HANMAK TECHNOLOGIES LIMITED

Innovation to your rescue!

PRODUCT INFORMATION

HOTEL AND RESTAURANT MANAGEMENT SYSTEM (LOYONERP)

This document provides an overview of the features, functionalities and modules provided in the software and illustrates how the product assists you in the day to day management of your business.

CONFIDENTIALITY

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PREFACE

This is an integrated new generation Hotel and Restaurant Management System which converges latest technologies with your business process.

It is the ideal software for a hotel, travel agent, restaurant, bar & lounge, café, co-working space, serviced offices, serviced apartments and any other hospitality and property management business.

The software is developed to be intuitive, always available and 100% customizable to YOUR business processes and specific roles. The system works as a solution to ease the management of front office operations, purchases, sales, inventory, suppliers, customers, and accounts.

The software is divided into several integrated modules, each addressing a specific activity and all working together to facilitate better management of your business.

The system is modular in design, object oriented and based on the Software as a Service (SaaS) delivery model. It is built on Microsoft ASP Dot Net Core Framework and written in C# programming language. It runs on PostgreSQL, a robust open-source object-relational database. The overall design of the system makes it customizable, versatile, flexible and stable while meeting the present and future requirements of the business and therefore growing and evolving with the business into the future.

The Hotel and Restaurant Management System (H/RMS) function is highly simplified making it easy and fast to track and control business processes. Where necessary, search engines have also been included to facilitate the process of finding data and information. Moreover, alerts have also been integrated in the system to remind and alert users on critical events such as stock levels, expiry dates, invoices and so for forth.

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1.0 INTRODUCTION

LoyonERP is created to solve complex business challenges by focusing on the user. It provides a great user experience through easy to use panels and great visibility into business operations. It is intuitive, always available and customizable to your business processes and specific roles. The system is core to your business, with the critical objective of ensuring sufficient oversight and control of transactions & operations. LoyonERP offers robust features and multilayered security features to manage your business data.

The system provides you visibility into key business insights including front office operations, yield management, dynamic pricing, housekeeping, budget control, tracing stock movements, supply chain performance and financial reporting. These insights are configurable as required by your business operations. With its depth of functionality and the best practices incorporated into its implementation, LoyonERP is a full business solution, not just a software.

LoyonERP can easily adapt and scale as required by changes in your business and processes. It is designed to be agile, responsive and highly customizable. The system is designed to be modular allowing you to deploy only what you need upfront. You can add functionality as you grow since the solution is extensible. It also provides the flexibility for you to deploy in the cloud via Software as a Service (SaaS) reducing your capital expenditure in acquiring the solution. The customer's individual business requirements and IT infrastructure are accommodated in the deployment of the system.

The system is tailor-made to address operations throughout the organization including reservations, purchases, finance, IT (Information Technology) and the executive level. LoyonERP's product roadmap is guided by customer focus. This means continuous improvement in the system's development based on customer feedback.

LoyonERP has a solid, single-code base which provides a unified, tightly knit platform. Information flows seamlessly between departments in your organization. It is developed from the ground-up on Microsoft's C# and ASP .NET Core platform. With these technologies you can easily connect existing systems and infrastructure to maximize productivity. The system is built as a mobile-first solution to provide our customers on-demand access to their information and give them a competitive edge in their markets.

2.0 SYSTEM OVERVIEW

- ✓ *Streamline your operations:* Track business processes from the shop floor to delivery. Get products to market faster, while minimizing costs and supply chain liability.
- ✓ *Advanced scheduling:* Incorporate constraints to reduce Work-in-Progress and improve time performance.

- ✓ *Optimize Production:* Improved capacity planning allows you to gain control over scrap, yield and rework metrics.
- ✓ *Enhance warehouse productivity:* Access business data via mobile devices, reduce lead times and improve customer service with quicker delivery
- ✓ *Engineering Change Control:* Eliminate paper work and minimize human error
- ✓ *Product Configuration:* Rules-based options to improve your whole Product Lifecycle Management. Integrated with automated Bill of Materials to minimize rework.
- ✓ *Financial Management:* Designed to help financial leadership analyze their performance and make innovative changes to improve operations, cut costs and increase their returns.
- ✓ *Boost Customer Service:* Get a single view of customers, contracts and orders with integrated computerized maintenance management module
- ✓ *Customer Relationship Management:* Get powerful sales automation, marketing automation and customer service capabilities. Integrated with your Customer Billing Process to improve margins with more accurate quoting and manage special customer pricing
- ✓ *Traceability of inventory:* Maintain audit trails with serial control and traceability of parts by lot number
- ✓ *Quality Control:* Obtain greater efficiency in handling defective material issues
- ✓ *Reliability Management and Maintenance Scheduling:* Determine work needs (labor, materials inventory, materials requisition), control the work and measure effectiveness in carrying out maintenance work. Confirm the validity of actions taken and measure their effectiveness.
- ✓ *Shorten decision cycle times:* Get accurate and valuable insights on-demand. Empower decision-makers with real-time visibility into business performance data. Monitor all operations remotely from a smartphone, tablet, laptop and desktop computer and keep track of every concern in your business operations. Allows for proactive adjustments to strengthen your business across the value chain.
- ✓ *Intuitive user dashboards* with drilldowns into particular business insights
- ✓ Secure and fail-over system for all business data.
- ✓ Save on infrastructure set-up and maintenance cost - you only need a device with access to the internet to use the application and hence no need for expensive servers and other hardware.

The application is offered as SAAS (Software as a Service): This implies a subscription model where the pricing is based on modules, storage used and number of users accessing the application.

2.1 UNIQUE VALUE OFFERED BY THE SYSTEM

With LoyonERP, you will:

Seal revenue leakages: Eliminate errors in customer billing and eliminate the possibility of invoices being rejected by your customers.

Reduce inventory shrinkages: Keep track of all stock and other materials from the time items are procured, to where they are stored and how they are sold and consumed. Get alerts on stock expiry dates. Never run out of critical stock: Get alerts on stock reorder levels.

Get daily revenue reports for the different departments on your mobile phone – Easily access daily revenue reports for all customer bills and services you may offer

Achieve seamless and real-time collaboration in service delivery – Allow your business team to share customer and agree on the best intervention.

Streamline the business workflow – use the integrated billing module to track customer engagements from prospecting through quotation, invoicing and service delivery. Enforce the most efficient and effective business workflow.

Streamline administrative workflow – enforce business rules, standards and regulations throughout the organization. Application provides enforcement capabilities for the most efficient and effective administrative workflow

Achieve accountability – use the integrated audit trail to track all user actions and also identify deviations, omissions, and errors to mitigate various operational risks.

Have secure storage and retrieval of business data – end-to-end encryption of transmission of business data that is stored in a secure cloud. Set data access rights to prevent unauthorized access to business data. You are guaranteed to have an updated backup of the business data.

Have both operational and managerial decision support tool right in your palm – Access operational and financial reports on your mobile phone. Access informative and well organized dashboards for operational, financial, process, inventory, procurement and human resource KPIs (Key Performance Indicators). Get alerts on critical events right on your mobile phone or any internet enabled device.

3.0 SYSTEM FEATURES AND MODULES

3.1. Cashier / Point of Sale

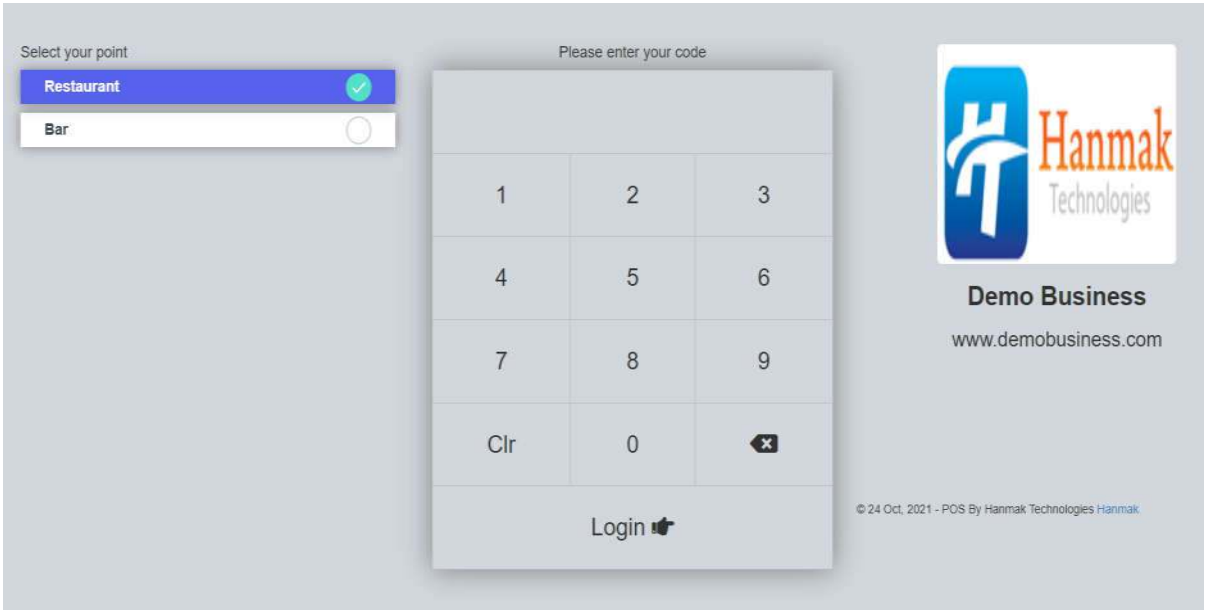


Fig 3.1a Point of Sale Login screen

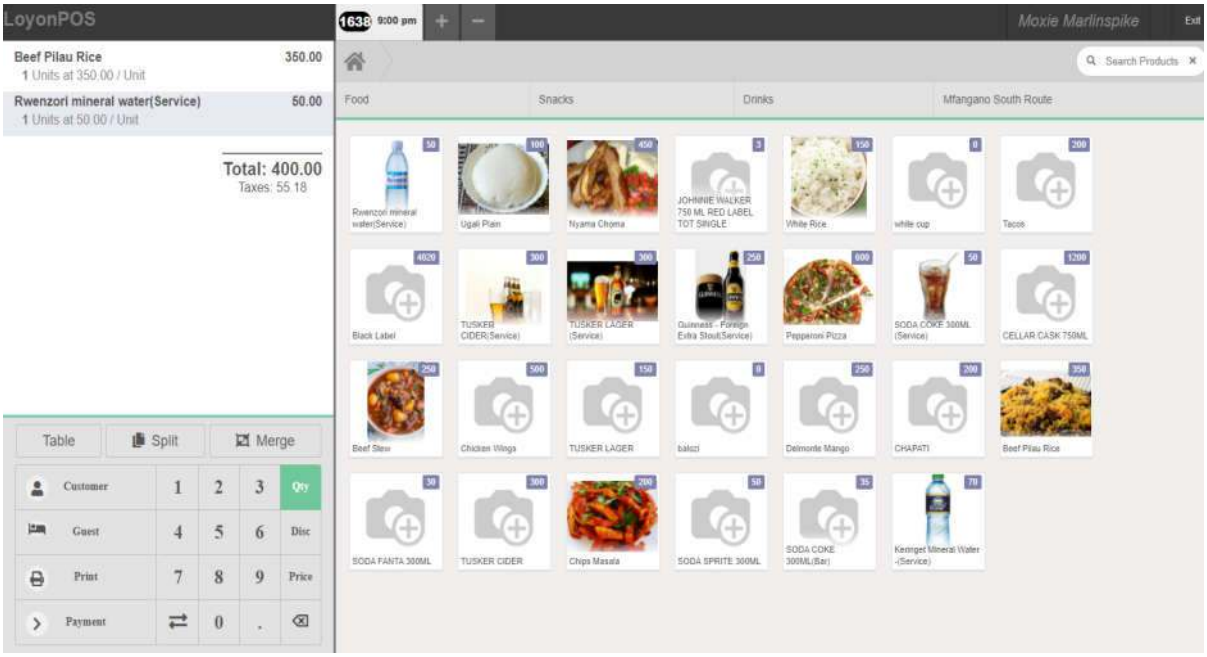
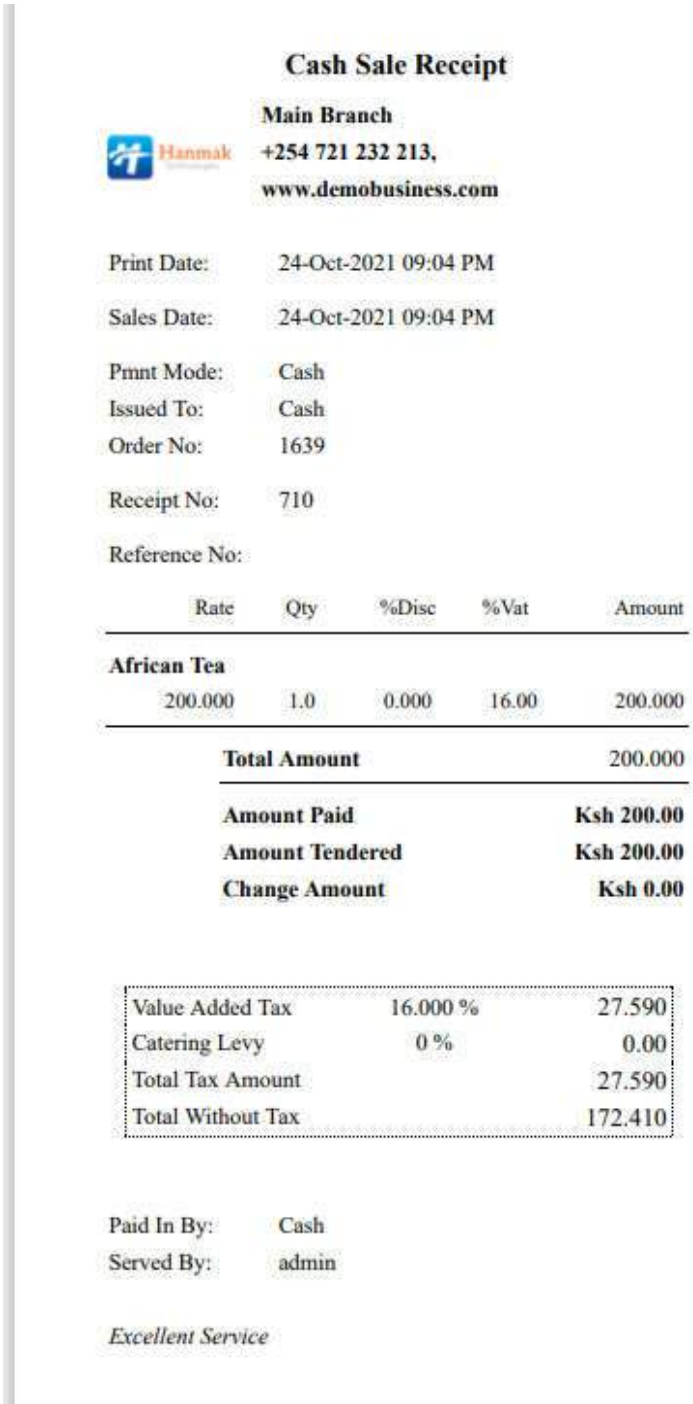


