

HUG 2008 Session Descriptions

Sunday, October 26	
111 - New Features, Part I	Combined with sessions 121 and 131, this session provides a thorough review of the new functionality in Version 17.0. This is an overview of the enhancements and new functionality geared toward management or those needing just a general understanding. In-depth training is NOT the focus of this session. (PSMS-led training)
112 – ^{SMS} Touch Manager Training	RESTRICTED to authorized property F&B managers or their representatives due to the nature of some of the subject matter, A “closed-door” session designed exclusively for ^{SMS} Touch Management, focusing upon discussions and illustrations of the most important Management functions, special R&R Report Writer reporting, present and upcoming security features. (PSMS-led training)
113 – ^{SMS} Commander	This training session will focus on usage, troubleshooting and installation of the ^{SMS} Commander solution. This will include all components of an enterprise topology; Hub/GateKeeper, Remote Nodes and Console deployments. The first part will begin with a short overview of the architecture and features. Then, each of the Controllers provided with the Console application will be covered in detail. In the second part we will cover Remote Node and Console installation, user security and alert configuration. The new ^{SMS} Commander Publisher service will also be introduced. This new feature provides a simple way for customers to link their Hubs to the central PSMS Hub for 24/7 monitoring by PSMS Support. (PSMS-led training)
114 - Basic & Beginning Use - Part I	Combined with sessions 124 and 134, this training session will include Basic ^{SMS} Host Usage and Basic Rate and Package Management. You will learn everything you need to know about the Guest Tile, and the advantages it provides for improving guest service. Other highlights include the Rate Calculator, Availability, the Tape Chart, and Basic Configuration Setup. (PSMS-led training)
121 - New Features, Part II	Combined with sessions 111 and 131, this session provides a thorough review of the new functionality in Version 17.0. This is an

	overview of the enhancements and new functionality geared toward management or those needing just a general understanding. In-depth training is NOT the focus of this session. (PSMS-led training)
122 – ^{SMS} Touch New Features, Changes and Enhancements	Introduction and in-depth demonstrations of the new and often revolutionary enhancements, advancements, changes, and features offered in ^{SMS} Touch versions 4.12.0.X and higher. (PSMS-led training)
123 – ^{SMS} Diplomat Part I	This training session will focus on the basic operation and support of ^{SMS} Diplomat and the contained ^{SMS} Host, SpaSoft and ^{SMS} World XA interface components. (Note: ^{SMS} Commander contains several tools that are must-haves for ^{SMS} Diplomat. These specific features will be discussed, however, the 113 – ^{SMS} Commander is recommended for full information. The first part will include with a short overview of the technology, development activity over the past year and future features/interfaces. The remaining time will cover usage of ^{SMS} Diplomat web administration, configuration, logging features and using the ^{SMS} Diplomat Controller in ^{SMS} Commander.
124 - Basic & Beginning Use - Part I	Continuation (not a repeat) of session 114
131 - New Features, Part III	Combined with sessions 111 and 121, this session provides a thorough review of the new functionality in Version 17.0. This is an overview of the enhancements and new functionality geared toward management or those needing just a general understanding. In-depth training is NOT the focus of this session. (PSMS-led training)
132 – ^{SMS} Retail POS	^{SMS} Retail POS has been redesigned to include features such as customer architected menus, dynamic cash drawer assignment and tracking, blind drops and increased flexibility for user clearances. This will be an opportunity to see the new touch-screen compatible product, which will be part of any upgrades to version 15.1, 15.2 or 16.0. (PSMS-led training)
133 – ^{SMS} Diplomat Part II	This training session will focus on advanced operation and support ^{SMS} Diplomat and the contained ^{SMS} Host, SpaSoft and ^{SMS} World XA interface components. We will focus on troubleshooting techniques, working with PSMS support to properly log problems and the upgrade process. Some advanced tips for ensuring 24/7/365 uptime will also be discussed. (PSMS-led training)
134 - Basic & Beginning Use - Part III	Continuation (not a repeat) of session 124

