Resort Rental Tracker Plus™
Complete Rental Management System

User Guide

Welcome! Thank you for downloading your copy of Resort Rental Tracker Plus™ from SpiritWorks Software Inc.

Resort Rental Tracker Plus was developed with the small businessperson in mind. **This program promotes greater work productivity**, because you will be able to spend less time keeping track of all your bookkeeping requirements.

All information used in *Resort Rental Tracker Plus* is stored in interrelated database files. Each database contains a set of information, called a record, such as contacts, tasks, schedules, etc. In some databases you will create lists of charges, etc. You will be able to pick from these lists when completing new records.

Resort Rental Tracker Plus contains **easily searchable databases** of all your business functions, including income, expenses, contacts, etc. You can also print out **several different reports** from each database to keep in your filing system.

By using *Resort Rental Tracker Plus*, you not only keep track of your guests and unit details, but you can easily find out what units are available for rent, create reservations and confirmation letters and prepare tax forms. **Through better organization of your rental information you can realize better time management.**

You can use the software for ten days (or ten uses) before needing to purchase a registration number. To register *Resort Rental Tracker Plus*, go to http://productivity-software.com/resort/register.html

When you receive your registration info, click the **Register** button on the Welcome screen and fill in your user name and the registration number. You will then be entitled to updates, technical support and can use the software indefinitely.

Almost every window in this software has a **Help** button which will display a window that contains all the most current information about that component of the software. The Help window also contains a **Tutorial** for each component.

Your questions, comments, suggestions and bug reports are always welcome. Please send your email to: support@productivity-software.com

Table of Contents

Getting Started

Information about common controls and backing up your data.

Guided Tour

We highly recommend taking a quick tour of the software's functionality by clicking on the **Guided Tour** button located near the top right corner on the welcome screen. This tour will familiarize you with the software program in general.

Import or Delete Sample Data

All information used in *Resort Rental Tracker Plus* is stored in several interrelated database files which contain sets of information, called records, such as contacts, tasks, schedules, etc. Prior to using the software for the first time, it is highly recommended you import the sample data.

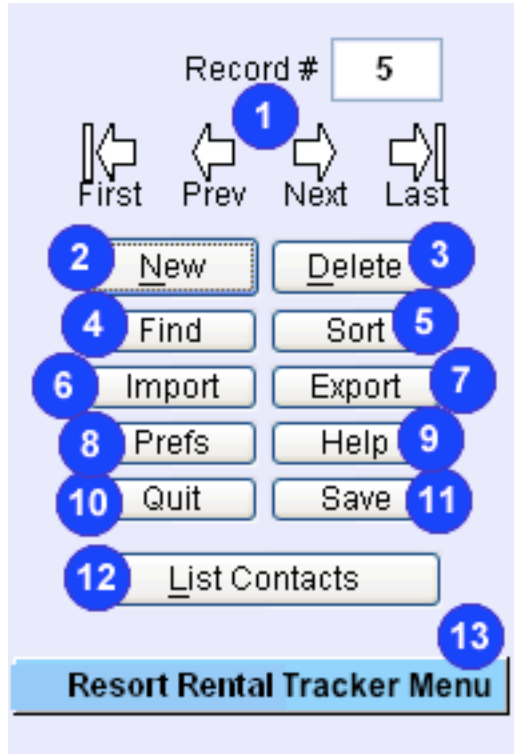
We recommend that you import the sample data provided with this software, and experiment with it for a little while, allowing you to understand how you will enter data into the records in the various databases with your own data.

To import the sample data, click **Guided Tour** on the Welcome screen and then click the **Import Sample Data** button.

To delete the sample data, click **Guided Tour** on the Welcome screen and then click the **Delete Sample Data** button.

Common Features

The most common features of *Resort Rental Tracker Plus* are similar in each screen. These features include:



(1) The **Prev** and **Next** arrow buttons move between the records in the database. The **Record #** field displays the number of each record in the database. The number of a record may change if you delete a record or sort the database. Click the **Last** button to see how many records there are.

(2) Click the **New** button to create a new record. To remove one or more records from the database, click the **Delete** button **(3)**. You will then be asked if you want to delete **All** records or **Just this one** (only the current record).

The **Find** button **(4)** is used to search for text on any record in that particular component (or database). The **Sort** button **(5)** sorts the records by certain fields in the database.

To update or import records from a different version of the software, click the **Import** button **(6).** To export data from any database for archiving or updating purposes, click the **Export** button **(7).**

The **Prefs**, or Preferences button **(8)** opens a new window where you can change visual aspects of the software, and change date, time and currency formats.

There is a **Help** button **(9)** on nearly every screen which opens a new window with context sensitive information about that screen and all the features of that component.

The **Quit (10)** button simply takes you out of the program itself. In registered versions of the software, you will be reminded to backup your data. Closing the last window will also quit the program, but you will not be reminded to backup your data.

You can save the current database by clicking the **Save** button **(11)**. Data is normally saved automatically when going to another record or closing a window.

Each component has a **Report (12)** button in the lower right corner of the screen that opens a new window with report options or output.

In the lower left corner of each component's main window is a **Menu (13)** button which you will use to access the other components of the software.

Backing Up Data

It is always a good idea to backup your data on a regular basis, either daily or weekly. There are four ways to back up your data in *Resort Rental Tracker Plus*. In any registered version of the software, whenever you click the **Quit** button, you are asked if you want to create a backup of your records. Essentially, this is the same as clicking the **Backup Records** button on the *Welcome* screen.

By creating a backup of your records, you will be able to restore your data to another copy of the software, should your computer or the software fail for some reason. The backup file will also be useful when updating to a new version of the software. The file has the extension .bak and will be created in the software directory that you specify.

Another way to backup your records is by clicking the **Export** button in any of the components of the software, and saving the resulting export files to a folder on your computer.

The final method is to copy the entire program folder onto a CD/DVD. In Windows, the program folder can be found in your Documents folder. On the Mac, look in the Applications folder. This is the least desirable method as it takes up much more disk space and if you want to update to a newer version of the software, you need the backup or export files

The recommended backup method is to save the .bak file to your computer and then copy the backup (or export) files to another disk, at least once a week, so that if you need to reformat your drive for some reason, the backup files are not on that drive.

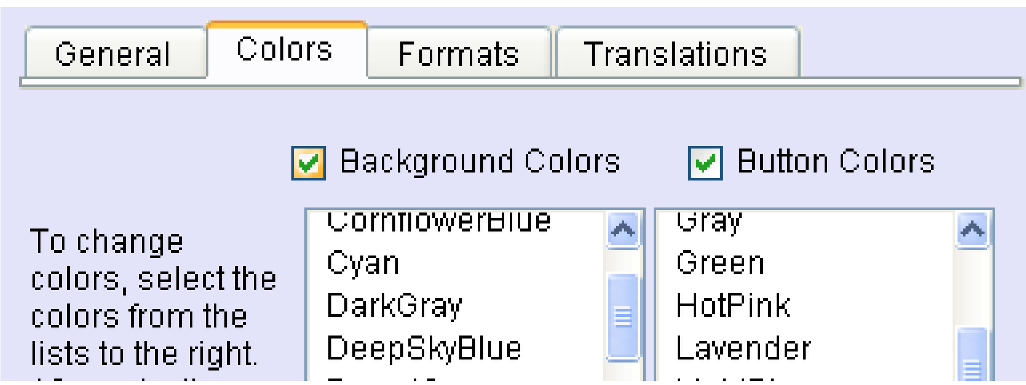
Tabs and Preferences

Tabs are special buttons which allow you to see more information or options in a window. You will find tab buttons in many components of the software.

In the Preferences window, for example, the buttons pictured above allow you to choose which options are displayed at any one time, making the screen much less cluttered. By clicking each tab button you hide and show specific fields and/or buttons.

Here are the features of the Preferences window:

Color Preferences



Reveal the two color lists by choosing the **Background Colors** and/or the **Button Colors** options near the top of the screen.

You can change the background color for each component (or all windows) of this program by choosing a color from the **Background Color** list. The background color, of the component you clicked the **Prefs** button in, will automatically change to the new color. Use the up and down arrow keys to change the colors after selecting the first one. Choose any color by selecting the Other... option in the **Background Colors** list.

Change the button colors by choosing a color from the the **Button Color** list. The button colors, of the component you clicked the **Prefs** button in, will automatically change to the new color. Use the up and down arrow keys to change the colors after selecting the first one. You can choose any color by selecting the Other... option in the **Button Color** list.

Play around with these selections until you find a color combination that is pleasing to your eyes.

By default, each component has the same colors, but you can set different colors for each component, so it is easier to tell the components apart, by turning off the **Use these colors in all windows** option.

Click the **Set Desktop Cover** button to choose a color or pattern to hide other program windows, and the icons on your Desktop, for a full screen effect. You can choose from one of the preselected patterns, choose a **Custom Pattern**, a solid **Black** or a solid **Custom Color**. If you change your mind, click the **Clear Desktop Pattern** button to remove the desktop cover. Click the **Return to Colors** button to exit the Desktop Cover selection screen.

Click the **Rounded Appearance** button to make the buttons and fields more rounded and three dimensional.

To change the highlight color, click **Highlight Color,** hold down the Control (or Command) key and then click a color from the **Background** colors list.

Click the **Default Settings** button to return all settings back to their default values.

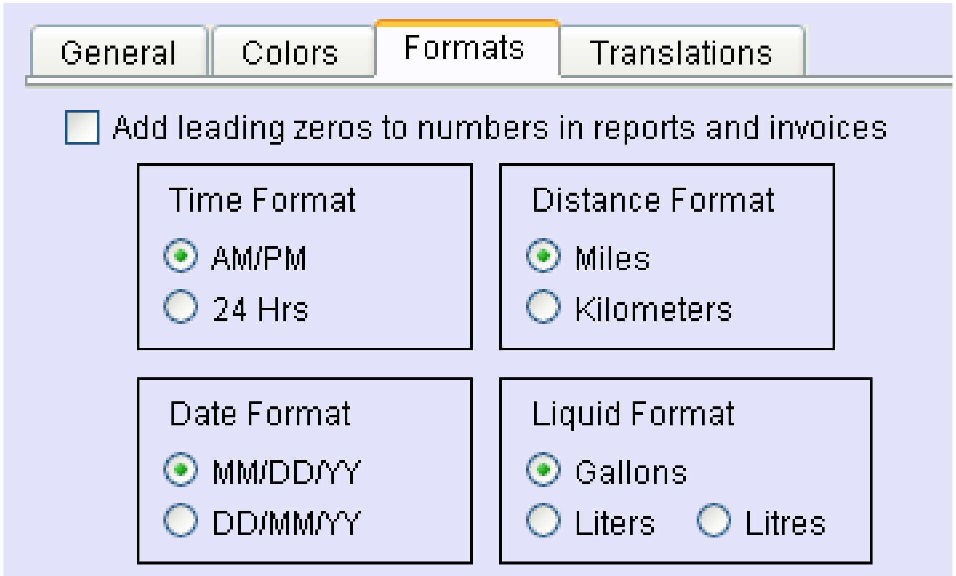
Click the **Save** button to save your new Preferences.

Click the **Help** button to find out about all the options in the Preferences window.

Click the **Close Window** button to close the Preferences window.

Formats

You can choose different formats by clicking the **Formats** tab.



The **Time Format** defaults to **AM/PM**, but if you would want times displayed in 24 hour format, click **24 Hrs**.

The **Date** Format defaults to **MM/DD/YY** (ie, 12/25/02), but if you would want dates displayed in European format (ie, 25/12/02) click the **DD/MM/YY** button.

The **Distance Format** allows you to change appropriate labels to **Kilometers** or **Miles**.

You can also change the **Liquids Format** to **Gallons, Liters** or **Litres.**

The **Add leading zeros to numbers in reports and invoices** option is designed to help line up numbers in some reports and invoices, and creates columns of numbers that look like this:
$1002.34
$0035.79
$0123.45

International Preferences

Enabling the **International Version** option changes the spelling of check to cheque, sets print margins for A4 paper, and adds VAT or GST tax form reports to Expense Tracker's Reports.

The **Address Preferences** button allows you to specify what Districts are called in your country and which Postal Code type is used. The **Address Format** menu determines the order and format of the City, State or District fields in all printed addresses.

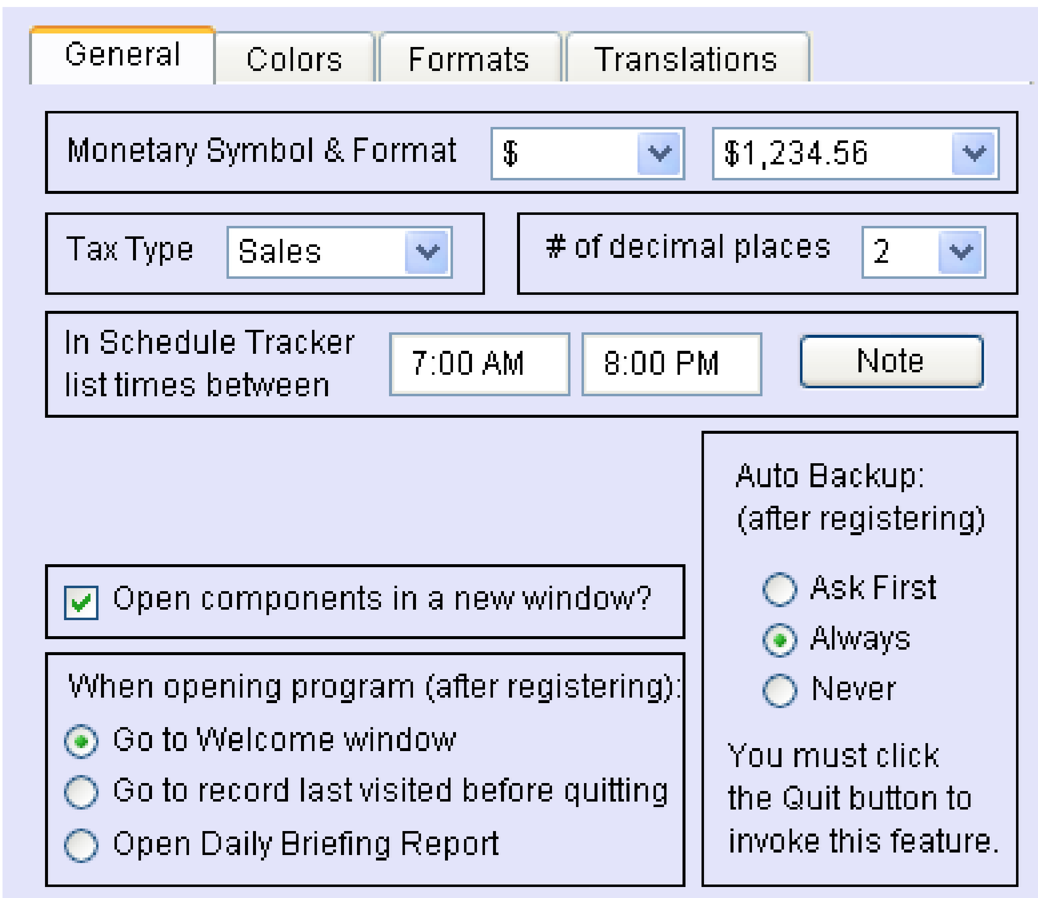
You can change **Monetary Symbols** and **Tax Types** in the **General** section of the Preferences window.

General Preferences

Click the **General** tab to set more preferences.

You can set the **Monetary Symbol & Format** to something other than the dollar sign ($), if you use a different one, by picking a new symbol from the menu, or by choosing Other... from the menu. You can use up to 4 characters for the monetary symbol. The new symbol will be displayed in all invoices and reports. Use the next menu to choose your preferred currency format ($1,234.56, $1.234,56 or 1.234,56$)

Change your local **Tax Type** from **Sales Tax** to **VAT, GST** or any other, by using the menu provided. You can specify the **# of decimal places** to be displayed in numbers.



Specify the start and end times for Schedule Tracker reports (when the **Show All Times** option is selected) in the **In Schedule Tracker list times between** section.

The **Open components in a different window?** button allows you to choose if you want each component to open in a new, separate window. Opening new components in new windows sometimes creates too many open windows for some people. Some components, such as the Universal Calculator, always open in a new window.

The **When opening program (after registering)** section allows you to choose if you want the program to open to the **Welcome window**, where you can choose the component you want to use from the pull-down menu (in versions that contain several components), OR if you want to **Go to the record last visited before quitting** (ie, the one you were working on when you clicked the **Quit** button), OR if you want the **Daily Briefing Report** displayed when you open the program. These options only works in registered versions of the software.

When you click any of the **Quit** buttons (after registering the software) you can specify If you want an **Auto Backup** done. The choices are **Ask First, Always** (you will be asked to specify the name and location of the backup file), or **Never** (you will not be asked again when quitting).

Keyboard Shortcuts

Many buttons have a keyboard equivalent, also known as a keyboard shortcut.

Shortcuts are indicated by the letter of the button that is underlined. Just press the letter on your keyboard to activate the button. If you have selected the **Rounded Appearance** option in Preferences, you will not see any underlined letters in the buttons. These shortcuts will still work though.

You may need to press the Alt key (or the Command key on the Macintosh) and then the shortcut letter.

In any field that you can type in, you can also use the standard Cut (Ctrl + x or Command + x), Copy (Ctrl + c or Command + c) and Paste (Ctrl + v or Command + v) keyboard shortcuts. Select All (Ctrl + a or Command + a) is also fully supported, but Undo (Ctrl + z or Command + z) is not. Sometimes it works and sometimes it doesn't.

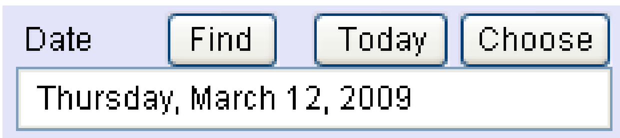
You can also use (Ctrl + s or Command + s) to save your data at any time and (Ctrl + w or Command + w) to close any window . Closing the last window will quit the program but without saving any changes. (Ctrl + q or Command + q) will also quit the program plus save any changes.

In windows where there is a **Find** button, you can use (Ctrl + f or Command + f) to open the Find/Search dialog. Also in windows where there is a **New** button, you can use (Ctrl + n or Command + n) to create a new record (in this case Alt + n is the same). Finally, in windows where there is a **Help** button, you can use (Ctrl + h or Command + h) to open the help window (and in many cases Alt + h does the same thing).

See the **Keyboard Shortcuts** section in each individual Help window for more keyboard equivalents.

Data Input

Some data can be input directly into a field such as the **Notes** field. Most fields require going through a dialog of some kind. This prevents you from entering data that would cause errors, and so you can pick from a list rather than having to retype.