Fig 3.1b Waiter Point of Sale

- Touchscreen point of sale.
- Supports multiple points of sale and cashier points
- Provides a simple menu from which to create orders
- Raise sales orders and send them to stores/cashier/kitchen
- Provides creation of different types of categories for customers

- Provides options for cash and credit transactions
- Easy to use user interface
- Provision for item codes
- Generate quotations
- Generate delivery notes
- Create customer accounts
- Generate receipts for cash paying customers and invoices all credit sales.
- Generate receipts for debtor payment
- Offers various payment schemes (cash, cheque, mobile money, EFT, credit cards and debit cards – with an option of creating more schemes)
- Automated VAT analysis
- Reports indicating all sales done by every user/cashier/waiter



Cash Sale Receipt

Main Branch
+254 721 232 213,
www.demobusiness.com

Print Date: 24-Oct-2021 09:04 PM
Sales Date: 24-Oct-2021 09:04 PM
Pmnt Mode: Cash
Issued To: Cash
Order No: 1639
Receipt No: 710
Reference No:

Rate	Qty	%Disc	%Vat	Amount
African Tea				
200.000	1.0	0.000	16.00	200.000

Total Amount	200.000
Amount Paid	**Ksh 200.00**
Amount Tendered	**Ksh 200.00**
Change Amount	**Ksh 0.00**

Value Added Tax	16.000 %	27.590
Catering Levy	0 %	0.00
Total Tax Amount		27.590
Total Without Tax		172.410

Paid In By: Cash
Served By: admin

Excellent Service

Fig 3.1c Cash sale receipt

3.2. End of Shift Cash Reconciliation

- Automatic user register (when user begins and ends shift)
- Generate End-Of-Shift Cash reconciliation summary report
- Generate cash receipts and payment schemes summary report (includes revenue units summary)

- Generate sales and cash reports for every cashier/user

3.3. Front Office

- Create facilities e.g. Rooms, conference halls, gardens etc
- Set rates for all facilities and services offered.
- Check facility (rooms, conferences) availability.
- Booking calendar displays occupancy with predictive data on peaks
- Guest registration
- Guest items registration
- Track city ledgers and registered guests
- Allocate guest packages and additional charges to folio
- Split guest folios
- Track commissions paid against travel agents
- Review daily financial activities through Night Audit
- Track status of each room against housekeeping
- Generate reports for capacity utilization and facilities occupation rates
- Dynamic rates. Optimize rates for peaks, holidays and weekends
- Interact with guests pre-arrival, during stay and post-departure