Monday, October 27

211 – ^{SMS} Work Order Management (Repeated in session 322)	The ^{SMS} Work Order Management module is a new addition to the ^{SMS} Host system. Learn how to configure and use the features of this module to improve Guest service, administer your maintenance requests, assign and monitor employees, bill for labor and parts, schedule advance jobs, communicate with automatic Alerts and Bulletins and manage work with vendors and 3 rd party contactors. (PSMS-led training)
212 – MR&D Review Part I	The performance and characteristics of ^{SMS} Host may be greatly affected by settings. Learn how to optimize system configuration for your property's environment. (PSMS-led training)
213 – Serial Interfaces	Interfaces continue to be an enormously important subject. This session will describe in detail the current production interfaces along with the experiences we have had to make them truly successful, focusing on serial interfaces. (PSMS-led training)
214 – Rec Scheduling	Learn about the new and current features and functionality of the sms Spa/Recreational Activities Scheduling module. (User-led training)
215 – Rates	This session covers basic rate structures of SMS Host. We will train you on two rate components: Price Plan and Tiers, show you various applications of these concepts, as well as Rate Versioning and Rate Filters. After this session you will be able to work much more efficiently with Rates.(PSMS-led training)
216 – Channel Management	Learn how ^{SMS} Host's Channel Management tool can allow your property to easily control rate and availability information shared with third-party distribution systems. (PSMS-led training)
217 – Applied Payment Technology	New with Version 17.0 of ^{SMS} Host, Applied Payment Technology offers a very different approach to managing Guest Accounting, Group Billing, City Ledgers, Aging and Receivables. This session should be of interest to Accounting Managers and Controllers. (PSMS-led training)
221 – Housekeeping Think Tank	Discussion group for Housekeeping managers, supervisors and employees.
222 – MR&D Part II	(Continuation of Session 212) The performance and characteristics of SMS Host may be greatly affected by settings. Learn how to optimize system configuration for your property's environment. (PSMS-led training)

223 – One Person IT Department	Join a discussion on the unique challenges facing the one-person IT department.
224 – sms Golf Tee Times	Explore the new features within the Golf Tee Time module for managing your golf courses and rate structures. New features relating to managing golf blocks, course setup and maintenance, automated caddy charges and preferred resort guest golf rates will be some of the features explored. (User-led training)
225 – Advanced Rates	This session is geared towards users comfortable with setting up rates in SMS Host and will review strategies and tools for optimizing rates. (PSMS-led training)
226 – Distribution Business Processes	Learn about the different interfaces offered by PSMS which allow you to distribute your inventory out to various extranets. If you are interested in exploring interfaced distribution, learn about what types of interfaces are already available for you to choose from which will automate distribution of rates & availability. (PSMS-led training)
227 – City Ledger/Memberships	Discussion on the functionality of sms Host as it pertains to Accounts Receivable.
231 – Casino Concepts	A focus group discussion for casino member properties.
232 – Rates & Packages	Learn configuration tips to help you use the power and flexibility of rates and restrictions. Also covered are the features and benefits of using Packages in sms Host.
233 – IT Discussion	Group discussion with PSMS representatives about the IT issues raised by attendees (solicited in advance).
234 – Visual Correspondence	Learn how to use Visual Correspondence, with new features such as fonts and colors.
235 – Package Breakage	Package Breakage allows your property to define entitlement limits for packages, thus eliminating the need to use coupons to track guest usage. Package limits are checked at the time of posting and the transaction routed accordingly. This training session will cover the concept of Package Breakage, as well as the setup and configuration of it in your system. (PSMS-led training)
236 – Revenue Management	This session covers a wide variety of information that will assist Revenue Management professionals to excel in their jobs.
237 – ^{SMS} Owner Fulfillment – Floating Ownership	The goals of this session will be to 1) review the new features and changes to Host Owner Fulfillment in general, 2) explore the Owner Activity function along with its own enhancements and changes and 3) to open the floor to questions and offer an opportunity for Users to exchange solutions for common

