# REZSTREAM PROPERTY MANAGEMENT MODULE USER'S GUIDE

March 15, 2007

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### **ABOUT THIS GUIDE**

RezStream's optional property management module is perfect for vacation rental and condominium management companies. The property management module can be used to assign rental units to owners, establish commission split plans, track scheduled and unscheduled maintenance fees, and create monthly owner statements.

This guide will walk you through configuring the RezStream property management module. In addition, the guide provides step-by-step instructions for processing owner revenue and printing owner statements. Topics included in this guide are:

- 1. Adding and assigning owners
- 2. Creating commission plans
- 3. Assigning commission plans
- 4. Creating and assigning charge items
- 5. Assigning charges
- 6. Printing owner statements

## **CONTACT US**

#### RezStream Help Desk: (303) 872-0220

Support Hours: 8:00AM to 5:00PM, Monday through Friday, MST.

#### **1. ADDING AND ASSIGNING OWNERS**

The first step in configuring your RezStream property management module is to add owner information to your contact database. This can be done:

- 1. From the Contact Data screen
- 2. From the Owners tab of the Property Management Resources screen

#### ADDING OWNERS FROM THE CONTACT DATA SCREEN

The preferred method for adding owners to the property management module database is through the Contact Data screen. The Contact Data screen provides the form for adding all owner information including address, phone numbers, email addresses, and other contact notes. Use the following steps for adding an owner via the Contact Data screen.

1. Click the Contact Data F5 button on the main left-hand toolbar of RezStream Professional.



2. The Contact Data screen is displayed. From the top toolbar, click the Add New Contact button.



3. Enter the owner's first name and click the OK button.

New Contact	X
Enter First Name:	
Rita	
Ok Cancel	

Enter the owner's last name and click the OK button. 4.

🗸 New Contact 🛛 🔀
Enter Last Name:
Vargas
<u>k</u> ancel

- 5.
- Enter owner contact information, including: a. 2<sup>nd</sup> contact name, (i.e. spouse information)
  - b. Address 1
  - c. Address 2
  - d. City, state, zip code
  - e. Country, fax
  - Home phone, work phone f.
  - g. Business name
  - h. Email address
  - Any additional information that is tracked on your property's Contact Data screen. In our i. example, the property has configured the last four data fields of the Contact Data screen to include a 2<sup>nd</sup> email address and car information.

First, Last Name	Ms. 💌 Rita	Vargas	
2nd First, Last	Johnny	Vargas	
Address 1	3518 North Shore Blvd.		
Address 2	Suite 2G		Mail Ok 🔽
City, St, Zip	Lahaina	HI 💌	96761
Country, Fax	United States of America	•	808-547-9989
Ph Home, Work	808-234-8878	808-681-33	341
Business Name	Hawaii Kayaking Outfitters		
Email Address	rvargas@islandmotion.com		Email Ok 🔽
2nd Email	vargas@kayakhawaii.com		
Car Make			
Car Model			
Car License			

6. Add any additional contact information for the owner. The tabs on the lower left-hand side of the Contact Data screen can be used to enter notes, track interests, activities, special occasions, and even attach a photo of the owner.

δ×	e 🖆 🖓 🔄 🗰 🛤	11244 🖌 41034 2 2 1
First, Last Name	Ms. 💌 Rita Vargas	Contact Invoice History 1/0
2nd First, Last	Johnny Vargas	Inv # Entered Begins Ends Start Unit Length Total Paid Confirmation
Address 1	3518 North Shore Blvd.	573 10/27/2006 11/8/2006 11/8/2006 MTG1 0 \$1,247.63 \$0.00 573
Address 2	Suite 2G Mail Ok 🔽	
City, St, Zip	Lahaina HI 96761	
Country, Fax	United States of America 💽 808-547-9989	
Ph Home, Work	808-234-8878 808-681-3341	
Business Name	Hawaii Kayaking Outfitters	
Email Address	rvargas@islandmotion.com Email Ok 🔽	
Rewards #	vargas@kayakhawaii.com	
Company Name		Check Market Decode Decode New No. 2000, Decode Decode New York New Yo
Special Reg. #1		Starts: Wed, Nov 08, 2006 Departs: Wed, Nov 08, 2006 Length: U Start Unit: MTG1 Adult 1 Pets 0 Disile Resourcement at start \$0.00 Charges: \$1.247.62
Special Req. #2		Child 0 Cars 0 Hourly Reservation Total: \$1.125.00 Paid \$0.00
Contact Notes	Private Notes Details Contact Log Photo	Checked In: Point of Sale Charges: \$0.00 Due: \$1,247.63
- Interests and	Activities Special Occasions	Checked Out: Tax: \$122.63 Last Change
Hiking	▼ 07/29/06 / Her Birthday ▼	Guest Info. Invoice Notes Private Notes Travel Agent Custom Notes Payments
Biking	▼ 03/02/06 / His Birthday ▼	Payment Data Confirmation # 573 AD Group
Sports	▼ 06/29/06 / Anniversary ▼	Lancellation #
Skiina		Aduit I V Child 0 V Intole Condex Point age
Terang		Swipe cald Pets U V Lars U V
Contact Chec	K Box Flags	Credit Card Data 🔍 Z Arrive
	Custom 5	Depart Uustom 3
🔽 Owner	Custom 6	Letter Standard Custom 5
Referral Source	E dit Lists	Credit Card Hold Checked In Cut Custom 6

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In the example above, under the Details tab, the contact check box flags have been configured to track whether or not this specific contact is an owner. These contact check box flags can be easily customized by clicking Tools > List Edit > Labels. For additional information on customizing the Contact Data screen, please consult the RezStream Professional User's Manual (available for download at http://www.rezstream.com).

