

# **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.

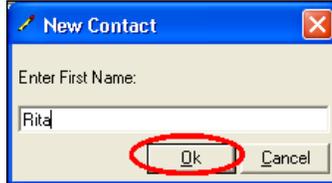
1. Click the Contact Data F5 button on the main left-hand toolbar of RezStream Professional.



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



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



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



- Enter owner contact information, including:
  - 2<sup>nd</sup> contact name, (i.e. spouse information)
  - Address 1
  - Address 2
  - City, state, zip code
  - Country, fax
  - Home phone, work phone
  - Business name
  - Email address
  - Any additional information that is tracked on your property's Contact Data screen. In our 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. [v]	Rita	Vargas
2nd First, Last	Johnny	Vargas	
Address 1	3518 North Shore Blvd.		
Address 2	Suite 2G		Mail Ok <input checked="" type="checkbox"/>
City, St, Zip	Lahaina	HI [v]	96761
Country, Fax	United States of America [v]		808-547-9989
Ph Home, Work	808-234-8878	808-681-3341	
Business Name	Hawaii Kayaking Outfitters		
Email Address	rvargas@islandmotion.com		Email Ok <input checked="" type="checkbox"/>
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.

The screenshot shows the 'Contact Data' screen for Rita Vargas. The 'Details' tab is active, showing contact information, interests, special occasions, and check box flags. The 'Owner' checkbox is checked.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
573	10/27/2006	11/8/2006	11/8/2006	MTG1	0	\$1,247.63	\$0.00	573

Starts: Wed, Nov 08, 2006    Departs: Wed, Nov 08, 2006    Length: 0    Start Unit: MTG1

Adult: 1    Pets: 0    Daily Reservation Total: \$0.00    Charges: \$1,247.63

Child: 0    Cars: 0    Hourly Reservation Total: \$1,125.00    Paid: \$0.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$1,247.63

Checked Out:    Tax: \$122.63    Last Change

Guest Info. | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments

Confirmation # 573  
Cancellation #

Payment Data  
Swipe Card...

Credit Card Data    Exp    Letter: Standard

Adult: 1    Child: 0  
Pets: 0    Cars: 0

Arrive    Depart

Checked In    Out  
Batch Print    Flag

Invoice Check Box Flags

Tax Exempt  
 Attention  
 Custom 2  
 Custom 3  
 Custom 4  
 Custom 5  
 Custom 6

Contact Check Box Flags

Special     Custom 4  
 VIP     Custom 5  
 Owner     Custom 6

Referral Source    Edit Lists...



***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

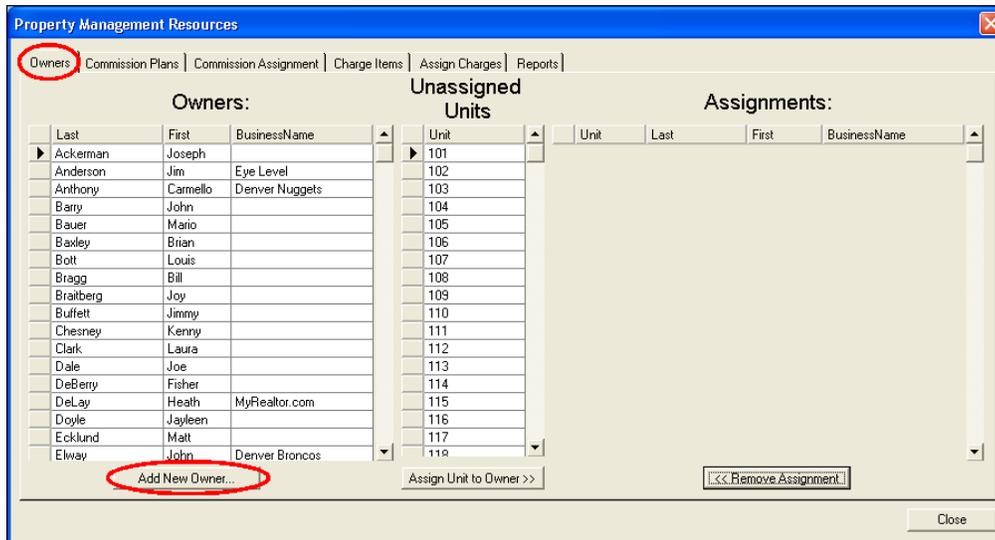
The second option for adding an owner is to add the owner's first and last name in the Property Management Resources screen. With this method, only the owner's first and last name is entered. After adding the owner's name, you can then return to the Contact Data screen and enter additional contact information.

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

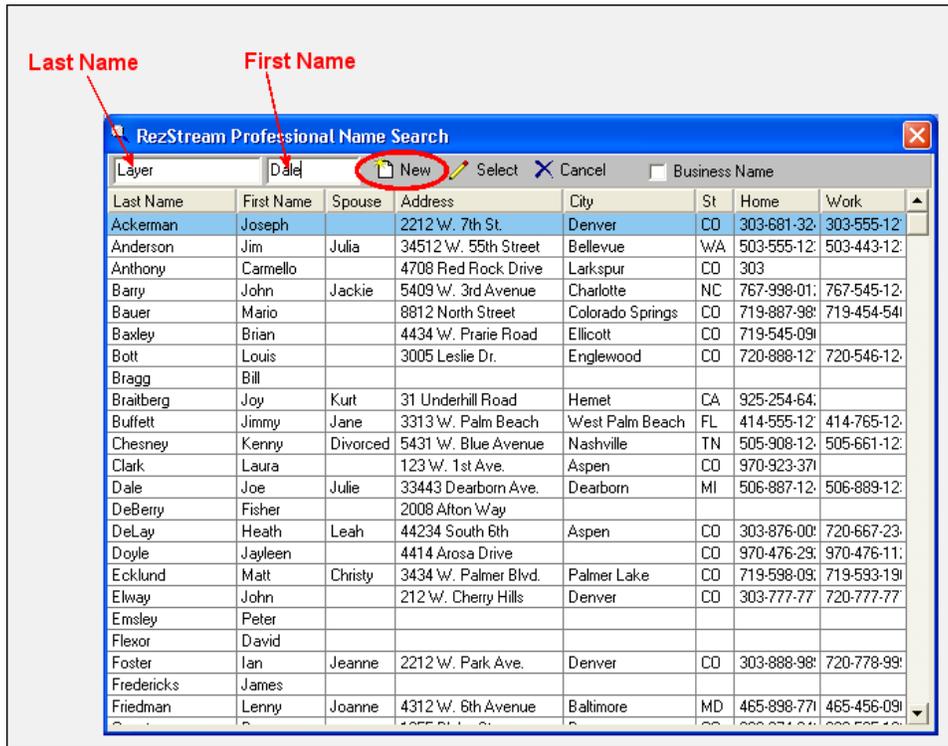
1. Click Tools > Property Management.



