

Reporting Services

Reports List, Outlines, and Rate Structure

Last Updated: 4/26/2011

Virtual Resort Manager



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Report List

*****Press CTRL button + Left Mouse Click to navigate quickly to a report.*****

Standard 6 Reports – These 6 reports come standard with any Reporting Service installation. So clients get these 6 reports plus the custom report they paid for. Please note, these reports are not currently outlined in this document. Why have these reports if they are already in VRM? Originally these reports were supplied to decrease reporting cpu time on the server's.

1. Batch Confirmation
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Executive Report Suite – Still developing reports 35 – 40.

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*****Press CTRL button + Left Mouse Click to navigate quickly to a report.*****

Rate Structure

We offer a few options when it comes to custom reporting. The idea of custom reporting is to allow for clients to access specific data they may need on the fly or customization of existing reports, or completely new reports. The following outlines the rate structure for clients requesting these reports.

- a. If the client simply requests data from their database, we can query that data. VRM compiles a query and imports the data to an excel file and send the file to the client. Each time the file is created and sent a **\$25** charge applies. This option is ideal for one or two time data reports.
Please note that if the query requires extensive development time to create the query, development rates apply at \$125/hr. Once the report is finished, its \$25 each time thereafter.
- b. If a static report needs to be established in the application, then VRM integrates Reporting Services into your system. VRM develops, implements, and establishes the report for the user to access whenever

needed. Rates start at **\$299**. If the report exceeds more than **2.5 hours** of development time, development charges apply thereafter at \$125/hr. This option is ideal for reports that are ran daily, weekly, etc. on a more frequent basis.

Requested Custom Reports

Advanced Rent Request

Purpose:

This report was designed much like a reservation confirmation. The customization of the report focuses on providing the user options to choose Travel Insurance and Damage Deposit Waiver insurance by displaying rate options with and without the insurances. It also collects credit card information, saving the front desk an extra step when the user checks in, by having a credit card number on hand.

Location:

Reservations/Reports/click Reporting Services link/Advanced Rent Request

Parameters Screen:

Office: ALL Offices	Date Range: Last Calendar Year Last Half Yearly Last Quarter Last Month	Starting Date: November 2009 11/19/2009	Ending Date: November 2009 11/19/2009
Date Range is used for:		Sort/Order By:	
<input checked="" type="radio"/> Date Reserved	<input type="radio"/> Arrival Date	<input checked="" type="radio"/> Date Reserved/Reservation ID	<input type="radio"/> Date Arriving
<input type="radio"/> Date Changed	<input type="radio"/> Date Reserved and/or Changed	<input type="radio"/> Date Updated	<input type="radio"/> Property Name
<input checked="" type="checkbox"/> Display Member Reservations?		<input checked="" type="checkbox"/> Display Owner Reservations?	
<input type="checkbox"/> Display Cancelled Reservations?		<input type="checkbox"/> Display Holds?	
Run Report Export to Excel Export to PDF			

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Date Range** – Quick way for user to select dates by yearly quarters.
- c.) **Starting Date** – Start Date of reservations set.

- d.) **Ending Date** – End Date of reservations set.
- e.) **Date Range is used for** – Queries the reservation set by certain date criteria.
 - a.) Date Reserved
 - b.) Arrival Date
 - c.) Date Changed
 - d.) Date Reserved and / or Changed.
- f.) **Sort/ Order By** – User can select the order in which the data is reported.
 - a.) Date Reserved/Reservation ID
 - b.) Date Arriving
 - c.) Date Updated
 - d.) Property Name
 - e.) Guest Name
- g.) **Display Member Reservations?** - Checking this box will display member reservations.
- h.) **Display Canceled Reservations?** - Checking this box will display canceled reservations.
- i.) **Display Owner Reservations?** - Checking this box will display owner reservations.
- j.) **Display Holds?** - Checking this box will display hold reservations.

Report Output:

ADVANCE RENT REQUEST

SECTION 1

Date Reserved: 05/08/2007
Reservation #: 216
Property Name: 104 Doris Day
Property Address: 135 Dune Road
Arrival Date: May 08, 2007
Departure Date: May 15, 2007
Number of Guests: 1
Advance Rent Due: 05/01/2007

Pete C. Wenk
 123 My Street
 My Town, FL, 32433

SECTION 2

Vacation Realty, Inc.
 http://www.vacationrealty.com
 127 Ocean Boulevard Dunes City BK 38724
 Local : 843-737-3436
 Toll Free : 800-453-0965
 Fax : 843-737-3440

Check-In Time:	3:00 PM
Check-Out Time:	11:00 AM

RESERVATION CHARGES:	
Total Rent	\$1,080.00
Tax	\$114.50
CSA Travel Insurance	\$80.80
SD Waiver	\$45.00
OR	
Damage Deposit	\$0.00
Reservation Fee	\$50.00
Pet Fee	\$25.00

CREDIT CARD AUTHORIZATION:

You have the option to make your reservation payment by credit card. This service is provided by a 3rd party under the name of RentPayment T/A Yapstone Inc. Their fee is \$39.95, which will be added to your total authorized payment. This fee is subject to change without notice. Total payment (including service fee) cannot exceed \$4050. A second service fee will be charged for amounts over that maximum limit.

Amount to charge: \$ _____ MC, VISA, or Discover? _____
 Card Expiration Date: ____/____/____ Card Number: _____
 Name on Card: _____ 3-Digit Code (Back of Card): _____
 Authorized Signature: _____
 E-mail: _____

SPECIAL NOTES:

You may choose between the Damage Deposit and the Damage Deposit Waiver with or without Travel Insurance (payment order are shown below).
 If the property allows pets, which you are not bringing you may deduct the Pet Fee of \$115.50 from your chosen payment option. See attached documentation for complete details.

ABOUT YOUR ACCOMODATIONS:

K, Q, F, 2 T, QSS Bedrooms, 4 Baths, 10 Occupancy Limit
Property Phone: 555-555-5599

4 Bedroom, 4 Bath - Accommodates 8 King, Queen, Full, 2 Twins, QSS, Central A/C&H, DW, W/D, microwave, 3 TVs, 3 VCRs, DVD player, stereo w/CD, HOT TUB, ceiling fans, icemaker, baby equipment, wet bar, Den, grill, enclosed OS, decks w/furn, close to beach, shopping and restaurants, 800' to the beach w/direct beach access. DOGS ALLOWED!!!

1st Payment Options: (Select One)	1st Payment Amount	Explanation of Options	Contract Option	Contract Total:
Option A:	\$1,395.30	SD Waiver <i>with</i> CSA Travel Insurance	Option A Total:	\$1,395.30
Option B:	\$1,314.50	SD Waiver <i>without</i> CSA Travel Insurance	Option B Total:	\$1,314.50
Option C:	\$1,550.30	Damage Deposit <i>with</i> CSA Travel Insurance	Option C Total:	\$1,550.30
Option D:	\$1,469.50	Damage Deposit <i>without</i> CSA Travel Insurance	Option D Total:	\$1,469.50

SECTION 4 SOME HOMES DO NOT INCLUDE LINENS!
 Linens & Towels available through Marianne linen Rentals
 www.beachlinen.com or Toll Free: 1-800-695-4212

SECTION 5 Return signed lease and 1st payment by:
 05/01/2007
 Vacation Realty, Inc. reserves the right to accept or reject a tenant.

Thank You! ...for making your reservation through Vacation Realty, Inc. We look forward to your arrival and wish you a great vacation!
TO CONFIRM YOUR RESERVATION, return the Vacation Realty, Inc. copy of the signed lease and required advance rent payment no later than the due date on this contract or your reservation is subject to cancellation to without notice.

THE TERMS AND CONDITIONS as set forth on the reserve side are incorporated by references as if fully set out.
IN WITNESS WHEREOF, this agreement is executed in two counterparts, one being retained by each party hereto.

Pete C. Wenk	Date	Bill Jones	Date
Tenant Signature		Vacation Realty, Inc. - Agent For Owner	
Email Address: _____		Emergency Phone: _____	

SECTION 6

1. **Section 1** – This section displays the reservation, property, and guest information.
 - a. 2. **Section 2** – This section display the name, demographics, and contact phone numbers of the company. It also displays the check in/out times of the reservation.
 3. **Reservation Charges** – This box area displays the financial Rent, insurance, tax, and fees on the reservation.
 4. **Credit Card Authorization** – In the case of this custom report, this section is used to retrieve credit card information. It can be customized to the clients liking though as it is all hard coded.
 5. **Special Notes** – This is another customizable section. Any special notes you would like to relay to the guest can be hard coded here as well. This section will display the same information on all confirmations.

6. **About Your Accommodations** - This section display property information. Mainly the description of the property as well as the beds and phone number information.
7. **Section 3** – This is the focus of the customization. This is the section that supplies options for the client to choose from. Providing 4 separate options, gives the guest control over what they want to chose in regards to insurances.
8. **Section 4** – This is another customizable area. The section static to all confirmations.
9. **Section 5** – This section displays when the first payment is due on the reservation.
10. **Section 6** – Section 6 is customizable literature static to all confirmations. The signature lines and email address information lines are located here as well.

Average Lead Time

Purpose:

This report was designed to display the average lead time of a property, and the office for a given time frame. This helps the client with marketing. Depending on the majority of when a reservation is made and how many days out, they can determine when to start marketing for certain holidays, events, etc.

Location:

Reservations/Reports/click Reporting Services link/Average Lead Time

Parameters Screen:

Office: ALL Offices	Property List: All Properties
Starting Date: December 2009 12/04/2009	Ending Date: December 2009 12/04/2009
Marketing Code: ALL Marketing Codes	Order / Sort Type: <input checked="" type="radio"/> by Marketing code <input type="radio"/> by Property
Run Report Export to Excel Export to PDF	

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Property List** – Select a single property or all properties.
- c.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.
- e.) **Marketing Code** – Single Marketing Code or all Marketing Codes.
- f.) **Sort / Order Type** – Report can be grouped by Marketing Code or by Property.

Report Output:

Average Lead Time Report

Office: ALL Offices

Dates: 1/1/2008 - 7/17/2009

Marketing Code: ALL Marketing Codes

<u>Reservation ID</u>	<u>Property</u>	<u>Arrival Date</u>	<u>Departure Date</u>	<u>Status</u>	<u>Date Reserved</u>	<u>Lead Time</u>
				<u>Number Guests</u>	<u># Nights</u>	<u>Price Rent</u>
Vacation Realty, Inc.						
& Again & Again						
Average Lead Time: -17.29						
1070	Cleveland Plain Dealer	3/1/2008	3/8/2008	Checked In	3/13/2008	-12
				1	7	\$1,000.00
1186	Cleveland Plain Dealer	12/20/2008	12/27/2008	Checked In	11/20/2008	30
				1	7	\$995.00
1185	Cleveland Plain Dealer	1/3/2009	1/10/2009	Checked In	11/20/2008	44
				1	7	\$1,045.00
1187	Cleveland Plain Dealer	1/10/2009	1/17/2009	Checked In	11/20/2008	51
				1	7	\$1,045.00
1329	Rent Joes House	3/14/2009	3/21/2009	Checked In	7/13/2009	-121
				1	7	\$1,195.00
1323	Rent Joes House	3/21/2009	6/1/2009	Checked In	6/24/2009	-95
				1	72	\$2,430.00
1324	Cleveland Plain Dealer	6/6/2009	6/13/2009	Checked In	6/24/2009	-18
				1	7	\$1,000.00
1334	Rent Joes House	6/6/2009	6/13/2009	Checked Out	7/21/2009	-45
				1	7	\$970.00
Totals:		Average Lead Time	# Nights	# Guests	# Reservations	Price Rent
		-66.00	28	4	4	\$3,970.00
100 Easy Goin'						
Average Lead Time: -27.00						
1330	Rent Joes House	6/20/2009	6/27/2009	Checked Out	7/17/2009	-27
				1	7	\$1,085.00
Totals:		Average Lead Time	# Nights	# Guests	# Reservations	Price Rent
		-27.00	7	1	1	\$1,085.00
Grand Totals:						
		Average Lead Time	# Nights	# Guests	# Reservations	Price Rent
		-13.25	227	25	24	\$20,290.00

Printed: 11/20/2009 3:53:51 PM

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Data Reported:

1. **Reservation ID** – reservation ID
2. **Property** – Property Name on the reservation.
3. **Arrival Date** – Reservation arrival date
4. **Departure Date** – Reservation departure date
5. **Status** – Reservation status
6. **Date Reserved** – When the reservation was made.
7. **Lead Time** – Number of days between Date Reserved and Arrival Date of the reservation.

8. **Number of Guests** – Number of guests on the reservation.
9. **# of Nights** – Number of night’s reservation consists of.
10. **Price Rent** – Rental price on the front of the reservation.”
11. **Average Lead Time** – This is the meat of the report. All properties Lead Time / # of properties.
12. **Grand Totals** – a.) Average Lead Time of the reporting time frame
b.) # of Nights
c.) # of Guests
d.) # of reservations
e.) Rental Price

Check In Packages Directions

Purpose:

This report is exactly like the check in packages report via (Reservations/Reports/Check In Packages with full sheet radio button selected). The only customization on this report exists on the left side of the report, allowing clients to enter direction information. This is very helpful for guests to find the vacation rental, in mountainous or nestled beach locations.

Location:

Reservations/Reports/click Reporting Services link/Check In Packages

Parameters Screen:

Office: ALL Offices	Date Range: Last Calendar Year Last Half Yearly Last Quarter Last Month	Starting Date: July 2009 07/28/2009	Ending Date: July 2009 07/28/2009
Date Range is used for:		Sort/Order By:	
<input checked="" type="radio"/> Date Reserved	<input type="radio"/> Arrival Date	<input checked="" type="radio"/> Date Reserved/Reservation ID	<input type="radio"/> Date Arriving
<input type="radio"/> Date Changed	<input type="radio"/> Date Reserved and/or Changed	<input type="radio"/> Date Updated	<input type="radio"/> Property Name
<input checked="" type="checkbox"/> Display Member Reservations?		<input checked="" type="checkbox"/> Display Owner Reservations?	
<input type="checkbox"/> Display Cancelled Reservations?		<input type="checkbox"/> Display Holds?	
		Reservation ID:	<input type="text"/>
<input type="button" value="Run Report"/> <input type="button" value="Export to PDF"/>			

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Date Range** – Quick way for user to select dates by yearly quarters.
- c.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.
- e.) **Date Range is used for** – Queries the reservation set by certain date criteria.
 - a.) Date Reserved
 - b.) Arrival Date
 - c.) Date Changed
 - d.) Date Reserved and / or Changed.
- f.) **Sort/ Order By** – User can select the order in which the data is reported.
 - a.) Date Reserved/Reservation ID
 - b.) Date Arriving
 - c.) Date Updated
 - d.) Property Name
 - e.) Guest Name
- g.) **Display Member Reservations?** - Checking this box will display member reservations.
- h.) **Display Canceled Reservations?** - Checking this box will display canceled reservations.
- i.) **Display Owner Reservations?** - Checking this box will display owner reservations.
- j.) **Display Holds?** - Checking this box will display hold reservations.
- k.) **Reservation ID** – Allows the user to enter a single reservation ID. Maybe for a guest who is at the front desk checking in or something on those lines.

Report Output:

Vacation Rentals

P.O. Box 1451
Gulf Properties, MA 88888

Phone: 999-999-9999
Cell: 999-999-9999
Email: abc@abc.com

Shaun Mills

1234 Bland Rd
Yonkers, NY 99999

Reservation ID: 444
Arrival Date: Thursday, August 13, 2009
Check Out Date: Tuesday, August 18, 2009
Of Nights: 5
Date Reserved: Monday, July 27, 2009
Total Guests: 1
Guests under 25: 0
Reservationist: Rachael Comstock

Property: Beach Club - Bristol
305
925 Beach Club Trail -
Gulf Shores, AL 36542



\$0.00
\$0.00
Total Rent: \$0.00

Directions:

Turn Left on 185 South Ave
Turn Right on Belvedere Lane
Travel 50 miles on HWY 70
Exit # 45
Turn Left on Royalty Blvd
Second House on left Beach Front

SECTION 1

-\$1.00

Total Other Charges: \$95.00
Total Taxes and Fees: \$0.00
Total Vacation Cost: \$95.00
Damage Deposit: \$0.00
Total Bill: \$95.00
Amount Received: \$0.00
Total Left To Pay: \$0.00

1. **Section 1** – This section is where the directions to the property vacation rental. This section is setup at the property level. Go to: Properties/Manage Properties/Select an Office/Select a property/Click the “Edit” button/Select the “Misc” tab/then find the “Check-In Info:” section. This is where the client can enter directions to their property, which will display on any of the properties reservation confirmations.

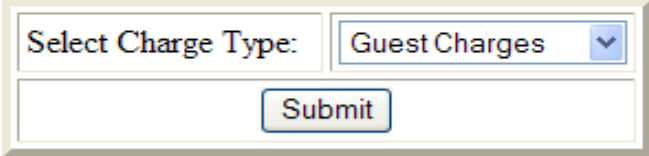
Discount Code

The discount code report is designed for users to apply and track discounts, on reservations. A user has the ability to update, or remove discounts codes to guest charges and rent adjustments, to qualify those charges as discounts. In order for Discount Code functionality to apply, VRM must integrate the admin interface. It is here that the user will be able to setup any discount codes. To monitor the financial data by reservations the end user must have reporting services. Through reporting services the Discount Code report can be ran and managed.

Administrative Interface Functionality:

1. To access the user interface to apply/remove discount codes click this link:
https://c21action.vrmgr.com/discount_codes/index.asp
2. This will bring you to the following screen:

Discount Code Application:



The image shows a web form titled "Discount Code Application". It contains a label "Select Charge Type:" followed by a dropdown menu with "Guest Charges" selected. Below the dropdown is a "Submit" button.

3. From here the user has the ability to select Guest Charges or Rent Adjustments, to apply discount codes too. The user can ONLY update Guest Charges OR Rent Adjustments, not both at the same time.
4. Once "Submit" is clicked, this should bring you to the following screen. This screen allows users to enter, remove, or update discount codes. The charges listed must be configured using the following criteria:
 - a. Rent Adjustments – Negative, Add to Rent.
 - b. Guest Charges – Negative, NON – Confirmation No Show.

The screen lists the Name, Amount, Amount Type and the Discount Code. ONLY the discount code field can be changed.

Discount Code Application:

Name	Amount	Type	Discount Code
.Discount Code GC	-200	\$	<input type="text" value="GC3"/>
50 Qt Cooler - Rolling	-20	\$	<input type="text" value="GC2"/>
Baby Jogger (double)	-65	\$	<input type="text" value="GC1"/>

5. Once the Update Discount Code(s) button is clicked, the following screen should display. The user then has the ability to update more discount codes.

Discount Code Update Complete!

6. Once all discount codes have been entered, the user can then review the Discount Code Report. The following literature outlines the report.

Location:

Reservations/Reports/click Reporting Services link/Discount Code

Data Set Criteria

1. Queries all **Short Term** reservations
2. **Member only.**
3. **Non-cancelled** reservations.
4. **Only reservations with configured discounts charges applied to the reservation.**
5. Start and End Dates **by Arrival** Dates or **by Date Reserved**
6. By charge type – Rent Adjustments with discount codes applied or Guest Charges with discount codes applied, or both.
7. By Agent – User can select a single agent or all agents.
8. By Discount – User can select a single discount or all discounts.

Report Parameter Screen

Office: ALL Offices											
Starting Date: February 2009 02/11/2009	Ending Date: February 2009 02/11/2009										
Date Range: <input checked="" type="radio"/> Reserved <input type="radio"/> Arrival	Agents List: <input type="checkbox"/> In-active/Archived										
Group By: <input checked="" type="radio"/> Discounts <input type="radio"/> Agents	<table border="1"> <tr><td>ALL Agents</td></tr> <tr><td>Sally Albinger</td></tr> <tr><td>David Bowie</td></tr> <tr><td>Erica Brown</td></tr> <tr><td>Scott Erickson</td></tr> <tr><td>Cathy Hamersley</td></tr> </table>	ALL Agents	Sally Albinger	David Bowie	Erica Brown	Scott Erickson	Cathy Hamersley				
ALL Agents											
Sally Albinger											
David Bowie											
Erica Brown											
Scott Erickson											
Cathy Hamersley											
Guest Charges:	Rent Adjustments:										
<table border="1"> <tr><td>ALL Guest Charges</td></tr> <tr><td>No Guest Charges</td></tr> <tr><td>Baby Jogger (double)</td></tr> <tr><td>50 Qt Cooler - Rolling</td></tr> <tr><td>.Discount Code GC</td></tr> </table>	ALL Guest Charges	No Guest Charges	Baby Jogger (double)	50 Qt Cooler - Rolling	.Discount Code GC	<table border="1"> <tr><td>ALL Rent Adjustments</td></tr> <tr><td>No Rent Adjustments</td></tr> <tr><td>Housekeeping-193</td></tr> <tr><td>Housekeeping- 230</td></tr> <tr><td>.Discount Code RA</td></tr> </table>	ALL Rent Adjustments	No Rent Adjustments	Housekeeping-193	Housekeeping- 230	.Discount Code RA
ALL Guest Charges											
No Guest Charges											
Baby Jogger (double)											
50 Qt Cooler - Rolling											
.Discount Code GC											
ALL Rent Adjustments											
No Rent Adjustments											
Housekeeping-193											
Housekeeping- 230											
.Discount Code RA											
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>											

1. **Office** – User can select all offices or a single office
2. **Date Range** – a. Reserved – queries reservations by date reserved. b. Arrival – queries reservations by arrival date.
3. **Starting/Ending Date** – Start and End dates of reporting time frame.
4. **Agents List** – Queries all active employees.
5. **Inactive/Archived(Agents)** – When user select archived all active, inactive, and archived employees display.
6. **Group By** – a. Discounts – groups the dataset by discount name. b. Agents – groups the dataset by agent name.
7. **Guest Charges** – List all guest charges with an amount < 0, and a discount code applied to the charge.
8. **Rent Adjustments** – List all rent adjustments < 0, Add to Rent configuration selected, and a discount code applied to the charge.
9. **Run Report** – Select this button to run report in HTML format
10. **Export to Excel** – Select this button to run the report in Excel format
11. **Export to PDF** – Select this button to run the report in .pdf format.

Report Design

By Discounts:

**Discount Code Report for Sunday, February 01, 2009
through Monday, February 09, 2009**
Office: All Offices

<u>Res ID</u>	<u>Rent</u>	<u>Commission</u>	<u>Discount Amount</u>	<u>Net Rent</u>	<u>Discount Commission</u>	
Housekeeping-193						
44258	\$470.00	\$117.50	(\$193.00)	\$277.00	(\$69.25)	
44259	\$710.00	\$177.50	(\$193.00)	\$517.00	(\$129.25)	
Totals:	2	\$1,180.00	\$295.00	(\$386.00)	\$794.00	(\$198.50)
50 Qt Cooler - Rolling						
44258	\$277.00	\$69.25	(\$20.00)	\$277.00	(\$69.25)	
Totals:	1	\$277.00	\$69.25	(\$20.00)	\$277.00	(\$69.25)
Baby Jogger (double)						
44258	\$277.00	\$69.25	(\$65.00)	\$277.00	(\$69.25)	
Totals:	1	\$277.00	\$69.25	(\$65.00)	\$277.00	(\$69.25)
Housekeeping- 230						
44258	\$507.00	\$126.75	(\$230.00)	\$277.00	(\$69.25)	
Totals:	1	\$507.00	\$126.75	(\$230.00)	\$277.00	(\$69.25)
.Discount Code GC						
44259	\$517.00	\$129.25	(\$200.00)	\$517.00	(\$129.25)	
44260	\$750.00	\$135.00	(\$200.00)	\$750.00	(\$135.00)	
Totals:	2	\$1,267.00	\$264.25	(\$400.00)	\$1,267.00	(\$264.25)
.Discount Code RA						
44260	\$850.00	\$153.00	(\$100.00)	\$750.00	(\$135.00)	
Totals:	1	\$850.00	\$153.00	(\$100.00)	\$750.00	(\$135.00)
# Res	Price Rent	Commission	Discount Amount	Net Rent	Discount Commission	
Totals: 3	\$2,260.00	\$505.50	(\$1,201.00)	\$1,544.00	(\$333.50)	

By Agents:

**Discount Code Report for Sunday, February 01, 2009
through Monday, February 09, 2009**

Office: All Offices

Res ID	Rent	Commission	Discount Amount	Net Rent	Discount Commission	
Cathy Hamersley						
44258	\$700.00	\$175.00	(\$508.00)	\$277.00	(\$69.25)	
Totals:	1	\$700.00	\$175.00	(\$508.00)	\$277.00	(\$69.25)
Scott Erickson						
44259	\$710.00	\$177.50	(\$393.00)	\$517.00	(\$129.25)	
44260	\$850.00	\$153.00	(\$300.00)	\$750.00	(\$135.00)	
Totals:	2	\$1,560.00	\$330.50	(\$693.00)	\$1,267.00	(\$264.25)
# Res	Rent	Commission	Discount Amount	Net Rent	Discount Commission	
Totals:	3	\$2,260.00	\$505.50	(\$1,201.00)	\$1,544.00	(\$333.50)

- Reservation ID** – Reservation ID with discount(s) applied.
- Price Rent** – \$ Rental Price on the front of the reservations **WITHOUT** discounts. Note, only rent adjustment discounts will affect this figure, guest charges will not because they are not add to rent and do not affect the front of a reservation.
- Commission** – Commission \$ amount on the front of the reservation.
- Discount Amount** – Sum of ALL **Guest Charges < \$0.00** and **Rent Adjustments < \$0.00** and **add to rent check box select**, with **discount codes** applied to the charge.
- Net Rent** – Net rent is the rental rate on the front of the reservation **WITH** discounts included.
- Discount Commission** – Sum of all Management Fees applied to **Guest Charges < \$0.00** and **Rent Adjustments < \$0.00** and **add to rent**, with **discount codes** applied to the charge by agent and by discount.
- Individual **Totals** – Total amounts for reservation set per discount or agent.
 - # Res** - # of reservations falls under the **Reservation ID** column. This counts the number of reservations corresponding to discounts, or agents.
 - Price Rent** – Total price rent per reservation **WITHOUT** discounts, by discount or agent.
 - Commission** – Total commission per reservation, by discount or agent
 - Discount Amount** - By Discount – Total discount amount per reservation. By Agent -- Total **guest charges and rent adjustments** applied to that reservation.
 - Net Rent** – Total rental rate of the reservations set **WITH** discounts included. Note, only rent adjustment discounts will affect this figure, guest charges will not because they are not add to rent and do not affect the front of a reservation.
 - Discount Commission** - By Discount – Total discount commission per reservation. By Agent -- Total **guest charges and rent adjustments commission** applied to that reservation.
- Cumulative **Totals** – Total amounts for reservation set per discount or agent. **Important note: letters “a, b, and c” are cumulative totals, NOT running totals of their corresponding columns. What this means is a reservation can have 2 reservations with the same discount applied, yet we only need to count the price rent of that reservation once. Letters “d, and e” are running totals of their corresponding columns.**
 - # Res** - # of reservations falls under the **Reservation ID** column. This counts the number of reservations in the dataset, regardless of by discount or by agent. This figure is **NOT** a running total of the # or reservations column.

- b.) **Price Rent** – Total price rent of all reservation within the dataset **WITHOUT** discounts, regardless of by discount or by agent.
- c.) **Commission** – Total commission per reservation, by discount or agent
- d.) **Discount Amount** - By Discount – Total discount amount per reservation. By Agent -- Total **guest charges and rent adjustments** applied to that reservation.
- e.) **Net Rent** – Total rental rate of the reservation **WITH** discounts included. Note, only rent adjustment discounts will affect this figure, guest charges will not because they are not add to rent and do not affect the front of a reservation.

Discount Commission - By Discount – Total discount commission per reservation. By Agent -- Total **guest charges and rent adjustments commission** applied to that reservation.

Flip Key

Purpose:

This report is used by clients who use Flip Key (<http://www.flipkey.com>). Flip Key is a reputation based vacation rental service featuring the largest collection of verified guest reviews. Clients integrate with Flip Key to ensure travelers find the right vacation home. This report allows VRM clients to provide the necessary information to Flip Key, to begin their Flip Key service.

Location:

Properties/Reports/click Reporting Services link/Flip Key Report

Parameters Screen:

Office List:	
<div style="border: 1px solid #ccc; padding: 2px;"> ALL Offices Avocet Properties, Inc. </div>	
Starting Date:	Ending Date:
<div style="display: flex; gap: 5px;"> November ▼ 2009 ▼ 📅 </div> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">11/20/2009</div>	<div style="display: flex; gap: 5px;"> November ▼ 2009 ▼ 📅 </div> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">11/20/2009</div>
<div style="display: flex; justify-content: space-around; gap: 20px;"> Run Report Export to Excel Export to PDF </div>	

1. **Office List** – User can select an individual office or all offices.
2. **Starting Date** – Select the starting date of the reporting time frame.
3. **Ending Date** – User can select the ending date of the reporting time frame.

The report dataset consists of all member reservations within the selected office, with a departure within the reporting time frame. Canceled reservations are excluded from the report.

Report Output:

The report is generally ran to "Export to Excel" so they can send the reservation information to flip key.

Flip Key Report

Office: Vacation Real Estate
Dates: 1/1/2008 - 2/1/2008

Office: Vacation Real Estate

Date Start	Date End	Property Name	Reservation Email Address
12/27/2007	1/3/2008	118 Palmetto Ave - The Seashell Cottage- 129420	abc@abc.com
1/14/2008	1/19/2008	118 Palmetto Ave - The Seashell Cottage- 129420	abc@abc.com
12/1/2007	1/31/2008	155 Crescent Dr - Seven Palms	abc@abc.com
1/27/2008	2/1/2008	237 64th St - Tropical Villa- 124597	abc@abc.com
1/19/2008	1/26/2008	308 Spring Ave - Haven House	
12/14/2007	1/4/2008	503 South Bay Blvd - Gotta Getaway- 124607	abc@abc.com
12/27/2007	1/3/2008	509 South Bay Blvd - All Decked Out	abc@abc.com
1/24/2008	1/27/2008	514 Loquat Dr - Twin Palms- 124610	
12/22/2007	1/7/2008	521 74th St - Captain's Quarters	
12/18/2007	1/18/2008	787 North Shore Dr - Banana Wind	
1/1/2008	1/31/2008	787 North Shore Dr - Banana Wind	abc@abc.com
1/1/2008	1/31/2008	802 Fern Ave - The Fabulous Fern	
12/24/2007	1/2/2008	809 North Shore Dr - Heavenly Sunset	abc@abc.com



Housekeeping Daily Hotel

This report will provide a day to day housekeeping report outlining the types of cleans to be performed and the amount of time each clean will take to complete. This is ideal for hotel management companies that have set criteria for housekeeping cleans.

This report will require additional programming to meet the needs of any other client besides Beachers. This is NOT a canned report and will require additional development time.

This report is not currently being used by any company. The standard \$299 rate does not apply for this report as custom database programming as well as report implementation is required.

Location:

Housekeeping/Reports/click Reporting Services link/ Housekeeping

Parameter Screen:

Office List:
ALL Offices
Vacation Realty, Inc.
VR Beach and Tennis Cl

Starting Date:
December 2009
12/04/2009

Ending Date:
December 2009
12/04/2009

Run Report Export to Excel Export to PDF

At this time the parameter screen has not been developed, as this was an unfinished report.

Report Output:

Beachers Lodge - Housekeeping Daily Report

Property Name	Status	Clean Type	Occ Type	Unit Type	Hours Req'd	Arrival Date	Departure Date	Next Arrival Date	Res ID	Last Name	Number of Guests
Cleans for 12/4/2009.											
& Again & Again	Needs Cleaning									***Clean/Vacant	0
.AAAA Property	Check Property / On Change									***Clean/Vacant	0
.Beautiful Lagoon	Check Property / On Change									***Clean/Vacant	0
.Christian 1	Is Clean									***Clean/Vacant	0
.Property Joey Test	Is Clean	D	R	C	0.00	10/30/2009	1/9/2010			Angle	1
069 Sawyer Two	Check Property / On Change									***Clean/Vacant	0
100 Easy Goin'	Check Property / On Change									***Clean/Vacant	0
101 Helen's Place	Check Property / On Change									***Clean/Vacant	0
102 A Shore Thing	Is Clean									***Clean/Vacant	0
103 Miller Time	Check Property / On Change									***Clean/Vacant	0
104 Doris Day	Needs Cleaning									***Clean/Vacant	0
Cleans for 12/4/2009.											
VR Beach & Tennis Club 113	Needs Cleaning									***Clean/Vacant	0
Total					0.00	for 12/4/2009					
Clean Type	Total Cleans			Hours Reg'd							
A	0			0.00							
C	0			0.00							
D	1			0.00							
S	0			0.00							
Grand Total	1			0.00							

Property Name – The name of the property reported.

Property's Housekeeping Status – Properties current housekeeping status.

Clean Type – See notes below.

Occupancy Type – See notes below.

Unit Type – Identifies the property type, or bed type of the room.

Hours Required to perform the Clean - # of hours to clean based on configurations.

Reservation check in date – Reservation check in date.

Reservation check out date - Reservation check out date.

Next future reservation check in date – Next reservation check in date, after current reservation.

Next future reservation ID – Next reservation to check in, after current reservation.

Last Name of the current guest – Last name of current guest of reservation.

Unit Type

The first thing which will need to be setup within the database is the unit type configurations. A property's unit type is setup on the general tab of the property configuration page. A VRM developer will need to configure each unit type option within the VRM application with one of the following unit type report options:

K = **King**

M = **Manager's Suite**

Q = **Queen**

S = **Studio**

The daily housekeeping report output will display a unit type report option for each property requiring a cleaning event. The unit type options can be edited to display based on the needs of the client. To edit the name or add an additional unit type option, additional programming time will be required.

Clean Type

The following clean types are setup in the database:

A = The '**Arrival clean**' value will appear on the day a reservation is checking into a property.

C = The '**Checkout Clean**' value will appear on the day a reservation is checking out of a property.

D = The '**Daily Clean**' value will appear for days during a reservation when the day is not an arrival, check out, or change sheet clean days.

S = The '**Change Sheets**' value will appear based on an interval configuration setup within the data base. If the change sheet value is configured to appear on the third day of the reservation, the report will display as follows: Check in = 1st day, Daily clean, Daily clean, Change sheets day.

To add or change clean types additional programming will be required.

Occupancy Type

The following occupancy types are setup in the database:

C = **Complimentary** stay, \$0 member reservation

M = **Maintenance**, Blackout

O = **Owner** reservation

R = **Member** Reservation

Required Hour Values

The required hour values displayed within the housekeeping daily report is based on the unit type and clean type combination.

Clean Type/Unit type, Hours:

A/ (any unit type), .25 *example: Arrival Clean / (any unit type) = .25 hours to clean*

C/Q, .75 *example: Check Out Clean / Queen Unit type = .75 hours to clean*

C/S, .5
C/K, 1.0
D/S, .4
D/Q, .5
D/K, .5
S/K, .75
S/S, .5
S/Q, .75

example: Check Out Clean / Studio Unit type = .50 hours to clean

A VRM developer will be required to configure the clean type to unit type hour amounts within the database. The hour amount values will need to be determined by the client, but set within the database.

Housekeeping notes will appear on the report output.

The report will display housekeeping data per day and have the capability to display multiple day's worth of housekeeping data. The bottom of the report will provide a total section.

Seasonal reservations will appear within the report output with a clean type of 'S' (change sheets) every Tuesday. This is configurable to appear on the same day of each week.

The daily housekeeping report will be run each day. The report output will list all properties setup within the VRM application. Each property requiring a cleaning event will have the following data displayed:

A property not requiring a cleaning event will not have any of the following information displayed within the report output. The words '*Clean/Vacant*' will appear within the report output where the current reservation guest's last name value appears.

Pace Report

Purpose:

This report was designed to provide a bench mark of where a company stands on a given date. This report utilizes date reserved to find out how many reservations were on the books on a cutoff date.

The report is a summary report to help them see how much ahead or behind they are at a specific time compared to last year.

Location:

Accounting/Reports/click Reporting Services link/Pace Report

Parameter Screen:

The screenshot shows a web-based parameter screen for a report. It is divided into three main sections: 'Office List', 'Property List', and 'Date'. The 'Office List' section contains a dropdown menu with four options: 'ALL Offices', 'Sand Dollar', 'Sea Coast Suites', and 'Sneads Ferry - Century'. The 'Property List' section contains a dropdown menu with one option: 'All Properties'. The 'Date' section contains a month dropdown menu set to 'July', a year dropdown menu set to '2008', and a date input field containing '07/1/2008'. At the bottom of the screen, there are three buttons: 'Run Report', 'Export to Excel', and 'Export to PDF'.

- a.) **Office List** - User can select all offices or a single office
- b.) **Property List** – User can select all properties or a single property
- c.) **Date** – User can select a Single Date (Example: July 1st, 2008)

Report Output:

This report displays all figures before and after the date selected.

