

Exceed Guest Expectations and Simplify Reservations Operations

Operations with **TRACK PMS**

Discover the Track Advantage Innovation You Can Trust:

As the cost of travel rises, so do guest expectations.

But costs, headcount, and tools needed to meet those expectations don't need to go up, too.



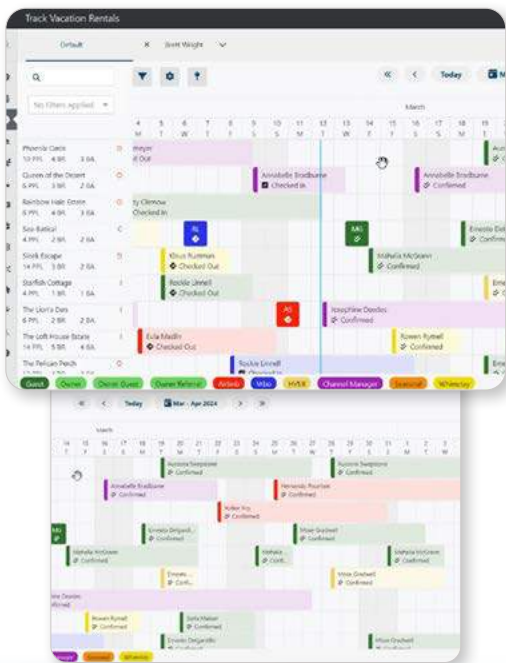
up to 40% more RevPAR



25% higher occupancy

TrackPMS makes it easy for reservationists to customize guest communications during the booking process without sacrificing time, accuracy, or the personal touch that sets you apart.

Manage Reservation Details in Real Time, Right from the Tape Chart



No more toggling. The TrackPMS Tape Chart is a centralized reservation management workspace and a single, unified source of truth.

Flexible Quickview & Advanced Search

See all available units and quickly sort properties based on your preset filters, unit type, amenities, or unique guest criteria.

Accurate Amenities & Availability

Cross-channel connections keep unit and guest data synchronized. Reduce the risk of double bookings and trust the data about every property that surfaces.

Integrated Quotes, Stay Changes, & Lead Management

Insert quotes in guest communications for seamless, one-click booking. Effortlessly quote additional stays or re-quote an existing reservation with quick clicks.

Configure Transaction Workflows to Work The Way You Do

With TrackPMS, you can “cross every t” with configurable automations and operational triggers — all according to your preferred processes.

Want to hold guest reservations until all agreements are signed? Easy. Want to send a confirmation that’s contingent upon payment? Easy. Want to offer early check-in upgrades at calendar milestones? Yep, easy.



Powerful Payment & Communication Triggers

Secure payment with deposit, partial, incremental, or full payment links. Kindly share payment rejection notifications and payment confirmations.



Customizable Fee Structures

Assign fees for everything from pet damage to a late checkout. Offer customers personalized discounts for service issues or construction appeasements.



Pre-arrival, Check-in & Checkout Communication

Build excitement and anticipate needs before guests arrive. Send friendly reminders and helpful information during their stay.



Vacant Night Notifications

Automatically invite guests to extend their stay by a day when there’s availability. Incentivize with extended stay discounts, if you or the guest desire.



Integrated Housekeeping Requests

Send housekeeping out for courtesy cleanings or create maintenance tickets for unexpected service needs during guest stays.



Bulk Unit Updates

Make changes to tens or hundreds of units based on weather events, seasonality, amenity updates, or other guest-facing services.



Guest Portal

Create a branded digital experience for your guests with local activities, attractions, regulations, and reminders.



Owners Portal

Delight owners with real-time reporting and visibility into current occupancy, reservation rate conditions, and guest experiences.



Implementation Sandbox

Train team members during implementation in a stress-tested, failsafe sandbox that keeps your data up to date and brings your team up to speed for launch.

Pair TrackPMS with TrackPulse to Convert More Direct Reservations

Track’s enterprise-class call center software unifies communications and reporting across phone, email, SMS, webchat, and third-party channels.

Track Pulse integrates with numerous PMS platforms in the hotel/resort space, consolidating necessary information for call center reservation teams.

Customers who’ve switched from network carriers to TrackPulse see telco savings of up to \$150,000/year.



Call Tracking

Easily measure call-related data to improve service and agent performance.



Intelligent Routing with IVR

Route calls to the appropriate agents to capitalize on strengths.



Webchat

Extend your service to accommodate guests who prefer chat over voice or email.



Performance Coaching

Empower agents with insights on training and upskill opportunities.

Contact Us



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