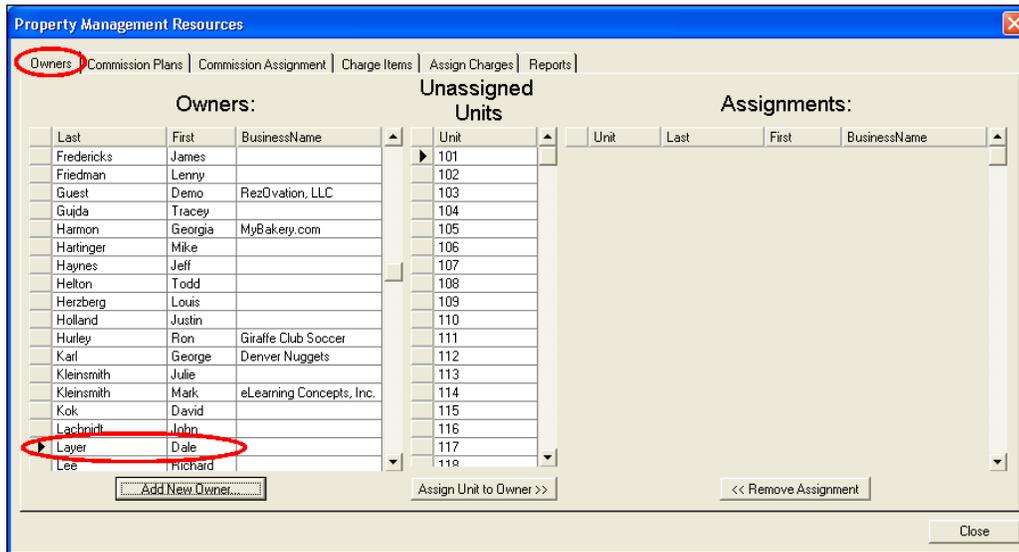
2. From the Owners tab on the Property Management Resources screen, click the Add New Owner button.



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



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



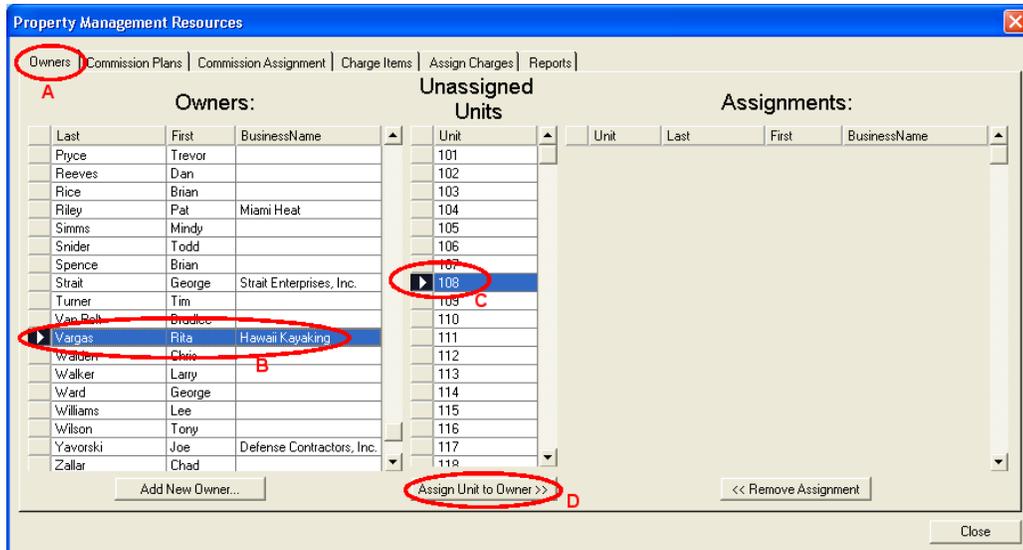
## ASSIGNING OWNERS

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.

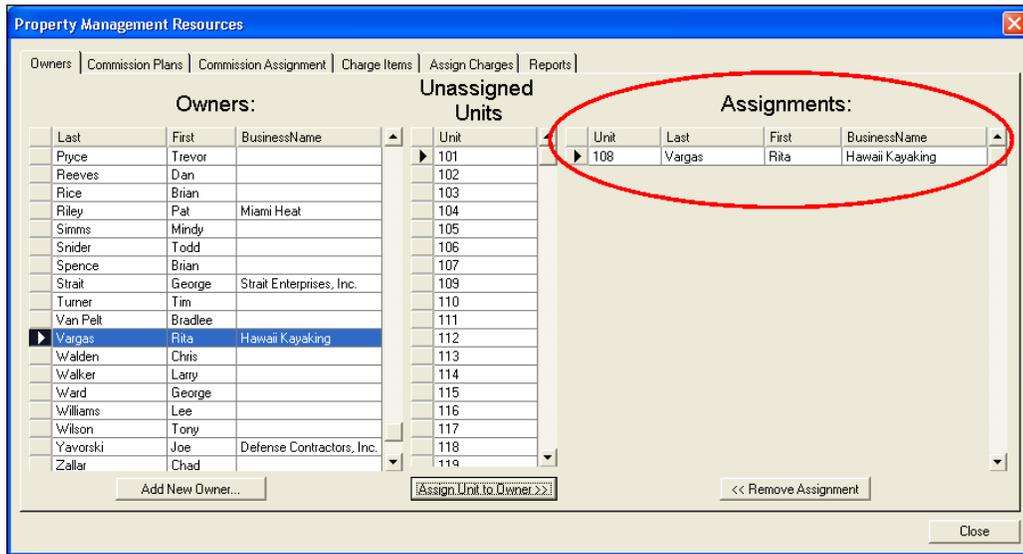
1. Click Tools > Property Management.



