



The combination of ESP2000 and ESP2000 Web Extensions provides a single, integrated and coordinated tool for event and service management by extending scheduling power to the meeting requestor. From requesting meeting space and services, to fulfillment - the efficiency of the requestor/provider relationship is maximized.

## ESP2000 CUSTOMER/EMPLOYEE MANAGEMENT

- Unlimited customer/employee database
- Wide variety of data fields including the ability to create site specific fields
- Unlimited contacts per customer/employee
- Call Report log
- Prevents duplicate entries
- Easy access of booking history for each customer/employee profile
- Configurable payment information

The screenshot displays the 'Hospitality ESP2000 - Hodges Technologies' application window. The interface includes a menu bar (File, Edit, View, Availability, Customer, Contacts, Booking, Agenda, Reports, Activity, Utilities, Help) and a toolbar with various icons. The main content area is titled 'Customer:' and features an 'Alias:' input field. Below this, there are four tabs: 'Customer', 'Contacts', 'Customer Activity', and 'Booking Profile'. The 'Customer' tab is active, showing fields for Name, Phone, Fax, and Market. A 'Site Address' section contains fields for Address 1, Address 2, City, State/Zip, and Country (set to USA), along with a 'Copy to Billing' button. Other fields include Salesperson, Referral Source, Group, Payment Method, and a 'More...' button. A 'Contract Rates' section is visible on the right. The interface also includes a 'Notes' text area and a 'Tax Exempt' checkbox. A vertical sidebar on the right contains buttons for 'Availability', 'Customer', 'Booking', and 'Activity'.

## ESP2000 SCHEDULING

- Utilizes setup and knockdown times
- Daily, weekly & monthly calendar views
- Ability to organize & display function/meeting rooms by 'Section' (floor, wing, building, etc.)
- Allows multiple same room requests through the Inquiry status request
- Easy creation of multiple day (reoccurring) events
- Prevents double bookings
- Manage room properties for easy access
- Easy to maximize usage of space through configurable Min & Max capacities and setup types
- Allows "off-site" scheduling and services delivery

The screenshot shows the Hospitality ESP2000 software interface. At the top, there is a menu bar with options: File, Edit, View, Availability, Customer, Contacts, Booking, Agenda, Reports, Activity, Utilities, Help. Below the menu bar is a toolbar with various icons. The main window displays the date **Monday, November 18, 2002** and a calendar for November 2002. The calendar shows the 18th as the selected date. Below the calendar are input fields for Booking, Dates, Customer Name, and Phone Number. The main area is a scheduling grid with columns for time slots (4a, 5a, 6a, 7a, 8a, 9a, 10:, 11:, 12:, 1p, 2p, 3p, 4p, 5p, 6p, 7p, 8p, 9p) and rows for different rooms. The rooms listed on the left include International Ballroom, International Foyer, Crescent A/B, Crescent Foyer, Madewood A/B, Madewood Foyer, Rosedown A/B, Shadows, Shadows Foyer, Nottoway A/B, Board of Directors, Pre-function Area No. 1/2, Nottoway Foyer, Houmas House (Room 42), Melrose (Room 416), and Oak Alley (Room 428). The grid shows several bookings: 'SOCIETY FOR PAIN PRACTICE' in blue text, 'SOCIETY' in cyan text, and 'EPISCOPAL CHURCH' in red text. A vertical sidebar on the right side of the grid is labeled 'Availability', 'Customer', 'Booking', and 'Activity'.

## ESP2000 SERVICES SCHEDULING

- Custom services setup
- Multiple service times per function, each with their own unique times
- Inventory tracking
- Manual entry of items on-the-fly

The screenshot shows the Hospitality ESP2000 software interface. The main window displays a calendar for January 2003, with Friday, January 17, 2003, selected. A list of rooms is visible on the left, including 'Rosedown A', 'Rosedown B', 'Shadows', 'Shadows Foyer', 'Nottoway A', 'Nottoway B', 'Board of Directors', 'Pre-function Area No. 1', 'Rosedown Foyer', 'Pre-function Area No. 2', 'Nottoway Foyer', 'Houmas House ( Room 42)', 'Melrose ( Room 416)', 'Oak Alley ( Room 428)', and 'Room 531 (5th Floor)'. A 'Service - FunctEditor' dialog box is open, showing details for a service on January 17, 2003, from 06:30 am to 04:30 pm. The service is 'Banquet Lunch - Boxed' and is categorized as 'Food'. The dialog box includes a list of items with their costs, prices, quantities, and totals.