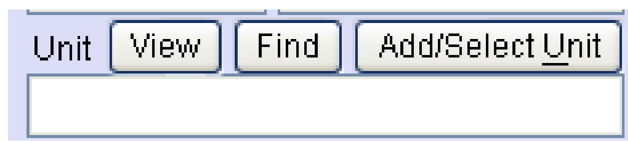


Most **Date** fields have three buttons above them for various methods of data input.

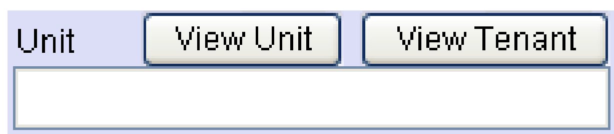
You can click the **Today** button to input the current date. Clicking the field produces a dialog which asks you to enter a date.

By clicking on the **Choose** button you can choose a specific date from a calendar.

Use the **Find** button above the date field to go to a record for a specific date.



Many fields have **Add/Select** buttons above them which allow you to pick an entry from a list. You can also **Add, Delete** or **Modify** entry names from this window.



There is often a **Find** or **Go To** button above these fields that will help you quickly locate the first or last record associated with that field. There is sometimes a **View** button which take you directly to the related record in another component of the software. For instance, you will find **View Tenant** and **View Unit** buttons.

In any field that you can type in, you can use the standard Cut (Ctrl + x or Command + x), Copy (Ctrl + c or Command + c) and Paste (Ctrl + v or Command + v) keyboard shortcuts. Select All (Ctrl + a or Command + a) is also fully supported, but Undo (Ctrl + z or Command + z) is not.

You can also use (Ctrl + s or Command + s) to save your data at any time and (Ctrl + w or Command + w) to close any window. Although records are normally saved when going to another record, or closing the component it is often a good idea to click the **Save** button after making changes, just to be safe.

Reports

Various reports can be generated from each component of *Resort Rental Tracker Plus*. Look for a **Report** button in the lower right corner of the main window of each component.

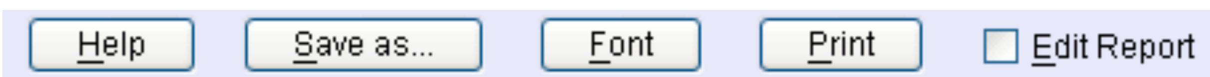
The Reports for each component are somewhat different because of the nature of the data collected and the type of report to be generated. In some cases there is an intermediate screen where you can choose **Options** and **Sort Orders** and pick other specific criteria for your report.

In some cases, you go directly to the report screen where you have a few **Options** and **Sort Order** choices for your report.

There is a **Help** button on each option window with more about the report options.

In many cases you can choose a range of **Dates** for your report.

On the bottom of the report window, you will find the following buttons (plus a **Close Window** button which is not pictured):



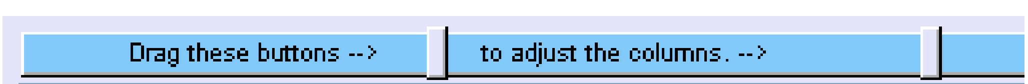
Save As... saves the report as a text file for archiving or exporting to a spreadsheet or word processor for formatting, etc.

Font allows you to specify the size and font of the text in the report.

Print prints the report – you may need to print some reports in Landscape mode (horizontally as opposed to the normal vertical orientation).

Edit Report allows you to make changes to the report before printing or exporting – when this button is unchecked (in its normal position) you can click the main line of each record's report to go directly to that record.

There is a row of buttons, above the report's output field, (pictured below) that allow you to change the width of the columns (the tab stops) in the report. Just drag any of the little rectangles left or right to make the report more readable.



Updating the Software

When updating the software, make sure the software is backed up completely by creating a .bak file. You can do this by clicking the **Backup Records** button on the Welcome screen. You can also copy the software to a CD if you wish. It is a good idea to open the backup file with a text editor such as NotePad and make sure it contains all your data. You can search for ### to see where the beginning and end of each section of the data is. Then delete the old copy of the software from your computer.

You should never have more than one copy of the software on any computer. If you do, the program can get confused about which file to write to and it will appear that the data you are adding disappears when you open the program the next time.

After deleting the old copy, download a new installer from http://productivity-software.com/resort/dl2.html and then install the new version on your computer. Next Register the new copy and then click **Restore Records** on the Welcome screen and locate your .bak file.

Multiple Users

Resort Rental Tracker Plus is not designed to run on a server. Each user needs to have a copy of the software on their computer. They can then export their records periodically and then send them to another user for importing. This is a fairly simple process. The export files are very small and can be emailed or sent across a network. Each user needs to have their own registration number. Only one person can make changes to the records.

Other Helpful Things to Know

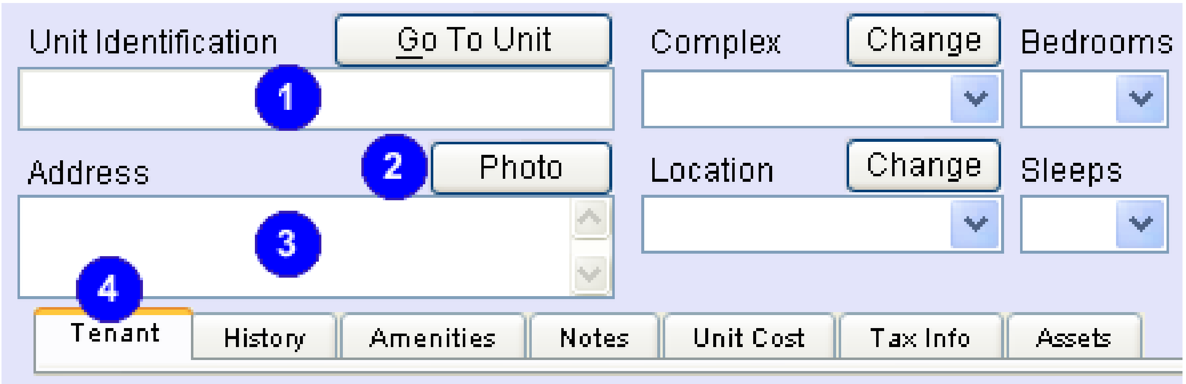
You can save any or all of the text in the **Help** window for each component of the software, as either an HTML or text file. Just click the **Save As** button found at the bottom of the Help window. You can then print the text file from any word processing program or view the HTML file within your web browser.

Occasionally during a save or a crash, the current database will get corrupted. Fortunately, the file is always saved with an .rev~ extension first. If a component suddenly disappears from the menu, locate a file with an .rev~ extension within the application's folder (in Windows look in your My Documents folder). If you find a file with the same name and without the .rev~ extension, simply delete the .rev file and remove the ~ from the other file. For example, if contacts.rev were to get corrupted, you will find a duplicate file name but with .rev~ called contacts.rev~. Delete the contacts.rev and rename contacts.rev~ to contacts.rev.

If you have any questions or comments about the software, feel free to email us at: support@productivity-software.com

Resort Unit Tracker

The Resort Unit Tracker component contains information about all your rental units, including a **Unit Identification (1)**, a **Photo (2)** and the street **Address (3)**.



Information in Resort Unit Tracker is broken up into seven sections or tabs.

The **Tenant** tab **(4)** is where you specify if a long term tenant is occupying the unit.

The **History** tab displays a list of all the Reservations for the Unit, including: Arrival and Departure dates, the Reservation status (Reserved, Checked In, etc.), the Reservation #, the Guest's name, Total Charges and Amount Paid.

The **Amenities** tab is where you specify the unique features of each unit.

The **Notes** tab shows the Notes field where you can record any other information about the Unit. There is also a field for a Note to add to Confirmations. Rental Rates for the Unit are also selected and stored here.

The **Unit Cost** tab shows information about the purchase, mortgage, and sale of the unit. This information can be password protected.

The **Tax Info** tab shows the Kind of Property and Owner information that is required on some income tax forms. You can also specify Rental and Other Charge Tax Types and Tax Rates that are unique to the unit here.

The **Assets** tab lists all the furnishings, appliances, etc. that are associated with the unit. Each line in the list is also a record in Asset Tracker.

About Units and Buildings

In this software the word **Unit** refers to any part of a property that is rented to a guest. The term **Building** is used to describe a single property which could include one or more rental Units.

To add a new record click the **New** button. You will asked for a name (**Unit Identification**) for the new unit. You can use any name you like, but if the building has more than one unit, you should use a naming convention such as: building #1 unit 123 or complex #987 room 56 or 123 Main #1 apt. A

The # symbol helps to determine the name of the building. In the **Select Bldg** window the above list would appear as:
123 Main #1
building #1
complex #987

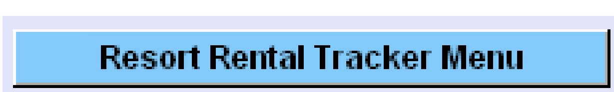
Changeable Menus

In the top right corner of the Resort Unit Tracker window are six menu buttons. Four of these have **Change** buttons above them so you can customize the name and purpose of the menu.

The default names are **Complex, Type, Location,** and **Category**. You can also specify the number of **Bedrooms**, and how many people the unit **Sleeps**.

You can sort the records in Resort Unit Tracker, the lines in the **Resort Unit Report** or the columns in the **Unit Chooser** in Reservation Tracker by these menus.

Main Menu



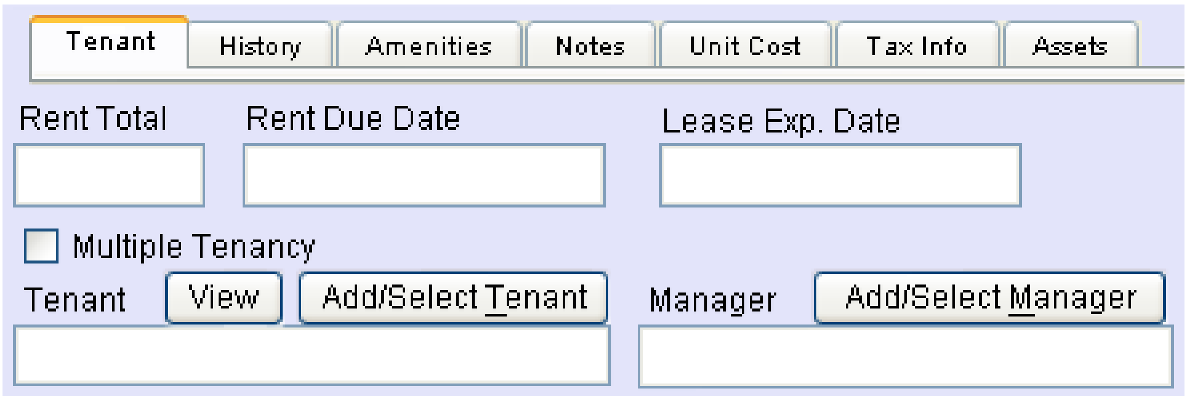
Use this menu button to access the other components of the software.

Adding Records to Resort Unit Tracker

1. Click the **New** button. You will be asked if you want to create a duplicate of the current record. If the unit is similar to the current unit, choose **Yes**. You will next be asked for a name (or **Unit Identification**) for the new record. If you need to see the list of current names, click the **Show List** button. If you need help about how to name your units, click the **Naming Help** button. To create a new blank record, click **No** and enter a **Unit Identification** for your new unit record.
2. Use the changeable menus in the upper right section of the Resort Unit Tracker window to describe the unit.
3. Click the **Amenities** tab and then click the **Add/Select Amenity** button to further describe your unit. (See the next page for more information about this.)
4. Click the **Notes** tab and click **Add/Select Rates** for the unit. You can also add a **Note to add to Confirmations** and enter a **First possible occupancy date.**
5. Click the **Unit Cost** tab and fill in the fields you find there.
6. Click the **Tax Info** tab and then click the **Add/Select Owner(s)** button to choose one or more owners. If this unit has unique tax requirements, use the **Unit Rental Tax Type** buttons and **Rate** fields to over ride the settings in the Set Tax Rate window.

Tenant Assignment

If a long-term tenant is assigned to a Unit, no Reservations can be made for the Unit and rental income is handled via Rental Income Tracker.



You can assign tenants to units but we recommend assigning units to tenants in Tenant Tracker. When you click **Add/Select Tenant** the Rent amount, Due Date and Lease Exp. date are transferred to the Resort Unit Tracker record.

You should assign a Manager to your Units with Tenants because Rental Income Tracker uses this information.

After selecting a tenant, you can go directly to the Tenant's record by clicking the **View** button above the **Tenant** field.

Multiple Tenancy

When the **Multiple Tenancy** button is checked, the **Tenants** field expands to accept any number of tenants. Just click the **Add/Select Tenant** button for each tenant.

Each of these Tenants must have a record in Tenant Tracker. If you want to combine tenants on one Tenant record, use the **Additional Lease Name(s)** field in the **Personal Info**rmation section.

If you need to remove a tenant from the list, click the tenant's name and then click the **Delete Tenant** button that appears.

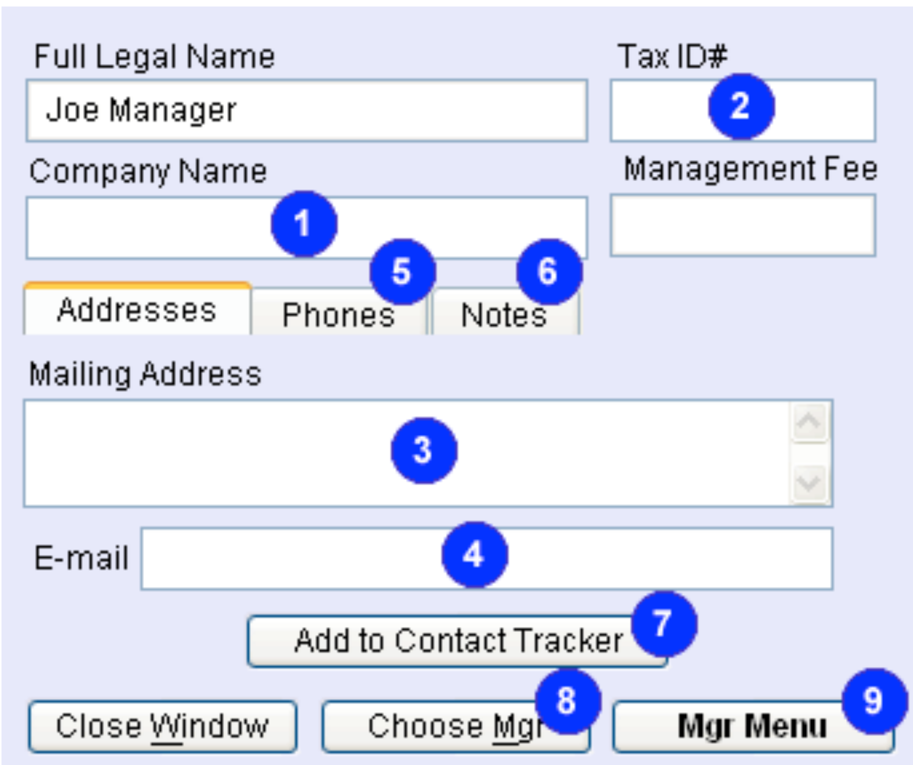
Go directly to the Tenant's record by clicking the tenant's name and then the **View** button which appears above the **Tenant** field.

Adding a Manager

Click the **Add/Select Manager** button to create or choose a Manager for any unit that has a Tenant.

Click the **Add a Manager** button in the Owners/Managers window (Managers and Owners can be the same persons, so they are stored together in a single database) and enter the full name of the manager.

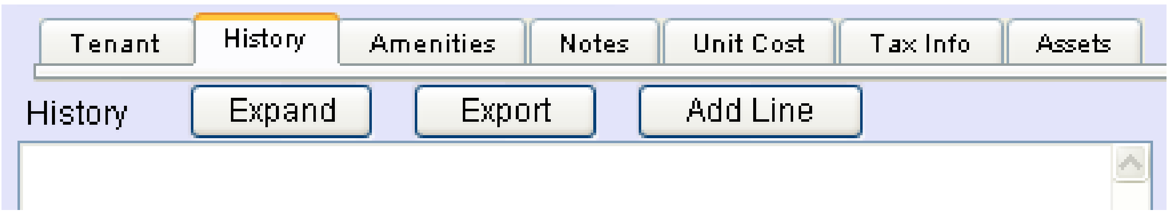
If all your units are managed by the same person you can save this step until you have all your unit records created. You will be asked if the manager is the same for all units. After creating a new manager, the **Description** window will open where you can fill in the address and other information about the manager (or owner).



Here is the **Description** window. Fill in the manager's Company Name (1), if any, their Tax ID# (2), Mailing Address (3), Email Address (4), Phones (5) and any Notes (6). You can transfer this information to Contact Tracker, if you wish, by clicking the **Add to Contact Tracker** button (7). When you are done click **Choose Mgr (8)** or return to the Manager menu by clicking (9).

Unit History

If a Unit does not have a long-term tenant assigned to it, you can create Reservations for the Unit. An overview of each Reservation is stored in the History field of Resort Unit Tracker. The Availability Checker gets its data from this field. Tenants are also listed in the History field.



The Unit History field displays a list of all the Reservations for the Unit, including: Arrival and Departure dates, the Reservation status (Reserved, Checked In, etc.), the Reservation #, the Guest's name, Total Charges and Amount Paid.

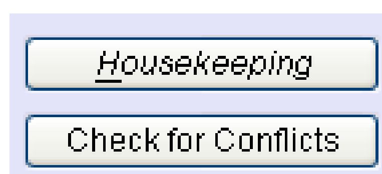
You can **Expand** the **History** field so you can see the last two columns easier. You can save the **History** field as a text file by clicking the **Export** History button**.**

You can add a line to the **History** field to specify a **Housekeeping** date or to describe periods when the unit is not available for rent (ie, being repaired). Just click the **Add Line** button and enter the Start and End dates and the Status (or a description of the work being done) of the event. You can edit this new line by clicking **Edit Line.**

To delete a line in the **History** field, click the line and then either the **Delete Line** or **Delete Res** button that appears. When you click the **Delete Line** button, you will be asked if you want to delete just the selected line, or **Both** the line and the record in Reservation Tracker.

When you click the **Delete Res** button, you will be asked if you want to delete **Just This One** Reservation, **All** Reservations for this unit, or all Reservations **Older** than the selected date. The last option allows you to delete Reservations in Reservation Tracker. for this unit that are older than the **From** date of the selected line.