Vacation Realty, Inc.
Reservation Pace Report
 Compare Year 2006 to Year 2007

Month	2006 as of 7/1/2006		2007 as of 7/1/2007		D I F F E R E N C E			
	Resv Gross	Nights	Resv Gross	Nights	Resv Gross	%	Nights	%
Jan	\$1,440,538.75	8034	\$1,921,873.24	9688	\$481,334.49	33 %	1654	21 %
Feb	\$1,438,297.33	8013	\$1,892,602.04	9393	\$454,304.71	32 %	1380	17 %
Mar	\$1,423,918.76	7870	\$1,887,012.04	9335	\$463,093.28	33 %	1465	19 %
Apr	\$1,386,597.55	7502	\$1,859,840.76	9058	\$473,243.21	34 %	1556	21 %
May	\$1,249,703.05	6351	\$1,720,961.86	7891	\$471,258.81	38 %	1540	24 %
Jun	\$1,078,755.18	4980	\$1,534,478.42	6420	\$455,723.24	42 %	1440	29 %
Jul	\$518,160.15	2160	\$465,476.25	1672	(\$52,683.90)	-10 %	-488	-23 %
Aug	\$1,336,377.60	5231	\$1,918,371.67	6732	\$581,994.07	44 %	1501	29 %
Sep	\$2,050,822.86	8824	\$2,825,686.25	10523	\$774,863.39	38 %	1699	19 %
Oct	\$2,201,133.81	9996	\$2,974,694.69	11718	\$773,560.88	35 %	1722	17 %
Nov	\$2,228,329.97	10179	\$3,003,561.82	11938	\$775,231.85	35 %	1759	17 %
Dec	\$2,233,644.25	10216	\$3,015,531.82	12026	\$781,887.57	35 %	1810	18 %
Totals:	\$18,586,279.26	89356	\$25,020,090.86	106394	\$6,433,811.60	35 %	17038	19 %
	2007 as of 7/1/2006		2008 as of 7/1/2007					
Jan	\$173,890.36	551	\$169,164.35	589	(\$6,162.45)	-3 %	38	7 %
Feb	\$172,990.36	544	\$167,457.91	571	(\$5,532.45)	-3 %	27	5 %
Mar	\$172,990.36	544	\$167,457.91	571	(\$5,532.45)	-3 %	27	5 %
Apr	\$172,990.36	544	\$166,827.91	564	(\$6,162.45)	-4 %	20	4 %
May	\$165,807.50	497	\$164,777.91	549	(\$1,029.59)	-1 %	52	10 %
Jun	\$151,212.50	420	\$146,316.49	413	(\$4,896.01)	-3 %	-7	-2 %
Jul	\$40,790.00	84	\$59,886.49	140	\$19,096.49	47 %	56	67 %
Aug	\$132,455.00	273	\$147,991.49	336	\$15,536.49	12 %	63	23 %
Sep	\$146,740.00	322	\$175,441.49	406	\$28,701.49	20 %	84	26 %
Oct	\$146,740.00	322	\$178,976.49	413	\$32,236.49	22 %	91	28 %
Nov	\$146,740.00	322	\$178,976.49	413	\$32,236.49	22 %	91	28 %
Dec	\$146,740.00	322	\$178,976.49	413	\$32,236.49	22 %	91	28 %
Totals:	\$1,770,086.44	4745	\$1,902,251.42	5378	\$132,164.98	7 %	633	13.34 %
Grand Totals:	\$20,356,365.70	94101	\$26,922,342.28	111772	\$6,565,976.58	32 %	17671	19 %

Reservation Reporting Criteria:

- Unconfirmed, Confirmed, Checked In, Checked Out** reservations.
- Member Reservations (**not owners**)
- Query by **Date Reserved**. So any reservation with an **arrival date** within the given time frame of what was reserved before the **Date** selected by the user will show up.
- Short Term reservations only.

Example:**Office: All Offices****Properties: All Properties****Date: 7/1/2008**

ROW 1:

2006 as of 7/1/2006 will query all reservations with a **departure** date between 1/1/2006 – 12/31/2006, that was **reserved** prior to 7/1/2006.

2007 as of 7/1/2007 will query all reservations with a **departure** date between 1/1/2007 – 12/31/2007, that was **reserved** prior to 7/1/2007

ROW 2:

2007 as of 7/1/2006 will query all reservations with a **departure** date between 1/1/2007 – 12/31/2007, that was **reserved** prior to 7/1/2006

2008 as of 7/1/2007 will query all reservations with a **departure** date between 1/1/2008 – 12/31/2008, that was **reserved** prior to 7/1/2007

Month – References the month of reported figures.

Resv Gross – Gross Rent for the corresponding month, within specified time frames.

Nights – Number of nights of reservation set for that month.

DIFFERENCES Totals:

Resv Gross – Total Gross Rent difference per month of the reservation set. Formula: $200(x) - 200(x - 1)$.

Resv Gross % - Total Gross Rent % per month. using formula: $(200(x) - 200(x - 1)) / 200(x - 1) * 100\%$.

Nights – Total Number of nights of the reservation set per month. Formula: $200(x) - 200(x - 1)$.

Nights % - Total Num Nights % per month. using formula: $(200(x) - 200(x - 1)) / 200(x - 1) * 100\%$.

Grand Totals:

Resv Gross – Grand Total Gross Rent difference of the reservation set. Formula: $200(x) - 200(x - 1)$.

Resv Gross % - Grand Total Gross Rent % . using formula: $(200(x) - 200(x - 1)) / 200(x - 1) * 100\%$.

Nights – Grand Total Number of nights of reservation set. Formula: $200(x) - 200(x - 1)$.

Nights % - Grand Total Num Nights %. using formula: $(200(x) - 200(x - 1)) / 200(x - 1) * 100\%$.

Property Financial Statistic

Purpose:

This report provides Revenue information by property. It also displays # of night's information. Lastly, 4 customized figures separate this report from your typical revenue report. Unit Profit, % Profit, Occupancy, and Average Property Rate are reported.

Location:

Properties/Reports/click Reporting Services link/Property Financial Statistic.

Parameters Screen:

Office List: ALL Offices Vacation Realty, Inc. VR Beach and Tennis Club	Property List: All Properties
Starting Date: December 2009 12/07/2009	Ending Date: December 2009 12/07/2009
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>	

- a.) **Office** - A Single Office or All Offices.
- b.) **Property List** – Select a single property or all properties.
- c.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.

Report Output:

Property Financial Statistics

Dates: 12/1/2009 - 12/7/2009
Hilton Head Vacation Rentals / Coastal H
ALL Offices

Property:	Revenue		Owner Payment		Expenses		Guest Nights		Owner/Owner Guest		Black Out Nights	
	YTD Revenue	YTD Owner Payment	YTD Expenses	YTD Guest Nights	YTD Owner/Owner Guest	YTD Black Out Nights						
	Nights Rented	Available Nights	Unit Profit	% Profit	Occupancy %	Average Rate						
	YTD Nights Rented	YTD Available Nights	YTD Unit Profit	YTD % Profit	YTD Occupancy %	YTD Average Rate						
& Again & Again	\$0.00	\$0.00	\$0.00	0	0	0						
	\$2,430.00	\$3,545.93	\$3,892.07	100	0	0						
	0	6	\$0.00	0 %	0 %	\$0.00						
	100	340	(\$5,008.00)	0 %	29 %	\$24.30						
Beautiful Lagoon	\$0.00	\$0.00	\$0.00	0	0	0						
	\$0.00	\$770.40	\$1,000.00	31	0	0						
	0	6	\$0.00	0 %	0 %	\$0.00						
	31	340	(\$1,770.40)	0 %	9 %	\$0.00						
Christian 1	\$0.00	\$0.00	\$0.00	0	0	0						
	\$0.00	\$0.00	\$965.25	0	0	0						
	0	6	\$0.00	0 %	0 %	\$0.00						
	0	340	(\$965.25)	0 %	0 %	\$0.00						
Totals:												
	YTD Revenue	YTD Owner Payment	YTD Expenses	YTD Guest Nights	YTD Owner/Owner Guest	YTD Black Out Nights						
	Nights Rented	Available Nights	Unit Profit	% Profit	Occupancy %	Average Rate						
	YTD Nights Rented	YTD Available Nights	YTD Unit Profit	YTD % Profit	YTD Occupancy %	YTD Average Rate						
	\$0.00	\$0.00	\$0.00	31	0	0						
	\$10,890.00	\$6,550.20	\$7,307.85	332	50	0						
	31	179	\$0.00	0 %	17 %	\$0.00						
	332	8479	(\$2,968.05)	-27 %	4 %	\$32.80						

Data Reported:

1. **Revenue** – Revenue (matches that of the owner statement)
2. **Owner Payment** – Payment to the owner (Matches that of the owner statement).
3. **Expenses** – Expenses (matches that of the owner statement).
4. **Guest Nights** – Number of member reservation nights within reporting time frame.
5. **Owner/Owner Guest** – Number of Owner and Owner Guest nights within reporting time frame.
Owner Guests are registered using marketing code.
6. **Black Out Nights** – Black out nights with in reporting time frame.
7. **YTD Revenue** – Same as #1, but the figures is calculated Year To Date.
8. **YTD Owner Payment** - Same as #2, but the figures is calculated Year To Date.
9. **YTD Expenses** - Same as #3, but the figures is calculated Year To Date.
10. **YTD Nights** – Year to Date # of reservation nights.
11. **YTD Owner/Owner Guest** – Year to Date Owner and Owner Guest reservation nights.
12. **YTD Black Out Nights** – Year to Date black out nights.
13. **Nights Rented** – Total property of nights rented within reporting time frame. ONLY member nights are included here. Owner/Owner Nights and Black Outs are not considered.
14. **Available Nights** – Total available nights. This figures = calendar nights less blocked nights and owner/owner guest nights
15. **Unit Profit** – Rental Revenue less owner payment and expense.

- 16. **% Profit** – Unit Profit / Rental Revenue.
- 17. **Occupancy %** - Rented Nights / Available Nights.
- 18. **Average Rate** – Rental Revenue / Nights Rented.
- 19. **YTD Nights Rented** - Total Year to Date, property of nights rented within reporting time frame.
ONLY member nights are included here. Owner/Owner Nights and Black Outs are not considered.
- 20. **YTD Available Nights** – YTD total, available nights. This figures = calendar nights less blocked nights and owner/owner guest nights.
- 21. **YTD Unit Profit** – YTD Rental Revenue less YTD owner payment and YTD expense.
- 22. **YTD Occupancy %** - YTD Rented Nights / YTD Available Nights.
- 23. **YTD Average Rate** – YTD Rental Revenue / YTD Nights Rented.

Property Owner Information

Purpose:

This is a simple report to see when an owner began owning a property OR when they are contracted to end owning the property.

Location:

Properties/Reports/click Reporting Services link/Property Owner Information

Parameters Screen:

<p>Office List:</p> <div style="border: 1px solid black; padding: 2px;"> <p>ALL Offices</p> <p>Vacation Realty, Inc.</p> <p>VR Beach and Tennis Clu</p> </div>	<p>Property List:</p> <div style="border: 1px solid black; padding: 2px;"> <p>All Properties</p> </div>	<p>Owner Status:</p> <div style="border: 1px solid black; padding: 2px;"> <p>Active</p> <p>Active Inactive</p> <p>Active Inactive Archrived</p> </div>
<div style="display: flex; justify-content: center; gap: 10px;"> Run Report Export to Excel Export to PDF </div>		

User can select:

- a.) **Office List** - A Single Office or All Offices.
- b.) **Property List** – User can select all properties or individual property.
- c.) **Owner Status** – Select the status of the owner’s, user would like to report.

Report Output:

Property/Owner Information Report

(Office: Best Beach Getaways)

<u>Property</u>	<u>Owner(s)</u>	<u>SSN / FEIN</u>	<u>Property Address</u>	<u>Owner Phone Number</u>	<u>Owner Email</u>	<u>Owner Contract Date</u>
Dream Daze	Sandra Andrews	999999999	1234 Street Ave Sands Beach, FL 99999	855-669-8797	abc@abc.com	01/02/2007
Beautiful Bounty	Joshua A. Phillips	898989898	23333 Westbrook Pensicola, FL 28882	999-999-9999	rrrrrr@rrrr.com	02/08/2007
Sand Stonze	Silvia Mathers Hal Hogens	777777777 767674444	99999 Halifax Ln Moriander, MN 99999	787-787-7878 888-888-8888	smathers@hotmail.com halh@abc.com	02/02/2006 02/02/2006



Data Reported:

1. **Property** – Property name.
2. **Owner(s)** – Owner name
3. **SSN/FEIN** – Social or FEIN number of the owner.
4. **Property Address** – Property's street address
5. **Owner Phone Number** – Phone number of the owner
6. **Owner Email** – Email of the owner.
7. **Owner Contract Date** – Effective Start Date or End Date of the owner.

Property Summary

Purpose:

This report is exactly like the Property Summary report in VRM located Housekeeping/Reports/Property Summary. The only addition to this report is the address of the property is reported.

Location:

Housekeeping/Reports/click Reporting Services link/Property Summary

Parameters Screen:

Office List :
ALL Offices

Run Report Export to Excel Export to PDF

User can select:

- a.) **Office** - A Single Office or All Offices.

Report Output:

Vacation Rentals, INC.
Property Summary

Property	Unit	Beds	Rating	Start Day	Bed-rooms	Key Code	Phone Number	Owner(s)
VACATION RENTALS INC								
Short-Term / Property								
001 Fantasea	001			Sat	4.0		910-579-0705	Morgan
Sleeps / Max. Occup.: 10		Baths: 3.0	Pets allowed: No	Smoking allowed: No	Handicap Accessible: No	Amy Klutz	Duplex	Ocean Front East
Property Address: 1610-A East Main Street, Sunset Beach, NC 28468								
002E Longue Vue	002E	K,QS,Q, 1Q & 1D,K		Sat	4.0		910-579-6232	Weikel
Sleeps / Max. Occup.: 10		Baths: 4.0	Pets allowed: No	Smoking allowed: No	Handicap Accessible: No	WOODY DUNN	Duplex	Ocean Front East
Property Address: 106 E Main St, Sunset Beach, NC 28468								
002W Longue Vue	02W	K,QS,2D,K,Q		Sat	4.0		910-575-6014	Weikel
Sleeps / Max. Occup.: 10		Baths: 4.0	Pets allowed: No	Smoking allowed: No	Handicap Accessible: No	WOODY DUNN	Duplex	Ocean Front East
Property Address: 106 East Main St, Sunset Beach, NC 28468								
003 Vesta	003	K,K,2D,2D		Sat	4.0		910-579-2942	Tucker
Sleeps / Max. Occup.: 12		Baths: 2.0	Pets allowed: No	Smoking allowed: No	Handicap Accessible: No	Kim Hubbard	Single Home	Ocean Front East
Property Address: 206 E Main St, Sunset Beach, NC 28468								

Data Reported:

1. **Property** – Property Name
2. **Unit** – Unit number (if a property has a unit).
3. **Beds** – Bed Arrangement in property
4. **Rating** – Property Rating
5. **Start Day** – Property Start Day
6. **Bedrooms** - # of bedrooms
7. **Key Code** – Key Code (pertains to KABA Locks. Inquire about it if you are interested!)
8. **Phone Number** – Property Phone Number
9. **Owners** - Owner Names of the property
10. Additional un-labeled information
 - a.) **Sleeps / Max Occup** - # of people the property can sleep
 - b.) **Baths** - # of Bathrooms
 - c.) **Pets allowed** – Yes/No if pets are allowed.
 - d.) **Smoking allowed** – Yes/No if smoking is allowed.
 - e.) **Handicap Accessible** – Yes/No if handicap accessible.
 - f.) **Housekeeper** – The name of the housekeeper cleaning the property.
 - g.) **Property Type** – the property type.
 - h.) **Location** – Location of the property
 - i.) **Address of the property**

Property Inspection

Purpose:

This report was customized to provide a better perspective of property housekeeping before and after reservations. If a housekeeper has a next day clean after a reservation checks out, they will know.

Location:

Housekeeping/Reports/click Reporting Services link/Property Inspection

Parameters Screen:

Office: <input type="text" value="ALL Offices"/>	Starting Date: <input type="text" value="December"/> <input type="text" value="2009"/> <input type="text" value="12/04/2009"/>	Ending Date: <input type="text" value="December"/> <input type="text" value="2009"/> <input type="text" value="12/04/2009"/>	
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>			

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.

Report Output:

Vacation Rentals, Inc.
Inspection Report for Friday, December 04, 2009
through Friday, December 04, 2009
 Office: ALL Offices

Property Reservation ID	Prior Reservation Housekeeping Status	Next Reservation ID Next Reservation Comments	Time Between Next Housekeeping Notes	Prior Reservation ID Prior Reservation Comments	Inspector's Comments
12/04/2009					
Crabbiest Cottage 24611 Long Haul Road	Clean Ready for Inspection	6727 Nov 16 2009 3:19PM on the off chance we need to move this guest if CC sells, she will not perceive Swan Harbor as an upgrade. MSU	157	6246	
6745 Housekeeping Info: Unassigned (Basic) [none 000-0000]					



Data Reported:

1. **Property** - Property Name
2. **Prior Reservation** – Reservation comments of the reservation prior to current reservation.
3. **Next Reservation ID** – Next reservation ID, after current reservation.
4. **Time Between** – This is the number of days between reservations current and next reservation.
5. **Prior Reservation ID** – Prior reservation ID to the current reservation being reported.
6. **Reservation ID** - If there is a reservation the day before this reservation on this date, it will report the reservation ID.
7. **Housekeeping Status** – Property housekeeping status of current reservation.
8. **Next Reservation Comments** – Next reservation to current, reservation comments.
9. **Next Housekeeping Notes** – Next reservation housekeeping notes.
10. **Prior Reservation Comments** – Prior reservation, reservation comments.
11. **Inspector’s Comments** – Section allotted for the housekeeping inspector’s notes.

Reservation Discount

Purpose:

This report is a customize spreadsheet designed by Treasure to prevent manual calculation of figures. Specifically property information, reservation information, tenant information, amenities, Quoted vs. Actual reservation price figures by reservation, as well as annual Quoted vs. Actual figures. Using those figures we arrive at how much the reservation was discounted or increased. With this report the client can manage each property and know if they need to discount or increase rental rates.

Location:

Reservations/Reports/click Reporting Services link/Reservations Discount Report

Parameters Screen:

Office: ALL Offices	Date Range: Last Calendar Year Last Half Yearly Last Quarter Last Month	Starting Date: December 2009 12/07/2009	Ending Date: December 2009 12/07/2009
Date Range is used for:		Sort/Order By:	
<input checked="" type="radio"/> Date Reserved	<input type="radio"/> Arrival Date	<input checked="" type="radio"/> Date Reserved/Reservation ID	<input type="radio"/> Date Arriving
<input type="radio"/> Date Changed	<input type="radio"/> Date Reserved and/or Changed	<input type="radio"/> Date Updated	<input type="radio"/> Property Name
<input checked="" type="checkbox"/> Display Member Reservations?	<input checked="" type="checkbox"/> Display Owner Reservations?		
<input type="checkbox"/> Display Cancelled Reservations?	<input type="checkbox"/> Display Holds?		
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>			

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Date Range** – Quick way for user to select dates by yearly quarters.
- c.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.
- e.) **Date Range is used for** – Queries the reservation set by certain date criteria.
 - a.) Date Reserved
 - b.) Arrival Date
 - c.) Date Changed
 - d.) Date Reserved and / or Changed.
- f.) **Sort/ Order By** – User can select the order in which the data is reported.
 - a.) Date Reserved/Reservation ID
 - b.) Date Arriving
 - c.) Date Updated
 - d.) Property Name
 - e.) Guest Name
- g.) **Display Member Reservations?** - Checking this box will display member reservations.
- h.) **Display Canceled Reservations?** - Checking this box will display canceled reservations.
- i.) **Display Owner Reservations?** - Checking this box will display owner reservations.
- j.) **Display Holds?** - Checking this box will display hold reservations.
- k.) **Reservation ID** – Allows the user to enter a single reservation ID. Maybe for a guest who is at the front desk checking in or something on those lines.

Report Output:

The report output can only be displayed in Export to Excel format (despite the above parameter screen). The screens below are all on one spreadsheet from left to right format.

	Unit Name	# of Bedrooms	Location	Property Type	Reservation ID	Reservation Status	Arrival Date	Departure Date
1								
2	Villa Capriani 404-B -2BR_6	2	Oceanfront	Condo	43444	Checked Out	06/06/09	06/13/09
3	Villa Capriani 404-B -2BR_6	2	Oceanfront	Condo	43475	Checked Out	04/16/09	04/20/09
4	Villa Capriani 404-B -2BR_6	2	Oceanfront	Condo	44393	Checked Out	05/02/09	05/09/09
5	Villa Capriani 404-B -2BR_6	2	Oceanfront	Condo	44798	Checked Out	02/12/09	02/16/09
6	Villa Capriani 404-B -2BR_6	2	Oceanfront	Condo	44842	Checked Out	05/23/09	05/30/09

	# of days Booked	Date Reserved	# of Guests	Marketing Code	Reservationist Name	Tenant Type	Tenant Name	T Address	T Address Cont	T City
1										
2	7	01/09/09	6	Internet-Yahoo	Amy Turner	Member	Beverly Locklear	1616 Hoods Creek		
3	4	01/10/09	2	Past Guest	Normalee A. Cusson	Member	Jennifer Dunn	538 Creekwood Rd		
4	7	01/30/09	4	Internet-MSN	Lucinda Jones	Member	Tiffany Blair	7260 Fablegate Ct		
5	4	02/09/09	3	Internet-Google	Lucinda Jones	Member	Donna Chapel	4651 Westridge Dr		
6	7	02/09/09	4	Past Guest	Lucinda Jones	Member	Terrie & Larry Hall	245 S. Main St.		

	T State	T Zip	T E-mail	Pool Access (any type)	Pool-Private	Pool-Private Heated	Hot Tub-Community	Hot Tub-Private	Unit ID	Date Added to Treasure	Property Phone	Bed Info
1												
2				Y	N	N	Y	N	3	11/05/04	328-1900 ext 404b	2 Q, Q Sleep
3				Y	N	N	Y	N	3	11/05/04	328-1900 ext 404b	2 Q, Q Sleep
4				Y	N	N	Y	N	3	11/05/04	328-1900 ext 404b	2 Q, Q Sleep
5				Y	N	N	Y	N	3	11/05/04	328-1900 ext 404b	2 Q, Q Sleep
6				Y	N	N	Y	N	3	11/05/04	328-1900 ext 404b	2 Q, Q Sleep

Bed Info	Quoted Res Price Rent	Actual Res Price Rent	Res Discounts	Total Discounted Amount (including res discounts)	Reservation Management Fee	Quoted Annual Rent	Actual Annual Rent	Annual Res Discounts	Total Discounted Amount (including res discounts)
2 Q, Q Sleep	\$1,095.00	\$1,095.00	\$350.00	\$350.00	15.00%	\$33,062.14	\$31,883.00	\$8,420.00	\$9,599.14
2 Q, Q Sleep	\$640.00	\$400.00	\$0.00	\$240.00	15.00%	\$33,062.14	\$31,883.00	\$8,420.00	\$9,599.14
2 Q, Q Sleep	\$795.00	\$795.00	\$350.00	\$350.00	15.00%	\$33,062.14	\$31,883.00	\$8,420.00	\$9,599.14
2 Q, Q Sleep	\$640.00	\$400.00	\$0.00	\$240.00	15.00%	\$33,062.14	\$31,883.00	\$8,420.00	\$9,599.14
2 Q, Q Sleep	\$1,095.00	\$1,095.00	\$350.00	\$350.00	15.00%	\$33,062.14	\$31,883.00	\$8,420.00	\$9,599.14

Data Reported:

- Unit Name** – Name of the property.
- # of Bedrooms** – Number of bedrooms within the property.
- Location** – Property location (Oceanfront, 2nd Row, etc.).
- Property Type** – Property Type (Condo, Duplex, etc.).
- Reservation ID** – Reservation ID.
- Reservation Status** – Status of the reservation (Confirmed, Pending, Unconfirmed, etc.)
- Arrival Date** – Reservation arrival date.
- Departure Date** – Reservation Departure date.
- # of days Booked** – Reservation number of days booked.
- Date Reserved** – Date reservation was booked.
- # of Guests** – Number of guests on reservation.
- Marketing Code** – Marketing Code of the reservation.
- Reservationist Name** – Who booked the reservation.
- Tenant Type** - Tenant type (owner or member).
- Tenant Name** – Guest name.
- T Address** – Guest address.
- T Address Cont** – Guest address continued.
- T City** – Guest City.
- T State** – Guest State.

20. **T Zip** – Guest Zip.
21. **T Email** – Guest Email address.
22. **Pool Access** (any type) – Amenity 1.
23. **Pool Private** - Amenity 2.
24. **Pool Private Heated** - Amenity 3.
25. **Hot Tub – Community** - Amenity 4.
26. **Unit ID** – Unique identifier on a per property basis.
27. **Date Added to Treasure** – When property was added to treasure.
28. **Property Phone** – Property phone number.
29. **Bed Info** – Property bed information.
30. **Quoted Res Price Rent** – Given the reservation dates, the quoted price is calculated. This price matches that of the quick search on the website.
31. **Actual Res Price Rent** – Actual Rent is the price rent on the front of the reservation.
32. **Res Discounts** – Reservation Discount on the front of the reservation.
33. **Total Discounted Amount** (including res discounts) - #30 - #32.
34. **Reservation Management Fee** – Management fee on the reservation (\$ or %).
35. **Quoted Annual Rent** – Properties Annual Quoted rent that would display when booking a reservation.
36. **Actual Annual Rent** – Summation of the price rent on each reservation, annually by property.
37. **Annual Res Discounts** – Annual discounts of all reservations by property.
38. **Total Discounted Amount** (including res discounts) – #35 - #37.

NOTE: Annual figures are based on the full year, and not Year To Date according to the time frame the report was ran.

Reservation Marketing Code Analysis

Purpose:

This report serves as an individual analysis of marketing code management. Rather than providing a summary like the Marketing Code Report in the VRM application, this report breaks down marketing code figures by reservation.

Location:

Reservations/Reports/click Reporting Services link/Marketing Code Reservation Analysis

Parameters Screen:

Office: ALL Offices ▼	Property List: All Properties
Starting Date: December ▼ 2009 ▼ 12/07/2009	Ending Date: December ▼ 2009 ▼ 12/07/2009
Marketing Code: ALL Marketing Codes ▼	

Run Report Export to Excel Export to PDF

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Property List** – Select a single property or all properties.
- c.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.
- e.) **Marketing Code** – Single Marketing Code or all Marketing Codes.

1. **Report Output:**

Reservation Marketing Code Analysis

Office: ALL Offices

Dates: 1/1/2009 - 1/17/2009

Marketing Code: ALL Marketing Codes

<u>Reservation ID</u>	<u>Marketing Code</u>	<u>Guest Name</u>	<u>Arrival Date</u>	<u>Departure Date</u>	<u>Status</u>	<u>Date Reserved</u>
	<u>Number Guests</u>	<u>Address</u>			<u># Nights</u>	<u>Price Rent</u>
ALL Offices						
.Christian Test ST property 3						
44234	Chamber of Commerce	Paul Haag	1/1/2009	1/8/2009	Checked Out	1/15/2009
	1	2409 Camp Hydaway RD , Lynchburg , Va 24501			7	\$1,155.00
44232	Guest Quest	Kathy Baber	1/8/2009	1/15/2009	Cancelled	1/15/2009
	1	4116 Saint John's St , High Point, NC 27265			7	\$1,155.00
44233	Brochure	Paula Gabe	1/8/2009	1/15/2009	Checked Out	1/15/2009
	1	1132 Old Lane , Drexbohill, PA 19026			7	\$1,155.00
44231	Chamber of Commerce	Kathy Maboll	1/8/2009	1/15/2009	Cancelled	1/15/2009
	1	605 Jonesferry Rd. # BB19 , Carrboro, NC 27510			7	\$1,155.00
Totals:			# Nights	# Guests	# Reservations	Price Rent
			28	4	4	\$4,620.00
.Christian Test ST property 1						
44235	Chamber of Commerce	Sarah Nadalin	1/1/2009	1/8/2009	Checked Out	1/15/2009
	1	4 Mill Springs Lane , Washington, PA 15301			7	\$1,155.00
Totals:			# Nights	# Guests	# Reservations	Price Rent
			7	1	1	\$1,155.00
California Dreaming						
42957	Repeat Guest	Donna Jolley	1/16/2009	1/21/2009	UNConfirmed	8/15/2008
	4	2440 Jenkins Rd , Shelby, NC 28150			5	\$950.00
Totals:			# Nights	# Guests	# Reservations	Price Rent
			5	4	1	\$950.00
4 Aces						
44215	Brochure	Jane Haag	1/16/2009	1/23/2009	UNConfirmed	1/7/2009
	1	10639 Wynspire Way , Highlands Ranch, CO 80130			7	\$725.00
Totals:			# Nights	# Guests	# Reservations	Price Rent
			7	1	1	\$725.00
Grand Totals:			# Nights	# Guests	# Reservations	Price Rent
			411	29	24	\$20,700.00

Data Reported:

1. **Reservation ID** – reservation ID
2. **Marketing Code** – Marketing code on the reservation.
3. **Guest Name** – Guest name on the reservation.

4. **Arrival Date** – Reservation arrival date.
5. **Status** – Reservation status
6. **Departure Date** – Reservation departure date.
7. **Status** – Reservation Status (Confirmed, Unconfirmed, etc.).
8. **Date Reserved** – Date reservation was made.
9. **Number of Guests** – Number of guests on the reservation.
10. **Address** – Guest Address on reservation.
11. **# of Nights** – Number of night’s reservation consists of.
12. **Price Rent** – Rental price on the front of the reservation.
13. **Property Totals** – a.) # of Nights
 b.) # of Guests
 c.) # of reservations
 d.) Rental Price
14. **Grand Totals** – a.) # of Nights
 b.) # of Guests
 c.) # of reservations
 d.) Rental Price

Reservation Statistics

Purpose:

This report provides a quick snapshot of reservation summary information for a given time frame.

Location:

Reservations/Reports/click Reporting Services link/Reservation Statistics

Parameters Screen:

Office: ALL Offices ▼	Starting Date: 04/22/2011	Ending Date: 04/22/2011	
Sort/Order By:			
<input checked="" type="radio"/> By Property	<input type="radio"/> By Location	<input type="radio"/> By City	
<input type="radio"/> By Reservationist	<input type="radio"/> By Marketing Code	<input type="radio"/> By State	
<input type="radio"/> By Travel Agent	<input type="radio"/> By Rate Group		
<div style="display: flex; justify-content: center; gap: 10px;"> Run Report Export to Excel Export to PDF </div>			

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Starting Date** – Start Date of reservations set.
- c.) **Ending Date** – End Date of reservations set.
- d.) **Sort/Order By** – User can order and group the reservation statistics information by Property, by Reservationist, by Location, By Marketing, Code, By Travel Agent, By Rate Group, By City, and By State.

Report Output:

Reservation Statistics Report

Dates: 5/22/2010 - 4/22/2011

VRM Realty

All Offices

By Property

Property	Rent	Commission	# of Reservations			# Nights		
			Member	Owner	Comped	Member	Owner	Comped
& Again & Again	\$1,000.00	\$200.00	1	0	0	7	0	0
.Beautiful Lagoon	\$2,000.00	\$400.00	2	0	0	7	0	0
.Christian 1	\$1,000.00	\$200.00	1	0	0	0	0	0
069 Sawyer Two	\$3,386.65	\$677.00	3	0	0	14	0	0
100 Easy Goin'	\$5,000.00	\$1,000.00	5	0	0	28	0	0
103 Miller Time	\$500.00	\$100.00	1	0	0	7	0	0
104 Doris Day	\$2,000.00	\$400.00	2	0	0	14	0	0
Bandelier Row	\$2,170.00	\$434.00	2	0	0	11	0	0
Sea Divinity	\$7,000.00	\$1,400.00	7	0	0	49	0	0
Trevs prop	\$500.00	\$100.00	1	0	0	7	0	0
Totals:	\$24,556.65	\$4,911.00	25	0	0	144	0	0

Data Reported:

1. **Type** - This field displays the property, location, reservationist, marketing code, travel agent, city, state, and rate group. This field is controlled by the parameter screen "Sort/Order By:" section.
2. **Rent** - Net Rent – Reservation Discounts (on front of reservation) – Add to Rent, Rent Adjustments.
3. **Commission** – Reservation commission amounts.
4. **Reg Stay** - Number of member reservations.
5. **Own Stay** - Number of owner reservations.
6. **Cmp Stay** - Number of Comped reservations. A comped reservation is a member reservation for \$0.
7. **Reg Nite** - Number of member reservation nights.
8. **Own Nite** - Number of owner reservation nights.
9. **Cmp Nite** - Number of comped reservation nights.

Important Notes:

When calculation the rent amount, we only subtract positive add to rent, rent adjustments. Review the examples below to get a better idea of how this calculates.

Example #1 - Positive Add to rent Rent Adjustment

Rent: 1000

Add to Rent RA: 100

Rental Amount on reservation: \$1100

Rental Amount on Report: \$1000

Example #2 - Negative Add to rent Rent Adjustment

Rent: 1000

Add to Rent RA: -100

Rental Amount on reservation: \$900

Rental Amount on Report: \$900

Example #3 - Rent Adjustment

Rent: 1000

Add to Rent RA: 100

Rental Amount on reservation: \$1000

Rental Amount on Report: \$1000

Revenue By Check In

Purpose:

The report, reports reservation revenue information to provide an idea of how the company is doing for a given time frame.

Location:

Accounting/Reports/click Reporting Services link/Revenue By Check In

Parameters Screen:

Office List:

- ALL Offices
- Vacation Realty, Inc.
- VR Beach and Tennis Club

Starting Date:

Decembe 2009
12/07/2009

Ending Date:

Decembe 2009
12/07/2009

Run Report Export to Excel Export to PDF

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Starting Date** – Report starting date.
- c.) **Ending Date** – Report ending date.

Report Output:

Revenue By Check In Report

Dates: 7/1/2009 - 7/28/2009
Office: All Offices

521 74th St - Captain's Quarters									
Res ID	Dates	Rent Amount	Damage Deposit	Mng Commissions	Ins Commissions	Res/Hold Fee's	Hskp Overrides	State Tax	County Tax
508	7/16/2009 - 7/24/2009	\$1,937.14	\$0.00	\$246.32	\$22.50	\$175.00	\$35.00	\$125.91	\$96.86
Property Totals:		\$1,937.14	\$0.00	\$246.32	\$22.50	\$175.00	\$35.00	\$125.91	\$96.86
417 Pine Ave - The Shady Mango- 98993									
Res ID	Dates	Rent Amount	Damage Deposit	Mng Commissions	Ins Commissions	Res/Hold Fee's	Hskp Overrides	State Tax	County Tax
491	7/3/2009 - 7/12/2009	\$1,895.00	\$0.00	\$240.00	\$73.80	\$175.00	\$35.00	\$123.18	\$94.75
496	6/26/2009 - 7/3/2009	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.00	\$0.00	\$0.00
Property Totals:		\$1,895.00	\$0.00	\$240.00	\$73.80	\$175.00	\$70.00	\$123.18	\$94.75
103 Seagrape Lane-Coconut Cottage-111835									
Res ID	Dates	Rent Amount	Damage Deposit	Mng Commissions	Ins Commissions	Res/Hold Fee's	Hskp Overrides	State Tax	County Tax
441	7/11/2009 - 7/19/2009	\$3,080.00	\$0.00	\$417.75	\$105.88	\$175.00	\$35.00	\$200.20	\$154.00
474	7/20/2009 - 7/27/2009	\$2,195.00	\$0.00	\$285.00	\$22.50	\$175.00	\$35.00	\$142.68	\$109.75
Property Totals:		\$5,275.00	\$0.00	\$702.75	\$128.38	\$350.00	\$70.00	\$342.88	\$263.75

Report Summary:	Totals:
# Reservations	7
# Damage Deposits	0
Rent Amount	\$15,535.14
Damage Deposit Amount	\$0.00
Management Commissions	\$1,965.62
Insurance Commissions	\$451.98
Reservation & Hold Fee's	\$1,125.00
Housekeeping Overrides	\$280.00
State Tax	\$1,029.30
County Tax	\$791.76

CUMULATIVE YEAR-TO-DATE SUMMARY:	Totals
# Reservations	68
# Damage Deposits	0
Rent Amount	\$211,981.76
Damage Deposit Amount	\$0.00
Management Commissions	\$25,431.02
Insurance Commissions	\$2,594.48
Reservation Fee's	\$9,750.00
Housekeeping Overrides	\$2,085.00
State Tax	\$13,897.39
County Tax	\$10,690.14



Data Reported:

The report data is comprised of Short **Term, Member** reservations, that are **not Cancelled**. Further the **Check In Date** of these reservations must fall within the reporting time frame.