Item	Cost	Price	Qty.	Total
<b>Club</b>	\$0.00	\$13.50	12	\$162.
A New Orleans Style Club Sandwich				
With Choice Potato Salad, Cole Slaw and Zapp's Potato Chips				
One Piece of Whole Fresh Fruit				
One Doubletree Chocolate Chip Cookie				
One Soda				

## **ESP2000 REPORTING & DOCUMENT CREATION**

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### **REPORTING**

- 29 'canned reports
- Reports can be exported to a RTF format for emailing
- Crystal Reports compatible
- Custom report writing tool – Query Wizard
- Custom reports can be exported to Excel, Word or delimited Text files
- Reports are permission controlled per user account in ESP2000

### **DOCUMENT CREATION**

- Document creation through Microsoft's Word allows for quick production of professional looking letters, contracts, beo's, etc.
- Document Managers allow for storing documents at the customer and/or booking level for easy retrieval and reference
- Document Generator acts as a queue which allows for 'batch' producing, printing and saving of documents
- Other document possibilities: Door Cards, Reader Boards, Mailing Lists, Mailing Labels

The add-on of ESP2000's **Web Extensions** extends the room and services scheduling power to the meeting requestor. Through this set of web pages users are able to access a web site, which displays the meeting/function space and services available in ESP2000, and create meeting and/or service requests. Created within pre-defined business rules these requests fall into a 'web queue' in ESP2000 where they are processed and confirmed for email notification back to the original requestor.

## ESP2000 Web Extensions Scheduling Tool



Welcome to the ESP2000 web based scheduling demonstration site. *Web Extensions* is a web-based extension of ESP2000 that provides an easy way for your customers or employees to see real time meeting room availability, create meetings, order services such as food, beverages and audio visual.

### From the Availability link users can

- Look for available meeting rooms
- Start the scheduling process, which also allows for the scheduling of services
- View room criteria/attributes
- Be notified of business rules defining scheduling rules

### From the Request Services Only link users can

- Request a personal service delivery to an office or location of their designation
- Create an 'off-site' event request

### From the My Events link users can

- See a list of events they have requested (past and future)
- Submit Change requests to future meetings
- See event details by clicking the Event ID link
- Submit Cancel requests to future meetings

Please feel free to create a few meetings and schedule services to experience what an end-user at your facility might do on a daily basis. The Web Extensions tool is enhanced on the 'back end' by ESP2000 for enhanced fulfillment, meeting request management and processing, reporting, revenue management, automated email confirmations, document generation and many more valuable features. For more information please contact Greenwich Technologies sales at [sales@greenwichtech.net](mailto:sales@greenwichtech.net) or (586) 778-8800 x19.

## WEB EXTENSION MEETING ROOM REQUESTING

- Custom business rules determine what lead time is required to request a room
- Easy maneuvering to desired date using the calendar
- Min and Max capacity guidelines help requestors accurately utilize space
- Link rooms to picture or text documents with room criteria

Online Services Request

Home Availability Request Services Only My Events Profile Help

**View Room Availability by Date**

View Last Refreshed @ 11:46:13 PM Next Auto Refresh @ 12/31/1899 12:01:13 AM [Refresh View](#)

Section:  View:  Date:

Rooms	Capacity (min-max)	Thursday 1/30/2003 Rest mouse over the time frame to view event details. You cannot create an event before 1/30/2003 3:00:00 PM. You can not Create an Event on a weekend. To make a special Event request <a href="#">click here to send an email.</a>													
745 - 19 A (6)	0 - 6	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 19 B View (10)	0 - 10	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 19 D (14/19)	0 - 33	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 19 E View (10/15)	0 - 25	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 19 G (6)	0 - 6	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 19 H (8/10)	0 - 18	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 20 A (8)	0 - 8	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 20 B View (10/16)	0 - 26	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 20 E (8)	0 - 8	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 23 A View (10/9)	0 - 19	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
745 - 23 B View (10/10)	0 - 20	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p

