

## Frequently Asked Questions

Visit our new website at [WWW.MagpieSystems.net](http://WWW.MagpieSystems.net)

**Q**What is PMSolutions?**A**PMSolutions is an online Property Management application for use by hotels, resorts, inns, B&B's, condominiums, condo-hotels, motels, and marinas. It is fully integrated with QuickBooks online making it a valuable time saving tool for managing your property.**Q**

**Are there other benefits?****A**

Absolutely! PMSolutions integrates with your website allowing your guests to view availability and book their own online reservations. Guest Credit Card payments can be processed automatically using PayPal, Authorize.net, and QuickBooks Merchant Services. We can also synchronize your reservation inventory\* with the GDS. (makes your property visible to thousands of travel agents as well as to sites such as Travelocity, Priceline, and Hotels.com;) **Q**What else can be integrated with the PMSolutions?**A**Guest phone charges can be automatically posted to their folios when integrated with Atlas Phone Systems. This also provides a convenient system for housekeeping and maintenance to update the property management software on a unit's status. The software can also integrate with Safelock's Series 6000 RFID locking system. **Q**

**Is the software available in a desktop version?****A**

Currently no, although this is in development.**Q**Does the property management software require QuickBooks online?**A**Although QuickBooks online is not required, the property management software is configured to be integrated with the accounting software.**Q**

**Can I use my existing QuickBooks Desktop Software?****A**A new QuickBooks Online account is required for optimal use of the Property Management Software. Your existing QuickBooks data file can be imported.**Q**How can I estimate the monthly / yearly costs to run the PMSolutions?**A**You will be billed monthly based on a percentage (1%) of your total room revenues. There are no monthly minimums and the maximum charge is \$450.00 per month.**Q**Will I be billed for cancelled reservations at my resort? What about taxes?**A**

No, the software calculates only completed reservations when calculating total revenues. Taxes and other folio items are never included.**Q**

**Will I be billed for other items that our hotel includes in a guest's folio?****A**No, only your room bookings are included.**Q**How much time is required to set up the application and train my hotel staff in its use?**A**Set up can be accomplished over a few days with an additional day if data migration is required. The software is extremely easy to use and requires little training. Customer support is available at no additional charge and a comprehensive online help manual is included with the software.