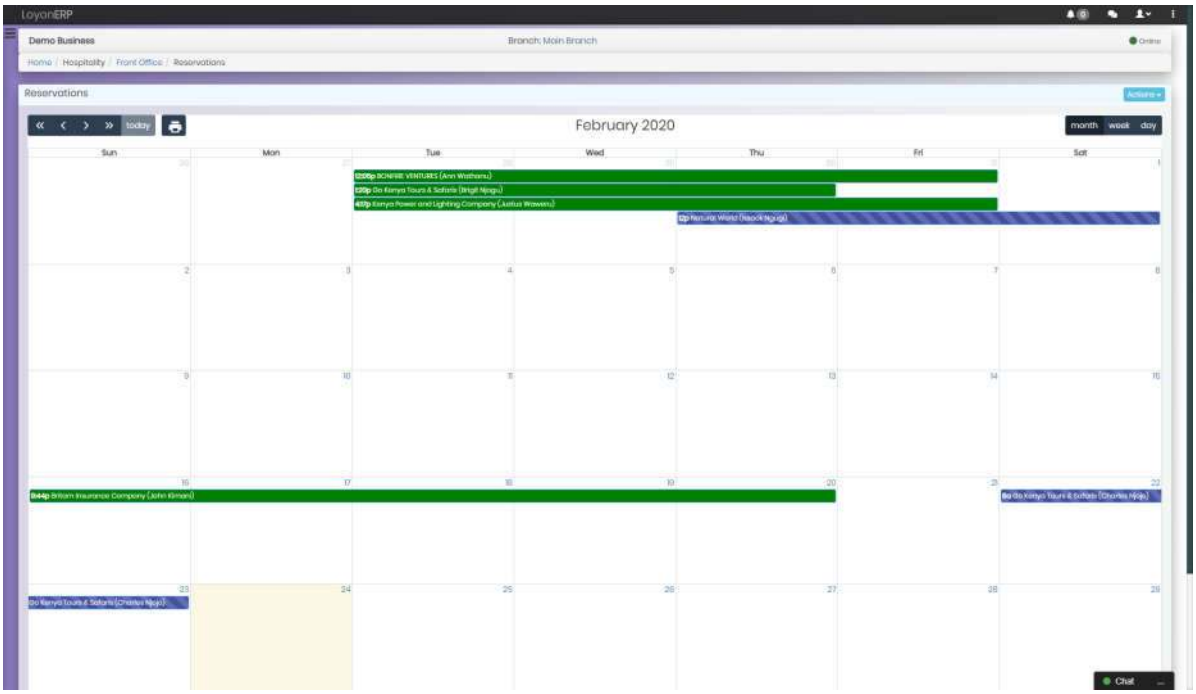


Fig 3.3a Guest Reservations Calendar

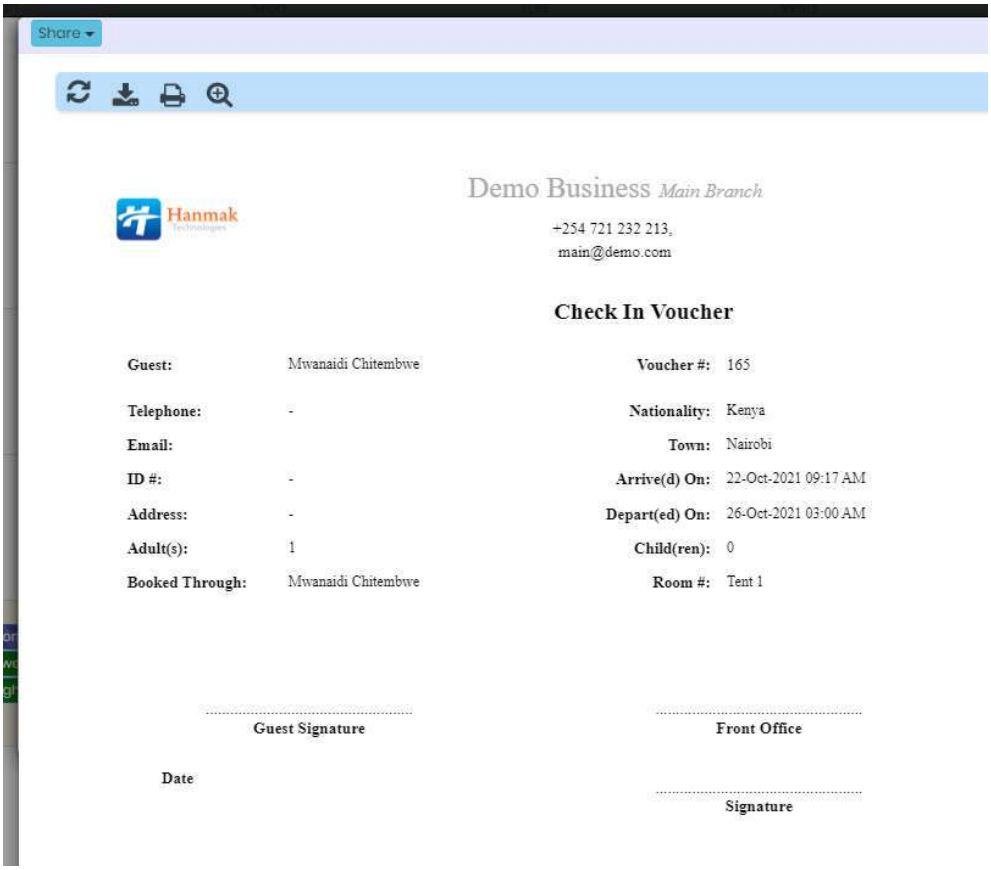


Fig 3.3b Check-in Voucher

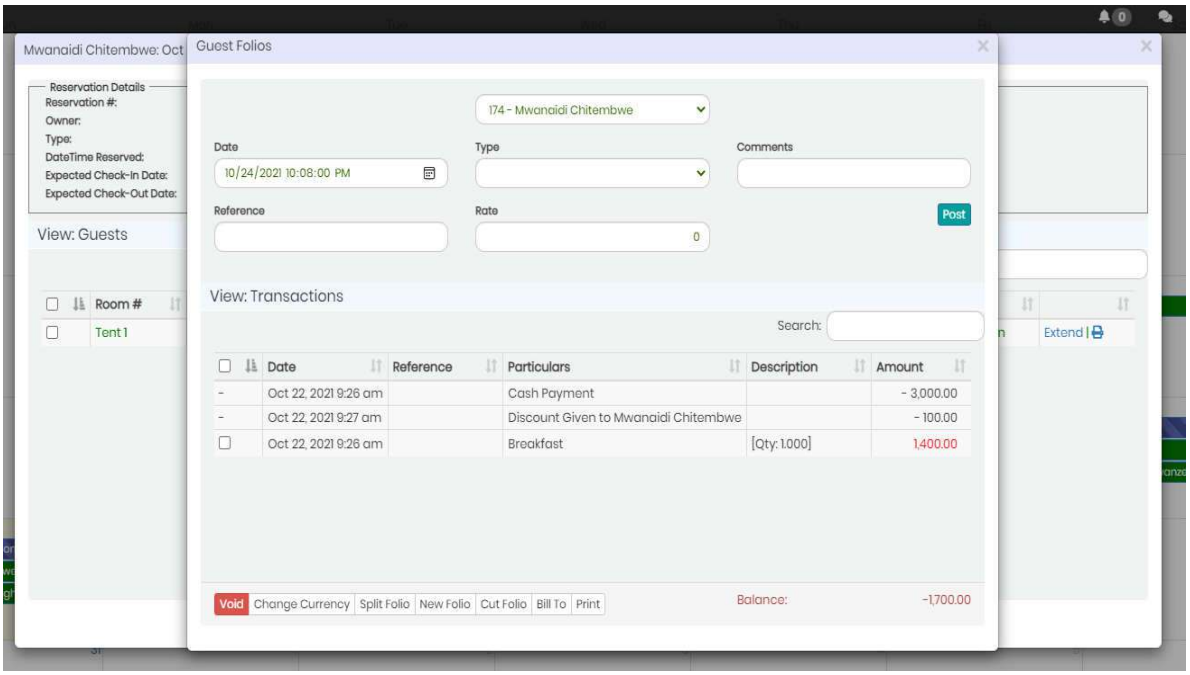


Fig 3.3c Guest folio with posted guest charges

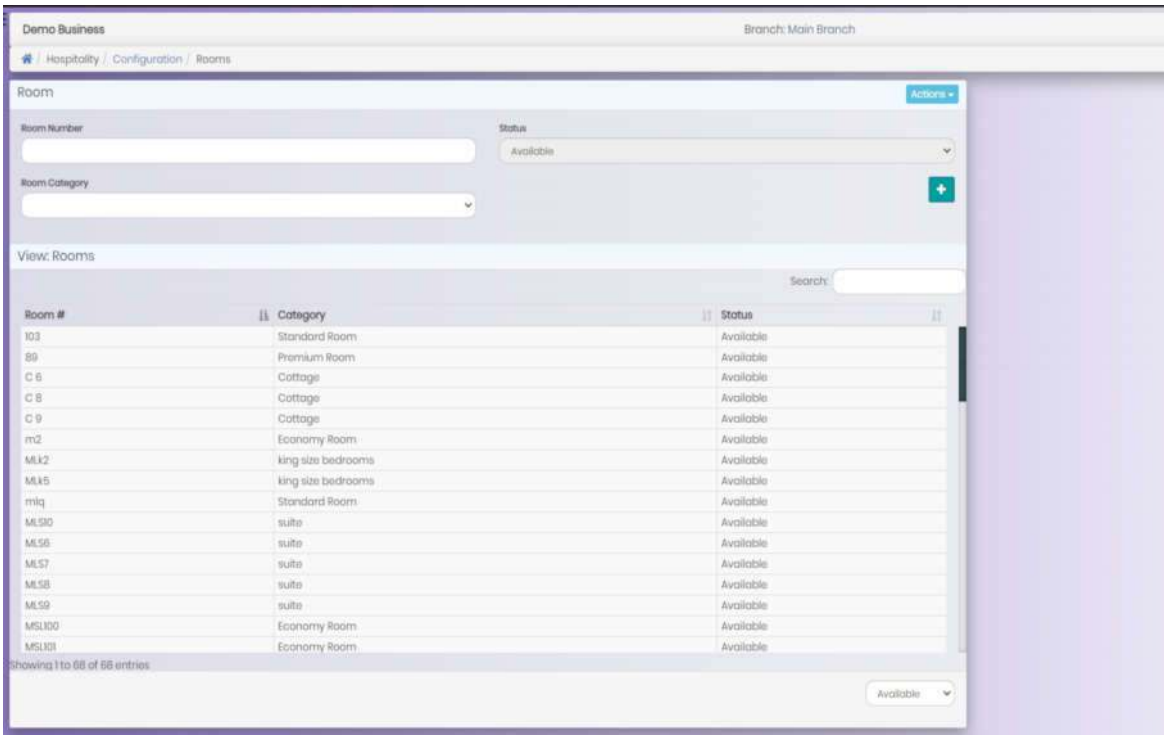


Fig 3.3d Set up guest room details

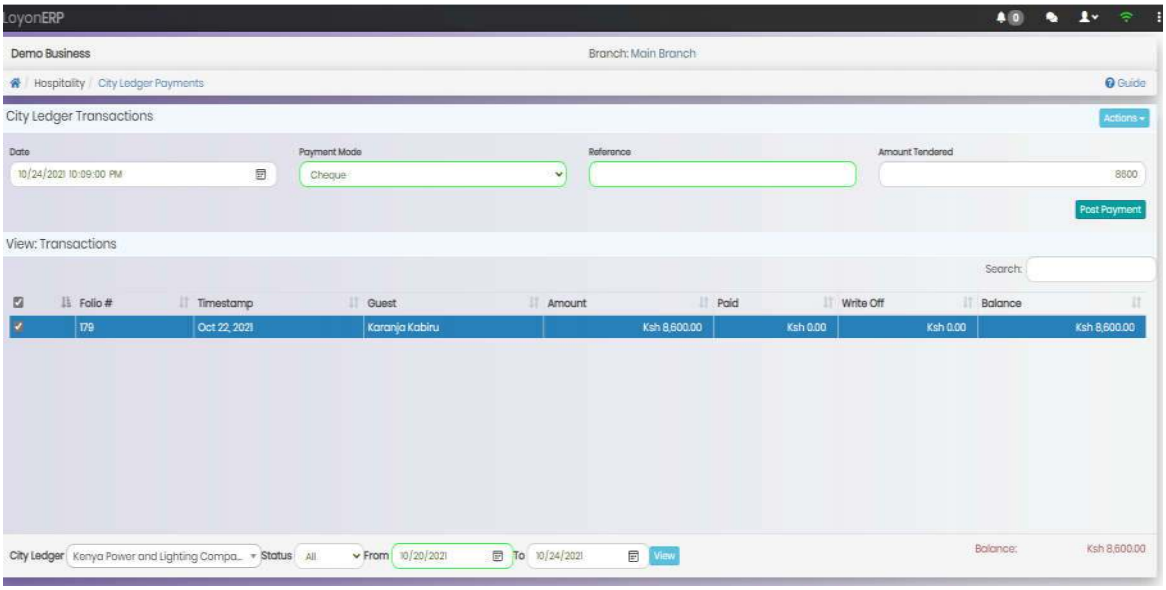


Fig 3.3e City Ledger Payments

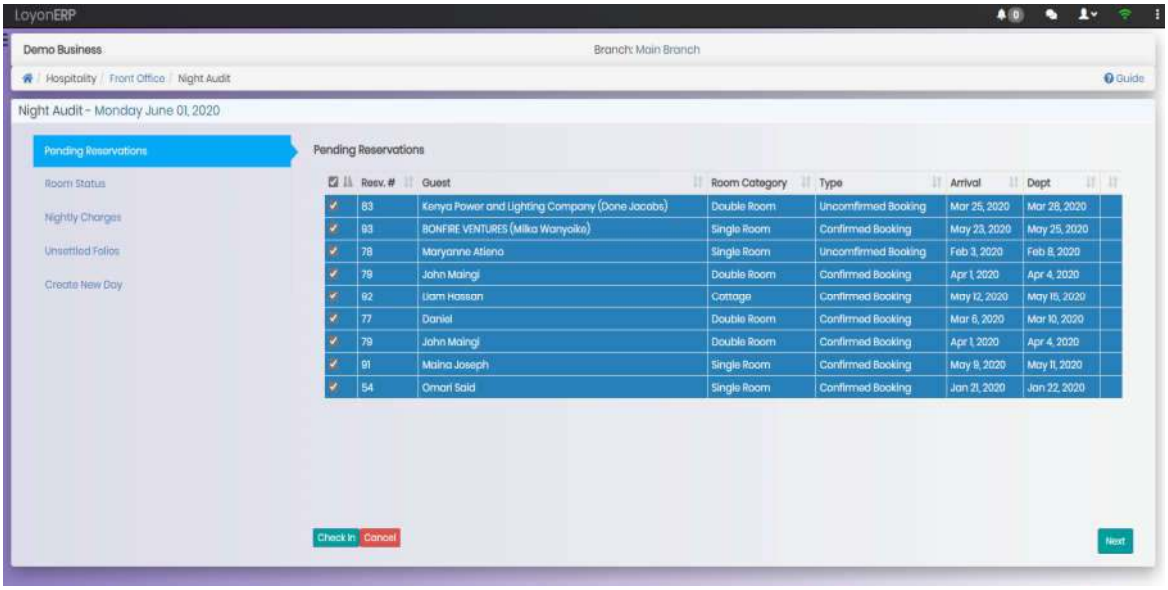


Fig 3.3f Night Audit

3.4. Procurement

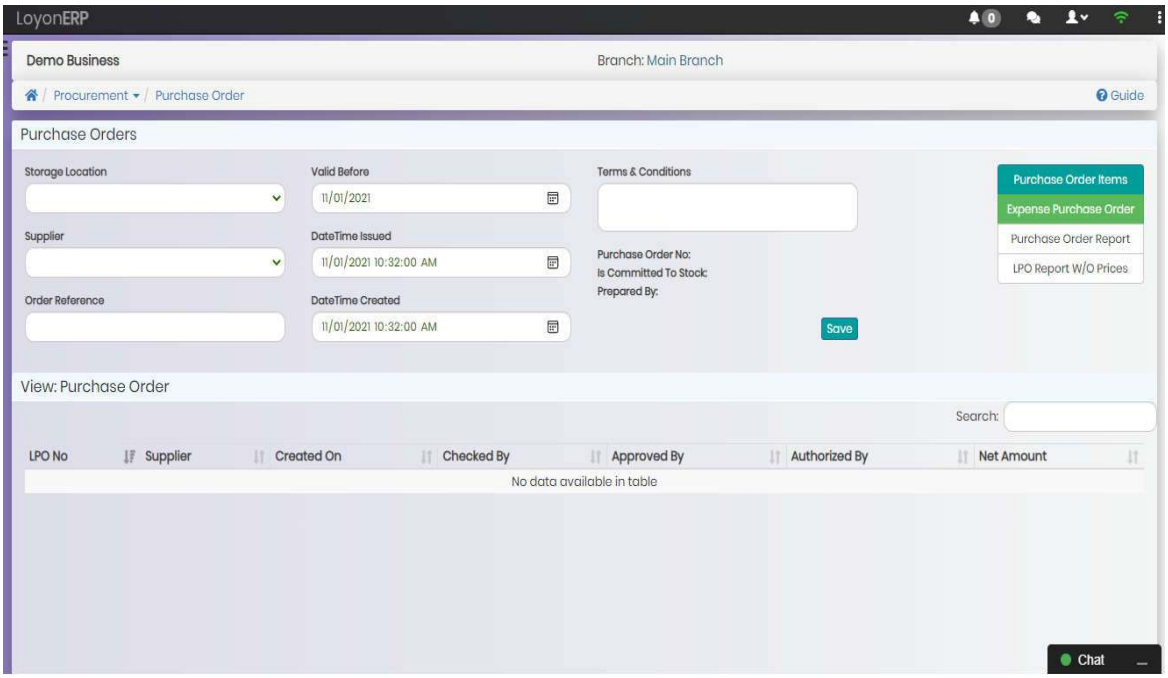


Fig 3.4a Purchase Orders Panel

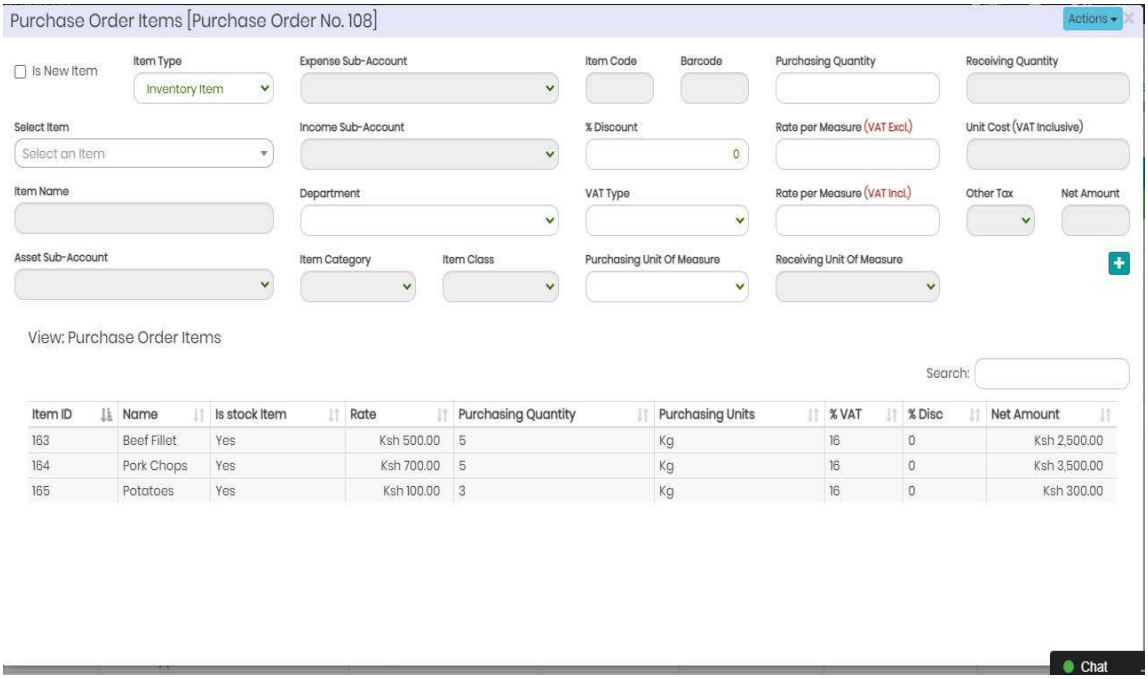


Fig 3.4b Purchase Order Items

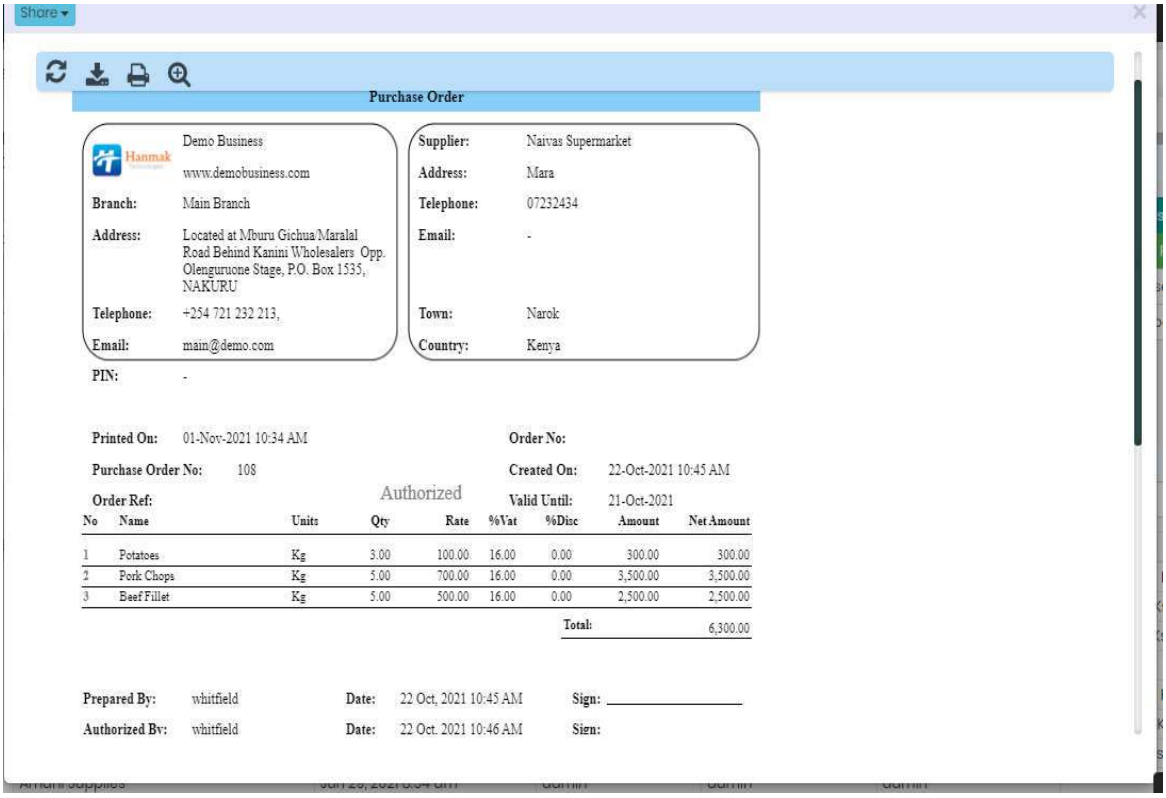
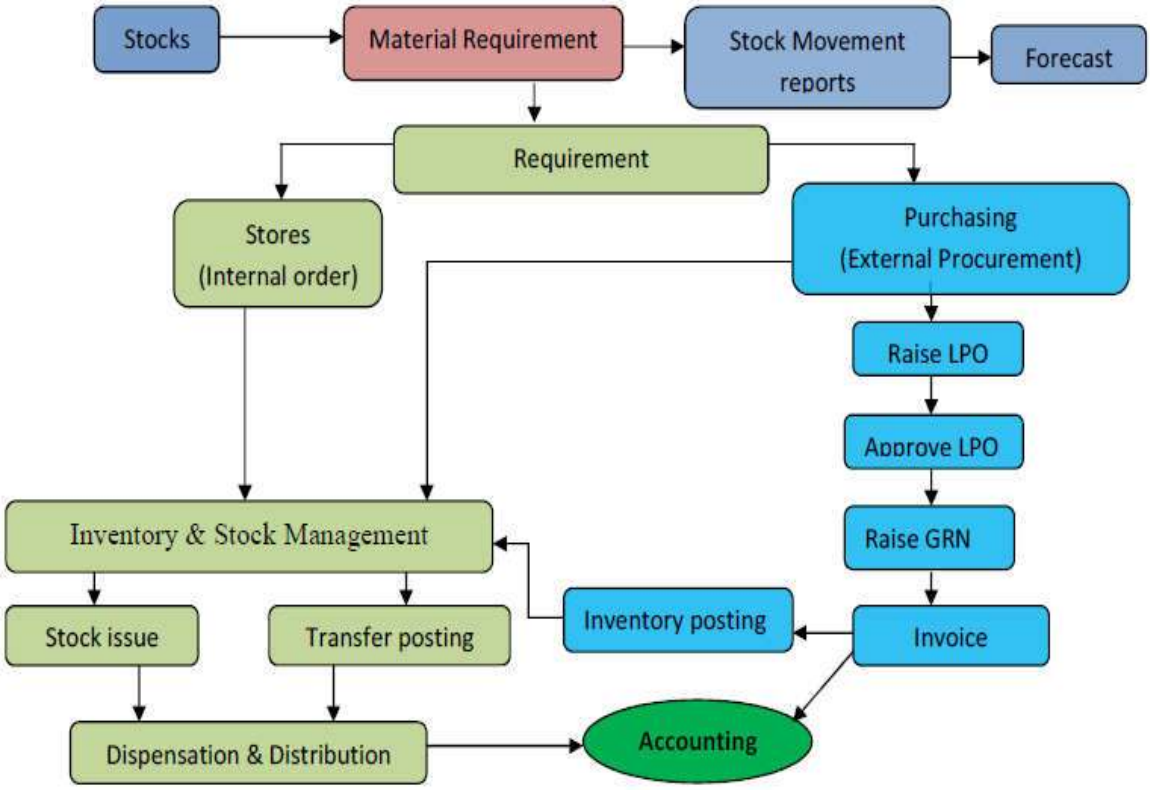


