



# Increase your business intelligence with PacsoftNG

Marina, Boatyard & Shipyard Management Software

**Marina  
Dry Stack  
Haulout  
Boatyard  
Yacht Club**

**PacsoftNG** is your one stop marine management software solution catering for marinas, drystacks, haulouts, boatyards, harbours, and marina yacht clubs, providing small and large operations with a comprehensive set of rich features to run all aspects of your business.

Save both time and money through automating and integrating daily tasks, serving customers more effectively, improving staff productivity while maintaining tight control over business processes and performance.

## Supporting all the needs of your business to maximise growth.

- Improve productivity by automating repetitive daily tasks
- Easy to use wizards to simplify complex tasks e.g. relocating boats or berth lease sales
- Reduce staff charging mistakes with automatic pricing calculations
- Reduce dependence on key staff members
- Improve cash flow management with prompt invoicing, automatic payment options and increased accounting control
- Receive all revenue due with strong controls and audit capability on operations and accounting
- Maintain tight control over business performance through powerful reporting tools
- Make fast, informed decisions based on accurate, current data
- Enable efficient and cost-effective customer service
- Reduce valuable time spent on multiple-entry or searching for information
- Allow new staff to practice and learn the software in a safe training environment identical to the live environment
- Enjoy a flexible solution that integrates with and can adapt to your specific business needs

# Business Benefits

## Improve Revenue Opportunities

- Audit with the dock walk to ensure all boats in the marina or boatyard are correctly invoiced
- Visual Marina enables simple optimisation as vessels and berths are drawn to scale ensuring revenue opportunities are maximised
- Pacsoft Smart Invoicing increases accuracy and reduces pricing mistakes due to staff calculation errors
- Comprehensive operational data collection enables targeting of customers for new revenue opportunities
- Increased productivity provides more time for up-selling

## Management Insight and Control into all Aspects of the Business

- The Visual Marina provides a simple and easy visual audit for management to ensure invoicing is up-to-date and accurate
- Make fast, informed decisions based on accurate, current, and future data
- Operations view provides information at your fingertips
- Integrated accounts receivable allows quick and efficient resolution of customer queries online, visibility of outstanding balances, and efficient overdue debt chasing
- Mitigate loss of information from staff changes by encapsulating customer and vessel details in the system

## Improved Efficiency and Staff Productivity

- Efficient and fast booking, invoicing, and receipting for casual renters
- Visual Marina and grid views aid planning with future views of berth occupancy
- Drag and Drop vessel movements in the marina or hardstand provide great usability for staff
- Automatic batch invoicing of all invoices due
- Options for automatic direct debiting from the customer's bank account or credit card charging, with automatic allocation of receipts to the invoices paid
- Automatic upload of sales and receipt details into your accounting system
- Smart Invoicing provides multiple and flexible calculation methods, reducing staff time for booking, invoicing and reducing billing mistakes
- Automatic creation of rental credits when sub-leasing or sub-letting berths, with the option to automatically direct credit the owners
- Automatic invoicing for berth license holders, operating budget re-charging, asset maintenance fees, environmental, and refurbishment fees
- Ability to interface to utility metering control systems for automatic meter reading and client invoicing
- Ability to interface to security gate control systems for improved card management and staff efficiencies
- Ability to automatically print agreements, letters and other documents e.g. rental agreements
- Import charges from 3rd party systems, e.g. fuel sales and meter readings

- **PacsoftNG Mobile capabilities:** marina check, collection of meter readings, and recording of any operational data or customer requests
- Option for Click-to-Pay for remote customers to pay emailed invoices via a credit card
- Increased utilisation and reduction in training costs with ease-of-use

## Improved Cash Flow

- Timely automatic invoicing options
- Clear awareness of any outstanding charges or monies due for upcoming departing vessels
- Options for automatic direct debiting or credit card charging from the customer's bank account
- Automatically apply finance charges on overdue accounts

## Improved Customer Service

- Fully detailed informative invoices
- Your CRM system - smart notes to record and track customer preferences, communications, requests for action, etc.
- Comprehensive customer and boat details, allowing more personal contact, understanding customer needs and any special requirements when handling the boat
- Comprehensive history of all previous interactions, bookings, and boatyard jobs, providing the ability to remind customers of work due, e.g. antifouling