Done Local intranet

## Creating your meeting...

Microsoft Internet Explorer  
Address: http://localhost/ESP2000WebExtensions/scheduling/meeting.asp?location=1&date=02/05/2003&frid=1&setup=7&lostbiz=0

### Online Services Request

Home | Availability | **Request Services Only** | My Events | Profile | Help

**Start Here to Create an Event**

After 3:00 PM no more bookings may be created with a start time in the following 1 days. To make a special Event request contact [click here](#)  
The current time is: 11:47:09 PM

Section: 745 CR	Room: 745 - 19 B View (10)	Date: 02/05/2003
Setup: Conference	Meeting Name: Meeting	Start Time: 9:00AM
min-max (0 - 10)	# of People: 8	End Time: 4:00PM

Notes: [clear](#)  
Meeting/Function Notes go here.

[Back to Availability](#)  
[Add Service Items](#)  
[Submit](#)

This is footer text for all pages

Local intranet

## WEB EXTENSION SERVICES REQUESTING

- Custom business rules determine what lead time is required to request services
- Multiple service time creation
- Specific service categories can be linked to meeting space if certain services are only available in certain areas
- Package Item details can be shared to a user who may not be familiar with services
- Inventory tracking is extended to the web

Due to booking rules, Service Types and Service Items in **bold** can not be added to the Service Time. Click the Service Type or Service Item for details.

Service Type	Service Items
<a href="#">Breakfast</a>	<a href="#">details</a> Italian Buffet (Hot/Minimum 15p) \$19.50
<a href="#">Sandwiches</a>	<a href="#">details</a> Asian Buffet (Hot/Minimum 15p) \$25.00
<a href="#">Buffet Lunch</a>	<a href="#">details</a> Taqueria Buffet (Hot/Minimum 15p) \$25.00
<a href="#">Snacks</a>	<a href="#">details</a> American Buffet (Hot/Minimum 15p) \$22.00
<a href="#">Beverages</a>	<a href="#">details</a> Buffet #1 (Minimum 15 p) \$35.00
<a href="#">Dinner</a>	<a href="#">details</a> Buffet #2 (Minimum 15p) \$28.00
<a href="#">Hors D'oeuvres</a>	<a href="#">details</a> Pizza (serves 4-6) \$19.95
<a href="#">Cakes</a>	Soda \$1.00
<a href="#">Bulk Beverages</a>	Colombian Coffee Service \$1.50
	Bottled Water \$1.25
	Starbucks Coffee Service \$2.95
	Snapple Beverages \$1.75
	Bottled Water \$1.25
	Assorted Soda \$1.00