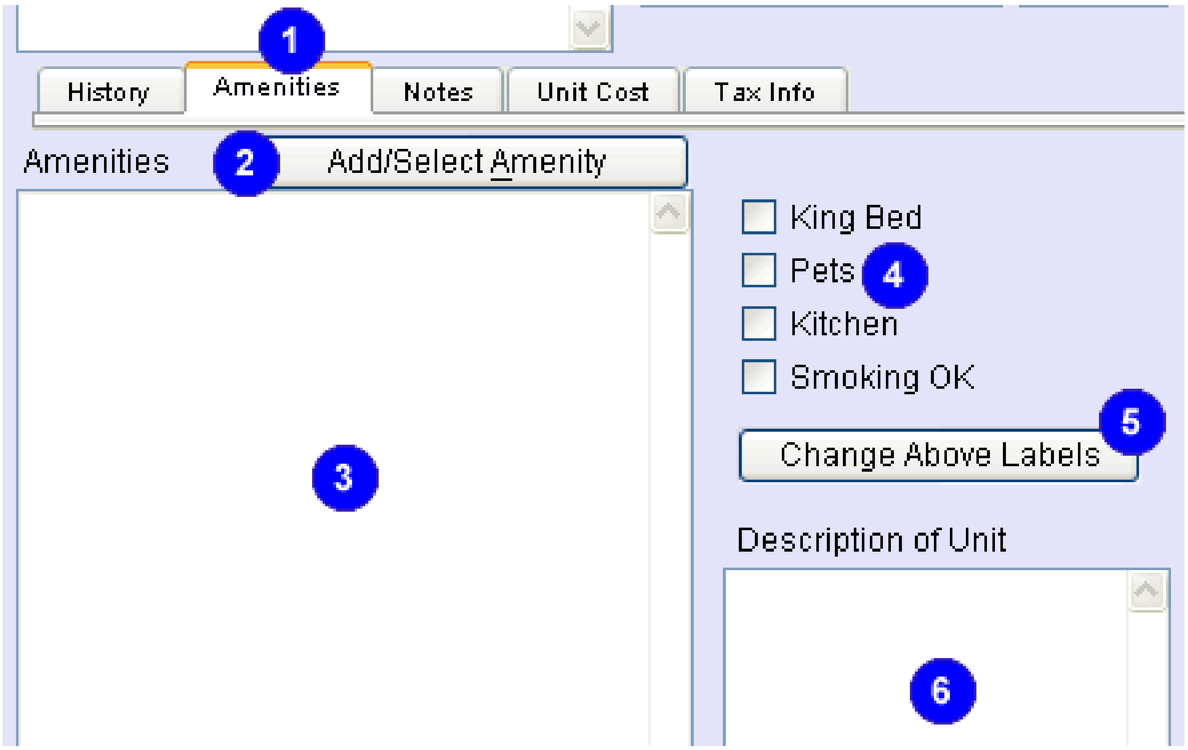
You can go to the Reservation Tracker. record for any line in the **History** field by clicking the line and then the **View Res #** button that appears.



Click **Check for Conflicts** to check to see if any scheduling conflicts exist. Normally conflicts are automatically resolved during the booking process.

Manage your **Housekeeping** staff by clicking this button. You can assign Housekeeper to Units, specify times and print schedules from the Housekeeping window.

Amenities



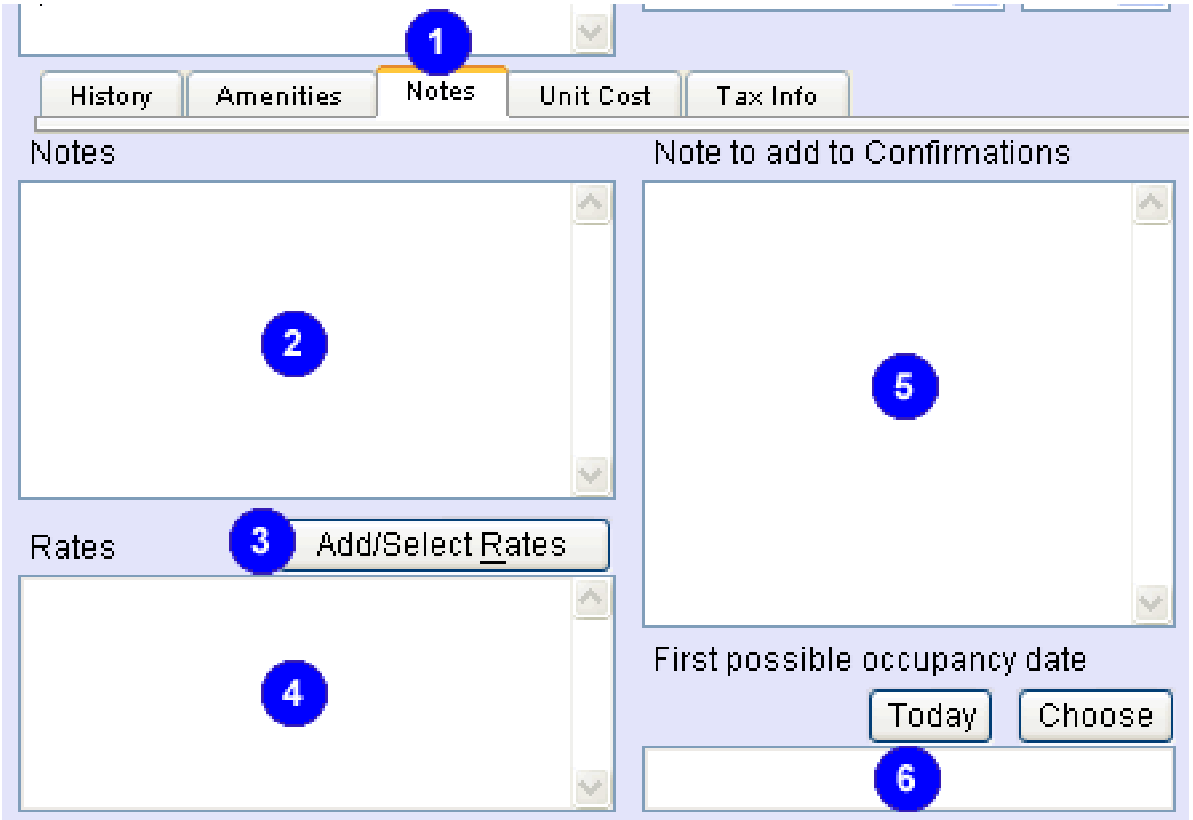
In the **Amenities (1)** section you can specify what amenities the unit has. These appear on the Unit Chooser screen to make unit selection easier. Use the **Add/Select Amenity** button **(2)** to add amenities to the **Amenities** field **(3)**. You can add, delete or modify your list of amenities using the Add/Select Amenities window at any time.

Use the four checkboxes **(4)** to indicate which of these four things apply to the Unit. These can be displayed and sorted on in the **Unit Chooser** in Reservation Tracker.

You can change the labels for these options if they do not apply to you, by clicking the **Change Above Labels (5)** button.

Add a Description of the Unit for any purpose to this field **(6)**. This could note the condition of the unit, a paragraph for advertising purposes, or any other use.

Notes



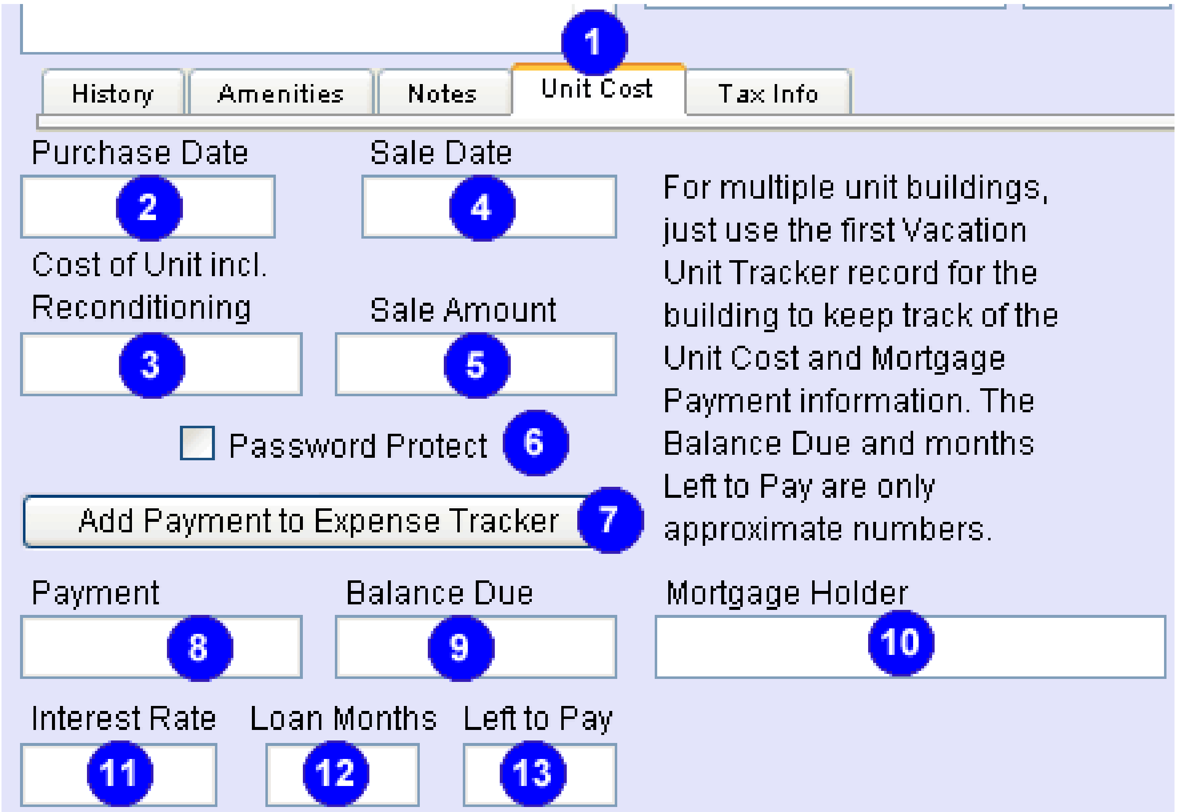
The **Notes** tab **(1)** shows the **Notes** field **(2)** where you can record any amount of information about the Unit.

The **Rates** field **(4)** allows you to specify specific rental Rates for the Unit. Click the **Add/Select Rates** button **(3)** to add new rates. You can add any number of rates to a Unit.

The **Note to add to Confirmations** field **(5)** can hold information such as directions to the Unit or policies specific to the Unit. This test will be added to any reservation for this particular unit.

The **First possible occupancy date** field **(6)** is used to calculate occupancy rates in the **Resort Unit Report**. Enter later of either the date you start using the software or the first day the unit was available for rent.

Unit Cost



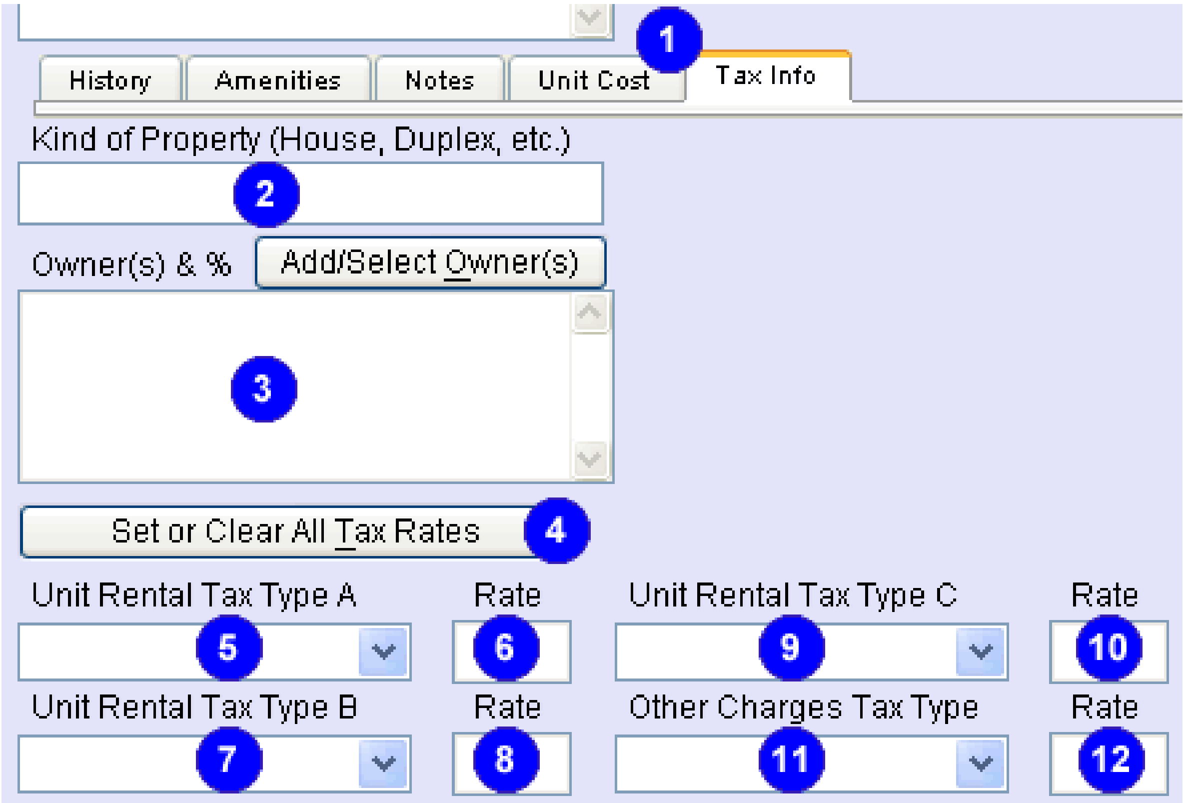
Click the **Unit Cost** tab **(1)** for any Unit that is not part of a multi-unit building or is the first unit for a building (in other words, you do not need to keep track of the Unit Cost for each unit of a multi-unit building, so just pick one) and enter any information you want to keep track of. This section is optional, but you can keep track of the Purchase Date **(2)**, Cost including Reconditioning **(3)**, the Sale Date **(4)**, and Sale Amount **(5)**,

You can also enter specific loan information such as the Mortgage Payment **(8),** Balance Due **(9),** the Mortgage Holder **(10)**, Interest Rate **(11),** the length of the loan in months **(12)** and the months Left to Pay **(13)**.

There is also a button you can click to easily add a mortgage payment for this unit to Rental Expense Tracker called **Add Payment to Expense Tracker (7)**.

This information can be password protected by clicking the **Password Protect** option **(6)** to prevent unauthorized access. You will be asked for a password, which you will need to enter each time you click the **Unit Cost** tab button.

Tax Info



In the **Tax Info** tab **(1)** you can specify the Kind of Property **(2),** the Owner(s) and the **%** owned **(3). Click Add/Select Owner(s)**, then **Create Owner** to assign one or more owners to the unit. If the owner(s) are the same for all units, you can save this step for last. Each unit needs to have one or more owners assigned to it.

Taxes in Resort Rental Tracker Plus are divided into two categories, the **Unit Rental Tax Type (5)** and the **Other Charges Tax Type (11)**. This is because many vacation rental businesses need to apply one or more kinds of tax to their rental charges and another kind of tax to other charges.

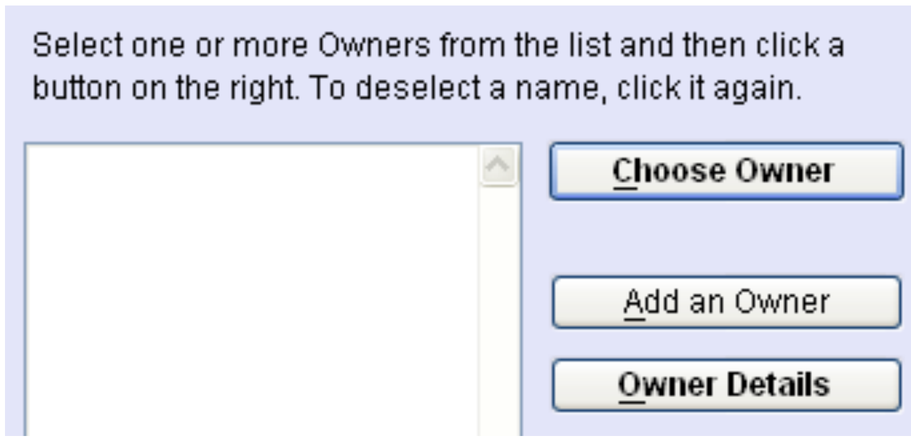
You can apply up to three different taxes to the **Rental Charges**. Just specify a Tax Type **(5, 7 and 9)** and a Rate **(6, 8 and 10)** in the fields provided.

Click **Set or Clear All Tax Rates (4)** to use the buttons and fields in the Set Tax Rate window *to set tax preferences for the majority of your rental units.*

In other words, use the Set Tax Rate window to set up your normal tax rates. If the taxes for a particular unit are different than the rest, you can override the Set Tax Rates window settings by choosing a Unit Rental Tax Type **(5, 7 and 9)** and Rate **(6, 8 and 10)** and an Other Charges Tax Type **(11)** and Rate **(12)** for that unit.

About Managers and Owners

Each unit should be assigned a **Manager** by clicking the **Add/Select Manager** button in the **Tenant** section. Each unit should be assigned an **Owner** by clicking the **Add/Select Owner(s)** button in the **Tax Info** section. The **Manager** may be the same person as the **Owner**. For this reason, Owners and Managers are grouped together in the Owners / Managers window. Here is what you see when you click **Add/Select Owner(s).**



Click the **Add an Owner** button to add an Owner to the list.

You can **Modify** (change the name, in case of misspelling or remarriage) or **Delete** a **Manager** or **Owner** by choosing a name and then clicking the appropriate button in the Owners / Managers window. You can also export the list of **Managers** and **Owners**, with all their contact information, to a text file.

Record contact and tax information about the person by clicking the **Owner Details** button. You will see a section for **Addresses, Phones, Notes** and **Account**.