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).



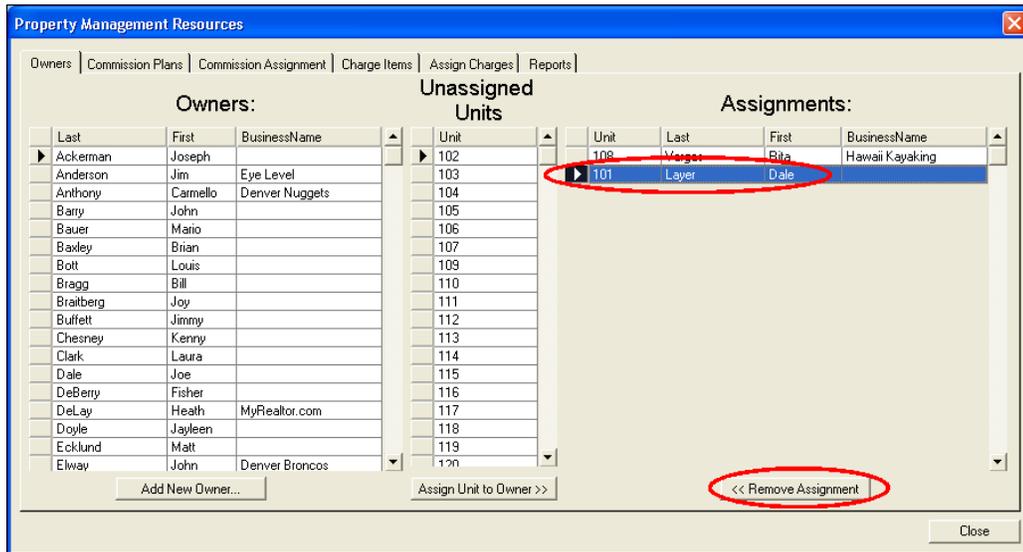
The unit and owner's name is now listed in the Assignments table.



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.**



## 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:

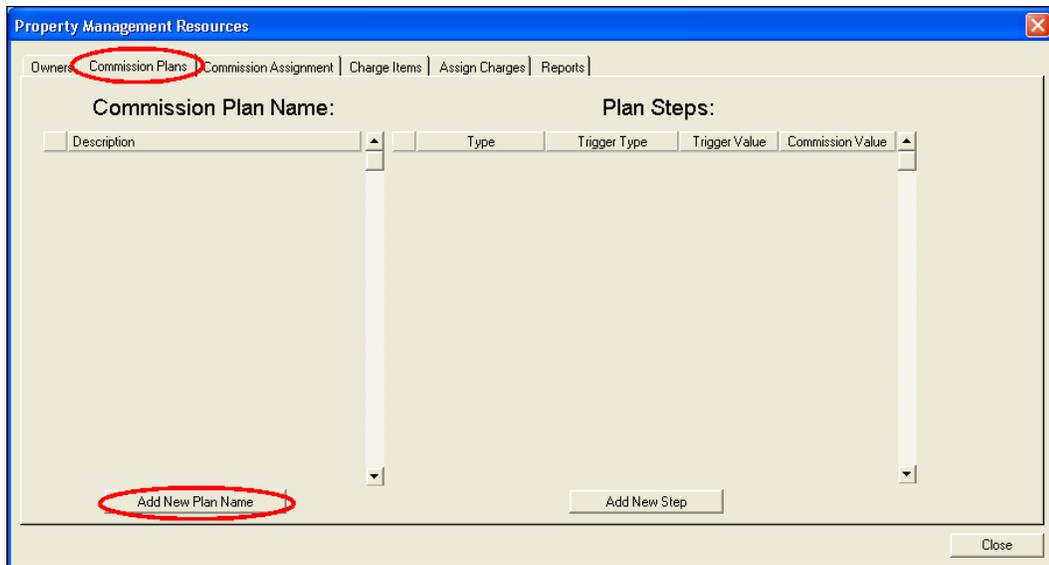
1. Commission plan name (a descriptive title you assign to the plan).
2. Plan steps (automatic conditions attached to each plan name).

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.



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

The screenshot shows a software window titled 'Property Management Resources'. It has a menu bar with 'Owners', 'Commission Plans', 'Commission Assignment', 'Charge Items', 'Assign Charges', and 'Reports'. Below the menu bar, there are two main sections: 'Commission Plan Name:' and 'Plan Steps:'. The 'Commission Plan Name' section has a text input field containing 'Standard (80/20)', which is circled in red. The 'Plan Steps' section is a table with columns: 'Type', 'Trigger Type', 'Trigger Value', and 'Commission Value'. The table is currently empty.

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.

- 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
Type	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.

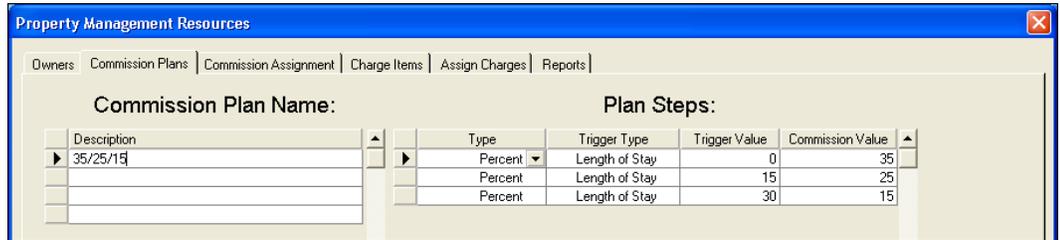
FIELD	OPTION	DESCRIPTION
Trigger Type	Total Amount	With this option, a second plan step can be added to a commission plan based on a reservation's total charges (as opposed to the number of nights in house). This option would be used if the owner/management company agreement states that there is a different 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 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 <b>Creating and Assigning Scheduled Charges</b> .
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.