- 7. Click the Add New Contact button ( ) again to add another owner.
- Any owners added from the Contact Data screen are available to use in the property management module.

#### ADDING OWNERS FROM THE OWNERS TAB

The second option for adding an owner is to add the owner's first and last name in the Property Management Resources screen. With this method, only the owner's first and last name is entered. After adding the owner's name, you can then return to the Contact Data screen and enter additional contact information.

Use the following steps to add an owner through the Property Management Resources screen.

1. Click Tools > Property Management.



2. From the Owners tab on the Property Management Resources screen, click the Add New Owner button.

	Owne	ers:		ι	Jnassigne Units	d		A	Assignment	s:	
Last	First	BusinessName			Unit		Unit	Last	First	BusinessName	
Ackerman	Joseph				101						
Anderson	Jim	Eye Level			102						
Anthony	Carmello	Denver Nuggets			103						
Barry	John				104						
Bauer	Mario				105						
Baxley	Brian				106						
Bott	Louis				107						
Bragg	Bill				108						
Braitberg	Joy				109						
Buffett	Jimmy				110						
Chesney	Kenny				111						
Clark	Laura				112						
Dale	Joe				113						
DeBerry	Fisher				114						
DeLay	Heath	MyRealtor.com			115						
Doyle	Jayleen				116						
Ecklund	Matt				117						
Elwau	John	Denver Broncos	-		119	<b>_</b>					

3. The RezStream Professional Name Search dialog window displays. Enter the owner's last name and first name and click the New button.

RezStrea							
RezStrea							
🐴 RezStrea							
	m Profession	al Name	Search				
Layer	Dale	- (*	New 🧷 Select 🗙	Cancel 📃 Bu	siness	Name	
Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32-	303-555-
Anderson	Jim	Julia	34512 W. 55th Street	Bellevue	WA	503-555-12:	503-443-
Anthony	Carmello		4708 Red Rock Drive	Larkspur	CO	303	
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01:	767-545
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98:	719-454
Baxley	Brian		4434 W. Prarie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546
Bragg	Bill						
Braitberg	Joy	Kurt	31 Underhill Road	Hemet	CA	925-254-64;	
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12-	505-661
Clark	Laura		123 W. 1st Ave.	Aspen	СО	970-923-371	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	М	506-887-12-	506-889
DeBerry	Fisher		2008 Afton Way				
DeLay	Heath	Leah	44234 South 6th	Aspen	СО	303-876-00:	720-667
Dovle	Javleen		4414 Arosa Drive		СО	970-476-29;	970-476
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	СО	719-598-09;	719-593-
Elway	John		212 W. Cherry Hills	Denver	СО	303-777-77	720-777-
Emsley	Peter						
Flexor	David						
Foster	lan	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98:	720-778
Fredericks	James	· · ·					
Friedman	Lennu	Joanne	1312 W Eth Avenue	Dalkimana	MD	ACE 000 77	ACE AEC

4. The list of owners under the Owners tab on the Property Management Resources screen is updated to include the added name.



#### **ASSIGNING OWNERS**

Once owners are added to the RezStream contact database using one of the two methods described above, they can be assigned to units listed in RezStream Professional. Use the following steps for assigning an owner to one or more units.

1. Click Tools > Property Management.



2. From the Owners tab (A), highlight the name in the Owners list (B), highlight the unit from the Unassigned Units list (C), and click the Assign Unit to Owner button (D).

erty Manager	ment Resourc	ces								
ners Commissi	ion Plans   Com	mission Assignment   Charg	e Items	Assign Charges	Reports	)				
	Owne	ers:		Unassigned Units	1			Assignment	s:	
Last	First	BusinessName		Unit		Unit	Last	First	BusinessName	
Pryce	Trevor			101						
Reeves	Dan			102						_
Rice	Brian		1 1	103						
Riley	Pat	Miami Heat		104						
Simms	Mindy			105						
Snider	Todd			106						
Spence	Brian			107						
Strait	George	Strait Enterprises, Inc.		108						
Turner	Tim			109 C						
Van Roll	Bradice			110						
Vargas	Rita	Hawaii Kayaking 🔪		111						
Waluen	Chrio			112						
Walker	Larry	D		113						
Ward	George			114						
Williams	Lee			115						
Wilson	Tony			116						
Yavorski	Joe	Defense Contractors, Inc		117						
Zallar	Chad		-	118	1					1
	Add New Owne	er	<	Assign Unit to Owne	$\supset$	)		<< Remove Assignment	nent	
										Close

Property Management Resources													
Owners Commission F	Plans   Comm	ission Assignment   Charge	Items	: ] .	Assign Charges   F	lepo	rts						
	Owners:					Unassigned Units				Assignments:			
Last	First	BusinessName			Unit			Unit	Las	st	First	BusinessName	
Pryce	Trevor		_	►	101		►	108	Var	igas	Rita	Hawaii Kayaking	
Reeves	Dan				102		~	-					
Rice	Brian				103	1			-				
Riley	Pat	Miami Heat			104	1							
Simms	Mindy				105	1							
Snider	Todd				106	1							
Spence	Brian				107	1							
Strait	George	Strait Enterprises, Inc.			109	1							
Turner	Tim				110	1							
Van Pelt	Bradlee				111								
Vargas	Rita	Hawaii Kayaking			112	1							
Walden	Chris				113	1							
Walker	Larry				114								
Ward	George				115	1							
Williams	Lee				116	1							
Wilson	Tony				117								
Yavorski	Joe	Defense Contractors, Inc.			118								
Zallar	Chad		-		119								-
Ad	d New Owner.			iA;	ssign Unit to Owner	22				<< Re	emove Assignm	ient	
													Close

The unit and owner's name is now listed in the Assignments table.