Fig 3.4c Purchase Order (Printable)

- Raise LPO for stock items and services

- View pending and unauthorized orders/LPO
- Automatically update stock with Goods Delivered Note
- Automatically create supplier invoice upon receiving goods.
- Merged LPO-GRN-A/P Invoice reports
- Automatic alerts when supplier bills are due
- Pay supplier invoices and bills
- Automatically generate supplier statements
- View supplier payment history

3.5. Procurement Process Flow chart



3.6. Stores / Kitchen & Inventory Management

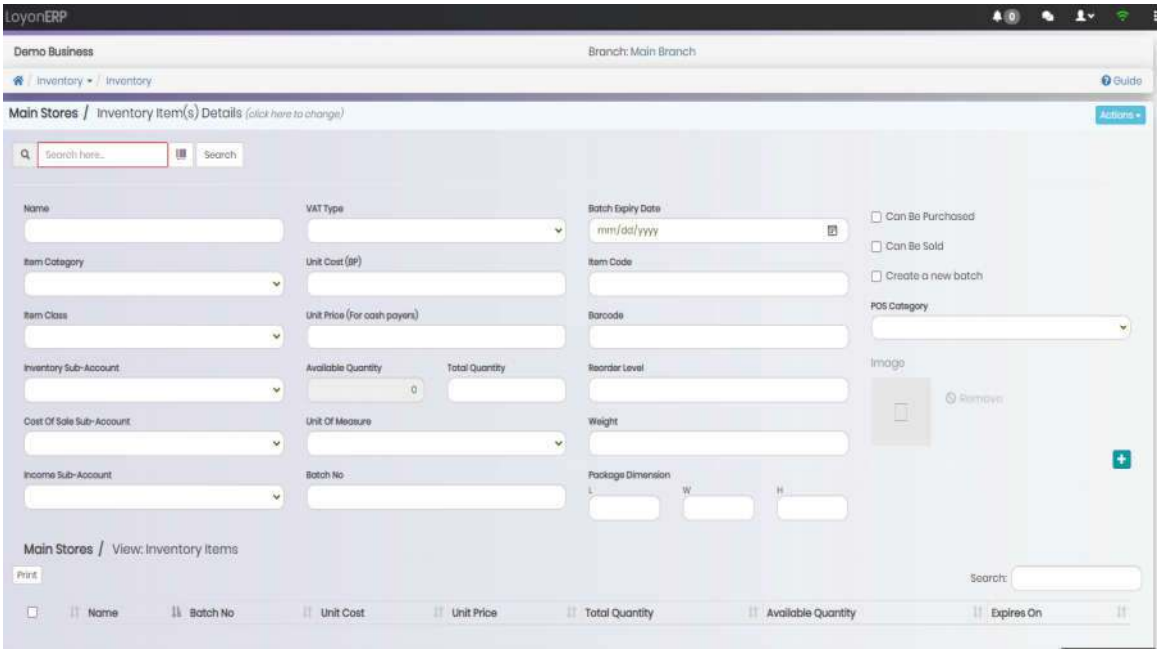


Fig 3.5a Inventory Panel

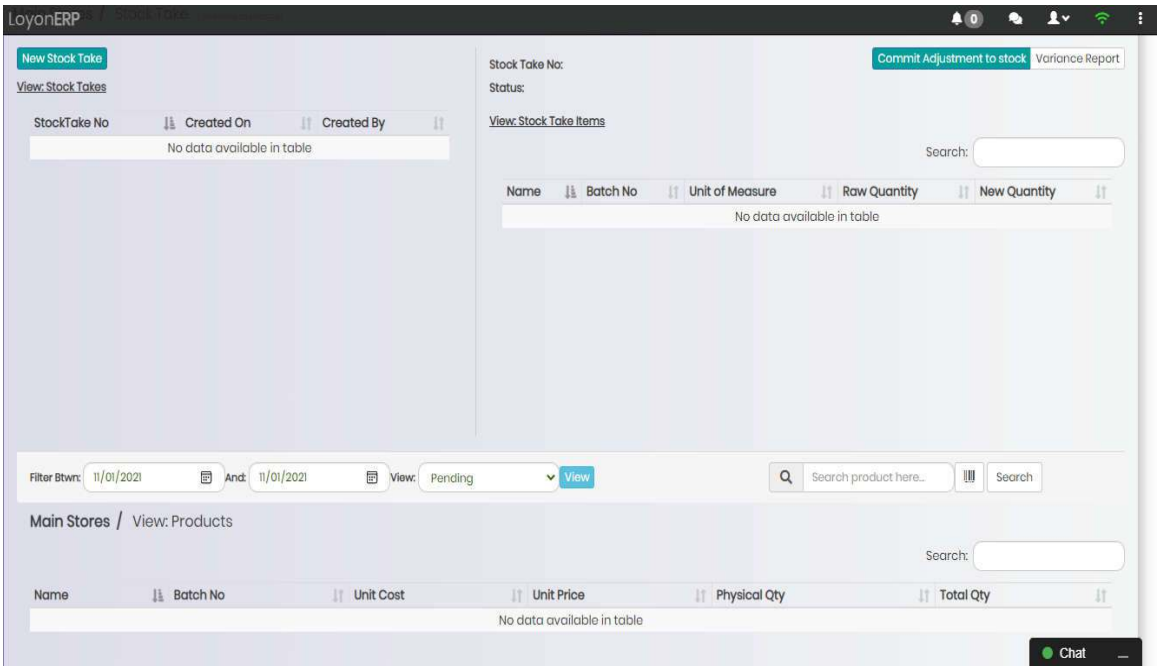


Fig 3.5b Stock Take Panel

- Supports multiple storage locations
- Create different categories and sub-categories for all items

- Add new and update existing stock items
- Alerts and reports for items with short expiry dates (where applicable)
- Alerts and reports for stock levels
- Track stock movement from purchases, return outwards, sales, return inwards, internal consumption and stock adjustments.
- Adjust stock when necessary
- Inter-departmental (and branch) stock orders (issue items between storage locations and departments)
- Automatic mark up on unit cost
- Stock take functionality with variance reports
- Handheld support for inventory tracking/ordering helps you maintain a paperless kitchen

3.7. Menu Planning

- Efficient menu analysis. Drive profitability through food costing
- Categorize menu items to maintain an optimal yield on your cost/price matrix by lowering overall fixed costs
- Determine the contribution of your recipes and sub-recipes to the gross margin
- Maintain competitive uniqueness through dynamic pricing for automatic offers and happy hours
- Integration with online food ordering platforms

3.8. Table Reservations

- Configure tables for all locations in the restaurant
- Define tables to indicate minimum and maximum number of guests

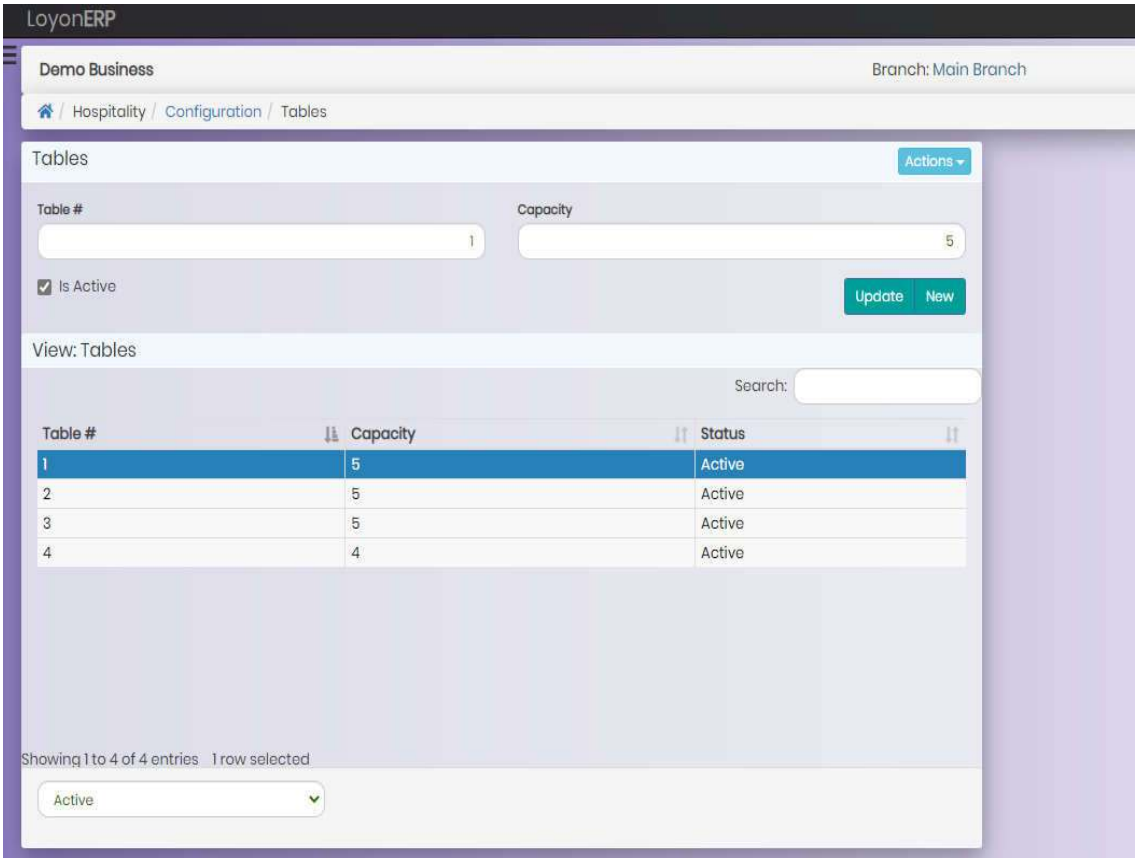


Fig 3.7 Table Capacity Configuration

3.9. Customer Relationship Management

- RFP Management/opportunity management
- Lead management
- Pricing and Discount Matrix
- Account Management
- Track sales campaigns
- Contract Management
- Customer Portal
- Customer Releasing
- Sales Orders, entry, tracking
- Sales Quotes & Estimating, Entry, Tracking
- Engage with guests through automated, customizable emails, specific discounts and packages, before and after stay
- Send push notifications with special offers to guests during stay
- Reuse content (emails, text)
- Schedule emails on mobile friendly templates
- Drive guest loyalty through gift cards