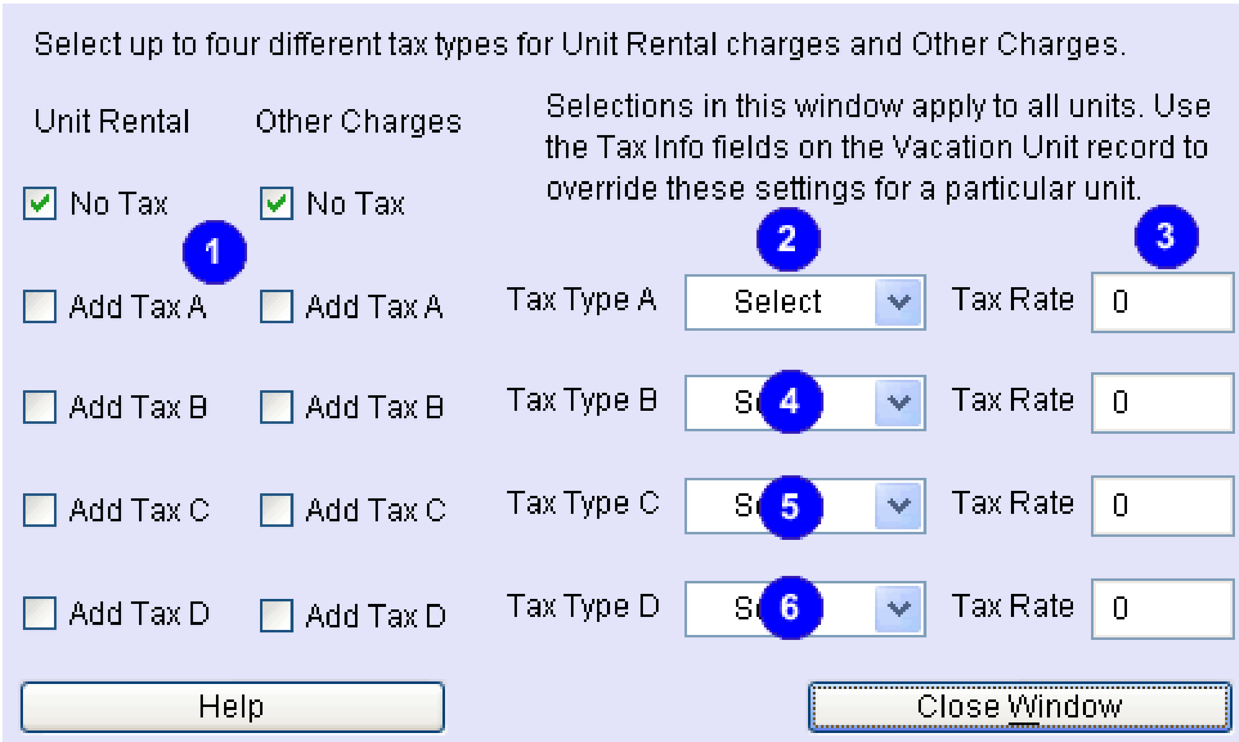
The **Account** section is used to record payments to or from the **Owner** as determined by a Property Management Invoice (PM Invoice). See the **Property Management Invoice Options** section in the **Expense Tracker Reports** section of this document.

After creating a **Property Management Invoice** you will see a **Reconcile Owner's Account** button in the Invoice window. If there is an amount due TO the owner, a Rental Expense Tracker record will be created. If the amount is due FROM the owner, an Other Income Tracker record will be created.

When you pay (or collect) a payment, modify the **Date** and the **Amount** paid (or collected) and the Owner's **Account** field will be updated.

To access the Owner's **Account** field, click **Select Owner** in the Expense Report Options window (or Unit Tracker's Tax Info section), select the Owner, click **Owner Details**, and then click **Account**. You will find a **Create Owner Report** button there which will create an Account Register report or **Print** the **Owner's Account.**

Set Tax Rate



There are two different tax types and rates applicable to Reservation Tracker. One is a tax on hotel or motel rooms that many cities collect, often called a Room Tax. The other is a tax on products or services, usually called a Sales Tax in the US. You can set these tax rates for individual units in Resort Unit Tracker OR use the **Set Tax Rate** chooser in Rental Rates OR Resort Unit Tracker by clicking the **Set or Clear All Tax Rates** button in the **Tax Info** section.

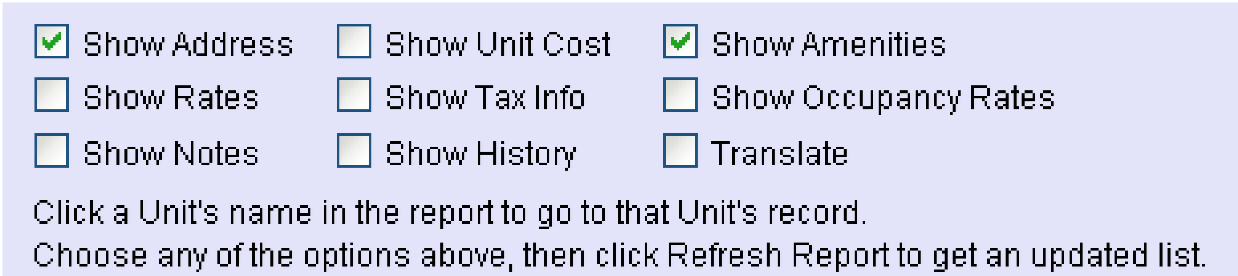
In the Set Tax Rate window you can specify up to four different tax types and rates for both **Unit Rental** charges and **Other Charges**. For either of these you can choose to add **No Tax**, or to **Add Tax A, B, C or D (1)**.

After selecting a tax to add, use the **Tax Type (2)** menu to specify your local tax type. Then specify the **Tax Rate (3)** for each **Tax Type**.

You can have a tax type added to either (or both) **Unit Rentals** or **Other Charges**. So, you might have a Room Tax for Unit Rentals and a Sales Tax for your Other Charges. So just click **Add Tax A (1)** for Unit Rentals and **Add Tax B (4)** for Other Charges.
If you also need to add VAT, GST or some other tax on top of one of these taxes then you could specify that tax type and rate by using the **Tax C (5)** or **Tax D (6)** buttons.

Once these types and rates are set in this window, they will automatically be added to charges in Reservation Tracker. However any Rates specified on the Resort Unit Tracker records will over ride the settings in the Set Tax Rate window.

Resort Unit Tracker Report



Easily create lists of Resort Unit records by clicking the **Unit Report** button in the Resort Unit Tracker window.

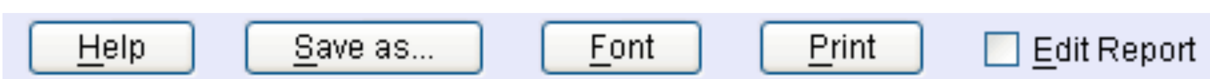
There are many options to choose from at the top of the Unit Report window. They are split up into three groups. The first group consists of: **Show Address, Show Rates, Show Unit Cost, Show Tax Info, Show Notes, Show Amenities, Show Occupancy Rates** and **Show History.** Choosing these options causes that type of information to be added to the report.

The second group is accessed by clicking the **More Options** button. These choices include the six menus at the top of the Resort Unit Tracker window. The default names are **Complex, Bedrooms, Type, Location, Sleeps** and **Category**.

You can also select a single Owner to run a report on by clicking the **Select Owner** button in the **More Options** section.

After changing any of these options you must click the **Refresh Report** button to create a new report.

The list can be sorted by clicking one of the **Sort Order** radio buttons accessed by clicking the **Sort Options** button. The choices are **Unit, Owner** and the changeable menus whose default names are **Complex, Type, Location** and **Category**.

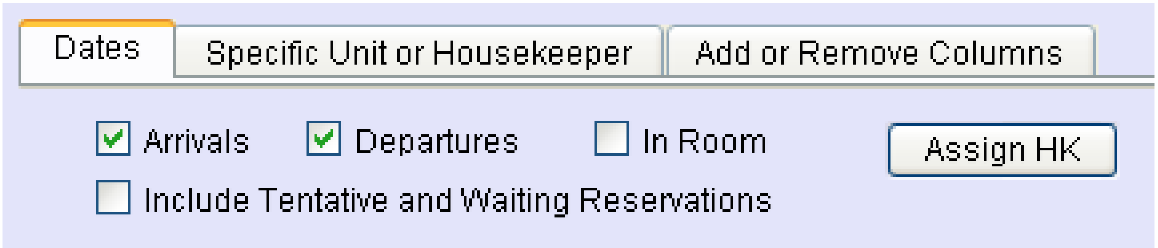


Use the **Edit Report** button to choose if you want to edit the text of the report or enable the ability to click a line of the report in order to go to that record.

You can print the report by clicking the **Print** button. Click **Font** to make the text larger.

To save the report as a text file for importing into another program, click the **Save as...** button. Click **Help** for more information about the Unit Report options.

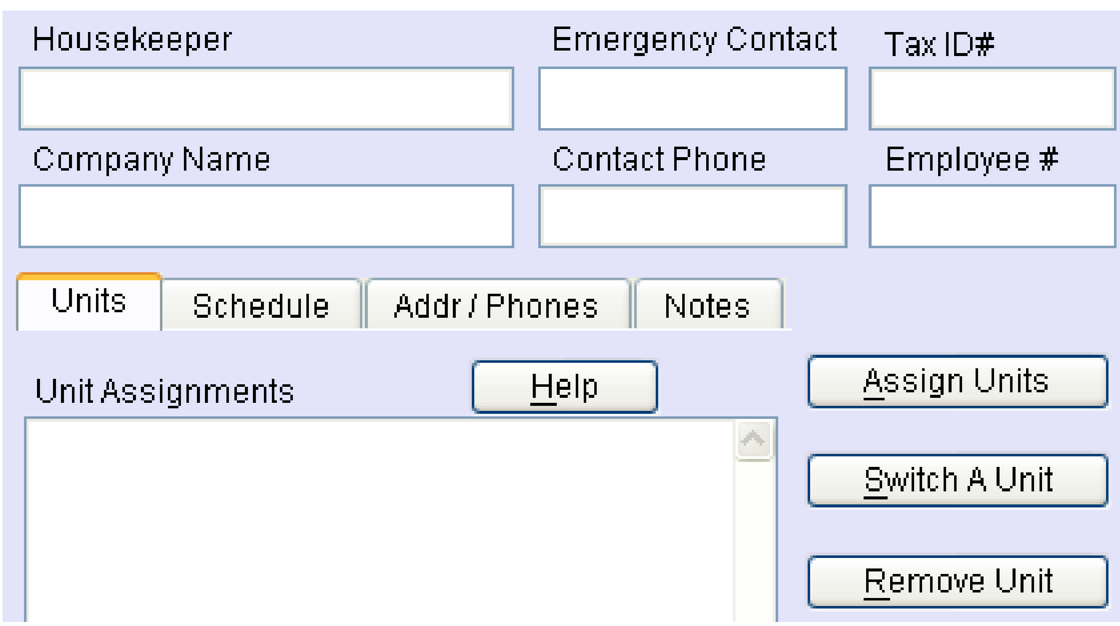
Housekeeping



The Housekeeping module can be used to track which units need cleaning and who is responsible. You may limit the list to any combination of **Arrivals, Departures**, or guests that are **In Room** and choose whether to **Include Tentative Reservations**.

Each **Unit** is assigned a Housekeeper. Start by clicking the **Assign HK** button (near the top right of the Housekeeping window) to add housekeepers and assign them to specific units. Next click **Add a Housekeeper**, enter a name and then fill in any other information you have about the person in the fields provided. You can also **Modify** a **Name** or **Delete** a **Housekeeper** from the Housekeepers window.

Click **Housekeeper Details** to go to the following window.



You must assign specific units for the housekeeper by clicking the **Units** tab button and then **Add Unit**. You can use the **Switch Unit** button to change a unit from one housekeeper to another or the **Delete Unit** button to remove a unit assignment.
Click the **Addr / Phones** tab to enter the person's address and phone numbers. There is an **Add or update Contact Tracker** button on this screen so you can easily add the housekeeper to Contact Tracker if you wish.

The **Schedule** tab is used to keep track of dates and times that have been assigned to specific cleaning dates by using the **Add Date to Schedule** feature.

Housekeeping Window Features

Below the event list in the Housekeeping window are the three buttons above. To use them you must first select a line in the list to indicate which **Housekeeper** or **Unit** you want to work with.

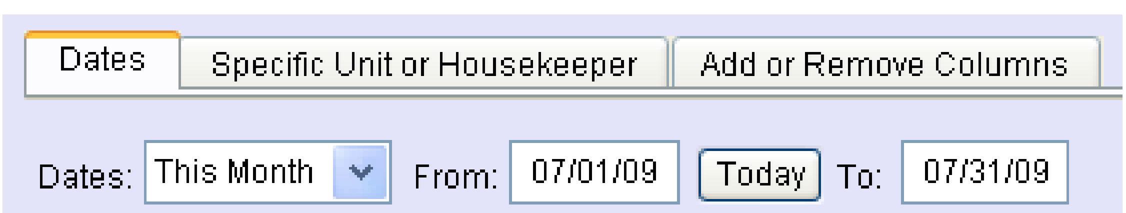
To change the default **Housekeeper** for an event in the list, select the event and then click **Change Housekeeper**. A list will appear for you to choose from. The change will be noted in the new Housekeepers **Schedule** field.

To assign a time for the Housekeeping, select an event in the list and then click the **Assign Time** button. The Time Chooser window will appear. The change will be noted in the Housekeepers **Schedule** field.

To add a new event to the Housekeeping list, select a line in the list for the unit you want to add a housekeeping event for, and then click **Add Date to Schedule.** The new event will be added to the **History** field for that unit, in Resort Unit Tracker.

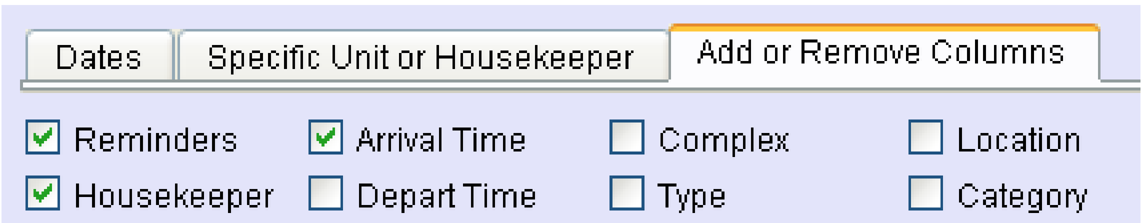
Use the **Add Date to Schedule** button to schedule a housekeeper for a date before arrival or after departure. This button changes to **Remove Date from Schedule**.

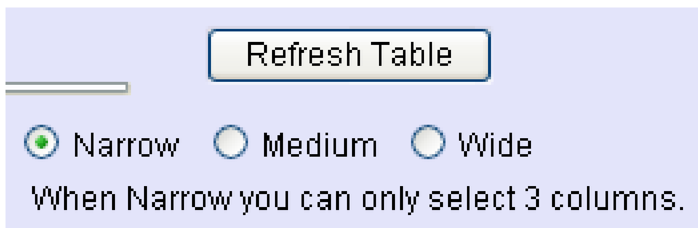
There are several options arranged into three sections. The first section is **Dates.**



In the Housekeeping window you can choose a Date range (ie This Month) from the **Dates** menu, or specify an exact **From** and **To** date range. Click the **Refresh Table** button to regenerate the report after making changes to the dates.
The second section is **Specific Unit or Housekeeper**. Here you can limit the report to one unit or one housekeeper.

The **Add or Remove Columns** section gives you control over the width of the window and the columns that are displayed.





If you have a large monitor, you can make the window width **Medium** or **Wide**. This allows for more and wider columns. In **Narrow** mode, the last two columns can be changed to any three of either the two time fields or the four menus in the top right corner of the Resort Unit Tracker window. In **Medium** mode you can choose four of these and in **Wide** mode you can seven of them.

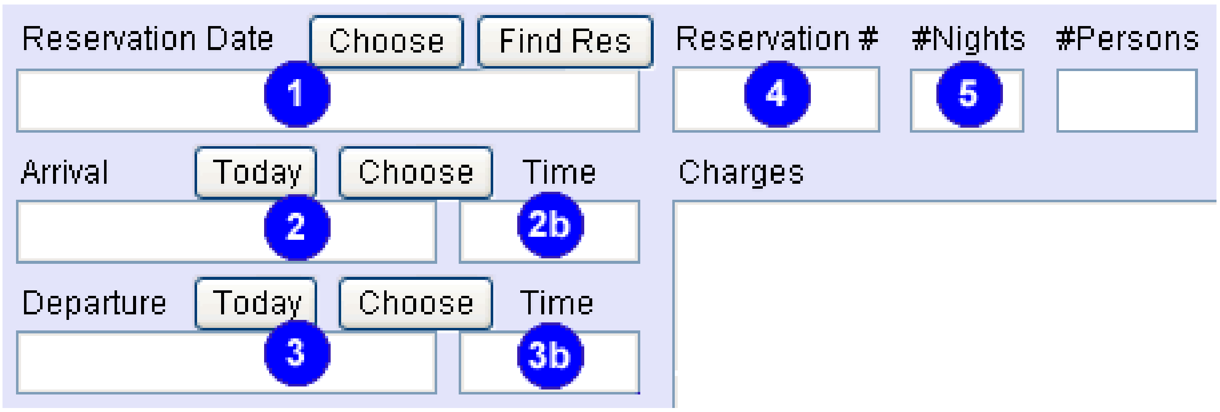
To sort the columns, just click the column header. For example to sort by date rather than unit, click the **Date** button. You can adjust the widths of the columns by dragging between them or adjusting the width of the window.

You can print the Housekeeping window by clicking **Print** and change the background and button colors by clicking the **Prefs** button.

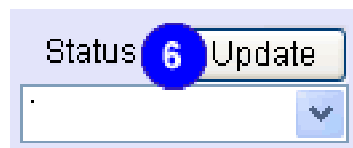
Click the **Save** button to save the table as either text or html. If you choose **HTML** you can view or print the table in your browser or upload it to your website.

Reservation Tracker

Each Reservation Tracker record includes the **Reservation Date (1)**, the **Arrival date (2)** and **Time (2b)**, the **Departure date (3)** and **Time (3b)**, the **Reservation # (4)** and the number of **Nights (5)** the guest will be staying. The # of Persons field can be used for a variety of purposes.



Choose a **Status (6)** from the **Status** menu such as **Tentative, Reserved, Reserved GLA** (which stands for Guaranteed Late Arrival, but can be used for any purpose) **Checked In, Checked Out, Owner Occup.** (these reservations will not be included in Occupancy Rates) or **Canceled**. To cancel a reservation you should first choose **Canceled** from the **Status** menu **(6)**. Then you can **Delete** the record if you want to.



Use the **Update** button to update the **Status** on all your Reservations.

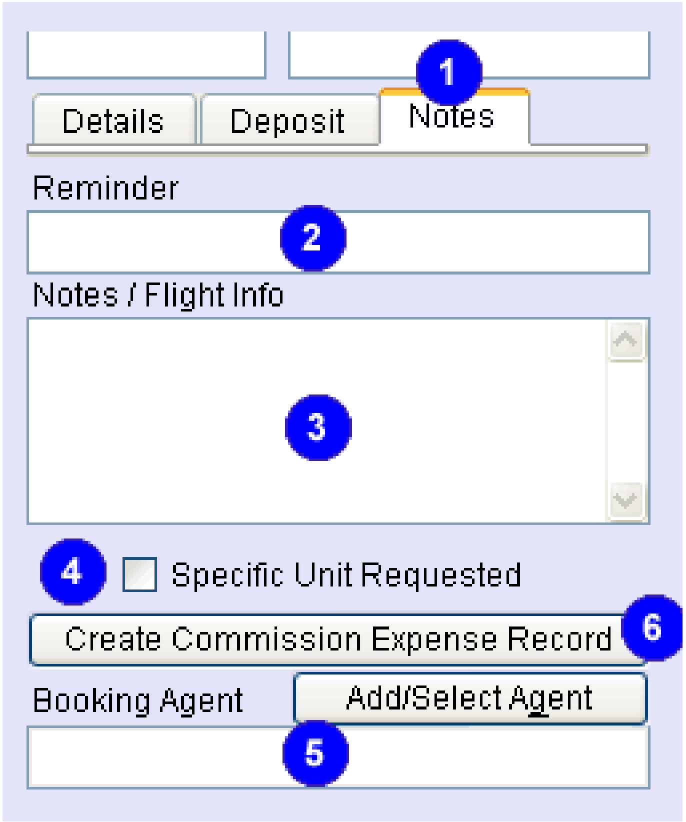
Enter the **First Name** and **Last Name (7)** of the Guest or you can **Choose (8)** a past Guest from a list generated from Contact Tracker. You can enter the Guest's **Company name, Mailing Address, Email Address** and **Phone Number(s)** in the fields provided under the **Details** tab **(9)**. An **Email Address** is required to email a Confirmation.

