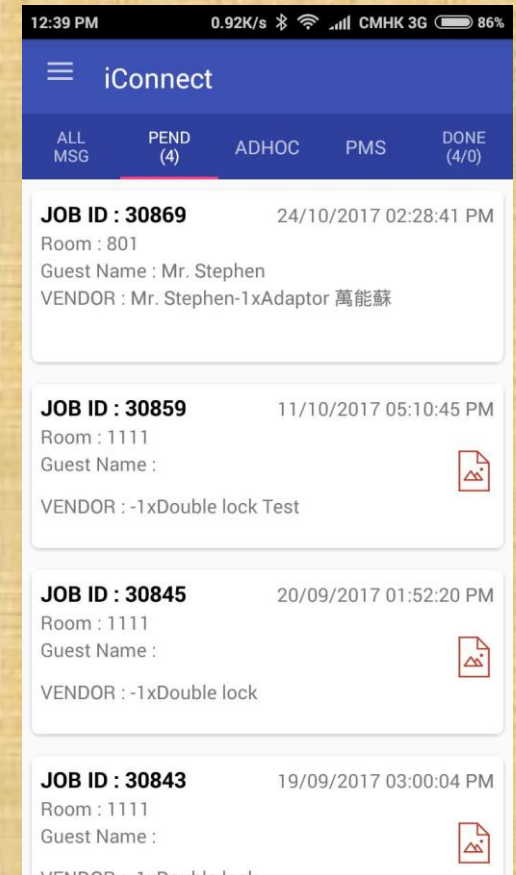
# Job Dispatch Notification



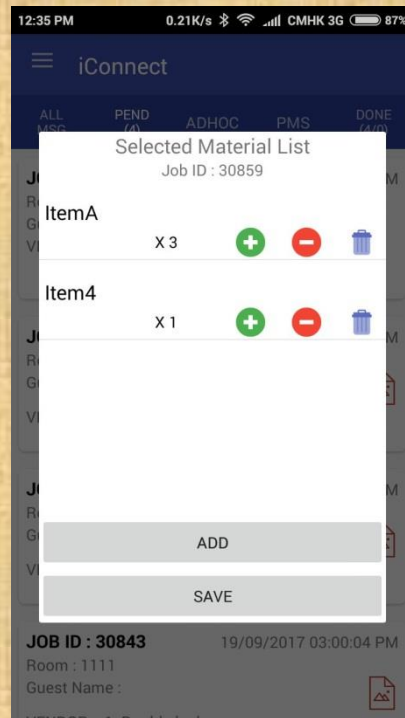
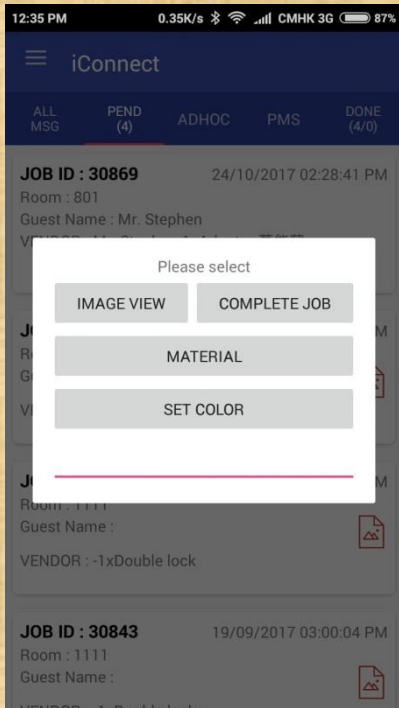
# Job Dispatch



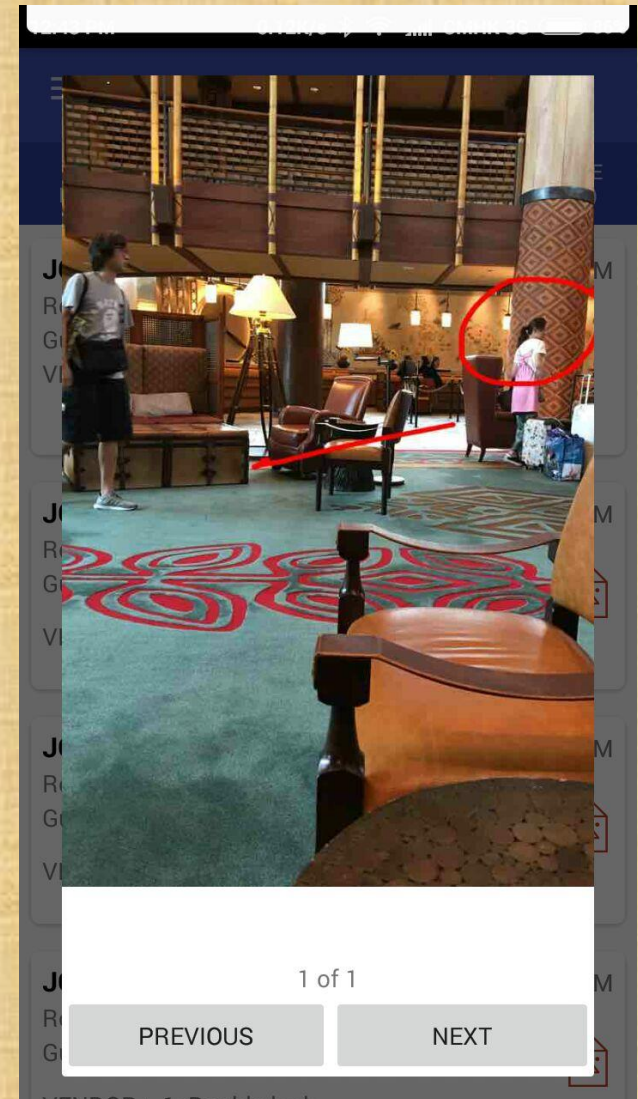
- Messages are well-organized in different tabs for easy viewing.
  - All Msg
  - Pending Message
  - Adhoc
  - PMS, C/I and C/O
  - Done
- Close the job in just a few clicks.



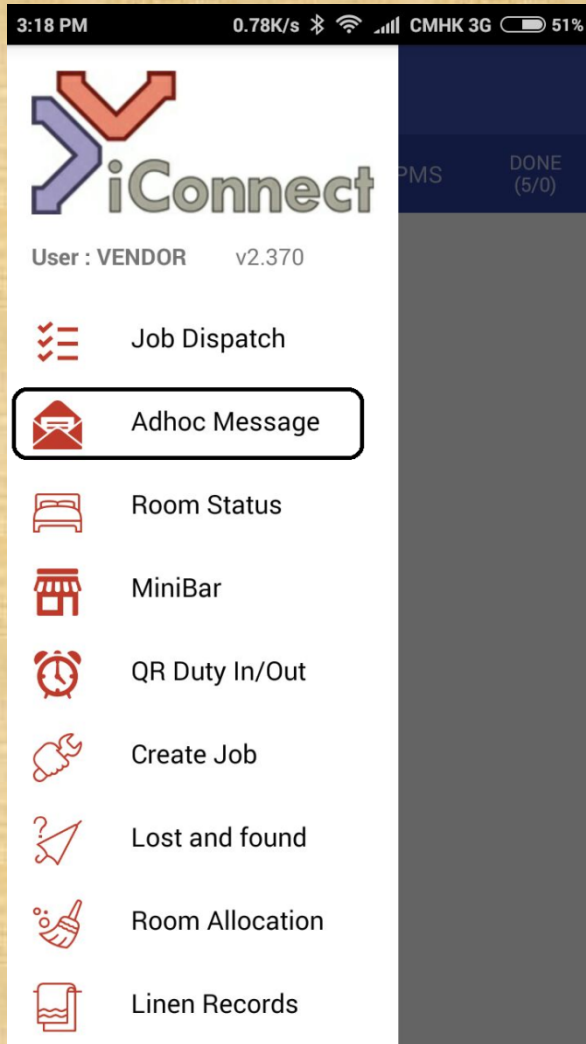
\* Allows user to add comments, material used for the job.