3.10. Integrated Accounts Module

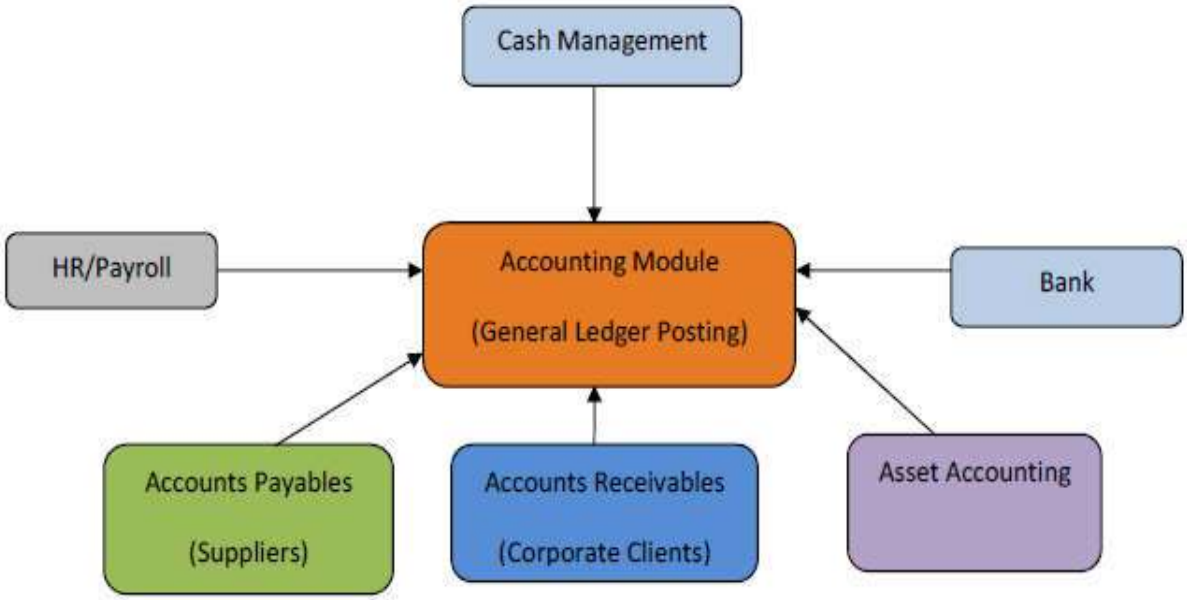


Fig 3.9a Integrated Accounting Function

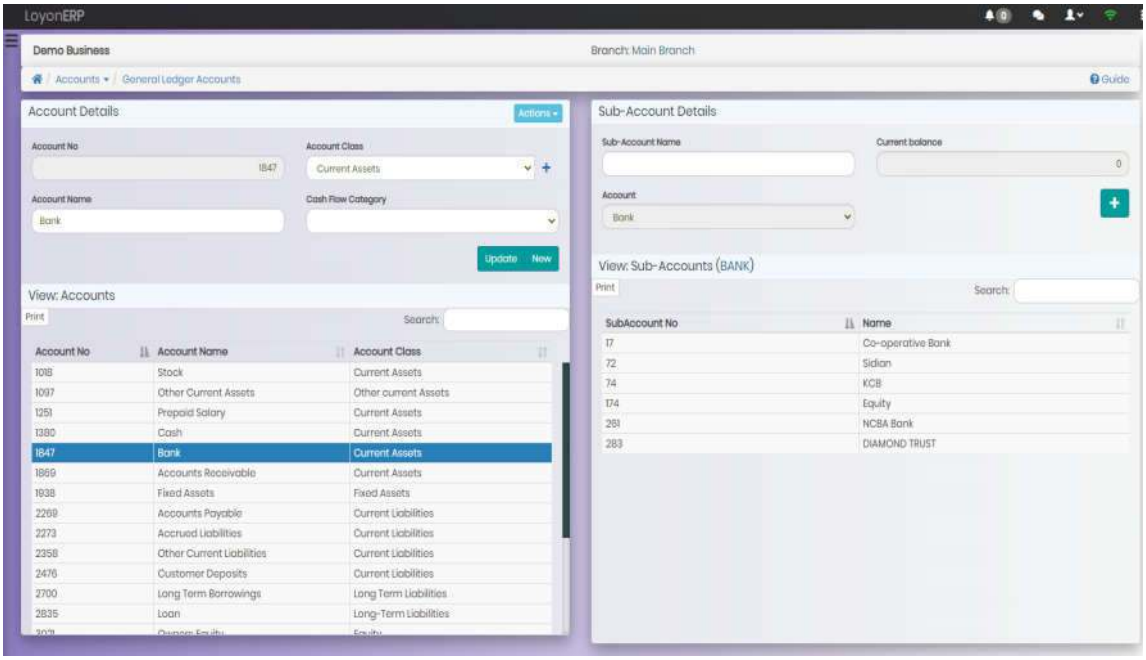


Fig 3.9b Ledger Accounts and Sub-Accounts - Configuration

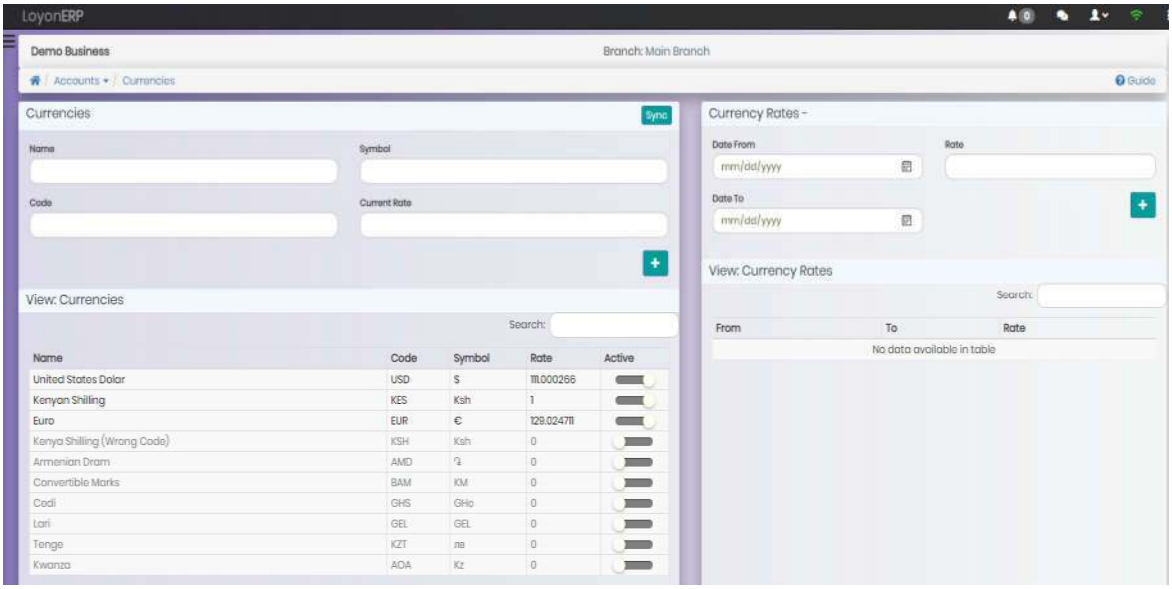


Fig 3.9c Manage Trading Currencies and Rates of Exchange

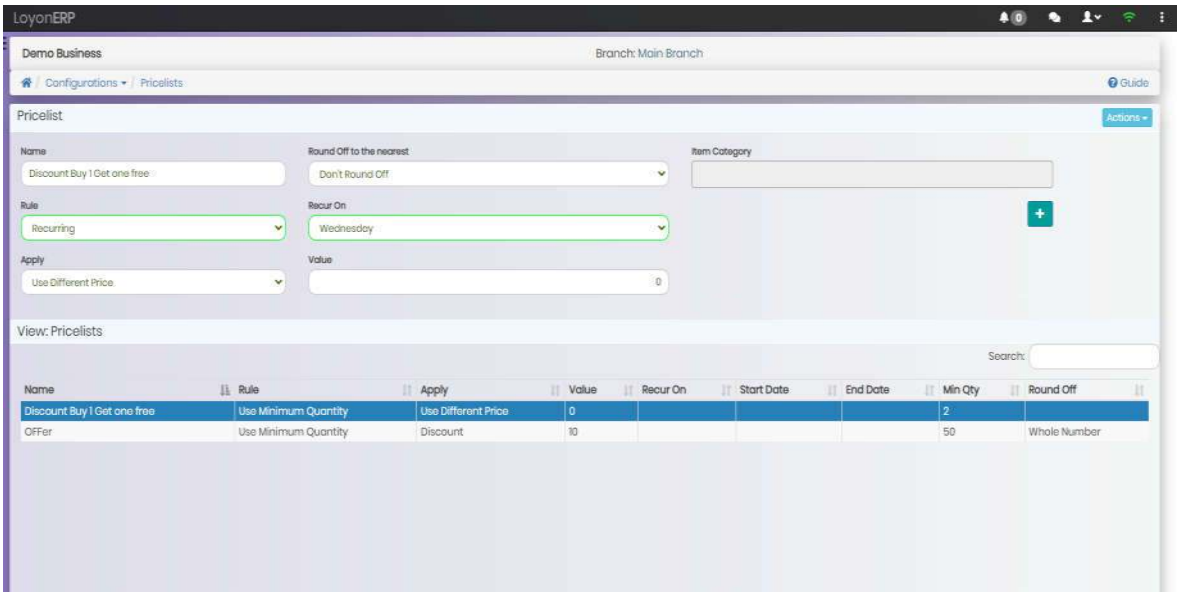


Fig 3.9d Pricelist – Set Up Rules for Different Pricelists

- An extensive, flexible and well organized chart of accounts to support all accounting needs for your business. Informed by IFRS (International Financial Reporting Standards)
- Asset Management – Automated depreciation, asset maintenance
- Accounts Receivable - for individual and corporate customers
- Accounts Payable – for all suppliers
- Aging schedules for both payables and receivables
- Automatically generate corporate statements

- View statement per company at a click of a button
- Allocate invoices once payment is received and automatically remove them from pending
- invoices.
- Cash management (Petty cash, cash transfers, banking)
- Create and monitor bank deposits
- Write cheques to suppliers and also for other payments
- Budgeting – Automated budget schedule for monthly, quarterly and yearly periods
- Bank reconciliation and reconciliation report
- Multi-currency support