1. **Reservation Id** – Simply the reservation ID
2. **Dates** – Reservation Dates.
3. **Rent Amount** – This is the “Rental Price” on the front of a reservation. The important thing here is this figure includes rent adjustments charges.
4. **Damage Deposit** – Reservation Damage Deposit amount
5. **Mng Commissions** – Management commissions. The important note here is management commissions are based on your system configuration settings. Currently you are setup with NET management commissions. This means the 15% is taken from the Rental Amount – any NON add to rent, rent adjustments. This figure should match that of the Owner line items.
6. **Ins Commissions** – This figure includes Travel Insurance and Damage Deposit Waiver commissions. The name of these commissions can vary as the user has the ability to name these charges as they please.
7. **Res/Hold Fee’s** – This figure includes reservation fees and hold fees. It is calculated based on the account Mgt – Reservation Fees setup as a Rent Adjustment. So any Rent Adjustment that credits Mgt – Reservation Fees account will be summed in this field.
8. **Hskp Overrides** – This is the ONLY figure that retrieves data that fall within the reporting time frame based on **Check Out** . This field includes all “Other Charges” (Guest, Rent Adj, Owner, Management Charges) having a **Management Fee** crediting the “**Mgt - Override, Housekeeping**” account. Here is a basic run down of how the report will report these values. Say you run the report May 1 – May 31, 2008. Then the report will report as follows

Reservation 1 (dates May 5 – May 12) – Reports all fields since the check in and check out fall within reporting time frame.

Reservation 2 (dates May 25 – June 2) – Reports all fields EXCEPT hskp overrides, as check out date falls outside reporting time frame.

Reservation 3 (dates April 29 – May 06) – Report ONLY hskp overrides, since the check out date falls within the time frame and check in date does not fall within time frame.

Reservation 4 (dates April 29 – June 03) – This reservation will not be reported as the reservation check in and out dates fall outside the reporting time frame.

9. **State Tax** – Total state tax on that particular reservation.
10. **County Tax** – Total county tax on that particular reservation.
11. **Property Totals** – Property Totals are simply the summation of the data fields. The property totals are organized by property.
 1. **Report Summary** – This section reports figures within the reporting time frame (not cumulative, yearly).
 - # *Reservations* – number of reservations (NOT including reservations reported with the hskp override charge alone Reservation 3 from above).
 - 2. # *Damage Deposits* – number of damage deposits (NOT including reservations reported with the hskp override charge alone Reservation 3 from above)..
 - 3. *Rent Amount* – Total Rental Price.
 - 4. *Damage Deposit Amount* – Total Damage Deposit Amounts

5. *Management Commissions* – Managements commissions totals.
6. *Reservation & Hold Fee's* – Reservation and Hold Fee's
7. *Housekeeping Overrides* - This is the ONLY figure that retrieves data that fall within the reporting time frame based on **Check Out** . This field includes all "Other Charges" (Guest, Rent Adj, Owner, Management Charges) having a **Management Fee** crediting the "**Mgt - Override, Housekeeping**" account.
8. *State Tax* – Report total state tax.
9. *County Tax* – Report total county tax.

Cumulative Totals – This section lists the exact same fields as the Property Summary. The single difference, is the totals are cumulative for that year. So if you run a report for 3/1/2008 – 3/31/2008, the cumulative totals will be based on data within the time frame of 1/1/2008 – 3/31/2008.

Revenue Progress

Purpose:

This report provides summarized information in regards to revenue, on a per property basis. It also provides additional information such as # of reservations and # of night's figures. Basically a Revenue snap shot of the given time frame for each property.

Location:

Accounting/Reports/click Reporting Services link/Revenue Progress

Parameters Screen:

a.) **Year** – User can select a single year to report financial figures.

Report Output:

Revenue Progress 2009												
Property	Amount Rent	January		February		March		April		Amount Rent	# of Nights	
		# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights			
Property 1	\$900.00	1	3	2,161.00	3	12	8,133.61	4	26	2,400.00	2	8
Property 2	\$4,100.00	1	9	0.00	0	0	1,275.00	1	3	0.00	0	0
Property 3	\$0.00	0	0	0.00	0	0	2,525.00	2	10	2,025.00	1	7
Property 4	\$7,930.03	5	27	2,095.00	1	7	7,631.01	5	30	4,108.34	3	16
TOTALS:	\$12,930.00	7	39	\$4,256.00	4	19	\$19,564.62	12	\$8,633.34	6	12718.97	

	April			May			June			July			August		
	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights
6	2,400.00	2	8	3,766.66	2	10	1,066.64	1	4	0.00	0	0	3,140.00	2	10
7	0.00	0	0	2,619.81	2	7	2,304.99	1	7	5,540.00	2	13	1,757.52	1	3
8	2,025.00	1	7	4,237.50	3	17	7,500.00	4	28	0.00	0	0	1,335.50	2	5
9	4,108.34	3	16	2,096.00	1	7	300.00	1	2	732.51	1	3	1,220.84	2	5
10	\$8,533.34	6	12718.97	\$12,718.97	8	41	\$11,171.63	7	41	\$6,272.51	3	16	\$7,453.86	7	23

	September			October			November			December			Totals		
	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights
6	0.00	0	0	400.00	1	2	0	0	0	902.49	1	3	22,870.40	17	78
7	0.00	0	0	921.87	1	3	0	0	0	0.00	0	0	18,519.19	9	45
8	0.00	0	0	360.00	1	2	0	0	0	0.00	0	0	17,983.00	13	69
9	0.00	0	0	0.00	0	0	0	0	0	4,051.00	3	13	30,163.73	22	110
10	\$0.00	0	0	\$1,681.87	3	7	\$0.00	0	0	\$4,953.49	4	16	\$89,536.32	61	302

Data Reported:

1. **Amount Rent** – Rental Amount summation on the front of reservations, per property.
2. **# of Res** – Number of reservations.
3. **# of Nights** – Number of nights on reservation, per property.
4. **Totals** (at the far right side of report)– Property totals of each figure above (1 -3).
5. **TOTALS** (Yellow Highlighted area, at the bottom of the report) - Summary of all property totals.

Revenue Progress By Date Reserved

Purpose:

This report provides summarized information in regards to revenue, on a per property basis. It also provides additional information such as # of reservations and # of night’s figures. Basically a Revenue snap shot of the given time frame for each property. The only difference between this report and the Revenue Progress report is the data is queried based on when the reservation was reserved, not arrival or departure date.

Location:

Accounting/Reports/click Reporting Services link/Revenue Progress By Date Reserved

Parameters Screen:

Year:

2009 ▲
 2010
 2011 ☰
 2012 ▼

Run Report
Export to Excel

a.) Year – User can select a single year to report financial figures.

Report Output:

Revenue Progress By Date Reserved 2009												
January				February			March			April		
Property	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights
Property 1	\$900.00	1	3	2,161.00	3	12	8,133.61	4	26	2,400.00	2	8
Property 2	\$4,100.00	1	9	0.00	0	0	1,275.00	1	3	0.00	0	0
Property 3	\$0.00	0	0	0.00	0	0	2,525.00	2	10	2,025.00	1	7
Property 4	\$7,930.03	5	27	2,095.00	1	7	7,631.01	5	30	4,108.34	3	16
TOTALS:	\$12,930.00	7	39	\$4,256.00	4	19	\$19,664.62	12	66	\$8,533.34	6	12718.97

Revenue Progress By Date Reserved 2009														
April			May			June			July			August		
Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights
2,400.00	2	8	3,766.66	2	10	1,666.64	1	4	0.00	0	0	3,140.00	2	10
0.00	0	0	2,619.81	2	7	2,304.99	1	7	5,540.00	2	13	1,757.52	1	3
2,025.00	1	7	4,237.50	3	17	7,500.00	4	28	0.00	0	0	1,335.50	2	5
4,108.34	3	16	2,095.00	1	7	300.00	1	2	732.51	1	3	1,220.84	2	5
\$8,533.34	6	12718.97	\$12,718.97	8	41	\$11,171.63	7	41	\$6,272.51	3	16	\$7,453.86	7	23

Revenue Progress By Date Reserved 2009														
September			October			November			December			Totals		
Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights	Amount Rent	# of Res	# of Nights
0.00	0	0	400.00	1	2	0	0	0	902.49	1	3	22,870.40	17	76
0.00	0	0	921.87	1	3	0	0	0	0.00	0	0	18,519.19	9	45
0.00	0	0	360.00	1	2	0	0	0	0.00	0	0	17,983.00	13	69
0.00	0	0	0.00	0	0	0	0	0	4,051.00	3	13	30,163.73	22	110
\$0.00	0	0	\$1,681.87	3	7	\$0.00	0	0	\$4,953.49	4	16	\$89,536.32	61	302

Data Reported:

1. **Amount Rent** – Rental Amount summation on the front of reservations, per property.
2. **# of Res** – Number of reservations.
3. **# of Nights** – Number of nights on reservation, per property.
4. **Totals** (at the far right side of report)– Property totals of each figure above (1 -3).
5. **TOTALS** (Yellow Highlighted area, at the bottom of the report) - Summary of all property totals.

Revenue Progress Comparison By Month

Purpose:

This report provides summarized information in regards to revenue, on a per property basis. It also provides additional information such as # of reservations and # of night’s figures. Basically a Revenue snap shot comparison of the given time frame for each property. The only difference between this and the Revenue Progress report, is this report provides a comparison of 200x vs. 200(x+1) (2008 vs. 2009 depending on which date is selected).

Location:

Accounting/Reports/click Reporting Services link/Revenue Progress Comp By Month

Parameters Screen:

Starting Date:
 January 2009

Run Report Export to Excel

a.) **Starting Date** – User can select a single starting date, to report financial figures.

Report Output:

Revenue Progress Comparison By Month 2009														
Property	January								February					
	Amount Rent				# of Res		# of Nights		Amount Rent		# of Res			
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
Property 1	\$0.00		\$0.00		0	0	0	0	\$0.00		\$0.00		0	0
Property 2	\$0.00		\$0.00		0	0	0	0	\$8,707.28		\$4,000.00		1	1
Property 3	\$0.00		\$0.00		0	0	0	0	\$0.00		\$0.00		0	0
Property 4	\$5,000.00		\$0.00		1	0	61	0	\$0.00		\$2,200.00		0	1
Company Totals	\$5,000.00		\$0.00		1	0	0	0	\$8,707.28		\$6,200.00		1	2

Revenue Progress Comparison By Month 2009													
March													
# of Nights		Amount Rent				# of Res		# of Nights		Amount Rent		# of Res	
2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
0	0	\$8,800.00	\$8,800.00	1	1	90	91	\$0.00	\$0.00	0	0	0	0
42	27	\$5,700.00	\$5,700.00	1	1	30	30	\$0.00	\$0.00	0	0	0	0
0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	27	\$0.00	\$0.00	0	0	0	0	\$10,000.00	\$0.00	1	0	60	0
42	54	\$14,500.00	\$14,500.00	80	2	120	121	\$10,000.00	\$0.00	1	0	60	0

Revenue Progress Comparison By Month 2009													
May													
Amount Rent		# of Res		# of Nights		Amount Rent		# of Res		# of Nights		Amount Rent	
2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00
\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00
\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00
\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00
\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00

Revenue Progress Comparison By Month 2009															
July				August				September							
# of Res		# of Nights		Amount Rent		# of Res		# of Nights		Amount Rent		# of Res			
2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	0	0	\$3,500.00	\$0.00	1	0	103	0	\$0.00	\$0.00	0	0	0	0
0	0	0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	0	0	\$3,500.00	\$0.00	1	0	103	0	\$0.00	\$0.00	0	0	0	0

Revenue Progress Comparison By Month 2009													
October													
# of Nights		Amount Rent				# of Res		# of Nights		Amount Rent		# of Res	
2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0
0	0	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0	0	0

		December								Totals							
# of Nights		Amount Rent		# of Res		# of Nights		Amount Rent		# of Res		# of Nights					
2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009				
0	0	\$0.00	\$0.00	0	0	0	0	\$8,800.00	\$8,800.00	1	1	90	91				
0	0	\$0.00	\$0.00	0	0	0	0	\$14,407.28	\$9,700.00	2	2	72	57				
0	0	\$0.00	\$0.00	0	0	0	0	\$3,500.00	\$0.00	1	0	103	0				
0	0	\$0.00	\$0.00	0	0	0	0	\$15,000.00	\$2,200.00	2	1	121	27				
0	0	\$0.00	\$0.00	0	0	0	0	\$41,707.28	\$20,700.00	6	4	386	175				

Data Reported:

All reported figures are reported in comparison format. Example: 2008 vs. 2009

- 1. Amount Rent** – Rental Amount summation on the front of reservations, per property.
- 2. # of Res** – Number of reservations.
- 3. # of Nights** – Number of nights on reservation, per property.
- 4. Totals** (at the far right side of report)– Property totals of each figure above (1 -3).
- 5. TOTALS** (Yellow Highlighted area, at the bottom of the report) - Summary of all property totals.

Revenue Progress Comparison By Month Individual

Purpose:

This report provides summarized information in regards to revenue, on a per property basis. It also provides additional information such as # of reservations and # of night’s figures. This report is useful to compare year to year with respect to the rent, number of nights, and number of reservations. The only difference between this and the Revenue Progress report, is this report provides a comparison of 200x vs. 200(x+1) (2008 vs. 2009 depending on which date is selected).

Location:

Accounting/Reports/click Reporting Services link/Revenue Progress Comp Month Ind

Parameters Screen:

Starting Date: January 2010	Ending Date: December 2010
Date Time Frame By: <input type="radio"/> Arrival Date <input type="radio"/> Departure <input checked="" type="radio"/> Date Reserved	Display Property Info: <input checked="" type="checkbox"/> Location <input checked="" type="checkbox"/> Property Type <input checked="" type="checkbox"/> Number of Bedrooms
Rent Amount: <input type="checkbox"/> Deduct Rent Adjustments? <input checked="" type="checkbox"/> Deduct Discounts?	
<input type="button" value="Export to Excel"/>	

Totals								
Amount Rent			# of Res			# of Nights		
Previous	Current	Difference	Previous	Current	Difference	Previous	Current	Difference
\$4,820.00	\$1,085.00	-3735	3	1	-2	86	7	-79
\$0.00	\$1,000.00	1000	0	1	1	0	7	7
\$0.00	\$3,101.00	3101	0	3	3	0	21	21
\$0.00	\$1,000.00	1000	0	1	1	0	14	14
\$990.00	\$920.00	-70	2	2	0	14	14	0
\$0.00	\$8,536.65	8536.65	0	8	8	0	50	50
\$2,170.00	\$6,625.00	4455	2	6	4	14	39	25
\$0.00	\$500.00	500	0	1	1	0	7	7
\$4,970.00	\$7,701.00	2731	5	3	-2	35	48	13
\$0.00	\$2,355.00	2355	0	2	2	0	11	11
\$0.00	\$9,000.00	9000	0	9	9	0	63	63
\$600.00	\$500.00	-100	2	1	-1	14	7	-7
\$0.00	\$1,085.00	1085	0	1	1	0	7	7
\$13,550.00	\$43,408.65	\$29,858.65	14	39	25	163	295	132

Data Reported:

All reported figures are reported in comparison format. Example: 2008 vs. 2009

1. **Property Name** – Displays the name of the property.
2. **Location** – Displays the location of the property.
3. **Property Type** - Displays the property type.
4. **Number of Beds** - Displays the number of bedrooms of the property.
4. **Amount Rent** – Rental Amount summation on the front of reservations, per property.
5. **# of Res** – Number of reservations.
6. **# of Nights** – Number of nights on reservation, per property.
7. **Difference** – Displays the difference between 200x – (200x – 1). Example 2011 figures – 2010 figures.
8. **Totals** (at the far right side of report)– Property totals of each figure above (1 -3).
9. **TOTALS** (Yellow Highlighted area, at the bottom of the report) - Summary of all property totals.

Travel Insurance Bonus

Purpose:

This report was customized to report travel insurance sales for a company. Based on the report, the client can award bonuses depending on sales records of employees.

Location:

Accounting/Reports/click Reporting Services link/Travel Insurance Bonus

Parameters Screen:

Office: ALL Offices ▼	
Select Account: CSA Travel Insurance ▼	
Reservationist: ALL Reservationists ▼ <input type="checkbox"/> In-Active	
Starting Date: May ▼ 2009 ▼  05/1/2009	Ending Date: June ▼ 2009 ▼  06/09/2009
Run Report Export to Excel Export to PDF	

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Select Account** - User can select the Travel Insurance account.
- c.) **Reservationist** – Select a single or all reservationists.
- d.) **In-Active** – User can elect to have In-Active insurances reported.
- e.) **Starting Date** – Starting Date time frame.
- f.) **Ending Date** – Ending Date time frame.

Report Output:

**Travel Insurance Bonus Report for Friday, May 01, 2009
through Tuesday, June 09, 2009**

Office: All Offices

Account: CSA Travel Insurance

<u>Res ID</u>	<u>Gross Rent</u>	<u>TI Amount</u>	<u>TI Commission</u>	<u>Reservation Status</u>
Becky Manna				
37945	\$1,100.00	\$0.00	\$0.00	Cancelled
Totals: 1	\$1,100.00	\$0.00	\$0.00	
Michael St. Hilaire				
38068	\$675.00	\$0.00	\$0.00	Un-Confirmed
37807	\$2,120.75	\$171.71	\$68.68	Confirmed
37912	\$0.00	\$0.00	\$0.00	Cancelled
37971	\$1,593.50	\$0.00	\$0.00	Confirmed
Totals: 4	\$4,389.25	\$171.71	\$68.68	
Michel Gauthier				
37964	\$1,845.36	\$0.00	\$0.00	Confirmed
37835	\$1,450.10	\$0.00	\$0.00	Cancelled
38139	\$2,120.75	\$0.00	\$0.00	Confirmed
38109	\$1,557.00	\$0.00	\$0.00	Confirmed

Data Reported:

- * Includes Cancelled reservations.
- * Member Reservations (not owner reservations)
- * By Date Reserved.
- * Short Term reservations only.
- * Only include reservations made internally by employees.

1. **Res ID** – Reservation ID.
2. **Gross Rent** – Gross Rent on the reservation (Rental Amount).
3. **TI Amount** –Travel Insurance amount on reservation.
4. **TI Commission** –Travel Insurance commissions on reservation.
5. **Reservation Status** – Reservation status (confirmed, unconfirmed, etc.).

Travel Insurance

Purpose:

The custom Travel Insurance Report serves as an alternate way for clients to manage their Travel Insurance and report financial figures to Travel Guard. This is for clients who use guest charges to manage travel insurance.

Location:

Accounting/Reports/click Reporting Services link/Travel Insurance

How to set up Travel Insurance as an Automatic Add-to-Rent

Setup Documentation by Jennifer Wenk

IMPORTANT NOTE: The following steps must be taken to use this report properly.

Rent Adjustment

How the Rent Adjustment Works

1. Two rent adjustments are needed because both the Insurance Premium and the Commission need to calculate as a percentage of the rent.
2. The percentages are calculated on the base rent in the rate table.
3. Rent adjustments calculate when the reservation is made initially. They will not recalculate if the rental price on the general screen of the reservation is manually adjusted up or down or if a discount is applied manually.
4. If the stay dates are changed or if the reservation is moved to another property with a different rental price, the rent adjustments will recalculate correctly.
5. If the rental price is adjusted when reservation stay dates are changed or if the reservation is moved to another property prior to selecting the update reservation option the rent adjustment calculations will be based on the original rental price prior to the manual change and the owner will not receive the correct rent amount.
6. Other add to rent rent-adjustments are not included in the base rental price calculation
7. Since rent adjustments are part of the rent the Travel Insurance will be taxed and will display on the tax report as part of the taxable rent.
8. Only the rental price to the owner is insured.
9. If a reservation is cancelled, the rent adjustments will not distribute in order to pay the Travel Insurance Premium prior to the scheduled date of check in.
10. On cancelled reservations custom charges will need to be set up in order to process the Insurance Premium to send to Travel Guard.

When a Reservation is Cancelled

When a reservation is cancelled it is recommended that the following procedure be implemented **PRIOR** to cancellation:

1. Remove all rent adjustments, guest and owner charges from the reservation
2. Create a custom charge for the insurance premium:
 - a. Name = Vacation Protection Plan
 - b. Total Quantity = 1

- c. Account to Credit = Travel Insurance account – Travel Insurance-TG
 - d. Tax Type = none
 - e. Amount type = percent
 - f. Price = Premium Percent i.e., 3
 - g. Management fee = 0
 - h. Distribution timing = on payment
 - i. Save
3. Create a custom Charge for the Insurance Commission
- a. Name = VPP Commission
 - b. Total Quantity = 1
 - c. Account to Credit = Travel Insurance commission account – Mgmt-TI Commission
 - d. Tax Type = none
 - e. Amount type = percent
 - f. Price = Commission Percent i.e., 4.25
 - g. Management fee = 0
 - h. Distribution timing = on payment
 - i. Save
4. Custom Charges will distribute with the nightly jobs and put the Travel Insurance Premium on the current Travel Insurance Report
5. On a fully paid up cancelled reservation taxes on Rent are not due if occupancy didn't take place and should be refunded to the guest – to refund taxes and distribute reservation:
- a. Make the guest tax exempt (temporarily, remove this when you have distributed the reservation): Members and Guests>Manage members>Edit>Enter any character into tax exempt ID field
 - b. Save the reservation to cause the tax exempt status to recalculate taxes on rent, etc.
6. Cancel the reservation
- a. Leave both check boxes for release for re-rent and hold deposit checked
 - b. Cancel the reservation
 - c. If fully paid up, a cancelled Reservation will be available to distribute anytime after the check in date on the reservation and will distribute rent to owner, management fees, and any other residual charges. Uncheck the hold deposit box on the general screen of the reservation to allow a fully paid up cancelled reservation to distribute.
 - d. If partially paid up, use a custom charge to send prepay proceeds to the owner and management.

Reporting to Travel Guard

A Custom Travel Insurance Report has been created to report Insured reservations to Travel Guard.

1. In order to appear on the report the Travel Insurance Premium needs to meet the following criteria:
 - a. The charge must be set up as either an add-to-rent rent adjustment or a custom charge.
 - b. The name of the charge cannot contain the word "insurance"

- c. The account to credit must always be the same – in this case it is Travel Insurance-TG
- 2. The report is run from Accounting>Reports>Reporting Services:
 - a. Highlight the desired report “Travel Insurance Report”
 - b. Set the date range which is generally the 1st day to the last day of the month
 - c. Select the preferred file format, generally “Export to PDF”. If a pop up blocker prevents the report from running, hold down the control key while selecting the Export button and again when opening the file.
 - d. Run the General ledger journal for the Travel Insurance-TG account for the same date range and compare the amount due on the report with the ending balance in the general ledger journal. If they don’t match call support for assistance with troubleshooting the problem.
 - e. The report can be e-mailed to Travel Guard at wholesalereports@travelguard.com.
 - f. The report will not contain information on commissions.
 - g. Undistributed reservations will not appear on the travel Insurance Report.

System Configuration

1. Create Vendor Records (Maintenance > Manage Vendors)
 - a. Create a vendor record for the travel insurance company. Create a vendor record for your Travel Insurance Commission account if desired
2. Create Accounts (System Configuration >Financial>Accounts)
 - a. Create a new account for Your Vacation Protection Plan premiums such as “**Travel Insurance-TG**”. The new account name will need to be transmitted to VRM tech support in order to set up your custom report correctly. Attach the Travel Insurance company as vendor for the account
 - b. Create an account for your Travel Insurance Commission if you don’t already have one. Attach your management vendor to the account.
3. Set up the Rent Adjustments (System Configuration>Property>Rent Adjustments>New). Two rent adjustments will be needed. One for the Travel Insurance premium and one for the Travel Insurance Commission.
 - a. Rent Adjustment for the Travel Insurance Premium
 - i. Name the Premium anything you wish but do NOT include the word “Insurance” in the name of the rent adjustment, for example: “Vacation Protection Plan”
 - ii. The amount must be the percent of the rent going to the insurance company as the premium. If you are charging the guest 5% and the commission split is 60/40 amount to set on this charge is 3%. The account should be the Travel Insurance Account you set up in 2.a. above.
 - iii. The management fee can be any account
 - iv. The management fee, auto day begin and auto day end should all be ‘0’
 - v. Auto day type = Greater than
 - vi. Check the default, automatic and add to rent check boxes
 - vii. Close the screen
 - viii. Highlight the rent adjustment you have just created and select “Apply”
 - ix. Apply the rent adjustment to all short term rental properties.

- b. Rent Adjustment for the Travel Insurance Commission
 - i. Name the commission anything you want but **do not use the word “Insurance”** in the name. I would recommend “VPP Commission”
 - ii. The amount must be the percent of the rent going to commission account. If you are charging the guest 5% and the commission split is 60/40, the amount to set on this charge is 2%. The account should be the Travel Insurance Commission Account you set up in 2.b. above.
 - iii. The management fee can be any account
 - iv. The management fee, auto day begin and auto day end should all be the number ‘0’
 - v. Auto day type = Greater than
 - vi. Check the default, automatic and add to rent check boxes
 - vii. Close the screen
 - viii. Highlight the rent adjustment you have just created and select “Apply”
 - ix. Apply the rent adjustment to all short term rental properties.
- 4. Disable old Travel Insurance
 - a. Uncheck the default Travel Insurance Check box in System Configuration>Company>Misc . Do NOT uncheck this box if you wish to continue to have damage waiver insurance as an ‘opt out’ program.
 - b. Set the end date on your old travel insurance the day before you apply the new rent adjustments
 - c. The new rent adjustments will not automatically apply to reservations already in the system
 - d. Reservations with Travel Insurance in place will continue to have Travel Insurance after the end date has been passed.
 - e. New Reservations will have the rent adjustments but not the option to apply the old Travel Insurance

Report Design

Parameter Screen:

The screenshot displays the VRM (Virtual Resort Manager) interface in a Windows Internet Explorer browser. The title bar reads "VRM : Virtual Resort Manager - Windows Internet Explorer". The main header features the VRM logo and a "Log Out" link. Below the header is a navigation menu with tabs for Home, Accounting (selected), Calendar, Hourlies, Housekeeping, Long-Terms, Maintenance, Members and Guests, Miscellaneous, Non-Rentals, Owners, and Properties. A sub-menu for "All Reports" is open, showing "Owner Reports" and "General Accounting".

The "Travel Insurance Report" parameter screen is displayed. It includes a sidebar with the following options: Financial Account Balance, General Ledger Journal, Items to Pay, Owner Statements (ST - By Property), and Travel Insurance Report (selected). The main content area contains two date pickers: "Starting Date" and "Ending Date". Both are set to "June 2009" with a calendar icon. The "Starting Date" text box contains "06/25/2009" and the "Ending Date" text box contains "06/25/2009". Below the date pickers are three buttons: "Run Report", "Export to Excel", and "Export to PDF".

1. **Starting Date** – User can select starting date.
2. **Ending Date** – User can select ending date.

Report Output:

In order for your results to reflect on the report, they must meet the following criteria:

1. The transaction account must be the new Travel Insurance account setup in system configuration.
2. The transaction of the charge must be distributed between the dates of the report.

Travel Insurance Report

Dates: 6/2/2009 - 6/22/2009

Vacation Realty Inc.

<u>Res ID</u>	<u>Guest Name</u> <u>Guest Address</u>	<u>Arrival</u>	<u>Departure</u>	<u>Gross</u> <u>Rent</u>	<u>Premium</u>	<u>Property</u>	<u>Date</u> <u>Reserved</u>
44420	Michael Sabbath 1234 Brenda Street, Winston-Salem, NC, 29929 [111-111-1111]	5/9/2009	5/16/2009	\$3,077.85	\$138.45	Carolina Moon	6/9/2009
44421	Ed Valente 1111 Lake Ave, Manning, MN, 23455 [555-555-5555]	6/6/2009	6/9/2009	\$2,110.10	\$305.50	C-Maid	6/9/2009

Total Gross Rent: **\$5187.95**

Total Premium: **\$443.95**

Amount Due: \$443.95

Report Fields:

1. **Res ID** – Reservation ID with insurance applied.
2. **Guest Name** – First and Last name of the guest on the reservation.
3. **Guest Address** – Address, City, State, Zip, Phone Number of the guest on the reservation.
4. **Arrival** – Arrival date of the reservation.
5. **Departure** – Departure date of the reservation.
6. **Gross Rent** – Full Rental Price on the reservation minus any add to rent, rent adjustments.
7. **Premium** – This field is the amount of the Rent Adjustment created that will go to Travel Insurance account.
8. **Property** – property name on the reservation.
9. **Date Reserved** – The date the reservation was reserved.
10. **Total Gross Rent** – Summation of all the Gross Rent.

- 11. **Premium** – Summation of the entire Premium.
- 12. **Amount Due** – Final amount that is due to Insurance Company for specified dates.

Web Reservations

Purpose:

This report allows users to manage web reservation revenue and rental amount production.

Location:

Reservations/Reports/click Reporting Services link/Web Reservations Report

Parameters Screen:

Office List:
ALL Offices
Vacation Realty, Inc.
VR Beach and Tennis Clu

Property List:
All Properties

Starting Date:
December 2009
12/07/2009

Ending Date:
December 2009
12/07/2009

Date Range:
 Reserved
 Arrival

Run Report **Export to Excel** **Export to PDF**

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Property List** – Select a property or all properties.
- c.) **Starting Date** – Starting Date of reporting time frame.
- d.) **Ending Date** – Ending Date of reporting time frame.
- e.) **Date Range** – User can determine if they would like the reservation data set to be as of Date Reserved or Arrival Date.

Report Output:

Web Reservations Report

Office: All Offices

Dates: 7/1/2009 - 7/28/2009

<u>Reservation ID</u>	<u>Guest Name</u>	<u>Arrival Date</u>	<u>Departure Date</u>	<u>Status</u>	<u>Price Rent</u>
Office 1					
Harbor View 10					
35184	Mike Strickland	7/10/2009	7/11/2009	Checked Out	\$179.00
Deluxe Jacuzzi 24					
35293	Robert Deeter	7/11/2009	7/13/2009	Checked Out	\$388.00
Deluxe Suite 25					
35336	Allan Eunice	7/13/2009	7/14/2009	Checked Out	\$189.00
35566	Linda Tapley	9/4/2009	9/7/2009	Confirmed	\$567.00
Office 2					
WINDJAMMER 314					
35378	Kathy Anderson	6/19/2010	6/26/2010	Confirmed	\$1,020.00

Total Cancelled:	0 reservation(s) totaling: \$0.00
Total Non-Cancelled:	20 reservation(s) totaling: \$13,028.00
Grand Total:	20 reservation(s) totaling: \$13,028.00

Data Reported:

1. **Reservation ID** - Reservation ID.
2. **Guest Name** – Reservation Guest Name.
3. **Arrival Date** – Arrival Date of reservation.
4. **Departure Date** – Departure Date of reservation.
5. **Status** – Reservation status (unconfirmed, confirmed, etc.)
6. **Price Rent** – Rental Amount on the general screen of a reservation.
7. **Total Cancelled** - # of cancelled reservations, and total dollar amount.
8. **Total Non-Cancelled** - # of non-cancelled reservations, and total dollar amount.
9. **Grand Total** - # of Reservations, and total dollar amount.

Batch Work Order Invoice

Purpose:

The output is exactly the same as the VRM report Re-print Work Order Invoices. This difference is that user's can print batches of work order invoices, rather than a single work order at a time.

Location:

Maintenance/Reports/click Reporting Services link/Work Order Invoice Report
Housekeeping/Reports/click Reporting Services link/ Work Order Invoice Report

Parameters Screen:

Office: ALL Offices	Properties: ALL Properties	
Vendor: ALL Vendors	Starting Date (by date required): December 2009 12/07/2009	Ending Date (by date required): December 2009 12/07/2009
Work Order Type: <input checked="" type="checkbox"/> Maintenance <input checked="" type="checkbox"/> Housekeeping	Work Order Status: <input checked="" type="checkbox"/> Open <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Expensed <input type="checkbox"/> Paid	
Run Report Export to PDF		

User can select:

- a.) **Office** – Select single Office or All Offices.
- b.) **Properties** – Select a single property or all properties.
- c.) **Vendor** – Select a single vendor or all vendors.
- d.) **Starting Date** – Starting date reporting time frame. Queries data by work orders date required.
- e.) **Ending Date** – Ending date reporting time frame. Queries data by work orders date required.
- f.) **Work Order Type** – User can select housekeeping , maintenance, or both work order set.
- g.) **Work Order Status** - User can select the status of the work order set (Open, Completed, Approved, Expensed, or Paid).

Report Output:

Vacation Rentals, Inc.

1000 S. Lake Park Blvd.
Carolina Beach, NC 28428

Office: Vacation Realty, Inc.

Maintenance

December 07, 2009

ABC Plumbing
c/o Rick Clean
123 Sunny Parkway
Dunes City, BK 83734

Day Phone: 999-9999
Night Phone:
Fax:
Pager:
Cell:

Work Order Number: 111

Invoice Number:

Date Created: Monday, December 15, 2008 12:28 PM

Brief Description: Pet Fee Cleaning

Property: 114 Shipwatch Townhome 220

1928 New River Inlet Rd, , Dunes City

Key Code:

Completion Required By: Monday, December 15, 2008

Property Phone #:

999-999-9999

Detailed Description:

Who Created:

Joey VRM (VRMGR_BASELINE)

Who Edited:

----- (Cut along dashed line. Keep top portion for your (vendor) records. Return bottom portion to Management Company) -----

Work Order Number: 111

Brief Description: Pet Fee Cleaning

Property: 114 Shipwatch Townhome 220

Completion Required By: Monday, December 15, 2008

Completed On: Monday, December 15, 2008

Amount: \$1.00

Invoice Number:

Detailed Description:

**Additional:
Comments:**

Batch Work Order

Purpose:

The output is exactly the same as the VRM report Re-print Work Orders. This difference is that user's can print **batches** of work orders, rather than a single work order at a time.

Location:

Maintenance/Reports/click Reporting Services link/Work Orders Report
Housekeeping/Reports/click Reporting Services link/ Work Orders Report

Parameters Screen:

Office: ALL Offices Vacation Realty, Inc. VR Beach and Tennis Club	Property List: All Properties	
Vendor: ALL Vendors	Starting Date (by date required): December 2009 12/07/2009	Ending Date (by date required): December 2009 12/07/2009
Work Order Type: <input checked="" type="checkbox"/> Maintenance <input checked="" type="checkbox"/> Housekeeping	Work Order Status: <input checked="" type="checkbox"/> Open <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Expensed <input type="checkbox"/> Paid	
Run Report Export to PDF		

User can select:

- a.) **Office** – Select single Office or All Offices.
- b.) **Properties** – Select a single property or all properties.
- c.) **Vendor** – Select a single vendor or all vendors.
- d.) **Starting Date** – Starting date reporting time frame. Queries data by work orders date required.
- e.) **Ending Date** – Ending date reporting time frame. Queries data by work orders date required.
- f.) **Work Order Type** – User can select housekeeping , maintenance, or both work order set.

g.) **Work Order Status** - User can select the status of the work order set (Open, Completed, Approved, Expensed, or Paid).

Report Output:

Maintenance

Monday, December 07, 2009

Vacation Rentals, Inc.

1000 S. Lake Park Blvd.
Carolina Beach, NC 28428
Office: All Offices

Christian Hillebrand
test
test test, test

Work Order Number: 117
Total Amount: \$1,126.13
Date Created: Monday, July 06, 2009
Brief Description: test work order
Property: 103 Miller Time
112 Wood Duck Dr
Denver, Co
Date Completed: Monday, July 06, 2009
Detailed Description:

Executive Reports

Please note Reports 2, 3, 5, and 6 are not complete at this time, so they are subject to design change.

Reservationist Management

1. Reservationist Statistics By Month
2. Reservationist Statistics By Week

Member Data Accessibility

3. Repeat Guest Information - Assists with Marketing Specific Holidays.
4. User Export by Reservation or User
5. Recap Guest Information (Past X Years)

Comparable Property Reports

6. Property Amenity Comparison
7. Year to Date Property Comparison
8. Marketing Code Report

Discount Code Report

10. Discount Code Report

Reservationist Statistics By Month

The reservationist statistics report allows company rental managers to manage their employees by providing reservation data by employee.

Report Parameter Screen

Office: ALL Offices	Starting Date: January 2009 01/05/2009	Ending Date: January 2009 01/05/2009
Reservationist: ALL Reservationists		
Run Report Export to Excel Export to PDF		

Output

Reservationist Statistics Report by Month

Dates: 1/5/2009 - 1/5/2009

Century 21 Action, Inc.

All Offices

	# Reservations	# Cancel	# UN-Cancel	# Travel Ins	# Damage Waiv	# Damage Depo	# Others Chrgs	# Discounts
Reservationist	Avg # Res/ \$ Rent	Avg \$ Cancel	Avg \$ UN-Cancel	Avg \$ Travel Ins	Avg \$ Damage Waiv	Avg \$ Damage Depo	Avg \$ Other Chrgs	Avg \$ Discounts
	Gross Rent	\$ Cancel	\$ UN-Cancel	\$ Travel Ins	\$ Damage Waiv	\$ Damage Depo	\$ Other Chrgs	\$ Discounts
Katie Scott	1	0	0	0	1	0	2	0
	100 / 100	0.00	0.00	0.00	100.00	0.00	100.00	0.00
	\$960.00	\$0.00	\$0.00	\$0.00	\$40.00	\$0.00	\$198.64	\$0.00
Wanda Martin-Davis	0	1	0	0	0	0	0	0
	.00 / .00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Totals:	1	1	0	0	1	0	2	0
	\$960.00	\$0.00	\$0.00	\$0.00	\$40.00	\$0.00	\$198.64	\$0.00

Data Set Criteria

1. Member Reservations
2. Reservation DATE END Between Date Start and Date End
OR a reservation with a Res Start Date >= Date Start and a Res End Date < Date End.