3. Continue assigning owners to units using the steps listed in #2 above.

**(**)

To remove an owner assignment, highlight the unit in the Assignments table and click the Remove Assignment button.

Pr	ope	erty Manageme	nt Resourc	es									
C	ייאור		Plane Com	pission Assignment   Cha	rae Iterr	م ا ٨٠٠٠	m Charges Be	norte ]					
		ions   Commission		nission Assignment   Che	iye nen	io   Acoly	in charges   The	poits					1
			Owne	ers:		Una	ssigned			Assignments:			
				le : u			Onits		Lu s	- (a	- Let i		
		Last	First	BusinessName	_ <b>_</b> _	Un	t _	<u> </u>	Unit	Last	First	BusinessName	<b>_</b> _
		Ackerman	Joseph			▶ 102	2		108	Verger	Bita	Hawaii Kayakir	9
	_	Anderson	Jim	Eye Level		103	3		101	Layer	Dale		
		Anthony	Carmello	Denver Nuggets		104	1						
	_	Barry	John			105	5						
	_	Bauer	Mario			106	6						
	_	Baxley	Brian			107	,						
		Bott	Louis			109	3						
		Bragg	Bill			110	)						
		Braitberg	Joy			111							
		Buffett	Jimmy			112	2						
		Chesney	Kenny			113	}						
		Clark	Laura			114	ļ.						
		Dale	Joe			115	j						
		DeBerry	Fisher			116	6						
		DeLay	Heath	MyRealtor.com		117	,						
		Doyle	Jayleen			118	3						
		Ecklund	Matt			119	9	- 1					
		Elway	John	Denver Broncos	<b>-</b>	120	n 11	1				-	<u> </u>
		Ac	ld New Owne	r		Assign	Unit to Owner >>			$\sim$	< Remove Assign	nment	
-													Close

#### 2. COMMISSION PLANS

Commission plans specify how the owner and management company split revenue. Commission plans also specify what types of charges are split between the owner and the management company. For many properties, owners receive a split of revenue only on lodging charges. However, RezStream's property management module is flexible enough to create commission plans that allow owners to also receive a portion of the revenue on point of sale items and/or cleaning fees.

#### **CREATING A COMMISSION PLAN**

Commission plans are comprised of two components:

- 1. Commission plan name (a descriptive title you assign to the plan).
- 2. Plan steps (automatic conditions attached to each plan name).

Commission plans are created from the Property Management Resources screen. This screen is accessed by clicking Tools > Property Management.



At the Property Management Resources screen, use the following steps for creating a commission plan.

1. Click the Commission Plans tab.

Property Management Resources								
Owners Commission Plans Commission Assignment Ch	arge Items   Assign Charges	Reports						
Commission Plan Name:		Plan Steps:						
Description	Type	Trigger Type Trigger Value	Commission Value					
			_					
	<b>*</b>		<b>•</b>					
Add New Plan Name	<u> </u>	Add New Step						
				Close				

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- 2. Click the Add New Plan Name button (circled in the image above).
- 3. Enter a commission plan name description (Standard 80/20).

Property Management Resources		
Owners Commission Plans Commission Assignment Charge	e Items   Assign Charges   Reports	
Commission Plan Name:	Plan Steps:	
Description	Type Trigger Type Trigger Value Commission Value	

Many times the description field includes the owner/management company split ratio. In the example above, the management company will receive a 20% commission on each reservation total.

4. Enter commission plan steps that define when the commission is paid to the owner and how much commission the owner receives.

#### **COMMISSION PLAN STEPS**

There are four commission plan step fields that define how a commission plan works: Type, Trigger Type, Trigger Value, and Commission Value. These fields then can be used in varying combinations to customize commission plans.

FIELD	OPTION	DESCRIPTION
Туре	Percent	The management company receives a percentage commission based on lodging charges. For example, with an 80/20 split, the management company would receive \$20 on a \$100 room charge.
	Fixed per Day	The management company receives a set dollar amount for each day a reservation is in-house. For example, the owner/management company agreement specifies that the management company receives \$25 each night that a guest stays at the property.
	Fixed per Invoice	The management company receives a set dollar amount per reservation. For example, the owner/management company agreement specifies that the management company receives \$75 per reservation regardless of reservation length.
Trigger Type	Length of Stay	Used when the commission value changes based on the length of the reservation. As an example, assume an owner/management company contract specifies an 80/20 revenue split based on lodging charges. However, if the reservation is in-house 30 days or longer, the split changes to 85/15. In this example, a second plan step would be added to the commission plan detailing this commission change.