Easily transfer all the information about your Guest to Contact Tracker by clicking the **Add to Contact Tracker** button **(10)**.

Click the **Notes** tab **(1)** to access a Reminder field **(2),** which you can use to add notes to the Schedule Checker window, and a Notes / Flight Info field **(3)** you can use for any purpose.

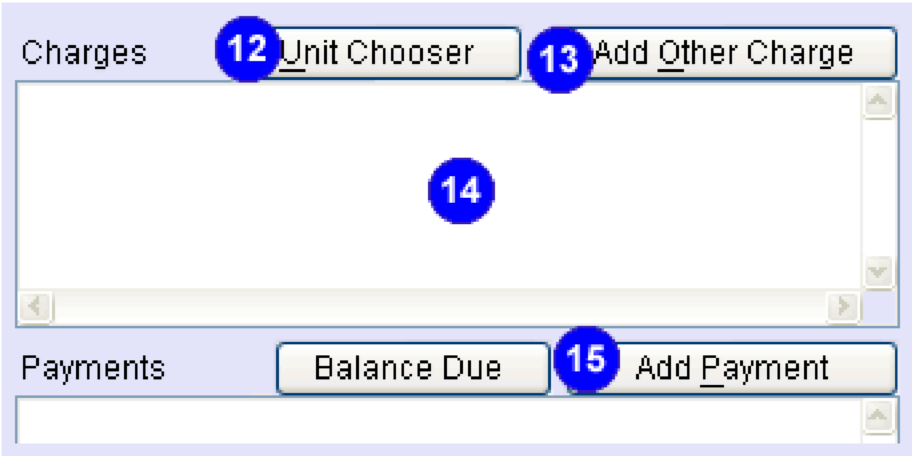
Use the **Specific Unit Requested** option **(4)** when appropriate.

Select a Booking Agent **(5)** by clicking **Add/Select Agent**, then **Create Agent** and next **Select Agent.**



Click the **Deposit** tab to access fields and buttons regarding the payment of a security deposit. More information is provided on the following pages.

First you need to choose one or more Units to add to the **Charges field (14)** by clicking the **Unit Chooser** button **(12)**. After selecting an available Unit, you'll select a Rate. Then you can **Add Other Charge(s) (13)** and **Add Payments (15).**



Unit Chooser

The Unit Chooser window is where you select a unit to add to the **Charges** field. There are many options to help you locate the ideal unit for your guest.

The Arrival and Departure dates are automatically entered into the **From** and **To** fields. You can select a different range of **Dates** by using the menu provided in the upper left corner, or type in a date range by using the **From** and **To** fields.

Near the bottom of the window is an option to **Show Only Available Units**. This is almost always enabled.

The Options at the top of the window represent the names of the menus at the top right corner of Resort Unit Tracker and the four main Amenity options. Each of these is displayed in a column of the table. In the default mode there is only room for six of these columns. You can also choose to make the width of the Unit Chooser window **Medium** or **Wide** to make room for more columns.

In the **Narrow** mode, not all of the **Options** are available. In **Medium** and **Wide** modes you can choose to display (and sort the table by) any of the six categories specified in Resort Unit Tracker (the default names are **Complex, Bedrooms, Type, Location, Sleeps** and **Category**) as well as **Pets OK, Kitchen, King Bed, Smoking OK** and **Other Amenities**. You can change the labels of the last four columns by clicking the **Change Above Labels** button in the **Amenities** section of Resort Unit Tracker.

After making changes to these options, click the **Refresh Table** button.

The column header buttons have the following abbreviations:
Bedrooms = BR, Sleeps = Sl, Pets OK = Pe, Kitchen = Ki, King Bed = KB, and Smoking OK = Sm.

If there are no units in the Charges field on the Reservation Tracker record when you click the **Unit Chooser** button, the **Add** option is automatically selected. If there is already a unit in the Charges field, the **Change** option is automatically selected. If you want to add another unit (up to three) to the Reservation, click the **Add** button.

After making changes to the dates or options, you make need to click the **Refresh** button.

You can sort the table by any of the columns by clicking the header button (ie **Availability**). Click the column header again to get a reverse sort. You can adjust the widths of the columns by dragging between any two column headers.

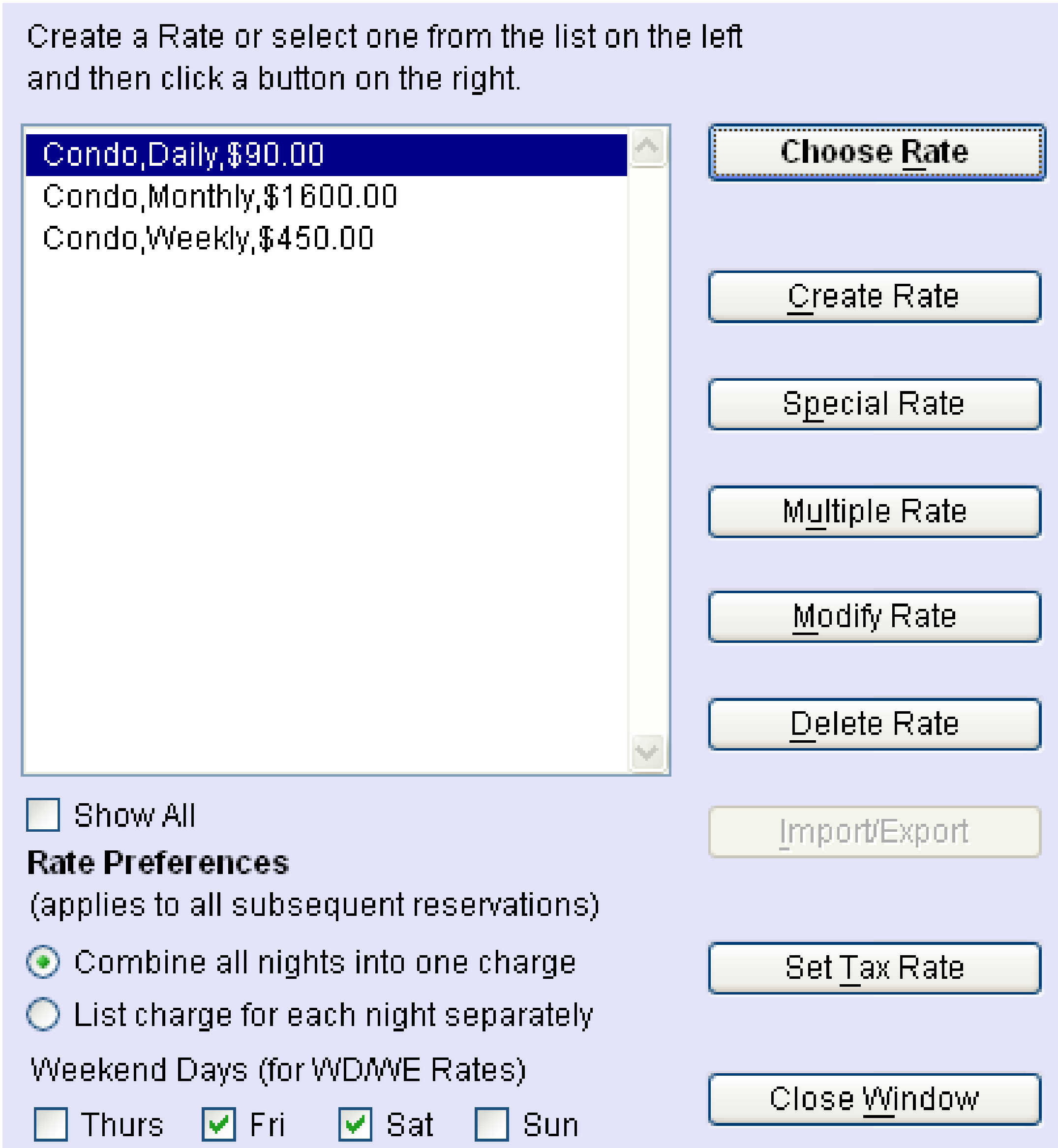
To choose a Unit, either double-click a line in the table or click once and then click the **Choose Unit** button. You can also click a line and click the **Edit / View Unit Record** button if you want to go to the Resort Unit Tracker record.

Click the **Availability** button to open the Availability Checker window.

You can print the visible records in the table by clicking the **Print** button.

After selecting a unit by clicking **Choose Unit** you will be presented with the Rental Rates window.

Rental Rates



After selecting a unit from the Unit Chooser you are presented with the Rental Rates window. Only the rates specified for the selected **Unit** in Resort Unit Tracker are displayed unless you click the **Show All** button OR there are no rates specified.

To assign rates to a **Unit**, go to the Unit's record in Resort Unit Tracker and click the **Add/Select Rates** button which is in the **Notes** section.

You can choose to **Combine all nights into one charge** or **List charge for each night separately** in the Rental Rates window.

There is a special rate type called WD/WE which allows you to specify a different rate for weekdays versus weekends. You can choose which days are weekend days by choosing **Thurs, Fri, Sat or Sun** in the **Weekend Days (for WD/WE Rates)** section.

To choose a Rate for the Reservation Tracker record, pick one of the Rates listed and then click **Choose Rate**. OR you can click the **Special Rate** button and enter the total rent you want to charge for the entire rental period. You may need to use this feature for monthly rentals longer or shorter than 30 days.

The **Multiple Rate** button allows you to set different rates for different dates. You will first be asked to pick a rate, then to enter the number of days that the rate applies to.

So, for example, if the first ten days of a thirty day reservation are during a low season and the last twenty days are during a high season, you would 1) Pick the low season rate, 2) Click the **Multiple Rate** button, 3) Enter 10 for the first number of days, 4) Pick the high season rate, 5) Click the **Multiple Rate** button again, 6) Enter 20 for the second number of days. Any number of rates can be applied for the rental period.

You can add a new rate by clicking **Create Rate**. You will first be asked for the type of the new rate. The choices are **Daily, WD/WE, Weekly, Monthly** and **Other.** Next you will enter a name for the rate. If the rate only applies to a particular unit, you might enter the unit name. If the rate applies to a particular season, enter the season for the name. Finally, you will be asked for the amount for the rate. This amount will be added to the Charges field.

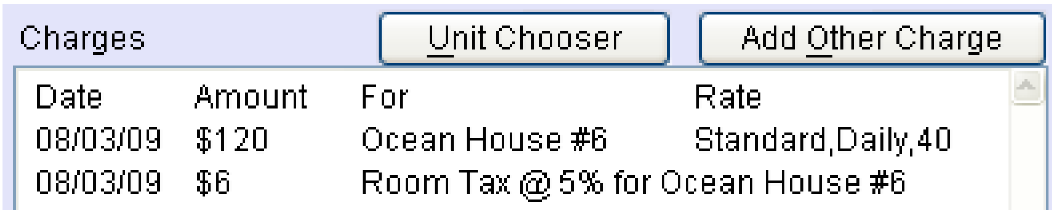
If you choose a **Weekly** or **Monthly** rate and the number of days for the reservation is not 7 or 30, then the rate will be prorated for the number of nights (ie, 10 days of a weekly rate of $700 will result in a charge of $1000).

To remove a rate from the list, select the rate and then click **Delete Rate**. To change an existing rate, select the rate and click **Modify Rate**.

You can also **Set Tax Rate**s in the Rental Rates window.

Charges

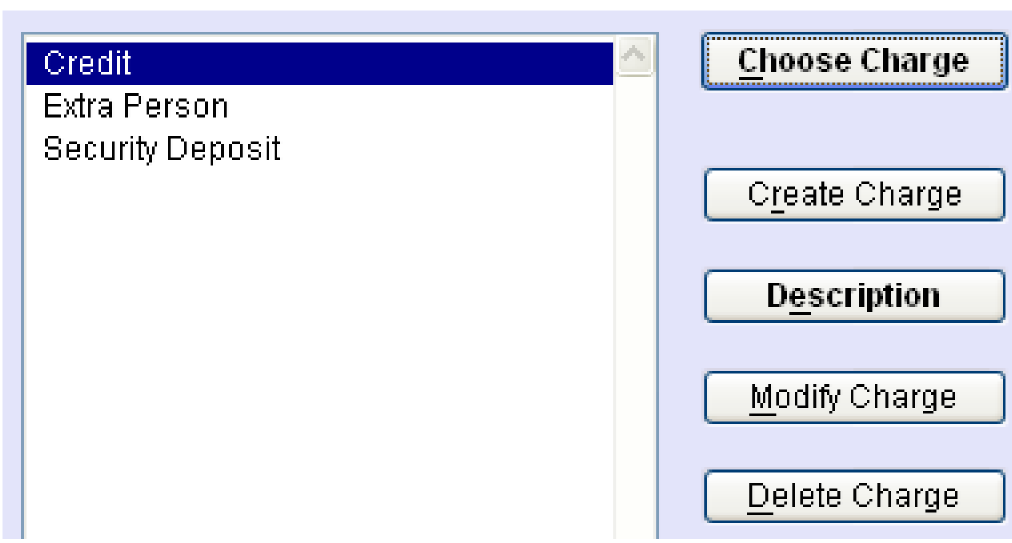
After selecting a Unit in Unit Chooser, you will be asked to choose a Rate from the Rental Rates window. Then the Arrival Date, the rental Amount, the Unit, the Rate and the Tax will all be displayed in the **Charges** field **(14).**



Adding Other Charges

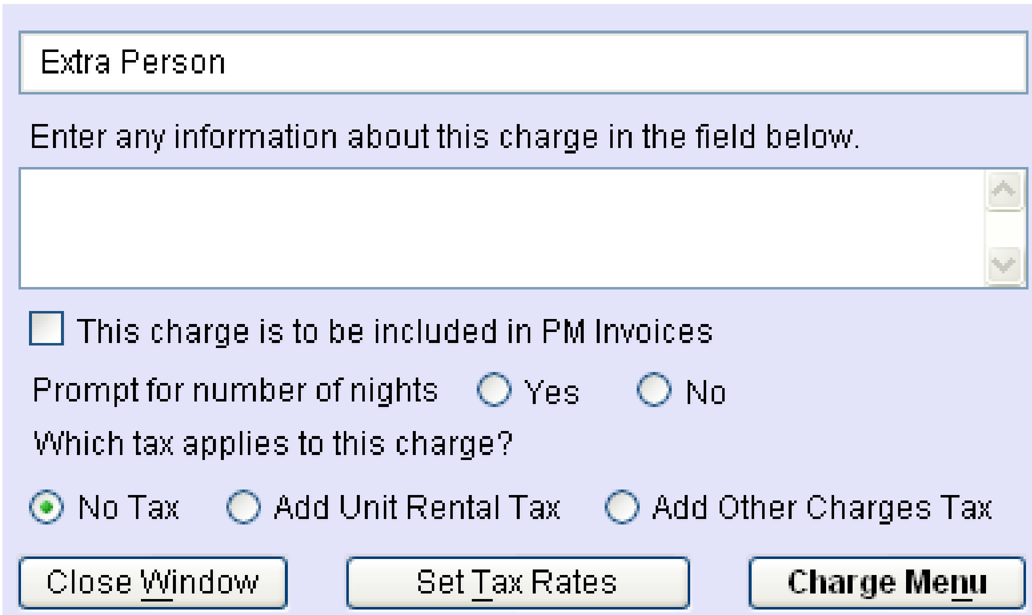
You can also add other charges to the **Charges** field by clicking the **Add Other Charge** button. A new window will open where you can choose, add, modify or delete other charges. In the Other Charges window you can enter any other types of charges that might be added to a reservation.

There are three Other Charge types already added. A Credit creates a negative charge amount. An Extra Person can be a set amount or a daily amount or a variable amount. Security Deposits are not normally added via the Other Charge feature. See the Adding Security Charge section on the following pages.



Click **Create Charge** to create fixed amount charges or variable amount charges. You will first be asked for a name for the charge. Next you will be asked for a fixed amount for the charge. If there is no fixed amount, leave the amount empty and click OK. You will be asked for the amount when you click **Choose Charge**.

To set a tax type to add to an **Other Charge**, click the **Add Other Charge** button, select the charge and click **Description**. There you will find the three options: **No Tax, Add Unit Rental Tax,** and **Add Other Charges Tax.** You can set these rates by clicking the **Set Tax Rates** button.



Also in this window you can specify if you want **This charge to be included in PM Invoices**. See the **Property Management Invoice** section of the Rental Expense Tracker report options for more information.

If you want the charge to always be a flat rate, select **No** for the "Prompt for number of nights". Otherwise you will be asked for a number to multiply the Other Charge by when you click **Choose Charge.**

You can **Modify** or **Delete** a charge at any time.

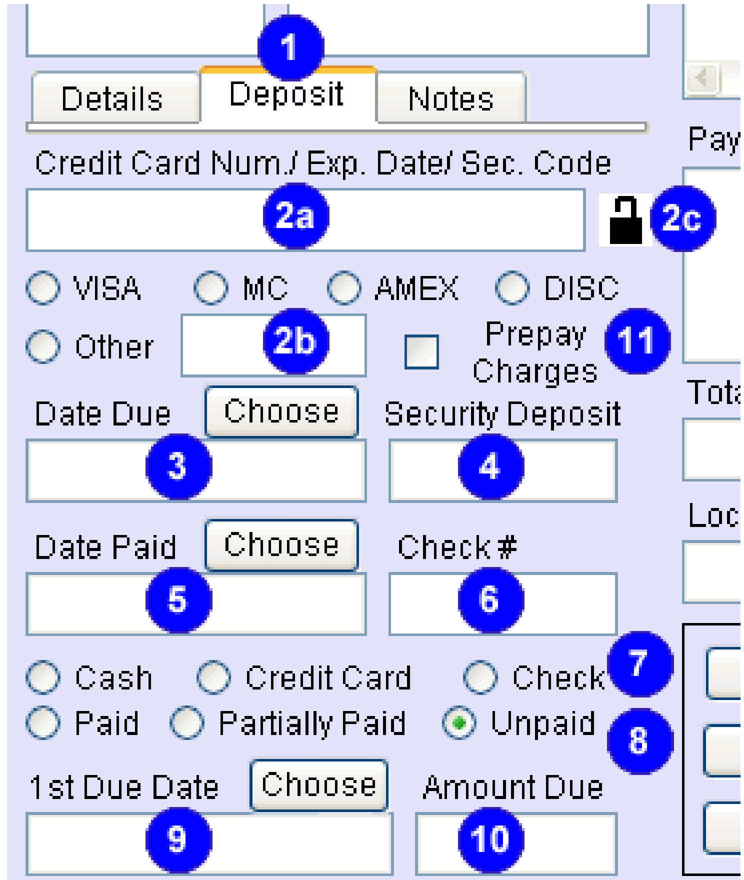
After selecting a charge in the list on the left, click the **Choose Charge** button. You will then be asked if you want to use Today's date or Choose another for the charge. If you click **Choose** you will be presented with a calendar interface where you can pick the date for the charge.