3. By Office

Active & In-Active Employees (not archived)

Columns:

Columns:

Reservationist

of Reservations

Cancel – Reservations with a status of Cancelled.

Un-Cancel – Reservations with a status other than cancelled that have reservation

history of cancelled.

Travel Ins – Reservations with travel insurance applied.

Damage Waiv – Reservations with damage deposits waiver insurance applied.

Damage Depo – Reservations with Damage Deposits applied

Other Chrgs - # of custom and guest charges (not Owner or Management charges)

Discounts – Reservations with the discount field amount > 0.

Avg Columns:

Note: Averages are all percentages.

Avg # Res - (Reservationists # of Reservations / Total # Reservations) * 100

Avg \$ Rent - (Reservationist Gross Rent / Total Gross Rent) * 100

Avg \$ Cancelled - (Reservationist \$ Cancel / Total \$ Cancel) * 100

Avg \$ Un-Cancel - (Reservationist \$ Un-Cancel / Total \$ Un-Cancel) * 100

Avg \$ Travel Ins - (Reservationist \$ Travel Ins/ Total \$ Travel Ins) * 100

Avg \$ Damage Waiv - (Reservationist \$ Damage Waiv/ Total \$ Damage Waiv) * 100

Avg \$ Damage Depo - (Reservationist \$ Damage Depo / Total \$ Damage Depo) * 100

Avg \$ Other Chrgs - (Reservationist \$ Other Chrgs / Total \$ Other Chrgs) * 100
Avg Discounts - (Reservationist \$ Discounts/ Total \$ Discounts) * 100

\$ Columns:

- \$ Gross Rent – Reservation rent – add to rent, rent adjustments for .
- \$ Cancelled – Cancelled Reservations – add to rent, rent adjustments.
- \$ Un-Cancelled - Reservations rent with a status other than cancelled that have reservation history of cancelled.
- \$ Travel Insurance – Travel insurance money amount.
- \$ Damage Waiver Insurance – Damage Waiver Insurance money amount.
- \$ Damage Deposits – Damage Deposit money amounts
- \$ Other Charges – Custom and Guest charges amount on a reservation.
- \$ Discounts – Reservation Discount money amount

Totals:

Summation of corresponding fields.

Reservationist Statistics Report By Week

Weekly management tool for client’s reservationist weekly sales check

Report Parameter Screen

Office: ALL Offices	Date Range: Last Calendar Year Last Half Yearly Last Quarter Last Month	Starting Date: September 2008 09/04/2008	Ending Date: Septembe 2008 09/04/2008
Reservationist Jessica Smith	Time: 10:00 AM - 12:00 PM - High Peak		
Run Report Export to Excel Export to PDF			

Output

Reservationist Statistics Report

Century 21 Action, Inc.

All Offices

All Reservationists

Week: August 11 - August 17

Time: 10:00 AM - 12:00 PM High

Reservationist	Monday	Tuesday	Wednesday	Thursday	Friday
Dillon Ralston	\$2500	\$3200	\$250	\$2300	\$7500
Scott Erickson	\$4000	\$200	\$3000	\$3240.65	\$3000
.					
.					
.					
<hr/>					
Totals:					

Wednesday August 27, 2008 02:42:03 pm

Page 1 of 8



Columns:

Reservationist
Monday
Tuesday
Wednesday
Thursday
Friday
Totals

Repeat Guest Information

This report provides quick access to repeat guest information. This information is primarily used for marketing purposes and CRM between the client and guest. With this report client can provide discounts if a guest qualifies (meets certain Criteria).

Columns:

Guest Name
Email
Revenue
Reserved Last Year?
Already Booked This Year?

of Reservations since last year

Report Parameter Screen

Office: ALL Offices	Starting Date: September 2008 09/04/2008	Ending Date: Septembe 2008 09/04/2008
-------------------------------	---	--

Run Report Export to Excel Export to PDF

Output

Repeat Guest Information Report

Dates: 1/1/2008 - 12/1/2008

C21 Action, Inc.
All Offices

<u>First</u>	<u>Middle</u>	<u>Last</u>	<u>Email</u>	<u>Revenue</u>	<u>Reserved Last Year?</u>	<u>Already Booked This Year?</u>	<u># Reservation Since Last Year</u>
John	C.	Miller	abc@abc.com	\$2345.65	YES	NO	3

Data Set Criteria

1. Member/Owner Reservations
2. Non-Cancelled
3. By Office

User Export Information

The user export information report allows users to export user data by reservation, by user, or by reservation and user. The main focus of this report is retrieval of member data by reservation as there is currently no way in the VRM system to do so.

Columns:

Report Criteria Combinations that change data output (1 - 8):

1. By Reservation/User, Member

Data Output:

First (Res)
Middle (Res)
Last (Res)
Address (Res)
Address Cont (Res)
City (Res)
State (Res)
Zip (Res)
Country (Res)
Phone (Res)
Email Address (Res)
First (User)
Middle (User)
Last (User)
Address (User)
Address Cont (User)
City (User)
State (User)
Zip (User)
Country (User)
Day Phone (User)
Night Phone (User)
Cell Phone (User)
Email Address (User)
Status
Want Email
Do Not Rent To
Tax
Want Brochure

Anniversary
Birthday

2. By Reservation/User, Owner

Data Output:

First (Res)
Middle (Res)

Last (Res)
Address (Res)
Address Cont (Res)
City (Res)
State (Res)
Zip (Res)
Country (Res)
Phone (Res)
Email Address (Res)
First (User)
Middle (User)
Last (User)
Address (User)
Address Cont (User)
City (User)
State (User)
Zip (User)
Country (User)
Day Phone (User)
Night Phone (User)
Cell Phone (User)
Email Address (User)
Status
Want Email
Direct Deposit
Social / FEIN
Routing Number
Bank Account

3. By Reservation, Member

Data Output:

First (Res)
Middle (Res)
Last (Res)
Address (Res)
Address Cont (Res)
City (Res)
State (Res)
Zip (Res)
Country (Res)
Phone (Res)
Email Address (Res)
Status
Want Email
Do Not Rent To
Tax
Want Brochure

Anniversary
Birthday

4. By Reservation, Owner

Data Output:

First (Res)
Middle (Res)
Last (Res)
Address (Res)
Address Cont (Res)
City (Res)
State (Res)
Zip (Res)
Country (Res)
Phone (Res)
Email Address (Res)
Status
Want Email
Direct Deposit
Social / FEIN
Routing Number
Bank Account

5. By User, Member

Data Output:

First (User)
Middle (User)
Last (User)
Address (User)
Address Cont (User)
City (User)
State (User)
Zip (User)
Country (User)
Day Phone (User)
Night Phone (User)
Cell Phone (User)
Email Address (User)
Status
Want Email
Do Not Rent To
Tax
Want Brochure
Anniversary
Birthday

6. By User, Owner

Data Output:

First (User)
Middle (User)
Last (User)
Address (User)
Address Cont (User)
City (User)
State (User)
Zip (User)
Country (User)
Day Phone (User)
Night Phone (User)
Cell Phone (User)
Email Address (User)
Status
Want Email
Direct Deposit
Social / FEIN
Routing Number
Bank Account

7. By User, Vendors

Data Output:

First (User)
Middle (User)
Last (User)
Address (User)
Address Cont (User)
City (User)
State (User)
Zip (User)
Country (User)
Day Phone (User)
Night Phone (User)
Cell Phone (User)
Email Address (User)
Status
Want Email
Company Name
Direct Deposit
Social / FEIN
Routing Number
Account Number
Print 1099

8. By User, Travel Agents

Data Output:

First (User)
Middle (User)
Last (User)
Address (User)
Address Cont (User)
City (User)
State (User)
Zip (User)
Country (User)
Day Phone (User)
Night Phone (User)
Cell Phone (User)
Email Address (User)
Status
Want Email
IOTA Number
Payment Timing
Management Commission Type
Management Commission Amount
Owner Commission Type
Owner Commission Amount
Markup Type
Markup Amount

Report Parameter Screen

Office: ALL Offices	Starting Date: September 2008 09/04/2008	Ending Date: Septembe 2008 09/04/2008
Data: <input checked="" type="radio"/> Reservation <input type="radio"/> User <input type="radio"/> Reservation/User <input type="radio"/>	Users: <input checked="" type="radio"/> Members <input type="radio"/> Owners <input type="radio"/> Travel Agents <input type="radio"/> Vendors	User Status: <input type="checkbox"/> Active <input type="checkbox"/> In-Active <input type="checkbox"/> Archived
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>		

Report Design

	A	B	C	D	E	F
1	First (Res)		Middle (Res)	Last (Res)	Address (Res)	Address Cont (Res)
2	Greg Dillensnyder & Judi			Saibel	300 N. Pine Circle	
3	Century		21	Action, Inc.	P. O. Box 2566	
4	Century		21	Action, Inc.	P. O. Box 2566	
5	Robbie			Adam	9 Conagra Dr	
6	Robbie			Adam	9 Conagra Dr	
7	Robbie			Adam	9 Conagra Dr	
8	Robbie			Adam	9 Conagra Dr	
9	Joseph		J	Adamec	32 Creekwood Drive	
10	Linda			Adams	1118 West Mulberry	
11	Rhonda			Adams	1101 Tapoco	
12	Jamie			Adams	109 Clover Valley Drive	
13	Tammy			Adams	4 Cimarron Dr	
14	Lynzie			Adams	3508 Bicycle Pl	
15	Martha			Adkins	117 Piedmont Road	
16	David		D	Adkins	117 Piedmont Rd	
17	Sarina		M	Adkins	416 White Oak St. SE	
18	Judy			Adkins	4028 Hughes St	
19	Shella			Ahler	3521 Pinnacle Dr	
20	Karen			Ah-Touati	9104 Spring Way	
21	Patrica			Aker	4484 Cavitt Rd	
22	Paula			Akers	736 Whitneys Landing Dr	
23	Lydia			Akers	3208 Maplelawn Ave	
24	Lydia			Akers	3208 Maplelawn Ave	
25	Kerry			Alauzen	1331 Rose Cir.	
26	Steve			Alauzen	2015 Saint Andrews Dr	
27	Mike			Albers	104 North Prairie St	
28	Ann			Albertson	1581 S. NC Hwy 111	
29	Sean			Albright	223 Crawford ave	
30	Nancy			Albright	P. O. Box 192	
31	Karen		Sue	Alderson	6849 Waterloo Rd	
32	Billie			Alessie	7204 Beaverwood Dr.	
33	Cindy			Alexander	138 Lakewood Ave	
34	Donna		B	Alexander	8328 Muirfield Drive	
35	Rae Anne			Alfred	4869 Jacobson Dr.	
36	Mohamed			All	2416 Silver Lake Trail	

Notes: Picture provides general idea of what the report will return. Not all data displays.

Data Set Criteria

1. Office
2. Start Date – If Data type is “By User,” then the start date is according to the date the user was created. If the data type is “By Reservation” or “By Reservation/User,” the start date is according to the reservation start date.
3. End Date - If Data type is “By User,” then the end date is according to the date the user was created. If the data type is “By Reservation” or “By Reservation/User,” the end date is according to the reservation start date
4. Data – Data retrieval method. By User, By Reservation, By Reservation and User.
5. User Type – Members, Owners, Travel Agents, Vendors
6. Active/Inactive/Archived – User Status.

NOTES:

1. Selection of the “Data” option, affects the user’s ability to select a “User Type.” By Reservation and User, and By Reservation, the user can only select user type Member and Owner. This is because only Members and Owners can have reservations.

Guest History Recap (Past X Years)

This report provides Past Guest information over X number of years.

Columns:

- Guest Name
- Revenue
- # of Reservations
- # Nights

Report Parameter Screen

Office: ALL Offices
Years: 5

Run Report Export to Excel Export to PDF

Report Design

Repeat Guest Information Report

Dates: 1/1/2008 - 12/1/2008

C21 Action, Inc.

All Offices

<u>Guest Name</u>	<u>Revenue</u>	<u># Reservations</u>	<u># Nights</u>	<u>Birthday</u>	<u>Anniversary</u>
Miller, John C.	\$2345.65	6	45	8/18/1963	
Walters, Sally N.	\$5289.00	3	21	5/1/1981	

We can add more columns here. We also may want to rethink the name to broaden the report scope to something other than “Repeat” guest only.

Data Set Criteria

1. A member/Owner reservation repeats within date time frame.
2. Regardless how far back.

Property Amenity Comparison

Columns:

- Property Name
- Revenue (A/B)
- # of Reservations (A/B)
- # of Nights (A/B)
- # of Repeat Guests (A/B)
- Average Revenue (A/B)
- Average # of Reservations (A/B)
- Average # of Nights (A/B)
- Average # of Repeat Guests (A/B)
- Totals

Report Parameter Screen

Office: ALL Offices

Date Range: Last Calendar Year, Last Half Yearly, Last Quarter, Last Month

Starting Date: September 2008, 09/04/2008

Ending Date: September 2008, 09/04/2008

Amenity A: Pets

Amenity B: Internet

Sort: Location (selected), Bedrooms, Property Type, Price

Run Report, Export to Excel, Export to PDF

Report Design

Amenity Property Comparison																
Property Name	Revenue		# of Res		# of Nights		# Repeat Guests		Avg Revenue		Avg # Res		Avg # of Nights		Avg # Rpt Guests	
	Amenity A	Amenity B	Amenity A	Amenity B	Amenity A	Amenity B	Amenity A	Amenity B	Amenity A	Amenity B	Amenity A	Amenity B	Amenity A	Amenity B	Amenity A	Amenity B
Totals																

Data Set Criteria

1. Member Reservations
2. Based dates on Check In or Out?
- 3.

Property Comparison Year to Date

The property comparison report is used to report revenue, nights rented, # of reservations, commission, and repeat guests. This report can be used as a tool to gauge where a client stands at a certain time of year, project where they stand, or display where they stood in the past. The end user can run the report for a year time only. The report breaks down the above figures by property, by month.

Columns:

Property

Amount Rent - Reports the price rent – discounts (on front of reservation) on the front of the reservation.

of Reservations – Counts the number of reservations.

of Nights – Counts the number of nights.

Commission – Commission amount in dollar value, per reservation

Repeat Guests – Counts the number of repeat guests. A guest qualifies as a repeat guest when they book a reservation for the same property in the same month a year before the year being reported.

Company Totals – Reports a summation of each COLUMN (Rent Amount, # of Res # of Nights, etc). This row is at the bottom of the report.

Totals – Sums all the ROWS of row data. You can find this at the very right of the report.

Report Parameter Screen



The screenshot shows a web-based report parameter screen. It features two date selection fields: "Starting Date:" and "Ending Date:". Each field consists of a month dropdown menu (both set to "February"), a year dropdown menu (both set to "2009"), and a calendar icon. Below these fields are two buttons: "Run Report" and "Export to Excel".

Report Design

Property Data:

Property Comparison Report 2009

Property	January									
	Amount Rent		# of Res		# of Nights		Commission		# Repeat Guests	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
.Christian Test ST 1	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0
.Christian Test ST property 1	\$0.00	\$1,155.00	0	1	0	7	\$0.00	\$0.00	0	0
.Christian Test ST property 2	\$0.00	\$1,155.00	0	1	0	7	\$0.00	\$0.00	0	0
.Christian Test ST property 3	\$0.00	\$2,310.00	0	2	0	14	\$0.00	\$0.00	0	0
.Christian Test ST property 4	\$0.00	\$1,155.00	0	1	0	7	\$0.00	\$0.00	0	0
.Christian Test ST property 5	\$0.00	\$0.00	0	0	0	0	\$0.00	\$0.00	0	0

Totals:

Totals											
Amount Rent		# of Res		# of Nights		Commission		# Repeat Guests			
Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current
\$0.00	\$1,020.00	0	1	0	6	\$0.00	\$183.60	0	0		
\$0.00	\$2,310.00	0	2	0	14	\$0.00	\$0.00	0	0		
\$0.00	\$1,155.00	0	1	0	7	\$0.00	\$0.00	0	0		
\$0.00	\$3,465.00	0	3	0	21	\$0.00	\$0.00	0	0		
\$0.00	\$2,310.00	0	2	0	14	\$0.00	\$0.00	0	0		
\$0.00	\$1,155.00	0	1	0	7	\$0.00	\$0.00	0	0		

Data Set Criteria

1. **Short-term** Reservations
2. **Member** Reservations
3. Dates currently based on **Check Out**.
4. **Cancelled** reservations **excluded**.

ES - Marketing Code Report

Purpose:

The Marketing Code report returns data according to reservations and the reservations marketing code or how it was booked. The end user can find out how much revenue and how many reservations each marketing code is generating. The report can group information by State, Zip Codes, and Countries.

Location:

Accounting/Reports/click Reporting Services link/ES – Marketing Code Report

Parameters:

Office: ALL Offices	Starting Date: May 2010 05/27/2010	Ending Date: May 2010 05/27/2010
Reservation Type: <input checked="" type="radio"/> Short Term <input type="radio"/> Seasonal	Date Sort: <input checked="" type="radio"/> Reserved <input type="radio"/> Date Arrived	Details: <input checked="" type="radio"/> No Details <input type="radio"/> By State <input type="radio"/> By Zip Code <input type="radio"/> By Country
Run Report Export to Excel Export to PDF		

1. **Office** – User can select a single or all offices.
2. **Starting Date** – User can select the starting date time frame of the report.
3. **Ending Date** – User can select the ending date time frame of the report.
4. **Reservation Type** – Short Term OR Seasonal reservations can be selected.
5. **Date Sort** – The report can retrieve data base on reservation date reserved or arrival.
6. **Details** – User can select to organize the report by State, Zip, Country, or No details.

Columns:

When No Details is selected the following columns display:

Marketing Code – Marketing Code of the reservation.

Res – Number of reservations with that marketing code between time frame.

Revenue – Revenue is the FULL amount of the reservation excluding Security Deposit.

% of Total Revenue – (Total revenue for that marketing code divided by the Total # revenue for the report) * 100.

% of Total Reservations - (Total # of reservations for that marketing code divided by the Total # of reservations for the report) * 100.

Grand Totals - Total # of reservations and revenue for the report.

If By State, By Zip, or By Country is selected, then additional details are displayed:

Marketing Code – Marketing Code of the reservation.

Zip, State, or Country – Organizes the report by state, zip, or country according to the reservation.

Res – Number of reservations with that marketing code between time frame.

Revenue – Revenue is the FULL amount of the reservation excluding Security Deposit.

% of Total Revenue – (Total revenue for that marketing code divided by the

Total # revenue for the report) * 100.

% of Total Reservations - (Total # of reservations for that marketing code divided by the Total # of reservations for the report) * 100.

Code Totals: Total # of reservations, revenue, % of Total Revenue, % of Total reservations for that particular marketing code.

Grand Totals: Total # of reservations and revenue for the entire report.

Report Output

Marketing Code Report with state details selected. The same output displays for Zip and Country, except the word "State" is replaced with Zip or Country.

Century 21 Action, Inc.

Marketing Code Summary for Tuesday, July 01, 2008
through Wednesday, January 07, 2009
offices: Sneads Ferry - Century 21 Action

<u>Marketing Code</u>	<u>State</u>	<u># Res</u>	<u>Revenue</u>	<u>% of Total Revenue</u>	<u>% of Total Reservations</u>
Guest Quest					
	NC	1	\$925.15	100%	100%
	Code Total:	1	\$925.15	62.14%	50%
Repeat Guest					
	NC	1	\$563.75	100%	100%
	Code Total:	1	\$563.75	37.86%	50%
Grand Totals:		2	\$1,488.90		

Marketing Code Report without Details:

Century 21 Action, Inc.

**Marketing Code Summary for Tuesday, July 01, 2008
through Wednesday, January 07, 2009
offices: Sneads Ferry - Century 21 Action**

Marketing Code	# Res	Revenue	% of Total Revenue	% of Total Reservations
Brochure		\$0.00	.00%	.00%
Chamber of Commerce		\$0.00	.00%	.00%
Guest Quest	1	\$925.15	62.13%	50%
Internet Search-Google		\$0.00	.00%	.00%
Internet Search-MSN		\$0.00	.00%	.00%
Internet Search-Other		\$0.00	.00%	.00%
Internet Search-Yahoo		\$0.00	.00%	.00%
Other		\$0.00	.00%	.00%
Owner Referral		\$0.00	.00%	.00%
Owner Referral		\$0.00	.00%	.00%
PackthePets.com		\$0.00	.00%	.00%
PetFriendlyTravel.com		\$0.00	.00%	.00%
Raleigh News & Observer		\$0.00	.00%	.00%
Referred by Friend/Family		\$0.00	.00%	.00%
Rent-A-Beach.com		\$0.00	.00%	.00%
Repeat Guest	1	\$563.75	37.86%	50%
See Ya There Travel Directory		\$0.00	.00%	.00%
Television Commercial		\$0.00	.00%	.00%
Walk In Customer		\$0.00	.00%	.00%
Grand Totals:	2	\$1,488.90		



Data Set Criteria

1. Member and Owner reservations.
2. Short Term OR Seasonal. User has the ability to choose.
3. Start and End Dates based on Date Reserved OR Arrival Date. User has the ability to choose.
Date Reserved – If the reservation date reserved is between Report Start Date and Report End Date, then reservation marketing code info, will be displayed.

Arrival Date – If the reservation arrival date is between Report Start Date and Report End Date, then reservation marketing code info, will be displayed.

4. Only active Marketing Codes are returned.
5. Cancelled reservations are excluded
6. Details – User’s can run the report with details or without.

Details State – State breakdown is displayed.

Details Zip – Zip Code breakdown is displayed.

Details Country – Country breakdown is displayed.

Web Group Property List

Purpose:

This report is a quick check for client to see which properties are applied to web groups, as well as which web groups are applied to properties.

Location:

Properties/Reports/click Reporting Services link/Web Group Property List

Parameters Screen:

The screenshot shows a parameters screen for a report. It has a light blue background with a white border. The parameters are as follows:

- Office:** A dropdown menu with "ALL Offices" selected.
- Properties:** A dropdown menu with "ALL Properties" selected.
- Web Group:** A dropdown menu with "ALL Web Groups" selected.
- Group Type:** Two radio buttons: "Web Group" (selected) and "Property".

At the bottom of the screen, there is a light orange bar containing three buttons: "Run Report", "Export to Excel", and "Export to PDF".

User can select:

- Office** – Select single Office or All Offices.
- Properties** – Select a single property or all properties.
- Web Groups** – Select a single web group or all web groups.
- Group Type** – This allows the user to run the report by Web Group or by Properties. So if it's by web group, then it will list all the properties per web group. If the report is ran by property, the report will list web groups per property.

Report Output:

Property per Web Group List

Office: ALL Offices
Company: Vacation Realty, Inc. (PETE)
Date: 2/11/2010 3:32:53 PM

4 Night Discount

VR Beach & Tennis Club 110
VR Beach & Tennis Club 113

All Properties

069 Sawyer Two
100 Easy Goin'
101 Helen's Place
102 A Shore Thing
103 Miller Time
104 Doris Day
105 Beach Nuts East
106 Beach Nuts West
107 Muncus
108 Pittsburgh Sunset Lower
109 Pittsburgh Sunset Upper
110 Sweet Sunset
111 Tres Bien
112 Relaxin for Shore
113 Shipwatch Townhome 214
114 Shipwatch Townhome 220
115 Belissimo
116 Happy Ours
261 Sunset Haven
Fernandino Beach Short Term
VR Beach & Tennis Club 110
VR Beach & Tennis Club 113
VR Beach & Tennis Club 120-A
VR Beach & Tennis Club 120-B
VR Beach & Tennis Club 121-A
VR Beach & Tennis Club 121-B

Condos

101 Helen's Place

Reservation Activity

Purpose:

This report helps clients take a look at bookings for a past time frame, today. By looking at the date the reservation was booked, we can gauge or set goals for how we are doing this year.

Location:

Reservations/Reports/click Reporting Services link/Reservation Activity

Parameters Screen:

Office: ALL Offices	
Date Reserved Starting Date: January 2008 1/1/2008	Date Reserved Ending Date: December 2008 12/31/2008
Arrival Starting Date: January 2009 1/1/2009	Arrival Ending Date: August 2009 8/1/2009
Run Report Export to Excel Export to PDF	

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Date Reserved Starting Date** – Date reservation was booked, starting date time frame.
- c.) **Date Reserved Ending Date** - Date reservation was booked, ending date time frame.
- d.) **Date Arrival Starting Date** – Date reservation is arriving, starting date time frame.
- e.) **Date Arrival Ending Date** - Date reservation is arriving, ending date time frame.

Report Output:

Vacation Properties
Reservation Activity
Date Reserved: 1/1/2009 - 1/1/2009
Arrival Dates: 03/27/2010 - 03/27/2010
ALL Offices

Who Reserved	When	Property	Res ID	Guest Name	Stay Dates	Status	Rent	Marketing Code	Origin
Monday, January 5, 2009									
Parker Ruby	3:24 PM	Sewell's Folly	5130	Kathryn Smith	6/12/2010 - 6/19/2010	Confirmed	\$1,085.00	Repeat Guest	
Totals for Monday, January 5, 2009: 1 reservation(s) totaling: \$1,085.00									
Friday, January 9, 2009									
Donnie R Garner	9:35 AM	Inherit the Wind	5182	Donnie R Garner	7/10/2010 - 7/17/2010	Confirmed	\$2,025.00	.web reservation	WEB
Totals for Friday, January 9, 2009: 1 reservation(s) totaling: \$2,025.00									
Thursday, February 19, 2009									
Miranda Andrews	11:05 AM	McGee's Folly	5947	Marcie Hicks	5/7/2010 - 5/9/2010	Confirmed	\$604.00	Walk-In	
Totals for Thursday, February 19, 2009: 1 reservation(s) totaling: \$604.00									

Grand Totals:

402 reservation(s) totaling: \$827,905.10
\$696,586.23 in Non-Cancelled (Active) Reservations

Owner Reservations: 81
Cancelled Reservations: 106
Active Member/Guest Reservations: 233

Reservations Created In:

RESERVATIONS | New Reservations: 158
CALENDAR | Tape Chart: 0
CALENDAR | Annual Calendar: 6
CALENDAR | By Property: 202
Quick Calendar: 0
Public Site / Web: 13
Owner ExtraNet: 23
Travel Agent ExtraNet: 0



Data Reported:

1. **Who Reserved** – Who reserved the reservation.
2. **When** – What time that day, the reservation was made.
3. **Property** – Property Name.
4. **Res ID** – Reservation ID.
5. **Guest Name** – Reservation guest name.
6. **Stay Dates** – Reservation stay dates.
7. **Status** – Reservation Status.
8. **Rent** – Rental Price on the reservation.
9. **Marketing Code** – Reservation marketing code.
10. **Origin** – Booking origin location.

Totals:Grand Totals:

- ¹ 402 reservation(s) totaling: ² \$827,905.10
- ³ \$696,586.23 in Non-Cancelled (Active) Reservations
- ⁴ Owner Reservations: 81
- ⁵ Cancelled Reservations: 106
- ⁶ Active Member/Guest Reservations: 233

Reservations Created In:

- ⁷ RESERVATIONS | New Reservations: 158
- ⁸ CALENDAR | Tape Chart: 0
- ⁹ CALENDAR | Annual Calendar: 6
- ¹⁰ CALENDAR | By Property: 202
- ¹¹ Quick Calendar: 0
- ¹² Public Site / Web: 13
- ¹³ Owner ExtraNet: 23
- ¹⁴ Travel Agent ExtraNet: 0

1. # of reservations reported (Owner, Member, Cancelled).
2. Total rental price for all reservations (Owner, Member, Cancelled).
3. Total rental price for all NON-cancelled reservations.
4. # of owner reservations.
5. # of cancelled reservations.
6. # of member, non-cancelled reservations.
7. # of reservations made through New Short Term Res.
8. # of reservations made through the Tape Chart Calendar.
9. # of reservations made through the Annual Calendar.
10. # of reservations made through the Property Calendar.
11. # of reservations made through Quick Calendar.
12. # of reservations made through the Web Site.
13. # of reservations made through the Owners Extranet.
14. # of reservations made through the Travel Agents Extranet.

Key Codes by Reservation

Purpose:

This report provides a quick snapshot of reservation and Kaba Lock key code information.

Location:

Reservations/Reports/click Reporting Services link/Key Codes by Reservation

Parameters Screen:

Office: ALL Offices	
Starting Date: March 2010 03/05/2010	Ending Date: March 2010 03/05/2010
Key Code: <input checked="" type="checkbox"/> Res with Key Code <input checked="" type="checkbox"/> Res without Key Code	
Run Report Export to Excel Export to PDF	

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Starting Date** – Start Date of reservations set.
- c.) **Ending Date** – End Date of reservations set.
- d.) **Key Code** – User can elect to display reservations with or without key codes, or both.

Report Output:

Key Codes By Reservation

Dates: 1/1/2009 - 12/1/2010
 Vacation Realty, Inc. (PETE)

ALL Offices

<u>Reservation ID</u>	<u>Guest Name</u>	<u>Property</u>	<u>Stay Dates</u>	<u>Status</u>	<u>Reserved On</u>	<u>Confirmed By</u>	<u>Code</u>
	<u>Day Phone</u>	<u>Night Phone</u>	<u>Cell Phone</u>	<u>Fax</u>			
ALL Offices							
	804-553-8904						
328	test . test	102 A Shore Thing	9/26/2009 - 10/3/2009	UNConfirmed	9/18/2009	9/18/2009	
	test	test					
333	Julie . Victor	106 Beach Nuts West	12/19/2009 - 12/26/2009	UNConfirmed	12/9/2009	12/9/2009	
	999-999-9999						
354	Julie . Victor	102 A Shore Thing	1/9/2010 - 1/16/2010	Checked-In	2/3/2010	2/3/2010	
	999-999-9999						
356	Stacey . Rolland	261 Sunset Haven	1/16/2010 - 1/17/2010	Confirmed	2/8/2010	2/8/2010	
	777-777-7777						
355	Yasmine . Andrews	100 Easy Goin'	1/16/2010 - 1/23/2010	Confirmed	2/8/2010	2/8/2010	
	289-999-9999						
350	Jacqueline . Shankland	115 Belissimo	1/23/2010 - 1/30/2010	UNConfirmed	1/20/2010	1/20/2010	
	910 200 3855						
359	Roger . Berkman	105 Beach Nuts East	2/10/2010 - 2/13/2010	UNConfirmed	2/18/2010	2/18/2010	
	888-888-8888						
358	Woody . Allen	113 Shipwatch Townhome 214	2/13/2010 - 2/20/2010	UNConfirmed	2/5/2010	2/18/2010	
	999-999-9999						
334	Jill . Smith	102 A Shore Thing	5/30/2010 - 6/6/2010	Confirmed	12/9/2009	12/19/2009	
	999-999-9999						
335	Yasmine . Andrews	107 Muncus	6/13/2010 - 6/20/2010	Confirmed	12/9/2009	12/19/2009	
	289-999-9999						
336	Abraham . Lincoln	104 Doris Day	6/27/2010 - 7/4/2010	Confirmed	12/9/2009	12/19/2009	
	252-725-1573						



Data Reported:

1. **Reservation ID** – Reservation ID.
2. **Guest Name** – Reservation guest name.
3. **Property** – Reservation property name.
4. **Stay Dates** – Reservation stay dates.
5. **Status** – Reservation status.
6. **Reserved On** – Date reservation was booked.
7. **Confirmed By** – Date reservation needs to be confirmed by.
8. **Code** – Key code to enter room.
9. **Day Phone** – Day phone number.
10. **Night Phone** - Night phone number.
11. **Cell Phone** - Cell phone number.
12. **Fax** - Fax phone number.

Reservation Activity By Date Reserved

Purpose:

This report helps clients take a look at bookings for a past time frame, today. By looking at the date the reservation was booked, we can gauge or set goals for how we are doing this year.

Location:

Reservations/Reports/click Reporting Services link/Reservation Activity

Parameters Screen:

Office: ALL Offices	
Date Reserved Starting Date: January 2008 1/1/2008	Date Reserved Ending Date: December 2008 12/31/2008
Arrival Starting Date: January 2009 1/1/2009	Arrival Ending Date: August 2009 8/1/2009
Run Report Export to Excel Export to PDF	

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Date Reserved Starting Date** – Date reservation was booked, starting date time frame.
- c.) **Date Reserved Ending Date** - Date reservation was booked, ending date time frame.
- d.) **Date Arrival Starting Date** – Date reservation is arriving, starting date time frame.
- e.) **Date Arrival Ending Date** - Date reservation is arriving, ending date time frame.

Report Output:

Vacation Properties
Reservation Activity
Date Reserved: 1/1/2009 - 1/1/2009
Arrival Dates: 03/27/2010 - 03/27/2010
ALL Offices

Who Reserved	When	Property	Res ID	Guest Name	Stay Dates	Status	Rent	Marketing Code	Origin
Monday, January 5, 2009									
Parker Ruby	3:24 PM	Sewell's Folly	5130	Kathryn Smith	6/12/2010 - 6/19/2010	Confirmed	\$1,085.00	Repeat Guest	
Totals for Monday, January 5, 2009: 1 reservation(s) totaling: \$1,085.00									
Friday, January 9, 2009									
Donnie R Garner	9:35 AM	Inherit the Wind	5182	Donnie R Garner	7/10/2010 - 7/17/2010	Confirmed	\$2,025.00	.web reservation	WEB
Totals for Friday, January 9, 2009: 1 reservation(s) totaling: \$2,025.00									
Thursday, February 19, 2009									
Miranda Andrews	11:05 AM	McGee's Folly	5947	Marcie Hicks	5/7/2010 - 5/9/2010	Confirmed	\$604.00	Walk-In	
Totals for Thursday, February 19, 2009: 1 reservation(s) totaling: \$604.00									

Grand Totals:

402 reservation(s) totaling: \$827,905.10
\$696,586.23 in Non-Cancelled (Active) Reservations

Owner Reservations: 81
Cancelled Reservations: 106
Active Member/Guest Reservations: 233

Reservations Created In:

RESERVATIONS | New Reservations: 158
CALENDAR | Tape Chart: 0
CALENDAR | Annual Calendar: 6
CALENDAR | By Property: 202
Quick Calendar: 0
Public Site / Web: 13
Owner ExtraNet: 23
Travel Agent ExtraNet: 0



Data Reported:

1. **Who Reserved** – Who reserved the reservation.
2. **When** – What time that day, the reservation was made.
3. **Property** – Property Name.
4. **Res ID** – Reservation ID.
5. **Guest Name** – Reservation guest name.
6. **Stay Dates** – Reservation stay dates.
7. **Status** – Reservation Status.
8. **Rent** – Rental Price on the reservation.
9. **Marketing Code** – Reservation marketing code.
10. **Origin** – Booking origin location.

Totals:

Grand Totals:

- ¹ 402 reservation(s) totaling: ² \$827,905.10
- ³ \$696,586.23 in Non-Cancelled (Active) Reservations
- ⁴ Owner Reservations: 81
- ⁵ Cancelled Reservations: 106
- ⁶ Active Member/Guest Reservations: 233

Reservations Created In:

- ⁷ RESERVATIONS | New Reservations: 158
- ⁸ CALENDAR | Tape Chart: 0
- ⁹ CALENDAR | Annual Calendar: 6
- ¹⁰ CALENDAR | By Property: 202
- ¹¹ Quick Calendar: 0
- ¹² Public Site / Web: 13
- ¹³ Owner ExtraNet: 23
- ¹⁴ Travel Agent ExtraNet: 0

1. # of reservations reported (Owner, Member, Cancelled).
2. Total rental price for all reservations (Owner, Member, Cancelled).
3. Total rental price for all NON-cancelled reservations.
4. # of owner reservations.
5. # of cancelled reservations.
6. # of member, non-cancelled reservations.
7. # of reservations made through New Short Term Res.
8. # of reservations made through the Tape Chart Calendar.
9. # of reservations made through the Annual Calendar.
10. # of reservations made through the Property Calendar.
11. # of reservations made through Quick Calendar.
12. # of reservations made through the Web Site.
13. # of reservations made through the Owners Extranet.
14. # of reservations made through the Travel Agents Extranet.

Housekeeping Clean Cards

Purpose:

This report is used by a client for specific business practices. In particular, housekeeping clean cards can now be printed rather than hand writing them out.

Location:

Maintenance/Reports/click Reporting Services link/Hskp Clean Cards
Housekeeping/Reports/ click Reporting Services link/Hskp Clean Cards

Parameters Screen:

Office: ALL Offices Vacation Realty, Inc. VR Beach and Tennis Club	Property List: All Properties
Starting Date (by date required): May 2010 05/06/2010	Ending Date (by date required): May 2010 05/06/2010
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>	

1. **Office List** – User can select an individual office or all offices.
2. **Property List** – User can select an individual property or all properties.
2. **Starting Date** – Select the starting date of the reporting time frame.
3. **Ending Date** – User can select the ending date of the reporting time frame.

Dataset Filters

The report dataset consists of all **short term, member** reservations, within the selected **office**, and **property**, with the reservation **arrival date** in the reporting time frame. **Cancelled** reservations are excluded from the report.