FIELD	OPTION	DESCRIPTION
Trigger Type	Total Amount	With this option, a second plan step can be added to a commission plan based on a reservation's total charges (as opposed to the number of nights in house). This option would be used if the owner/management company agreement states that there is a different breakdown based on a reservation's total charges. For example, if a reservation's total charges are under \$1000, the management company receives 20% of that total. If a reservation's total charges are \$1000 or greater, the management company's commission drops to 15%.
	Owner Stay	Used when you have a special commission plan for situations where an owner stays in the rental unit. For example, the management company receives \$25 as a cleaning fee every time an owner stays in his or her unit. In this example, a plan step could be added with the type set to Fixed Per Invoice, the trigger type set to Owner Stay and the commission value set to 25. In order for the Owner Stay plan step to be triggered, the owner must be the primary contact on the reservation.
	Comp	Used when the total charge on a reservation (or POS item) is \$0, however the management company still receives a commission. One example is guest of owner reservations. If the property only allows \$0 reservations when the owner allows a friend or family member to stay in his unit, the Comp trigger type would be used.
	POS Items	Only used if owners receive a commission on purchased POS items. With the trigger type set to POS Items, the owner receives a commission percentage or flat fee on ALL POS Items. <i>This is not</i> <i>a common practice.</i>
	Clean Fees	Use this trigger type if the owner receives a portion of the cleaning fee revenue charged to guests staying in the unit. If the owner is charged a cleaning fee based on each reservation that stays in his or her unit, this can be accomplished using a scheduled charge. Please see the section titled <i>Creating and Assigning</i> <i>Scheduled Charges</i> .
Trigger Value	# of Days	For certain owner/management company agreements, the owner split percentage changes after a reservation has been in-house for a specified number of days. For example, the owner split for short term stays may be defined as 80/20. However, once a reservation is in-house for 30 days, the split changes to 85/15. In this example, the trigger value (30) would be the number of days that triggers a change in the owner split.

FIELD	OPTION	DESCRIPTION
Trigger Value	Dollar Amount	Another variable in some owner/management company agreements is a change in the owner split once the charges on a reservation reach a specified dollar amount. For example, the owner split for all reservations up to \$1000 is 80/20. However, once a reservation's lodging charges exceed \$1000, the split changes to 85/15. In this example, the trigger value (1000) would be the dollar amount that triggers a change in the owner split.
Commission Value	Percentage	Enter the percentage that the management company receives for the specified plan step.
	Dollar Amount	Enter the dollar amount that the management company receives, either per invoice or per reservation, based on the settings in the plan step.

#### SAMPLE COMMISSION PLANS

Commission plans can be customized through the use of plan steps. We will now illustrate how plan step fields are adjusted for the following three sample commission plans.

- 1. The management company receives:
  - a. 35% of each reservation that is in-house up to 15 days.
  - b. 25% of each reservation that is in-house 15-29 days.
  - c. 15% of each reservation that is in-house for 30 days or more.

Prope	rty Management F	lesources								
Own	ers Commission Plan	S Commission Assignment	Charg	e Items	Assign Charges   F	Reports				
	Commiss	ion Plan Name:				Plan Ste	eps:			
	Description				Туре	Trigger Type	Trigger Value	Commission Value	<b></b>	
	35/25/15			Þ	Percent 💌	Length of Stay	0	35		
					Percent	Length of Stay	15	25		
					Percent	Length of Stay	30	15		

- 2. The management company receives:
  - a. A flat fee of \$100 per reservation that is in-house up to 5 days.
  - b. A flat fee of \$150 per reservation that is in-house from 5-14 days.
  - c. A flat fee of \$200 per reservation that is in-house for 15 days or more.

Prope	rty Management Resources							
Own	ers Commission Plans Commission Assignme	nt Charg	je Ite	ms Assign Charges	Reports)			
	Commission Plan Name	<b>∋</b> :			Plan Ste	eps:		
	Description			Туре	Trigger Type	Trigger Value	Commission Value	
	7 100/150/200			Fixed per Invoice	Length of Stay	0	100	
				Fixed per Invoice	Length of Stay	5	150	
			J	Fixed per Invoice	Length of Stay	15	200	

- 3. The management company receives:
  - a. \$25 per day that a reservation is in-house up to 10 days.
  - b. A flat \$200 for stays of 10 days or more.
  - c. A flat \$25 per owner stay.
  - d. A flat \$15 per comp stay.
  - e. Owners receive 5% of all POS Items charged at the property.

roperty Management Resources								E
Owners Commission Plans Commission Assignmen	t Charg	e Item	s Assign Charges	Reports)				
Commission Plan Name	:			Plan Ste	eps:			
Description			Туре	Trigger Type	Trigger Value	Commission Value	•	
🖉 Standard Commission Plan			Fixed per Day	Length of Stay	0	25		
			Fixed per Invoice	Length of Stay	10	200	_	
			Fixed per Invoice	Owner Stay	0	25		
			Fixed per Invoice	Comp	0	15		
		1	Percent	POS Items	0	2		

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There is no limit to the number of commission plans that can be created in the RezStream property management module.

#### 3. COMMISSION ASSIGNMENT

Once owners have been assigned to units and commission plans have been created, commission plans are linked to units in the Commission Assignment tab. Use the following steps for assigning a commission plan to a unit.

1. Access the Property Management Resources screen by clicking Tools > Property Management.



2. Click the Commission Assignment tab.

Propert	y Management Resources						
Owners	Commission Plans	arge l	ltems	s   Assign Charges   R	eports)		
	Plans:		Ľ	Units		Assignments:	
	Description Standard Commission Plan 35/25/15 100/150/200 Standard (80/20)	•		Unit   Unit  101  102  103  104  105  105  107  108  109  110  111  111  115  115  116  117  119  110  111  115  116  117  119	Unit	Plan Description	
			As	ssign Plan to Unit >>		Kara Kara Kara Kara Kara Kara Kara Kara	
							Close

3. Highlight a commission plan (A), an unassigned unit (B), and click the Assign Plan to Unit button (C).

Property Management Resources			X
Owners Commission Plans Commission Assignment Ch	harge Items   Assign Charges   Re	ports	
Plans:	Unassigned Units	Assignments:	
Description	🔺 Unit 🔺	Unit Plan Description	<u> </u>
Standard Commission Plan	110		
35/25/15	111		
A Standard (80/20)	114		
	115		
	116		
	117		
	118		
	119		
<pre></pre>	B 120		
	122		
	122		
	124		
	125		
	MTG1		
	MTG2		<b>T</b>
Contraction (1997)	C Assign Plan to Unit >> D	<< Remove Assignment	
			Close

1

4. The unit and plan description are now displayed in the Assignments table.

	Assignments:	
Unit	Plan Description	
120	Standard (80/20)	
		•
	<< Remove Assignment	

5. Repeat steps A - C in #3 above for each rental unit.

If a unit and commission plan need to be disassociated from one another, highlight its line in Assignments table and click the Remove Assignment button.