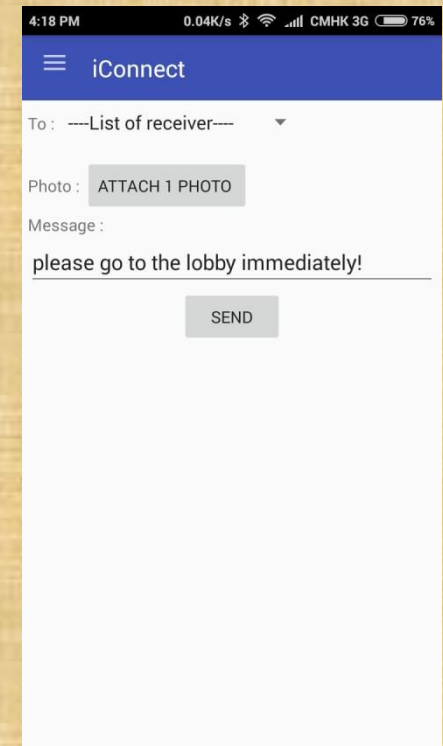
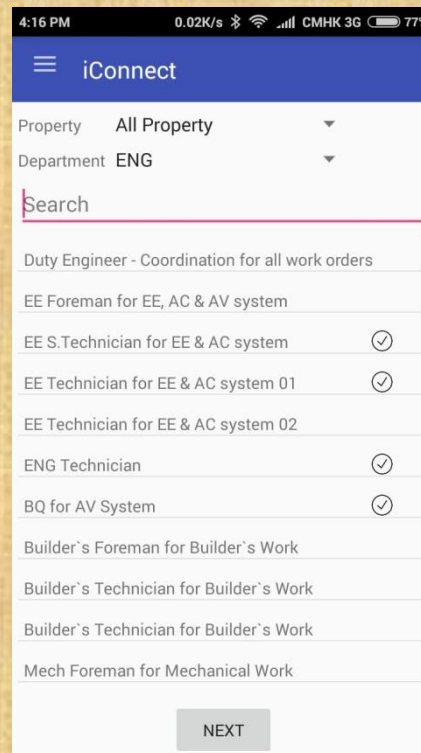
\* View image



# Adhoc Message

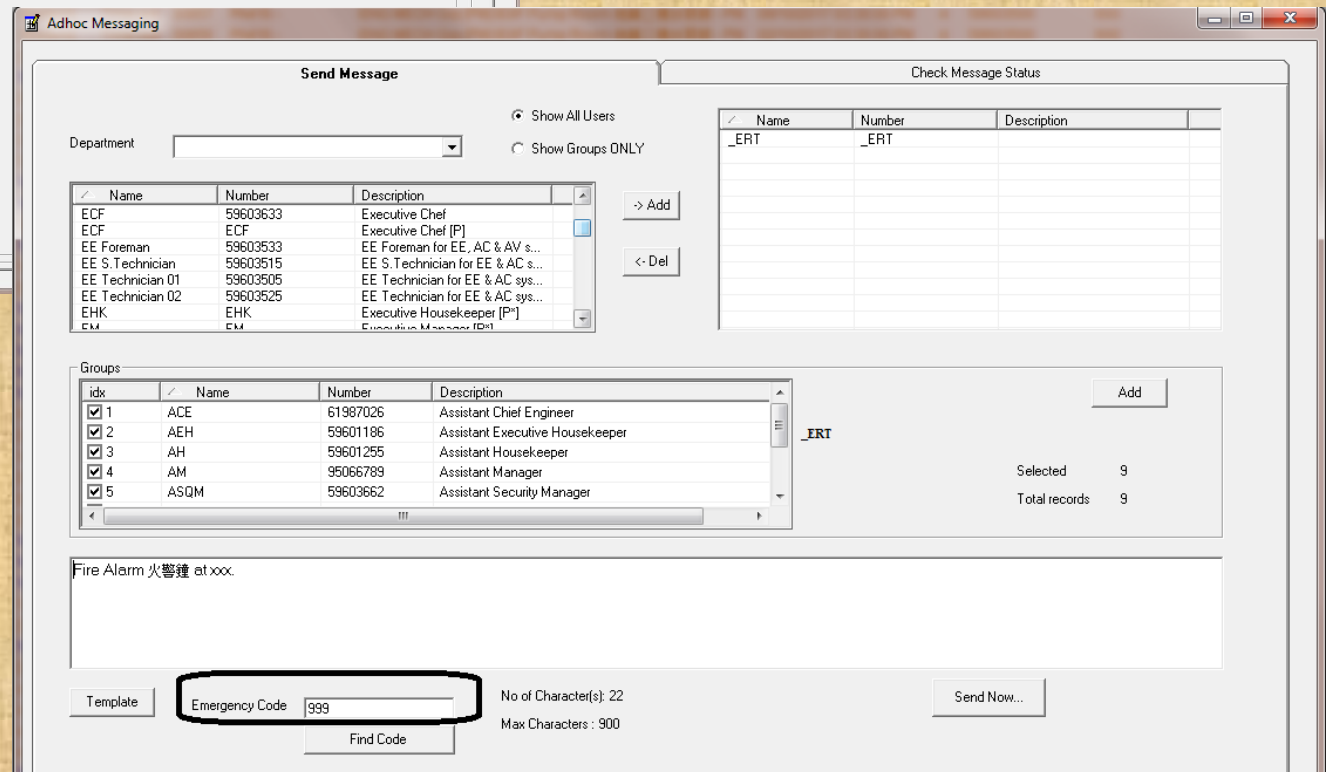
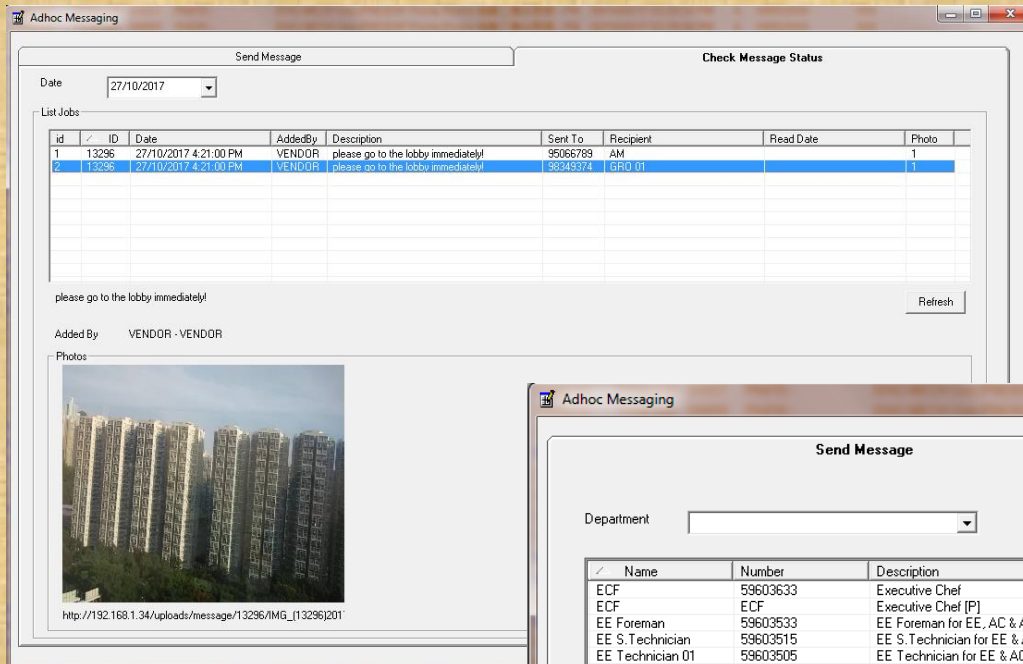


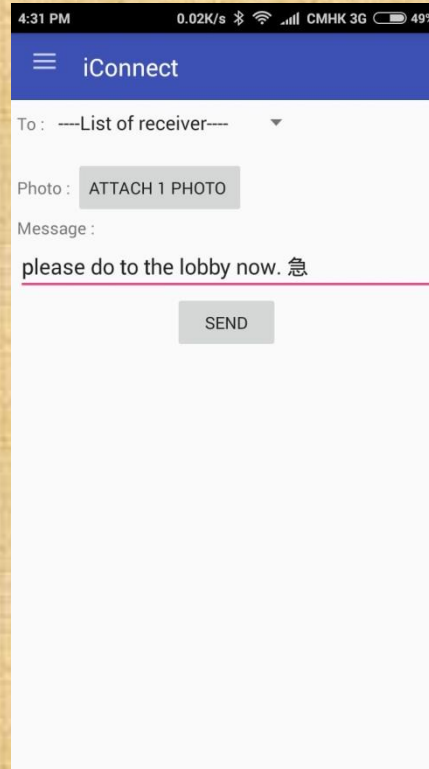
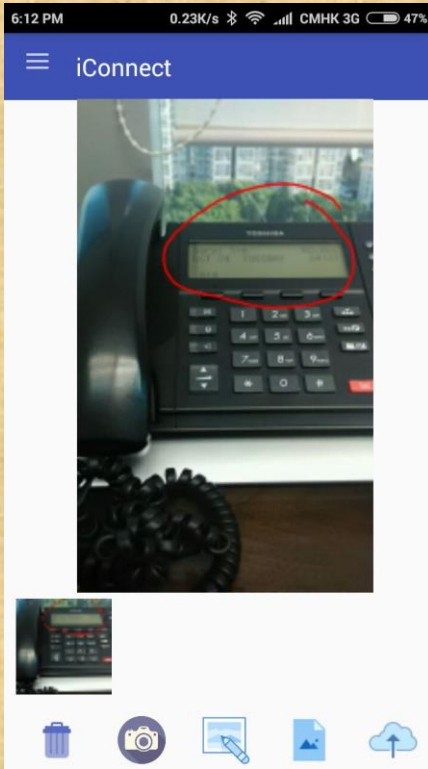
- You can create the Adhoc Message from the Desktop or the Mobile App.
- Choose individual user, or groups
- Attach up to 3 pictures using the Mobile App
- You can trace whether the recipient has read the message
- Reports



