



Fiap Systems

Hotel, Lodge & Property Management

Run your whole property, every room, guest, booking and bill, from one place, with no double-bookings and no paperwork chaos.

Industry Capabilities Guide • Prepared for clients • June 2026

SECTION 1

Built for Hotels, Lodges, Guesthouses & Rental Properties

Run your whole property, every room, guest, booking and bill, from one place, with no double-bookings and no paperwork chaos.

The Hotel & Property edition runs every room, guest, booking and bill from one place. A live availability calendar ends double-bookings, housekeeping and maintenance keep rooms ready, check-in and check-out are guided, and guests can book and pay online. It is built for hotels, lodges, guesthouses, serviced apartments and rental-property operators.

The problems it removes

- Double-bookings and lost reservations from juggling paper diaries, spreadsheets and phone calls.
- No clear picture of which rooms are free, occupied, being cleaned or under repair right now.
- Manual bill calculation at check-out leads to errors, disputes and missed extra charges (mini-bar, laundry, room service).
- Guests can't book or pay online, so you lose after-hours and out-of-town reservations.

SECTION 2

What This Edition Does

Everything below is built in and ready to use from day one, grouped by the part of your work it handles.

Multi-Property & Room Setup

- Manage several properties from one account, hotels, lodges, apartment complexes and guest houses
- Each property keeps its own rooms, bookings and reports for clean multi-site operations
- Record property address, contact details, description and amenities (WiFi, pool, parking, restaurant, gym, spa, laundry)
- Create individual rooms/units with room number, floor, type (Single, Double, Suite, Deluxe, Family) and maximum occupancy
- Set nightly rates, plus optional weekly and monthly rates for extended stays
- Tag room-specific features (AC, TV, mini-bar, balcony, kitchen) for accurate listings
- Live room status at a glance: Available, Occupied, Maintenance, Cleaning or Reserved

Guest Records

- Register guests with full profile: name, email, phone, nationality, gender and date of birth
- Capture ID details (passport, national ID, driver's licence) and ID number for compliance
- Record vehicle type, plate number and colour for parking and security
- Note purpose of visit (tourism, business, conference, medical, family) and emergency contact
- Searchable guest directory showing name, nationality, phone and visit count
- Full guest history of every past booking, with VIP flagging for returning guests
- Notes field for special requests and preferences

Bookings & Live Availability

- Create bookings by choosing guest, room and check-in/check-out dates
- Visual calendar with colour-coded blocks shows room availability at a glance, no double-bookings
- Stay total calculated automatically (nightly rate x nights), with deposit recording
- Clear booking lifecycle: Confirmed, Checked In, Checked Out (or Cancelled / No-Show)
- Register a new guest on the spot while creating a booking

Check-in & Check-out

- Guided check-in: verify guest identity and ID documents, confirm or change the assigned room, hand over the key
- Collect and record security deposits at arrival
- Room automatically flips to Occupied on check-in
- At departure, review all room charges, services and mini-bar usage before billing
- Generate the final invoice, collect remaining payment and refund the deposit in one flow
- Room automatically moves to Cleaning for housekeeping on check-out

Housekeeping

- Rooms left after check-out appear automatically as pending cleaning tasks
- Assign cleaning tasks to specific housekeeping staff

- Mark a room Clean and it returns to Available for booking
- Staff can flag a room for maintenance with an issue description, which raises a work order automatically

Maintenance & Repairs

- Create work orders for any room or common area, manually or auto-raised by housekeeping
- Categorise issues: Plumbing, Electrical, HVAC, Furniture, Appliance, Structural, Other
- Priority levels (Low, Medium, High, Urgent) and assignment to maintenance staff
- Status tracking: Reported, In Progress, Awaiting Parts, Completed, with resolution notes
- Rooms under maintenance are automatically blocked from new bookings until fixed
- Track estimated and actual cost of parts and labour per job
- Reports on maintenance spend by category/property, average resolution time and recurring problem rooms

Invoicing & Billing

- Invoices auto-created at check-out with room charges based on length of stay
- Add extra charges: laundry, room service, mini-bar, restaurant bills and spa services
- Apply percentage or fixed discounts for loyalty, corporate or promotional rates
- Print invoices or email them directly to the guest

Group Bookings

- Block-book many rooms under one group reference for weddings, conferences, tour groups and corporate stays
- Shared group dates with the option for individual guest arrival/departure dates
- Negotiated group rates that override standard pricing across the block
- Rooming list to assign each guest to a room; release unneeded rooms back to availability
- Tentative vs Confirmed status, soft-block tentative rooms, hard-block once a deposit lands
- Flexible group billing: single master invoice to a company, or split personal extras to individual guests, with deposit tracking and folio export

Long-Term Leases

- Manage longer-term rental agreements for serviced apartments, corporate housing and extended stays
- Record property, unit, tenant, start/end dates and monthly rent
- Set payment schedule (monthly, quarterly) with due dates
- Track rent payments as they arrive and see outstanding balances
- Lease status tracking: Active, Expired, Terminated or Renewed

SECTION 3

Reaching Customers Online

Beyond your front desk, the system gives the people you serve a way to reach you online, and to pay.

