



What is Inn-360?

Inn-360 is a strategically planned *Guest Experience Software* designed to make such an impact on guest service that it will improve any hotel's productivity and make them more efficient. It was designed and written "By hotel people for hotel people" to be used as tool that improves the everyday operations of every hotel.

This hotel management asset gives you the freedom to check the status of open work tickets, security reports or keys signed out at your property anywhere, anytime all from your smart phone. You can literally get the current status of your property from any web enabled device; anytime, anyplace, anywhere in the world with an internet connection. You could be sitting at game, a restaurant, or even on an airplane and check any of these and so much more. This cutting edge software is way of the future for hotels worldwide.

For example: *"The General Manager is leaving for the day and while in the parking lot he notices a light out in the sign on the building. With his smart phone, he opens a ticket from the parking lot and it is immediately sent to the Engineer on duty's cell phone for repair. It's that simple!*

Inn-360 has several state of the art features including, but not limited to:

- Current Status from any web enabled device, anytime, anyplace, anywhere in the world
- Free Form search by any field or combination of fields
- Open Work order entry from Cell Phone, Tablet, or PC
- Open Housekeeping ticket from Cell Phone, Tablet, or PC
- Work tickets sent via email or text for older non-smart phones
- Room inspections from Cell Phone, Tablet, or PC
- Room inspection failure reports by area failed, by employee, supervisor, etc.
- Room inspection average scores.
- Add custom call types, work areas.
- Learn one menu for all devices. i.e. Cell Phone, Tablet, or PC
- Search memory (remembers searches)
- Export to PDF, CSV, Excel, Word, XML
- Dashboards for individual departments
- Room History Master View
- Employee History Master View
- Over 30 built in reports and charts to give an overall view of the property
- Engineering / Maintenance/ Housekeeping / Security / Front Desk / Executive sections
- Laundry Valet



- Shuttle Log / Shuttle Maintenance Log
- Valet Parking
- Luggage storage
- Lost and Found
- Security Report with pictures
- Key log with digital signature capture
- Parking Permits
- Room PM
- Equipment inventory and PM
- Vendor List
- Housekeeping Product inventory
- Asset Management
- Call Trending
- Aid in training by narrowing in on areas that need improvement
- Justify capital requests
- Justify hiring and firing based on real time and history data

Inn-360 is constantly improving, because we listen to our customers. We are always looking to add new features that will continually assist hotels maximize on the benefit of this amazing program.

As a 35 year hotel IT veteran, I have worked with just about every type of software and configuration out there. I've seen the problems caused by one version of Java needed to run one type of software and another version to run another type of software. I have seen all the browser compatibility problems. The list is endless... And let's not forget hardware maintenance if you own the server, there's security and the cost of this equipment, patches, antivirus, etc.

This is where we shine!

Inn-360 was designed to run on any platform and operating system for PC, Tablet, Cell Phone, Watches, etc. It behaves with other programs you are running because it is cloud based. There are no maintenance fees or hidden operating charges, you are always running the most current version. It's simple, it's easy and most importantly it's affordable.

We use a simple straight forward flat fee + room count per month. This not only gets you all features currently offered in Inn-360 but also guarantees you to every upgrade, improvement, charts, reports, and anything else we add in the future.

Don't miss your opportunity to be a part of this cutting edge technology. The possibilities for your hotel are endless.



Rooms History Master View

inn-telligentsystems.com/cgi-bin/Rooms_History_Master_View_list.php?pagesize=50

INN-TELLIGENT SYSTEMS

Logged on as Mark Kramer [Log out](#) [Admin Area](#)

Home | Current Status | Front Desk | Engineering | Housekeeping | Executive | Rooms History Master View | Security | Shipping and Receiving | Administrator | Help Desk

More...