	issues. Attendance is recommended only to those from properties that offer ownership or rental programs with floating units and/or time. (PSMS-led Discussion)
241 – Alerts & Bulletins	Discover the power of Alerts and Bulletins! This session will cover the set-up and uses of these two powerful tools. Take guest service to the next level! (User-led training)
242 – Guest History Management	Overview of the deduper (PSMS-led Training)
243 – Implementing Technology	^{SMS} Host is being deployed in numerous complex environments. We will be providing details on different system configurations and the experience we have had when working with customers to set these up. We will also be discussing some of the new hardware/software and product initiatives that we will be working on as part of upcoming versions. In addition we will detail some of the new features in SMS Diplomat and SMS Commander and the product direction for these products as well. (PSMS-led training)
244 – sms Tickets	SMS has expanded the functionality of resort scheduling classes and has created a new ticket center feature. The Ticket Center provides an efficient process that streamlines the ticket and class sales process.
245 – Top 10 Packages	A review of the top ten packages (PSMS-led training)
246 – Increasing the Power of Your Data – Smart Codes	Our goal in this session is to explore the possibilities for increasing the marketing power of your data by creating smart codes that allow you to use the reporting tools and features of ^{SMS} Host in a more productive manner. (PSMS-led training)
247 – Finance & Accounting	This session covers a wide variety of information that will assist an Accounting professional to excel in their job.
Tuesday, October 28	
311 – Industry Trends	What are the current and future trends in the hospitality industry? Staying up-to-date helps keep your property competitive and meeting customer demands.
312 – User Clearances	Newer versions of ^{SMS} Host, including Version 17.0 include many new user clearances. This session will review these new clearances, optimal settings, and suggestions to better manage user clearances. (PSMS-led training)
313 – PCI Security	Sms Host version 17 is certified as PCI-Compliant. What does that mean for your property, and how do you effectively implement the PCI Security features?
314 - Profiles	Explore how to leverage personal information about your guests to boost customer service.

315 – Booking Center	For an integrated reservations office, the Booking Center is a tool for making all of your room reservations, tee times, spa bookings and dining reservations from one screen! The Universal Lookup is growing into being a single screen for searching for all bookings the guest is asking about for increased call center efficiencies and decreased call time.
316 – ^{SMS} World XA Introduction	Introductory overview of World XA including the new experience-based booking engine, as well as an introduction to the web-based content management tools. (PSMS-led training)
317 – ^{SMS} Owner Fulfillment – Whole Ownership and Fixed Intervals	In this session we will be concentrating on how to perform common Owner Accounting tasks within the Visual environment such as creating Products, generating Tokens, adding Contracts, working with Recurring Charges, setting up Taxes, working with posting utilities and using OMAP Plans. We will also examine Developer Token Management and look at features introduced in v17. (PSMS-led training)
321 – Super Users	Designed for the Power User, high-level discussions will focus on innovative ways for using Rates & Packages, Special Billing, Advanced R&R Functionality, and more!
322 – ^{SMS} Work Order Management (Repeat of Session 211)	The ^{SMS} Work Order Management module is a new addition to the ^{SMS} Host system. Learn how to configure and use the features of this module to improve Guest service, administer your maintenance requests, assign and monitor employees, bill for labor and parts, schedule advance jobs, communicate with automatic Alerts and Bulletins and manage work with vendors and 3 rd party contactors. (PSMS-led training)
323 – Security Op’s Requirements	System security is of peak importance in today’s world of PCI audits and compliance. Learn the requirements to secure your system.
324 – Dining Module	Learn the new features of the sms Dining Module and their efficient use.
325 -- Travel Agency Management	(PSMS-led training)
326 – Increasing the Power of your Data – New Life in Old Codes	Reconsider the structure of various codes to take advantage of reporting tools and features in ^{SMS} Host that have been introduced since your original installation. Such fields as Media, Source, Market, Sub-Market, VIP, Season, Amenity, Service, Specials, Accommodation Types, Categories and Rental Programs can all be used in much more robust and productive ways than envisioned in year’s past. (PSMS-led training)
327 – ^{SMS} Touch Pro-active “5x5”	Over the years, “5 by 5” has been the most dynamic of all ^{SMS} Touch HUG sessions due to the immediacy of the topics covered - as the