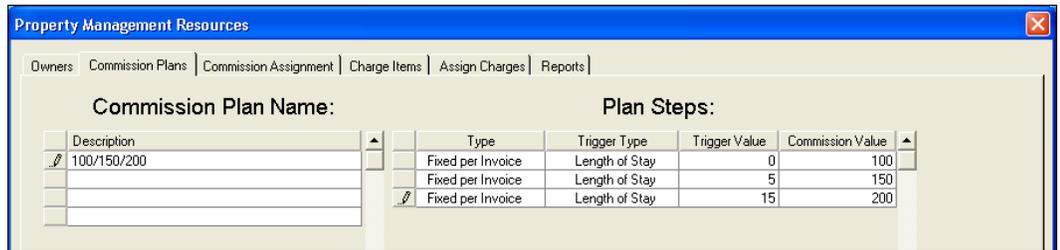
### SAMPLE COMMISSION PLANS

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.



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.



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.

The screenshot shows the 'Property Management Resources' window with the 'Commission Plans' tab selected. It displays a table of 'Plan Steps' for a 'Standard Commission Plan'.

Commission Plan Name:		Plan Steps:			
Description	Type	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	
	Percent	POS Items	0		



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

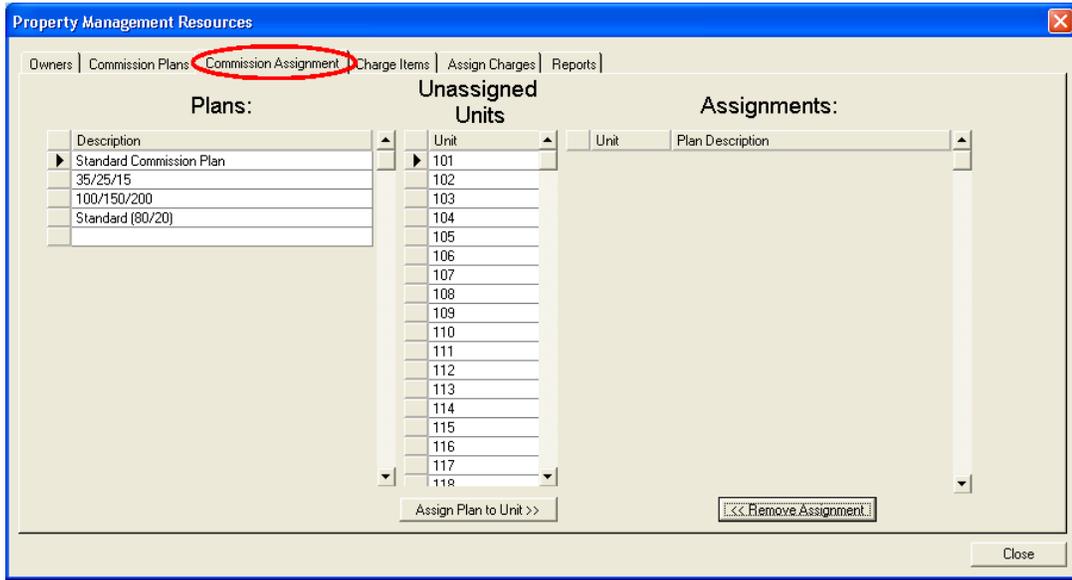
### 3. COMMISSION ASSIGNMENT

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.

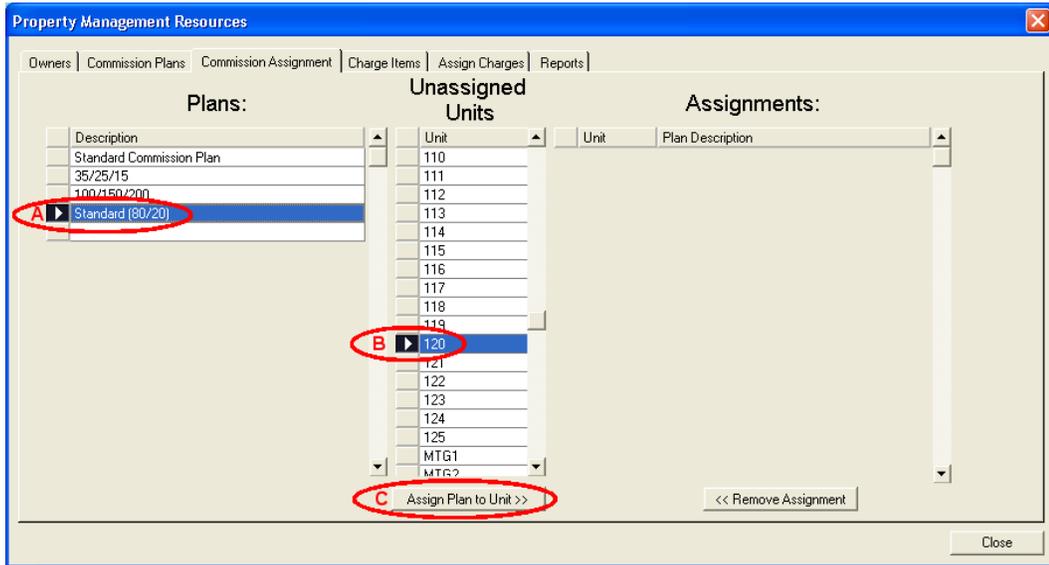
1. Access the Property Management Resources screen by clicking Tools > Property Management.