Search for:

Details found: 124
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Room Number	Issue	SI
Work Order (1)	Wdh	
103	K1RZ	
Housekeeping Ticket (1)		
104	K1RZ	
105	K1RZ	
Work Order (1)		
106	K1RZ	
Room Inspection (1)		
107	Q2RZ	
Work Order (1)		
108	Q2RZ	
109	Q2RZ	
Work Order (1)		
110	Q2RZ	
111	Q2RZ	
113	Q2RZ	
115	K1RZ	
117	K1RZ	
Work Order (1)		
203	K1RZ	
Housekeeping Ticket (1)	Room Inspection (1)	Work Order (1)
Work Order (1)		
Room Inspection (1)	Work Order (1)	
Room Inspection (1)	Work Order (1)	
210	Q2RZ	
211	Q2RZ	
212	K1RZ	
213	Q2RZ	
214	K1RZ	
216	K1RZ	
Work Order (1)		
217	K1RZC	
218	K1RZ	
Work Order (1)		
222	K1RZ	
Room Inspection (1)		
223	Q2RZ	
Work Order (1)		
224	Q2RZ	
225	K1RZ	
226	Q2RZ	
227	K1RZ	
228	Q2RZ	

Details found: 2

Priority	Open Ticket Time	Date Opened	Ticket #	Room / Area	Type	Problem Description	Parts Received By	Assigned To	Notes	Date Closed	Closed
<input type="checkbox"/>		5/25/2016 12:00:00 AM	427495	204	Plumbing	Clog Tub	clog			5/25/2016 12:00:00 AM	<input checked="" type="checkbox"/>
<input type="checkbox"/>		1/10/2016 12:00:00 AM	427397	204	Ceiling T4	Entry ceiling/ repair		Tom		1/19/2016 12:00:00 AM	<input checked="" type="checkbox"/>

inn-telligentsystems.com/cgi-bin/Work_Order_list.php?masterable=Rooms History Master View&masterkey=1=204



INN-TELLIGENT SYSTEMS

Current Status | inn-telligent-systems.com/csgcm/Current_status_dashboard.php

inn-360 | Vers: 111-01.102115 | Copyright 2016 | Inn-telligent Systems | 7:32:12 P.M.

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Home | Current Status | Front Desk | Engineering | Housekeeping | Executive | Security | Shipping and Receiving | Administrator | Help Desk

Work Orders Open

Priority	Open Ticket Time	Ticket #	Date Opened	Room/Area	Received By	Type	Problem Description	Assigned To	Notes
32:37:31	10/21/2016 10:54:02 AM	23164	10/21/2016 10:54:02 AM	Per C	L-Drifta	Electrical	Light fixture in the ceiling in Salon C is out.	Ed Lancy	
53:29:00	23163	10/21/2016 10:02:33 AM	237	Alice Jackson	Bed		The bed is squeaking when you sit on the bed please check guest checked out	Ed Lancy	
722:23:06	23097	9/22/2016 5:08:27 PM		Fitness Center	Pete Jordan	HVAC	AC does not seem to be working and is very dirty	Ed Lancy	
722:31:37	23095	9/22/2016 4:59:56 PM		Pool	Pete Jordan	QA	Replace all chipped tile	Ed Lancy	
722:35:51	23091	9/22/2016 4:55:42 PM		Kitchen	Pete Jordan	QA	Door frame from dining room to kitchen badly shipped	Ed Lancy	
724:18:13	23099	9/22/2016 3:13:20 PM		Restaurant	Pete Jordan	QA	Ceiling over buffet area needs to be scrapped, primed and painted due to leak in floor	Ed Lancy	
838:59:59	23080	9/17/2016 3:33:38 AM		Outdoor	Pete Jordan	Lighting	Light out over north patio door again	Ed Lancy	
838:59:59	23081	9/17/2016 3:54:17 AM		Outdoor	Pete Jordan	Lighting	Light out on south side of the building over the sidewalk between the building & Main	Ed Lancy	

HSK Ticket Open

Priority	Date Opened	Open Ticket Time	Ticket #	Room/Area	Received By	Type of Call	Description	Assigned To	Notes
	10/20/2016 9:24:29 PM	46:07:05	70	423	Travis	Damage	light bulb exploded	Taylor Schnee	
	10/20/2016 8:02:38 PM	47:28:56	69	226	Travis	Odor	Room smelled Musty	Taylor Schnee	

Security Call Log

No records found

Keys Signed Out

ID	Sign Out	Key Number	Issued To	Date Issued	Date Returned	Closed	Sign Key In
5	Kitchen	Liz	9/9/2016 12:00:00 AM				

Shuttle Log/Open

No records found

Exec Dashboard | inn-telligent-systems.com/csgdr/Exec_Dashboard_dashboard.php

Priority	Ticket Time	Open	Date Closed	Date Closed	Ticket Number	Owned By	Room / Area	Type of Call	Description	As
			10/6/2016 9:23:46 PM		46	Manager Demo	Board		Clean up bottles and move chairs 30p back to room.	