Next you will be asked for the number of nights to multiply the charge by. You can use this multiplier even if "items" would be more appropriate than "nights".

The charge will then be added to the **Charges** field and the **Total Charges** will be updated.

Adding A Security Deposit

The **Deposit** button **(1)** reveals the following buttons and fields:



You can enter the **Credit Card Number and Exp. Date (2a)** of the card presented for security purposes or future reference. Click one of the buttons below this field to record the type of card they presented. Use the **Other field (2b)** if necessary. To hide the credit card numbers, click the padlock icon **(2c)**. You will be asked to set a password, so you can unlock the padlock and show the numbers in the future. These numbers are always encrypted when they are stored.

Enter the the Deposit's **Date Due (3)** and **Security Deposit** amount **(4)**. When you click the **Date Due** field, the date will be calculated for you based on the number of weeks prior to **Arrival** that you enter.

When you click the **Security Deposit** amount field **(4)** you will be presented with the following choices: **Variable** (you will be asked for the amount each time), **Multiple** (the amount will be a multiple of one night's rent), **Percent** (a percent of the total amount), or **Set Amount** (use this if your security deposits is always the same).

If you collect all **Charges** prior to **Arrival**, click the **Prepay Charges (11)** option and they will be marked as due on the deposit's **Date Due (3)** on your **Confirmations**.

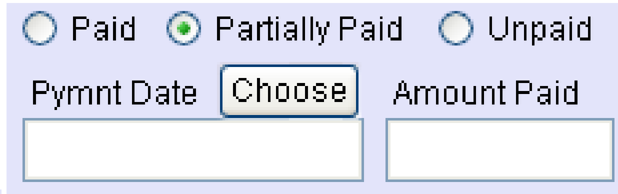
You can also add a **1st Due Date (9)** and **Amount Due (10).** This date should be before the **Date Due (3)** and sets up two payments that are due prior to arrival.

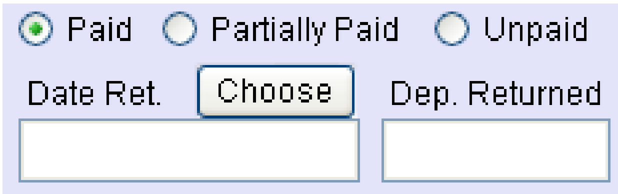
When a payment on the deposit is made, enter the date in the **Date Paid** field **(5)**.

Record the method of payment **(7)** by clicking **Cash, Credit Card or Check** and then entering a **Check # (6)**.

Indicate if the deposit is **Paid, Partially Paid** or **Unpaid (8)** with the buttons provided.

If the deposit is only partially paid, click the **Partially Paid** button and enter the date and amount paid in the **Part Pymnt** field and the **Amount Paid** field.





When the **Paid** button is selected the **Date Ret. (15)** and **Dep. Returned (16)** fields will be shown, where you can record the date you returned the deposit and the amount you returned.

Prepayment Deposits

This software handles two different types of deposits, security deposits and prepayment deposits. Prepayment deposits are not returned at the end of the rental period and only secure the reservation.

To switch from security deposits to prepayment deposits click the **Prefs** button in Reservation Tracker, then click **Reservation Tracker Prefs** and then select the **I accept prepayment deposits instead of security deposits** option.

Reservation Tracker Preferences

There are several preferences you can set for Reservation Tracker.

To access the Preferences windows, click the **Prefs** button in the Reservation Tracker window. You will have a choice of **Reservation Tracker Prefs** or **Rental Tracker Prefs.**

If you choose **Reservation Prefs**, you will see controls for the following features.

When you click the **Date Paid** field in the **Deposits** section you will be asked if you want to add an Other Income Tracker record for the deposit. If you answer yes, you will be presented with a list of **Accounts** to choose from. You can change this preference by clicking **Create Other Income Tracker records for all Security deposits?**

When you click **Add Payment** you will be asked if you want to add an Other Income Tracker record for the payment. If you answer yes, you will be presented with a list of **Accounts** to choose from. You will also be asked if you want to **Always** add a new Other Income Tracker record, or **Never** be asked or **Ask First**. You can change this preference by clicking **Create Other Income Tracker records for all payments?** and/or **Add/Select Account** for the Payment account, and/or choose **Always, Never or Ask First** from the "Currently set to" menu.

One reason you may want to create Other Income Tracker records for deposits and payments is so that the Account Registers and Income Reports in Rental Expense Tracker will be accurate.

By default new records in Contact Tracker are created whenever you create a Reservation Tracker record for a guest not already in Contact Tracker. This way you can click the **Choose** button above the Last Name field to enter all the information about the guest onto a new Reservation Tracker record. You can also keep notes about the guest in Contact Tracker, so you know if you want to rent to them again.

You can change this behavior by disabling the **Create Contact Tracker records for all reservations?** option.

You can **Enter the number of weeks prior to arrival that the deposit is due** by typing a new number into the field.

Change the Deposit Preferences to **Variable** (you will be asked for the amount each time), **Multiple** (the amount will be a multiple of one night's rent), **Percent** (a percent of the total amount), or **Set Amount** (use this if your security deposits is always the same) by clicking **Deposit Preferences**. The current choice will be displayed.

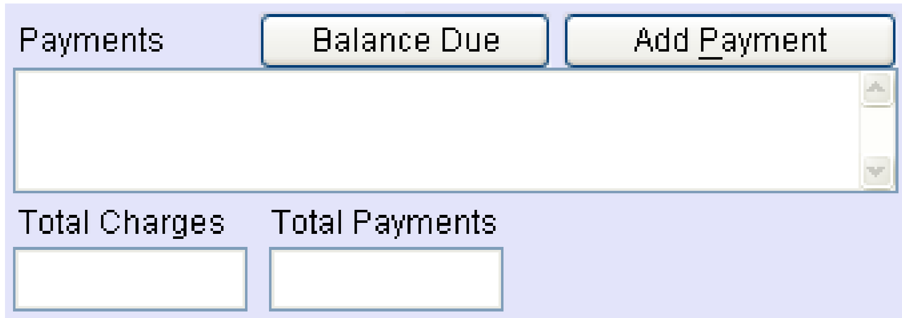
If you require two payments before arrival (plus a deposit) select the **I require a second prepayment in the amount of** option. You will be asked if this amount is a **Percent**, a **Multiple** of one nights rate, a **Variable** amount, or a **Set Amount,** and for the number of days prior to arrival that this second payment is due. If the **Prepay Charges** option is enabled, the remainder of charges will be computed if you choose **Variable**.

You can change the **Lock Code** length by typing a new number into the field.

You can use the **Enable Online Payments** feature to process credit card transactions. You will need to sign up for this service and pay a small percentage of each transaction for the service. To get more information about this is, see Online Credit Card Processing in the Reservation Tracker **Help** window. Click the **RCCP** button to configure this feature.

The **Copy emails instead of opening my email program** option should be used if you access your email from your browser (gmail, yahoo, etc.). If you do not use web mail, disable this option. Enable **Add Reservation # to email Subject** to have the Reservation # included in the Subject line of the email.

Adding Payments

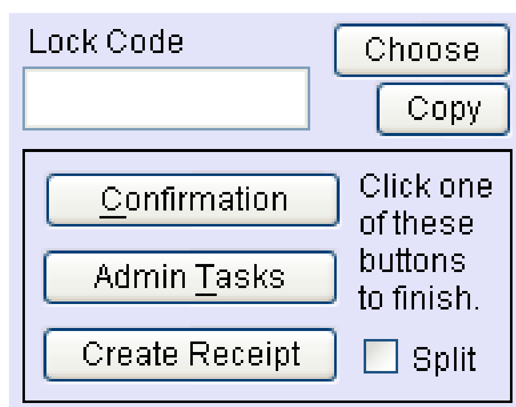


Adding **Payments** works similarly. Just click the **Add Payment** button. You will be asked if you want to use Today's date or Choose another. If you click Choose you will be presented with a calendar interface where you can pick the date for the Payment.

Next you will be asked if this is a **Payment, Deposit, Refund** or **Credit**, then the **Amount** and finally the method of Payment (Cash, Check, Debit Card, Credit Card or Other). The Date, Amount, Type and Payment method will then be displayed in the **Payment** field and the **Total Payments** will be updated. For information about accepting online payments, see the previous page, and the topic **Online Credit Card Processing** in the Reservation Tracker **Help** window.

If you choose **Deposit** then a prepayment deposit (as opposed to a security deposit) will be added to the Payments field. If you choose **Refund** then a negative amount will be added to the Payment field. If you choose **Credit** then a positive amount will be added to the Payment field. You can also add a credit to the Charges field, which will be entered as a negative number.

If you have electronic locks on your units, you can use the **Lock Code** field . Click the field to enter a number. Click the **Choose** button near the field to generate a random number. Click the **Copy** button next to the field to copy the number so you can paste it into another program.



When you click the **Confirmation** button AND there is an email address specified, you will be asked if you want to **Print** it or send the Confirmation letter by **Email**.

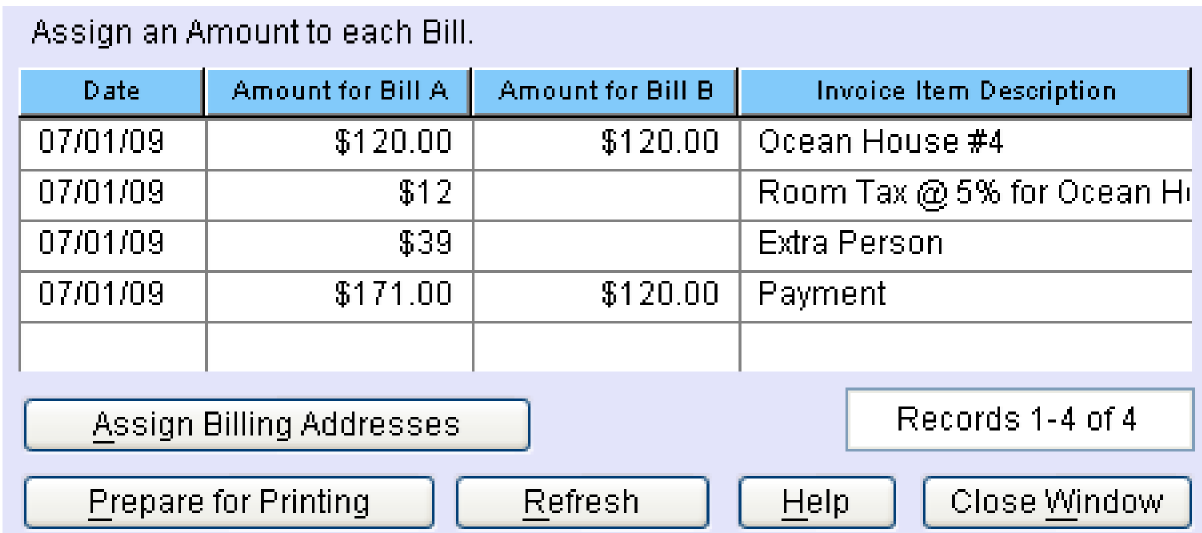
If you choose **Print** another window opens where you can modify and print it. You can also add a logo and other information to the header before printing.

If you choose **Email** the Confirmation letter will open in your email program. If you are using a web email program, it will be copied to your computer's clipboard. You will need to create a new email and paste it into the message window. See **Reservation Tracker Preferences** on the previous page.

Click the **Admin Tasks** button to set up **Daily Reminders** for administrative tasks such as sending Statements, Deposit Due notices, Arrival Reminders, Thank You Notes, Property Management Invoices, etc.

Splitting Statements or Receipts

If you want to split a bill up, click the **Split** button before you click either the **Statement** (in the Admin Tasks section) or **Create Receipt** button. You will be presented with a Separate Invoice Items window for splitting the **Charges** and **Payments** onto up to 3 different Statements or Receipts (only two of the three columns are pictured here).


Assign an Amount to each Bill.

Date	Amount for Bill A	Amount for Bill B	Invoice Item Description
07/01/09	$120.00	$120.00	Ocean House #4
07/01/09	$12		Room Tax @ 5% for Ocean H
07/01/09	$39		Extra Person
07/01/09	$171.00	$120.00	Payment

Just click one of the three **Amount for Bill** fields in each line of the bill to assign an amount to **Bill A, B or C**. A dialog will appear asking you to choose between assigning the entire amount to the bill or a portion of the amount. If you want to assign the whole amount, then click the **Use this amount** button. You can also automatically split the charge or payment between the bills by clicking the **Divide by 2** or **Divide by 3** buttons.

Click the **Assign Billing Addresses** button to enter the billing address information for the other bill(s). You can use the **Choose** buttons above the **Last Name** fields to assign a name from Contact Tracker or add the name after you have entered it by clicking **Add to Contact Tracker**.

Then when you click the **Prepare for Printing** button in the Separate Invoice Items window, another window opens where you can modify and print the separate bills.

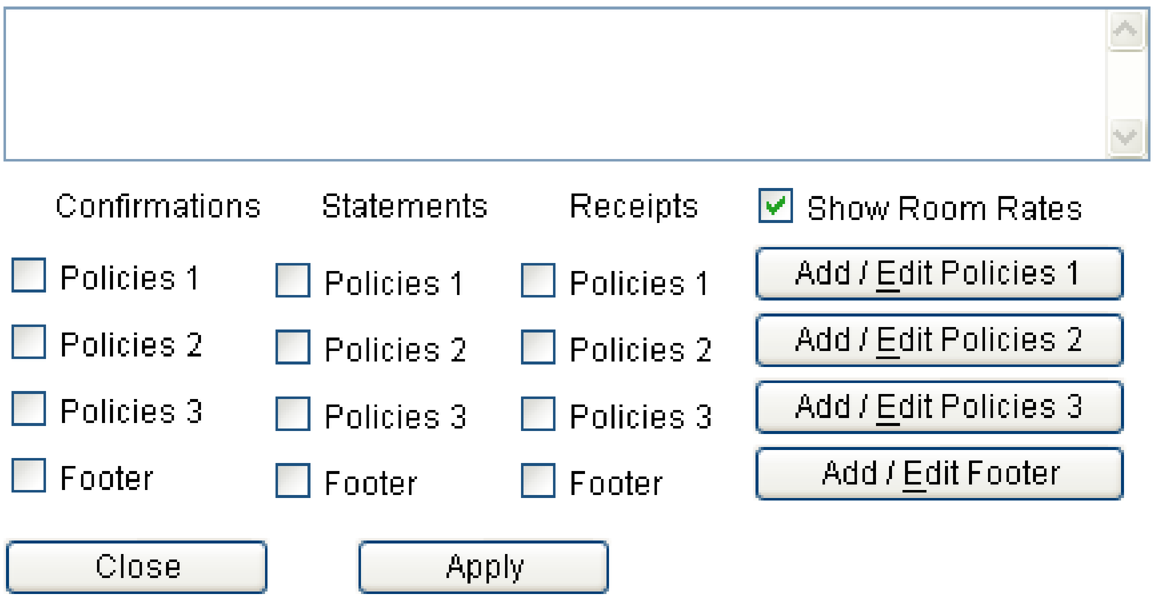
Look for up to three buttons in the upper right corner of the Receipt window to switch between and **Print** the different bills.

Printing Confirmations, Statements and Receipts

Clicking the **Confirmation** button (usually upon booking), or the **Statement** button (usually upon arrival) or the **Create Receipt** button (usually upon departure) creates a letter that you can **Print** or **Email** to your guest. Aside from the title of the letter that is generated, there is very little difference between these options.

In the Confirmation, Statement or Receipt window, you can import a Logo or edit the text, position and font of any of the header text by clicking the **Edit Header** button in the lower right corner. See the next page for more information about this feature.

Click the **Options** button to add a footer or any of three different policies to your Confirmation, Statement or Receipt.



First there is an option to **Show Room Rates** which allows you to choose whether to include the room rate information in your confirmation, statement or receipt.

There are three policy options which you can use for different purposes. Click the **Add / Edit Policies** buttons to add any amount of text to the field that appears in the top of the dialog. This text will be added at the end of your confirmation, statement or receipt when the **Policies 1, Policies 2** or **Policies 3** button is selected. There are different options for each type of letter, so you can include certain policies only in certain cases (ie, Policy 2 only for Confirmations, Policy 3 only for Receipts).

You can also add a **Footer** to the end of your confirmation, statement or receipt in the same manner. Click the **Add / Edit Footer** button to add some text which will be added to the end of the confirmation, statement or receipt when the **Footer** button is selected.

Click the **Apply** button to make changes to the current confirmation, statement or receipt. Subsequent confirmations, statements or receipts will automatically use the chosen options.

Click the **Close** or **Option** button to hide the options dialog.

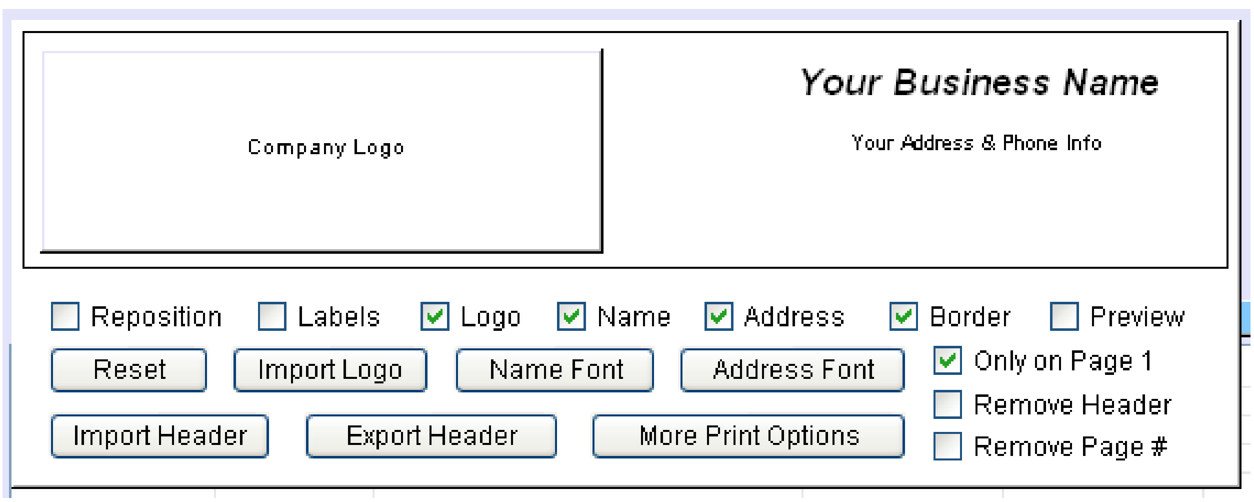
To save the Confirmation, Statement or Receipt as a text file for importing into another program click the **Save as...** button.