Report Output:

Printing is a key to this report. The report will print 4 properties per page, and will repeat the same 4 properties every other page.

KEY NOTES:

- * If there are an odd number of properties then a “**Dummy**” copy is printed to maintain printing format.
- * The report fields sizes are restrictive, to ensure proper printing formatting. So if a “property name” or “others” exceeds the allotted space, the remaining characters will be cut off.
- * The report is order by Arrival Date, then Property

Sweet Dreams Linens

Property: .Property Joey Test
Address: _____
Area: _____
Bdrms: 0 Baths: 2 Occ: 3
Bedding: _____
Others: _____
Arrival: 2/13/2010
Departure: 2/20/2010
Total Tubs: _____

Sweet Dreams Linens

Property: ***Dummy Clean Card DO NOT USE***
Address: _____
Area: _____
Bdrms: 0 Baths: 0 Occ: 0
Bedding: _____
Others: _____
Arrival: 1/1/1900
Departure: 1/1/1900
Total Tubs: _____

Sweet Dreams Linens

Property: 103 Miller Time
Address: 112 Wood Duck Dr
Area: 6
Bdrms: 4 Baths: 2 Occ: 8
Bedding: 3 Queens, 2 Twins, QSS
Others: _____
Arrival: 2/27/2010
Departure: 3/6/2010
Total Tubs: _____

Sweet Dreams Linens

Property: 069 Sawyer Two
Address: 764 Bayberry Ct. Sec. L
Area: 6
Bdrms: 2 Baths: 3 Occ: 14
Bedding: 3Q,2Twins,Pyramid,Bunkset,Roll
Others: Beach Furniture (1), Additional Res/Cleaning Fee (1)
Arrival: 2/13/2010
Departure: 2/20/2010
Total Tubs: _____



Occupancy Snap Shot

Purpose:

This report provides the end user with a snap shot of all offices occupancy by rate groups within each office. The information can be used to see how booked each office is at any time of the year.

Location:

Properties/Reports/click Reporting Services link/Occupancy Snap Shot

Parameters Screen:

The screenshot shows a web interface for generating an occupancy report. On the left, under the heading "Office:", there is a dropdown menu with four options: "ALL Offices" (highlighted in blue), "Pelican Point", "South Beach Condo/Hotel", and "Surf Beach Resort". To the right, under the heading "Starting Date", there are two dropdown menus: the first is set to "May" and the second is set to "2010". Below these selection areas, there is a light-colored bar containing three buttons: "Run Report", "Export to Excel", and "Export to PDF".

1. **Office List** – User can select an individual office or all offices.
2. **Starting Date** – User can select a start month and start year.

If you run the report for May 2010, then the report will display May 1, 2010 – June 1, 2010 results.

Dataset Filters

1. Any property with an ownership during the reporting time frame, that is active will be considered on a per office basis.
2. Any rate group with the property dataset will be considered, on a per office basis.

Report Output:

The occupancy snap shot can be ran in HTML format, Excel format, or .PDF format. There are three buttons to run depending on which format the end user desires.

The report displays the following data:

1. **Day** – Individual day within month time frame
2. **Available** - # of available days per rate group, per office. This number is calculated by counting the number of properties within the property data set for the given day time frame. Again the property set looks at active property with an ownership within the day dates.
3. **Rented** – Rented uses the calendar to reach its calculated amounts. So it considers:
 - a.) Owner Nights
 - b.) Comped Nights
 - c.) Black Outs Nights
 - d.) Short Term and Seasonal Nights Rented
4. **Open** – Open is a simple calculation of Available – Rented nights.

Sample Output:

Occupancy Snap Shot Report

Pelican Pointe																															
Courtyard View: 5/1/2010 - 6/1/2010																															
Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Available	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
Rented	7	4	4	4	7	6	7	8	5	5	5	6	6	8	8	4	4	9	7	6	6	9	7	5	6	6	4	5	7	6	3
Open	2	5	5	5	2	3	2	1	4	4	4	3	3	1	1	5	5	0	2	3	3	0	2	4	3	3	5	4	2	3	6

Gulf View: 5/1/2010 - 6/1/2010																															
Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Available	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24
Rented	24	13	10	8	12	16	16	20	11	11	11	8	12	16	24	13	8	11	11	9	17	24	12	7	8	9	14	20	21	22	8
Open	0	11	14	16	12	8	8	4	13	13	13	16	12	8	0	11	16	13	13	15	7	0	12	17	16	15	10	4	3	2	16

Pool Side: 5/1/2010 - 6/1/2010																															
Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Available	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24
Rented	24	11	11	9	7	10	13	21	13	11	10	8	9	19	24	8	5	5	8	7	17	23	13	7	8	7	9	18	19	19	7
Open	0	13	13	15	17	14	11	3	11	13	14	16	15	5	0	16	19	19	16	17	7	1	11	17	16	17	15	6	5	5	17

South Beach Condo/Hotel																															
South Beach 1Bed: 5/1/2010 - 6/1/2010																															
Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Available	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29
Rented	28	9	7	7	7	11	18	29	12	11	15	15	16	25	28	19	18	18	19	17	19	23	12	8	8	7	12	24	29	26	11
Open	1	20	22	22	22	18	11	0	17	18	14	14	13	4	1	10	11	11	10	12	10	6	17	21	21	22	17	5	0	3	18



Housekeeping Depart Ck In

Purpose:

This report helps manage housekeeping on any day of the year. You can view past or present scheduled housekeeping.

Location:

Housekeeping/Reports/click Reporting Services link/Housekeeping Depart Ck In

Parameters:

Office:

ALL Offices
 Vacation Realty, Inc.
 VR Beach and Tennis Club

Starting Date:
 January 2010
 1/03/2010

Ending Date:
 December 2010
 12/03/2010

Housekeeping Groups:
 ALL Housekeeping Groups

Schedule Hskp Status:
 OPEN
 COMPLETED

Run Report Export to Excel Export to PDF

1. **Office** – User can select a single or all offices.
2. **Starting Date** – User can select the starting date time frame of the report.
3. **Ending Date** – User can select the ending date time frame of the report.
4. **Housekeeping Groups** – User can select an individual housekeeping group or all housekeeping groups.
5. **Schedule Hskp Status** – This allows the user to view OPEN, COMPLETED, or both OPEN & COMPLETED housekeeping. This section is used in conjunction with schedule housekeeping in the VRM console.

Report Output

Houskeeping Report

Dates: 1/03/2010 - 12/03/2010
Vacation Realty, Inc.

ALL Offices

Dunes Cleaning Group (Walter Phillips - 843 737-0857)					
Property Type - Property					
Saturday, June 26, 2010					
Departure Information			Next Check-In Information		
Property:	114 Shipwatch Townhome 220	Res ID:	384	Days Btwn:	
Unit:	220	Guest Name:	heather dumont	Num Days:	7
Status:	Is Clean	Stay Dates:	6/19/2010 - 6/26/2010	Res ID:	
Phone:	999-999-9999	# in Party:	1	Guest Name:	
Beds:	3Q, DB, Rollaway, QSS			Stay Dates:	-
Address:	1928 New River Inlet Rd			# in Party:	
Departure Hskp Notes: This is the housekeeping notes test. I am going to enter as many values within this field to identify what report this note appears on.					
Next Check-In Hskp Notes:					
Property:	103 Miller Time	Res ID:	371	Days Btwn:	
Unit:		Guest Name:	Lionel Messi	Num Days:	7
Status:	Is Clean	Stay Dates:	6/19/2010 - 6/26/2010	Res ID:	
Phone:		# in Party:	1	Guest Name:	
Beds:	3 Queens, 2 Twins, QSS			Stay Dates:	-
Address:	112 Wood Duck Dr			# in Party:	
Departure Hskp Notes:					
Next Check-In Hskp Notes:					
Property:	108 Pittsburgh Sunset Lower	Res ID:	377	Days Btwn:	
Unit:		Guest Name:	Joey Gilbert	Num Days:	7
Status:	Is Clean	Stay Dates:	6/19/2010 - 6/26/2010	Res ID:	
Phone:		# in Party:	1	Guest Name:	
Beds:	2D, 2S, QSS			Stay Dates:	-
Address:	1203 W Main Street			# in Party:	
Departure Hskp Notes:					
Next Check-In Hskp Notes:					
Property:	109 Pittsburgh Sunset Upper	Res ID:	373	Days Btwn:	
Unit:		Guest Name:	Christian Hillebrand	Num Days:	7
Status:	Is Clean	Stay Dates:	6/19/2010 - 6/26/2010	Res ID:	
Phone:		# in Party:	1	Guest Name:	
Beds:	1Q, 1D, 4S			Stay Dates:	-
Address:	1203 W Main Street			# in Party:	
Departure Hskp Notes:					



Data:

Header

Housekeeping Group – Name of the Housekeeping Group. The parentheses contains the name of the housekeeper and the contact number.

Property Type – Property Type

Housekeeping Date – Housekeeping dates for each property on that day.

Property Data

Property – Property name

Unit – Unit #

Status – Property housekeeping status

Phone – Property phone

Beds – Property bed configuration (Q, Q, TW, TW)

Address – Property address

Total Units – Total # of properties to clean per housekeeper

Departure Data

Res ID – Departure reservation ID

Guest Name – Departure guest name

Stay Dates – Departure stay dates.

in Party – Departure number of guests in party

Days Btw – Number of days between Departure reservation and Next Check-In reservation.

Num Days – The number of days of the Departure reservation

Departure Hskp Notes – Departure housekeeping comments

Next Check-In Data

Res ID – Next Check-In reservation ID

Guest Name – Check-In guest name

Stay Dates – Check-In stay dates.

in Party – Check-In number of guests in party

Num Days – The number of days of the Check-In reservation

Check-In Hskp Notes – Check-In housekeeping comments

Occupancy By Property/Type

Purpose:

This report was specifically customized to report occupancy based on a certain time frame formula. The report examines a time frame. If 3 or more days exist between a reservations, within the reporting time frame, then that property is consider available. If the property has 2 or less available days between, then consider that time frame booked between those reservations.

Location:

Properties/Reports/click Reporting Services link/Occupancy By Property

Parameters:

Office: ALL Offices First Flight Rentals, LLC
Start Date: April 2010 04/25/2010
Time Frame: <input checked="" type="radio"/> 1 Week <input type="radio"/> 2 Weeks <input type="radio"/> 3 Weeks <input type="radio"/> Month <input type="radio"/> Year
Group By: <input checked="" type="radio"/> Property Name <input type="radio"/> Property Type

1. **Office** – User can select a single or all offices.
2. **Starting Date** – User can select the starting date time frame of the report.
3. **Time Frame** – User can 1 week, 2 weeks, 3 weeks, 1 month, or 1 year.
4. **Group By** – User can group the report by property name or by property type

Report Output

Occupancy By Property

Office: ALL Offices
 Dates: 4/25/2010 - 5/2/2010
 By: Property Name

Office: ALL Offices		
Property Name	Occupancy	Average Rent
101	0%	\$0.00
102	100%	\$139.93
103	100%	\$127.81
104	0%	\$0.00
105	0%	\$0.00
108	100%	\$193.16
109	0%	\$0.00
110	100%	\$77.48
112	0%	\$0.00
114	100%	\$162.53
115	100%	\$123.74
116	100%	\$148.81
201	0%	\$0.00



Data

1. **Property Data** - The property set analyzes all properties with existing ownership for that time frame. The property has to be active to be analyzed as well.
2. **Occupancy** - The report only considers occupancy within the reporting time frame. So if a reservation starts or ends after the report dates, then only the portion within the reporting time frame is considered. The full rent is considered, but the number of days is not.
3. **Average Rent** – Average rent is calculated by summing the total “Rental Price” on the front of the reservation and dividing it by the number of days within the reporting time frame.
4. Please note if a reservation is cancelled and it still occupies the dates on the calendar, then it is considered.

Reservation Cancellation

Purpose:

This report was designed to report cancellation figures for short term and seasonal reservations within a given time frame.

Location:

Reservations/Reports/click Reporting Services link/Res Cancellations

Parameters:

Office List: ALL Offices Vacation Realty, Inc. VR Beach and Tennis Club	Property List: All Properties
Starting Date: January 2010 01/10/2010	Ending Date: August 2010 08/10/2010
Date Range: <input type="radio"/> Arrival <input type="radio"/> Departure <input checked="" type="radio"/> Arrival & Departure <input type="radio"/> Reserved	Show Comments: <input type="checkbox"/> Reservation Comments: <input type="checkbox"/> Guest Comments:
Run Report Export to Excel Export to PDF	

1. **Office** – User can select a single or all offices.
2. **Property List** – User can select a single property or all properties.
3. **Starting Date** – User can select the start date time frame of the report.
4. **Ending Date** – User can select the end date time frame of the report.
5. **Date Range** – User can select the date range type used when querying results.
6. **Show Comments** – User can select to display reservation and guest comments.

Report Output

Reservation Cancellations Report

Office: ALL Offices

Dates: 7/1/2010 - 8/10/2010

Office: ALL Offices							
103 Miller Time							
<u>Res ID</u>	<u>Revenue</u>	<u>Guest Name</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Cancelled</u>	<u>Res Type</u>
406	\$2,183.40	test test	6/26/2010	7/3/2010	6/10/2010	6/10/2010	Short Term
Reservation Comments:							
Guest Comments:							
407	\$2,194.60	test test	6/26/2010	7/3/2010	6/10/2010	6/10/2010	Short Term
Reservation Comments: Markup = \$10.00							
Guest Comments:							
408	\$2,194.60	test test	6/26/2010	7/3/2010	6/10/2010	6/10/2010	Short Term
Reservation Comments: Markup = \$10.00							
Guest Comments:							
Total Revenue: \$6,572.60				Total Cancelled: 3			
112 Relaxin for Shore							
<u>Res ID</u>	<u>Revenue</u>	<u>Guest Name</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Cancelled</u>	<u>Res Type</u>
389	\$1,120.00	test test	8/1/2010	9/1/2010	5/26/2010	5/26/2010	Seasonal
Reservation Comments:							
Guest Comments:							
Total Revenue: \$1,120.00				Total Cancelled: 1			

Total Revenue: \$7,692.60

Total Cancelled: 4

Printed: 8/10/2010 9:22:38 AM

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Data

1. **Res ID** – Reservation ID.
2. **Revenue** – For short term reservations, this amount is the rental price on the front of the reservation. For seasonal reservations, this represents the rent amount for each receivable that is due >= date cancelled, is summed
3. **Guest Name** – First and Last name of the guest on the reservation.
4. **Arrival** – Reservation arrival date.
5. **Departure** – Reservation departure date.
6. **Reserved** – Date reservation was reserved.
7. **Cancelled** – Date reservation was cancelled.
8. **Res Type** – Reservation type. Report only displays Short Term and Seasonal reservations.
9. **Total Revenue** – Total amount of revenue within reporting time frame.
10. **Total Cancelled** - Total number of cancelled reservations within reporting time frame.

Portal Property Mapping

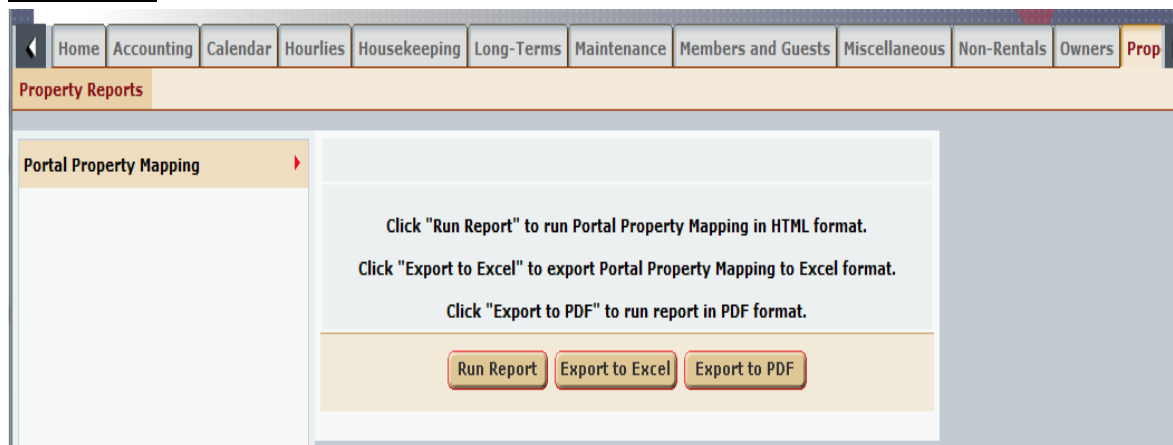
Purpose:

This report provides a way for clients to look up properties they have listed in Home Away. The information reported on this report is separate from the client database, so updated information works a little different. More details are explained below in the "Data" section.

Location:

Properties/Reports/click Reporting Services link/Portal Property Mapping

Parameters:



There are no parameters to select when running this report. The user can run the report in HTML (**Run Report**), PDF (**Export to Excel**), or Excel format (**Export to PDF**).

Report Output

Portal Property Mapping

Company: VRM Realty

Date: 8/20/2010 10:41:13 AM

<u>Portal Property Name</u>	<u>Portal ID</u>	<u>Property Type</u>		<u>Short Description</u>
<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Country</u>
<u>VRM Property Name</u>		<u>Location</u>		<u>Long Description</u>
11107 Place	7064138	Condo		11107 Sea Place
4400 A1A South	St. August	FL	32080	US
11107 Sea		Ocean		Very nice ground floor 2 bedroom 2 bath Ocean front condo with a great view of the ocean. King bed in the Master Bedroom, Queen bed in the Guest Bedroom and Sleeper sofa in the Livingroom. Master Bathroom Shower has been remodeled as of 2010, Very Nice! Non Smoking.
11110 Sea	7064139	Condo		11110 Sea Place
4400 A1A South	St. Augustine	FL	32080	US
11110 Sea		Ocean Front - Seaplace		3 Bedroom 2 Bath Flat. Ocean front ground floor. Sleeps 7: King, Full & 2 Twins 2 TV's NO SLEEPER SOFA Non-Smoking Unit

Data

*** Important note ***

There is a hierarchy that the data feed follows when it comes to updating information. Refer to the following order to understand the property information feed.

1. VRM feeds information to the PORTAL SWITCH.
2. The PORTAL SWITCH feeds information to HOME AWAY.

The end user can update portal property information by navigating to System Configuration /Reports/Portal Mapping. This is the information that is fed to the PORTAL SWITCH. This is done on a nightly basis. So if you update a property you will need to wait overnight for the information to be updated in the PORTAL SWITCH. Once this is done, you can run your Portal Property Mapping reports and the property information will display the updated information. Once updated in the PORTAL SWITCH, Home Away is fed this information. If the information is updated on an existing property it generally takes 2 to 3 hours for them to update the information in HOME AWAY. If the property is a new property it usually takes Home Away 2 to 3 days to update their site with the new property information.

The main thing to know here is that the **Portal Property Mapping** report information is updated **nightly**.

*** Important note ***

1. Portal Property Name – This field reports the property name in the PORTAL SWITCH, which is then fed to Home Away.

2. Portal ID – This is the ID used in Home Away that enables the user to find their property on Home Away’s website (www.homeaway.com). By copy and pasting this ID in the Home Away search, it will bring up the property information as listed in Home Away.
3. Property Type – This field reports the property type in the PORTAL SWITCH, which is then fed to Home Away.
4. Short Description - This field reports the short description in the PORTAL SWITCH, which is then fed to Home Away.
5. Address - This field reports the address in the PORTAL SWITCH, which is then fed to Home Away.
6. City - This field reports the city in the PORTAL SWITCH, which is then fed to Home Away.
7. State - This field reports the State in the PORTAL SWITCH, which is then fed to Home Away.
8. Zip - This field reports the Zip in the PORTAL SWITCH, which is then fed to Home Away.
9. Country - This field reports the Country in the PORTAL SWITCH, which is then fed to Home Away.
10. VRM Property Name - This field reports the property name from the **VRM** system (not the PORTAL).
11. Long Description - This field reports the long description in the PORTAL SWITCH, which is then fed to Home Away.

Revenue By Vendor

Purpose:

This report allows the end user to report revenue information on a vendor basis.

Location:

Accounting/Reports/click Reporting Services link/Revenue By Vendor Enhanced

Parameters:

Office:
 ALL Offices ▼

If you would like to view an itemized report, select the Show Details check box. Please note details only report one month at a time.

Show Details:

Start Date: September ▼ **Start Year:** 2010 ▼

Vendor List:

Select All Unselect All

- Dunes Equipment Rentals
- OSP CSA Travel Insurance
- OSP Tremont County Tax Collector
- OSP Vacation Realty, Inc.
- OSP Vacation Realty, Inc.
- OSP Vacation Realty, Inc.
- OSP Vacation Realty, Inc.
- OSP Vacation Realty, Inc.

1. **Office** – The end user can select a single office or all offices.
2. **Show Details** – This check box allows the user to display the individual transactions that make up the revenue amounts on a per vendor basis. If this check box is selected, the end user can only run the report for a month at a time. The report can only be ran in Excel format when the check box is selected. If the check box is NOT selected, the reports displays revenue information for the entire year selected. The report can be ran in PDF or excel format when the check box is NOT selected.
3. **Start Date** – The end user can select a starting month. This can only be selected when the “Show Details” check box is NOT selected.
4. **Start Year** – The end user can select a reporting time frame year.
5. **Vendor List** – The end user can select multiple or all vendors within the vendor list. Please note vendors can be added or removed from this list, and is hard coded in the database. If a new vendor is added to the system and they do not show up in this list, please contact VRM and we can add any new vendors.

Report Output

The user can run the report in the following formats:

Show Details Checked:

1. PDF (**Export to PDF**)
2. Excel format (**Export to Excel**).

PDF Format

Revenue By Vendor Report 2009

Date: 9/13/2010 4:07:26 PM

Company: VRM Realty

<u>Vendor</u>	<u>Reservation ID</u>	<u>Amount</u>	<u>Description</u>
Vacation Realty, Inc.			
OSP CSA Travel Insurance		\$11.00	Work Order # 87 (Batch M work order taxable)
OSP CSA Travel Insurance		\$10.00	Work Order # 41 (Testing DD)
OSP CSA Travel Insurance		\$5.00	Work Order # 92 (Test Mng Expense Type w/ Tax)
Vacation Realty, Inc.Totals	0	\$26.00	
Grand Totals	0	\$26.00	

Printed: 9/13/2010 4:07:26 PM

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Excel Format

Revenue By Vendor Report 2009

Date: 9/13/2010 4:08:30 PM

Company: VRM Realty

<u>Vendor</u>	<u>Reservation ID</u>	<u>Amount</u>	<u>Description</u>
Vacation Realty, Inc.			
VRM REALTY CSA Travel Insurance		\$11.00	Work Order # 87 (Batch M work order taxable)
VRM REALTY Prepay		\$10.00	Work Order # 41 (Testing DD)
VRM REALTY Damage Deposit		\$5.00	Work Order # 92 (Test Mng Expense Type w/ Tax)
Vacation Realty, Inc.Totals	0	\$26.00	
Grand Totals	0	\$26.00	

Show Details NOT Checked:

1. Excel format (**Export to Excel**)

Excel Format

Revenue By Vendor Report 2010

Date: 9/13/2010 4:00:24 PM

Company: VRM Realty

Vendor	January	February	March	April	May
Vacation Realty, Inc.					
Dunes Equipment Rentals		\$0.00	\$0.00	\$0.00	\$0.00
VRM REALTY CSA Travel Insurance	\$0.00	\$2.00	\$0.00	\$0.00	\$0.00
VRM REALTY Tremont County Tax Collector	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Tremont County Country Club	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Vacation Realty, Inc. Totals	\$0.00	\$2.00	\$0.00	\$0.00	\$0.00
VR Beach and Tennis Club					
Dunes Equipment Rentals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VRM REALTY CSA Travel Insurance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VRM REALTY Tremont County Tax Collector	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VRM REALTY Vacation Realty, Inc.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Tremont County Country Club	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VR Beach and Tennis Club Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Grand Totals	\$0.00	\$2.00	\$0.00	\$0.00	\$0.00

Excel Continued

June	July	August	September	October	November	December	Totals
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.00

Data

12. Reservation ID –Long term reservation ID.
13. Guest Name – The guest name on the reservation.
14. Stay Dates - Arrival and departure date of the reservation.
15. Total Amount – Total amount owed per receivable due .
16. Amount Paid – Amount paid per receivable due.
17. Amount Due - Amount left to pay that is due per receivable.
18. Date Due - Date the receivable is due.
19. Description - Description of the receivable that is due..
20. Contact Info – This is the contact information of the guest on the reservation. Reports day phone, evening phone, cell, pager, fax, and email address.

Long Term Receivables Due Enhanced

Purpose:

This report is an enhanced replica of the Long Term Receivables Due report found in Long Terms/Reports/Long

Term Receivables Due report. This report was enhanced to allow the end user to order the report by travel agent. This is useful for clients who send the Long Term Receivables due report to each travel agent, allowing the travel agent to only see the reservations applying to them.

Location:

Long Terms/Reports/click Reporting Services link/Long Term Receivables Due Enhanced

Parameters:

The screenshot shows a web form with the following elements:

- Office:** A dropdown menu with "ALL Offices" selected.
- Travel Agent:** A dropdown menu with "ALL Travel Agents" selected.
- Properties:** A dropdown menu with "ALL Properties" selected.
- Order Report By:** Two radio buttons: "By Agent" (selected) and "By Property Name".
- Buttons:** Three buttons at the bottom: "Run Report", "Export to Excel", and "Export to PDF".

6. **Office** – The end user can select a single office or all offices.
7. **Travel Agent** – The end user can select a single travel agent or all travel agents.
8. **Properties** – The end user can select a single property or all properties.
9. **Order Report By** – The end user can order the report by “Agent” or by “Property Name”

Report Output

The user can run the report in the following formats:

1. HTML (**Run Report**)
2. PDF (**Export to PDF**)
3. Excel format (**Export to Excel**).

PDF Format

Long Term Receivables Due

Company: VRM Realty

#Error

Date: 9/13/2010 2:39:18 PM

<u>Reservation ID</u>	<u>Guest Name</u>	<u>Stay Dates</u>	<u>Total Amount</u>	<u>Amount Paid</u>
		<u>Description</u>	<u>Date Due</u>	<u>Amount Due</u>

Contact Info: day phone, eve phone, cell, pager, fax, email

SafeGuard

Long Term Property - Joey

1331	Joey C. Gilbert	1/1/2009 - 5/1/2009	\$500.00	\$0.00
		Security Deposit	7/17/2009	\$500.00
222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com				
1331	Joey C. Gilbert	1/1/2009 - 5/1/2009	\$1,110.00	\$0.00
		Rent for April, 2009	4/1/2009	\$1,110.00
222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com				

Excel Format

Long Term Receivables Due

Company: VRM Realty

Order By: By Agent

Date: 9/13/2010 2:39:28 PM

Travel Agency	Office	Property Name	Reservation ID	Guest Name	Stay Dates
SafeGuard	All Offices	Long Term Property - Joey	1331	Joey C. Gilbert	1/1/2009 - 5/1/2009
SafeGuard	All Offices	Long Term Property - Joey	1331	Joey C. Gilbert	1/1/2009 - 5/1/2009
Travel Agent Percent	All Offices	Long Term Property - Joey	1354	Joey C. Gilbert	9/12/2009 - 12/19/2009
Travel Agent Percent	All Offices	Long Term Property - Joey	1354	Joey C. Gilbert	9/12/2009 - 12/19/2009
Travel Agent Percent	All Offices	Long Term Property - Joey	1354	Joey C. Gilbert	9/12/2009 - 12/19/2009
Travel Agent Percent	All Offices	Long Term Property - Joey	1354	Joey C. Gilbert	9/12/2009 - 12/19/2009
Travel Agent Percent	All Offices	Long Term Property - Joey	1354	Joey C. Gilbert	9/12/2009 - 12/19/2009



Excel Continued

Description	Contact Info: <u>day phone, eve phone, cell, pager, fax, email</u>	Date Due	Total Amount	Amount Paid	Amount Due
Security Deposit	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	7/17/2009	\$500.00	\$0.00	\$500.00
Rent for April, 2009	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	4/1/2009	\$1,110.00	\$0.00	\$1,110.00
Security Deposit	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	10/13/2009	\$500.00	\$0.00	\$500.00
Rent for September, 2009 (partial: 09/12/2009 - 10/01/2009)	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	9/12/2009	\$633.33	\$0.00	\$633.33
Rent for October, 2009	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	10/1/2009	\$1,000.00	\$0.00	\$1,000.00
Rent for November, 2009	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	11/1/2009	\$1,000.00	\$0.00	\$1,000.00
Rent for December, 2009 (partial: 12/01/2009 - 12/19/2009)	222-222-7777, 333-333-7777, 888-888-8887, 444-444-7777, 333-333-3337, joey@vrmgr.com	12/1/2009	\$580.65	\$0.00	\$580.65

Data

21. Reservation ID –Long term reservation ID.
22. Guest Name – The guest name on the reservation.

23. Stay Dates - Arrival and departure date of the reservation.
24. Total Amount – Total amount owed per receivable due .
25. Amount Paid – Amount paid per receivable due.
26. Amount Due - Amount left to pay that is due per receivable.
27. Date Due - Date the receivable is due.
28. Description - Description of the receivable that is due..
29. Contact Info – This is the contact information of the guest on the reservation. Reports day phone, evening phone, cell, pager, fax, and email address.

Reservation Info By Guest

Purpose:

This report allows employees to quickly check reservation information for any given time for an individual guest.

Location:

Reservations/Reports/click Reporting Services link/Reservation Info By Guest

Parameters Screen:

Office: ALL Offices <input type="button" value="v"/>	Date Range: Last Calendar Year <input type="button" value="▲"/> Last Half Yearly <input type="button" value="■"/> Last Quarter <input type="button" value="■"/> Last Month <input type="button" value="▼"/>	Starting Date: July <input type="button" value="v"/> 2009 <input type="button" value="v"/> 07/28/2009 <input type="button" value="v"/>	Ending Date: July <input type="button" value="v"/> 2009 <input type="button" value="v"/> 07/28/2009 <input type="button" value="v"/>
Date Range is used for: <input checked="" type="radio"/> Date Reserved <input type="radio"/> Arrival Date <input type="radio"/> Date Changed <input type="radio"/> Date Reserved and/or Changed		Sort/Order By: <input checked="" type="radio"/> Date Reserved/Reservation ID <input type="radio"/> Date Arriving <input type="radio"/> Date Updated <input type="radio"/> Property Name <input type="radio"/> Guest Name	
<input checked="" type="checkbox"/> Display Member Reservations?		<input checked="" type="checkbox"/> Display Owner Reservations?	
<input type="checkbox"/> Display Cancelled Reservations?		<input type="checkbox"/> Display Holds?	
Reservation ID:			<input type="text"/>
<input type="button" value="Run Report"/> <input type="button" value="Export to PDF"/>			

User can select:

- a.) **Office** - A Single Office or All Offices.
- b.) **Date Range** – Quick way for user to select dates by yearly quarters.

- c.) **Starting Date** – Start Date of reservations set.
- d.) **Ending Date** – End Date of reservations set.
- e.) **Date Range is used for** – Queries the reservation set by certain date criteria.
 - a.) Date Reserved
 - b.) Arrival Date
 - c.) Date Changed
 - d.) Date Reserved and / or Changed.
- f.) **Sort/ Order By** – User can select the order in which the data is reported.
 - a.) Date Reserved/Reservation ID
 - b.) Date Arriving
 - c.) Date Updated
 - d.) Property Name
 - e.) Guest Name
- g.) **Display Member Reservations?** - Checking this box will display member reservations.
- h.) **Display Canceled Reservations?** - Checking this box will display canceled reservations.
- i.) **Display Owner Reservations?** - Checking this box will display owner reservations.
- j.) **Display Holds?** - Checking this box will display hold reservations.
- k.) **Reservation ID** – Allows the user to enter a single reservation ID. Maybe for a guest who is at the front desk checking in or something on those lines.

Report Output:

The user can run the report in the following formats:

1. HTML (**Run Report**)
2. PDF (**Export to PDF**)

Reservation Information By Guest

Company: VRM Realty

Date: 3/25/2011 11:43:29 AM

<u>Reservation ID</u>	<u>Property Name</u>	<u>Stay Dates</u>	<u>Total Rent</u>	<u>Amount Paid</u>	<u>Amount Due</u>
Joey C Gilbert					
1531	Sea Divinity	10/2/2010 - 10/9/2010	\$1,309.92	\$1,309.92	\$0.00
1539	Sea Divinity	12/4/2010 - 12/11/2010	\$1,208.03	\$1,208.03	\$0.00
1530	& Again & Again Driveway Park	12/18/2010 - 12/25/2010	\$2,362.24	\$3.00	\$2,359.24
1543	100 Easy Goin'	3/19/2011 - 3/26/2011	\$2,777.10	\$78.00	\$2,699.10
1443	100 Easy Goin'	5/15/2010 - 5/22/2010	\$1,436.93	\$0.00	\$1,436.93
1445	.Beautiful Lagoon	5/15/2010 - 5/22/2010	\$1,123.47	\$1.00	\$1,122.47
1442	100 Easy Goin'	5/29/2010 - 6/5/2010	\$2,289.13	\$5.00	\$2,284.13
1451	069 Sawyer Two	5/8/2010 - 5/15/2010	\$1,460.52	\$0.00	\$1,460.52
TOTALS:		8 Reservations	\$13,967.34	\$2,604.95	\$11,362.39

1. **Reservation ID** – Reservation ID for the guest.
2. **Property Name** – Reservation property name.
3. **Stay Dates** – Reservation arrival and departure dates.
4. **Total Rent** – Total rental price of the reservation.
5. **Amount Paid** – Displays how much the guest has paid on the reservation.
6. **Amount Due** – Amount left to pay for the guest.
7. **Totals** – a.) # of Reservations
 - b.) Total rental price per guest for all reservation within reporting time frame.
 - c.) Total amount paid per guest for all reservation within reporting time frame.
 - d.) Total amount left to pay per guest for all reservation within reporting time frame.

Housekeeping Stay Over Clean

Purpose:

This report is used for daily housekeeping. This custom report was designed to satisfy “Stay Over” cleans. The definition of a stay over clean is any day of the reservation except for arrival or departure. So, every day except for arrival and departure, a daily clean or stay over clean is performed. The report indicates which properties to clean on any given day.

Location:

Housekeeping/Reports/ click Reporting Services link/Hskp Stay Over Clean

Parameters Screen:

Office: <input style="width: 90%;" type="text" value="ALL Offices"/>	
Properties: <input style="width: 90%;" type="text" value="ALL Properties"/>	
Starting Date: <input style="width: 40%;" type="text" value="October"/> <input style="width: 10%;" type="text" value="2010"/> <input style="width: 10px; height: 15px;" type="button" value="📅"/> <input style="width: 80%;" type="text" value="10/15/2010"/>	Ending Date: <input style="width: 40%;" type="text" value="October"/> <input style="width: 10%;" type="text" value="2010"/> <input style="width: 10px; height: 15px;" type="button" value="📅"/> <input style="width: 80%;" type="text" value="10/15/2010"/>
<input style="margin: 5px 10px;" type="button" value="Run Report"/> <input style="margin: 5px 10px;" type="button" value="Export to Excel"/> <input style="margin: 5px 10px;" type="button" value="Export to PDF"/>	

1. **Office List** – User can select an individual office or all offices.
2. **Property List** – User can select an individual property or all properties.
3. **Starting Date** – Select the starting date of the reporting time frame.

4. **Ending Date** – User can select the ending date of the reporting time frame.

Dataset Filters

The report dataset consists of all **short term** reservations, within the selected **office**, and **property**, with the reservation dates the fall within the reporting time frame. **Arrival** and **Departure** dates are not included in the result set. **Owner** or **Member** reservations can be chosen. **Cancelled** reservations are excluded from the report.

Report Output:

The user can run the report in the following formats:

- 1. PDF (**Export to PDF**)
- 2. Excel (**Export to Excel**)

PDF Format

Housekeeping - Stay Over Clean Report

Dates: 03/25/2010 - 03/25/2011

Office: All Offices

Property: All Properties

Company: VRM Realty

<u>Reservation ID</u>	<u>Property Name</u>	<u>Property Type</u>	<u># Guests</u>	<u>Arrival Date</u>	<u>Departure Date</u>
1535	Sea Divinity	Condo	1	6/12/2010	6/19/2010
Number of cleans: 1					
Friday, June 18, 2010					
1535	Sea Divinity	Condo	1	6/12/2010	6/19/2010
Number of cleans: 1					
Sunday, June 27, 2010					
1471	100 Easy Goin'	Single Family Home	1	6/26/2010	7/3/2010
1473	103 Miller Time	Condo	1	6/26/2010	7/3/2010
Number of cleans: 2					
Monday, June 28, 2010					
1471	100 Easy Goin'	Single Family Home	1	6/26/2010	7/3/2010
1473	103 Miller Time	Condo	1	6/26/2010	7/3/2010
Number of cleans: 2					

Excel Format

Housekeeping - Stay Over Clean Report

Dates: 03/25/2010 - 03/25/2011

Office: All Offices

Property: All Properties

Company: VRM Realty

<u>Reservation ID</u>	<u>Property Name</u>	<u>Property Type</u>	<u># Guests</u>	<u>Arrival Date</u>	<u>Departure Date</u>
1448	100 Easy Goin'	Single Family Home	1	3/27/2010	4/3/2010
1448	100 Easy Goin'	Single Family Home	1	3/27/2010	4/3/2010
1448	100 Easy Goin'	Single Family Home	1	3/27/2010	4/3/2010
1448	100 Easy Goin'	Single Family Home	1	3/27/2010	4/3/2010
1448	100 Easy Goin'	Single Family Home	1	3/27/2010	4/3/2010
1448	100 Easy Goin'	Single Family Home	1	3/27/2010	4/3/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1449	.Property Joey Test	Condo	1	4/10/2010	4/17/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1449	.Property Joey Test	Condo	1	4/10/2010	4/17/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1449	.Property Joey Test	Condo	1	4/10/2010	4/17/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1449	.Property Joey Test	Condo	1	4/10/2010	4/17/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1449	.Property Joey Test	Condo	1	4/10/2010	4/17/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010
1449	.Property Joey Test	Condo	1	4/10/2010	4/17/2010
1447	104 Doris Day	Condo	1	4/1/2010	5/5/2010

1. **Reservation ID** – Reservation ID.
2. **Property Name** – Property name.
3. **Property Type**– Property Type.
4. **# of Guests** – Displays the number of guests.
5. **Arrival** – Reservation arrival date.
6. **Departure** – Reservation departure date.