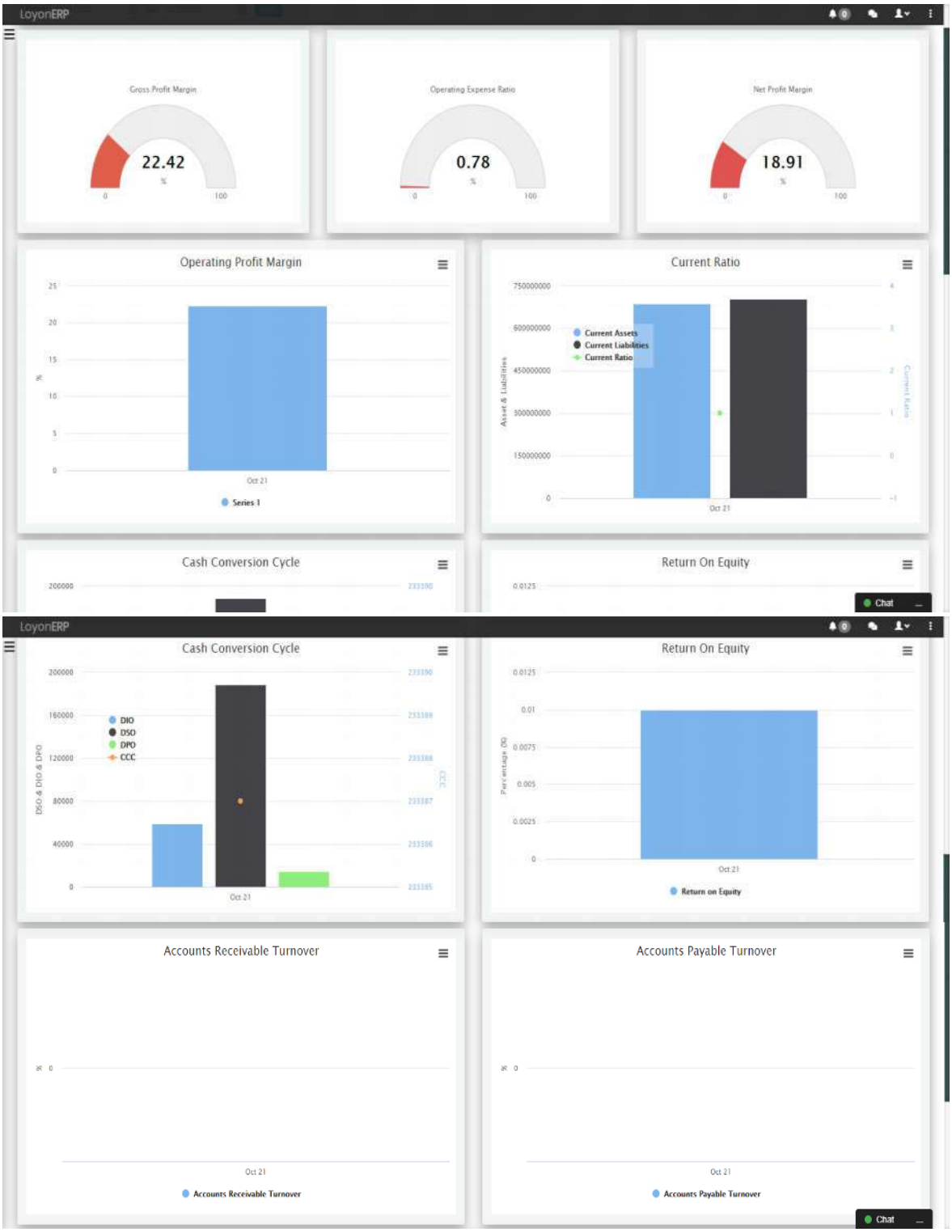


Fig 3.9e Financial Dash Board

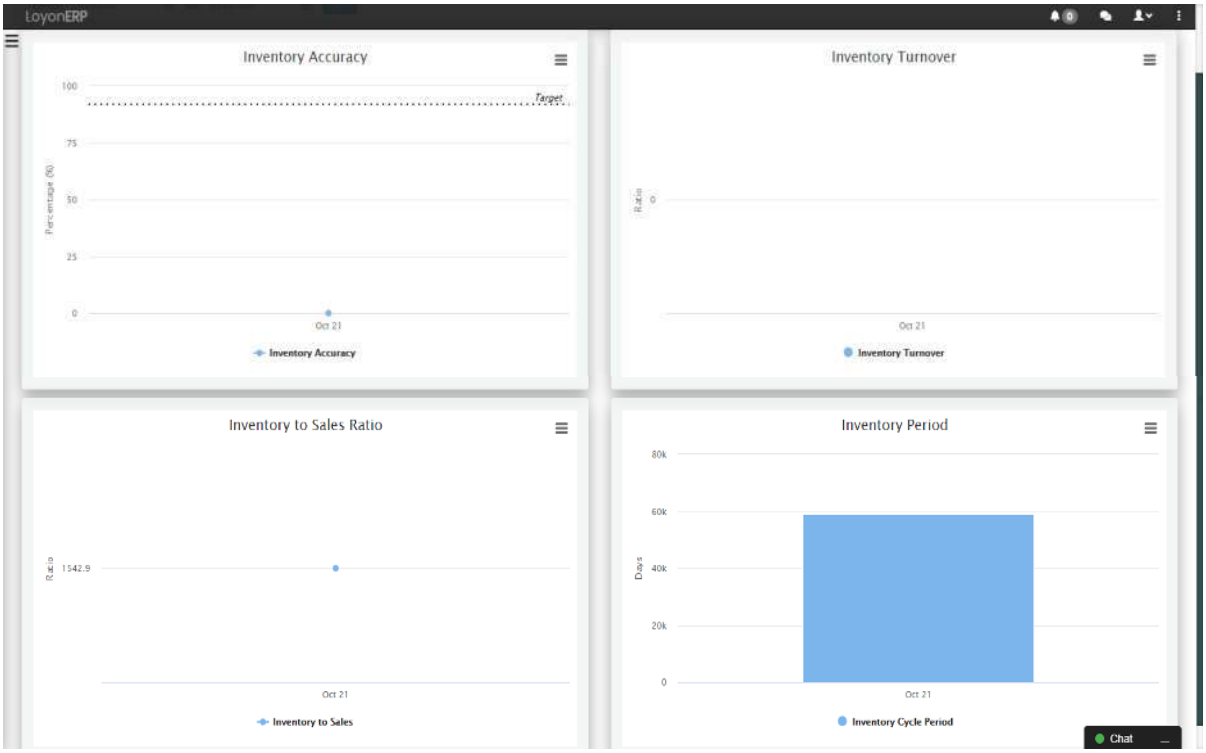


Fig 3.9f Inventory Dash Board

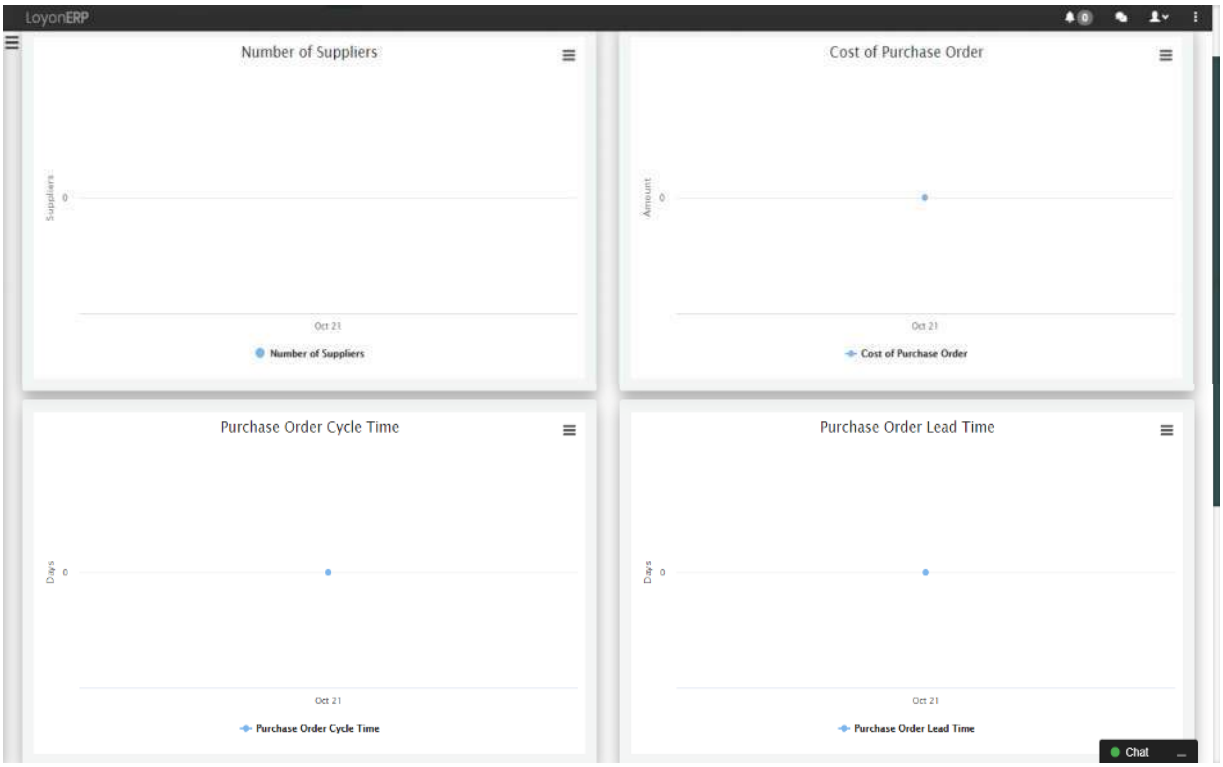


Fig 3.9g Procurement Dash Board

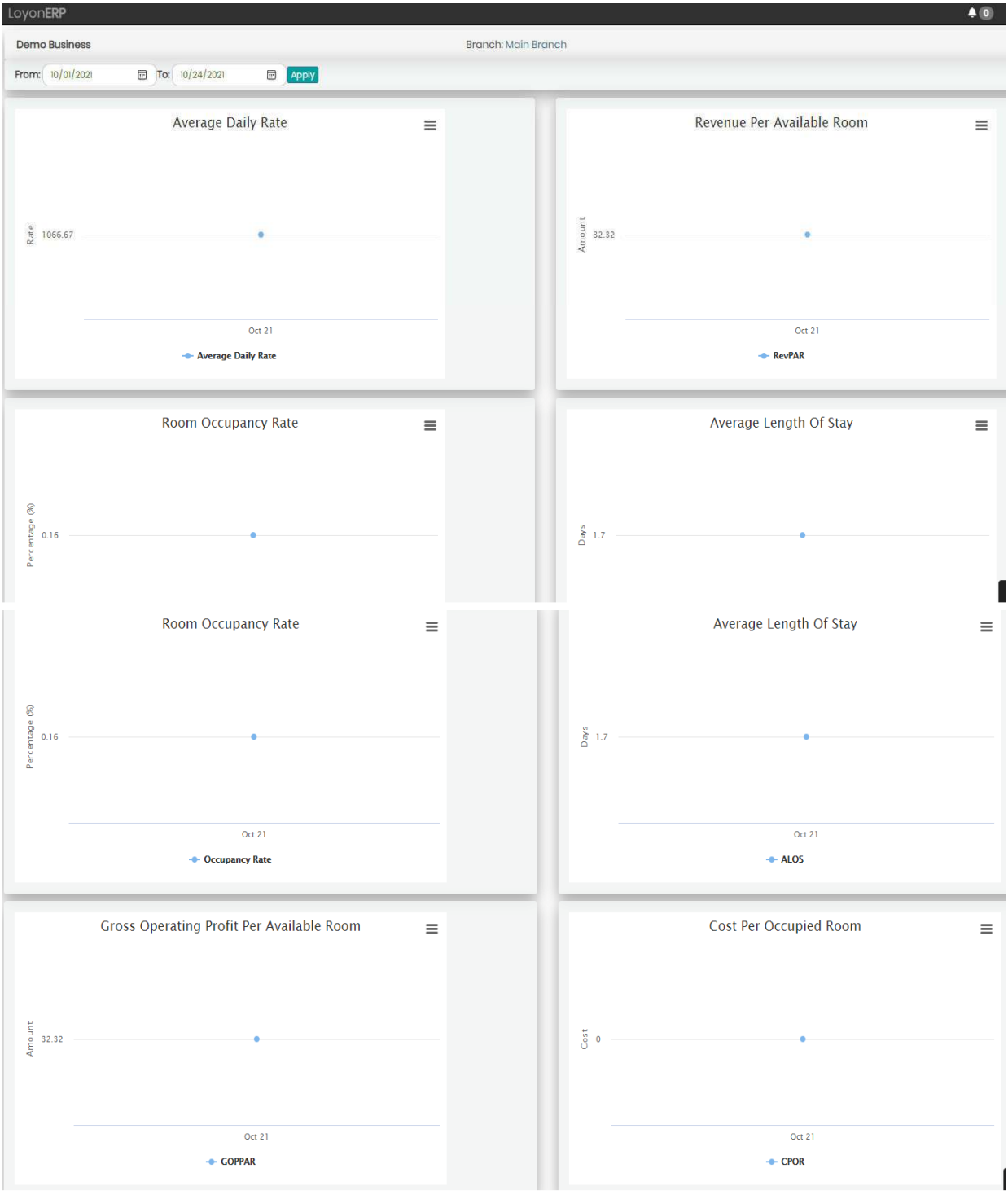


Fig 3.9h Hospitality Dashboard

3.11. Accounts Payable

- Accounts payable ledger
- Supplier ledger
- Supplier bills report
- Supplier aged analysis report by month. Provides an option of matching the invoices against the payments
- General ledger accounts
- Automated payment vouchers & remittance for payments
- Merge GRNs, LPOs, delivery notes and the invoices
- Batch supplier bills (A/P invoices) payments.
- Partial A/P invoice payments

3.12. Accounts Receivable

- Accounts receivable ledger
- Corporate statements
- Accounts receivable aging analysis (summary / per customer / per organization)
- Batch payments for A/R Invoices.
- Partial A/R invoice payments

3.13. Accounts Reports

- Revenue ledger report
- Revenue Reports (Outlet/Branch, Department)
- Revenue graphs (daily/weekly/monthly)
- Aging Analysis (Schedule) for both payables and receivables
- Reports for Cash receipts, Cheque payments and other payment modes
- Bank reconciliation reports
- Ledger account statements
- Financial Statements - Trial Balance, Income Statement, Balance sheet, Budget, Cash-flow Statement and Budget

3.14. Asset Management

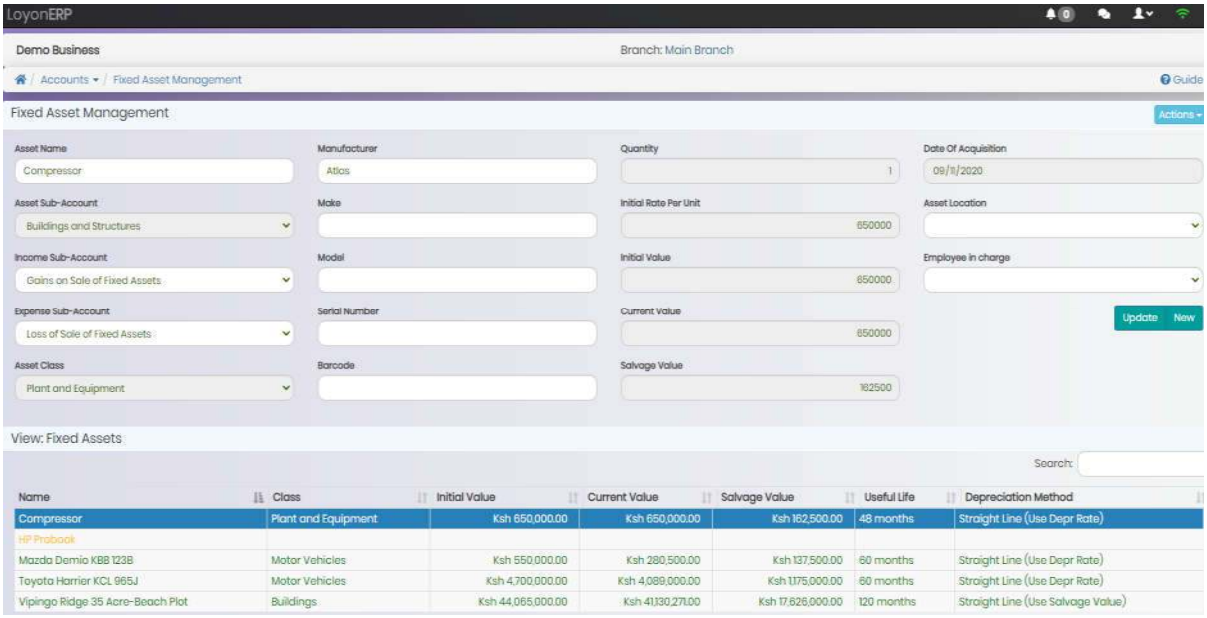


Fig 3.13a Asset Management Module

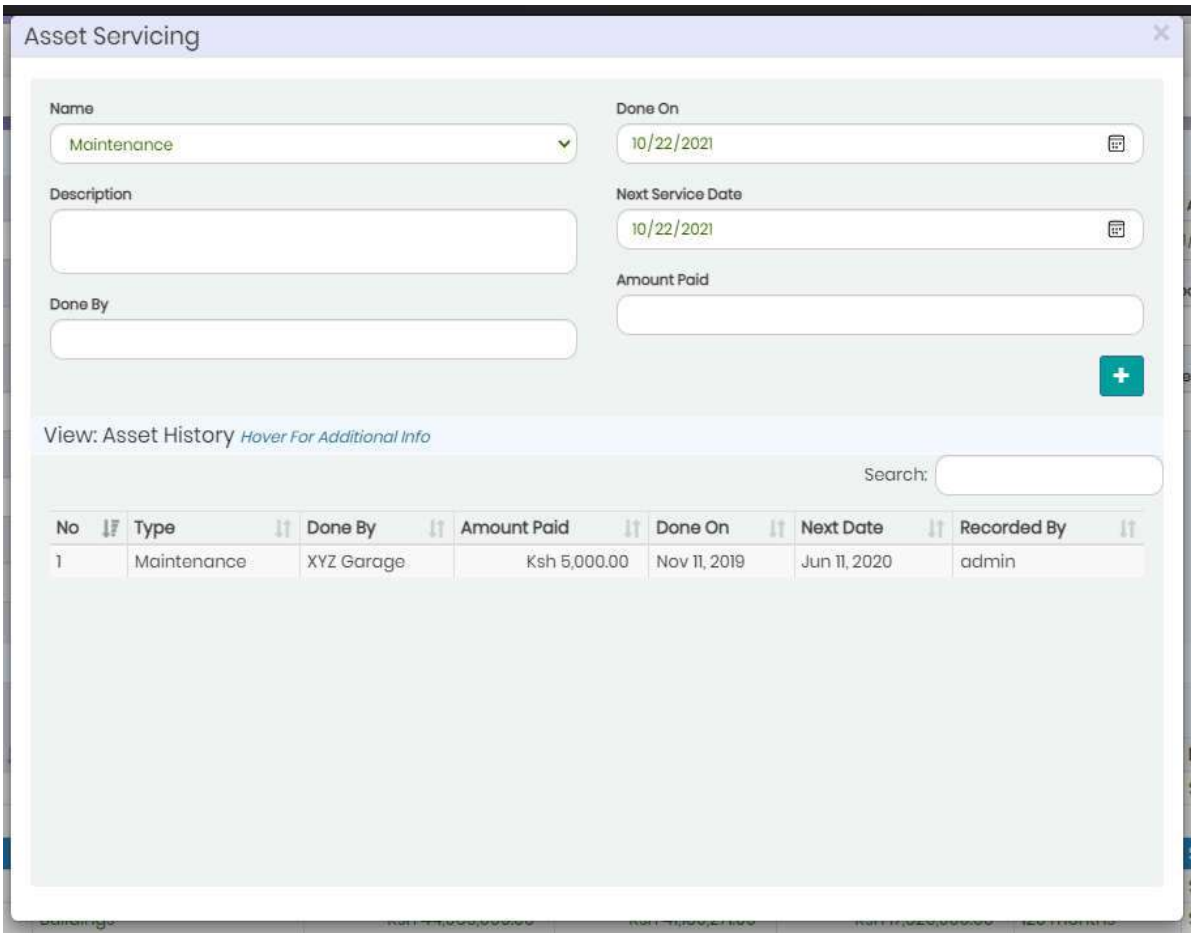


Fig 3.13b Asset Servicing and Maintenance

- Asset capitalization: track cost of asset acquisition
- Track depreciation, transfer, revaluation, and disposal
- Record asset insurance policy details and keep track of premium payments
- Preventative Maintenance: track technical servicing scheduled for the asset
- Asset tagging