The font face, size, line height and tab stops of the Confirmation, Statement or Receipt can be modified by clicking the **Font** button.

You can print the Confirmation, Statement or Receipt list by clicking the **Print** button.

Editing the Confirmation, Statement or Receipt Header

In the Confirmation, Statement or Receipt window, you can import a Logo or edit the text, position and font of any of the header text by clicking the **Edit Header** button in the lower right corner. A group of buttons will appear. Click the **Edit Header** button again to hide these buttons when you are finished.



You can import a Logo or display your company name and address (or all three). To begin with, all three are visible without their labels displayed. You can show the labels by clicking the **Labels** button. You can hide the **Logo, Name** or **Address** by clicking these buttons.

The border that surrounds the header area may be hidden by clicking the **Border** button, but no elements of the header can be placed outside this border.

To import a logo, click the **Import Logo** button and choose a .gif, .jpg or .png file to display. This file must remain in the same location on your computer.

To add a **Company Name** or **Company Address** just type directly into the fields provided. To modify the Font or style or size of the Name text, click the **Name Font** button. To modify the Font or style or size of the Address text, click **Address Font**.

To allow movement of the logo or fields, click the **Reposition** button. Click the button again to lock the positions and allow editing of the fields again.

Click the **Preview** button to hide the field borders and labels and see how the header will look when printed.

To hide the header on subsequent pages, choose the **Only on Page 1** option.

The **Remove Header** button eliminates the Header from the top of the printout.

The **Remove Page #** button eliminates the Page # from the bottom of the printout.

To delete the logo and reset the fields to their original locations and fonts, click the **Reset** button.

Use the **Export Header** button to save a header for future use. Then use the **Import Header** button to re-use a previously saved header.

The **More Print Options** button reveals a number of fields that allow you to control where on the page the receipt is printed. Carefully play with these settings until you achieve the desired result.

Page Pos. determines the size of the window from which the printout will occur, so if you wanted to make the printout longer, you would add to the second part of this number (pixels from left to right, pixels from top to bottom).

Print Margins determine how much blank space is on each edge of the paper (left, top, right and bottom).

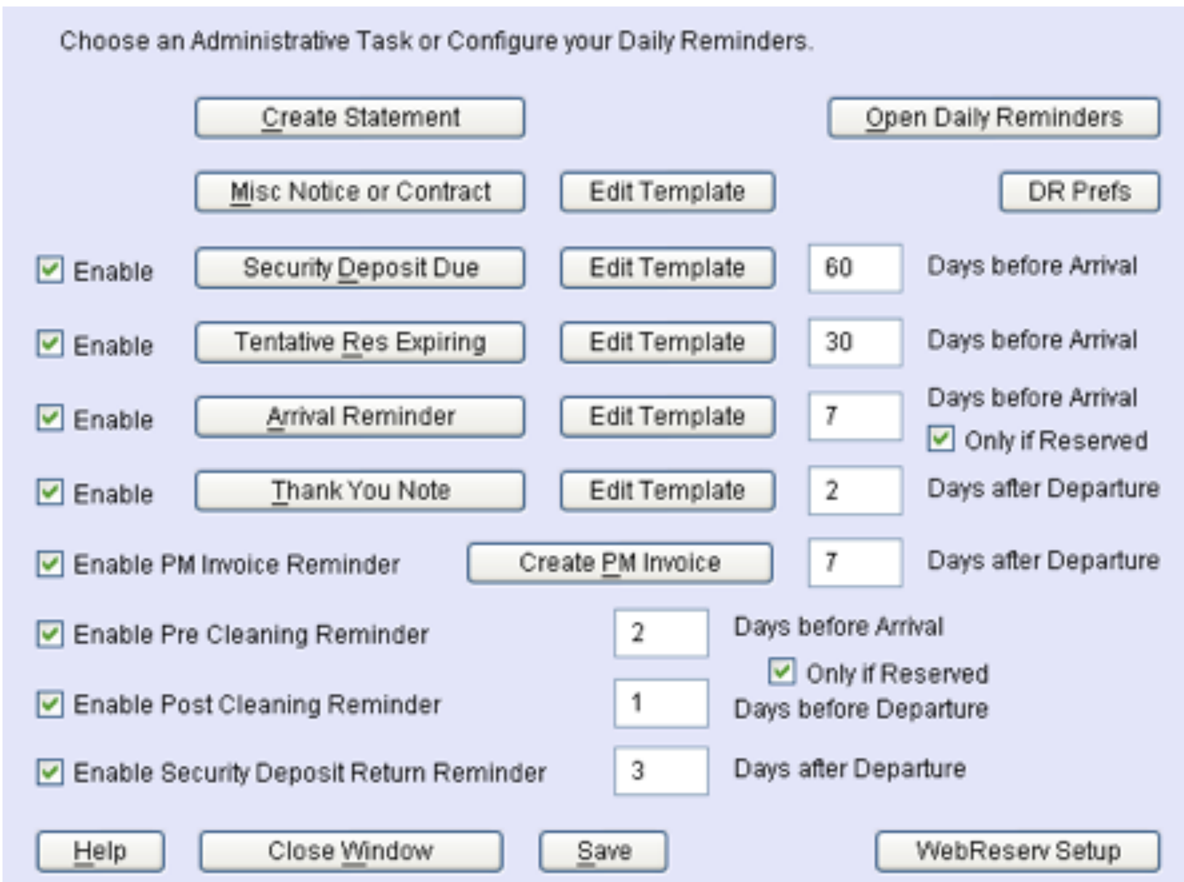
The **Margin** settings adds a few more pixels to the print margins.

The **Print Coordinates** are similar to the **Page Pos**. but changes the size of the field that is printed as opposed to the size of the window. The numbers in the **Page Pos**. field need to be larger than the last two numbers in the **Print Coordinates** field. The numbers represent the pixels from the left of the window, top of the window, right of the window and from the bottom edge of the window.

Click the **Reset Print Options** button to restore the fields to their original values.

Admin Tasks

Clicking the **Admin Tasks** button reveals this window where you can set up a list of **Daily Reminders**, create **Statements,** a **Misc. Notice or Contract,** a **Security Deposit Due** notice, a **Tentative Reservation Expiring** notice, an **Arrival Reminder**, a **Thank You Note**, a **Property Management Invoice,** a **Post Cleaning** or a **Security Deposit Return Reminder.**



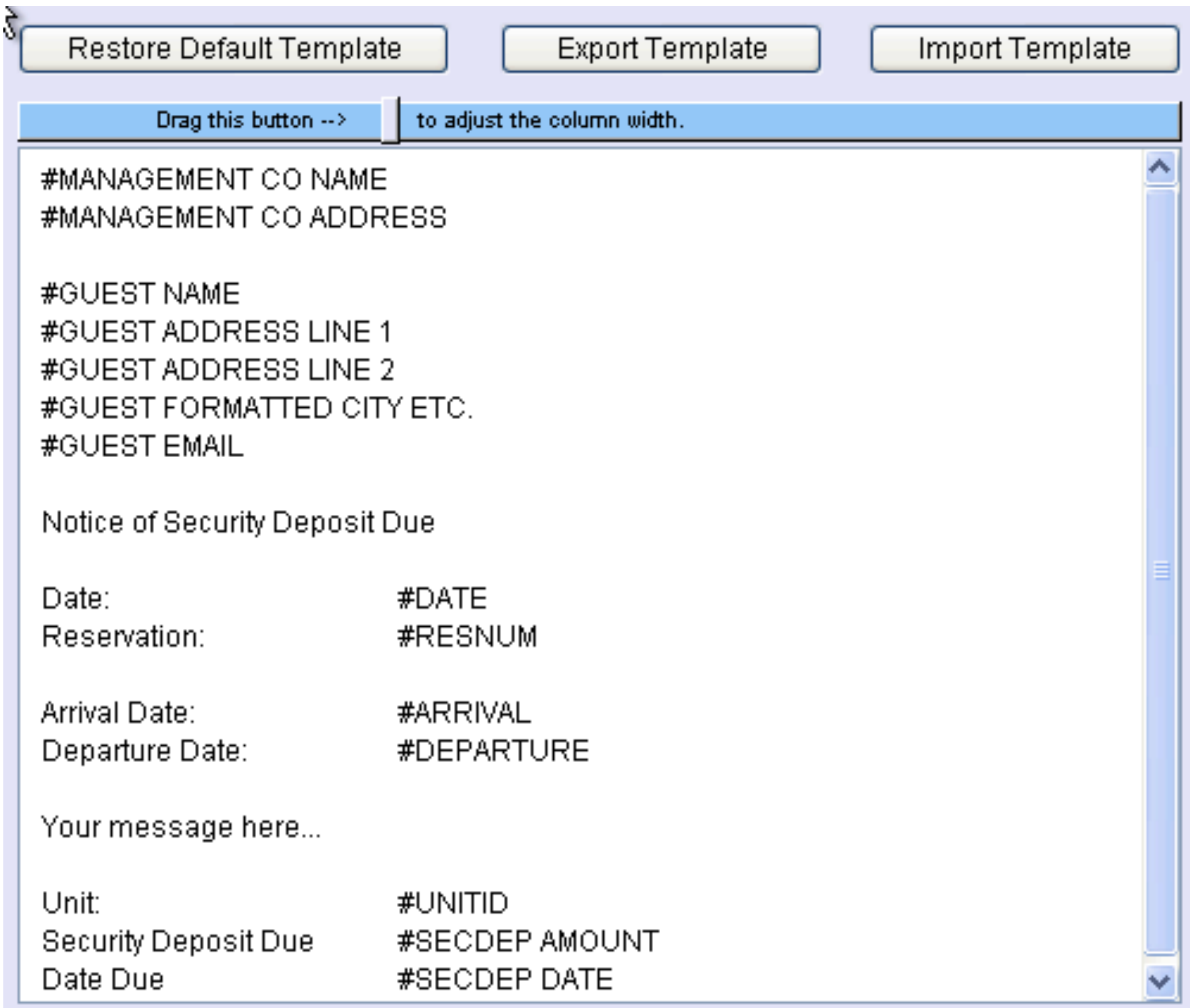
To add an administrative task to the **Daily Reminder** list, click the **Enable** button and then click **Edit Template**. A window will appear like the one on the next page. Next choose the number of days before or after the event you want to be reminded of this task and enter it into the field on the right. You can also specify, for some of these tasks, if you want the task added to the list **Only if Reserved** (ie the **Status** of the reservation is Reserved). Click **Open Daily Reminders** to generate the list.

Click **DR Prefs** to specify how many days before and after the current date you want tasks to be displayed on the list. So, for example, if you want to see Arrival Reminders on the list ten days before the date the task is due to be performed, then enter 10 into the **Days before Current Date** field. If you want tasks to drop off the list automatically after 5 days, then enter 5 into the **Days after Current Date** field.

In the template editor window you will see tags that will be replaced with information from your Confirmation Print window's header and from the Reservation Tracker record. These include names, addresses, phone numbers, email addresses, reservation numbers, arrival and departure dates, security deposit amounts and due dates, total charges and payments, and the amount still due.

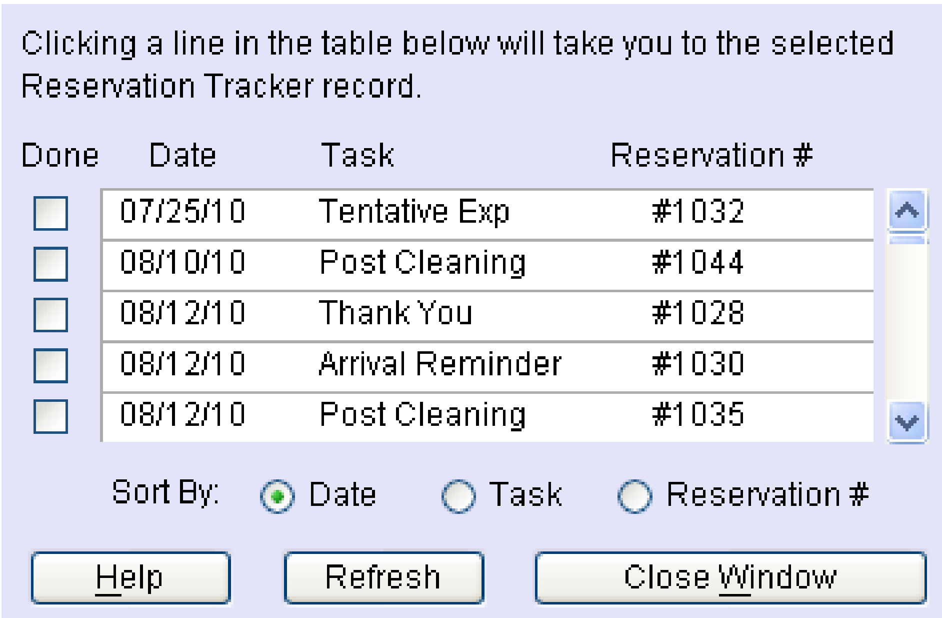
You can add, remove or reorder these tags. You can also add any amount of other text which will be part of all the emails for that template. Click **Save** to save your changes.

At the top of the window there is an **Export Template** button you can use to save different versions of the template. Then you can use **Import Template** to restore one of these versions. Use **Restore Default Template** to start all over again.



Daily Reminders

Clicking **Open Daily Reminders** in the Admin Tasks window generates a list of tasks that looks something like this. You can click any task to go to the Reservation Tracker record where you will be asked if you want to perform the task.



You can sort this list by **Date, Task or Reservation #** by using the options at the bottom of the window.

Clicking **Done** by any Task enters a line in the **Notes** field for that Reservation indicating that the Task has been completed. The Task does not drop off the list.

WebReserv Setup

Clicking **WebReserv Setup** reveals buttons that will take you to WebReserv for more information. After signing up for a Gold account you will be given a Secure API Key and a Hosting Code or Business ID. These will need to be entered into the fields provided. The Secure Service URL can be changed if necessary on this screen.

Also after signing up you will need to enter information about your units into WebReserv including the Name, Description and Rates.

Enter the time you want Reservations to begin into the **Res Start Time** field and choose a **Time Zone**.

Click **Import Units from WebReserv** to tell the software which Vacation Unit Tracker unit belongs with each WebReserv unit or product.

Using WebReserv

After setting up WebReserv three new buttons will appear in the Admin Tasks window.

Click **WebReserv Upload** for each reservation you want to be blocked off (set as unavailable) on WebReserv. This does not create a WebReserv reservation, but shows up on their availability calendars, and prevents other reservations for those days, for that unit, to be created. Whenever you confirm a reservation, or choose a **Status** of Reserved, you should click **WebReserv Upload** to block off those dates on WebReserv for that unit.

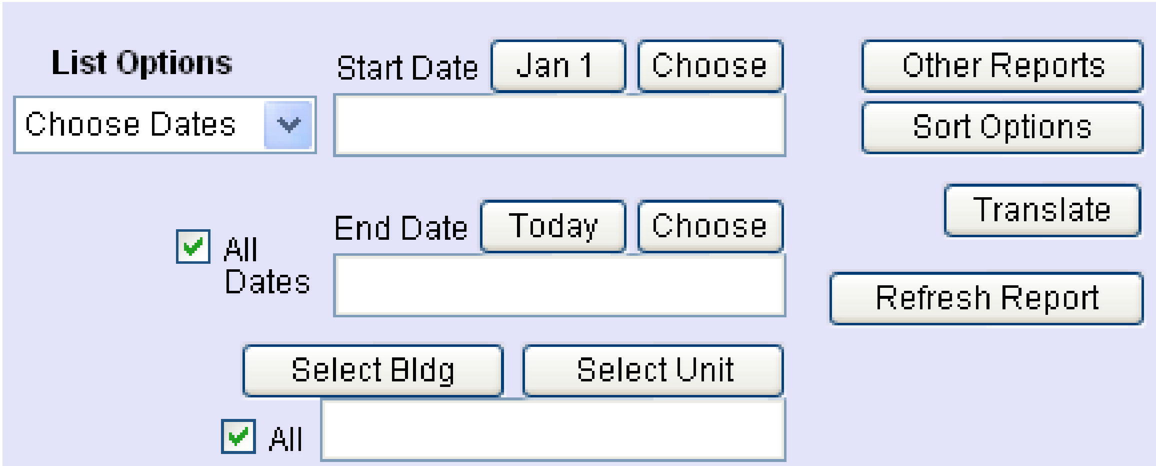
Click **WebReserv Download** to create new Reservation Tracker records for any new reservations created on WebReserv. Currently this only posts the total amount due to the reservation, rather than listing individual charges such as rent, tax and other charges. We anticipate this being fixed in a future version.

Click **Import New WR Reservation** to create a new Reservation Tracker record for a WebReserv reservation that includes all Charges and Taxes itemized instead of lumped together. To use this method you need to go to the reservation details screen on the WebReserv website and click Printer Friendly. Then copy all the information on that screen (**Select All** then **Copy**), return to Reservation Tracker's Admin Tasks screen and click **Import New WR Reservation.**

Although there is some duplication of efforts involved, you will find that having the ability to have a web presence, especially if you do not already have one, with online booking and availability charts, that you can put up on any website, plus all of the great features of Vacation Rental Tracker Plus at your convenience, will increase your business and help to improve your profit margins.

By using both WebReserv and Reservation Tracker you will be able to:
- **Accept Online Bookings** from either WebReserv or your website
- **Accept Online Payments**
- **Display** automatically updated **Availability charts** on your website
- **Send Confirmations, Notices, Contracts, Security Deposit Due notices, Arrival Reminders, Thank You Notes, and Property Management Invoices.**
- Create a **Payment Due Report**, a **Deposits** report, an **Income Report,** a **Guest List** report, or a **Tax Report.**
- **Print Arrival and Departure Schedules**
- **Keep track of all your Housekeeping**
- **Keep track of Expenses and print tax preparation reports**
- **Send Form Letters to all your past guests**

Reservation Tracker Report Options



There are several separate reservation reports. These include a **Payment Due Report**, a **Deposits** report, an **Income Report,** a **Guest List** report**,** a **Tax Report,** a **Waiting Reservations** report**,** and a **Standard Report**. Click the **Other Reports** button in the upper right corner to access the first five.