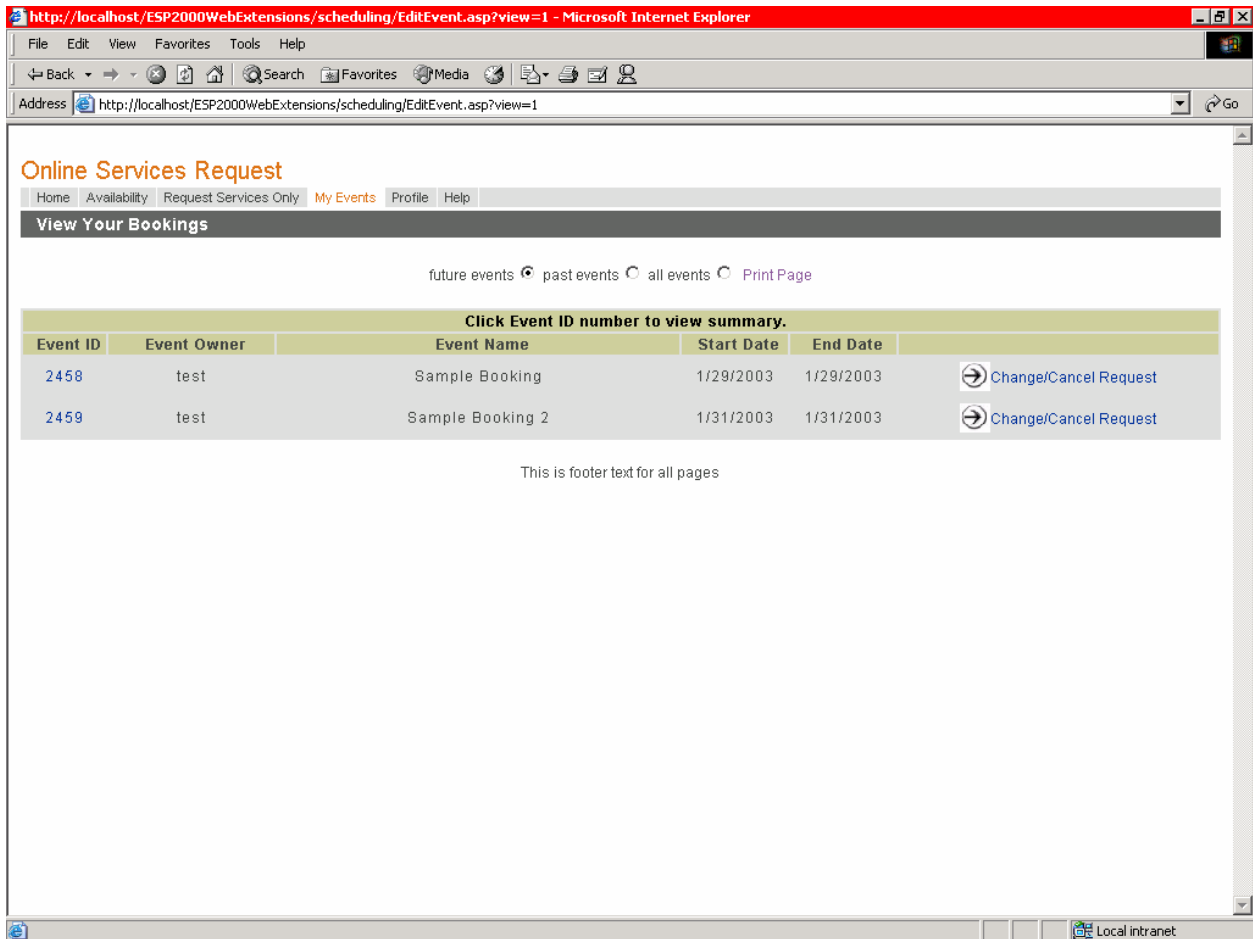
Selected Service Items		
Item Name	Qty	Price
<a href="#">remove</a> Pizza (serves 4-6)	5	\$99.75
		<b>Total \$99.75</b>

Special Notes:  
Service specific notes go here.



## WEB EXTENSION 'MY EVENTS'

- Web users can view Past, Future or 'All' events they have requested
- Cancellation requests can be emailed to Admins for approval
- Change requests can be emailed to ESP2000 Admins for approval



The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Online Services Request' page. The address bar shows the URL: <http://localhost/ESP2000WebExtensions/scheduling/EditEvent.asp?view=1>. The page has a navigation menu with 'Home', 'Availability', 'Request Services Only', 'My Events', 'Profile', and 'Help'. Below the menu is a 'View Your Bookings' section with radio buttons for 'future events' (selected), 'past events', and 'all events', along with a 'Print Page' link. A table of bookings is displayed with the following data:

Click Event ID number to view summary.					
Event ID	Event Owner	Event Name	Start Date	End Date	
2458	test	Sample Booking	1/29/2003	1/29/2003	<a href="#">Change/Cancel Request</a>
2459	test	Sample Booking 2	1/31/2003	1/31/2003	<a href="#">Change/Cancel Request</a>

Below the table, there is a footer text: 'This is footer text for all pages'. The browser's status bar at the bottom indicates 'Local intranet'.