

PMS Module

Hotel property management system

Enterprise-class Property Management System — operations, billing, fiscalization and revenue management for hotels and chains in one coherent decision flow.

Cloud-native

AI Revenue Engine

KSeF / Fiscalization

Multi-property

v3.3.2

EWOSOFT AI ENGINE

Warsaw · Krakow

Wroclaw · Katowice · Lodz

INTRODUCTION

One system. The entire hotel operation.

From booking, through housekeeping and billing, to a KSeF invoice — with no data re-entry.

LBooking EWOSOFT AGENT combines a classic PMS with a hospitality-intelligence layer. Front desk, housekeeping, accounting and revenue management work on one data model, and the built-in AI engine turns operations into analytics-backed decisions.

Single source of truth

Reservation → folio → payment → document → KSeF in one chain, with no manual reconciliation.

AI-native

AI Price Intelligence, Upsell, Upgrade and Alert Center built into the daily operations report.

Polish fiscal compliance

Native issuing and submission of invoices to KSeF, JPK_V7, corrections and accounting export.

Multi-property

A chain of properties in one panel — Warsaw, Monopol, Stary, Copernicus, Grand Hotel.

MARKET CONTEXT

~65%

of PMS market value is cloud-based

+13.7%

revenue uplift for hotels running an RMS

5

data types synchronized with OTA channels

PMS modules overview

Twelve operational modules tied together by one data and AI layer.



Live Reservations

Arrivals, departures, OTA channels, check-in



Allocation & Operations

Allocation planner and resource assignment



Housekeeping

Cleaning board, P1-P3 priorities, SLA



Guest Folios

Folio, split billing, check-out



Invoices & KSeF

Fiscalization, JPK_V7, corrections



Accounting Export

Cash report, CSV / JSON



CRM / Loyalty

15,828 profiles, VIP, points, consents



Gastro S4H

POS import, VAT rules, dry-run



Access / Locks

ASSA ABLOY TIMELOX, Tessa/Inhova



Maintenance

Fault tickets, technicians, types



AI Revenue Engine

Price Intelligence, Upsell, Upgrade



Today Report

Daily KPIs, MTD, forecast, multi-property

Live Reservations & Channel Manager

Operational view of reservations, arrivals and departures with OTA channel sync.

- **Multi-channel distribution**

Expedia, Booking.com, HRS, CiH and the property's own site wired through YieldPlanet
— no manual extranet updates.

- **Compound-booking mode**

Sales from a chosen day for future stays, with value and lead time for each reservation.

- **Full front-desk flow**

From a reservation: invoice data, check-in, folio, payments, deposits, check-out and invoice.

LIVE RESERVATIONS — HOTEL WARSZAWA

As of 24.06.2026 · 6 reservations after filters

310,385 PLN

LBooking revenue (129 reservations)

14,528 PLN

Compound-bookings value

DISTRIBUTION CHANNELS

Expedia

Booking.com

HRS

CiH

Own site

REAL-TIME NOTIFICATIONS

“A new reservation has arrived” — an alert with number, guest, channel and value, jumping straight to Live Reservations.

Allocation & Operations + Housekeeping

Resource assignment, cleaning queues and room statuses in one view.

ALLOCATION PLANNER

- Timeline 7 / 14 / 21 / 28 days**
Unassigned reservations on the left; drag & drop onto a room row.

- Conflict control**
143 resources, 7 active allocations, 0 conflicts — overbooking caught instantly.

- Group by room type**
Junior Suites, apartments and rooms in clear calendar bands.

HOUSEKEEPING · 24.06.2026

Cleaning board — quick status change without reload

0
To clean

0
In progress

0
To inspect

143
Ready

ROOM PRIORITIES

1001 · Junior Suite High Floor
Vacant Clean

P3

1002 · Junior Suite — Guest: W. Myslecki
Vacant Clean

P3

1003 · Junior Suite High Floor
Vacant Clean

P3

Room checklist · bathroom, linen, amenities, final inspection · SLA min

Guest Folios & split billing

Guest folio opened at check-in — items, payments and invoice data in one place.

- Split billing**
One item → many payers. Stay billed to a company, dinner to the guest — separate documents from one folio.
- Full document trail**
Reservation → Folio → Payments → Document → KSeF, locked for edits once the final invoice is issued.
- Deposits and balances**
Deposit upfront, final payment at check-out, deposit tagging and balance-due control.

12

Stay folios

3

Open

26,484 zł

Paid

16,018 zł

Balance

STAY FOLIO 23925021

Invoiced

ITEM	PAYER	VAT	TOTAL
Stay	Kotrak S.A.	8%	857.55 zł
dinner (Gastro)	Kotrak S.A.	23%	500.00 zł
Advance + final invoice · KSeF: Accepted			Balance 0.00 zł

FISCAL

Invoices, KSeF and accounting export

Sales register, numbering, KSeF submission and ready packages for accounting.

41

Documents

11

Issued

4

KSeF-ready

13

Export items

FISCALIZATION & COMPLIANCE

- Advance, final, VAT invoices and a receipt from one folio
- KSeF statuses: accepted, not_ready, rejected — full submission control
- Correction and zero-correction, numbering, JPK_V7 / FA(3)
- Seller profiles, counterparty base, product & service catalog

ACCOUNTING EXPORT

20,643 zł

Net

22,727 zł

Gross

10,489 zł

Final

Sales documents linked to folios · CSV / JSON / Print

CASH REPORT

Payment summary from stay folios for front desk, shift and accounting — filters by user, method and type, cash and deposits.