HSK Ticket Open

Priority	Date Opened	Open Ticket Time	Ticket #	Room/Area	Received By	Type of Call	Description	Assigned To	Notes
High	10/18/2016 11:10:33 AM	104:31:02	50	433	Mark Kramer	Blanket	Room is cold	Bill Lough	
	10/6/2016 9:23:46 PM	382:17:49	46	Board	Manager Demo		Clean up bottles and move chairs back to room.	John Wison	
	10/6/2016 9:16:18 PM	382:25:17	45	428	Mark Kramer	Blanket	Guest needs more blankets	John Wison	
	10/6/2016 9:09:06 PM	382:32:29	44	Men's	Mark Kramer	Pop up	Over flow in bathroom, Water on floor	Lataha Jo	
	9/30/2016 8:34:49 AM	539:06:46	43	429	Mark Kramer	floor dirty		John Wison	

Laundry Valet open

Closed	Date Received	Date Picked up	Employee Name	Laundry ticket Number	Guest Name	Room	Comments
	9/22/2016 12:00:00 AM		Bill Loughran	1432	Rouse	434	
	10/6/2016 12:00:00 AM		Mark Kramer	12221	Smith	433	2 Shirts
	10/11/2016 4:32:32 PM		Manager Demo	1011a2	Jones	306	Needs pants pressed by 5:00 pm today!!!
	10/11/2016 4:43:32 PM		Mark Kramer	33c	Johnson	432	Wash Beach towels

Key Log

ID	Sign Out	Key Number	Issued To	Date Issued	Date Returned	Closed	Sign Key In
1	JCarr	2243	Mark Kramer	9/1/2016 6:56:58 PM	9/11/2016 11:16:28 AM		JK
2	Charles Jones	23	Charles Jones	9/16/2016 8:44:04 AM			
3	at desk	22	Drew	9/16/2016 3:28:56 PM			



Room Inspection

inn-telligentsystems.com/cogcm/Room_Inspection_list.php

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Room Inspection, View record [ID:9]

ID: 9
 Room: 403
 Type: KIRZ
 Status: vacant
 Date: 9/24/2016
 Inspected By: Taylor Schnew
 Cleaned By: Holly
 Pass/Fail: Pass

Desk area: organized/straight/correct placement (2pts): Pass
 HVAC unit on correct setting/clean (5pts): Pass
 Lounge Chair: positioned correctly/free of debris (2pts): Pass
 Bed made correctly/nice presentation/no debris (10pts): Pass
 All cords are well hidden and presented properly (10pt): Fail
 Telephone: working/headset clean/cord placement (4pts): Pass
 Trash cans: clean/empty/correct placement (5pts): Pass
 Closet area: Correct # of hangers/org./laundry (2pts): Pass
 Vanity area: clean/organized/all amenities (4pts): Pass
 Toilet area: clean/sanitized/correct lid placement (10pts): Pass
 Towels: Correct # & placement / Floor: clean (10pts): Pass
 End Tables: all items placed correctly/clean (2pts): Pass
 Carpet clean: Nice pattern/no debris (8pts): Pass
 Total Score: 99
 Notes:

Door Area: clean, lock operation, etc (4pts): Pass
 All lights working in rooms/Lamp Shades correct (5pts): Pass
 Small of Room When Entering (5pts): Pass
 Airborne: organization/cleanliness/correct placement (2pts): Pass
 Television: working/remote working & clean (5pts): Pass
 Window area: curtains positioned correctly/dust free (2pts): Pass
 Bathub area: clean/sanitized/correctly positioned (10pts): Pass