Online & self-service

- Public online booking page where guests can reserve rooms directly, 24/7, without phoning the front desk
- Online payment by Mobile Money (MoMo) to secure reservations and deposits
- Online bookings flow straight into the same availability calendar, so they can never clash with walk-in or phone bookings

SECTION 4

Everything Else Your Business Gets

Whichever edition you run, the same dependable business tools come built in, so the whole operation lives in one place.

People & Payroll

- Staff directory with roles, branches and salary details
- Monthly payroll with automatic tax and contribution calculations
- Printable individual payslips and a monthly payroll report
- Quick-PIN logins for fast, secure access at shared terminals
- Staff performance reviews with ratings, review periods and employee sign-off

Money & Accounting

- A proper double-entry ledger that does the books automatically
- Profit & Loss statement and Balance Sheet, with no accounting expertise needed
- Expense tracking by category and vendor
- Every sale, payment and expense posts to the books in real time

Insight & Reports

- Dashboards with revenue trends, top items and category breakdowns
- Monthly financial summaries and payroll breakdowns
- Export any report to a spreadsheet for your accountant

Multi-Branch & Control

- Run several locations under one account, each with its own stock, staff and reports
- In-app notifications, internal staff messaging and broadcast announcements
- Secure document storage and a full audit log of who changed what

Branding & Settings

- Your business name, logo and brand colours on screens and receipts
- Set your currency, timezone, language and receipt message
- Configure Mobile Money keys and email, all in one place

SECTION 5

Built for Your Region

- Fully bilingual **English and French**, each staff member picks their own language
- Prices and reports in **FCFA (XAF)** and other currencies
- **Mobile Money** (MTN MoMo and Orange Money), plus cash, card and bank transfer, online payments are verified with the provider before being marked paid
- Runs **in the cloud, offline on a desktop, and on phones**, offline installs sync automatically when connected

SECTION 6

Smart Automation & AI Assistant

The system can watch for things happening in your business and act on them automatically, following simple “when this happens → do that” rules that you control. Everything it does is logged, and anything that touches money or stock is prepared as a draft for a person to approve.

Examples

- Stock runs low → a purchase order is drafted automatically for a manager to approve
- A payment or fee becomes overdue → a reminder is sent
- An appointment or booking is coming up → an automatic WhatsApp reminder goes out

An optional built-in assistant can answer questions about your business in plain language and, when enabled, help carry out tasks. Every action it proposes lands in an Approvals Inbox where a manager signs off first, nothing touches money or stock without human approval.

SECTION 7

Security & Reliability

- Your business's data is fully isolated and private from every other business
- Role-based access means people only see and do what their job allows
- Payments are confirmed with the provider before being credited
- Secure logins, with a quick-PIN option for shared terminals and protection against repeated wrong-password attempts
- A complete audit trail records who changed what
- Sensitive settings, such as payment keys, are encrypted
- The offline desktop edition keeps working without internet and syncs safely when reconnected

SECTION 8

Ways to Run Fiap Systems

The same edition can be delivered in the way that best fits your connectivity and budget.

Option	How it runs	Best for
Cloud	Hosted online; open in any browser; always up to date; includes the mobile app	Businesses with reliable internet that want zero setup
Offline + Cloud Sync	Installed on your own computers; works fully offline and syncs to the cloud automatically when connected; unlimited computers; includes mobile	Most businesses, resilience offline with the convenience of the cloud
Standalone Desktop	Installed on one computer; works entirely offline; desktop only	Locations where internet is unreliable or not needed

Onboarding, staff training and ongoing support are available to get your team productive quickly.

Why Fiap Systems

Fiap Systems gives you a single, connected, bilingual platform tailored to Hotels, Lodges, Guesthouses & Rental Properties, and ready to run online, offline or on a phone.

Instead of stitching together separate tools, you get one system where the numbers always agree, the busywork runs itself, and everyone, from the front desk to the owner, has exactly the access they need. We would be glad to arrange a tailored demonstration using examples from your own operation.

Next step

- Request a live demonstration tailored to your business
- Tell us your number of locations and staff for a fitting recommendation
- Choose Cloud, Offline + Sync, or Standalone Desktop with our help