Please note the report is organized by date.

Reservation Info Export

Purpose:

This report allows for quick reservation data exports. It provides

Location:

Reservations/Reports/ click Reporting Services link/Reservation Info Export

Parameters Screen:

Office List: ALL Offices Vacation Realty, Inc. VR Beach and Tennis Club		Property List: All Properties	
Start Date: 03/25/2011	End Date: 03/25/2011		
Search By: <input checked="" type="radio"/> Arrival Date <input type="radio"/> Date Reserved	Reservation Status: <input checked="" type="checkbox"/> Un-Confirmed <input checked="" type="checkbox"/> Confirmed <input checked="" type="checkbox"/> Checked In <input checked="" type="checkbox"/> Checked Out <input type="checkbox"/> Cancelled <input type="checkbox"/> Paid In Full	Guest Type: <input checked="" type="checkbox"/> Display Member Reservations? <input type="checkbox"/> Display Owner Reservations?	
Reservation Information to Display:			
Reservation: <input type="checkbox"/> Reservation ID <input type="checkbox"/> Status <input checked="" type="checkbox"/> Arrival Date <input checked="" type="checkbox"/> Departure Date <input type="checkbox"/> Date Reserved <input type="checkbox"/> Marketing Code <input type="checkbox"/> Confirmation Req By <input type="checkbox"/> Reservation Origin <input type="checkbox"/> Receives Email <input type="checkbox"/> VRA Signed <input type="checkbox"/> Hold Deposit <input checked="" type="checkbox"/> Lock Code (E Code) <input type="checkbox"/> Underage Guests <input type="checkbox"/> Number of Days <input type="checkbox"/> Number of Guests <input type="checkbox"/> Confirmation Printed <input type="checkbox"/> Confirmation Emailed <input type="checkbox"/> Res Comment History <input type="checkbox"/> Guest Comment History <input type="checkbox"/> Housekeeping Notes	Property: <input checked="" type="checkbox"/> Property Name <input type="checkbox"/> Property Location <input type="checkbox"/> Unit <input checked="" type="checkbox"/> Property Address <input checked="" type="checkbox"/> Property Address Cont <input checked="" type="checkbox"/> Property City <input checked="" type="checkbox"/> Property State <input checked="" type="checkbox"/> Property Zip <input checked="" type="checkbox"/> Property Country <input checked="" type="checkbox"/> Property Phone <input checked="" type="checkbox"/> Brochure Instructions	Guest Information: <input type="checkbox"/> Guest Type <input checked="" type="checkbox"/> First <input checked="" type="checkbox"/> Middle <input checked="" type="checkbox"/> Last <input type="checkbox"/> Address <input type="checkbox"/> Address Cont <input type="checkbox"/> City <input type="checkbox"/> State <input type="checkbox"/> Zip <input type="checkbox"/> Country <input checked="" type="checkbox"/> Email <input type="checkbox"/> Cell <input type="checkbox"/> Phone <input type="checkbox"/> Evening Phone <input type="checkbox"/> Pager <input type="checkbox"/> Fax	Financials: <input type="checkbox"/> Rental Price <input type="checkbox"/> Damage Deposit <input type="checkbox"/> Management Fee Type <input type="checkbox"/> Management Fee <input type="checkbox"/> Required Prepay <input type="checkbox"/> Discount <input type="checkbox"/> Markup <input type="checkbox"/> Travel Insurance <input type="checkbox"/> Travel Ins Amount <input type="checkbox"/> Damage Insurance <input type="checkbox"/> Damage Ins Amount <input type="checkbox"/> Travel Agent Name <input type="checkbox"/> Travel Agency <input type="checkbox"/> Travel Agent Comm Type <input type="checkbox"/> Travel Agent Comm <input type="checkbox"/> Travel Agent Owner Comm <input type="checkbox"/> Travel Agent Pay Timing <input type="checkbox"/> Total Res Cost <input type="checkbox"/> Total Paid
Export to Excel			

Dataset Filters

1. By arrival or departure date
2. By reservation status.
3. Guest Type, owner or member or both.
4. By Office.
5. By Property.

Report Output:

Depending on what the end user checks in the Reservation Information to Display section of the parameter screen determines what is exported to excel. The user can run the report in the following formats:

1. Excel (**Export to Excel**)

Excel Format

Reservation Info Export (03/25/2010 - 03/25/2011)

Reservation ID	Arrival	Departure	Lock Code	Property Name	Property Address
1535	6/12/2010	6/19/2010	No Code	Sea Divinity	
1506	7/3/2010	7/10/2010	No Code	104 Doris Day	1516-B East Main Street
1507	7/17/2010	7/24/2010	No Code	104 Doris Day	1516-B East Main Street
1469	7/17/2010	7/24/2010	No Code	069 Sawyer Two	764 Bayberry Ct. Sec. L
1532	8/7/2010	8/14/2010	No Code	Sea Divinity	
1498	8/21/2010	8/28/2010	No Code	Beautiful Lagoon	
1534	8/28/2010	9/4/2010	No Code	Sea Divinity	
1533	9/4/2010	9/11/2010	No Code	Sea Divinity	
1531	10/2/2010	10/9/2010	No Code	Sea Divinity	
1539	12/4/2010	12/11/2010	No Code	Sea Divinity	



Property Address	Property Address Cont	Property City	Property State	Property Zip
		Dunes City	BK	38724
1516-B East Main Street		Dunes City	BK	38724
1516-B East Main Street		Dunes City	BK	38724
764 Bayberry Ct. Sec. L		Dunes City	BK	38724
		Dunes City	BK	38724
		Dunes City	BK	38724
		Dunes City	BK	38724
		Dunes City	BK	38724
		Dunes City	BK	38724
		Dunes City	BK	38724

Property Country	Property Phone	Brochure Instructions	First	Middle
US			John	
US			Jennifer	
US			Holly	
US			Joey	C
US			Holly	
US			Joey	C
US			John	
US			Milly	
US			Joey	C
US			Joey	C

Last	Email	Total Reservation Cost	Total Paid
Hugo		\$1,178.03	\$1,208.03
Anniston		\$1,151.00	\$1,151.00
Fields	joey@vrmgr.com	\$1,125.91	\$1,155.91
Gilbert	joey@vrmgr.com	\$1,541.39	\$1,691.06
Fields	joey@vrmgr.com	\$1,213.42	\$1,243.42
Gilbert	joey@vrmgr.com	\$1,223.92	\$1,256.95
elway	ielway@vrmgr.com	\$1,203.03	\$1,233.03
Thompson	joey@vrmgr.com	\$1,248.03	\$1,278.03
Gilbert	joey@vrmgr.com	\$1,279.92	\$1,309.92
Gilbert	joey@vrmgr.com	\$1,178.03	\$1,208.03

Key Code Sort

Purpose:

This was a customized report created for a client that needed a property list with the key code information.

Location:

Properties/Reports/ click Reporting Services link/Key Code Sort

Parameters Screen:



The screenshot shows a 'Parameters Screen' with two main sections. The first section, 'Sort Type', contains two radio button options: 'By Property' (which is selected) and 'By Key Code'. The second section, 'Property Status', contains three checkbox options: 'Active' (checked), 'In-Active' (checked), and 'Archived / Deleted' (unchecked). At the bottom of the screen, there are three buttons: 'Run Report', 'Export to Excel', and 'Export to PDF'.

1. **Sort Type** – User can select to sort the report by property or key code.
2. **Property Status** – User can select the property statuses to report.

Dataset Filters

Report Output:

The user can run the report in the following formats:

1. HTML (**Run Report**)
2. PDF (**Export to PDF**)
3. Excel (**Export to Excel**)

Key Code Sort Report

VRM Realty

By Property

Property Name	Address	City	State	Zip	Key Code	User Def #1
& Again & Again Driveway Park	240 N. Collier Blvd. Marco Island FL. 34145	Marco Island	Co	80015	116 fob 42703/G.C 13850	User Defined Field 1
&Joey Test Property		Dunes City	BK	38724		
.AAAA Property		Dunes City	BK	38724		
.Beautiful Lagoon		Dunes City	BK	38724		
.Christian 1	112 Wood Duck Dr	Denver	Co	80015	12345	
.Michael1		Dunes City	BK	38724		
.Property Joey Test		Dunes City	BK	38724		
069 Sawyer Two	764 Bayberry Ct. Sec. L	Dunes City	BK	38724		
100 Easy Goin'	121 Shearwater Way	Dunes City	BK	38724	123	User Defined Col 1
101 Helen's Place	123 Dunes Beach	Dunes City	BK	38724		
102 A Shore Thing	110 Christopher Drive	Dunes City	BK	38724		
103 Miller Time	112 Wood Duck Dr	Denver	Co	80015	12345	
104 Doris Day	1516-B East Main Street	Dunes City	BK	38724		
105 Beach Nuts East	107 West Main Street	Dunes City	BK	38724		
106 Beach Nuts West	107 West Main Street	Dunes City	BK	38724		
107 Muncus	135 Dune Road	Dunes City	BK	38724		

Excel Format

Key Code Sort Report

VRM Realty

By Property

Property Name	Address	City	State	Zip	Key Code	User Def #1
& Again & Again Driveway Park	240 N. Collier Blvd. Marco Island FL. 34145	Marco Island	Co	80015	116 fob 42703/G.C 13850	User Defined Field 1
&Joey Test Property		Dunes City	BK	38724		
.AAAA Property		Dunes City	BK	38724		
.Beautiful Lagoon		Dunes City	BK	38724		
.Christian 1	112 Wood Duck Dr	Denver	Co	80015	12345	
.Michael1		Dunes City	BK	38724		
.Property Joey Test		Dunes City	BK	38724		
069 Sawyer Two	764 Bayberry Ct. Sec. L	Dunes City	BK	38724		
100 Easy Goin'	121 Shearwater Way	Dunes City	BK	38724	123	User Defined Col 1
101 Helen's Place	123 Dunes Beach	Dunes City	BK	38724		
102 A Shore Thing	110 Christopher Drive	Dunes City	BK	38724		
103 Miller Time	112 Wood Duck Dr	Denver	Co	80015	12345	
104 Doris Day	1516-B East Main Street	Dunes City	BK	38724		
105 Beach Nuts East	107 West Main Street	Dunes City	BK	38724		
106 Beach Nuts West	107 West Main Street	Dunes City	BK	38724		
107 Muncus	135 Dune Road	Dunes City	BK	38724		
108 Pittsburgh Sunset Lower	1203 W Main Street	Dunes City	BK	38724		
109 Pittsburgh Sunset Upper	1203 W Main Street	Dunes City	BK	38724		
110 Sweet Sunset	405C 27th Street	Dunes City	BK	38724		
111 Tres Bien	419C 27th Street	Dunes City	BK	38724		
112 Relaxin for Shore	1254 Stillwind Court	Wilmington	NC	28557		
113 Shipwatch Townhome 214	1928 New River Inlet Rd	Dunes City	BK	38724		
114 Shipwatch Townhome 220	1928 New River Inlet Rd	Dunes City	BK	38724		
115 Bellissimo	2303 Oneto Lane	Dunes City	BK	38724		
25	123 Dunes Beach	Dunes City	BK	38724		
261 Sunset Haven	409-D 27th St	Dunes City	BK	38724		

1. **Property Name** – Property name.
2. **Address** – Property street address.
3. **City** – Property city.
4. **State** – Property state.
5. **Zip** – Property zip code.
6. **Key Code** – Property key code which is a field set at the property level.
7. **User Defined Field #1** – This is a customizable field that allows the client to name as they please.

Past Guest List

Purpose:

This report is used to get an idea of a properties past (or present) guest list. The past guest list report is a useful tool for managing repeat guests, to encourage repeat vacations with incentives.

Location:

Properties/Reports/ click Reporting Services link/Past Guest List

Parameters Screen:

Office: ALL Offices	Properties: ALL Properties
Starting Date: 03/25/2010	Ending Date: 03/25/2011
Sort By: <input checked="" type="radio"/> Property Address <input type="radio"/> Guest First Name <input type="radio"/> Guest Last Name <input type="radio"/> Arrival Date <input type="radio"/> Departure Date <input type="radio"/> Date Reserved <input type="radio"/> Marketing Code <input type="radio"/> Office / Property	Reservation Type: <input checked="" type="radio"/> Short Terms <input type="radio"/> Long Terms <input type="radio"/> Seasonals
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>	

Dataset Filters

1. **Office List** – User can select an individual office or all offices.
2. **Property List** – User can select an individual property or all properties.
3. **Starting Date** – Select the starting date of the reporting time frame.
4. **Ending Date** – User can select the ending date of the reporting time frame.
5. **Reservation Type** - User can select short term, long term, or seasonal individually only.
6. **Sort By** – User can select how they would like to order the report output.

Report Output:

The user can run the report in the following formats:

1. PDF (**Export to PDF**)
2. Excel (**Export to Excel**)

PDF Format

Past Guest List

Dates: 03/25/2010 - 03/25/2011

Company: VRM Realty

Office: All Offices

Property: All Properties

By Property Address

<u>Property Name</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Rental Price</u>
<u>Guest First</u>	<u>Guest Middle</u>	<u>Guest Last</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reservation ID</u>
<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Phone</u>	<u>Email</u>
.Property Joey Test		Dunes City	BK	38724	\$460.00
John & Mary		Jones	4/10/2010	4/17/2010	1449
14581 Ladue Rd	Asheville	BK	99999	999-999-9999	trevor@vmgr.com
Comments:					
&Joey Test Property		Dunes City	BK	38724	\$1,000.00
Joey	C.	Gilbert	5/1/2010	5/8/2010	1438
1124 Avenue Rd address cont	Morehead City	NC	28557	222-222-7777	joey@vmgr.com
Comments:					
.Property Joey Test		Dunes City	BK	38724	\$460.00
John & Jane		Hughes	5/1/2010	5/8/2010	1381
99 Galaxy Drive	Nassau	BK	99999	999-999-9999	
Comments:					
.Beautiful Lagoon		Dunes City	BK	38724	\$1,000.00
Joey	C	Gilbert	5/15/2010	5/22/2010	1445
1124 Avenue Rd address cont	Morehead City	NC	28557	222-222-7772	joey@vmgr.com
Comments:					

Excel Format

Past Guest List

Dates: 03/25/2010 - 03/25/2011

Company: VRM Realty

Office: All Offices

Property: All Properties

By Property Address

Property Name	Address	City	State	Zip	Rental Price	Guest First
Property Joey Test		Dunes City	BK	38724	\$460.00	John & Mary
&Joey Test Property		Dunes City	BK	38724	\$1,000.00	Joey
Property Joey Test		Dunes City	BK	38724	\$460.00	John & Jane
Beautiful Lagoon		Dunes City	BK	38724	\$1,000.00	Joey
Sea Divinity		Dunes City	BK	38724	\$1,000.00	John
Bandelier Row		Dunes City	BK	38724	\$1,200.00	Mary
Bandelier Row		Dunes City	BK	38724	\$1,155.00	Joey
Sea Divinity		Dunes City	BK	38724	\$1,000.00	Holly
Beautiful Lagoon		Dunes City	BK	38724	\$1,101.00	Joey
Sea Divinity		Dunes City	BK	38724	\$1,000.00	John
Sea Divinity		Dunes City	BK	38724	\$1,000.00	Milly
Sea Divinity		Dunes City	BK	38724	\$1,000.00	Joey
Sea Divinity		Dunes City	BK	38724	\$1,000.00	Joey
Sea Divinity		Dunes City	BK	38724	\$1,000.00	Kate

Guest Middle	Guest Last	Arrival	Departure	Reservation ID	Address	City	State	Zip
C.	Jones	4/10/2010	4/17/2010	1449	14581 Ladue Rd	Asheville	BK	99999
	Gilbert	5/1/2010	5/8/2010	1438	1124 Avenue Rd address cont	Morehead City	NC	28557
	Hughes	5/1/2010	5/8/2010	1381	99 Galaxy Drive	Nassau	BK	99999
C	Gilbert	5/15/2010	5/22/2010	1445	1124 Avenue Rd address cont	Morehead City	NC	28557
	Hugo	6/12/2010	6/19/2010	1535	456 Valley Road	New Market	BK	99999
	Smith	7/9/2010	7/13/2010	1510	3522 Wayside Drive	Falmouth	MA	33444
C	GilberT	7/17/2010	7/24/2010	1472	1124 Avenue RD address conT	Morehead City	NN	28552
	Fields	8/7/2010	8/14/2010	1532	21345 Road	City	SS	23498
C	Gilbert	8/21/2010	8/28/2010	1496	1124 Avenue RD address conT	Morehead City	NN	28552
	elway	8/28/2010	9/4/2010	1534	5497 S. Danube Way	Aurora	CO	80015
	Thompson	9/4/2010	9/11/2010	1533	13256 Candle Brook	Salt Lake City	UT	58774
C	Gilbert	10/2/2010	10/9/2010	1531	1124 Avenue RD address conT	Morehead City	NN	28552
C	Gilbert	12/4/2010	12/11/2010	1539	1124 Avenue RD address conT	Morehead City	NN	28552
	Price	2/5/2011	2/12/2011	1542	123 Any Street	San Jose	CA	55555
	Jones	5/8/2010	5/22/2010	1452	14581 Ladue Rd	Asheville	BK	99999

Linen Stop Zone

Purpose:

This is a customized report organized to help a housekeeper clean properties and provide items needed for check in, in a more efficient manner. Given a geographic location set of properties, the "Stop Zone Code" allows the client to order the properties in geographical or a customized order. That way an housekeeper doesn't clean Property A, then Property B, when Property C is closer to A than B, which saves time.

Location:

Housekeeping/Reports/ click Reporting Services link/Key Code Sort

Parameters Screen:

Office: ALL Offices	Properties: ALL Properties
Starting Date: 03/25/2011	Ending Date: 03/25/2011
Reservation Type:	
<input checked="" type="radio"/> Short-Terms <input type="radio"/> Long-Terms <input type="radio"/> Seasonals	
Export to Excel Export to PDF	

1. **Office** – User can select to sort the report by property or key code.
2. **Properties** – User can select the property statuses to report.
3. **Starting Date** – User can select the reporting start date time frame.
4. **Ending Date** – User can select the reporting start date time frame.
5. **Reservation Type** – User can select to report Short Term, Seasonal, or Long Term properties, individually only.

Report Output:

The user can run the report in the following formats:

1. PDF (**Export to PDF**)
2. Excel (**Export to Excel**)

PDF Format

Linen Report

Arrive	Depart	Stop Zone	Property Name	Address	Bath(s)	Beds	Res ID	Items
6/4/2011	6/11/2011	00036.00	Property 1	651 Salter Path Road	2	3 Queen, 2 Twin	268	[OWN] 1 Wk Linen 3 BR
6/18/2011	6/25/2011	00036.00	Property 1	651 Salter Path Road	2	3 Queen, 2 Twin	477	[OWN] 1 Wk Linen 3 BR
6/25/2011	7/2/2011	00036.00	Property 1	651 Salter Path Road	2	3 Queen, 2 Twin	272	[OWN] 1 Wk Linen 3 BR
6/18/2011	6/25/2011	00045.00	Property 2	651 Salter Path Road	2	Queen, Full, 2 Twin	54	[OWN] 1 WK 3 BR Linen - OGW 37
6/25/2011	7/2/2011	00065.00/mb	Property 3	701 Salter Path Road	5	Queen, 6 Full, Twin	678	[OWN] 1 WK MB Linen Dancing Dolphin
5/21/2011	5/28/2011	00065.00/mb	Property 3	701 Salter Path Road	5	Queen, 6 Full, Twin	390	[GST] 1 Wk- Linen Dancing Dolphin, [OWN] 1 WK MB Linen Dancing Dolphin
5/22/2011	5/29/2011	00076.00	Property 4	413 Ocean Drive	3	King, Queen, 3 Full, Twin	434	[OWN] 1 Wk Linen 4 BR
6/5/2011	6/12/2011	00076.00	Property 4	413 Ocean Drive	3	King, Queen, 3 Full, Twin	183	[OWN] 1 Wk Linen 4 BR
5/15/2011	5/22/2011	00076.00	Property 4	413 Ocean Drive	3	King, Queen, 3 Full, Twin	153	[OWN] 1 Wk Linen 4 BR

Excel Format

Linen Report

Arrive	Depart	Stop Zone	Property Name	Address	Bath(s)	Beds	Res ID	Needed For Check In
6/4/2011	6/11/2011	00036.00	Property 1	651 Salter Path Road	2	3 Queen, 2 Twin	268	[OWN] 1 Wk Linen 3 BR
6/18/2011	6/25/2011	00036.00	Property 1	651 Salter Path Road	2	3 Queen, 2 Twin	477	[OWN] 1 Wk Linen 3 BR
6/25/2011	7/2/2011	00036.00	Property 1	651 Salter Path Road	2	3 Queen, 2 Twin	272	[OWN] 1 Wk Linen 3 BR
6/18/2011	6/25/2011	00045.00	Property 2	651 Salter Path Road	2	Queen, Full, 2 Twin	54	[OWN] 1 Wk 3 BR Linen - OGW 37
6/25/2011	7/2/2011	00065.00/mb	Property 3	701 Salter Path Road	5	Queen, 6 Full, Twin	678	[OWN] 1 Wk MB Linen Dancing Dolphin
5/21/2011	5/29/2011	00065.00/mb	Property 4	701 Salter Path Road	5	Queen, 6 Full, Twin	390	[GST] 1 Wk- Linen Dancing Dolphin, [OWN] 1 Wk MB Linen Dancing Dolphin
5/22/2011	5/29/2011	00076.00	Property 4	413 Ocean Drive	3	King, Queen, 3 Full, Twin	434	[OWN] 1 Wk Linen 4 BR
6/5/2011	6/12/2011	00076.00	Property 4	413 Ocean Drive	3	King, Queen, 3 Full, Twin	183	[OWN] 1 Wk Linen 4 BR
6/15/2011	6/22/2011	00076.00	Property 4	413 Ocean Drive	3	King, Queen, 3 Full, Twin	163	[OWN] 1 Wk Linen 4 BR

1. **Arrive** – Date the property arrives.
2. **Depart** – Date the property departs.
3. **Stop Zone** – The stop zone is a unique number code (format #####.##) that represents the properties in geographical or whatever order the client needs the housekeeper to clean his/her properties. This is designated in VRM by a “**User Defined Field**” at the property level. The stop zone code is setup by the client.
4. **Property Name** – Property name to be cleaned.
5. **Address** – Property address.
6. **Bath(s)** – Property # of baths.
7. **Beds** – Bed configuration.
8. **Res ID** – Reservation ID.
9. **Needed For Check In** – Items needed at check in. This is a customized field as well. Owner and Guest charges setup to the proper account will show here. This can be customized to pull items needed for check in.

Property List

Purpose:

This report is used in conjunction with the Linen Stop Zone report. It provides a quick list of properties for housekeeper inventory and client organization.

Location:

Housekeeping/Reports/ click Reporting Services link/Key Code Sort

Parameters Screen:

Office: ALL Offices		Properties: ALL Properties	
Property Type: <input checked="" type="radio"/> Short-Terms/Seasonals <input type="radio"/> Long-Terms		Property Status: <input checked="" type="radio"/> All owners with no effective end date. <input type="radio"/> All properties	
Sort: <input type="radio"/> By Property <input type="radio"/> By Owner Last Name <input checked="" type="radio"/> By Stop Zone			
<input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>			

1. **Office** – User can select to sort the report by property or key code.

2. **Properties** – User can select the property statuses to report.
3. **Property Type** – User can select the property type to report.
4. **Property Status** – User can select two properties statuses. “All owners with no effective end date” or “All Properties.” The first selection runs the report grabs all owners how currently own a property. So if a property had a past owner and a different new owner, only the new owner information fill display. If the second option is selected, all properties information is reported regardless of owner history.
5. **Sort** – User can select to sort the report output by property, owner last name, or by stop zone. Stop Zone is a custom configured field that organizes properties geographically or however the establish stop zone field is created.

Report Output:

The user can run the report in the following formats:

1. PDF (**Export to PDF**)
2. Excel (**Export to Excel**)

PDF Format

Property List					
VRM Realty					
All Offices					
Ordered By Stop Zone #					
<u>Property</u>	<u>Stop Zone #</u>	<u>Property Address</u>	<u>Property Phone</u>	<u>Owner Name</u>	<u>Start Date</u>
107 Muncus		135 Dune Road		Jere Scott	1/1/2006
105 Beach Nuts East		107 West Main Street		Mary Lloyd	1/1/2006
106 Beach Nuts West		107 West Main Street		Mary Lloyd	1/1/2006
108 Pittsburgh Sunset Lower		1203 W Main Street		Mary F Gardner	1/1/2006
109 Pittsburgh Sunset Upper		1203 W Main Street		Sheila Vrana	1/1/2006
111 Tres Bien		419C 27th Street		Edward Falcone	12/15/2006
111 Tres Bien		419C 27th Street		Charles Corrigan	12/16/2006
110 Sweet Sunset		405C 27th Street		Larry Rhodes	1/1/2006
113 Shipwatch Townhome 214		1928 New River Inlet Rd	999-999-9999	George Foreman	1/1/2006
114 Shipwatch Townhome 220		1928 New River Inlet Rd	999-999-9999	George Foreman	1/1/2006

Excel Format

Property List					
VRM Realty					
All Offices					
Ordered By Stop Zone #					
<u>Property</u>	<u>Stop Zone #</u>	<u>Property Address</u>	<u>Property Phone</u>	<u>Owner Name</u>	<u>Start Date</u>
107 Muncus		135 Dune Road		Jere Scott	1/1/2006
105 Beach Nuts East		107 West Main Street		Mary Lloyd	1/1/2006
106 Beach Nuts West		107 West Main Street		Mary Lloyd	1/1/2006
108 Pittsburgh Sunset Lower		1203 W Main Street		Mary F Gardner	1/1/2006
109 Pittsburgh Sunset Upper		1203 W Main Street		Sheila Vrana	1/1/2006
111 Tres Bien		419C 27th Street		Edward Falcone	12/15/2006
111 Tres Bien		419C 27th Street		Charles Corrigan	12/16/2006
110 Sweet Sunset		405C 27th Street		Larry Rhodes	1/1/2006
113 Shipwatch Townhome 214		1928 New River Inlet Rd	999-999-9999	George Foreman	1/1/2006
114 Shipwatch Townhome 220		1928 New River Inlet Rd	999-999-9999	George Foreman	1/1/2006
114 Shipwatch Townhome 220		1928 New River Inlet Rd	999-999-9999	Alan & Mary Ford	1/1/2006
VR Beach & Tennis Club 113		4 Ocean Trace Rd		Brenda Joyner	1/1/2006
VR Beach & Tennis Club 110		4 Ocean Trace Rd.		Ruth & Kevin Anderson	1/1/2006
Bandsler Row				Christian Hillebrand	6/1/2006
Sea Divinity				Edward Falcone	1/1/2007
&Joey Test Property				Mary F Gardner	1/1/2007
VR Smooth Sailing				Joseph & Karen Rombull	1/1/2007
Beautiful Lagoon				Ruth & Kevin Anderson	1/1/2007
25		123 Dunes Beach		Rudy & Ann Bowman	8/25/2007
112 Relaxin for Shore		1254 Stillwind Court		Joseph & Karen Rombull	1/1/2006
104 Doris Day		1516-B East Main Street		Alyce Muncus	1/1/2006
069 Sawyer Two		764 Bayberry Ct. Sec. L		Jane Sawyer	1/1/2006
102 A Shore Thing		110 Christopher Drive		Vacation Realty	1/1/2006
102 A Shore Thing		110 Christopher Drive		Merlin & Linda Miller	1/1/2006
100 Easy Goin'	User Defined Col 1	121 Shearwater Way	843 - 737 - 3456	Joseph & Karen Rombull	1/1/2006
100 Easy Goin'	User Defined Col 1	121 Shearwater Way	843 - 737 - 3456	Mary F Gardner	1/1/2007
& Again & Again Driveway Park	User Defined Field 1	240 N. Collier Blvd. Marco Island FL. 34145		Mary F Gardner	1/1/2007
Total Property Count:	27				

1. **Property** – Displays the property name
2. **Stop Zone #** - This is a customized field used to report a code (format #####.##), allowing for organization and ordering of properties from a housekeeper’s perspective.
3. **Property Address** – Date the property departs.
4. **Property Phone** – The stop zone is a unique number code (format #####.##) that represents the properties in geographical or whatever order the client needs the housekeeper to clean his/her properties. This is designated in VRM by a “**User Defined Field**” at the property level. The stop zone code is setup by the client.
5. **Property Name** – Property name to be cleaned.
6. **Owner Name** – Property address.
7. **Start Date** – Property # of baths.

Unbook Notice

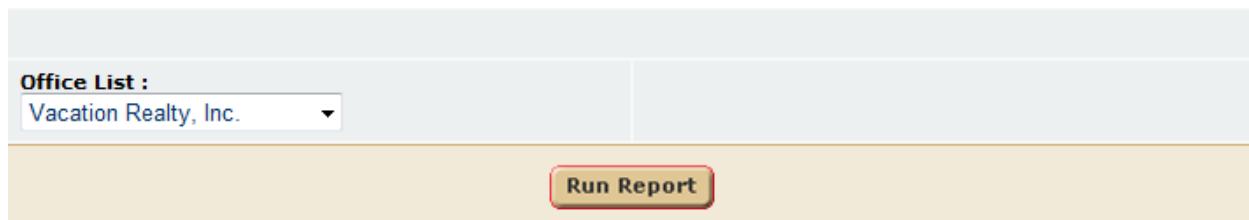
Purpose:

This report allows the end user to quickly send a friendly unbook notice to the client if they have not paid. The focus of this report is the ability to run a report and click the guest email with pre-written email information.

Location:

Reservations/Reports/ click Reporting Services link/Unbook Notice

Parameters Screen:



The screenshot shows a web interface for the 'Unbook Notice' report. At the top, there is a light blue header. Below it, on the left, is a label 'Office List :' followed by a dropdown menu currently showing 'Vacation Realty, Inc.' with a downward arrow. To the right of this is a large empty space. At the bottom of the form area, there is a prominent orange button with rounded corners and a red border, labeled 'Run Report' in black text.

6. **Office** – User can select to sort the report by property or key code.

Report Output:

The user can run the report in the following formats:

1. HTML(**Run Report**)

Unbook (Cancellation) Notice
Vacation Realty, Inc.

Res ID	Arrival	Departure	Date Reserved	Property Name	Property Address	Prepay Required	Amount Paid	VRA Signed	Guest Email
24	2/1/2006	3/10/2006	3/6/2006	111 Tres Bien	419C 27th Street	\$0.00	\$0.00	No	.
40	3/25/2006	4/1/2006	3/14/2006	100 Easy Goin'	121 Shearwater Way	\$1,166.17	\$0.00	No	.
30	3/25/2006	4/1/2006	3/14/2006	112 Relaxin for Shore	1254 Stillwind Court	\$1,877.76	\$0.00	No	.
31	4/8/2006	4/19/2006	3/14/2006	101 Helen's Place	123 Dunes Beach	\$4,070.17	\$0.00	No	.
27	7/1/2006	7/15/2006	3/13/2006	101 Helen's Place	123 Dunes Beach	\$0.00	\$0.00	No	.
69	9/16/2006	9/30/2006	7/3/2006	102 A Shore Thing	110 Christopher Drive	\$1,003.50	\$0.00	Yes	test@vmgr.com
149	11/18/2006	11/25/2006	11/13/2006	103 Miller Time	112 Wood Duck Dr	\$537.55	\$0.00	Yes	test@vmgr.com
168	12/23/2006	12/24/2006	12/19/2006	111 Tres Bien	419C 27th Street	\$0.00	\$0.00	No	test@vmgr.com
719	1/13/2007	1/20/2007	1/30/2007	069 Sawyer Two	764 Bayberry Ct. Sec. L	\$0.00	\$0.00	No	test@vmgr.com

The screenshot shows an email composition window. The 'To' field contains 'test@vmgr.com'. The 'Subject' field contains 'Reservation Unbook Notice'. The email body text reads: 'Dear Jane Sawyer, We do not show record of receiving signature on the electronic Vacation Rental Agreement (VRA) and payment for reservation #719, booked on 1/30/2007 9:24:00 AM for your stay in 069 Sawyer Two located at 764 Bayberry Ct. Sec. L , arriving 1/13/2007 and departing 1/13/2007. We can no longer hold the reservation without payment and a signed contract. Should you wish to reinstate your reservation, please call our office at once at 800 453-0965. Should the property remain available, please ask the reservationist to send the electronic document to you. Since the reservation has been unbooked, any previous links to the contract that you may have received have been deleted. Thanks in advance!'

7. **Res ID** – Reservation Id.
8. **Arrival** – Arrival date.
9. **Departure** – Departure date.
10. **Date Reserved** – Date reservation was reserved.
11. **Property Name** – Property name.
12. **Property Address** – Property street address.
13. **Prepay Required** – Displays the required advance amount the guest is to pay.
14. **Amount Paid** – Displays the amount paid on the reservation.
15. **VRA Signed** – Displays if the VRA has been signed or not.
16. **Guest Email** – Guest email. This is a link, so when this email link is clicked an email pops up with pre-established information. This information is the same for every email address clicked and cannot be customized on a per email basis.

Outstanding Payments - Report Outline

Purpose:

This report displays individual reservations payment history and reports if a reservation has any outstanding payments due. It is a great tool to manage reservation outstanding payments.

Location:

Accounting/Reports/ click Reporting Services link/Outstanding Payments

Parameters Screen:

Office: ALL Offices	Property: ALL Properties
Starting Date: 01/21/2012	Ending Date: 06/21/2012
Reservation Type: <input checked="" type="radio"/> Short-Terms <input type="radio"/> Long-Terms <input type="radio"/> Seasonals	Reservation ID: (leave blank if no ID is needed) <input type="text"/>
<input type="button" value="Export to PDF"/>	
(Click here for report documentation.)	

- Office** – User can select to sort the report by property or key code.
- Property** – User can select the property statuses to report.
- Starting Date** – User can select the reporting start date time frame.
- Ending Date** – User can select the reporting start date time frame.
- Reservation Type** – User can select to report Short Term, Seasonal, or Long Term properties, individually only.
- Reservation ID** – User can enter a single reservation ID.

Report Output:

The user can run the report in the following formats:

- PDF (Export to PDF)

PDF Format

Guest: testtest	Date: Monday, August 15, 2011				
	Reservation ID: 1557				
	Travel Agent:				
	Property: 103 Miller Time				
	From: 7/30/2011		To: 8/6/2011		

<u>Rent</u>	<u>Charged</u>	<u>Paid</u>	<u>O/S</u>	<u>Due Now</u>	<u>Refund / WO</u>
7/6/2011 Prepay	\$568.38		\$568.38	\$568.38	
<u>Damage Deposit</u>	<u>Charged</u>	<u>Paid</u>	<u>Left to Pay</u>	<u>Retained</u>	<u>Refund / WO</u>
7/6/2011 Security Deposit	\$300.00		\$30.00	\$30.00	
<u>Payments</u>	<u>Charged</u>	<u>Paid</u>	<u>O/S</u>	<u>Due Now</u>	<u>Refund / WO</u>
7/6/2011 Check: test test		\$300.00			
7/22/2011 Check: test test		\$20.00			
8/2/2011 Check: test test		(\$30.00)			
<u>Refunds & WO</u>	<u>Charged</u>	<u>Paid</u>	<u>O/S</u>	<u>Due Now</u>	<u>Refund / WO</u>
8/2/2011 Refund Guest DD					\$10.00
8/2/2011 Refund Guest PP					\$5.00
TOTALS:	\$868.38	\$290.00	\$598.38	\$598.38	\$15.00

17. **Guest** – Guest name on the reservation.
18. **Date** – Today's date.
19. **Reservation ID** – Reservation ID.
20. **Travel Agent** – Travel agent tied to the reservation. Blank if not travel agent applied.
21. **Property** – Property of reservation.
22. **From** – Arrival date of reservation.
23. **To** – Departure date of reservation.
24. **Rent** – This section of the report outlines all receivables due.
25. **Damage Deposit** – This section outlines all damage deposits receivables due
26. **Payments** – This section outlines all payments received.
27. **Refunds & WO** – This section outlines all refunds on the reservation.
28. **Charged** – The receivable due amount.
29. **Paid** – Amount paid per each payment.
30. **O/S** – The dollar amount outstanding.