HouseKeeping Ticket

Priority	Ticket Time	Open	Date	Classed	Ticket Number	Opened By	Room / Area	Type of Call	Description	Assigned To	Notes	Closed
			10/6/2016 12:01:39 PM	10/19/2016 2:36:54 PM	64	Pete Jordan	403		Odor			<input checked="" type="checkbox"/>

Close window Edit

Notes

ID: 10
 Room: 328 Pass

inn-telligentsystems.com/cogcm/Room_Inspection_list.php

Room Inspection Chart

inn-telligentsystems.com/cogcm/Room_Inspection_Chart_chart.php

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Home Guest Status Front Desk Engineering Housekeeping Room Inspection Chart Avg Scores Executive Security Shipping and Receiving Administrator Help Desk

Week Ending: [] Search

Room Inspection Average Scores By Employee

Employee	Avg Total Score
Autumn	79
Brandy	72
Eternity	65
Hollis	82
Holly	82
Kim Wolfe	83
Shanase	88
Sarah	82

Legend Title

Autumn (79) Brandy (72) Eternity (65) Hollis (82) Holly (82)
 Kim Wolfe (83) Shanase (88) Sarah (82)



Housekeeping Dashboard

inn-telligentsystems.com/cpdm/housekeeping_dashboard_dashboard.php

Search

Priority	Date Opened	Open Ticket Time	Ticket #	Room/Area	Received By	Type of Call	Description	Assigned To	Notes
	10/20/2016 9:24:29 PM	46:11:21	70	423	Travis	Damage	light bulb exploded	Taylor Schreev	
	10/20/2016 8:02:38 PM	47:33:32	69	226	Travis	Odor	Room smelled Musty	Taylor Schreev	

Room Inspection Chart Fail areas

Room Inspection Report Pass

Room	Cleaned By	Inspected By	Week Ending	Total Score	Pass/Fail	Status
435	Hilda	Alice Jackson	10/9/2016	84	Pass	vacant
214	Kim Wolfe	Pete Jordan	10/4/2016	92	Pass	vacant
318	Brandy	Taylor Schreev	10/3/2016	80	Pass	occupied
438	Holly	Taylor Schreev	10/3/2016	85	Pass	vacant
338	Sharah	Taylor Schreev	9/24/2016	85	Pass	vacant
237	Sharah	Taylor Schreev	9/24/2016	80	Pass	vacant
228	Shaniese	Taylor Schreev	9/24/2016	82	Pass	vacant
229	Shaniese	Taylor Schreev	9/24/2016	85	Pass	vacant
403	Holly	Taylor Schreev	9/24/2016	99	Pass	vacant
438	Hilda	Taylor Schreev	9/24/2016	88	Pass	vacant
316	Brandy	Alice Jackson	9/22/2016	80	Pass	occupied

Room Inspection Report Failures

Room	Cleaned By	Inspected By	Week Ending	Total Score	Pass/Fail	Status
210	Eternity	Alice Jackson	10/9/2016	49	Fail	vacant
333	Holly	Alice Jackson	10/9/2016	48	Fail	vacant
238	Brandy	Alice Jackson	10/9/2016	50	Fail	vacant
218	Autumn	Alice Jackson	10/9/2016	78	Fail	vacant
332	Brandy	Taylor Schreev	10/3/2016	73	Fail	vacant
423	Holly	Taylor Schreev	10/3/2016	75	Fail	vacant
204	Kim Wolfe	Taylor Schreev	9/24/2016	73	Fail	vacant
415	Hilda	Taylor Schreev	9/24/2016	78	Fail	vacant
224	Eternity	Taylor Schreev	9/24/2016	61	Fail	vacant
326	Brandy	Alice Jackson	9/22/2016	76	Fail	vacant
304	Sharah	Alice Jackson	9/22/2016	73	Fail	vacant

Front Desk Dashboard

inn-telligentsystems.com/cpdm/Front_Desk_Dashboard_dashboard.php

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Home | Current Status | Front Desk | Front Desk Dashboard | Engineering | Housekeeping | Executive | Security | Shipping and Receiving | Administrator | Help Desk

Search

Work Orders Open, Edit record (Ticket #:427548)