# Adhoc Messaging

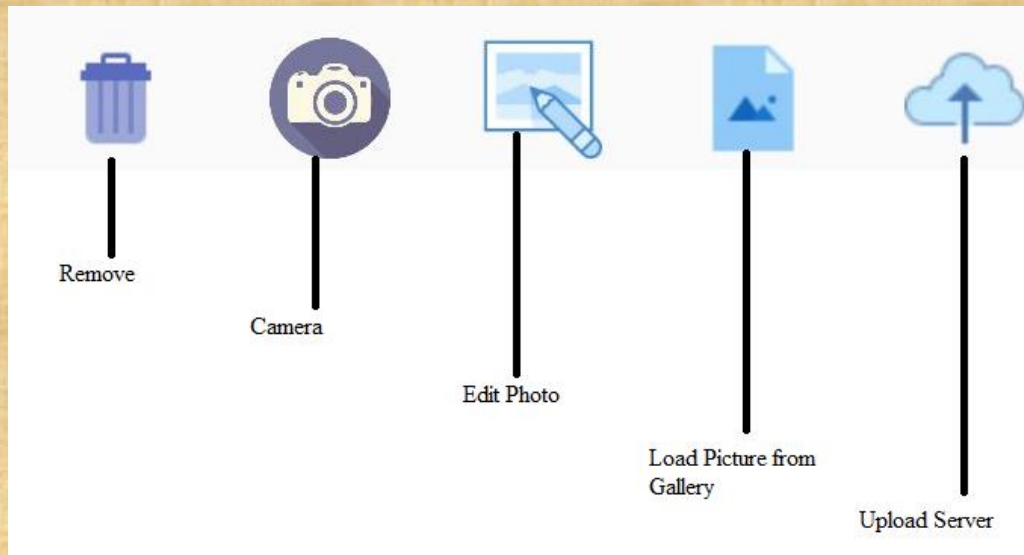
- View Messages on PC
- Create Messages on PC





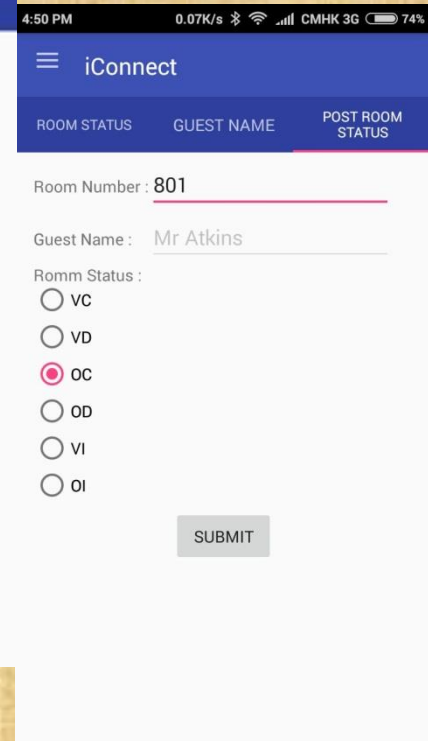
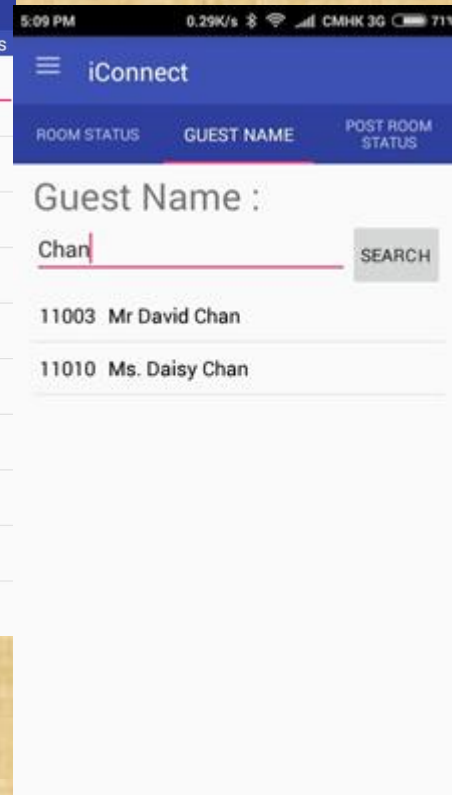
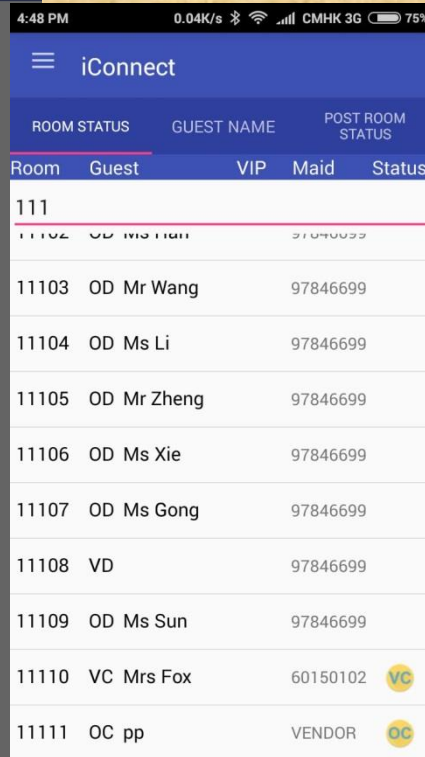
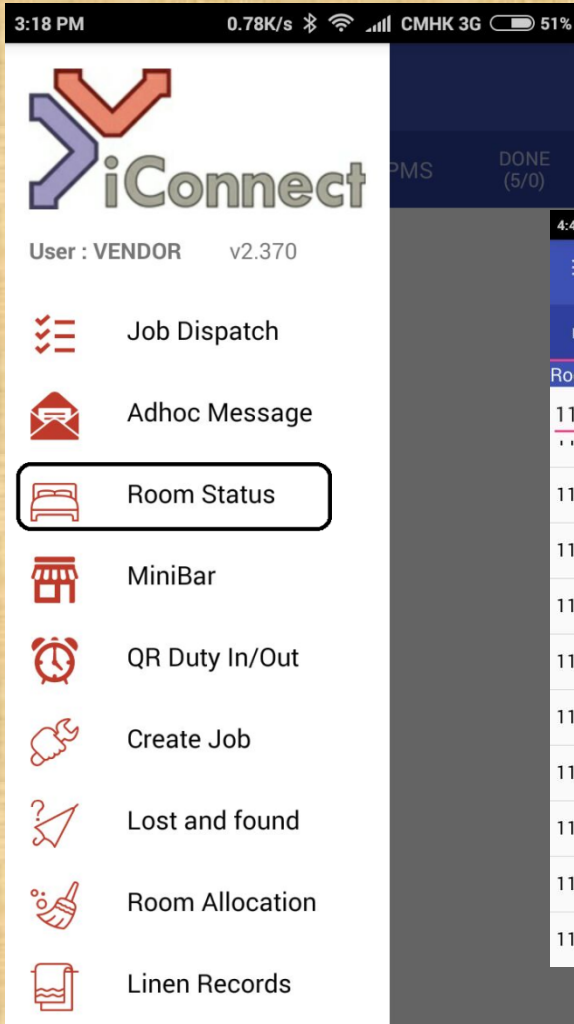
# Photo Taking

- Standard procedure for sending photos
- Allow instant taking picture via Camera Or from Gallery
- Enables you to edit photo before sending
  - To save storage on the phone, photo will be deleted after upload
- Photo will be compressed for speedy upload



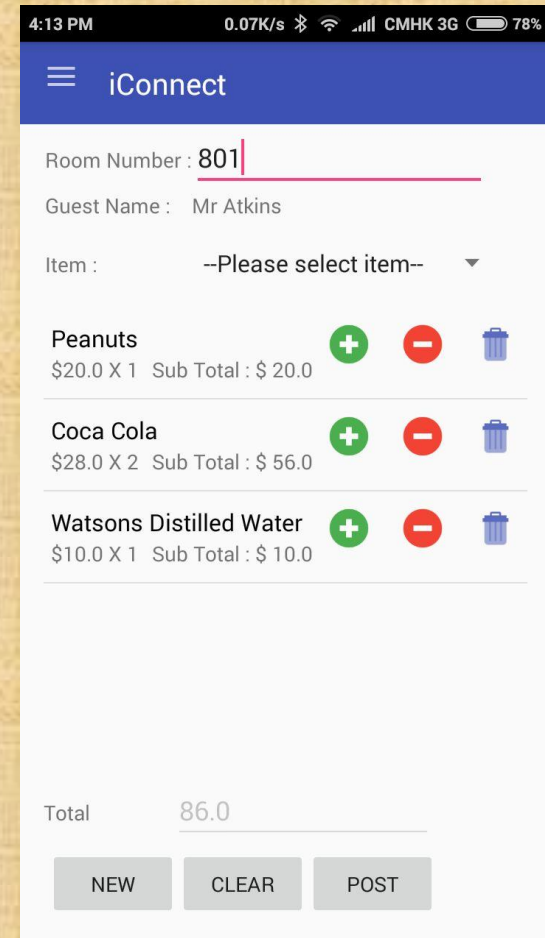
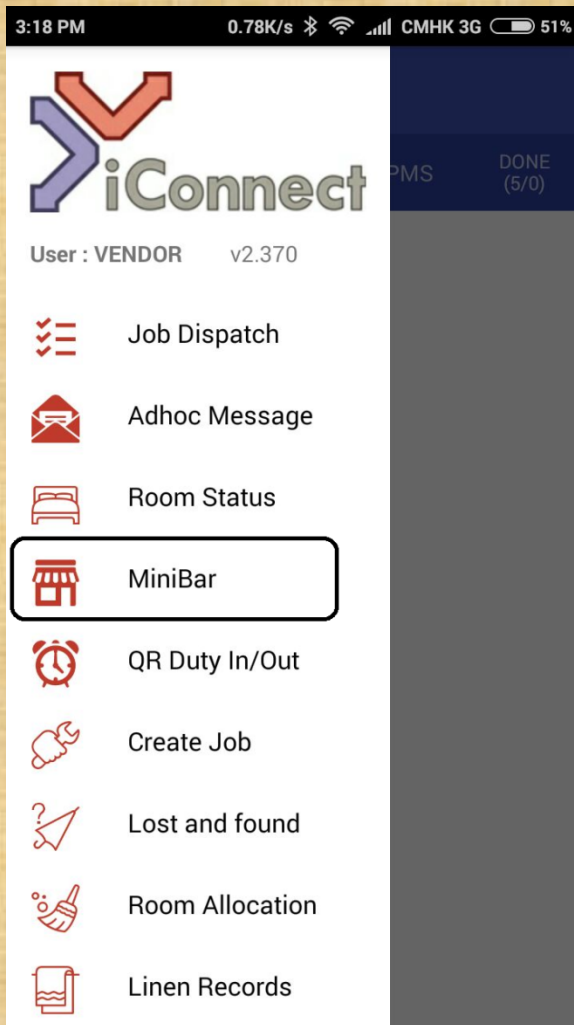
# Room Status