	<p>direction of this discussion is determined by input from the ^{SMS} Touch R&D Department and the ^{SMS} Touch Support Department, based upon the % of support referral case types that are called in over the course of the six months prior to the HUG Conference. The first half covers 5 points of advice regarding troublesome or challenging configuration issues, while part two of the session offers 5 points of advice regarding pro-active troubleshooting – what to do before calling the PSMS Support Department. (PSMS-led training)</p>
331 - Housekeeping Concepts – Part I	<p>The purpose of this session is to review how all of the various pieces of Housekeeping management interact and to become familiar with the new Visual Housekeeping Console. We will explore configuration and setup, status and service coding, pattern design and implementation, calculating multipliers, setting up individuals and teams, housekeeper account management, auto-managing and manually mapping zones, setting up zone sheet defaults, entering pricing, posting to guests and/or owners, OOO management, the new suite management process, forecasting, reporting, updating statuses and managing reservations. Our goal will be to understand the benefits of using these tools well and how to incorporate them into your current operations. (PSMS-led training)</p>
332 – Guest Service	<p>Join a discussion group on key steps to improving and maximizing your guest service levels.</p>
333 – SQL	<p>The SQL version of ^{SMS} Host includes many new features as well as added dimension of SQL Server from Microsoft. This session will provide technical guidance on the setup of your SQL Server system. (PSMS-led training)</p>
334 – Beginning R&R	<p>Entry-level/beginner training in R&R Report Writer</p>
335 - Groups	<p>Gain knowledge that will help you manage group block and maximize total occupancy. Learn about the advanced features of the Groups module. Discuss your questions with other users, and share your tips and tricks for using Groups with others.</p>
336 – ^{SMS} Host Future Functionality	<p>Want to know about enhancements and features in upcoming versions of ^{SMS} Host? This session will review of functionality currently under development. (PSMS-led training)</p>
337 Owner Maps	<p>(PSMS-led training)</p>
341 - Housekeeping Concepts – Part II	<p>(Continuation of Session 331) The purpose of this session is to review how all of the various</p>

	pieces of Housekeeping management interact and to become familiar with the new Visual Housekeeping Console. We will explore configuration and setup, status and service coding, pattern design and implementation, calculating multipliers, setting up individuals and teams, housekeeper account management, auto-managing and manually mapping zones, setting up zone sheet defaults, entering pricing, posting to guests and/or owners, OOO management, the new suite management process, forecasting, reporting, updating statuses and managing reservations. Our goal will be to understand the benefits of using these tools well and how to incorporate them into your current operations. (PSMS-led training)
342 – System Management & Night Audit	Discuss how proper maintenance procedures during Night Audit help improve system performance and reliability.
343 – ^{SMS} World XA Configuration	Set-up and configuration of ^{SMS} World XA. (PSMS-led training)
344 – Strategies for Interdepartmental Communications Using sms Host	Learn important strategies for using the sms Host system and its modules to improve communications among departments at your property.
345 – Intermediate R&R	Intermediate-level training in R&R; designed for users with basic-level experience.
346 – sms Diplomat & sms Commander	This session provides an overview on the sms Diplomat gateway communications platform and the sms Commander product which is used to monitor and alert most SMS applications.
347 – sms Retail POS	Training on sms POS including features such as customer architected menus, dynamic cash drawer assignment and tracking, blind drops and increased flexibility for user clearances.
Wednesday, October 29	
411 – Increasing the Power of Your Data – Trend Analysis and Reporting	In this session, we will be focusing on the use of various reporting tools within ^{SMS} Host for identifying product and guest trends. We will also be looking at some of the under-utilized reports on offer in the system and suggesting ways to use them to your advantage. (PSMS-led training)
412 – Best Practices	Share best practices for configuration and setup of SMS applications.
413 – Working With Support	Helpful hints for maintaining your system. Learn the most common problems and how to prevent, direct from Support Services. (PSMS-led training)
414 – Training with High Turnover	Join in a discussion of techniques for effective training in operational areas during high-

	turnover periods.
415 – ^{SMS} Host Booking Center Advanced	(PSMS-led training)
416 – ^{SMS} Enterprise	(PSMS-led training)
417 – Beginning R&R	Entry-level/beginner training in R&R Report Writer