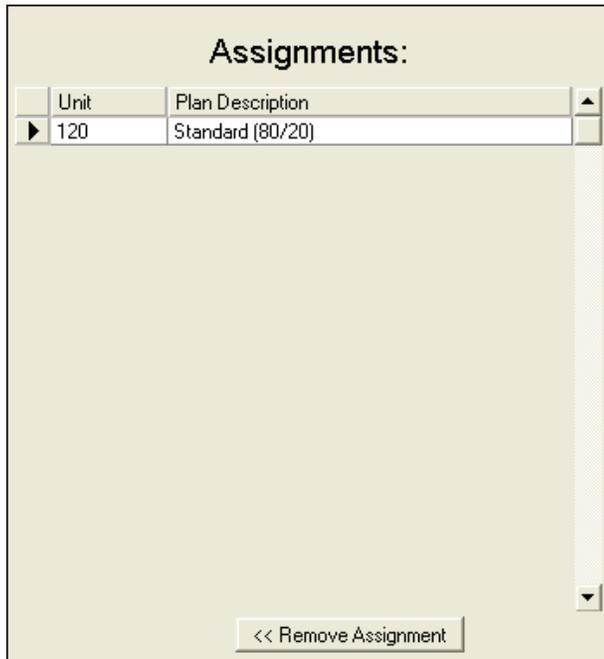
- 2. Click the Commission Assignment tab.



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



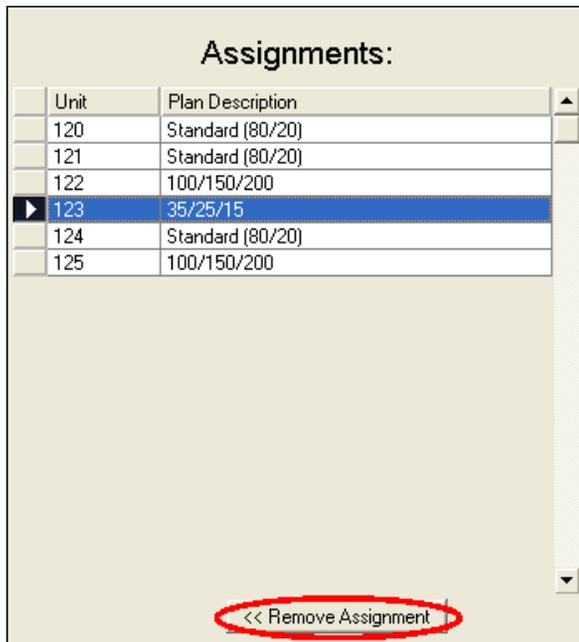
- The unit and plan description are now displayed in the Assignments table.



- 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.***



## 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. Un-scheduled 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 un-scheduled charge is plumbing repairs that are made to the unit. These repairs are not anticipated but are still the owner's responsibility.

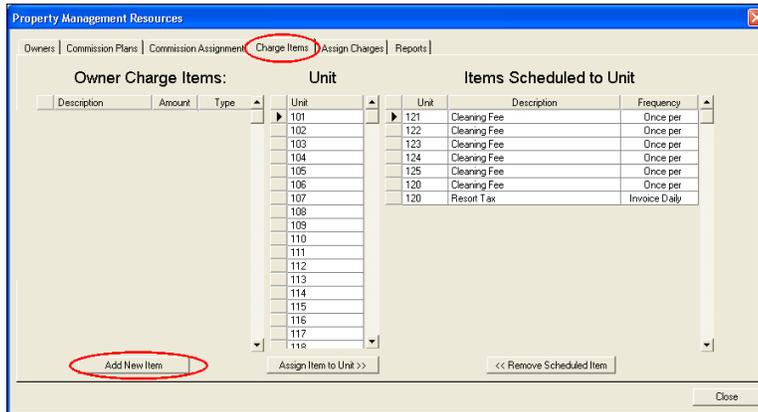
## CREATING SCHEDULED CHARGE ITEMS

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.

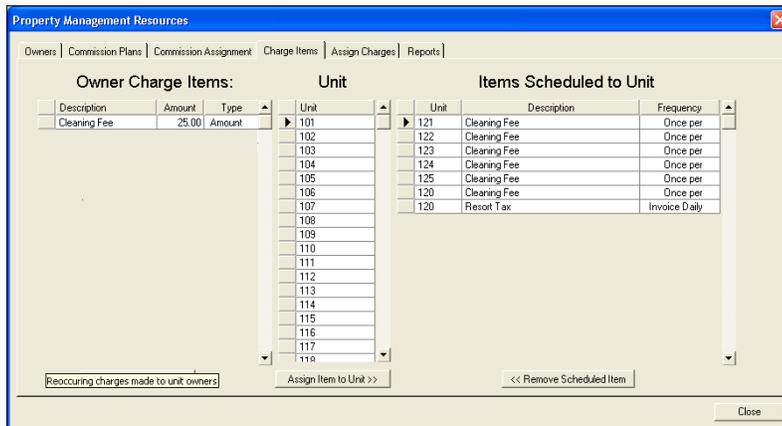


Use the following steps for creating charge items.