- RA can check the information of all rooms in Hotel.
- Search by Guest name which room the guest stays in.
- Post the room status to the PMS



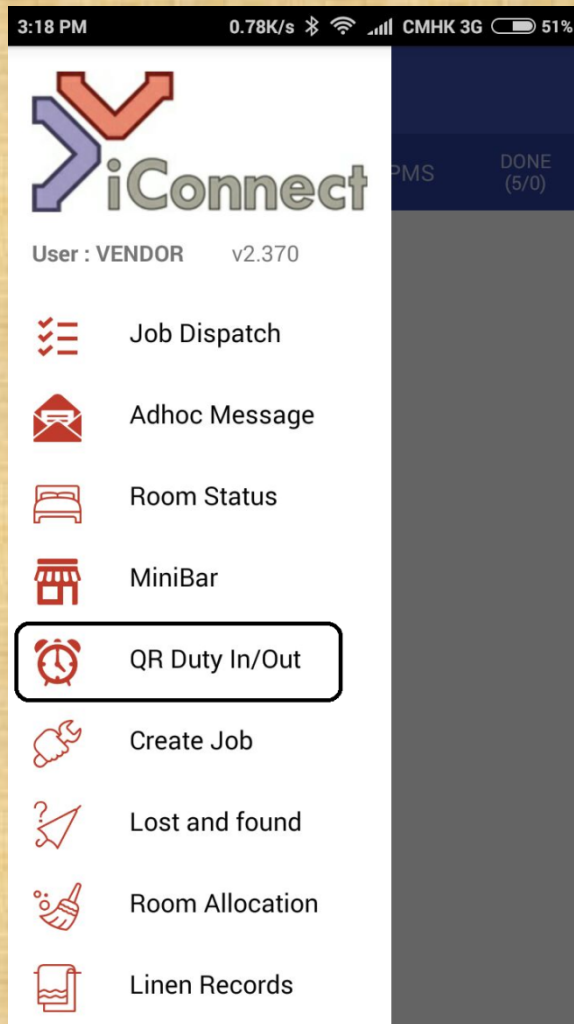
# MiniBar Posting


- Input Minibar by items
- Post to PMS by items or total charges.
- Reports of consumption and detail by rooms for reconciliation with PMS





## QR Duty In/Out

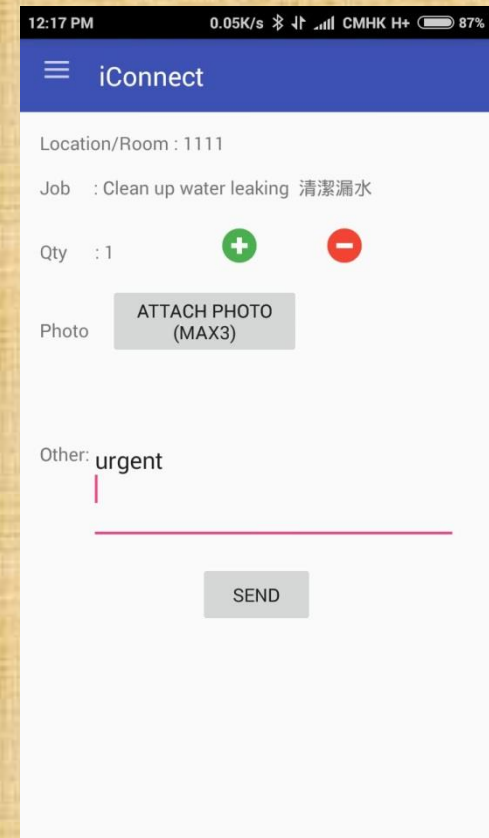
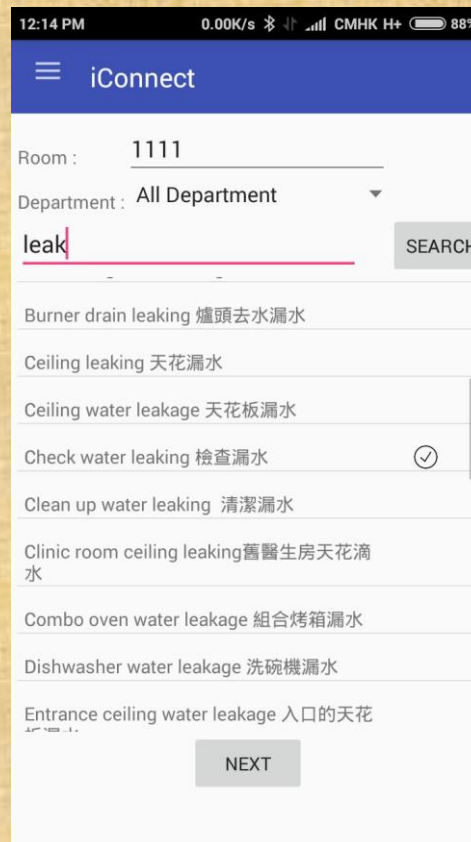
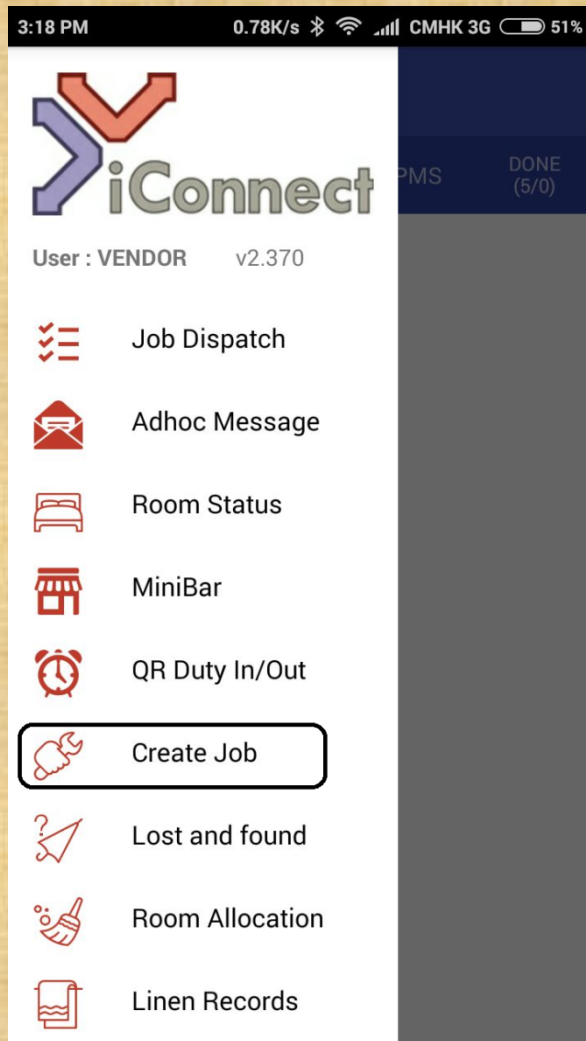


- RA register in/out the guest room
- Scan QR  or Manual input Room
- Upon Exit, system can automatically send the “Clean” status to the PMS.
- Report to show the efficiency of the RA. Average Cleaning Time per Room.