		Assignments:	
	Unit	Plan Description	
	120	Standard (80/20)	
	121	Standard (80/20)	
	122	100/150/200	
►	123	35/25/15	
	124	Standard (80/20)	
	125	100/150/200	
		Contract Remove Assignment	•

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#### 4. CHARGE ITEMS

Charge items are deducted from revenue on owner statements. There are two types of owner charge items in the RezStream property management module, scheduled and un-scheduled charges. Each type is described below.

- 1. Scheduled charges Recurring charges that are for set amounts and that are agreed upon as part of the owner/management company contract. These charges are deducted from owner revenue based on one of the following timeframes:
  - a. Invoice Daily the charge is applied each night a reservation is in-house.
  - b. Once per Invoice the charge is applied once per reservation.
  - c. Per Period the charge is applied once per statement period defined for each individual property, often monthly.
  - d. Year Start the charge is applied at the beginning of each year (January 1).
  - e. Year End the charge is applied at the end of the year (December 31).
  - f. Biannual the charge is applied twice a year (January 1 and July 1).
  - g. Quarterly the charge is applied four times a year (January 1, April 1, July 1, and October 1).
- 2. Unscheduled charges Charges that are not anticipated, however, they are also deducted from owner revenue based on the owner/management company contract. An example of an unscheduled charge is plumbing repairs that are made to the unit. These repairs are not anticipated but are still the owner's responsibility.

#### **CREATING SCHEDULED CHARGE ITEMS**

Owner charge items are first defined and then assigned to specific units. Charge items are created from the Property Management Resources screen which can be accessed by clicking Tools > Property Management.

R RezStream	Profession	al 200	7 - The Cliffhar	ger Resort
File Edit Sear	ch Navigate	Tools	Window Help	
Reserve Day F2 Reserve Hour F3	First, Last Nar 2nd First, Last Address 1 Address 2 City, St, Zip Country, Fax	Cor Disp Leti List PO! Prin Onl Unii	ifigure olay Options er Design Edit 5 Inventory t Options ine Availability ; and Rate Setup perty Management	Ackerr

Use the following steps for creating charge items.

1. Click the Charge Items tab.

Owner C	harge Item	is:	Owner Charge Items: Unit				Items Scheduled to Unit						
Description	Amount	Type 🔺	Unit			Unit	Description	Frequency					
			▶ 101		•	121	Cleaning Fee	Once per					
		_	102			122	Cleaning Fee	Once per					
			103			123	Cleaning Fee	Once per					
			104			124	Cleaning Fee	Once per					
			105			125	Cleaning Fee	Once per					
			106			120	Cleaning Fee	Once per					
			107			120	Resort Tax	Invoice Daily					
			108										
			109	_									
			110	_									
			111	_									
			112	_									
			113	_									
			114	_									
			115	-									
			116	_									
		-1	117						-1				

- 2. Click the Add New Item button (circled in the image above).
- 3. Enter an owner charge item description and amount to be charged to the owner for the charge item.

roperty Management Reso	ources											E
Owners Commission Plans	Commission	Assignment	Ch	narg	e Items	Assign Char	ges	R	leports			
Owner Cha	arge Ite	ems:			ι	Jnit				Items Scheduled to U	nit	
Description	Amount	Туре			Unit		•		Unit	Description	Frequency	
Cleaning Fee	25.00	Amount		►	101			•	121	Cleaning Fee	Once per	
					102				122	Cleaning Fee	Once per	
					103				123	Cleaning Fee	Once per	
					104				124	Cleaning Fee	Once per	
					105				125	Cleaning Fee	Once per	
					106				120	Cleaning Fee	Once per	
					107				120	Resort Tax	Invoice Daily	
					108							
					109							
					110							
					111							
					112							
					113							
					114							
					115							
					116							
					117							
			-		119		•					-
Reoccuring charges made	to unit own	ers			Assign It	em to Unit >>				<< Remove Scheduled Item		
												Close

4. In the type field, specify from the drop-down list whether the charge item is a flat dollar amount or a percentage.

Property Management Resources						×
Owners Commission Plans Commission Assignment	Charge Items Assign Ch	arges	Reports			
Owner Charge Items:	Unit			Items Scheduled to	Unit	
Description Amount Type	Unit Unit		Unit	Description	Frequency	<b>_</b>
🕨 Cleaning Fee 25.💋 Amount 💌	101		121	Cleaning Fee	Once per	
Amount	102		122	Cleaning Fee	Once per	
Percent	103		123	Cleaning Fee	Once per	
, olocik	104		124	Cleaning Fee	Once per	
$\sim$	105		125	Cleaning Fee	Once per	
	106		120	Cleaning Fee	Once per	_
	107		120	Resort Tax	Invoice Daily	
	108					
	109					
	110					
	110					
	112					
	114	-				
	115					
	116					
	117					
	▼ 118	•				<b>-</b>
Add New Item	Assign Item to Unit >	>		<< Remove Scheduled Item		
						Close

a. An example of a percentage charge item is a 1.5% resort fee that is charged on each reservation.

