



Partner Network Overview

May, 2008

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UNIRESMAN HOTEL PROPERTY MANAGEMENT SYSTEM

UniResMan is a full featured **Hotel Property Management System** for single or multiple lodging properties. UniResMan will manage reservations, deposits, check ins, check outs, guest folios, payments, sales & audit reports, housekeeping, maintenance and yield management, with a strong interface to Adagio accounting. Your Hotel clients will find UniResMan a flexible, affordable and reliable solution for front desk, room and guest management.

UniResMan integrates seamlessly with many products that provide additional value:

- Smart Hotel Software
- Website Reservations
- Central Reservations
- Call Accounting and Telephone systems
- In Room Entertainment
- Credit Card processing
- Door Lock Systems
- CRM Packages

SPECIAL FEATURES FOR YOUR CLIENTS

Your clients can:

Improve customer service by having guest history at your fingertips, remember guest preferences and improve your guest experience.

Increase revenue by effectively managing reservations, rooms and rates.

Reduce costs by integrating all your systems: Website Bookings, Central Reservation Systems, Call Accounting Systems, In-room services, Back Office Accounting and more!

PROSPECTING FOR UNIRESMAN USERS

It is very important to select the right prospects. Your time is valuable so don't waste it. We want you to provide value to clients, not waste their time.

UNIRESMAN IS SUITABLE FOR HOSPITALITY BUSINESSES FITTING IN THE FOLLOWING CATEGORIES:

1. Hotels and Motels
2. Resorts
3. Boutique Hotels
4. Fishing Lodges
5. Skiing Lodges
6. Villas and Cabins
7. Condos and Recreational Properties
8. Yacht Charters
9. Campgrounds
10. RV Parks
11. Work Camps, Mining Camps, Logging Camps
12. Marinas
13. Helicopter and Cat skiing operations

A PROSPECT CAN BE IMMEDIATELY REJECTED IF:

1. They are branded or franchised. Franchisees are told what software they can and cannot use.
2. They have fewer than 30 units or more than 1000 units. Smaller than 30 units is not worth your time and energy. The bigger the property, the more cash flow they generally have.
3. They don't have food and beverage. Properties with Restaurants or Lounges have more complex software solution requirements.
4. They are committed to Apple/Mac computers. UniResMan runs on the Microsoft stack of products, utilizing Microsoft SQL for the database, and integrating with Microsoft Office suite of products.

INTERESTING PROSPECTS HAVE SOME OF THE FOLLOWING CHARACTERISTICS:

1. Between 30 and 1000 units (rooms, cabins, beds, etc.).
2. A bar, restaurant or lounge.
3. A dedicated accounting staff member.
4. A spa or treatment centre.
5. Conference or meeting room facilities.
6. Very high nightly rates or packages.

Mix and match these characteristics to find your ideal client!



UNIRESMAN PARTNER NETWORK

THE PARTNER NETWORK

The UniResMan Partner Network is a collection of Software Experts, Resellers and Support personnel responsible for selling, installing and supporting the UniResMan Property Management System.

Members of the UniResMan Partner Network are integral in connecting with hospitality clients all over the world. Potential hospitality clients include Hotels, Motels, Lodges, B&B's, RV or Caravan Parks, Campsites, Casinos, Mining Camps, Logging Camps, Recreation Properties, Yacht Charters, Marinas and more.

Many members of our partner network have come from the accounting software channel. In many cases, these sellers have sold accounting software to hospitality customers. Adding the UniResMan product to their offering has allowed them to better serve the customers they already have. In other cases, private consultants or software resellers have taken on UniResMan as a way to diversify their product offering and/or focus on a local hospitality market.

UniResMan is currently represented in over 15 countries by more than 75 Partners.

We rely on a local presence to ensure that all of our sites have an exceptional experience. As a local business partner you will be relied upon to provide contact between client and UniResMan. Join our Partner Network at the level of your choice.

This section outlines the partner types and details the breakdown of revenue return at each level.

WAYS TO BECOME A UNIRESMAN PARTNER

There are three ways to become a UniResMan Partner

1. Referring a qualified lead will make you a Qualified Partner.
2. Complete our Sales Training Course to become a Sales Partner.
3. Complete our Certification Training Course to become a Certified Partner.

QUALIFIED PARTNER: REFERRALS ONLY

A referral fee of 10% of the Software (including Interfaces) revenue to be paid to Partners for referrals and qualified leads when site is considered 'live' (software is installed and functioning fully at site).

10% of Upgrade Plan revenue in the first year will be paid to referring Partner on receipt of payment from Client. Qualified partners are not eligible for renewals on subsequent years.

REFERRING A QUALIFIED LEAD

When you have a client who is looking for a property management system refer them to us as a qualified lead. This will make you a Qualified Partner. When the sale is complete and the site is considered 'live' you will receive a portion of the software product revenue.

SALES PARTNER: SALE ONLY

UniResMan will undertake installation, database setup and training directly with End User. Partner is involved with sales cycle to close.

1. Revenue share
 - a. Software (including Interfaces): 40% Partner, 60% UniResMan
 - b. Upgrade Plans (including Interfaces): 20% Partner, 80% UniResMan
 - c. Installation, database setup and training: UniResMan will bill client (end user) directly on basis of contract with client.
 - d. Support Plans
 - i. Standard Plan (9 – 5 support): 100% UniResMan
 - ii. 24/7 Plan: 100% UniResMan
 - e. Custom Reports: 100% UniResMan

The Partner will receive 20% of all Upgrade renewal revenue.