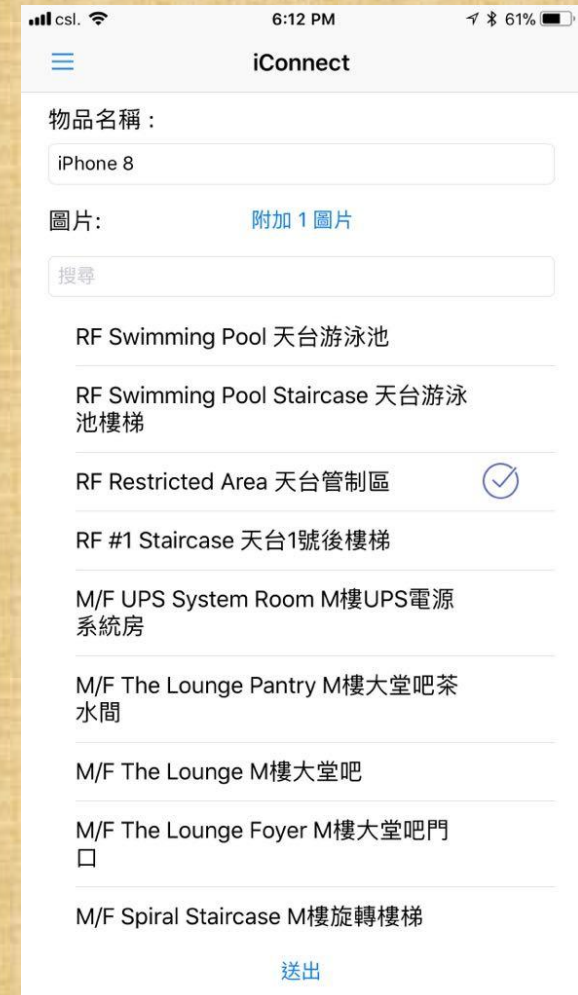
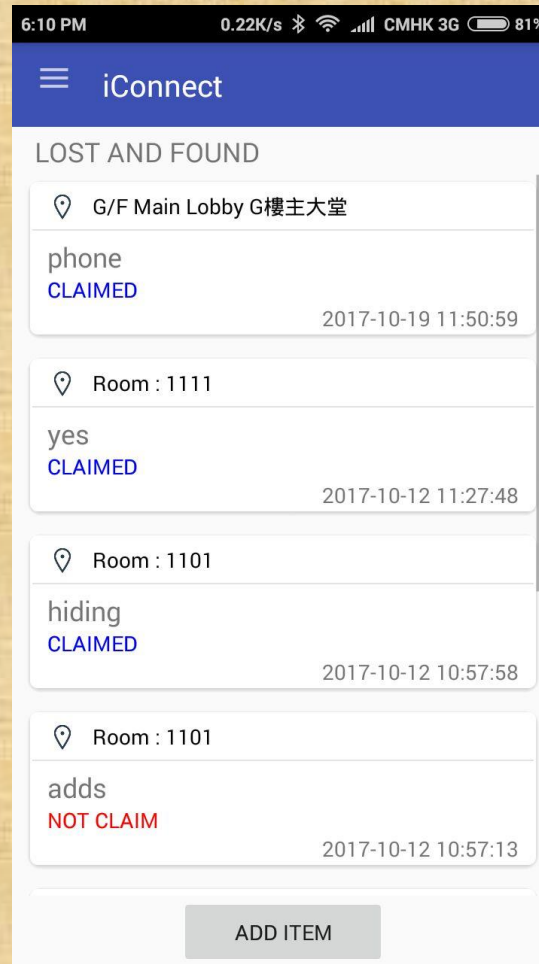
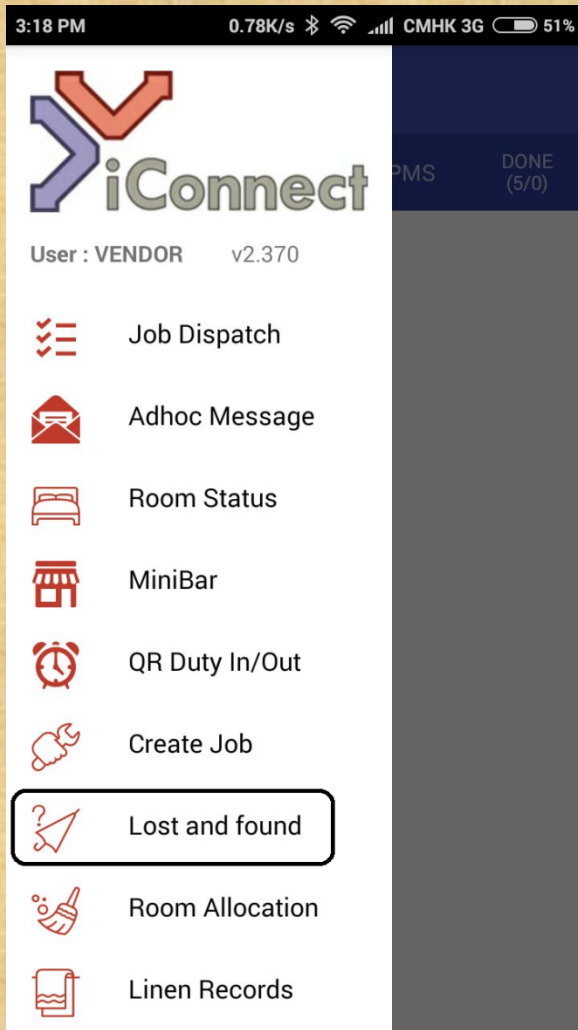
## Create Job

- Create job on the move using the Mobile App. (Guest or CommonArea)
- Able to attach up to 3 photos per job.



# Lost and Found

- View all lost and found items on the phone
- Create the lost item using the Apps
- Take up to 3 photos



# Lost And Found

- Search the lost Item on the Desktop
- Print out the Claim form for the Guest to sign

Lost And Found

Date  
 Start: 19/10/2017  
 End: 26/10/2017

Search: \_\_\_\_\_ Find

Report  
 Detail  
 Summary


List Jobs

ID	Description	Location	Post Date	Updated Date	Maid	Claimed ?	Photo
13	phone	G/F Main Lobby G樓大堂	19/10/2017 11:50:59 AM	23/10/2017 3:28:01 PM	VENDOR	0	1

Claimed? 0 - Yes, 1 - No

Mark As Claimed    Print Form    Refresh

Photos



[http://192.168.1.34/uploads/lost/13/IMG\\_\(13\)20171019\\_1151](http://192.168.1.34/uploads/lost/13/IMG_(13)20171019_1151)

**Lost And Found Claim Form**  
 iConnect System Ltd

Reference Number : 13

Claim Date/Time : \_\_\_\_\_

Name of Claimant : \_\_\_\_\_

Claimant identification /Contact No. : \_\_\_\_\_

When was it found : 19/10/2017 11:50:59 AM

Where was it found : G/F Main Lobby G樓大堂

Description : phone



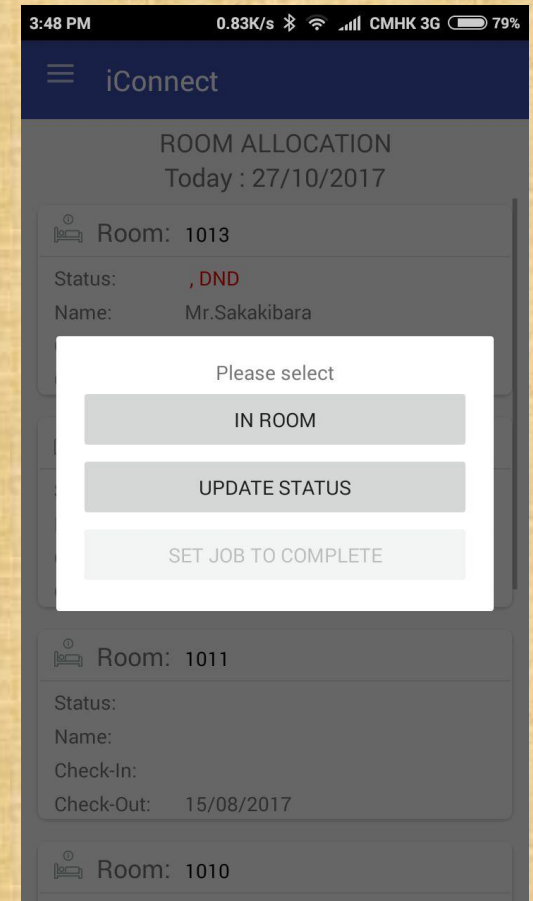
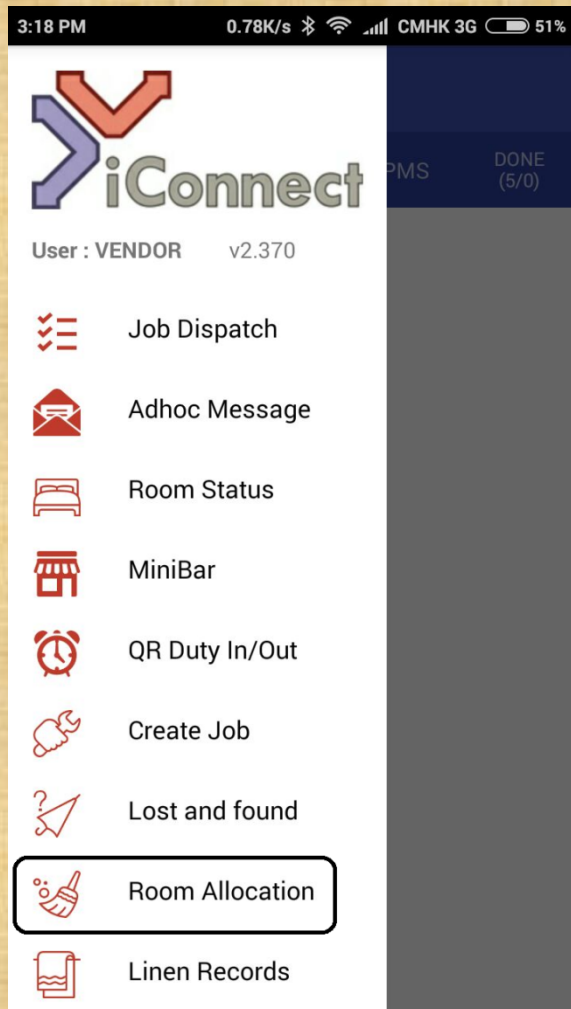
**Terms**  
 The hotel stores abandoned and unclaimed property in an "as is" condition. The hotel makes no expressed or implied warranties and no representation as to the safety, condition, storage or fitness of the property for any purpose. Property being claimed is returned in an "as is" condition. The claimant agrees to indemnify and hold the hotel harmless from any liability for any reason in regards to the property being claimed.