## Risk Mitigation

- Reduces reliance on key staff members
- Strong auditability over operations and accounting to ensure you receive all revenue due
- Monitor compliance with automatic messaging option for expired vessel insurances, vessel electrical installation and electrical cable certifications, and to easily view the status on the visual marina
- Complete record of previous boat lifting and chocking requirements and details
- Support avoidance of personal credit card industry data storage standards requirements (PCI DSS)
- Improved safety, security and business resilience with business data stored electronically, enabling recovery of data in the event of a fire or natural disaster
- Vessel In/Out status and exception history provides the ability to search and report the results of all previous marina checks and dock walks
- Support for compliance activities such as water quality audits
- User group menu access control to ensure staff can only access the functions they need

**The benefits above can maximise returns through effective management of vessels, berths, rentals, jobs, and customer information. The Pacsoft team encourage ongoing training to ensure a full understanding of the capabilities of the management system and enable staff to utilise the system.**

## Supporting You as You Grow

Pacsoft supports marinas, boatyards and yacht clubs worldwide to deliver a real business advantage to their customers. From evaluation to training and implementation, we work with you every step of the way. Pacsoft understands that your business model may change, and you will look to grow your business over time, which is why we continue to work with and develop the software as you grow.

## Revenue Management & Growth = Smarter Business

The **PacsoftNG** Marine Management System is an easy to use, yet powerful management system. It streamlines operations enabling maximisation of revenue opportunities as well as providing insightful reports and analysis. Designed to meet the management needs of the day-to-day operations of Marinas, Boatyards, Dry stacks, Harbours and Yacht Clubs.

## Software Empowering Staff

The **PacsoftNG** marina & boatyard system adds significant value to a business operation by improving efficiency, providing flexible charging features and strong management reporting to assist decision-making and business performance KPI's.

## Customer Portal

The Pacsoft customer portal bridges the gap between you and your customers offering a gateway for communication. Creation of a new customer account allows your customers to create a first-time account while validating potential duplicate entries and using SMS as a secondary authentication.

## Pacsoft SMS Service

Setup and send text messages to your customers directly from Pacsoft. We provide access to a portal that gives you access to load up value on your account (prepay).

# How Can PacsoftNG Deliver Greater Efficiency?

## Core Module

The Core Module provides users the ability to maintain information for customers, berths and vessels, a rich comprehensive source of information for customer service, operations and marketing.

## Marina & Rental Management

The Rental Management module allows quick and easy berth or dry stack booking, arrival check in, departure check out and movement management. Pacsoft Smart Invoicing automatically calculates charges or credits based on changes on the arrival or departure dates or changes in location, removing the requirement for staff to calculate. Benefits include; rental pooling and sub-leasing options with automatic rental credit calculations, full occupancy and revenue reporting, comprehensive and flexible pricing models to meet most needs to allow automatic calculation of customer or vessel charges – ensuring pricing policies are followed by staff, site inventory process and log recording vessel in/out status and any exceptions with full history, and wait list management and pop-up check list to prompt staff for actions.

## Purchase Management

The Purchase Management Module is used to request quotes and purchase orders, and receipt packing slips and supplier invoices. Markup options can be used to allocate inventory, job purchases, customer charges, and transactional charges. Optional capability to interface to 3rd party financial accounts payable system.

## Boatyard Service Job Costing

The Service Module allows quoting on vessel maintenance and repair work, tracking costs associated with work in progress, creation of purchase orders, monitoring and controlling inventory levels, full job costing, labour timesheets, inventory usage – providing up to date full job costing and work in progress valuation reporting to monitor progress and identifying jobs needing attention.

## Haulout & Yard Management

The Boatyard Module allows users to quickly manage bookings for travel lift, slipways and cradles. Make quick booking changes with drag and drop, add yard standing charges and other services such as extra wash time and forklift hire. Generate quotes, invoices, and operational reports for haul out and hardstanding management. The technical details for lifting the boat, strap positions, chocking details, and special lift instructions are maintained in **PacsoftNG**, and not in staff memory. A full detailed history of previous boat lifting, work, equipment, and materials used (e.g. antifoul type) are available for reminding customers of upcoming repeats due.

## Inventory Management

The Inventory Management Module uses average weighted costs, provides re-order reports, a stock take process, and can calculate automatic sales price updates tracking purchase costs. Multiple customisable inventory locations are supported e.g. Ship Shop, Boatyard store, dangerous goods store, etc.

## Visual Marina & Boatyard Maps

A scaled map of your marina, rack, boatyard and mooring layout where users can immediately see the true physical location of vessels in slips/berths or on the hardstand making it easy to plan bookings. Arrivals and departures lists can be displayed to assist planning movements, providing excellent management overview of the administration process. Multiple different maps can be setup based on your specific operational requirements.