Short Term formulas

O/S - Display the receivable amount - amount paid, which is left to pay.

Due Now - If the reservation prepay, or damage deposit, is not paid in full by the date the reservation requires full payment based on the date the report is ran, then display the receivable amount - amount paid, which is what is due now. Due now only shows if today's date is > when the reservation is required to be paid in full.

Long Term formulas

O/S - Display the receivable amount - amount paid, which is left to pay.

Due Now - If the rent receivable, guest and custom charges, or damage deposit is not paid in full by the date the receivable is due based on the date the report is ran, then display the receivable amount - amount paid, which is what is due now. Due now only shows if today's date is > receivable due date.

31. **Due Now** – Displays only for the rent receivable section. This amount represents the amount of money due on the reservation.
32. **Retained** – Displays only for the damage deposit receivable section. This field displays the amount of money retained or not refunded to the guest on the reservation.
33. **Refund / WO** – This amount displays the amount of money refunded to a guest or on a work order.

Tax Report - Outline

Purpose:

This report allows the end user to export their tax collection information to excel. The difference between this report and the core VRM tax report, is

1. In the report item details section, the Total Rent including taxable and non-taxable rent is separated into its own field.
2. In the report item details section, Total Other Sales including taxable and non-taxable other sales is separated into its own field.

These two additions provide better details and help the user understand what is taxable and not taxable in terms of rent and other sales items.

Location:

Accounting/Reports/click “Reporting Services” link/Tax Report

Parameters Screen:

Office: ALL Offices	Tax: Tax, Local Option
Starting Date: 01/01/2010	Ending Date: 11/14/2011
Show Details: <input checked="" type="radio"/> Yes <input type="radio"/> No	
Export to Excel	
(Click here for report documentation.)	

1. **Office List** – User can select an individual office or all offices.
2. **Tax** - User can select the tax to report
3. **Starting Date** – Select the starting date of the reporting time frame.
4. **Ending Date** – User can select the ending date of the reporting time frame.
5. **Show Details** – If yes is selected, then the financial breakdown is displayed per property. If no is selected, then only the property totals display without the details.

Report Output:

The report parameter screen allows the end user to export the data to Microsoft Excel only. When the data is exported to excel, each sheet (sheet1, sheet2, etc.) represents an individual office. The final sheet, displays the summary information of the tax report totals. Review the pictures below for display of detailed vs. non-detailed reports.

If Show Details = No:

Sheet 1:

6. **Total Rent** – Rent amount, taxable and non-taxable. Excludes rent adjustments, discounts. Includes markup.
7. **Rent Exempt** – Rent amount exempt tax reported.
8. **Rent Taxable** – Rent amount taxable tax reported.
9. **Total Tax on Rent** – Total tax on rent for any taxes applied to rent.
10. **This Tax on Rent** – Total tax on rent for tax reported.
11. **Total Other Sales** – Total other sales, taxable and non-taxable.
12. **Other Sales Exempt** – Total other sales that are non-taxable.
13. **Other Sales Taxable** – Total other sales that are taxable for tax reported.
14. **Total Tax on Other Sales** – Total tax amount on other sales for any tax applied to those other sales.
15. **This Tax on Other Sales** – Total tax amount for tax reported.
16. **Discount** – Any tax discounts for tax reported.
17. **Total Tax** – Total tax amount based on report parameters selected.
18. **Totals and Grand Totals** – Total amounts for each column.

Detailed Report Run

The detail version provides all the same report columns. The only thing different with a detailed version itemizes the column figures for each property.

Summary

The summary provides grand totals for all columns of the report.

Historical Property Status - Report Outline

Purpose:

This report provides a way to compare + or – historical property status data based on a given date. In the VRM system the property status is logged at the end of each month. So if you run this report with a previous date, then it will report the property status as of the last logged property status entry.

Location:

Properties/Reports/click Reporting Services link/Property Status

Parameters Screen:

Date: 06/21/2012 
Property Type: <input checked="" type="checkbox"/> Short-Term / Seasonal <input type="checkbox"/> Long-Term
Property Status: <input checked="" type="checkbox"/> Active <input type="checkbox"/> In-Active <input type="checkbox"/> Archived / Deleted
Show Details: <input checked="" type="radio"/> Yes <input type="radio"/> No
Export to Excel Export to PDF
(Click here for report documentation.)

1. **Date** – User can select a single date. Based on this date the historical property data is provided.
2. **Property Type** – User can select to report short term/ seasonal and/or long term properties.
3. **Property Status** – User can select the status of properties active, inactive, or archived/deleted.
4. **Show Details** – If yes, then display property list that represents the # of properties per office. If no, display only the office name and the # of properties per office.

Report Output:

PDF format, no details

Property Status Report

VRM Realty, Inc.

<u>Office</u>	<u># of Properties</u>
VR Beach and Tennis Club	9
VRM Realty, Inc.	44
Grand Total	53

PDF format, yes details

Property Status Report

VRM Realty, Inc.

Office	# of Properties
VR Beach and Tennis Club	9
VR Beach & Tennis Club 110	
VR Beach & Tennis Club 113	
VR Beach & Tennis Club 120-A	
VR Beach & Tennis Club 120-B	
VR Beach & Tennis Club 121-A	
VR Beach & Tennis Club 121-B	
VR Beach & Tennis Club 177	
VR Beach & Tennis Club 7	
VR Seasonal Property	
VRM Realty, Inc.	44
.A Property	
.Christian Test 1	
.Christian Test 2	

Excel format, no details

	A	B
1	Property Status Report	
2	VRM Realty, Inc.	
3	As of 6/21/2012	
4		
5	VR Beach and Tennis Club	9
6	VRM Realty, Inc.	44
7	Grand Total # of Properties:	53

Excel format, yes details

	A	B
1	Property Status Report	
2	VRM Realty, Inc.	
3	As of 6/21/2012	
4		
5	VR Beach and Tennis Club	9 properties
6	VR Beach & Tennis Club 110	
7	VR Beach & Tennis Club 113	
8	VR Beach & Tennis Club 120-A	
9	VR Beach & Tennis Club 120-B	
10	VR Beach & Tennis Club 121-A	
11	VR Beach & Tennis Club 121-B	
12	VR Beach & Tennis Club 177	
13	VR Beach & Tennis Club 7	
14	VR Seasonal Property	
15	VRM Realty, Inc.	44 properties
16	.A Property	
17	.Christian Test 1	
18	.Christian Test 2	
19	.Christian Test 3	
20	.Christian Test 5	
21	.Christian Test 6	
22	.Christian Test 7	
23	.Christian Test 8	
24	017 Mozaic	

VRA Notice - Report Outline

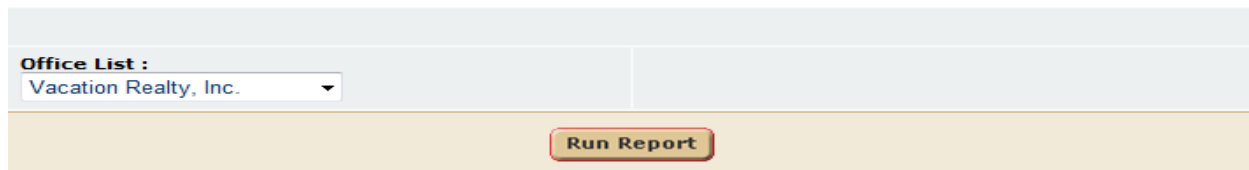
Purpose:

If the guest has not signed their VRA, the report lists the reservations. Based on this list, by clicking the email address, a pre-composed email is created allowing the end user to quickly send a unsigned VRA notice. Please note this report requires additional functionality so the report cost a bit more than \$299. The additional cost covers the functionality integrated behind sending the emails.

Location:

Reservations/Reports/ click Reporting Services link/VRA Notice

Parameters Screen:



The screenshot shows a web interface for generating a report. It features a light blue header area. Below the header, there is a section with a light blue background. On the left side of this section, there is a label 'Office List :' followed by a dropdown menu. The dropdown menu is currently open, showing 'Vacation Realty, Inc.' as the selected option. To the right of the dropdown menu, there is a large, empty rectangular area. Below the light blue section, there is a tan-colored bar containing a single button labeled 'Run Report' in a rounded rectangular shape with a red border.

1. **Office** – User can select all offices or an individual office.

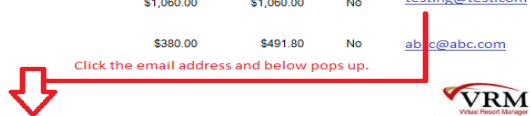
Report Output:

Vacation Rental Agreement Notice Report

Res ID	Arrival	Departure	Date Reserved	Property Name	Property Address	Prepay Required	Amount Paid	VRA Signed	Guest Email
1	6/24/2012	6/27/2012	6/19/2012	Property 1	1234 Address Ln	\$591.32	\$599.02	No	test@test.com
Guest Name: Justin A Sauer									
20	6/29/2012	7/1/2012	1/7/2012	Property 2	2345 Address 2	\$706.94	\$1,767.35	No	myemail@test.com
Guest Name: Dalene Pineda									
3	7/3/2012	7/5/2012	6/18/2012	Property 3	No Address	\$1,060.00	\$1,060.00	No	testing@test.com
Guest Name: Andy Liu									
14	7/8/2012	7/8/2012	6/19/2012	Property 4	55555 Address	\$380.00	\$491.80	No	abc@abc.com

Printed: 6/21/2012 4:06:58 PM

Page 1 of 1



Reservation Information

Reservation ID:

Guest Name:

Guest Email:

Arrival Date:

Departure Date:

Property:

Email

Subject:

Body:

Vacation Rental Agreement Reminder

Email Address: testing@test.com

Reservation #: 3

Property Name: Property 3

Arrival Date: 7/3/2012

Departure Date: 7/5/2012

User Name: myusername

Password: mypass

Dear Billy Bartlet,

Thank you for your recent reservation with VRMRealty Vacation Rentals. We look forward to your visit to the Oregon coast.

Our records indicate that you have not yet signed your Vacation Rental Agreement ("VRA"). We would like to confirm your reservation, but first we need you to complete the reservation process by signing your VRA.

You can sign your VRA electronically by visiting our website at , then click on

1. **Res ID** – Reservation Id.
2. **Arrival** – Arrival date.
3. **Departure** – Departure date.
4. **Date Reserved** – Date reservation was reserved.
5. **Property Name** – Property name.
6. **Property Address** – Property street address.
7. **Prepay Required** – Displays the required advance amount the guest is to pay.
8. **Amount Paid** – Displays the amount paid on the reservation.
9. **VRA Signed** – Displays if the VRA has been signed or not.
10. **Guest Email** – Guest email. This is a link, so when this email link is clicked an email pops up with pre-established information. This information is the same for every email address clicked and cannot be customized on a per email basis.
11. **Guest Name** – Guest name on reservation.

Rev Nights Occ ADR - Report Outline

Purpose:

This report provides summarized information in regards to revenue, number of nights booked, occupancy

percentages, and average daily rate on a monthly basis. This report is a useful tool to track as well as project booking financial details and progress.

Location:

Accounting/Reports/click Reporting Services link/Rev Nights Occ Adr

Parameters Screen:

Office: ALL Offices	Properties: ALL Properties
Starting Date: 01/01/2012	Ending Date: 12/31/2012
Date Time Frame By: <input checked="" type="radio"/> Arrival Date <input type="radio"/> Departure <input type="radio"/> Date Reserved	Rent Amount: <input checked="" type="checkbox"/> Deduct Rent Adjustments? <input type="checkbox"/> Deduct Discounts?
Date Type: <input type="radio"/> By Month <input checked="" type="radio"/> By Week	Show Details: <input type="radio"/> Yes <input checked="" type="radio"/> No

[Export to Excel](#) [Export to PDF](#)

([Click here](#) for report documentation.)

1. **Office** – User can select all offices or an individual office.
2. **Properties** – User can select all properties or an individual property.
3. **Starting Date** – User can select a starting date.
4. **Ending Date** – User can select an ending date.
5. **Date Time Frame By** – User can select the date type to query the data by. So if “Date Reserved” is selected, the figures report bookings between the date time frame selected.
6. **Rent Amount** – The end user can select to deduct Rent Adjustments or Discounts, or both. If the “Deduct Rent Adjustments?” check box is selected, then all positive, add to rent, rent adjustments are deducted from the rental price of the reservation. If the “Deduct Discounts?” check box is selected, then discounts on the front of the reservation are deducted from the rental price figures.
7. **Show Details** – The end user can choose to display a detailed or non-detailed report. The non-detailed summarizes each month by office, and the detailed outlines what makes up each month by office.
8. **Date Type** – Report can be broken down into months or weeks.
9. This report can be exported to **PDF** or **Excel** files.

Report Output:

Non Detailed Report (By Month)

Revenue, Num Nights, Occupancy, Average Daily Rate Summary

Company: VRM Realty, Inc.

Office: ALL Offices

1/1/2012 - 12/31/2012

By Arrival Date

VRM Realty, Inc.								
	Month Nights,	Available						
Month	Num Props	Nights	Rent	Guest Nights	Guest Occ	Owner Nights	Owner Occ	Average Daily Rate
Jan	31 , 33	1023	\$1,770.00	14	1.37 %	0	0.00 %	\$126.43
Feb	29 , 33	957	\$1,770.00	14	1.46 %	0	0.00 %	\$126.43
Mar	31 , 33	1023	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Apr	30 , 33	990	\$0.00	0	0.00 %	0	0.00 %	\$0.00
May	31 , 33	1023	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Jun	30 , 33	990	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Jul	31 , 33	1023	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Aug	31 , 33	1023	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Sep	30 , 33	990	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Oct	31 , 33	1023	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Nov	30 , 33	990	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Dec	31 , 33	1023	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Totals:	366 , 396	144936	\$3,540.00	28	0.02 %	0	0.00 %	\$126.43



Detailed Report (By Month)

Revenue, Num Nights, Occupancy, Average Daily Rate Summary

Company: VRM Realty, Inc.

Office: ALL Offices

1/1/2012 - 12/31/2012

By Arrival Date

VRM Realty, Inc.

Jan

Guest

<u>Res ID</u>	<u>Property</u>	<u>Guest Type</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Nights</u>	<u>Rent</u>	
529	069 Sawyer Two	Guest	1/7/2012	1/14/2012	2/7/2012	7	\$885.00	
528	112 Relaxin for Shore	Guest	1/31/2012	2/7/2012	1/31/2012	7	\$885.00	
		<u>Month Nights</u>	<u>Num Props</u>	<u>Avail Nights</u>	<u>Rent</u>	<u>Nights</u>	<u>Occupancy</u>	<u>Avg Daily Rate</u>
		31	33	1023	\$1,770.00	14	1.37 %	\$126.43

No Bookings

<u>Res ID</u>	<u>Property</u>	<u>Guest Type</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Nights</u>	<u>Rent</u>	
	.A Property	No Bookings				0	\$0.00	
	.Christian Test 1	No Bookings				0	\$0.00	
	.Christian Test 2	No Bookings				0	\$0.00	
	017 Mozaic	No Bookings				0	\$0.00	
	Zoozax	No Bookings				0	\$0.00	
		<u>Month Nights</u>	<u>Num Props</u>	<u>Avail Nights</u>	<u>Rent</u>	<u>Nights</u>	<u>Occupancy</u>	<u>Avg Daily Rate</u>
		31	33	1023	\$0.00	0	0.00 %	\$0.00

Feb**Guest**

<u>Res ID</u>	<u>Property</u>	<u>Guest Type</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Nights</u>	<u>Rent</u>	
530	100 Easy Goin'	Guest	2/18/2012	2/25/2012	2/16/2012	7	\$885.00	
526	112 Relaxin for Shore	Guest	2/11/2012	2/18/2012	1/31/2012	7	\$885.00	
		<u>Month Nights</u>	<u>Num Props</u>	<u>Avail Nights</u>	<u>Rent</u>	<u>Nights</u>	<u>Occupancy</u>	<u>Avg Daily Rate</u>
		29	33	957	\$1,770.00	14	1.46 %	\$126.43

Dec**No Bookings**

<u>Res ID</u>	<u>Property</u>	<u>Guest Type</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Nights</u>	<u>Rent</u>
	.A Property	No Bookings				0	\$0.00
	.Christian Test 1	No Bookings				0	\$0.00
	.Christian Test 2	No Bookings				0	\$0.00
	017 Mozaic	No Bookings				0	\$0.00
	069 Sawyer Two	No Bookings				0	\$0.00
	100 Easy Goin'	No Bookings				0	\$0.00
	102 A Shore Thing	No Bookings				0	\$0.00
	103 Miller Time	No Bookings				0	\$0.00
	104 Doris Day	No Bookings				0	\$0.00
	105 Beach Nuts East	No Bookings				0	\$0.00
	106 Beach Nuts West	No Bookings				0	\$0.00
	107 Muncus	No Bookings				0	\$0.00
	108 Pittsburgh Sunset Lower	No Bookings				0	\$0.00

Zoozax

No Bookings

0

\$0.00

<u>Month Nights</u>	<u>Num Props</u>	<u>Avail Nights</u>	<u>Rent</u>	<u>Nights</u>	<u>Occupancy</u>	<u>Avg Daily Rate</u>
31	33	1023	\$0.00	0	0.00 %	\$0.00
365	33	12045	\$3,540.00	28	0.23 %	\$126.43

Non-Detailed Report (By Week)

Revenue, Num Nights, Occupancy, Average Daily Rate Summary

Company: VRM Realty, Inc.

Office: ALL Offices

1/1/2012 - 12/31/2012

By Arrival Date, By Week

VR Beach and Tennis Club								
<u>Week</u>	<u>Num Nights,</u> <u>Num Props</u>	<u>Available</u> <u>Nights</u>	<u>Rent</u>	<u>Guest Nights</u>	<u>Guest Occ</u>	<u>Owner Nights</u>	<u>Owner Occ</u>	<u>Average Daily Rate</u>
01/01/2012 - 01/08/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
01/08/2012 - 01/15/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
01/15/2012 - 01/22/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
01/22/2012 - 01/29/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
01/29/2012 - 02/05/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
02/05/2012 - 02/12/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
02/12/2012 - 02/19/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
02/19/2012 - 02/26/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
02/26/2012 - 03/04/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
03/04/2012 - 03/11/2012	7, 9	63	\$0.00	0	0.00 %	0	0.00 %	\$0.00
12/02/2012 - 12/09/2012	7, 34	238	\$0.00	0	0.00 %	0	0.00 %	\$0.00
12/09/2012 - 12/16/2012	7, 34	238	\$0.00	0	0.00 %	0	0.00 %	\$0.00
12/16/2012 - 12/23/2012	7, 34	238	\$0.00	0	0.00 %	0	0.00 %	\$0.00
12/23/2012 - 12/30/2012	7, 34	238	\$0.00	0	0.00 %	0	0.00 %	\$0.00
Totals: 364, 1768	643552		\$4,500.00	35	0.01 %	0	0.00 %	\$128.57

Detailed Report (By Week)

Revenue, Num Nights, Occupancy, Average Daily Rate Summary

Company: VRM Realty, Inc.

Office: ALL Offices

1/1/2012 - 12/31/2012

By Arrival Date, By Week

VR Beach and Tennis Club								
01/01/2012 - 01/08/2012								
No Bookings								
<u>Res.ID</u>	<u>Property</u>	<u>Guest Type</u>	<u>Arrival</u>	<u>Departure</u>	<u>Reserved</u>	<u>Nights</u>	<u>Rent</u>	
	VR Beach & Tennis Club 110	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 113	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 120-A	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 120-B	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 121-A	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 121-B	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 177	No Bookings				0	\$0.00	
	VR Beach & Tennis Club 7	No Bookings				0	\$0.00	
	VR Seasonal Property	No Bookings				0	\$0.00	
		<u>Num Nights</u>	<u>Num Props</u>	<u>Avail Nights</u>	<u>Rent</u>	<u>Nights</u>	<u>Occupancy</u>	<u>Avg Daily Rate</u>
		7	9	63	\$0.00	0	0.00 %	\$0.00

Data Reported:

1. **Month** – The month figures are reported for.
2. **Month Nights** – Number of nights in corresponding month.
3. **Num Props** – Number of properties in corresponding month.
4. **Available Nights** – Month Nights * Num Props.
4. **Rent** – Rental Amount on the front of reservations. The rent amount can change depending on which parameter filters “Deduct Rent Adjustments” or “Deduct Discounts.”
5. **Guest Nights** – Number of guest nights. If an owner reservation has a rental price > \$0.00, then this is considered an Owner Referral or a Guest of Owner reservation, and is included in the guest nights totals.
6. **Guest Occ** – Guest Nights / Available Nights.
7. **Owner Nights** – Number of owner nights.
8. **Owner Occ** – Owner Nights / Available Nights.
9. **Average Daily Rate** – Rent / Guest Nights.

IMPORTANT NOTES:

- a.) Cancelled reservations are not included in the report figures.
- b.) If an owner reservation has a rental price > \$0.00, then this is considered an Owner Referral or a

- b.) Guest of Owner reservation, and is included in the guest nights totals.
- c.) The report data is based on the selected “Date Time Frame By:” So if you have a reservation with stay dates 1/25/2012 – 2/27/2012, and you select “Arrival Date” as the “Date Time Frame By,” then all the reservation rent and nights will be reported for January, and NOT February. Also note that even though there are 31 nights in January, the number of nights for January could potentially be greater than 33. So in our example we would have 33 nights reported for January, and not 6 days or just the days in January.

Work Order List By Vendor - Report Outline

Purpose:

This report allows the end user to quickly send a friendly unbook notice to the client if they have not paid. The focus of this report is the ability to run a report and click the guest email with pre-written email information.

Location:

Housekeeping/Reports/ click Reporting Services link/Unbook Notice

Parameters Screen:

Office: <input type="text" value="ALL Offices"/>	Property: <input type="text" value="ALL Properties"/>	
Vendor: <input type="text" value="ALL Vendors"/>	Date Time Frame By: <input checked="" type="radio"/> Completed <input type="radio"/> Created <input type="radio"/> Required By	
Starting Date: <input type="text" value="1/21/2012"/>	Ending Date: <input type="text" value="06/21/2012"/>	
Work Order Type: <input checked="" type="checkbox"/> Maintenance <input checked="" type="checkbox"/> Housekeeping	Work Order Status: <input checked="" type="checkbox"/> Open <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Expensed <input type="checkbox"/> Paid	Details: <input type="checkbox"/> Show Details
<div style="display: flex; justify-content: center; gap: 20px;"> Export to Excel Export to PDF </div> <p style="text-align: center; margin-top: 10px;">(Click here for report documentation.)</p>		

- 13. **Office** – User can select a single office or all office.
- 14. **Property** – User can select a single property or all properties.

15. Vendor – User can select a single vendor or all vendors.
16. Date Time Frame By – User can select to query work orders by date completed, creation date, or required by date of the work order.
17. Starting Date – User can select a starting date time frame.
18. Ending Date - User can select a ending date time frame.
19. Work Order Type – User can select a maintenance or housekeeping work order type filter.
20. Work Order Status – User can select an open, completed, approved, expensed, or paid work order status to filter by.
21. Details – If yes, then display additional work order details. If no, display less work order details.

Report Output:

The user can run the report in PDF or EXCEL formats.

PDF format, no details

Work Order List by Vendor

Company: VRM Realty, Inc.

Office: ALL Offices

1/21/2012 - 6/21/2012

By Date Completed

VRM Realty, Inc.						
Dunes City Tax Office						
<u>WO #</u>	<u>Short Description</u>	<u>Work Order Status</u>	<u>Type</u>	<u>Date Completed</u>	<u>Mng Fee</u>	<u>Amount</u>
274	This is a mid stay clean	Completed	H	6/14/2012	\$0.00	\$100.00
Totals:					\$0.00	\$100.00
Jones Cleaning						
<u>WO #</u>	<u>Short Description</u>	<u>Work Order Status</u>	<u>Type</u>	<u>Date Completed</u>	<u>Mng Fee</u>	<u>Amount</u>
275	Midstay Clean	Completed	H	6/14/2012	\$0.00	\$100.00
281	test	Completed	H	6/14/2012	\$0.00	\$50.00
282	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00
285	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00
286	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00
287	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00
288	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00
Totals:					\$0.00	\$400.00
VRM Realty, Inc. Totals:					\$0.00	\$600.00

note final total value is not accurate. Report length was shortened for summary purposes.

PDF format, yes details

Work Order List by Vendor

Company: VRM Realty, Inc.

Office: ALL Offices

1/21/2012 - 6/21/2012


By Date Completed

VRM Realty, Inc.							
Dunes City Tax Office							
WO #	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
Res ID	Property	How Reported	Viewed	Date Required	Key Code		
	Account	Taxable?	Printed	Date Created	Invoice #		
274	This is a mid stay clean	Completed	H	6/14/2012	\$0.00	\$100.00	
	Bask Sunset	Maintenance	No	11/12/2010			
	Owner	No	No	11/9/2010			
Long Description:							
					Totals:	\$0.00	\$100.00

Jones Cleaning							
WO #	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
Res ID	Property	How Reported	Viewed	Date Required	Key Code		
	Account	Taxable?	Printed	Date Created	Invoice #		
275	Midstay Clean	Completed	H	6/14/2012	\$0.00	\$100.00	
	110 Sweet Sunset	Current Guest	No	11/11/2010			
	Owner	No	No	11/9/2010			
Long Description:							
					VRM Realty, Inc. Totals:	\$0.00	\$600.00

note final total value is not accurate. Report length was shortened for summary purposes.

Excel format, no details

Work Order List by Vendor										
2	Company: VRM Realty, Inc.									
3	Office: ALL Offices									
4	1/21/2012 - 6/21/2012									
5	By Date Completed									
6	VRM Realty, Inc.									
7	Dunes City Tax Office									
8	WO #	Property	Account	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
9	274	Bask Sunset	Owner	This is a mid stay clean	Completed	H	6/14/2012	\$0.00	\$100.00	
10								Totals:	\$0.00	\$100.00
11	Jones Cleaning									
12	WO #	Property	Account	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
13	275	110 Sweet Sunset	Owner	Midstay Clean	Completed	H	6/14/2012	\$0.00	\$100.00	
14	281	103 Miller Time	Owner	test	Completed	H	6/14/2012	\$0.00	\$50.00	
15	282	069 Sawyer Two	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
16	285	103 Miller Time	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
17	286	104 Doris Day	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
18	287	105 Beach Nuts East	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
19	288	106 Beach Nuts West	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
20								Totals:	\$0.00	\$400.00
21	Smith Cleaning Company									
22	WO #	Property	Account	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
23	276	069 Sawyer Two	Owner	Fall Clean	Completed	H	6/14/2012	\$0.00	\$100.00	
24								Totals:	\$0.00	\$100.00
25						VRM Realty, Inc. Totals:		\$0.00	\$600.00	
26										

Excel format, yes details

Work Order List by Vendor

Company: VRM Realty, Inc.

Office: ALL Offices

1/21/2012 - 6/21/2012

By Date Completed

VRM Realty, Inc.									
Dunes City Tax Office									
WO #	Property	Account	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
274	Bask Sunset	Owner	This is a mid stay clean	Completed	H	6/14/2012	\$0.00	\$100.00	
Totals:							\$0.00	\$100.00	
Jones Cleaning									
WO #	Property	Account	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
275	110 Sweet Sunset	Owner	Midstay Clean	Completed	H	6/14/2012	\$0.00	\$100.00	
281	103 Miller Time	Owner	test	Completed	H	6/14/2012	\$0.00	\$50.00	
282	069 Sawyer Two	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
285	103 Miller Time	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
286	104 Doris Day	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
287	105 Beach Nuts East	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
288	106 Beach Nuts West	Golf Fees	Christian's fall cleaning.	Completed	H	6/14/2012	\$0.00	\$50.00	
Totals:							\$0.00	\$400.00	
Smith Cleaning Company									
WO #	Property	Account	Short Description	Work Order Status	Type	Date Completed	Mng Fee	Amount	
276	069 Sawyer Two	Owner	Fall Clean	Completed	H	6/14/2012	\$0.00	\$100.00	
Totals:							\$0.00	\$100.00	
VRM Realty, Inc. Totals:							\$0.00	\$600.00	



Res ID	How Reported	Viewed	Date Required	Key Code	Taxable?	Printed	Date Created	Invoice #	Long Description
	Maintenance	No	11/12/2010		No	No	11/9/2010		
Res ID	How Reported	Viewed	Date Required	Key Code	Taxable?	Printed	Date Created	Invoice #	Long Description
	Current Guest	No	11/11/2010		No	No	11/9/2010		
	Management	No	11/20/2010		No	No	11/18/2010		
	Management	No	11/18/2010		No	No	11/18/2010		
	Management	No	11/18/2010		No	No	11/18/2010		
	Management	No	1/18/2011		No	No	11/18/2010		
	Management	No	11/18/2010		No	No	11/18/2010		
	Management	No	11/18/2010		No	No	11/18/2010		
Res ID	How Reported	Viewed	Date Required	Key Code	Taxable?	Printed	Date Created	Invoice #	Long Description
	Management	No	11/16/2010		No	No	11/9/2010		

12. **WO #** - Work order ID number.
13. **Property** – Property work order is tied to.
14. **Account** – Account to charge work order too.
15. **Short Description** – Short descript of the property work order.
16. **Work Order Status** – Current status of the work order.
17. **Type** – Type of work order. H – Housekeeping, M – Maintenance.
18. **Date Completed** – Date the work order was completed.

- 19. **Mng Fee** – The management fee applied to the work order.
- 20. **Amount** – The total amount of the work order, including all 3 vendors.
- 21. **Res ID** – Reservation Id.
- 22. **How Reported** – How the work order was reported.
- 23. **Viewed** – Has work order been viewed?
- 24. **Date Required** – Date the work order is required by.
- 25. **Key Code** – Key code tied to the property the work order is on.
- 26. **Taxable** – Is the work order taxable?
- 27. **Printed** – Has the work order been printed?
- 28. **Date Created** – Date the work order was created.
- 29. **Invoice #** - Work order invoice number.
- 30. **Long Description** – Long description applied to the property work order.

Res Activity By Agent - Report Outline

Purpose:

The reservation activity by agent report provides booking agent analysis information based on a given time frame. This tool can be used to issue commission to booking agents, or be used as a performance review.

Location:

Reservations/Reports/click Reporting Services link/Res Activity By Agent

Parameters Screen:

Office: <input type="text" value="ALL Offices"/>	
Starting Date: <input type="text" value="06/2/2012"/>	Ending Date: <input type="text" value="06/22/2012"/>
Date Time Frame By: <input checked="" type="radio"/> Arrival Date <input type="radio"/> Departure <input type="radio"/> Date Reserved <input type="radio"/> Date Modified	
<input type="button" value="Export to Excel"/>	
(Click here for report documentation.)	

1. **Office List** – User can select an individual office or all offices.
2. **Starting Date** – Select the starting date of the reporting time frame.

- Ending Date** – User can select the ending date of the reporting time frame.
- Date Time Frame By** - User can select the date time frame type which determines how the reservation set is queried.

Report Output:

The report dataset excludes cancelled reservation and groups the reservation set by employee. This report can be export to excel only. PDF format is not available.

VRM Realty, Inc.														
Reservation Activity By Agent														
6/2/2012 - 6/22/2012														
ALL Offices														
By Arrival Date														
Agent	Date Made	Property	Res ID	# of Res	Guest Name	Guest Type	Check In	Check Out	Occ Nights	Status	Rent	ADR	Avg \$ per Res	Marketing Code
Christian - VRM (VRMREALTY)														
Christian - VRM (VRMREALTY)	5/23/2012	Christian Test 4	564	1	Mary Smith	Guest	6/2/2012	6/4/2012	2	Checked Out	\$250.00	\$125.00		Cleveland Plain Dealer
Christian - VRM (VRMREALTY)	5/25/2012	Christian Test 6	578	1	Mia Farrow	Guest	6/2/2012	6/5/2012	7	Cancelled	\$1,000.00	\$142.86		Cleveland Plain Dealer
Christian - VRM (VRMREALTY)	6/14/2012	Christian Test 1	598	1	Jacqueline Shankland	Guest	6/7/2012	6/14/2012	7	Cancelled	\$1,000.00	\$142.86		Find Rentals
Christian - VRM (VRMREALTY)	6/14/2012	Christian Test 9	601	1	Jill Smith	Guest	6/7/2012	6/14/2012	7	Checked Out	\$1,085.00	\$155.00		Web Reservation
Christian - VRM (VRMREALTY)	6/14/2012	Christian Test 9	599	1	Mary Smith	Guest	6/7/2012	6/14/2012	7	Cancelled	\$1,085.00	\$155.00		Cleveland Plain Dealer
Christian - VRM (VRMREALTY)	5/23/2012	Christian Test 5	555	1	test test	Guest	6/5/2012	6/15/2012	7	Checked In	\$1,000.00	\$142.86		Cleveland Plain Dealer
Christian - VRM (VRMREALTY)	6/14/2012	Christian Test 9	602	1	Julie Roberts	Guest	6/14/2012	6/21/2012	7	UNConfirmed	\$1,085.00	\$155.00		Find Rentals
Christian - VRM (VRMREALTY)	6/14/2012	Christian Test 1	597	1	Theodore Roosevelt	Guest	6/16/2012	6/23/2012	7	Cancelled	\$1,000.00	\$142.86		Cleveland Plain Dealer
Totals:				8					51		\$7,505.00	\$147.16	\$938.13	
Connie - VRM (VRMREALTY)														
Connie - VRM (VRMREALTY)	5/4/2012	111 Tres Bien	545	1	Mike Wood	Guest	6/6/2012	6/16/2012	7	Checked In	\$1,060.00	\$151.43		None Specified
Totals:				1					7		\$1,060.00	\$151.43	\$1,060.00	
Joey - VRM (VRMREALTY)														
Joey - VRM (VRMREALTY)	6/18/2012	100 Easy Go'n'	603	1	Joseph & Karen Rombull	Owner	6/2/2012	6/9/2012	7	Confirmed	\$0.00	\$0.00		
Joey - VRM (VRMREALTY)	4/30/2012	102 A Shore Thing	541	1	Bill Mathers	Guest	6/6/2012	6/16/2012	7	Checked In	\$1,060.00	\$151.43		Cleveland Plain Dealer
Joey - VRM (VRMREALTY)	6/18/2012	119 Profluent Sea	604	1	Jill Smith	Guest	6/6/2012	6/16/2012	7	UNConfirmed	\$1,265.00	\$180.71		Home Away PM
Joey - VRM (VRMREALTY)	5/2/2012	107 Murcus	543	1	Yasmine Andrews	Guest	6/16/2012	6/23/2012	7	UNConfirmed	\$1,065.00	\$150.00		Find Rentals
Joey - VRM (VRMREALTY)	6/14/2012	102 A Shore Thing	594	1	John Doe	Guest	6/16/2012	6/23/2012	7	Checked In	\$1,060.00	\$151.43		Find Rentals
Totals:				6					36		\$4,470.00	\$127.71	\$894.00	

- Header** - The header displays the company name, report title, report time frame selected, office selection, and date time frame selection.
- Agent** – Booking agent.
- Date Made** – Date reservation was reserved.
- Property** – Reservation property.
- Res ID** – Reservation Id.
- # of Res** – Number of reservations. This value is always set to 1 per reservation.
- Guest Name** – Reservation guest name.
- Guest Type** – Guest type member or owner.
- Check In** – Arrival date.
- Check Out** – Departure date.
- Occ Nights** – Reservation number of nights.
- Status** – Reservation Status.
- Rent** – Reservation rental price.
- ADR** – Average daily rate.
- Avg \$ per Res** – Average dollar amount per reservation within report.
- Marketing Code** – Marketing code applied to reservation.

ST Confirmation To Excel - Report Outline

Purpose:

The ST Confirmation to Excel is exactly what it sounds like. Each field of the PDF format confirmation in the VRM system is exported to excel. This is a great tool for providing information to 3rd parties to upload reservation

information.

Location:

Reservations/Reports/click Reporting Services link/ST Confirmation to Excel

Parameters Screen:

Office: ALL Offices	
Starting Date: 06/2/2012	Ending Date: 06/22/2012
Date Range is used for: <input type="radio"/> Date Reserved <input checked="" type="radio"/> Arrival Date <input type="radio"/> Date Modified <input type="radio"/> Date Reserved and/or Modified	Sort/Order By: <input type="radio"/> Date Reserved <input checked="" type="radio"/> Date Arriving <input type="radio"/> Date Modified <input type="radio"/> Property Name <input type="radio"/> Guest Name <input type="radio"/> Reservation ID
Display Options: <input checked="" type="checkbox"/> Display Member Reservations? <input checked="" type="checkbox"/> Display Owner Reservations? <input type="checkbox"/> Display Cancelled Reservations? <input type="checkbox"/> Display Holds? <input type="checkbox"/> Display Property Descriptions?	
Export to Excel	
(Click here for report documentation.)	