Gastronomy S4H and access systems

PMS wired to the restaurant POS and room access control.



Gastro S4H — POS import

Rules for importing F&B items to the folio

- Importer dry-run — preview S4H items without saving
- VAT mapping: F&B service 8% / 23%, beverages, catering
- Pattern and regex matching, rule priorities, manual control
- No silent fallback — unmatched items go to approval

VAT RULES · 5 ACTIVE · 3 PENDING APPROVAL

F&B service 8%

8%

Beverages, coffee, alcohol

23%

Catering & meals

8%



Access / Locks — ASSA ABLOY

Magnetic and contactless cards for reservations

- ASSA ABLOY TIMELOX — magnetic cards
- Tessa / Inhova — contactless cards
- Room & door map: Room ID, shared doors, zones (spa, parking)
- Issue access per reservation with a validity range

ACCESS OPERATIONS

Draft

Issued

Cancelled

Error

Per-property config: host / endpoint, API user, encoder ID and key format.

Loyalty program and guest base

Central guest view with activity, VIP status, value and reservation history.

15,828
profiles in base

1,583
record pages

VIP
statuses & segmentation

LLC Points
loyalty program

- Full guest card**
Contact, country, partner, reservation count, stays, rooms and nights, revenue value.
- Consents and marketing**
Newsletter and GDPR consent status, account verification, send to selected guests.
- Value segmentation**
Sort by value and activity — identify high-value and VIP guests.

USERS — CENTRAL VIEW			
GUEST	COUNTRY	RES.	VALUE
Adrian Tomasziewicz	Poland	1	6,176 zł
Jason Brown	USA	1	6,482 zł
Marcin Jozwiak	Poland	1	4,079 zł
Aaron Glickman	USA	1	3,960 zł
Martin Bertilsson	Sweden	1	1,510 zł
Account status · newsletter consents · LLC points in every row			

Maintenance and fault tickets

Tickets from front desk and housekeeping, statuses and technicians assigned to types.

- **A ticket in seconds**

Room number, fault type, description and severity (1–5) — e.g. “broken window”, Safety priority.

- **Status flow**

Reported → Read → In progress → Done, with history and reporter.

- **Technicians by type**

Assign crews to categories and auto-route tickets to the right team.

SERVICE TYPES



Plumbing



Electrical



IT



HVAC / climate



Furniture & fittings



Cleaning / order



Safety



Other

SER-2026-00001 · Room 201

Reported

“broken window” · Type: Safety · Severity · reported by: Halina Janik · 18.06.2026, 13:04

Today Report — AI-backed decisions

Daily operations-revenue dashboard: day KPIs, MTD result and month-end forecast.

ADR

1,093 PLN

RevPAR

240 PLN

Occupancy

22.0%

Pickup

6

Lead time

58.7 d

Room nights

31

Revenue MTD

1.80M PLN

Occupancy MTD

48.4%

Forecast EOM

2.25M PLN

AI ENGINES IN THE DAILY LOOP

AI Price Intelligence

AI Upsell Engine

AI Upgrade Engine

AI Alert Center

Natural-language commands turned into a report: “Show Channel mix for Hotel Stary this month”. JSON / CSV export, PDF print and email. Smart reminders and a multi-property switcher across the chain.

POSITIONING

LBooking vs leading PMS

How the PMS module compares to global market leaders.

Feature	LBooking	Opera Cloud	Mews	Cloudbeds	Apaleo
Cloud-native architecture	✓	✓	✓	✓	✓
Built-in AI revenue	✓	partial	✓	partial	API
Native KSeF / Polish fiscal	✓	✗	✗	✗	✗
Gastro POS integration (S4H)	✓	✓	✓	partial	API
Channel manager / OTA	✓	✓	✓	✓	API
Access control (locks)	✓	✓	✓	partial	API
Multi-property in 1 panel	✓	✓	✓	✓	✓

✓ full native support · “partial” — limited / add-on · “API” — possible via integration

LBooking edge: native KSeF and the Polish fiscal flow + AI revenue in one ready-to-work system.

SUMMARY

A PMS that thinks about revenue.

Frictionless operations

Reservations, allocation, housekeeping and maintenance in one loop.

Billing and fiscal

Folio, split billing, KSeF, JPK_V7 and accounting export out-of-the-box.

Revenue with AI

Price Intelligence, Upsell, Upgrade and Alert Center in the daily report.

Ready integrations

OTA channels, Gastro S4H POS and ASSA ABLOY access control.

Let's see LBooking EWOSOFT AGENT on your property's data

Live operational demo · multi-property rollout · full KSeF compliance

DEDICATED PRODUCT SITE

See LBooking in action

Full hospitality intelligence platform — operations, billing, KSeF and revenue management in one system. Visit the product site, explore the modules and book a demo tailored to your property.

Live demo

Multi-property rollout

Full KSeF compliance

agent.ewosoft.com →

Click to open — or scan the QR code with your phone.



Scan with your phone camera

agent.ewosoft.com

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