Priority: Problem Description: Loose tile in doorway

Assigned To: James Jones

Ticket #: 427548

Date Opened: 10/22/2016 7:37:48 PM

Room/Area: 430

Received By: Mark Kramer

Type: Flooring

Buttons: Save, Reset

Work Orders Open, Add new record

Priority: Description:

Date Opened: 10/22/2016 7:39:09 PM

Room/Area:

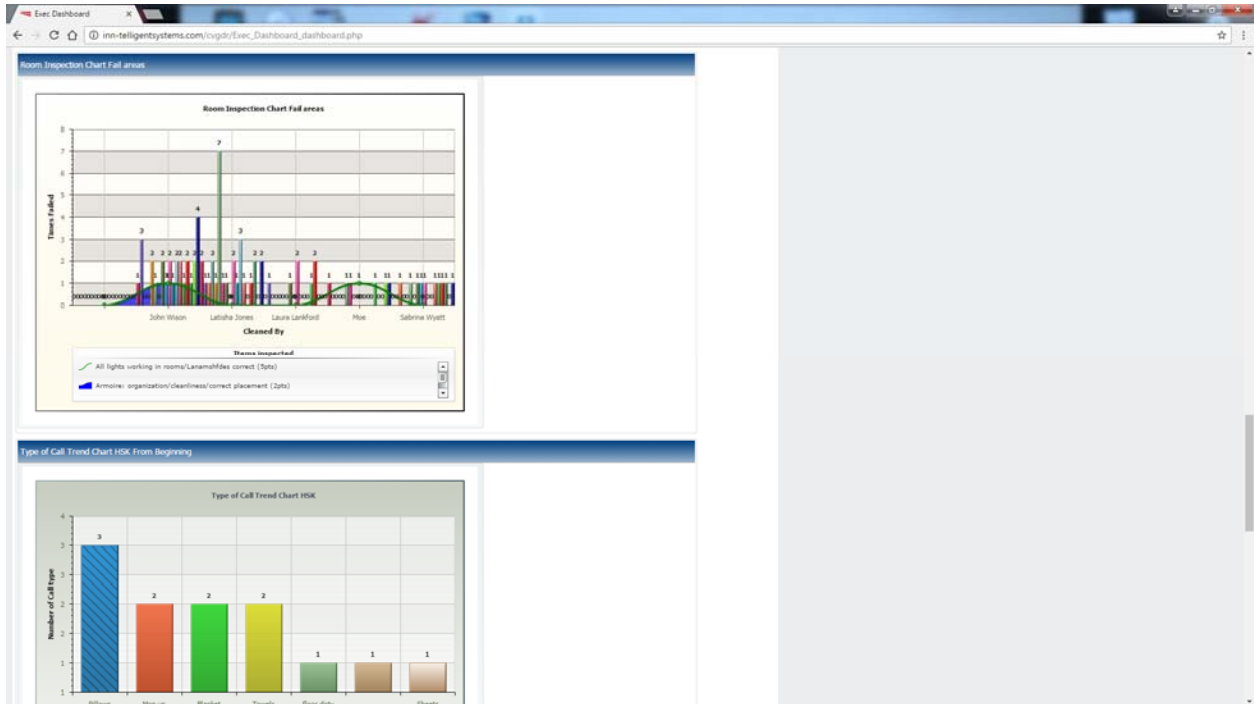
Received By: Mark Kramer

Type of Call: Please select

Buttons: Save, Reset

Priority	Open Ticket Time	Ticket #	Date Opened	Room/Area	Received By	Type	Problem Description	Assigned To	Notes
	00:01:22	427548	10/22/2016 7:37:48 PM		Mark Kramer	Flooring	Loose tile in doorway	James Jones	
	77:06:39	427547	10/19/2016 2:32:31 PM	430	Manager Demo	Electric	plug bad	Mark Kramer	
	104:28:39	427546	10/18/2016 11:10:31 AM	433	Mark Kramer	HVAC	HVAC not working	Bill Loughran	
	274:26:02	427541	10/11/2016 9:13:08 AM	434	Manager Demo	HVAC	Too cold in room	Tom Jackson	
	331:39:10	427540	10/9/2016 12:00:00 AM	431	Manager Demo	Lighting,TV	Bulb out over shower and TV not working	Drew Winton	
	382:15:23	427539	10/6/2016 9:23:47 PM	430	Manager Demo	Carpentry	Door sticks	John Brown	
	382:22:52	427538	10/6/2016 9:16:18 PM	431	Mark Kramer	HVAC	Heater makes noise	Drew Winton	Guest is upset
	745:05:32	427535	9/22/2016 4:36:36 AM	438	Bill Loughran	Lighting	Bulb is dim	Bill Loughran	