1. **Office List** – User can select an individual office or all offices.
2. **Starting Date** – Select the starting date of the reporting time frame.
3. **Ending Date** – User can select the ending date of the reporting time frame.
4. **Date Range is used for** - User can select the date time frame type which determines how the reservation set is queried.
5. **Sort / Order By** – User can select how to sort the report.
6. **Display Options** – User can select to display or not display guest reservations, owner reservations, cancelled reservations, hold reservations, and property descriptions.

Report Output:

Report can only be exported to excel. PDF format is available in the VRM system.

VRM Realty, Inc.				
Short Term Reservation Confirmations to Excel				
VRM Realty, Inc.				
6/2/2012 - 6/22/2012				
By Arrival Date				
As of 06/22/2012 10:22 AM				
<u>Type of Reservation</u>	<u>Booking Source (Marketing Code)</u>	<u>Travel Agent</u>	<u>First Name</u>	<u>Last Name</u>
Short-Term	Cleveland Plain Dealer		Mary	Smith
Short-Term			Joseph & Karen	Rombull
Short-Term	.Web Reservation		Jill	Smith
Short-Term	Cleveland Plain Dealer		test	test
Short-Term	Cleveland Plain Dealer		Bill	Mathers
Short-Term	None Specified		Mike	Wood
Short-Term	Home Away PM		Jill	Smith
Short-Term	Find Rentals		Julie	Roberts
Short-Term	Find Rentals		John	Doe
Short-Term	Find Rentals		Yasmine	Andrews

<u>Destination (Office)</u>	<u>Office Address</u>	<u>Office Directions</u>	<u>Property</u>
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		.Christian Test 4
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		100 Easy Goin'
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		.Christian Test 9
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		.Christian Test 5
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		102 A Shore Thing
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		111 Tres Bien
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		119 Proficient Sea
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		.Christian Test 9
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		102 A Shore Thing
VRM Realty, Inc.	127 Ocean Boulevard , Dunes City, BK, 38724		107 Muncus

<u>Property Type</u>	<u>Property Bedding</u>	<u>Property Phone</u>	<u>Arrival</u>	<u>Departure</u>
Single Family Home	2K, 2Q, 1BwT,QSS		6/2/2012	6/4/2012
Condo	3 Q, 1 Bunk, QSS	843 - 737 - 3456	6/2/2012	6/9/2012
Single Family Home	2K, 2Q, 1BwT,QSS		6/7/2012	6/14/2012
Single Family Home	2K, 2Q, 1BwT,QSS		6/9/2012	6/16/2012
Single Family Home	Q,4 T, F		6/9/2012	6/16/2012
Condo	1Q, 2S		6/9/2012	6/16/2012
Condo			6/9/2012	6/16/2012
Single Family Home	2K, 2Q, 1BwT,QSS		6/14/2012	6/21/2012
Single Family Home	Q,4 T, F		6/16/2012	6/23/2012
Condo	K,QS,2S,3S,Q,S		6/16/2012	6/23/2012

<u># of Nights</u>	<u>Res ID</u>	<u># of Guests</u>	<u>Guest Phone</u>	<u>Guest Email</u>
2	564	1	804-553-8904	
7	603	1	757-123-4567	
7	601	1	999-999-9999	
7	565	1	9999999999	trevor@vrmgr.com
7	541	1	222-222-2222	joey@vrmgr.com
7	545	1	843-689-3010	connie@vrmgr.com
7	604	1	999-999-9999	
7	602	1	2222222222	
7	594	1	252-725-1573	1 Main St.
7	543	1	289-999-9999	trevor@vrmgr.com

7. **Header** - The header displays the company name, report title, report time frame selected, office selection, and date time frame selection, and the date the report was ran.
8. **Type of Reservation** – Reservation type, Short Term, Long Term, Seasonal, Hourly, or Non-Rental.
9. **Booking Source (Marketing Code)** – Marketing code applied to reservation.
10. **Travel Agent** – Reservation travel agent.
11. **First Name** – Guest first name.
12. **Last Name** – Guest last name.
13. **Destination (Office)** – Office

14. **Office Address** – Address of office.
15. **Office Directions** – Directions to office.
16. **Property** – Reservation property.
17. **Property Type** – Reservation property type.
18. **Property Bedding** – Property bedding K, Q, etc.
19. **Property Phone** – Property phone number.
20. **Arrival** – Check in date of reservation.
21. **Departure** – Check out date of reservation.
22. **# of Nights** – Number of reservation nights.
23. **Res ID** – Reservation ID.
24. **# of Guest** – Number of guests.
25. **Guest Phone** – Reservation guest phone.
26. **Guest Email** – Reservation guest email.
27. **Guest Address** – Reservation guest address.
28. **Guest ID** – Unique guest identifier
29. **Guest Password** – Guest password.
30. **Total Rent** – Total reservation rental price.
31. **Travel Insurance Price** – Reservation travel insurance price.
32. **Damage Insurance Price** – Reservation damage insurance price.
33. **Total Other Charges** – Reservation total other charges (guest and custom charges).
34. **Total Taxes and Fees** – Reservation total taxes and fees.
35. **Total Vacation Cost** – Reservation total vacation cost.
36. **Damage Deposit** – Reservation damage deposit.
37. **Advanced Deposit Required By** – Reservation date advance is required by.
38. **Advance Amount** – Reservation advance total amount due.
39. **Advance Received** – Reservation amount paid on reservation.
40. **Advance Now Due** – Reservation amount left to pay on advance amount.
41. **Remaining Balance Will Be** – Reservation remaining balance amount.
42. **Total Left to Pay** – Reservation total amount left to pay.
43. **Due on or Before Date** – Date total left to pay is due.

Rotation - Report Outline

Purpose:

The rotation report provides a quick way to see how many reservations, how many number of nights and the revenue generated for any given time frame.

Location:

Reservations/Reports/click Reporting Services link/Rotation Report

Parameters Screen:

Office: ALL Offices	
Starting Date: 06/2/2012	Ending Date: 06/22/2012
Run Report Export to Excel Export to PDF	
(Click here for report documentation.)	

1. **Office List** – User can select an individual office or all offices.
2. **Starting Date** – Select the starting date of the reporting time frame.
3. **Ending Date** – User can select the ending date of the reporting time frame.

Report Output:

The report dataset excludes cancelled reservation. This report can be export HTML, PDF, and EXCEL formats. See below for examples.

HTML format

VRM Realty, Inc.
Rotation Report
Dates: 6/2/2012 - 6/22/2012
All Offices

Unit	Revenue	Rntl # Res	Own # Res	Total # Res	Rntl Nights	Own Nights	Total Nights
2BR - SOUTH END							
.Christian Test 4	\$250.00	1	0	1	2	0	2
.Christian Test 5	\$1,000.00	1	0	1	7	0	7
100 Easy Goin'	\$0.00	0	1	1	0	7	7
102 A Shore Thing	\$1,000.00	1	0	1	7	0	7
108 Pittsburgh Sunset Lower	\$1,000.00	1	0	1	7	0	7
111 Tres Bien	\$1,000.00	1	0	1	7	0	7
119 Proficient Sea	\$1,000.00	1	0	1	7	0	7
.Christian Test 9	\$3,000.00	3	0	3	21	0	21
Totals: 8 properties	\$8,250.00	9	1	10	58	7	65
Averages:	\$1,031.25	1.13	0.13	1.25	7.25	0.88	8.13



PDF format

VRM Realty, Inc.

Rotation Report

Dates: 6/2/2012 - 6/22/2012

All Offices

Unit	Revenue	Rntl # Res	Own # Res	Total # Res	Rntl Nights	Own Nights	Total Nights
2BR - SOUTH END							
.Christian Test 4	\$250.00	1	0	1	2	0	2
.Christian Test 5	\$1,000.00	1	0	1	7	0	7
100 Easy Goin'	\$0.00	0	1	1	0	7	7
102 A Shore Thing	\$1,000.00	1	0	1	7	0	7
108 Pittsburgh Sunset Lower	\$1,000.00	1	0	1	7	0	7
111 Tres Bien	\$1,000.00	1	0	1	7	0	7
119 Proficient Sea	\$1,000.00	1	0	1	7	0	7
.Christian Test 9	\$3,000.00	3	0	3	21	0	21
Totals: 8 properties	\$8,250.00	9	1	10	58	7	65
Averages:	\$1,031.25	1.13	0.13	1.25	7.25	0.88	8.13

Friday June 22, 2012 03:12:08 pm

Page 1 of 1



Excel format

VRM Realty, Inc.

Rotation Report

Dates: 6/2/2012 - 6/22/2012

All Offices

Unit	Revenue	Rntl # Res	Own # Res	Total # Res	Rntl Nights	Own Nights	Total Nights
2BR - SOUTH END							
.Christian Test 4	\$250.00	1	0	1	2	0	2
.Christian Test 5	\$1,000.00	1	0	1	7	0	7
100 Easy Goin'	\$0.00	0	1	1	0	7	7
102 A Shore Thing	\$1,000.00	1	0	1	7	0	7
108 Pittsburgh Sunset Lower	\$1,000.00	1	0	1	7	0	7
111 Tres Bien	\$1,000.00	1	0	1	7	0	7
119 Proficient Sea	\$1,000.00	1	0	1	7	0	7
.Christian Test 9	\$3,000.00	3	0	3	21	0	21
Totals: 8 properties	\$8,250.00	9	1	10	58	7	65
Averages:	\$1,031.25	1.13	0.13	1.25	7.25	0.88	8.13

1. **Header** - The header displays the company name, report title, report time frame selected, and office selection.
2. **Unit** – Property name.
3. **Revenue** – Revenue dollar amount. This amount does not include positive, add to rent, rent adjustments.
4. **Rntl # Res** – Number of guest reservations.
5. **Own # Res** – Number of owner reservations.
6. **Total # Res** – Total number of guest and owner reservations.
7. **Rntl Nights** – Number of guest reservation nights.

8. **Own Nights** – Number of owner reservation nights.
9. **Total Nights** – Total number of reservation guest and owner nights.
10. **Totals** – Total figures for each corresponding column.
11. **Averages** – Average figures for given time frame.

Owner Statement Summary - Report Outline

Purpose:

The owner statement summary report is exactly like the owner statements from the VRM software application. The only difference is only the summary of the owner statements display. This provides a quick reference tool and save sifting through large paged documents. The report is only available for short term properties.

Location:

Accounting/Reports/click Reporting Services link/Owner Statement Summary Report

Parameters Screen:

Office List: <div style="border: 1px solid black; padding: 2px;"><p>ALL Offices VR Beach and Tennis Cl VRM Realty, Inc.</p></div>	Property List: <div style="border: 1px solid black; padding: 2px;"><p>ALL Properties</p></div> <input type="checkbox"/> Display ALL Properties (including inactive and deleted)
Start Date: <input type="text" value="06/25/2012"/>	End Date: <input type="text" value="06/25/2012"/>
Display Filters:	
<input type="checkbox"/> Display properties on separate pages?	
<input type="checkbox"/> Display Owner Expenses?	
<div style="display: flex; justify-content: space-around; margin-top: 10px;">Run ReportExport to PDF</div>	
(Click here for report documentation.)	

5. **Office List** – User can select an individual office or all offices.
6. **Property List** – User can select an individual property or all properties.

7. **Starting Date** – Select the starting date of the reporting time frame.
8. **Ending Date** – User can select the ending date of the reporting time frame.
9. **Display Filters** – User can select to page break after each property, or display/hide owner expenses.

Report Output:

The report dataset excludes cancelled reservation. This report can be export HTML or PDF formats. See below for examples.

HTML format

VRM Realty, Inc.		
Owner Statement Summary		
Dates: 01/25/2012 - 06/25/2012		
As of: 6/25/2012 4:59:49 PM		
.Christian Test 2		
	Year To Date	This Period
Rental Income:	\$0.00	\$0.00
Other Credits:	\$0.00	\$0.00
Direct to Owner Account:	\$0.00	\$0.00
Expenses:	\$0.00	\$0.00
Management Fees:	\$0.00	\$0.00
Paid to All Owners:	\$0.00	\$0.00
Paid to You:	\$0.00	\$0.00
.Christian Test 3		
	Year To Date	This Period
Rental Income:	\$0.00	\$0.00
Other Credits:	\$0.00	\$0.00
Direct to Owner Account:	\$0.00	\$0.00
Expenses:	\$0.00	\$0.00
Management Fees:	\$0.00	\$0.00
Paid to All Owners:	\$0.00	\$0.00
Paid to You:	\$0.00	\$0.00

PDF format

VRM Realty, Inc.		
Owner Statement Summary		
Dates: 01/25/2012 - 06/25/2012		
As of: 6/25/2012 4:59:49 PM		
.Christian Test 2		
	Year To Date	This Period
Rental Income:	\$0.00	\$0.00
Other Credits:	\$0.00	\$0.00
Direct to Owner Account:	\$0.00	\$0.00
Expenses:	\$0.00	\$0.00
Management Fees:	\$0.00	\$0.00
Paid to All Owners:	\$0.00	\$0.00
Paid to You:	\$0.00	\$0.00
.Christian Test 3		
	Year To Date	This Period
Rental Income:	\$0.00	\$0.00
Other Credits:	\$0.00	\$0.00
Direct to Owner Account:	\$0.00	\$0.00
Expenses:	\$0.00	\$0.00
Management Fees:	\$0.00	\$0.00
Paid to All Owners:	\$0.00	\$0.00
Paid to You:	\$0.00	\$0.00

17. **Header** - The header displays the company name, report title, report time frame selected, and the date the report was ran.
18. **Property Name** – Property name.
19. **Rental Income** – Rental Income total for time frame selected.
20. **Other Credits** – Other credits total for time frame selected.
21. **Direct to Owner Account** – Direct to owner account items total for time frame selected.
22. **Expenses** – Expenses total for time frame selected.
23. **Management Fees** – Management fees total for time frame selected.
24. **Paid to All Owners** – Paid to all owners total for time frame selected .
25. **Paid to You** – Paid to owner totals for time frame selected.
26. **Year to Date** – Year to date column header.
27. **This Period** – This Period column header.

Occupancy - Report Outline

Purpose:

This report provides a quick check to see how occupancy is doing, present, current or in the past.

Location:

Properties/Reports/click Reporting Services link/Occupancy

Parameters:

Office: <input type="text" value="ALL Offices"/>	Property: <input type="text" value="ALL Properties"/>
Starting Date: <input type="text" value="05/22/2012"/>	Ending Date: <input type="text" value="05/22/2012"/>
Date Type: <input checked="" type="radio"/> By Week <input type="radio"/> By Month	Options: <input checked="" type="checkbox"/> Include Owner Nights?
<div style="display: flex; justify-content: center; gap: 20px;"> Export to Excel Export to PDF </div> <p style="text-align: center; margin-top: 10px;">(Click here for report documentation.)</p>	

1. **Office** – User can select a single or all offices.
2. **Property** – User can select a single property or all properties.
3. **Starting Date** – User can select the starting date time frame of the report.
4. **Ending Date** – User can select the ending date time frame of the report.
5. **Date Type** – User can choose to run the report by week or by month.
6. **Options** – User can elect to include owner nights in the report figures.

Report Output
PDF format - By Week

Occupancy Report

Company: VRM Realty, Inc.
 Office: ALL Offices
 6/1/2012 - 6/26/2012

VRM Realty, Inc.					
<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>	
06/01/2012 - 06/08/2012	21	7	3	5.77%	
06/08/2012 - 06/15/2012	39	7	5	9.62%	
06/15/2012 - 06/22/2012	29	7	4	7.69%	
06/22/2012 - 06/29/2012	15	7	2	3.85%	
Total # Properties	Total Weeks	Total Weeks Available	Total Rented	Total % of Occupancy	
52	4	208	14	6.73 %	

VR Beach and Tennis Club					
<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>	
06/01/2012 - 06/08/2012	0	7	0	0%	
06/08/2012 - 06/15/2012	0	7	0	0%	
06/15/2012 - 06/22/2012	0	7	0	0%	
06/22/2012 - 06/29/2012	0	7	0	0%	
Total # Properties	Total Weeks	Total Weeks Available	Total Rented	Total % of Occupancy	
11	4	44	0	0.00 %	

PDF format – By Month

Occupancy Report

Company: VRM Realty, Inc.
 Office: ALL Offices
 6/1/2012 - 6/26/2012

VRM Realty, Inc.					
<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>	
Jun	107	30	3	5.77%	
Total # Properties	Total Weeks	Total Weeks Available	Total Rented	Total % of Occupancy	
52	4	208	3	1.44 %	

VR Beach and Tennis Club					
<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>	
Jun	0	30	0	0%	
Total # Properties	Total Weeks	Total Weeks Available	Total Rented	Total % of Occupancy	
11	4	44	0	0.00 %	

EXCEL format – By Week

Occupancy Report

Company: VRM Realty, Inc.

Office: ALL Offices

6/1/2012 - 6/26/2012

VRM Realty, Inc.

<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>
06/01/2012 - 06/08/2012	21	7	3	5.77%
06/08/2012 - 06/15/2012	39	7	5	9.62%
06/15/2012 - 06/22/2012	29	7	4	7.69%
06/22/2012 - 06/29/2012	15	7	2	3.85%

<u>Total # Properties</u>	<u>Total Weeks</u>	<u>Total Weeks Available</u>	<u>Total Rented</u>	<u>Total % of Occupancy</u>
52	4	208	14	6.73%

VR Beach and Tennis Club

<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>
06/01/2012 - 06/08/2012	0	7	0	0%
06/08/2012 - 06/15/2012	0	7	0	0%
06/15/2012 - 06/22/2012	0	7	0	0%
06/22/2012 - 06/29/2012	0	7	0	0%

<u>Total # Properties</u>	<u>Total Weeks</u>	<u>Total Weeks Available</u>	<u>Total Rented</u>	<u>Total % of Occupancy</u>
11	4	44	0	0.00%

Excel format – By Month

Occupancy Report

Company: VRM Realty, Inc.

Office: ALL Offices

6/1/2012 - 6/26/2012

VRM Realty, Inc.

<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>
Jun	107	30	3	5.77%

<u>Total # Properties</u>	<u>Total Weeks</u>	<u>Total Weeks Available</u>	<u>Total Rented</u>	<u>Total % of Occupancy</u>
52	4	208	3	1.44%

VR Beach and Tennis Club

<u>Time Frame</u>	<u>Days Reserved</u>	<u>Days in Week</u>	<u>Weeks Occupied</u>	<u>% of Occupancy</u>
Jun	0	30	0	0%

<u>Total # Properties</u>	<u>Total Weeks</u>	<u>Total Weeks Available</u>	<u>Total Rented</u>	<u>Total % of Occupancy</u>
11	4	44	0	0.00%

Data

The report figures include the following columns

1. **Header** – Report title, company name, office selection, and date selected.
2. **Property Name** – The property name displays in highlighted black areas.
3. **Time Frame** – The week time frame or month name displays.
4. **Days Reserved** – Represents the total number of days reserved in time frame.
5. **Days in Week** – Represents the number of days in the week or month.
6. **Weeks Occupied** – Number of weeks occupied within time frame.
7. **% of Occupancy** – The percentage of occupancy for each time frame.
8. **Totals** – Totals for each corresponding column.

Rental Guardian Report - Outline

Purpose:

The rental guardian report provides a way for clients to collaborate with Rental Guardian. With this report clients can export the report to excel and send it to Rental Guardian as needed.

Location:

Accounting/Reports/click Reporting Services link/Rental Guardian Report

Parameters Screen:

Office: ALL Offices ▼	
Starting Date: 01/1/2012 <input type="text"/>	Ending Date: 06/26/2012 <input type="text"/>
Account: CSA Travel Insurance ▼	
Export to Excel	
(Click here for report documentation.)	

- 31. **Office** – User can select a single office or all offices.
- 32. **Starting Date** – User can select a starting date.
- 33. **Ending Date** – User can select a ending date.
- 34. **Account** – User can select a single travel insurance account.

Report Output:

This report can only be exported to excel.

EXCEL format

VRM Realty, Inc.								
Product ID	Reservation ID	Booking Date	Arrival Date	Departure Date	Booking Total	Insurance Fee	Policy Holder Name	Policy Holder Address
5	541	4/30/2012	6/9/2012	6/16/2012	\$1,376.40	\$31.31	Bill Mathers	1234 Address
5	541	4/30/2012	6/9/2012	6/16/2012	(\$1,376.40)	(\$31.31)	Bill Mathers	1234 Address
5	541	4/30/2012	6/9/2012	6/16/2012	\$1,376.40	\$31.31	Bill Mathers	1234 Address
Policy Holder Address Cont.	Policy Holder City	Policy Holder State	Policy Holder Zip	Policy Holder Country	Policy Holder Phone Number			
	Morehead City	NC	28557	US	222-222-2222			
	Morehead City	NC	28557	US	222-222-2222			
	Morehead City	NC	28557	US	222-222-2222			

<u>Policy Holder Email Address</u>	<u>Number of Travelers</u>	<u>Location Name</u>	<u>Location Address</u>	<u>Location Address Cont</u>	<u>Location City</u>
joe@vrmgr.com	0000001	102 A Shore Thing	110 Christopher Drive		Dunes City
joe@vrmgr.com	0000001	102 A Shore Thing	110 Christopher Drive		Dunes City
joe@vrmgr.com	0000001	102 A Shore Thing	110 Christopher Drive		Dunes City

<u>Location State</u>	<u>Location Zip</u>	<u>Location Country</u>
MI	38724	US
MI	38724	US
MI	38724	US

1. **Company Name** – The company name displays at the top of the excel file.
2. **Product ID** – Unique number identifier of each property.
3. **Reservation ID** – Reservation ID reference number.
4. **Booking Date** – Date reservation was reserved.
5. **Arrival Date** – Check in date of reservation.
6. **Departure Date** – Check out date of reservation.
7. **Booking Total** – Total dollar amount of the reservation.
8. **Insurance Fee** – Travel insurance fee or commission.
9. **Policy Holder Name** – Reservation guest name.
10. **Policy Holder Address** – Reservation guest address.
11. **Policy Holder Address Cont.** – Reservation guest address continued.
12. **Policy Holder City** – Reservation guest city.
13. **Policy Holder State** – Reservation guest state.
14. **Policy Holder Zip** – Reservation guest zip.
15. **Policy Holder Country** – Reservation guest country.
16. **Policy Holder Number** – Reservation guest phone number.
17. **Policy Holder Email Address** – Reservation guest email address.
18. **Number of Travelers** – Reservation number of guests.
19. **Location Name** – Property name.
20. **Location Address** – Property address.
21. **Location Address Cont** – Property address continued.
22. **Location City** – Property city.
23. **Location State** – Property state.
24. **Location Zip** – Property zip.
25. **Location Country** – Property country.

Reservation Discount Review - Report Outline

Purpose:

The reservation discount review provides a way to see how much discount and what percent discount has been provided per reservation. This is a good tool for checking to see if over or under-discounting is taking place. Please note discount refers to the field on the front of the reservation, not rent adjustments.

Location:

Reservations/Reports/click Reporting Services link/Reservation Discount Review

Parameters Screen:

Office: ALL Offices	Property: ALL Properties
Starting Date: 06/26/2012	Ending Date: 06/26/2012
Date Time Frame By:	
<input checked="" type="radio"/> Arrival Date <input type="radio"/> Departure <input type="radio"/> Date Reserved	
Export to Excel Export to PDF	
(Click here for report documentation.)	

1. **Office** – User can select a single office or all offices.
2. **Property** – User can select a single property of all properties.
3. **Starting Date** – User can select a starting date.
4. **Ending Date** – User can select an ending date.
5. **Date Time Frame By** – User can filter reservation data set by arrival date, departure date, or date reserved.

Report Output:

PDF format

Reservation Discounts Review

Company: VRM Realty, Inc.
Office: ALL Offices
6/2/2012 - 6/26/2012
By Arrival Date

Res ID	Property Name	Guest Name	Arrival	Departure	Rental Price	Discount	% Discount	Res Status	Marketing Code
564	.Christian Test 4	Mary Smith	6/2/2012	6/4/2012	\$250.00	\$0.00	0.00 %	Checked Out	Cleveland Plain Dealer
601	.Christian Test 9	Jill Smith	6/7/2012	6/14/2012	\$1,085.00	\$0.00	0.00 %	Checked Out	.Web Reservation
541	102 A Shore Thing	Bill Matthers	6/9/2012	6/16/2012	\$1,060.00	\$0.00	0.00 %	Checked In	Cleveland Plain Dealer
604	119 Proficient Sea	Jill Smith	6/9/2012	6/16/2012	\$1,265.00	\$0.00	0.00 %	UNConfirmed	Home Away PM
565	.Christian Test 5	test test	6/9/2012	6/16/2012	\$1,000.00	\$0.00	0.00 %	Checked In	Cleveland Plain Dealer
545	111 Tres Bien	Mike Wood	6/9/2012	6/16/2012	\$1,060.00	\$0.00	0.00 %	Checked In	None Specified
602	.Christian Test 9	Julie Roberts	6/14/2012	6/21/2012	\$1,085.00	\$0.00	0.00 %	UNConfirmed	Find Rentals
543	107 Muncus	Yasmine Andrews	6/16/2012	6/23/2012	\$1,085.00	\$0.00	0.00 %	UNConfirmed	Find Rentals
594	102 A Shore Thing	John Doe	6/16/2012	6/23/2012	\$1,060.00	\$0.00	0.00 %	Checked In	Find Rentals
566	.Christian Test 5	Stacey Rolland	6/23/2012	6/30/2012	\$1,000.00	\$0.00	0.00 %	UNConfirmed	Cleveland Plain Dealer
Totals:					\$9,950.00	\$0.00	0.00 %		

Excel format

Reservation

Discounts Review

Company: VRM Realty, Inc.

Office: ALL Offices

6/2/2012 - 6/26/2012

By Arrival Date

VRM Realty, Inc.

Res ID	Property Name	Guest Name	Arrival	Departure	Rental Price	Discount	% Discount	Res Status	Marketing Code
564	.Christian Test 4	Mary Smith	6/2/2012	6/4/2012	\$250.00	\$0.00	0.00%	Checked Out	Cleveland Plain Dealer
601	.Christian Test 9	Jill Smith	6/7/2012	6/14/2012	\$1,085.00	\$0.00	0.00%	Checked Out	.Web Reservation
541	102 A Shore Thing	Bill Mathers	6/9/2012	6/16/2012	\$1,060.00	\$0.00	0.00%	Checked In	Cleveland Plain Dealer
604	119 Proficient Sea	Jill Smith	6/9/2012	6/16/2012	\$1,265.00	\$0.00	0.00%	UNConfirmed	Home Away PM
565	.Christian Test 5	test test	6/9/2012	6/16/2012	\$1,000.00	\$0.00	0.00%	Checked In	Cleveland Plain Dealer
545	111 Tres Bien	Mike Wood	6/9/2012	6/16/2012	\$1,060.00	\$0.00	0.00%	Checked In	None Specified
602	.Christian Test 9	Julie Roberts	6/14/2012	6/21/2012	\$1,085.00	\$0.00	0.00%	UNConfirmed	Find Rentals
543	107 Muncus	Yasmine Andrews	6/16/2012	6/23/2012	\$1,085.00	\$0.00	0.00%	UNConfirmed	Find Rentals
594	102 A Shore Thing	John Doe	6/16/2012	6/23/2012	\$1,060.00	\$0.00	0.00%	Checked In	Find Rentals
566	.Christian Test 5	Stacey Rolland	6/23/2012	6/30/2012	\$1,000.00	\$0.00	0.00%	UNConfirmed	Cleveland Plain Dealer
Totals:					\$9,950.00	\$0.00	0.00%		

1. **Header** – The report title, company name, office selection, starting and ending dates, and date time frame selection display in the header of the report.
2. **Res ID** – Reservation ID referencing booking.
3. **Property Name** – Property name reservation was booked on.
4. **Guest Name** – Reservation guest name.
5. **Arrival** – Check in date.
6. **Departure** – Check out date.
7. **Rental Price** – Reservation rack rate or rental price.
8. **Discount** – Discount on the front of the reservation, not rent adjustments.
9. **% Discount** – Percent amount reservation rental price was discounted.
10. **Res Status** – Current reservation status.
11. **Marketing Code** – How the reservation was booked.

Owner Expense Breakdown Itemized - Report Outline

Purpose:

The owner expense breakdown itemized report provides an itemized list of items that make up the owner expense breakdown on the owner statements. This helps to explain summary totals of each expense type to the owner, need be.

Location:

Accounting/Reports/click Reporting Services link/Owner Expense Breakdown Itemized

Parameters Screen:

Office: ALL Offices ▼	Property: ALL Properties ▼
Starting Date: 06/26/2012 	Ending Date: 06/26/2012 
Expense Type: ALL Expense Types ▼	

[Export to Excel](#) [Export to PDF](#)

([Click here](#) for report documentation.)

6. **Office** – User can select a single office or all offices.
7. **Property** – User can select a single property of all properties.
8. **Starting Date** – User can select a starting date.
9. **Ending Date** – User can select an ending date.
10. **Expense Type** – User can select a single or all expense types.

Report Output:

Owner Expense Breakdown Itemized

Company: VRM Realty, Inc.
 Office: ALL Offices
 1/1/2011 - 5/31/2012

VRM Realty, Inc.					
102 A Shore Thing					
Advertising					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 316 (House Work)		\$10.00		316	11/21/2011 11:21 PM
Totals:		\$10.00			
Miscellaneous					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 74 (filter change)		(\$10.00)			6/14/2010 11:20 PM
Totals:		(\$10.00)			
Property Expense Totals:		\$0.00			
103 Miller Time					
Cleaning and maintenance					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 310 (Test)		\$150.00		310	8/24/2011 12:00 AM
Work Order # 312 (water bill)		\$60.00		312	9/28/2011 12:00 AM
Totals:		\$210.00			
Management fees					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 310 (Test) - Mng Fee		\$10.00			8/24/2011 12:00 AM
Work Order # 312 (water bill) - Mng Fee		\$40.00			9/28/2011 12:00 AM
Totals:		\$50.00			
Property Expense Totals:		\$260.00			

Excel format

Owner Expense
 Breakdown Itemized
 Company: VRM Realty,
 Inc.
 Office: ALL Offices
 1/1/2011 - 5/31/2012

VRM Realty, Inc.					
102 A Shore Thing					
Advertising					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 316 (House Work)		\$10.00		316	11/21/2011 11:21 PM
Totals:		\$10.00			
Miscellaneous					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 74 (filter change)		(\$10.00)			6/14/2010 11:20 PM
Totals:		(\$10.00)			
Property Expense Totals:		\$0.00			
103 Miller Time					
Cleaning and maintenance					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 310 (Test)		\$150.00		310	8/24/2011 12:00 AM
Work Order # 312 (water bill)		\$60.00		312	9/28/2011 12:00 AM
Totals:		\$210.00			
Management fees					
<u>Description</u>	<u>Account To</u>	<u>Amount</u>	<u>Res ID</u>	<u>WO ID</u>	<u>Date Added</u>
Work Order # 310 (Test) - Mng Fee		\$10.00			8/24/2011 12:00 AM
Work Order # 312 (water bill) - Mng Fee		\$40.00			9/28/2011 12:00 AM
Totals:		\$50.00			
Property Expense Totals:		\$260.00			

12. **Header** – The report title, company name, office selection, and starting and ending dates selected.
13. **Office Name** – The office name displays in the black header.
14. **Property Name** – The property name displays in the black header under office name.
15. **Expense Type** – The expense type displays under the property name in the grey header.
16. **Description** – The description of the line item reported.
17. **Account To** – The account expensed of the line item reported.
18. **Amount** – Dollar amount expensed of the line item reported.
19. **Res ID** – Reservation ID of the line item reported.
20. **WO ID** – Work order ID of the line item reported.
21. **Date Added** – Date line item was expensed.
22. **Property Expense Totals** – Total dollar amount expensed per each expense type.

Reservation Email Quick List - Report Outline

Purpose:

The reservation email quick list provides a quick way to market or notify guests of specials, up-coming events, or even emergency notifications.

Location:

Reservations/Reports/click Reporting Services link/Reservation Email Quick List

Parameters Screen:

Offices: <input type="text" value="ALL Offices"/>	Property: <input type="text" value="ALL Properties"/>
Starting Date: <input type="text" value="06/26/2012"/>	Ending Date: <input type="text" value="06/26/2012"/>
Date Range: <input checked="" type="radio"/> Arrival <input type="radio"/> Departure <input type="radio"/> Reserved <input type="radio"/> All Checked In	Reservation Type: <input checked="" type="checkbox"/> Short-Term <input type="checkbox"/> Long-Term <input type="checkbox"/> Seasonal
Display Options: <input type="checkbox"/> Display Owner Reservations? <input type="checkbox"/> Display Cancelled Reservations?	
<input type="button" value="Run Report"/> <input type="button" value="Export to Excel"/> <input type="button" value="Export to PDF"/>	
(Click here for report documentation.)	

11. **Office** – User can select a single office or all offices.
12. **Property** – User can select a single property of all properties.

- 13. **Starting Date** – User can select a starting date.
- 14. **Ending Date** – User can select an ending date.
- 15. **Date Range** – User can filter reservation data set by arrival date, departure date, date reserved, or all checked in. All checked in returns all reservations currently checked in.
- 16. **Display Options** – User can display owner and / cancelled reservations by checking these boxes.

Report Output:

HTML format

Advanced Reservation Email Quick List
Vacation Realty, Inc.

<u>Res ID</u>	<u>Arrival</u>	<u>Departure</u>	<u>First</u>	<u>Middle</u>	<u>Last</u>	<u>Phone</u>	<u>Email</u>
1883	1/21/2012	1/28/2012	est		est	9999	joey@vrmgr.com
1882	2/4/2012	2/11/2012	est		est	9999	joey@vrmgr.com
1878	2/25/2012	3/3/2012	est	middle	ast	(999)999-9999	trevor@vrmgr.com
1877	3/17/2012	3/24/2012	est	middle	ast	(999)999-9999	trevor@vrmgr.com
1906	3/19/2012	3/20/2012	Trevor		Denning	9999999999	trevor@vrmgr.com
1907	3/20/2012	3/21/2012	est		est	est	trevor@vrmgr.com
1895	3/24/2012	3/25/2012	est		est	est	trevor@vrmgr.com
1896	3/25/2012	3/26/2012	est		est	est	trevor@vrmgr.com
1897	3/26/2012	3/27/2012	est		est	est	trevor@vrmgr.com
1898	3/27/2012	3/28/2012	est		est	est	trevor@vrmgr.com

PDF format

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<u>Res ID</u>	<u>Arrival</u>	<u>Departure</u>	<u>First</u>	<u>Middle</u>	<u>Last</u>	<u>Phone</u>	<u>Email</u>
1883	1/21/2012	1/28/2012	est		est	9999	joey@vrmgr.com
1882	2/4/2012	2/11/2012	est		est	9999	joey@vrmgr.com
1878	2/25/2012	3/3/2012	est	middle	ast	(999)999-9999	trevor@vrmgr.com
1877	3/17/2012	3/24/2012	est	middle	ast	(999)999-9999	trevor@vrmgr.com
1906	3/19/2012	3/20/2012	Trevor		Denning	9999999999	trevor@vrmgr.com
1907	3/20/2012	3/21/2012	est		est	est	trevor@vrmgr.com
1895	3/24/2012	3/25/2012	est		est	est	trevor@vrmgr.com
1896	3/25/2012	3/26/2012	est		est	est	trevor@vrmgr.com
1897	3/26/2012	3/27/2012	est		est	est	trevor@vrmgr.com
1898	3/27/2012	3/28/2012	est		est	est	trevor@vrmgr.com

Excel format

<u>Res ID</u>	<u>Arrival</u>	<u>Departure</u>	<u>First</u>	<u>Middle</u>	<u>Last</u>	<u>Phone</u>	<u>Email</u>	<u>Company Name</u>
1883	1/21/2012	1/28/2012	lest		lest	9999	joey@vrmgr.com	Vacation Realty, Inc.
1882	2/4/2012	2/11/2012	lest		lest	9999	joey@vrmgr.com	Vacation Realty, Inc.
1878	2/25/2012	3/3/2012	lest	middle	last	(999)999-9999	trevor@vrmgr.com	Vacation Realty, Inc.
1877	3/17/2012	3/24/2012	lest	middle	last	(999)999-9999	trevor@vrmgr.com	Vacation Realty, Inc.
1906	3/19/2012	3/20/2012	Trevor		Denning	9999999999	trevor@vrmgr.com	Vacation Realty, Inc.
1907	3/20/2012	3/21/2012	lest		lest	lest	trevor@vrmgr.com	Vacation Realty, Inc.
1895	3/24/2012	3/25/2012	lest		lest	lest	trevor@vrmgr.com	Vacation Realty, Inc.
1896	3/25/2012	3/26/2012	lest		lest	lest	trevor@vrmgr.com	Vacation Realty, Inc.
1897	3/26/2012	3/27/2012	lest		lest	lest	trevor@vrmgr.com	Vacation Realty, Inc.

23. **Res ID** – Reservation ID reference number.
24. **Arrival** – Check in date.
25. **Departure** – Check out date.
26. **First** – Guest first name.
27. **Middle** – Guest middle name.
28. **Last** – Guest last name.
29. **Phone** – Guest phone number.
30. **Email** – Guest email address.
31. **Company Name** – client company name.