SALES TRAINING COURSE

Completion of the Sales Training course will qualify you as a Sales Partner. This session is designed to provide attendees with the knowledge and skills required to:

- Obtain or develop a list of candidate properties
- Create an effective marketing campaign
- Do an effective presentation of the UniResMan product
- Answer most FAQ's and FUD's
- Understand the pricing structure
- Prepare a winning proposal

This course is offered as a full day of classroom training or two half days (3 hours) via the internet.

CERTIFIED PARTNER: FULL INVOLVEMENT/FIRST INSTALL

UniResMan staff will assist Partner and include Partner's Certified Representative in all installation and training sessions.

UNIRESMAN EXPECTATIONS

1. Partner's representative will be present for all project meetings with client.
2. Certification training is mandatory for Partner's representative.
3. Partner's Certified Representative will participate fully in all installation, database setup and operational training.
4. UniResMan Software Inc will share in the revenue from the project.
 - a. Software (including Interfaces): 40% Partner, 60% UniResMan
 - b. Upgrade Plans (including Interfaces): 20% Partner, 80% UniResMan
 - c. Installation, Setup and Training hours:
 - i. First Installation: 50% Partner, 50% UniResMan
 - ii. Subsequent Installations: 100% Partner, UniResMan can help as required.
 - d. Support Plans
 - i. Standard Plan (9 – 5 support): 100% Partner
 - ii. 24/7 Plan: Partner choice. Options are either 100% Partner or share coverage and revenue with UniResMan.
 - e. Custom Reports: 100% Partner, based on competency with Crystal Reports.
 - f. Travel: UniResMan will bill for reasonable travel expenses
 - i. Local: travel hours for one way
 - ii. Distance: airfare plus ground transportation to site and room and board on site.

It is expected that the Partner is being trained to undertake future installations and continued support of sites, with minimal assistance from UniResMan. Technical support to UniResMan Certified Partners will be provided free of charge to the Partner's Certified Representative.

In turn, the Partner will receive 20% of all Upgrade renewal revenue, 100% of Support revenue and custom Crystal Report revenue. When requested by Partner, UniResMan will provide direct support to Client and Crystal Report assistance and bill for hours spent.

CERTIFICATION TRAINING COURSE

Completion of our Certification Training course will qualify you as a Certified Partner. This session is designed to provide attendees with the technical skills required to:

- Do a complete installation at a client property
- Set up the UniResMan database to client specifications
- Train users at client properties
- Provide ongoing technical support services

This 20 hour course is offered as two and a half days of classroom training or four (4) half days (5 hours) via the internet. Completion of the Sales Training Course is not required but is recommended.



SOFTWARE UPGRADE AND TECHNICAL SUPPORT POLICY

ANNUAL SOFTWARE UPGRADE PLAN (CLIENT DIRECT)

Annual Software Upgrade Plan (Annual Maintenance) is defined as an annual contract between UniResMan, Inc. (UniResMan) and the client that provides for all software upgrades and updates (Service Packs) that become available during the term of the contract.

- 18% of Software License Cost

Annual Maintenance is a required component during the first year of UniResMan implementation and is optional but strongly recommended in subsequent years. By maintaining a current Annual Maintenance contract you will ensure that you are eligible to receive technical support for your UniResMan installation by keeping your program up to date. You will also enjoy the latest features, functionality, and compatibility with external applications that are part of your implementation.

TECHNICAL SUPPORT PLAN (CLIENT DIRECT)

Technical Support is defined as periodic technical assistance provided by UniResMan to the client with respect to the proper functioning of the Product as indicated in the User Guide or Help files that are incorporated into the Product. Technical Support does not include training on usage of the Product, troubleshooting of hardware or network issues not related to the Product, or implementation support. These services are otherwise available and may be arranged under a separate contract. Technical Support is available only on the current version and one version prior to the current version. Technical Support is not available on older versions.

STANDARD (9:00 AM – 5:00 PM PACIFIC TIME)

- 20% of Software License Cost

A Standard Technical Support Plan is an annual contract that provides for an unlimited number of resolutions to technical issues as described during the hours indicated above. This Technical Support Plan is available only to clients on the current version of the Product and who have a current Annual Maintenance contract.

PREMIUM (24 HOURS/DAY)

- 40% of Software License Cost

A Premium Technical Support Plan is an annual contract that provides for an unlimited number of resolutions to technical issues as described and is available on a 24 hour/day basis. This Technical Support Plan is available only to clients on the current version of the Product and who have a current Annual Maintenance contract.

A Standard or a Premium Technical Support Plan is a required component during the first year of the Product implementation. Subsequent Annual Technical Support Plans are available on an optional basis but are strongly recommended to ensure that you continue to receive the maximum benefit from the Product.

INCIDENT RESOLUTION

- \$200/hour (1 Hour Minimum)

After the first year of the Product implementation you may elect to receive technical support on an as needed basis. Incident Resolution is available on the current version or immediately prior version of the product only. Technical Support is not available on older versions. It is recommended that clients stay current with the latest releases of the Product to ensure continued support and to enjoy new features, functionality and compatibility with external applications.



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To arrange for training please see http://www.uniresman.com/html/partner_training.htm or email Partner@UniResMan.com.