Claimant Signature: \_\_\_\_\_  
 I have read and understand the above statement.

26/10/2017 6:04:11PM Page 1 of 1

## Room Allocation

- Daily Assignment of Room cleaning for RA
- RA can update the status of the room, begin Cleaning Time, DND



# Room Allocation

Assign Rooms to be cleaned by RA

RA Job List

Room Assignment

Selection  
Property: NWM  
Date: 27/10/2017  
RA (selected)  
Vendor

Report  
Assigned By RA  
Completed by RA  
Assign By Room  
Completed By Room

Allocate Room

Room	GuestName
<input type="checkbox"/> 1014	
<input type="checkbox"/> 1015	Mr.Iwasaki
<input type="checkbox"/> 1016	Ms.Salik
<input type="checkbox"/> 1017	
<input type="checkbox"/> 1018	FamilyShirai
<input type="checkbox"/> 1019	Mr.Kwok
<input type="checkbox"/> 1020	Ms.Takahashi
<input type="checkbox"/> 1021	
<input type="checkbox"/> 1022	
<input type="checkbox"/> 1023	Mr.Shu
<input type="checkbox"/> 1024	Mr.Miyawaki
<input type="checkbox"/> 1025	Ms.Lu
<input type="checkbox"/> 1026	
<input type="checkbox"/> 1027	
<input type="checkbox"/> 1028	
<input type="checkbox"/> 1030	Ms.Ding
<input type="checkbox"/> 1031	Ms.Liu

> Add  
< Del

Room	Guest Name	RA
<input type="checkbox"/> 1013	Mr.Sakakibara	Vendor
<input type="checkbox"/> 1012	Mr.Raffier	Vendor
<input type="checkbox"/> 1011		Vendor
<input type="checkbox"/> 1010		Vendor
<input type="checkbox"/> 1009	Mr.Saito	Vendor
<input type="checkbox"/> 1008	Ms.Chong	Vendor

Top  
Up  
Down  
Bottom

Save

3:42 PM 0.02K/s CMHK 3G 80%

iConnect

ROOM ALLOCATION  
Today : 27/10/2017

Room: 1013

Status:  
Name: Mr.Sakakibara  
Check-In: 16/08/2017  
Check-Out: 20/08/2017

Room: 1012

Status:  
Name: Mr.Raffier  
Check-In: 13/08/2017  
Check-Out: 17/08/2017

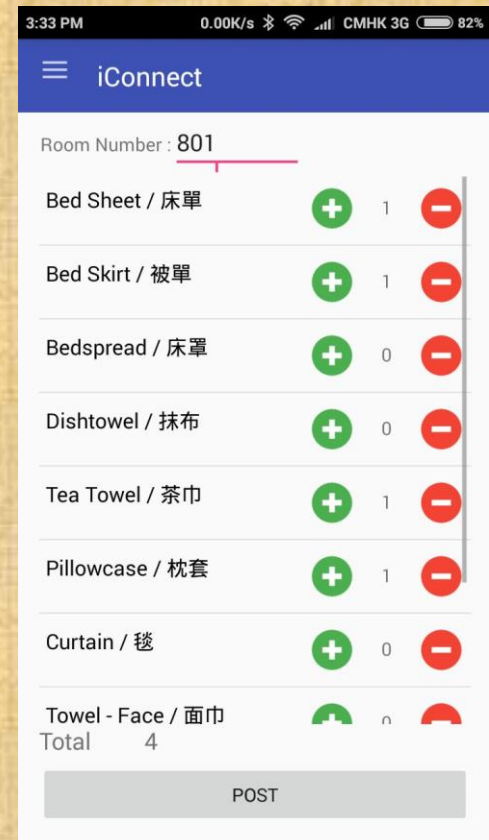
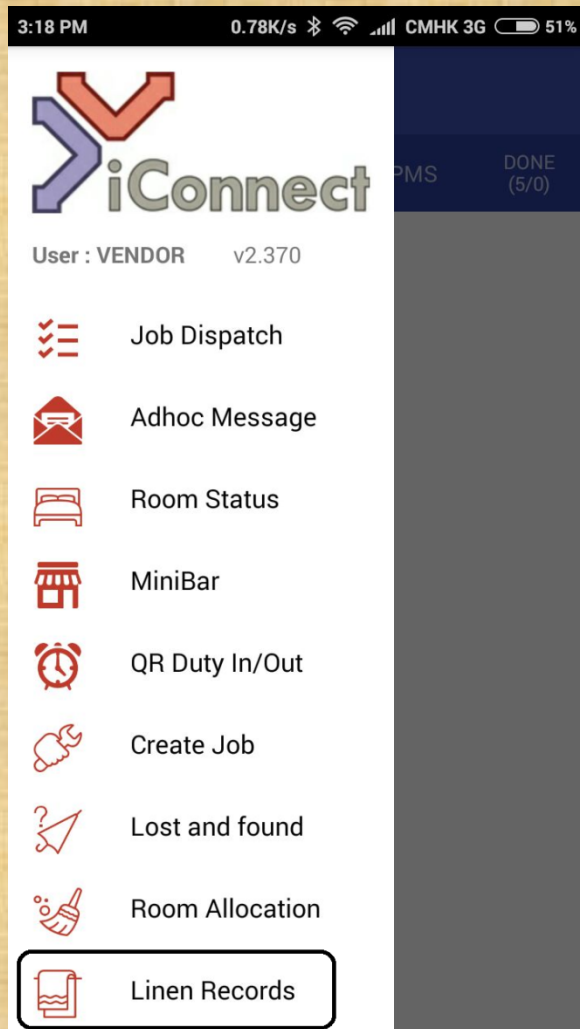
Room: 1011

Status:  
Name:  
Check-In:  
Check-Out: 15/08/2017

Room: 1010

## Linen Records

- Record the Linen consumption by the RA
- Real-time monitor of the linen usage



# Duty Manager Log

- Easily search the log via filters
- Generate reports

The screenshot displays the 'Duty Manager Log' application window. It features a 'Create / Amend' tab and an 'Enquiry' section. The 'Enquiry' section includes a 'Select Filter' area with dropdown menus for Property (1 - NWM), Case Group (All), and Case Department (All). There are also date range filters for Start (17/10/2017) and End (27/10/2017). Other filters include Created By (All), Location, Status (All), Incident Detail (phone), and Guest Name. A 'Search' button is located below these filters.

Below the filters is a 'Results' section containing a table with the following data:

	LogID	Property	CreatedDate	CreatedBy	Room	GuestName	CheckedIn	Lang	Location	Arrival
1	4	1 - NWM			506	Mr. & Ms.Iwase	No	E		2017-08-15
2	5	1 - NWM	19/09/2017 1:34:41 PM	vendor	505	FamilyNishitani	YES	J		2017-08-15
3	6	1 - NWM	19/09/2017 3:02:41 PM	vendor	504	Mr. & Ms.Ando	YES	E	fwelwf	2017-08-15
4	7	1 - NWM	19/09/2017 3:05:53 PM	vendor	504	Mr. & Ms.Ando		E		2017-08-15
5	8	1 - NWM	19/09/2017 4:02:03 PM	vendor	502	FamilyUno	rr	J		2017-08-15
6	9	1 - NWM	21/09/2017 1:18:34 PM	vendor	602	Mr.Saito	yes	J	edfd	2017-08-15
7	10	1 - NWM	21/09/2017 1:35:37 PM	vendor	702	Mr.Liu	yes	CS		2017-08-15
8	11	1 - NWM	21/09/2017 1:47:06 PM	vendor	506	Mr. & Ms.Iwase	YES	E		2017-08-15
9	12	1 - NWM	25/09/2017 2:23:34 PM	vendor	InterDept					2017-07-18
10	13	1 - NWM	25/09/2017 2:29:12 PM	vendor	InterDept	FQ [Group] Gue...				2017-07-18
11	14	1 - NWM	27/09/2017 2:05:18 PM	vendor	502	FamilyUno	YES	J	111	2017-08-15
12	15	1 - NWM	27/09/2017 2:17:31 PM	vendor	InterDept	ENG [Group] B...				2017-09-27
13	16	1 - NWM	27/09/2017 2:23:42 PM	vendor	G/F Toilet	[Group] BQ for ...			ENG	2017-09-27
14	17	1 - NWM	28/09/2017 4:15:06 PM	VENDOR	Iwawe	Front Office 5...		E	FD	2017-08-15
15	18	1 - NWM	17/10/2017 10:03:52 AM	vendor						2017-10-17

A 'Print Results' button is located at the bottom right of the application window.