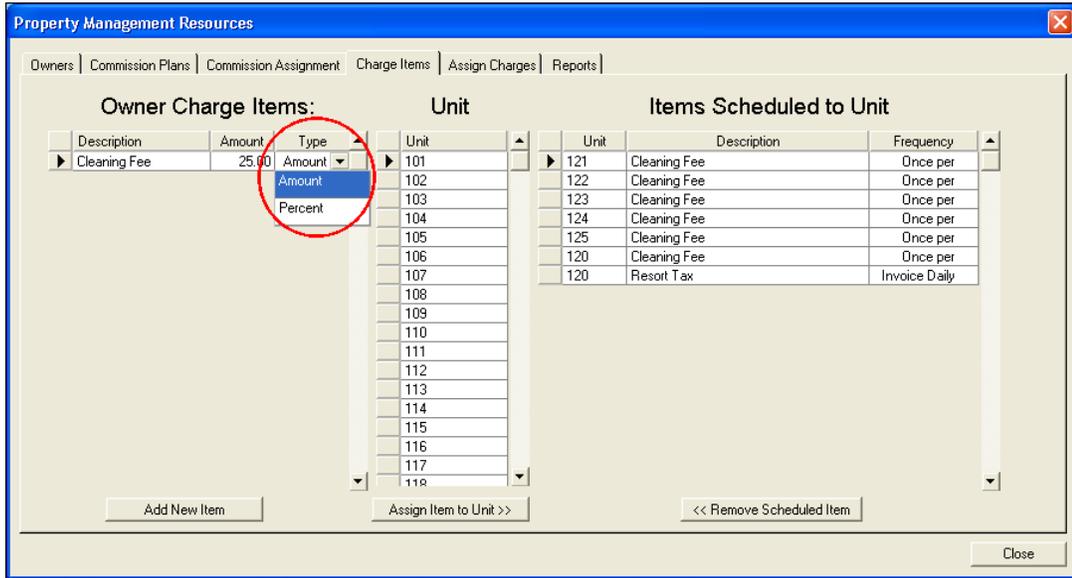
1. Click the Charge Items tab.



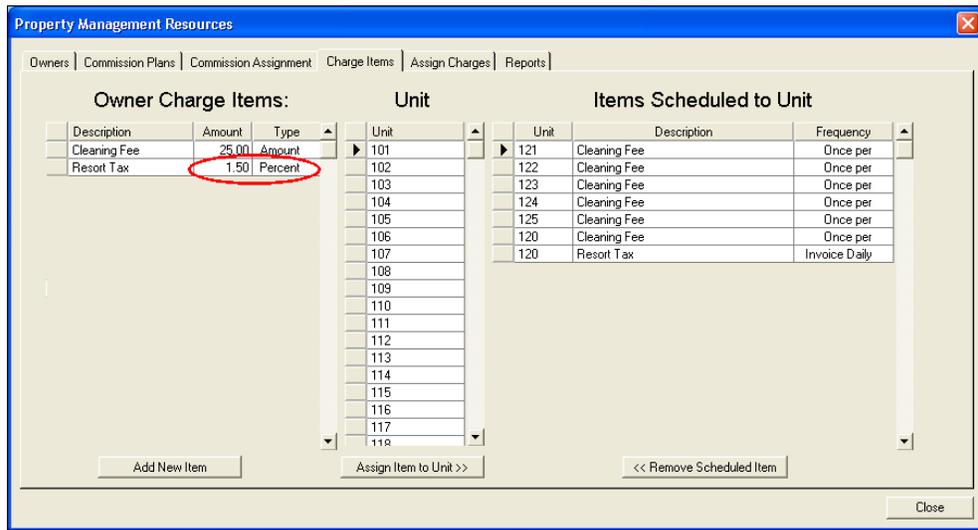
2. Click the Add New Item button (circled in the image above).
3. Enter an owner charge item description and amount to be charged to the owner for the charge item.



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



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

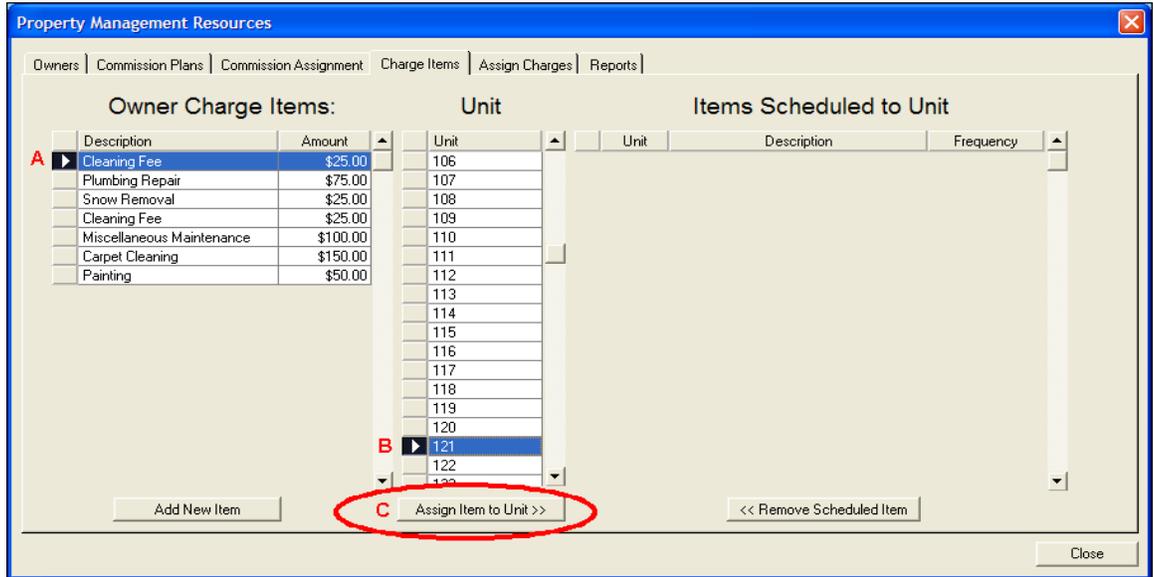


5. Follow steps 2 – 4 above until all owner charge items have been added to the list.

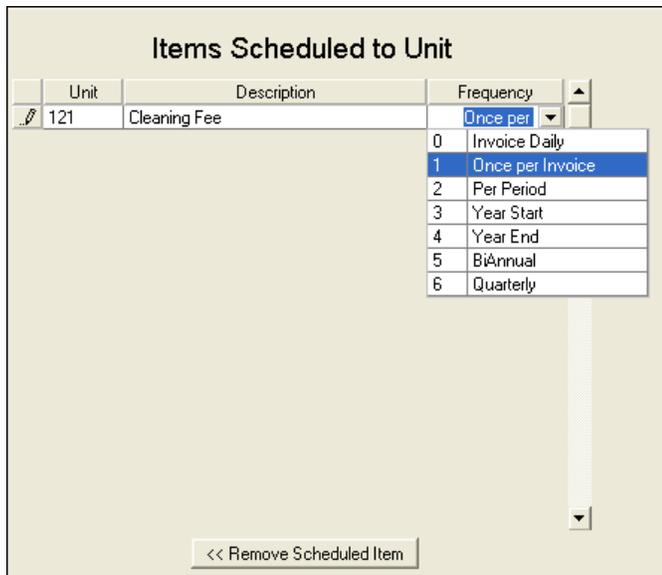
## ASSIGNING SCHEDULED CHARGE ITEMS

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).