Property Management Resources			
Owners Commission Plans Commission Assignment	Charge Items Assign Charges	Reports	
Owner Charge Items:	Unit	Items Scheduled to U	Init
Description Amount Type	▲ Unit ▲	Unit Description	Frequency A
Cleaning Fee 25.00 Amount	▶ 101	121 Cleaning Fee	Once per
Resort Tax 1.50 Percent	102	122 Cleaning Fee	Once per
	103	123 Cleaning Fee	Once per
	104	124 Cleaning Fee	Once per
	105	125 Cleaning Fee	Once per
	106	120 Cleaning Fee	Once per
	107	120 Resort Tax	Invoice Daily
	108		
	109		
	110		
	112		
	113		
	114		
	115		
	115		
	▼I 110 ▼I		-
			<u> </u>
Add New Item	Assign Item to Unit >>	<< Remove Scheduled Item	
			Close

5. Follow steps 2 – 4 above until all owner charge items have been added to the list.

#### ASSIGNING SCHEDULED CHARGE ITEMS

Once owner charge items have been defined using the steps listed in the previous section, recurring owner charge items are assigned to rental units using the following steps.

1. With the charge item highlighted (A), scroll through and highlight the unit to which the owner charge item applies (B), and click the Assign Item to Unit button (C).

Prope	rty Management Resources					
Own	ers   Commission Plans   Commissi	on Assignment	Charge Items Assign Cl	harges Reports		
	Owner Charge I	tems:	Unit		Items Scheduled to U	nit
	Description	Amount	▲ Unit	▲ Unit	Description	Frequency
A	Cleaning Fee	\$25.00	106			
	Plumbing Repair	\$75.00	107			
	Snow Removal	\$25.00	108			
	Cleaning Fee	\$25.00	109			
_	Miscellaneous Maintenance	\$100.00	110			
_	Carpet Cleaning	\$150.00	111			
_	Painting	\$50.00	112			
			113			
			114	_		
			115	_		
			116	_		
			110	_		
			110	-		
			119	-		
			120 D 121			
			122			
			▼ 122	-		<b>-</b>
	Add New Item		C Assign Item to Unit :	>>	<< Remove Scheduled Item	
						Close

2. The charge item displays in the Items Scheduled to Unit table. Use the frequency drop-down list to define when the charge item will be applied to the owner statement and deducted from rental revenue. In the example below, the cleaning fee is applied once per reservation.

	Items Scheduled to U	nit	
Unit	Description		Frequency
<i>.1</i> 121	Cleaning Fee		Once per 💌
		0	Invoice Daily
		1	Once per Invoice
		2	Per Period
		3	Year Start
		4	Pióppuol
		8	Quarterlu
			•
	<< Remove Scheduled Item		

3. Repeat steps 1 and 2 and assign the owner charge items to each applicable unit. In the example below, the cleaning fee will be applied to units 121 – 125. The \$25 cleaning fee will now be deducted once per reservation from the owner's rental revenue.

		Items Scheduled to U	nit
	Unit	Description	Frequency
	121	Cleaning Fee	Once per
	122	Cleaning Fee	Once per
	123	Cleaning Fee	Once per
	124	Cleaning Fee	Once per
.0	125	Cleaning Fee	Once per
		<< Remove Scheduled Item	•

#### **CREATING UNSCHEDULED CHARGES**

Unscheduled charges are created the same way as scheduled charges. As it is impossible to foresee when an unscheduled charge will be necessary, these charges are not assigned to a unit like recurring charges are. These unscheduled charges are still defined in this step and will be deducted from the owner's revenue as the work is performed and an invoice amount is known.

To create an unscheduled charge, go to Tools > Property Management and click the Charge Items tab. Click the Add New Item button and add the owner charge item description (Plumbing Repair). Notice, the charge is not assigned to a unit.

 $(\mathbf{\hat{I}})$ 

## For more information on when unscheduled charges are assigned to a unit, please refer to the next section, Assign Charges.



#### 5. ASSIGN CHARGES

The Assign Charges tab in the Property Management Resources screen is used to process reservations, POS charges, and scheduled charges. When necessary, unscheduled charges can also be added.

Property Management Resource	es						
Owners Commission Plans Comm	ission Assignment	Charge Items	Assign Charges (	Benorts			
		onlige tonic					1
Last Month This Month	This Year		Prop	erty Management	Fees to Owner		
Dates 02/01/2006 - 02/28	/2006 💌						
Unit 120	-	Date	Unit	Description	Revenue	PM Fee Lo	ock 🔺
	_						
Process Reservations	5	<b>_</b>					
Process POS Charges	s	)					
Process Scheduled Char	rges						
Description	Amount 🔺	1					
Cleaning Fee	\$25.00	1					
Plumbing Repair	\$75.00	1					
Snow Removal	\$25.00						
Homeowners Dues	\$25.00						
Miscellaneous Maintenance	\$100.00						
Carpet Cleaning	\$150.00						
Painting	\$50.00						
							<b>+</b>
	<b>-</b>	]			\$0.00	\$0.00	
Add Selected Charge	>	Le	ock All Current Cha	rges Unlock All Current Ch	arges Clear Current (	harges	
							Close

Use the following steps for processing reservations, POS charges, and scheduled charges.

- 1. Click Tools > Property Management and click the Assign Charges tab.
- 2. Specify a time period for processing reservations and/or charges. A time period can be specified in one of two ways.
  - a. Click one of the preset buttons for Last Month, This Month, or This Year.

Last Month This Month This Year

b. Or specify a start and end date. These dates can be entered directly into the blank date boxes or selected from the drop-down calendars.