# Duty Manager Log

Centralize the Log by Duty Manager for easy Management.

The screenshot displays the 'Duty Manager Log' application window. The main form is titled 'Create / Amend' and is for 'LogID 16'. It is divided into two sections: 'Guest' and 'Enquiry'.

**Guest Section:**

- Guest
- Inter-Department
- Property: 1 - NWM
- Room No: 801
- Guest Name: Mr. Stephen
- Checked In: Yes
- Language: CS
- Arrival Date: 14/08/2017
- Location:
- Departure Date: 17/08/2017

**Enquiry Section:**

- Status: Opened
- Case Group: DMLog
- Case Department: Others - DL Health
- Incident Date: 14/08/2017 2:28:25 PM
- Attachment:

**Incident Details:**

On 14/Aug/17 at 4:30pm, Mr. Stephen has checked-in to room 801 and found that the surrounding was very noisy. He requested for a room change immediately.

**Finding And Investigation:**

The noise was produced by the minor renovation on the next room.  
At 5:00pm, we arranged the room change for him at room 1001.  
He was happy with it and the case was closed.

Buttons at the bottom: Save, Cancel, Print.

# Preventive Maintenance for Engineering Department

Scheduler

Category: Electrical

Job Code: 4191 PM generator test 發電機試驗保養

Status: 1 - Active

Location: PA302 Room CommonArea M/F Generator Room M樓發電機房

Interval Type: 1 - Fixed

Interval: Monthly

Start Time: 09/08/2017 8:20:09 AM

Expire: 01/02/2030 9:00:00 AM

Category	JobC...	Location	status	Created	Interv...	Interval	Commence	NextRun	LastRun
Carpenter	1000	1001	1	21/08/2017 6:30:13 PM	2	Monthly	21/08/2017 9:00:00 AM	21/09/2017 6:30:32 PM	21/08/2017 6:30:13 PM
Carpenter	4457	PA446	1	09/08/2017 8:21:29 AM	1	Monthly	01/09/2017 3:30:00 PM	01/11/2017 3:30:00 PM	01/10/2017 8:21:29 AM
Electrical	4191	PA302	1	09/08/2017 8:20:09 AM	1	Monthly	25/08/2017 3:30:00 PM	25/11/2017 3:30:00 PM	25/10/2017 8:20:09 AM
Electrical	4454	PA416	1	28/07/2017 5:55:40 PM	1	Weekly	31/07/2017 3:30:00 PM	30/10/2017 3:30:00 PM	23/10/2017 5:55:40 PM
HSKP	5189	RoomsTBA	2	11/08/2017 2:35:18 PM	1	Daily	14/08/2017 9:00:00 AM	12/09/2017 9:00:00 AM	11/09/2017 2:35:18 PM

Add Update Delete Print

New Job

Close Send

Send Help

Guest Room  Common Area

**Guest Information**

Room No: 801  
 Ext No: 1801  
 Guest#: 2123208  
 Name: Mr. Stephen  
 Check-In Date: 14/08/2017  
 Expect Departure: 17/08/2017  
 VIP:   
 Language: CS

Clear

Schedule Job

Date: 30/10/2017  
 Time: 12:00:00 PM

Job Code: 1000 || AM\_Others

Search:  Find

Dept	Group	Description	Code
CON	007	Book Hotel Limousine 預訂酒店轎車服務	7011

x QTY: 1

Other Service Detail:

Assign To: Department: \*

Code	Description	Qty	ToPage	Others
2049	Check luggage 聯行李	1	[Group] 8/F HSKP Rm Att. room ...	
7011	Book Hotel Limousine 預訂酒店轎車服務	1	Concierge 01    59603606:CON 01	

<- Del

Ready 26/10/2017 11:21 AM

Schedule Job which will automatically Page / SMS at This predefined time.

# Report Menu

iConnect Call Center Reporting version <1.4.4>

Selection Box

Start Date: 24/10/2017 12:00:00 AM Room No: \*

End Date: 24/10/2017 11:59:59 PM Service Group: 001 - AM\_GRO

Status:  On-Time

Site: \*

Detail Service Request

Detail Service Group By Agent

Detail Service with Follow up

Detail Service with Courtesy Call

Service Request Detail

Summary Service Request

Average Time Statistics Report

Service Request Statistics Yearly Report

Average Time Statistics Yearly Report By Service Group

Inventory Summary

Adhoc Report

Courtesy Call Detail

Service Efficiency

Service Efficiency Pie Chart

Number Request Bar Chart

Scheduled Job

PMS Activity

Detail Service By Job ID

Job Detail Grouped by Status

Hourly Report

Settled By Summary

Settled By Detail

Year Report

Preview

CAPS 24/10/2017 4:11 PM

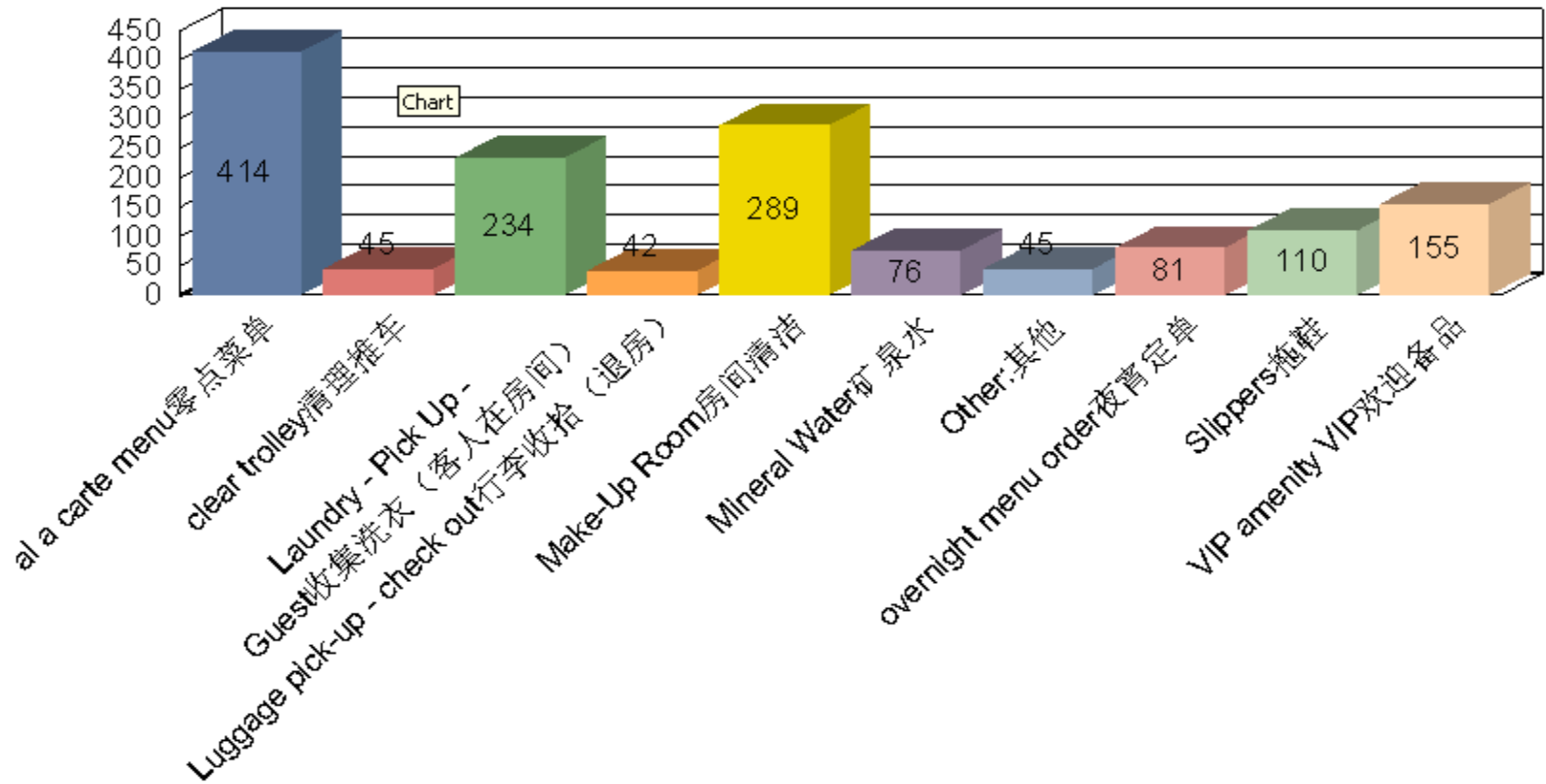
## Filter By :