Priority	Date Opened	Open Ticket Time	Ticket #	Room/Area	Received By	Type of Call	Description	Assigned To	Notes
High	10/18/2016 11:10:33 AM	104:28:37	50	433	Mark Kramer	Blanket	Room is cold	Bill Lough	
	10/6/2016 9:23:46 PM	382:15:24	46	Board	Manager Demo		Clean up bottles and move chairs back to room.	John Wison	
	10/6/2016 9:16:18 PM	382:22:52	45	428	Mark Kramer	Blanket	Guest needs more blankets	John Wison	
	10/6/2016 9:09:06 PM	382:30:04	44	Men's	Mark Kramer	Mop up	Over flow in bathroom. Water on Floor.	Latasha Jo	
	9/30/2016 8:34:49 AM	539:04:21	43	429	Mark Kramer		floor dirty	John Wison	



Work Order

inn-telligentsystems.com/cp/d/Work_Order_list.php?masterable=Type%20of%20Call%20Trend%20Chart%20From%20Beginning&masterkey1=Wall%20Paper

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Type of Call Trend Chart From Beginning

Back to Type of Call Trend Chart From Beginning

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Home | Current Status | Front Desk | Engineering | Work Order List (All) | Housekeeping | Executive | Security | Shipping and Receiving | Administrator | Help Desk

Add new | With selected... | More...

Search for: Any field | Contains | search

Details found: 11
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Records Per Page: 20

Priority	Open Ticket Time	Date Closed	Ticket #	Room / Area	Type	Problem Description	Parts	Received By	Assigned To	Notes	Date Closed	Closed
		4/6/2016 12:00:00 AM	251565	320	Wall Paper	Various Wall paper damage						<input checked="" type="checkbox"/>
	2/29/2016 12:00:00 AM	230965	1120	Wall Paper	Hall wallpaper			Joe			3/4/2016 12:00:00 AM	<input checked="" type="checkbox"/>
	2/29/2016 12:00:00 AM	230968	1225	Wall Paper	Corner wallpaper			Drew			3/7/2016 12:00:00 AM	<input checked="" type="checkbox"/>
	2/19/2016 12:00:00 AM	230962	611	Wall Paper	vinyl damage			Drew			3/6/2016 12:00:00 AM	<input checked="" type="checkbox"/>
	2/19/2016 12:00:00 AM	427370	611	Wall Paper	vinyl damage	Paste from Porter		Drew			3/6/2016 12:00:00 AM	<input checked="" type="checkbox"/>
	2/15/2016 12:00:00 AM	427365	725	Wall Paper	vinyl damage			Tom			3/8/2016 12:00:00 AM	<input checked="" type="checkbox"/>
	2/15/2016 12:00:00 AM	427388	721	Wall Paper	closet wall damage			Tom			3/9/2016 12:00:00 AM	<input checked="" type="checkbox"/>
	11/14/2015 12:00:00 AM	230300	910	Wall Paper	Wall paper in room by closet/repair			Tom			11/25/2015 12:00:00 AM	<input checked="" type="checkbox"/>
	11/12/2015 12:00:00 AM	427413	Terra	Wall Paper	wall paper by elevators torn up			Joe			11/25/2015 12:00:00 AM	<input checked="" type="checkbox"/>
	11/12/2015 12:00:00 AM	427456	800	Wall Paper	wall paper by elevators torn up			Joe			11/25/2015 12:00:00 AM	<input checked="" type="checkbox"/>
	8/22/2015 12:00:00 AM	251550	308	Wall Paper	Wall paper when you come in door			Tom		Was completed Oct.	10/2/2015 12:00:00 AM	<input checked="" type="checkbox"/>
Average												