La Dates 0;	ast Month This Mor 2/15/2006 💌 🗍	nth 02/25	This' 5/200	Year 6 🔽	]			
Unit 1	20	•	F	ebru	Jary 3	2006	;	Ţ
	Process Reser	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		29	30	31	1	2	3	4
	Process POS C	5	6	- 7	8	9	10	11
		12	13	14	15	16	17	18
	Process Schedule	19	20	21	22	23	24	25
		26	27	28	1	2	3	4
Descr	iption	5	6	7	8	9	10	11
🕨 Cleani	ing Fee	0	Tod	lay: 🕻	3/23	/200	6	

3. Select a rental unit from the unit drop-down list.

Unit	120	<b>_</b>
	Unit	Long Name
	120	120 - Suite
	121	121 - King
	122	122 - Queen Queen
	123	123 - King
	124	124 - Suite
De	125	125 - King

4. Click the Process Reservations button.

Process Reservations
----------------------

Reservations from the specified time period are automatically linked to the selected unit and listed in the Property Management Fees to Owner table. This table details reservation dates, nightly revenue, and any commission due from the owner to the property management company (PM Fee).

	Prop	perty Management Fees	s to Owne	er		
Date	Unit	Description	Revenue	PM Fee	Lock	<b>_</b>
2/8/200	120	120 - Suite - Comm	\$125.00	\$25.00		
2/9/2006	120	120 - Suite - Comm	\$125.00	\$25.00		
2/10/20 <mark>.</mark> 6	120	120 - Suite - Comm	\$145.00	\$29.00		]
2/11/20 <mark>0</mark> 6	120	120 - Suite - Comm	\$145.00	\$29.00		
2/12/20	120	120 - Suite - Comm	\$125.00	\$25.00		]
2/13/2006	120	120 - Suite - Comm	\$125.00	\$25.00		
2/14/200	120	120 - Suite - Comm	\$125.00	\$25.00		]
2/15/2006	120	120 - Suite - Comm	\$125.00	\$25.00		]
	$\smile$					

5. If necessary, click the Process POS Charges button.

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# Step #5 is only required for properties that pay owners a portion of point of sale items posted to reservations.

6. If necessary, click the Process Scheduled Charges button. Scheduled charges are automatically linked to the selected unit based on the frequency rules defined under the Charge Items tab.

	Due				
	Prop	perty Management Fe	es to Owne	er	
Data	Unit	Description	Revenue	PM Fee	Lock
2/8/2006	120	Cleaning Fee	\$0.00	\$25.00	
27872006	120	120 - Suite - Comm	\$125.00	\$25.00	
2/9/2006	120	120 - Suite - Comm	\$125.00	\$25.00	
2/10/2006	120	120 - Suite - Comm	\$145.00	\$29.00	
2/11/2006	120	120 - Suite - Comm	\$145.00	\$29.00	
2/12/2006	120	Cleaning Fee	\$0.00	\$25.00	
2/12/2006	120	120 - Suite - Comm	\$125.00	\$25.00	
2/13/2006	120	120 - Suite - Comm	\$125.00	\$25.00	П
2/14/2006	120	120 - Suite - Comm	\$125.00	\$25.00	
2/15/2006	120	120 - Suite - Comm	\$125.00	\$25.00	

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# Step #6 is only required for properties that defined scheduled charges in the Charge Items tab. For additional information about scheduled charges, please see the section titled Charge Items.

- Add unscheduled charges using the following steps. These steps are only required if your property
  has defined unscheduled charges (Charge Items tab > Owner Charge Items) and the unscheduled
  charge occurred during the selected time frame. In our example, Unit 120 required carpet cleaning.
  - a. Highlight the unscheduled charge (Carpet Cleaning) in the list of charges.

Description	Amount
Cleaning Fee	\$25.00
Plumbing Repair	\$75.00
Snow Removal	\$25.00
Homeowners Dues	\$25.00
Miscellaneous Maintenance	\$100.00
Carpet Cleaning	\$150.00
Painting	\$50.00

b. Click the Add Selected Charge button.

Add Selected Charge

A calculator is displayed where you can enter a quantity and have RezStream Professional calculate the total charge.

Blank		×
Set Amount Save	and G	uantity and
150	x	1
Amount		Quantity
Save		Cancel

 $(\mathbf{i})$ 

	Lock	PM Fee	Revenue	Description	Unit	Date	
		\$25.00	\$0.00	Cleaning Fee	120	2/8/2006	
		\$25.00	\$125.00	120 - Suite - Comm	120	2/8/2006	
		\$25.00	\$125.00	120 - Suite - Comm	120	2/9/2006	
		\$29.00	\$145.00	120 - Suite - Comm	120	2/10/2006	
		\$29.00	\$145.00	120 - Suite - Comm	120	2/11/2006	
		\$25.00	\$0.00	Cleaning Fee	120	2/12/2006	
		\$25.00	\$125.00	120 - Suite - Comm	120	2/12/2006	3
		\$25.00	\$125.00	120 - Suite - Comm	120	2/13/2006	
		\$25.00	\$125.00	120 - Suite - Comm	120	2/14/2006	2
		\$25.00	\$125.00	120 - Suite - Comm	120	2/15/2006	
		\$95.00	\$0.00	Carpet Cleaning	120	2/28/2006	0
•							

c. Enter an updated price for the unscheduled charge, if necessary.

Entering a checkmark in the Lock column locks the charge so that the item cannot be accidentally cleared. To quickly lock all charges on the screen, click the Lock All Current Charges button. To clear the locked charges, click the Unlock All Current Charges button. To clear the entire list, click Clear Current Charges.

## 6. PRINTING OWNER STATEMENTS

Owner statements combine reservation revenue with owner charges to provide a consolidated statement for the rental period. Once revenue and charges have been assigned, owner statements can be printed using the following steps.