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.



- 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.

	Unit	Description	Frequency	
	121	Cleaning Fee	Once per	
	122	Cleaning Fee	Once per	
	123	Cleaning Fee	Once per	
	124	Cleaning Fee	Once per	
	125	Cleaning Fee	Once per	

## 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.



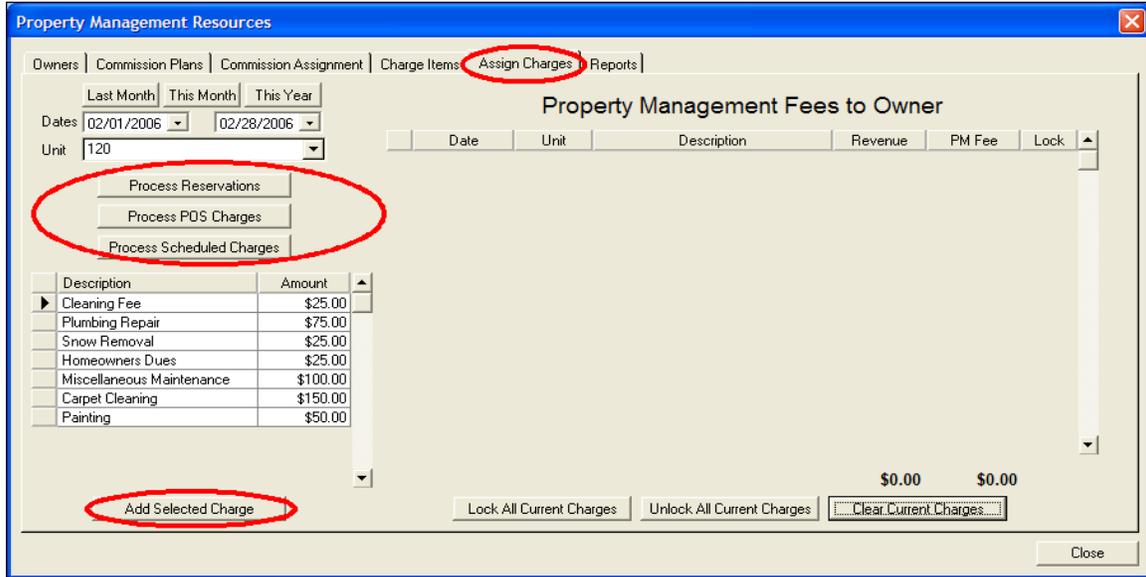
***For more information on when unscheduled charges are assigned to a unit, please refer to the next section, Assign Charges.***

The screenshot displays the 'Property Management Resources' application window with the 'Charge Items' tab selected. It features three main sections: 'Owner Charge Items', 'Unit', and 'Items Scheduled to Unit'. The 'Owner Charge Items' table contains two entries: 'Cleaning Fee' for \$25.00 and 'Plumbing Repair' for \$75.00. The 'Unit' list is currently empty. The 'Items Scheduled to Unit' table shows five 'Cleaning Fee' items assigned to units 121 through 125, each with a frequency of 'Once per'. At the bottom left, the 'Add New Item' button is highlighted with a red circle.

Owner Charge Items:		Unit	Items Scheduled to Unit		
Description	Amount	Unit	Unit	Description	Frequency
Cleaning Fee	\$25.00	101	121	Cleaning Fee	Once per
Plumbing Repair	\$75.00	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			
		107			
		108			
		109			
		110			
		111			
		112			
		113			
		114			
		115			
		116			
		117			
		118			

## 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.

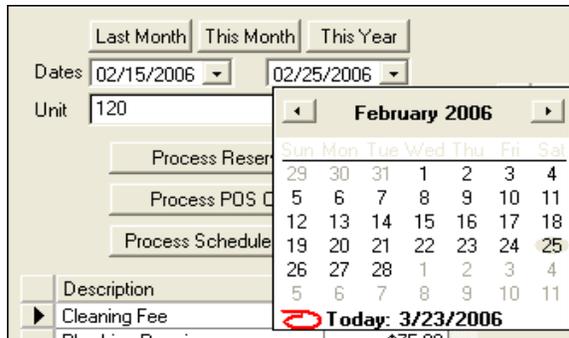


Use the following steps for processing reservations, POS charges, and scheduled charges.

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.



- 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.



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

Unit	120	
	Unit	Long Name
	120	120 - Suite
	121	121 - King
	122	122 - Queen Queen
	123	123 - King
	124	124 - Suite
	125	125 - King

- 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).

	Date	Unit	Description	Revenue	PM Fee	Lock	
▶	2/8/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
	2/9/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
	2/10/2006	120	120 - Suite - Comm	\$145.00	\$29.00	<input type="checkbox"/>	
	2/11/2006	120	120 - Suite - Comm	\$145.00	\$29.00	<input type="checkbox"/>	
	2/12/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
	2/13/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
	2/14/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
	2/15/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	

- If necessary, click the Process POS Charges button.



**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.

Cleaning Fees have been defined to be charged once per invoice.

Date	Unit	Description	Revenue	PM Fee	Lock
2/8/2006	120	Cleaning Fee	\$0.00	\$25.00	<input type="checkbox"/>
2/8/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>
2/9/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>
2/10/2006	120	120 - Suite - Comm	\$145.00	\$29.00	<input type="checkbox"/>
2/11/2006	120	120 - Suite - Comm	\$145.00	\$29.00	<input type="checkbox"/>
2/12/2006	120	Cleaning Fee	\$0.00	\$25.00	<input type="checkbox"/>
2/12/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>
2/13/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>
2/14/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>
2/15/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>



**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.**

7. 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.