## Leasing/Ownership Management

Catering for the management of long-term leasing or ownership of individual sites, slips, berths or land-based properties. Providing automatic invoicing for berth license holders, operating expense re-charges and asset maintenance fees. Automatic creation of rental credits when sub-leasing. A berth ownership transfer wizard to simplify the process, automatically allowing simple management, transfer of any sub lease rentals, whether the berth is privately rented, or owner-occupied.

## Accounting

**PacsoftNG** features integrated accounts receivable, and emailing invoices and statements, batch processing to invoice all recurring invoices, full receipt reconciliation and audit, options for automatic direct debit and credit card charging, and a full range of enquiry options and reports. Importing charges from 3rd party systems e.g. fuel charges. Full capability to interface financial systems reduces the time spent on account processing and improves accuracy.

## Retail, Fuel & Ship Shop Point of Sale

A full retail point of sale system for your sales, fuel sales and ship shop chandlery, providing inventory management and integration with the boatyard job costing to post ship shop items used on a vessel repair or maintenance jobs. Using touch screen control and bar code look ups.

## Mobile PacsoftNG

Perform your dock walk, utility meter readings and collect operational notes or client requests for follow-up while walking on the marina using smart phone, iPad or Windows Tablet. Staff can access key information while on the marina. The Windows Tablet option provides remote access to information, and ability to process rentals and product sales whilst on the marina, automatically sending invoices by email and/or SMS text message.

## Club Membership Management

The Membership Module allows marina yacht clubs to record and manage memberships. Fully integrated within **PacsoftNG**, the Membership Module provides the ability to record a range of membership information and activity, together with the management of related charges or subscriptions, and marketing the club activities. Customised integration with food and beverage systems with validation of a customer's ability to charge within their credit limit and the ability to add the charge to the customer account.

## Asset & Schedule Management

A specialised marina Asset and Schedule Management Module to manage assets, plan replacements, budget, manage preventative maintenance and other operational schedules, e.g. compliance requirements, health and safety checks.

## Automatic Customer Payment Options (requires 3rd party services)

All options will automatically create the receipt and allocate to the invoices being paid.

- **Pacsoft Invoice Click-to-Pay Option**  
This feature provides a button on the emailed PDF invoice to allow customers to view outstanding invoices, and select invoices to pay via a secure payment web page, which is then automatically received and allocated to the invoice(s) within the customer's NG Account.
- **Direct Debiting and/or Direct Crediting (refunding rental credits)**  
Automatically create direct debit/credit files to import into your banking program, receipts or refunds for customers, and allocation to invoices paid.
- **Card Holder Present Credit Card & EFTPOS (Plus 3rd party services and fees)**  
For busy customer service desks or the Ship Shop - integration with EFTPOS/credit card charging terminals (Windcave & Moneris credit card processors).
- **Card Holder Not Present Charging (plus 3rd party services and fees)**  
Automatically charging monthly invoices for absent customer's credit cards in a PCI compliant process, with automatic creation of receipts for customers and allocation to invoices paid (Windcave & Moneris credit card processors).

# Pacsoft Interface Capabilities

## Messaging

Ability to send selected messages (SMS or Email) to customers or employees based on user-defined quick queries and using preset message templates e.g. Marina Departures, travel lift bookings tomorrow, etc.

## Utility Meter Interfaces

**PacsoftNG** has the ability to integrate with utility systems, for example, electricity and water. Manage your utility supply and read utility meters from your desktop within **PacsoftNG**. Batch reading or scheduled reading of all meters ready for invoicing.

## Website or App

Add components to your company website that link into **PacsoftNG** that allow customer booking enquiries, rental bookings, invoicing and payment, customer and vessel details updates, and account enquiries.

## Food & Beverage POS Systems

Allow members and customers to charge food and beverage using 3rd party specialised bar and restaurant management systems to the **PacsoftNG** customer account.

## Security Access Control System Interfaces

**PacsoftNG** has the ability to integrate with security access control systems. Manage your access cards from **PacsoftNG** and automatically update the access control system.

## Accounting & Financial Systems Interfaces

**PacsoftNG** integrates with a wide range of financial packages, including Xero, MYOB, QuickBooks, Oracle, SAP, Sage, Microsoft Dynamics and more, either at a transaction or general journal level with options for flexible period reporting including daily revenue reporting and automatic future revenue accrual/deferred revenue and posting.