1. Click Tools > Property Management and click the Reports tab.

Owners Commission Plans Commission Assignment Charge Items Assign Charge Reports
Print to PDF instead of printer   Last Month This Year   Unit Print Selected Unit Owner Statement   Dates 02/23/2002 •   02/23/2002 • Print All Units Owner Statement   Include Ditor Houry Revenue   Include Point of Sale Revenue (Extra Charges)   Include Package Item Revenue (Clean Fees)

- 2. Specify a date range for the owner statement. The date range can be specified using one of the following methods.
  - a. Click one of the preset buttons for Last Month, This Month, or This Year.

Last Month This Month This Year

b. Or specify a start and end date. These dates can be typed in directly to the blank date boxes or selected from the drop-down calendars.

Last Month This Mor Dates 02/15/2006 -	nth	This 3/200	Year 6 🔽	]			
🔲 Include Other Ho	•	I	ebri	Jary	2006	;	►
Include Point of 9	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Include Package	29	30	31	1	2	3	4
j meldde'r dekage	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	1	2	3	4
	5	6	- 7	8	9	10	11
	0	Tod	lay: 🕻	3/23	/200	6	

- 3. Use the checkboxes below the date fields to specify whether or not other hourly revenue, point of sale revenue, and/or package item revenue should be included on the statement.
  - a. Select "Include Other Hourly Revenue" if you wish to include hourly revenue in your owner statement. Normally, hourly revenue is not included.
  - b. Select "Include Point of Sale Revenue (Extra Charges)" if you would like to include any POS charges in your owner statement. This is only used if you defined a commission plan with a plan step that includes POS charges.
  - c. Select "Include Package Item Revenue (Clean Fees)" if your property adds cleaning fees to rate packages and wants to share this revenue with owners. Cleaning fees assigned to rate packages are designed to charge the cleaning fee to the guest, not the owner. The cleaning fees are defined as point of sale charges, grouped as packages, and assigned to rate names. In this scenario, the owner would then receive a split of not only the room revenue, but also the cleaning fee charged to the guest. *Note: this is not common at most vacation rental and condominium management companies.*
- 4. To print an owner statement for a selected unit, select a rental unit from the drop-down unit list and click the Print Selected Unit Owner Statement button.

Unit	120	Pi	int to PDF instead of printer int Selected Unit Owner Statement
	Unit	Long Name	Dist All Units Owner Chatemant
	120	120 - Suite	Print All Units Uwher Statement
	121	121 - King	
	122	122 - Queen Queen	
	123	123 - King	
	124	124 - Suite	
	125	125 - King	

Owner Statement: 120		02/01 - 02/28/2006
Item	Value	
0 wner	Vargas, Rita	
Unit	120 - 120 - Suite	
Nights Occupied	12	
Nights Out of Service	0	
O wner Nights	0	
O ccupan cy	43.00%	
Guest Count	16	
Income		
Rental Revenue	\$1,040.00	
Total Revenue	\$1,153.40	
Tax Revenue	\$113.40	
Net Rental Revenue	\$1,040.00	
Expenses		
120 - Suite - Comm	\$208.00	
Carpet Cleaning	\$95.00	
Cleaning Fee	\$50.00	
Total Expenses	\$353.00	
Amount Due Owner	\$687.00	

The owner statement for the selected unit and the selected time period is displayed to the screen.

Click the Print button in the lower right-hand corner to print the owner statement.

<u>P</u>rint

5. To print all owner statements, click the Print All Units Owner Statement button.

Print All Units Owner Statement

Use the radio buttons at the bottom of the screen to specify whether you would like to print all pages or just the current page.

|--|

6. If you plan on emailing owner statements, click the checkbox for Print to PDF instead of printer. After selecting this option, click the Print Selected Owner button. Using these steps, a PropertyManagement.PDF file is created in your C:\ProgramFiles\RezStream folder. The PDF file is the owner statement for the selected unit. This file can be renamed (if necessary) and attached to an email.

By entering a checkmark in the Print to PDF instead of printer box and clicking the Print All Units Owner Statement button, a file is created that includes each owner statement.



Units (circled above) are listed down the left-hand side of the PDF file. Click a unit to view the corresponding owner statement.

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## **REZSTREAM CONTACT INFORMATION**

For additional information on any of the topics contained in this guide, please contact:

RezStream Help Desk: 303-872-0220

Please contact RezStream Sales at 866-360-8210 for information on RezStream add-on modules, including:

- RezStream Booking Engine
- Call Accounting
- Credit Card Processing
- Global Distribution System

Normal business hours are 8AM to 5PM, Monday through Friday, MST.

After hours support is available for an additional fee.

RezStream 3800 Gilpin Street, Suite 2-1 Denver, CO 80205 Sales: 866-360-8210 Support: 303-872-0220 Fax: 303-297-3233 <u>www.rezstream.com</u> <u>sales@rezstream.com</u> <u>support@rezstream.com</u>

#### **REZSTREAM ADDITIONAL REFERENCES**

Documents available for download on the documentation download page.

#### **RezStream Professional:**

http://www.rezstream.com/documentation\_rezstream\_professional.htm

- RezStream Professional Front Desk Guide
- RezStream Professional User's Manual
- RezStream Professional Credit Card Processing Manual

#### **RezStream Booking Engine:**

http://www.rezstream.com/documentation\_rezstream\_booking\_engine.htm

- RezStream Booking Engine User's Guide
- RezStream Booking Engine Quick Start Guide
- RezStream Professional Booking Engine User's Guide
- RezStream Booking Engine Payment Gateway Configuration

RezStream also offers training demos on a variety of topics accessed from the following web page.

http://rezstream.com/software\_demos.htm