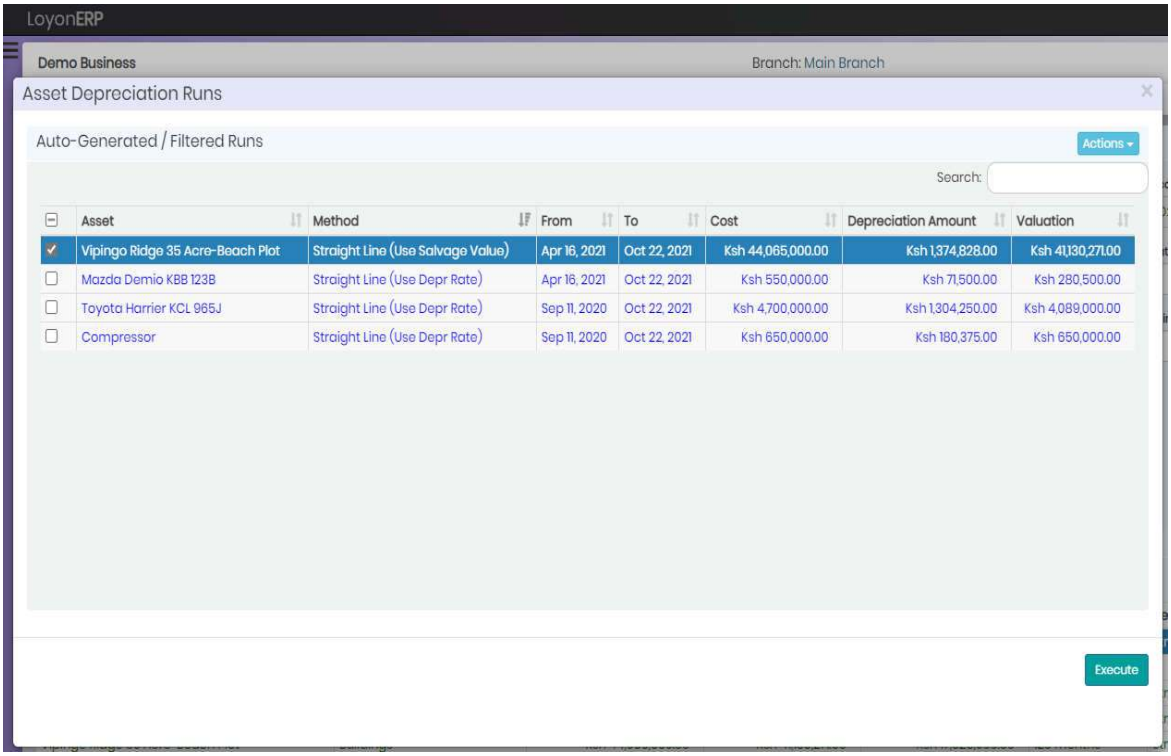
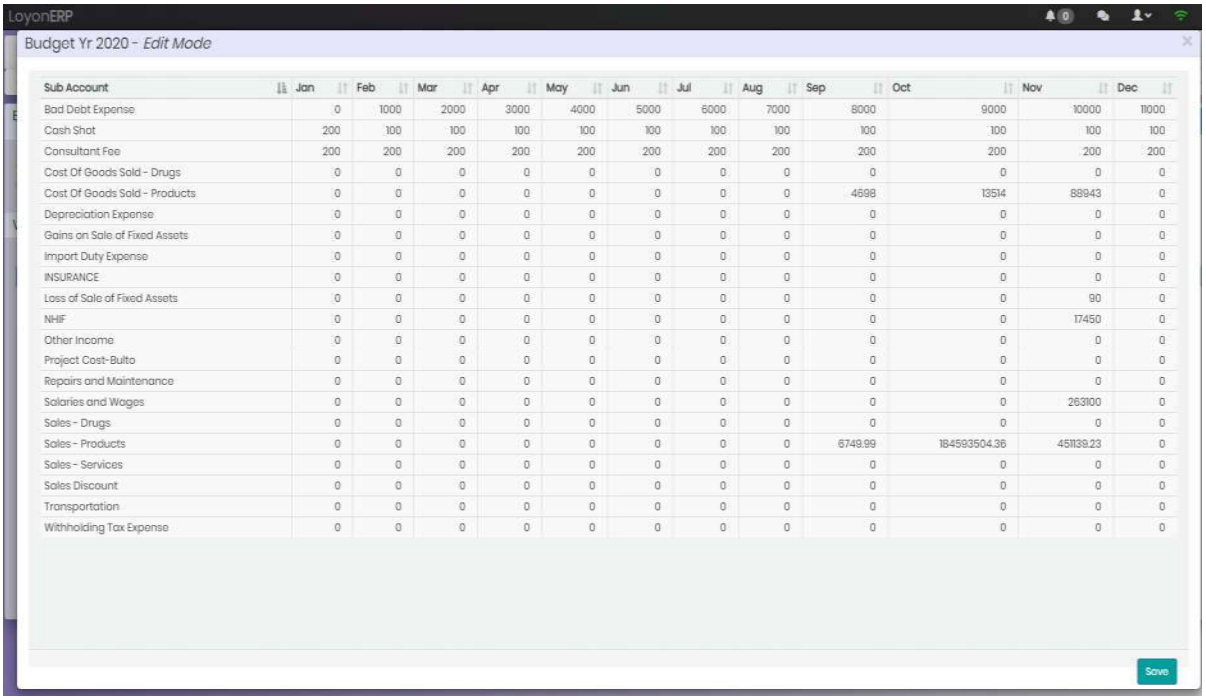


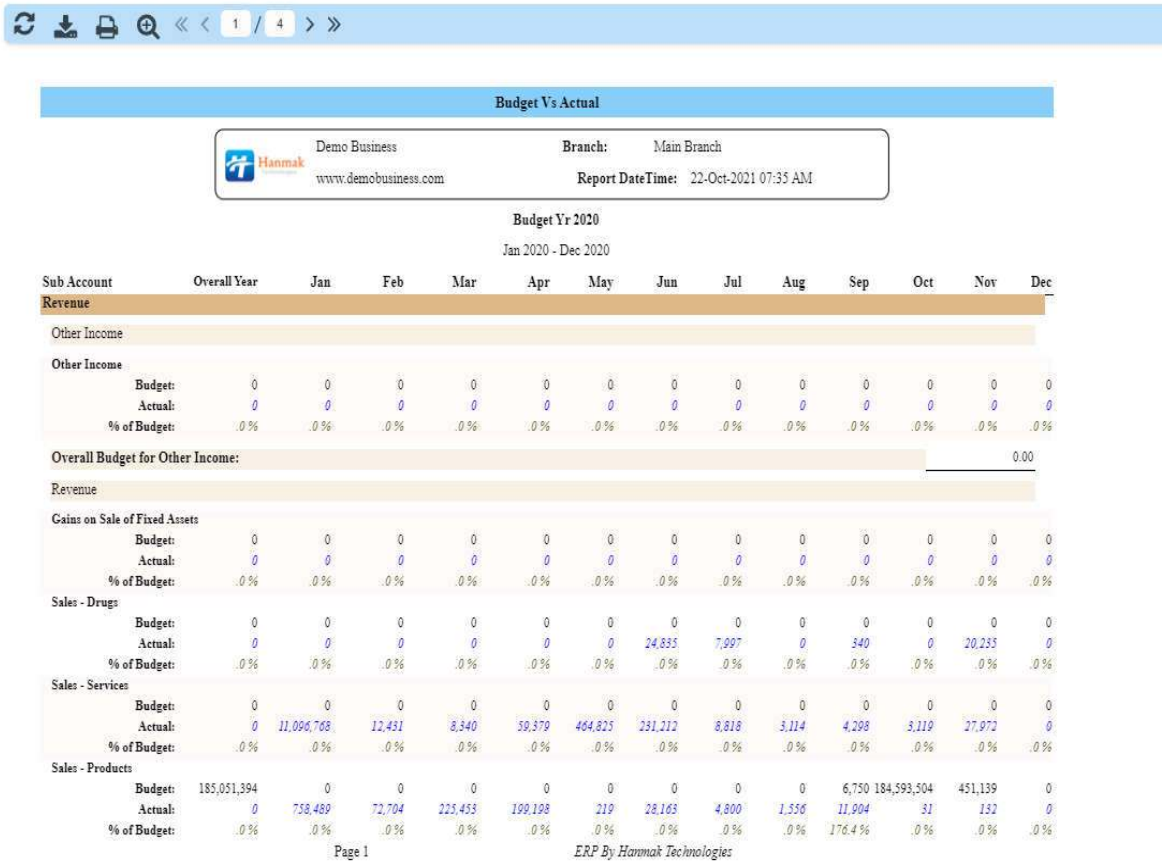
Fig 3.13c Automated Asset Depreciation

3.15. Budgeting



Sub Account	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Bad Debt Expense	0	1000	2000	3000	4000	5000	6000	7000	8000	9000	10000	11000
Cash Shot	200	100	100	100	100	100	100	100	100	100	100	100
Consultant Fee	200	200	200	200	200	200	200	200	200	200	200	200
Cost Of Goods Sold - Drugs	0	0	0	0	0	0	0	0	0	0	0	0
Cost Of Goods Sold - Products	0	0	0	0	0	0	0	0	4698	13514	88943	0
Depreciation Expense	0	0	0	0	0	0	0	0	0	0	0	0
Gains on Sale of Fixed Assets	0	0	0	0	0	0	0	0	0	0	0	0
Import Duty Expense	0	0	0	0	0	0	0	0	0	0	0	0
INSURANCE	0	0	0	0	0	0	0	0	0	0	0	0
Loss of Sale of Fixed Assets	0	0	0	0	0	0	0	0	0	0	90	0
NHIF	0	0	0	0	0	0	0	0	0	0	17450	0
Other Income	0	0	0	0	0	0	0	0	0	0	0	0
Project Cost-Bulto	0	0	0	0	0	0	0	0	0	0	0	0
Repairs and Maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Salaries and Wages	0	0	0	0	0	0	0	0	0	0	263100	0
Sales - Drugs	0	0	0	0	0	0	0	0	0	0	0	0
Sales - Products	0	0	0	0	0	0	0	0	6749.99	184593504.36	45113923	0
Sales - Services	0	0	0	0	0	0	0	0	0	0	0	0
Sales Discount	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	0	0	0	0	0	0	0	0	0	0	0	0
Withholding Tax Expense	0	0	0	0	0	0	0	0	0	0	0	0

Fig 3.14a Budgeting Module



Budget Vs Actual

Demo Business — Branch: Main Branch
www.demobusiness.com — Report DateTime: 22-Oct-2021 07:35 AM

Budget Yr 2020

Jan 2020 - Dec 2020

Sub Account	Overall Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Revenue													
Other Income													
Other Income													
Budget:	0	0	0	0	0	0	0	0	0	0	0	0	0
Actual:	0	0	0	0	0	0	0	0	0	0	0	0	0
% of Budget:	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %
Overall Budget for Other Income:													0.00
Revenue													
Gains on Sale of Fixed Assets													
Budget:	0	0	0	0	0	0	0	0	0	0	0	0	0
Actual:	0	0	0	0	0	0	0	0	0	0	0	0	0
% of Budget:	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %
Sales - Drugs													
Budget:	0	0	0	0	0	0	0	0	0	0	0	0	0
Actual:	0	0	0	0	0	0	24,835	7,997	0	340	0	20,235	0
% of Budget:	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %
Sales - Services													
Budget:	0	0	0	0	0	0	0	0	0	0	0	0	0
Actual:	0	11,096,768	12,431	8,340	59,379	464,825	231,212	8,818	3,114	4,298	3,119	27,972	0
% of Budget:	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %
Sales - Products													
Budget:	185,051,394	0	0	0	0	0	0	0	0	6,750	184,593,504	451,139	0
Actual:	0	758,489	72,704	225,453	199,198	219	28,163	4,800	1,556	11,904	31	132	0
% of Budget:	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	.0 %	176.4 %	.0 %	.0 %	.0 %

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Fig 3.14b Budgeting Variance Report

- Generate and adjust budgets easily monthly/quarterly/yearly
- Pre-fill newly generated budgets with data from a previous budget summary
- Obtain budget variance reports for analysis of your spending
- Assess favorable and unfavorable variances against Standards
- Assess the efficiency of organizational spending across departments

3.16. Business Intelligence Dashboard

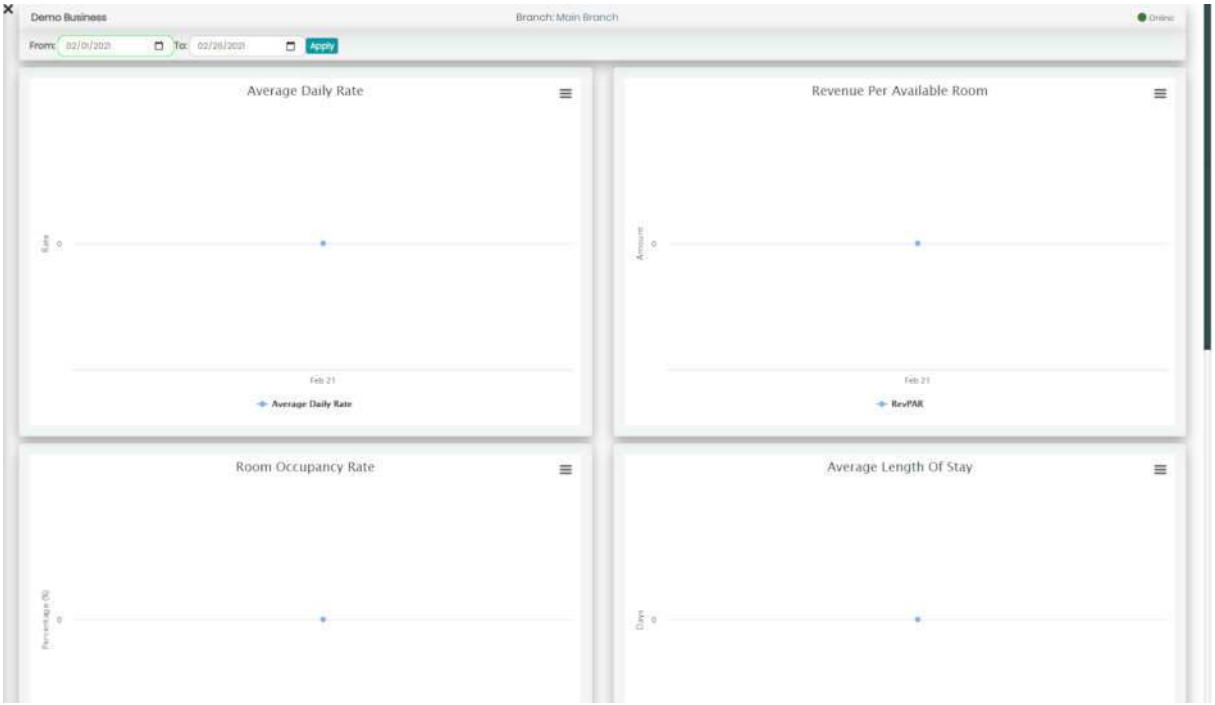

Fig 3.15 Business Intelligence Dashboard - Provides Important Metrics on Performance

- Provides insights on business KPI's
- Metrics displayed on Hospitality section: Average Daily Rate, Revenue Per Available Room, Room Occupancy Rate, Average Length of Stay, etc
- Metrics displayed on Financial section: Gross Profit Margin, Operating Expense Ratio, Current Ratio, Operating Profit Margin, etc
- Metrics displayed on Inventory section: Inventory Turnover, Inventory Period, Inventory to Sales Ratio, etc

