



# ExpressoHospitality®

by Nordis Technologies

Vacation owner communications, payments and elections don't have to be time-consuming, cumbersome and costly. Our cloud-based ExpressoHospitality software and services let you quickly and easily manage communications to vacation owners and prospects, as well as loan and maintenance fee payments and HOA elections, from a single dashboard, anywhere you are.

- With our simple-to-use yet powerful Expresso application, you can create, change, approve, produce, and distribute print and electronic billing statements, newsletters, vacation confirmations and HOA governance communications in minutes.
- Add ExpressoPay for secure online bill presentment and accept electronic payments via your method of choice, including ACH, debit/credit cards, and IVR.
- Manage paper and electronic voting with ExpressoVote, customized to comply with each HOA's rules and with real-time tabulation, reporting and third-party certification.
- Improve customer service with ExpressoArchive, which gives you real-time access to historical customer documents in the cloud.
- Complete all your print and emailed communications with Nordis Print & Mail services, including direct marketing, print on demand, full-color digital printing and data processing.

---

*"Expresso dramatically improved our ability to efficiently and effectively reach our owners. Expresso has enabled us to make changes to our statement package templates in real time and process the file the same day. Without Expresso, reaching our owners would take much more time and money."*



**Bradley Holtel**  
VP of Operations and Financial Services

## Transform Your Business

### Streamline communications workflow

Documents that used to take many hours or days to create now require just minutes with fewer hands. Plus, no more weeks or months of back and forth with your print vendor.

### Speed onboarding

Our scalable engagement platform enables you to quickly develop and distribute communications to welcome new vacation owners, expand to new resorts, and roll out new programs.

### Enhance customer service and owner choice

Improve engagement and customer satisfaction by allowing owners to select their preferred methods for receiving communications, voting and making payments.

### Convert owners to digital communications, voting and payments

Our versatile system makes it easy to offer secure digital options and increase owner opt

in rates in order to accelerate revenue collection and reduce print and postage costs.

### Simplify compliance and change management

With Expresso's powerful dynamic rules engine, you simply need to make a compliance updates or other changes (such as logos or call to action information) in the content library and it will automatically identify and update all affected documents.

### Integrate processes to improve operations

Build a complete solution for HOA communications, payments and elections that lets you easily coordinate outreach while driving greater productivity, efficiency and member satisfaction.

### Standardize communications to control branding

Create and enforce consistent brand standards and messages so all owner communications contain the agreed-upon look and content.