- Date Range
- Status
- Department

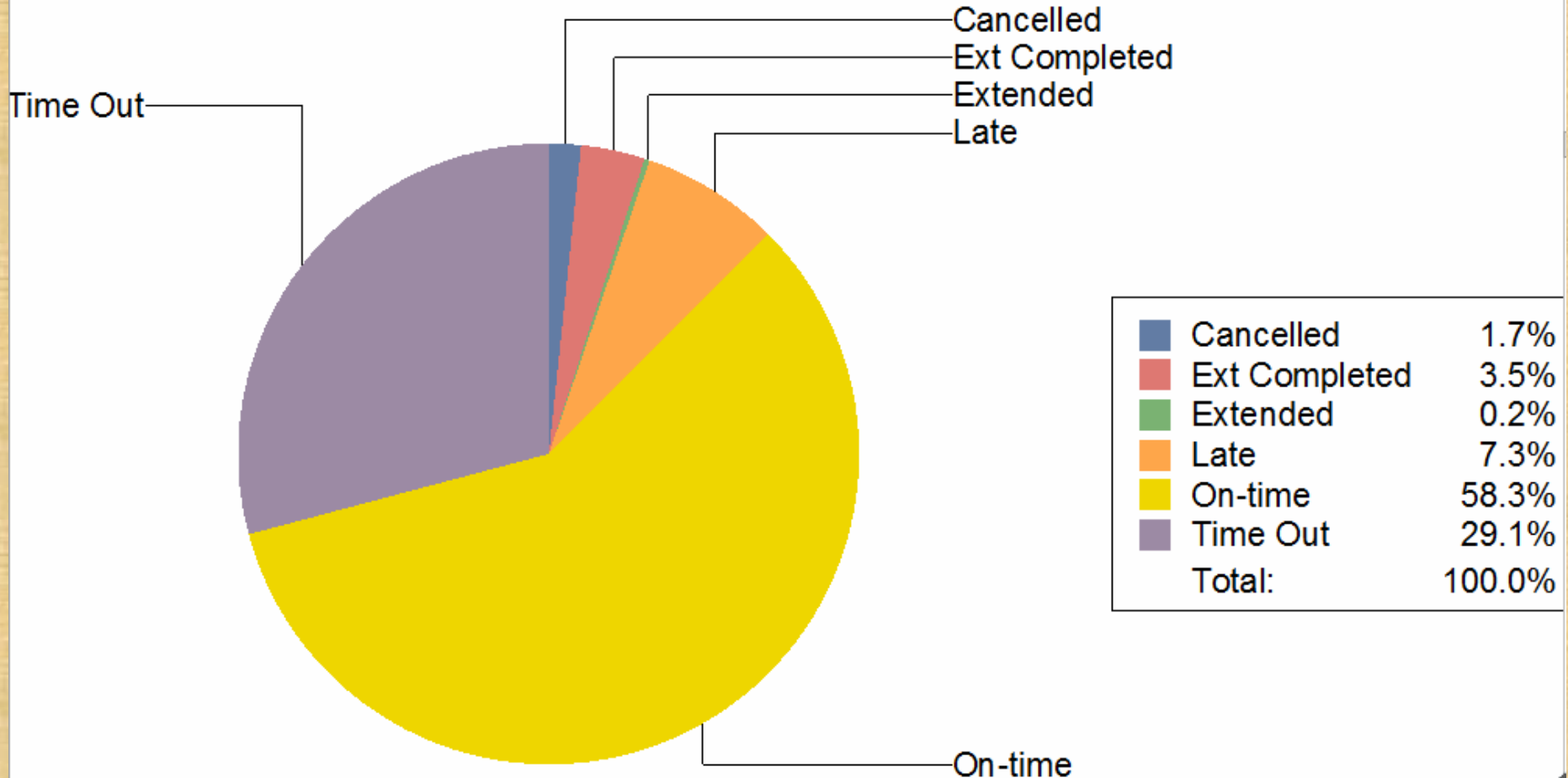
## Export Report to :

- Pdf
- Excel
- Winword
- CSV and etc.

## Top 10 Guest Request



## Service Efficiency

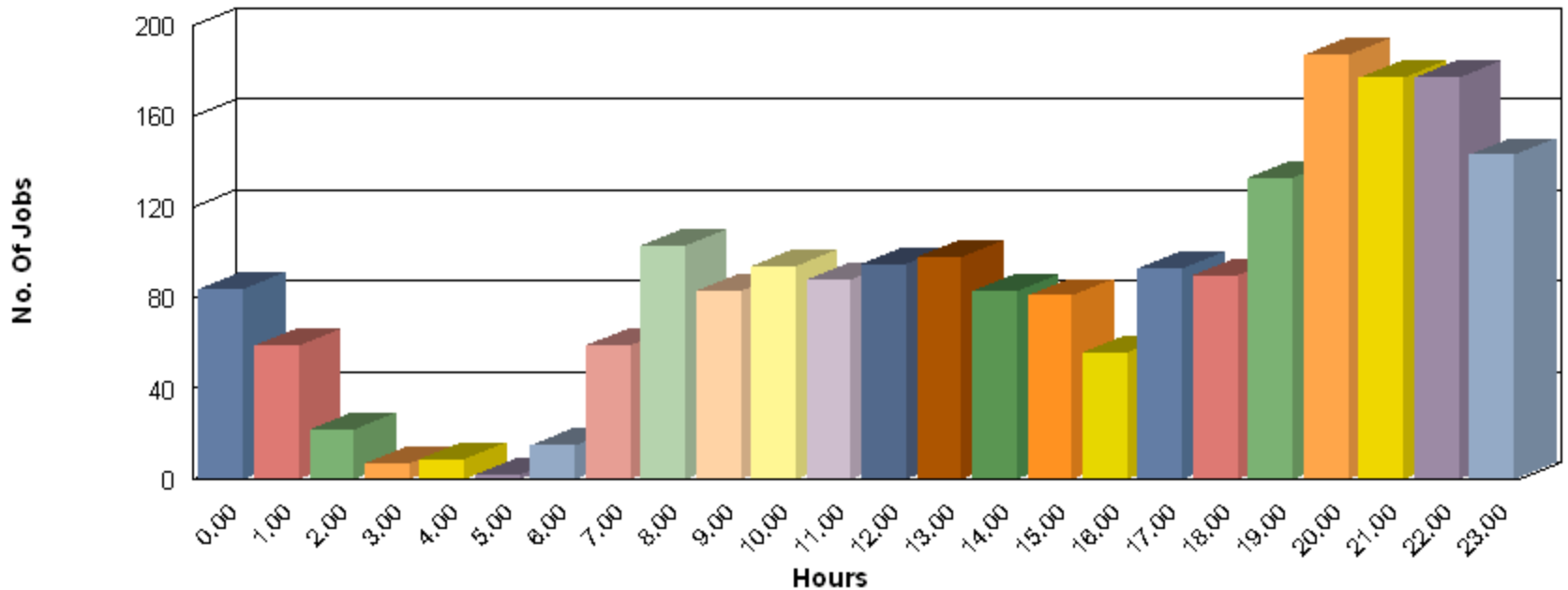




# Sample Reports

## Job Hourly Statistics Report

Date : 01/Jan/2011 00:00:00 To 26/Jan/2011 23:59:59





# Sample Reports

## Summary Service Request

Date : 01/Jan/2011 00:00:00 To 26/Jan/2011 23:59:59

Service Group	Item Description	Guest Request
<b>001</b>		
1000	Bed Valance床裙	3
1001	Duvet - King棉被(大床)	13
1006	Pillow - Dupont fill棉枕	1
1012	Sheet - King双人床单	5
1017	IRD Menu送餐牌	2
1019	Kettle电热水壶	1
1024	Hair Dryer吹风机	3
1034	Toilet Roll - Guestroom卷纸(客房)	2
1040	Blanket - extra加毛毯	1
1044	Laundry - Pick Up - No Guest收集洗衣(客人不在房间)	8
1045	Laundry - Pick Up - Guest收集洗衣(客人在房间)	141
1046	Laundry - Return返回客衣	14
1047	Laundry Bag洗衣袋	2
1048	Laundry List洗衣单	3
1049	Make-Up Room房间清洁	57
1051	Rollaway Bed - put into room加床	1
1053	Rubbish - to clear 清洁垃圾	1
1054	Toilet - guestroom to be cleaned清洁客房卫生间	2
1055	Turn Down Service夜床服务	4
1063	Bathrobe浴袍	3
1065	Towel - Bathsheet浴巾	8
1066	Towel - Bathmat地巾	1
1067	Towel - Face面巾	1
1070	Pressing 熨烫	6
1071	Ask Assistance 寻求服务员帮助	22
1072	Buckwheat pillow 荞麦枕	1
1999	Other:其他	7
SubTotal		313
<b>002</b>		
2000	Bath Gel沐浴露	11
2001	Body Lotion润肤露	7
2002	Comb梳子	1
2004	Cotton Buds棉签	2