3.17. Housekeeping

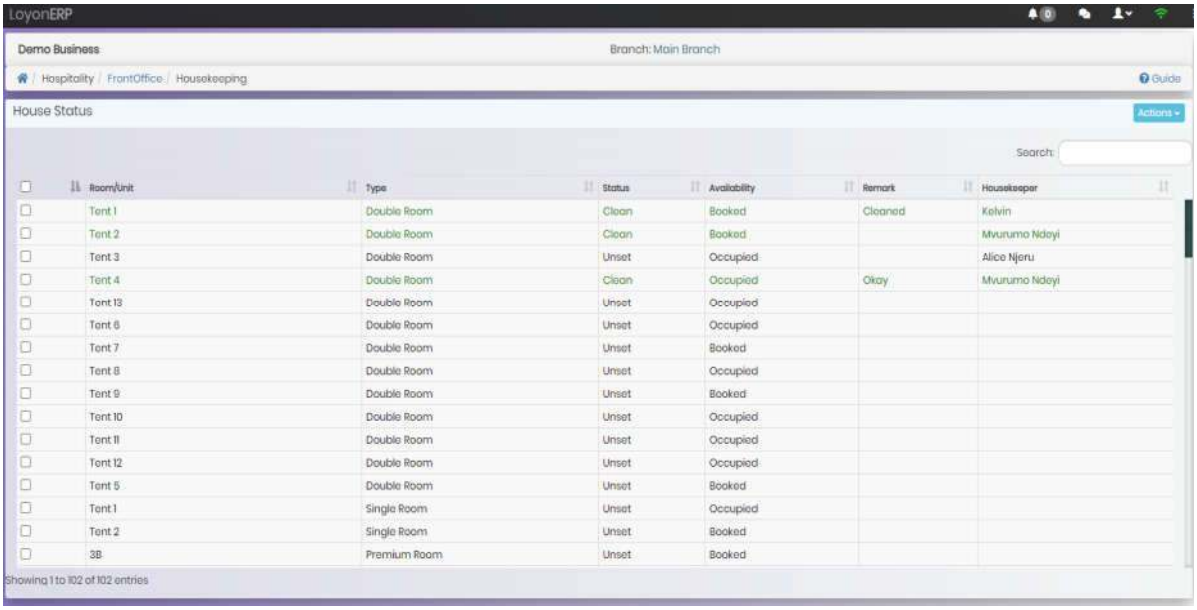

Fig 3.16 Housekeeping Panel

- Delegation of work to specific housekeeping staff
- Track room status against assigned housekeeping staff
- Track consumable inventory, equipment and operations
- Block room for maintenance where required

3.18. Human Resource Reports

- Employee registration
- Ledger integrated pay slip generation
- Leave management
- Automated master payroll reports
- Payroll analysis (PAYE, NHIF, NSSF, Loan and other payroll parameters)
- Ledger integrated pay slip generation
- Leave and off-duty management
- Scheduling and Duty Roster
- Diary

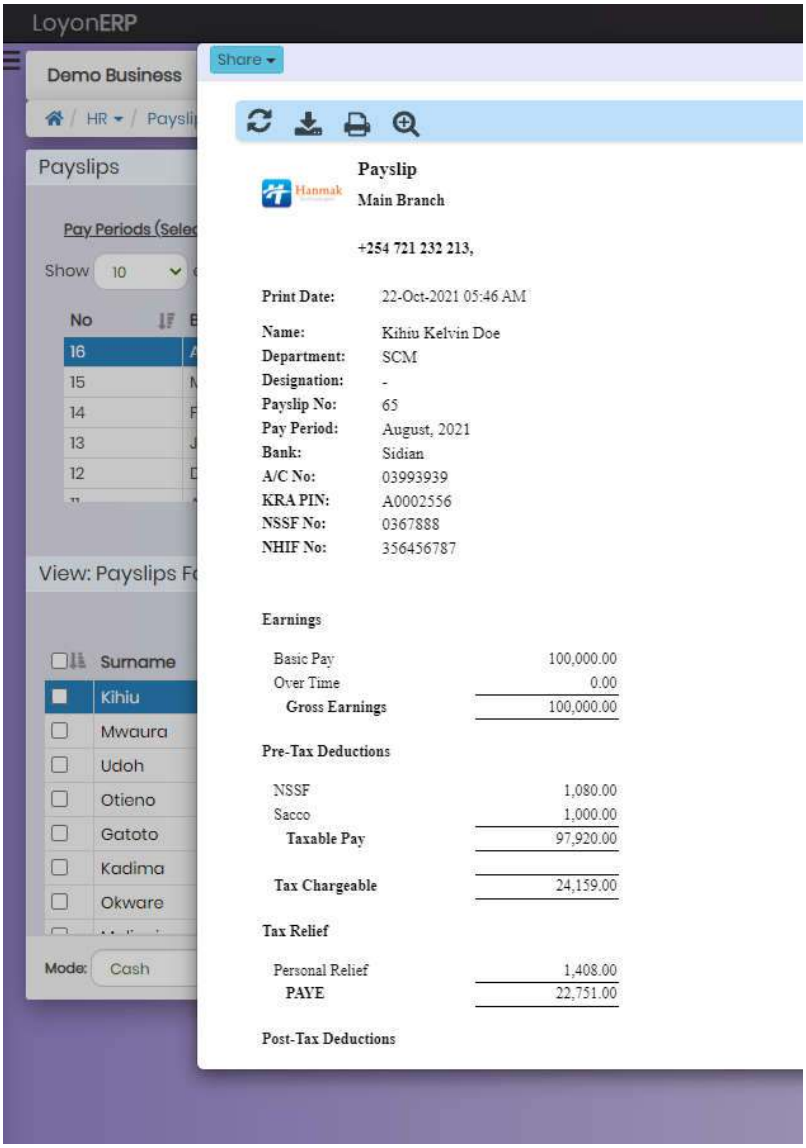

Fig 3.17a Employee Payslip

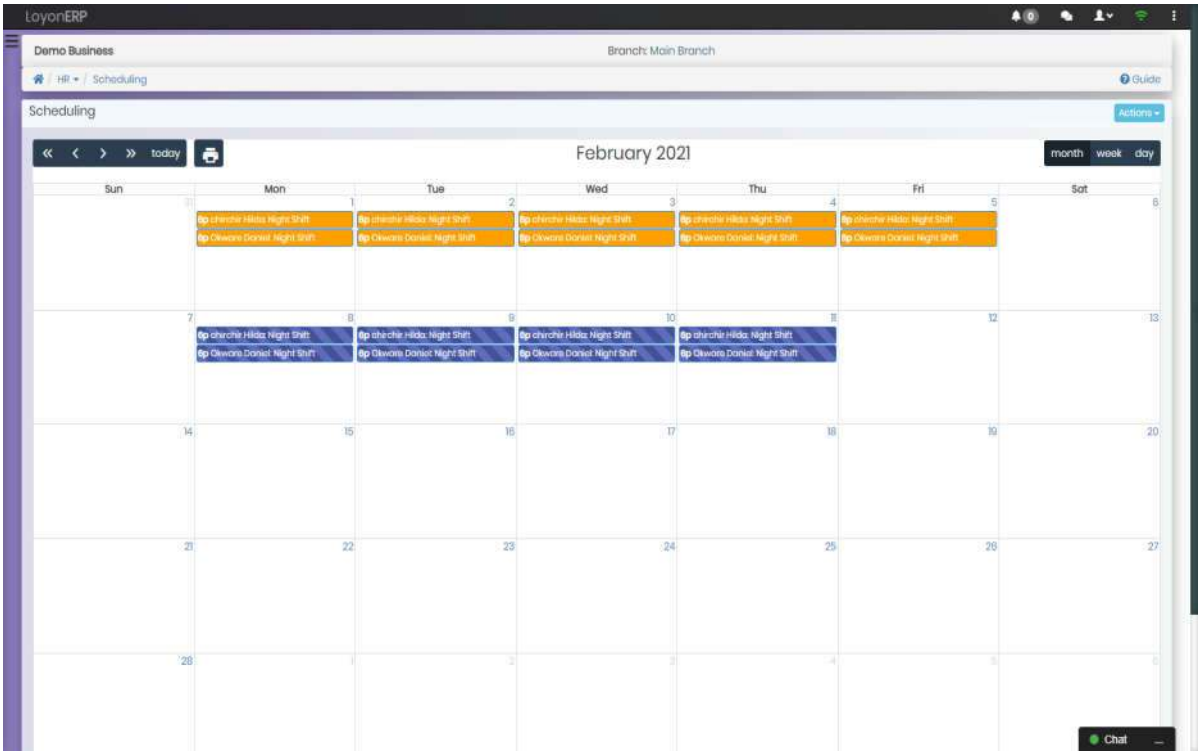

Fig 3.17b Scheduling

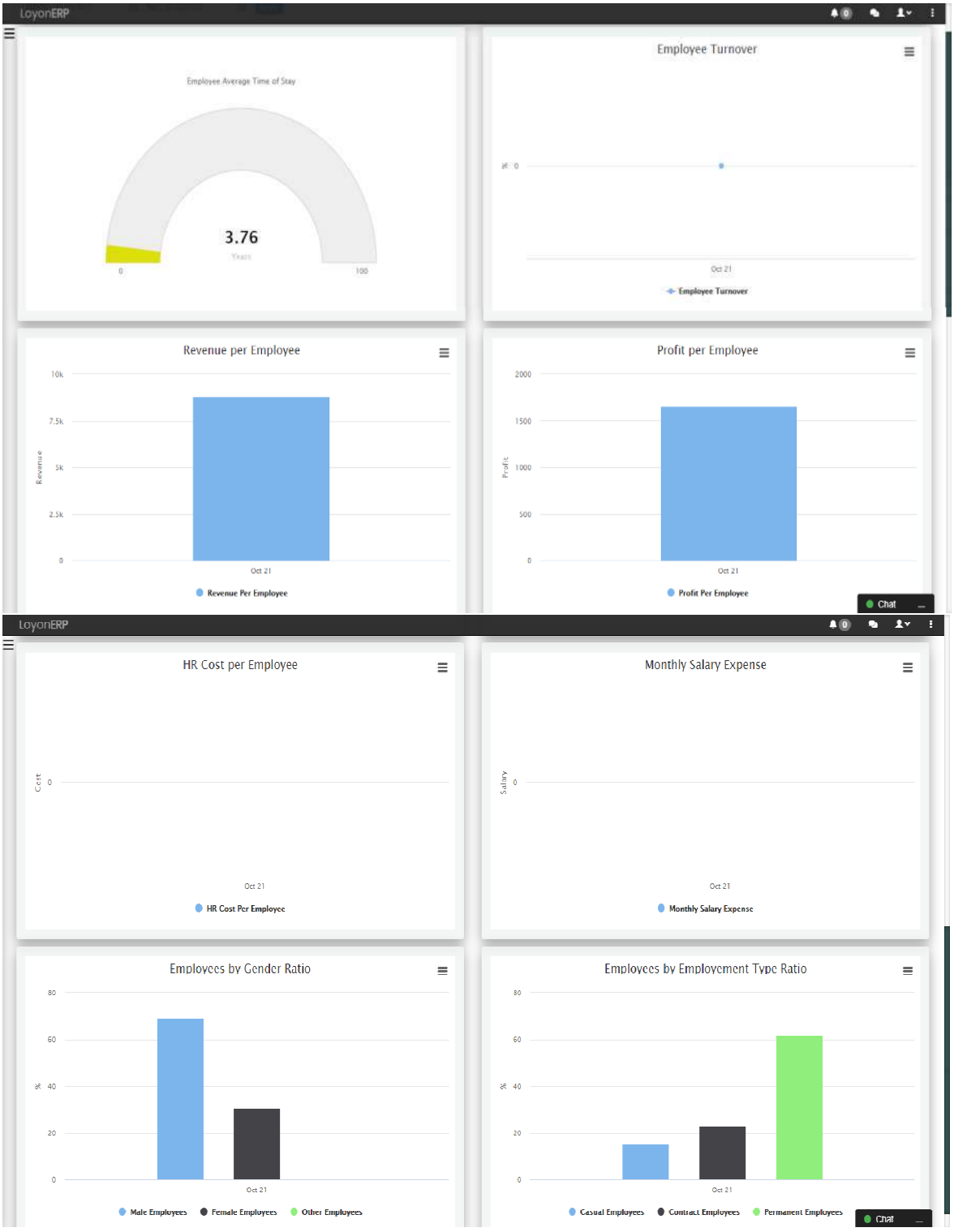

Fig 3.17c HR Dashboard

3.19. Employee Portal

- Request for leave
- View approved leaves
- View pay slips
- View diary for scheduled tasks
- View Income Tax Deduction Card

3.20. Communication

- Schedule and send important reports to emails and smart devices
- Automated alerts notifications
- Online access over any internet enabled device

3.21. Integrations

- Integration of POS with I-Pay payment gateway for seamless recording of payments from customers through mobile money and payment cards

3.22. Administration and Security

- Each user has their own username and password
- Unlimited user groups within distinct privileges
- Assign user privileges according to group role
- Centralized administration and set ups
- Supported by high performance Object-Relational Database Management System
- Automated backups and fail over of the system

3.0. OVERALL BUSINESS BENEFITS

- Maintain a totally secure database for business information.
- Achieve accountability in all business operations.
- Orderliness and standardization of the business records and procedures, increasing accuracy and completeness of business data.
- Improve efficiency on incurred business cost.
- Gather information to meet management challenges.
- On-demand access to your business reports for faster decision-making.
- Use LoyonERP to get a grip of your business, save money and boost efficiency in your day to day business operations with great satisfaction to your esteemed customers.

3.23. TECHNOLOGY USED

3.23.1. Application Framework

- Microsoft Dot Net Core Framework

3.23.2. Application Architectural Model

- Onion Architecture

3.23.3. Application Programming Style

- Object Oriented Programming (OOP)

3.23.4. Application Internal Organization

All the components in the system are designed around a four-layer structure, namely:

- Presentation (GUI) Layer – provides the user with interaction interface
- Business Logic Layer – all business rules and computations run in this layer.
- Data Access Layer – facilitates communication between the underlying database and the business layer
- Database – all data is stored in this layer

3.23.5. Web Server (Technologies Used)

- C#, Microsoft ASP.Net Core
- SQL (Structured Query Language)
- Nginx

3.23.6. Graphical User Interface (GUI)

The graphical user interface is designed on:

- HTML5/Javascript/CSS
- Bootstrap
- JQuery

3.23.7. Database

- PostgreSQL (default database)
- Oracle
- MS SQL
- MySQL
- MariaDB

3.23.8. Reporting

- FastReport

3.24. SYSTEM REQUIREMENTS

3.24.1. Devices Supported

- Desktops Computers
- Laptops
- Smart phones
- Tablets & Phablets

3.24.2. Browsers Supported

- Google Chrome
- Chrome for Android
- Mozilla Firefox
- Microsoft Edge
- & Internet Explorer
- Safari
- Opera
- Opera mini