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



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

Property Management Fees to Owner						
Date	Unit	Description	Revenue	PM Fee	Lock	
2/8/2006	120	Cleaning Fee	\$0.00	\$25.00	<input type="checkbox"/>	
2/8/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
2/9/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
2/10/2006	120	120 - Suite - Comm	\$145.00	\$29.00	<input type="checkbox"/>	
2/11/2006	120	120 - Suite - Comm	\$145.00	\$29.00	<input type="checkbox"/>	
2/12/2006	120	Cleaning Fee	\$0.00	\$25.00	<input type="checkbox"/>	
2/12/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
2/13/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
2/14/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
2/15/2006	120	120 - Suite - Comm	\$125.00	\$25.00	<input type="checkbox"/>	
2/28/2006	120	Carpet Cleaning	\$0.00	\$95.00	<input type="checkbox"/>	
			\$1,040.00	\$483.00		
<input type="button" value="Lock All Current Charges"/> <input type="button" value="Unlock All Current Charges"/> <input type="button" value="Clear Current Charges"/>						

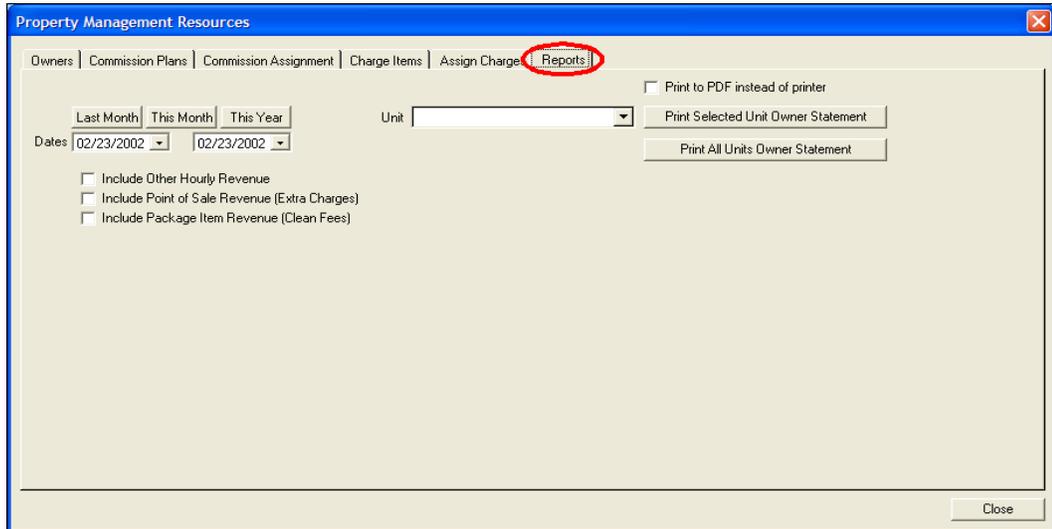


**Entering a checkmark in the Lock column locks the charge so that the item cannot be accidentally cleared. To quickly lock all charges on the screen, click the Lock All Current Charges button. To clear the locked charges, click the Unlock All Current Charges button. To clear the entire list, click Clear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

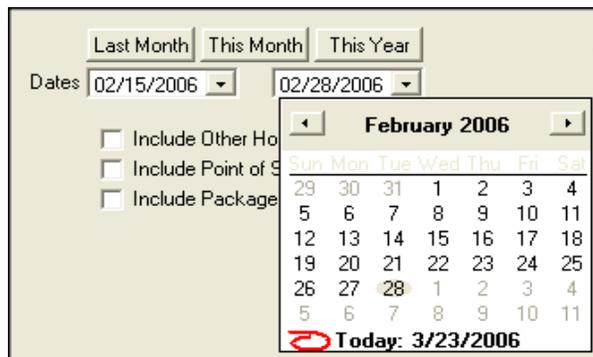
1. Click Tools > Property Management and click the Reports tab.



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.



- 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.



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.

The screenshot shows a software interface for printing owner statements. At the top right, there is a checkbox labeled "Print to PDF instead of printer". Below it is a dropdown menu labeled "Unit" with the value "120" selected. To the right of the dropdown is a button labeled "Print Selected Unit Owner Statement", which is circled in red. Below the dropdown is a table with two columns: "Unit" and "Long Name". The table contains the following data:

Unit	Long Name
120	120 - Suite
121	121 - King
122	122 - Queen Queen
123	123 - King
124	124 - Suite
125	125 - King

Below the table is a button labeled "Print All Units Owner Statement".

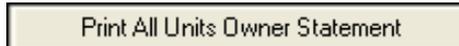
The owner statement for the selected unit and the selected time period is displayed to the screen.

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

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



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



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.

Copies   All Pages  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.

**Owner Statement: 120** 02/01 - 02/28/2006

Item	Value
Owner	Vargas, Rita
Unit	120 - 120 - Suite
Nights Occupied	12
Nights Out of Service	0
Owner Nights	0
Occupancy	43.00
Guest Count	16
<b>Income</b>	
Rental Revenue	\$1,082.00
Total Revenue	\$1,151.40
Tax Revenue	\$113.40
Net Rental Revenue	\$1,040.00
<b>Expenses</b>	
120 - Suite - Comm	\$208.00
Carpet Cleaning	\$95.00
Cleaning Fee	\$50.00
Total Expenses	\$353.00
Amount Due Owner	\$687.00

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

## 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  
[www.rezstream.com](http://www.rezstream.com)  
[sales@rezstream.com](mailto:sales@rezstream.com)  
[support@rezstream.com](mailto:support@rezstream.com)

## REZSTREAM ADDITIONAL REFERENCES

Documents available for download on the documentation download page.

### RezStream Professional:

[http://www.rezstream.com/documentation\\_rezstream\\_professional.htm](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](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](http://rezstream.com/software_demos.htm)