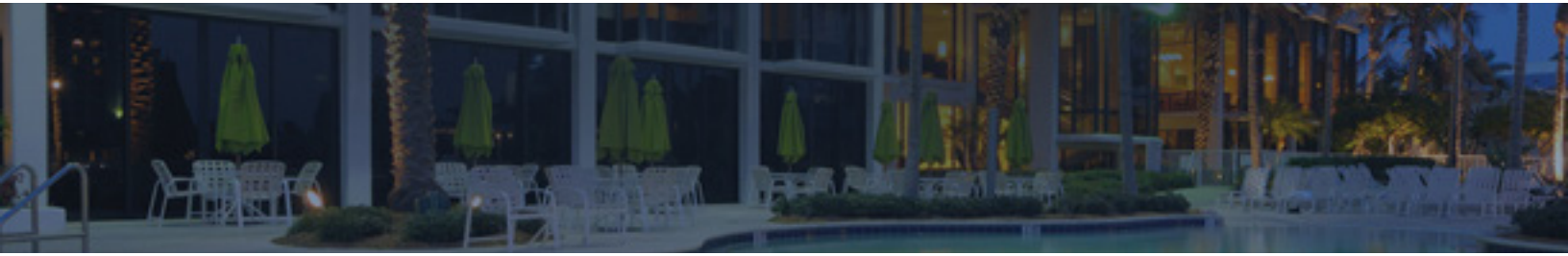


SMS



SPRINGER-MILLER SYSTEMS

SM|HOST® SYSTEM AND INNTOPIA INTERFACE

Interface Functionality

Springer-Miller's SM|Host two-way distribution interface utilizes our web servicing technology, SM|Diplomat, to provide seamless integration with Inntopia. A powerful and easy-to-use reservations platform, Inntopia is a great fit for any lodging property, destination resort, or hotel group.

Inntopia offers a central reservation system and an ecommerce solution that can integrate with the SM|Host Hospitality Management System to combine accommodations with third-party activities, services, and transportation in one reservation. Inntopia also provides robust packaging, bundling, and upsell opportunities for your guests.

Through the use of the SM|Host Channel Manager, hoteliers will be able to control how their inventory is represented to the various distribution channels managed through Inntopia.

Interface Benefits

SM|Host integration with Inntopia results in overall improved efficiency, increased revenue, and better accuracy of information through:

- Utilization of Inntopia's intuitive, responsive ecommerce platform to drive online sales
- Real-time updates of rates and availability to Inntopia
- Automating reservation creation in SM|Host for bookings which originate in Inntopia
- Additional Inntopia integrations to 3rd party systems allow inclusion of activities and services with accommodation offerings to increase total spend
- Enhanced guest experience and increased operational efficiency by avoiding duplicate fulfillment efforts through Inntopia's direct connectivity with other operating systems for non-lodging products

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INFORMATION SENT	SYSTEM DIRECTION	TIMING
Reservations (new reservations, modifications and cancellations)	Inntopia to SMS Host	Real-time
Room type availability, controlled by the SMS Host Channel Manager ¹	SMS Host to Inntopia	Real-time
Daily pricing for rates setup in SMS Host for those rates enabled for Inntopia.CRS ²	SMS Host to Inntopia	Request

¹Room type availability does not include SMS|Host Suites functionality, the Channel Manager can be used to ensure that room type inventory configured in SMS|Host as Suites remains exclusive to SMS|Host

²For more information on which SMS|Host rate functionality is supported in Inntopia please see the full Channel Manager documentation or contact your SMS|Host Account Manager

The interface supports receiving rates, availability, and restrictions in real-time. During the SMS|Host end-of day process, an availability update will be triggered so that Inntopia always has 400 days' worth of availability.

There are several options to receive multiple rates from Inntopia:

- Rate/Discount Configured in Inntopia
- SMS Package Rate (sell price controlled by Inntopia)
- SMS Package Rate (sell price controlled by SMS)

Inntopia Promotions & Packaging functionality provides options for discounting, booking restrictions, booking windows, and channel distribution. "Private" packages are used for private functions, membership discounts, and targeted promotional campaigns, among other "Group" needs. Component-based packaging, for use with on-property or third-party activities and services, allows for itemized discounts and restrictions for a fully-customizable booking experience.

A final pre-book check is performed by SMS|Host during the Inntopia reservation. Inntopia sends reservations, modifications and cancellations to SMS|Host. If the SMS|Host system is unavailable to process incoming bookings, Inntopia continues to take reservations and pushes them to SMS|Host when it is back online.

The interface can be configured for Inntopia to post advance deposit payments and refunds directly in SMS|Host.

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Software Requirements

The product is compatible with, and requires, the following versions of Springer-Miller's software:

- SMS|Host v18.8 and above
- SMS|Diplomat v3.7 and above

Hardware Requirements

Springer-Miller Systems' interface requires a SMS|Diplomat Level 2 Server. as the communications gateway For full specifications on the hardware requirements, please contact your Installed Accounts Sales Representative for a current copy of contract Exhibit A - Hardware Requirements document.

For More Information

To learn more about Springer-Miller Systems and our SMS|Host Hospitality Management System, please visit our web site at www.springermiller.com or call 802.253.7377.

For more information about Inntopia, please visit their website at www.inntopia.com, call 877.740.4143 or email sales@inntopia.com to request a demo.

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