You can select a **Start Date**, an **End Date**, or display **All Dates** for any report. **Arrival** and **Departure** dates are used for most reports, rather than **Reservation** dates. If you have trouble generating a report, try **All Dates**.

You can also limit any report to a particular Unit or Building by clicking the **Select Bldg** or **Select Unit** button. Or click the **All** button to see all your Units. In this software the word **Unit** refers to any part of a property that is rented to a guest. The term **Building** is used to describe a single property which could include one or more rental Units.

You can **Sort** by **Reservation #, Arrival Date, Unit, Status** or **Agent** (if the Agents button is selected). Click the **Sort Options** button to gain access to these choices. There is also an **Include Tentative Reservations** button in this group of options. The **Sort Options** button changes to a **Report Options** button so you can switch between these options.

Standard Report options:

Charges or **Payments** adds all charges or payments for all reservations to the report. The **Totals** option adds the total of all **Charges** and **Payments** and the **Balance Due**.

Choose the **Notes** option to add any information in the **Notes** field to the report. You can add the number of **Persons**, and **Nights** and the Credit Card Numbers (**CC#s**) to your report. Click the **L Name** button to show the Guest's Last name or the **Co Name** button for their Company Name. You can also add **Departure Dates** to the report.

You can also add all the Security **Deposits** Info or the **Lock Codes** from each Reservation Tracker record.

After making any changes to your options, click the **Refresh Report** button.

Click any **Reservation #** in the list to go directly to that Reservation's record.

Click the **Other Reports** button in the upper right corner to access the **Payments Due**, **Deposits**, and **Guest List** reports, the **Income Report**, and the **Tax Report**.

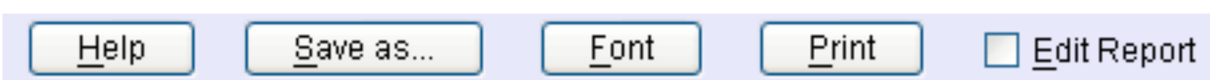
The **Payment Due Report** lists only those guests who have checked out and who have a balance due.

The **Tax Report** lists the Rent Amount and Taxes for each reservation. There are subtotals for each Unit and totals for all units.

The **Income Report** can be sorted by **Date, Unit** or **Charge** and lists only items in either the **Charges** field OR the **Payments** field. Totals for each type of charge or payment are provided in this report.

Click the **Guest List** button to get a report on just the names, address, phone numbers and email addresses of the guests who stayed for the specified time period in the specified Units. You will be asked if you want to include **Addresses, Emails, Phones** or any combination of these.

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences or consult the translation tips file supplied with this program.



To save the list as a text file for importing into another program click the **Save as...** button. The font face, size, line height and tab stops of the list can be modified by clicking the **Font** button. You can print the report by clicking the **Print** button.

To edit the report before printing, click the **Edit Report** button in the report window. To lock the report so you can click an item to go to its record, just click the **Edit Report** button again. **Close Window** also locks the report.

To Add Records to Reservation Tracker

1. Click the **New** button. Select an **Arrival Date** and then enter the number of **Nights**.
2. Enter at least the **Last Name** of the guest OR if this is a returning guest, click the **Choose** button above the **Last Name** field. Fill in the other **Details** if known.
3. Click **Unit Chooser** and select a **Unit** and then a **Rate**. If no units are available, click the **Availability** button at the bottom of the window.
4. Add any other charges by clicking the **Add Other Charge** button.

If you require a Security Deposit that will be refunded after the guest leaves the unit in good condition (this is sometimes called a Cleaning Deposit) then:

5. Enter the Security Deposit information by clicking the **Deposit** tab. Choose a **Date Due** by clicking the **Choose** button above that field. Then click the **Security Deposit** field and enter the amount due. This amount will be added to the **Charges** field. If you want to make the entire rental amount due on the Deposit's **Date Due** then enable **Prepay Charges**. If you want to split this total into two payments, then click the **Choose** button above the **1st Due Date** field and select the date for the first payment. Then click the **Amount Due** field and enter the amount due on that date. The **Date Due** date and the remaining amount will then be used for the second and final payment

If the guest pays the Security Deposit amount on the **Reservation Date** then click the **Date Paid** field and click **OK**. You will be asked how much was paid (you can also take partial deposit payments at this point) and if you want an Other Income Tracker record created for the payment. If you indicate **Yes**, you will next be asked to select an account. You can make this account the default account for all Deposits and you will not be asked about this again.

After indicating you have received a Security Deposit, a prepayment deposit or a regular payment (by clicking **Add Payment**) you will be asked if you want to change the **Status** of the reservation to Reserved. Changing the **Status** of the Reservation, adds a line to the Unit Tracker record's **History** field and creates (or updates) a Contact Tracker record.

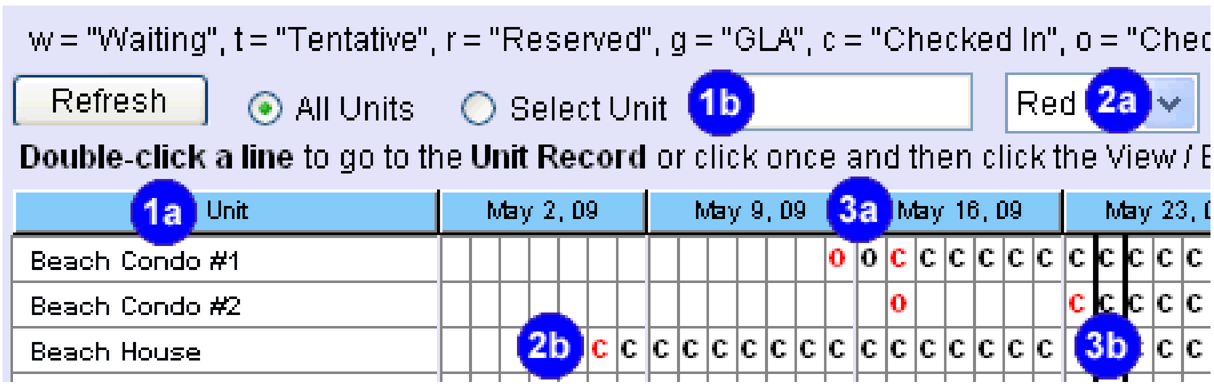
6. Click the **Confirmation** button to print or email a letter to your guest. Click **Admin Tasks** for other choices.

The first time you create a **New** reservation you will be asked how many weeks in advance of the **Arrival Date** you want the Security Deposit **Due Date** to be. If you answer this question, a **Due Date** will be automatically entered when you choose an **Arrival Date**. If you do not collect a Security Deposit then just click **Cancel** when asked this question. For more about Security Deposits see page 39.

You can change all of the Payment and Security Deposit preferences in the Reservation Preferences window.

Availability Checker

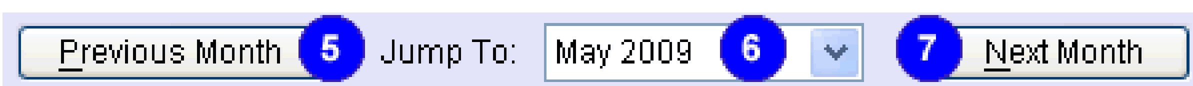
The Availability Checker gives you a graphical view of the Availability of all your Units in a time line fashion. **Units** are displayed in the first column **(1a)**. You can limit the report to a single unit by clicking the **Select Unit** button **(1b)**.



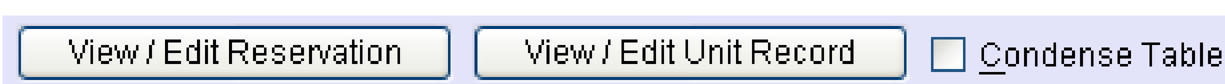
The letters in the table indicate when the **Status** of the Unit is **Waiting (w), Tentative (t), Reserved (r), Checked In (c), Checked Out (o), Not Available (x)**, etc.

In **Condense Table** mode the first letter of each reservation **(2b)** is highlighted in a color that you can specify with the menu provided **(2a)**. If **Condense Table** is not selected, each reservation is displayed on a separate line, sorted by the Unit name. In this mode, options for selecting the **weekly starting day** are available in place of **(2a)**.

The starting date for each week is displayed in the column headers **(3)**. The current date is indicated by the two vertical lines **(3b)**. You can change these dates by clicking the **Previous Month (5)** or **Next Month (7)** buttons, or by choosing a month from the **Jump To (6)** menu. You can quickly return to the current month my clicking the **This Month** button.



If there are more records available then can be displayed at one time, the First, Page Up and Page Down and Last arrows are shown to the right of the table. The range of records displayed and the number of records available are shown in a field near the bottom right corner of the window.

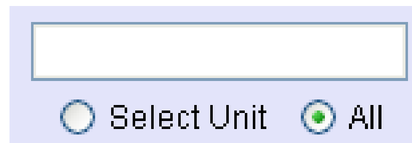


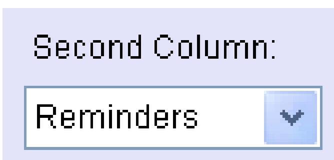
After selecting a line in the table, you can either click **View / Edit Reservation** or **View / Edit Unit Record.**

Schedule Checker

The Schedule Checker provides you with a table that shows when each of your Guests will be arriving or departing and when security deposits or balances are due.

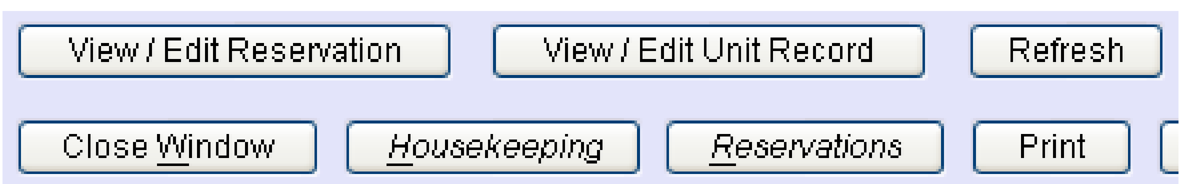
You can choose a date range from the **Dates** menu or enter dates directly into the **From** and **To** fields. You can show **All Units** or **Select** a particular **Unit**.





Select the contents of the Second Column from the following choices: **Departure Date, Reminders, Balance Due, Persons or Time** (Arrival time or Departure time depending on the Option chosen).

You can sort the table by clicking any of the column headers and change the column widths by dragging between the header buttons.



After selecting a line in the table, you can either click **View / Edit Reservation** or **View / Edit Unit Record.**

If the number of records is greater than the number of lines in the table, a scroll bar appears to the right of the table.

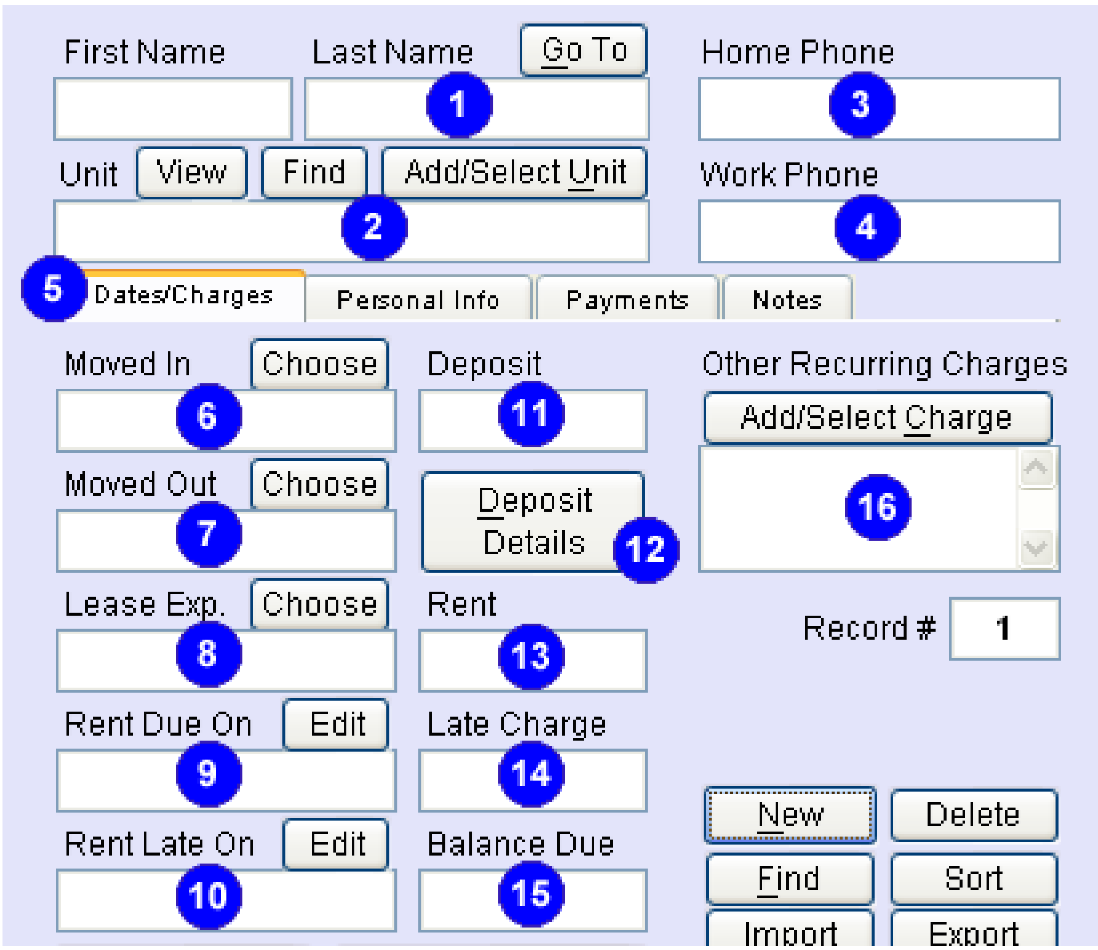
You can **Print** the visible part of the table or **Save** the complete table as a text or html file. If you choose **HTML** you can view or print the entire table in your browser or upload it to your website. You can change the colors of this window (just like all the other windows) by clicking the **Prefs** button.

You can open the **Housekeeping** or **Reservations** windows from this window.

Tenant Tracker

If you have a guest (or tenant) that will be staying for an indefinite period of time (month to month) you should use Tenant Tracker rather than Reservation Tracker.

Tenant Tracker includes the Tenant's **First Name** and **Last Name (1)**, their **Unit (2)**, **Home Phone (3)** and **Work Phone (4)**.



<u>Dates/Charges</u>

Click the **Dates/Charges** tab button **(5)** to access the following fields:

The date the tenant **Moved in (6)**, **Moved out (7)**, the **Lease Expi**ration date **(8)**, what day the rent is due **(9)** and when it is late **(10)**, the amount of the **Deposit (11)**, the **Deposit Details (12)**, the **Rent** amount **(13)**, the **Late Charge (14)**, and the **Balance Due (15).**

Other Recurring Charges (16) can be added to the tenant's record so each month these charges will be automatically added to their rent. You can create fixed amount charges, variable amount or metered charges. To create a metered charge, click **Add/ Select Charge**, then **Create Charge**, then **Metered**. You will be asked for a rate for each metered unit. Click **Choose Charge** to transfer the charge to the Tenant's record. When you create a new record for that client in Rental Income Tracker you will be prompted for a meter reading. A special line will be added to the **Notes** field on the Tenant's record. You can edit this line with new meter readings or just do it when you create a new Rental Income Tracker record each month. For more information see the Other Recurring Charges topic in Tenant Tracker's Help.

Moved In Dates

The software uses the **Moved In** date to determine how many months of payments to look for in determining if rent is past due and what the balance due is. You need to pick the first date that you want to enter for the historical data as the **Moved In** date.

Most people don't want to go back very many months, so they just enter a fairly recent **Due Date** as the **Moved In** date and then enter the actual date the tenant moved in into the **Unit History** field on the Unit Tracker record.

For example, if you start using the software in March and you want to include historical data for February, then the **Moved In** date should be February 1 (or the first day of that rental period). If all your tenants have the same Due Date you can specify a **Default Moved In** date. See **Tenant Tracker Preferences** for more information.

The **Rent Due On** day is usually the 1st of the month, but you can choose any day (up to 28) to be the Due Date. The software does not support due dates near the last of the month. The **Rent Due On** and the **Rent Late On** days must be in the same month.

You can specify the rental period by clicking the **Rent Due On** field. Choose **Monthly, Weekly, Fortnightly or Multi-month**. If you choose **Multi-month**, you will be asked to specify a number of months for the rental period.

Next you will be asked for the day the **Rent is Due On**. If you chose **Weekly**, you will be asked what day of the week the rent is due. If you chose **Monthly**, enter the day of the month (a number between 1 and 28) the rent is due.

Next you will be asked what day of the month (or week) the **Rent is Late On**. This will determine if Rental Income Tracker adds the **Late Charge** to the payment record. If you chose **Fortnightly**, you will be asked how many days past the **Rent Due On** date to make the **Rent Late On** date.

The **Late Charge** can be a set amount or a daily amount. If your **Late Charge** includes a daily charge, then enter the base charge followed by a comma and the daily charge. For instance, if you charge $25 plus $2 per day then enter $25,$2 into the **Late Charge** field. Then, if the rent is paid on the 10th and late on the 5th, the late charge will be equal to $25 plus $2 times 5 (days after the Late Date) or $35.

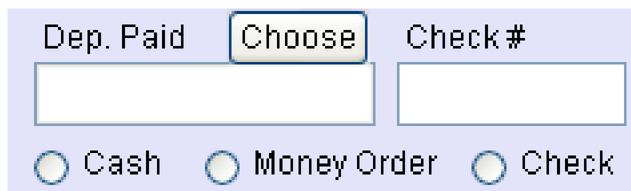
If you do not have a base (or monthly) late charge, but do have a daily late charge ($5/ day for example) then enter 0,5 or $0,$5 into the **Late Charge** field.

The **Balance Due** field is used by the software to keep track of balances due. If the tenant owes money when you create the first Rental Income Tracker record, add the amount due to the **Charges** field manually. After that any amount due will be added automatically when you create a new Rental Income Tracker record for that tenant.

Deposit Details

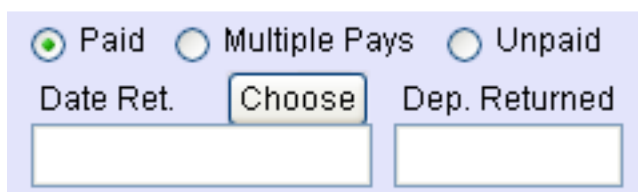
Click the **Deposit Details (12)** button is located under the **Dates/Charges** tab and shows (or hides) the following buttons and fields:

Dep. Paid is the date the deposit was paid in full.

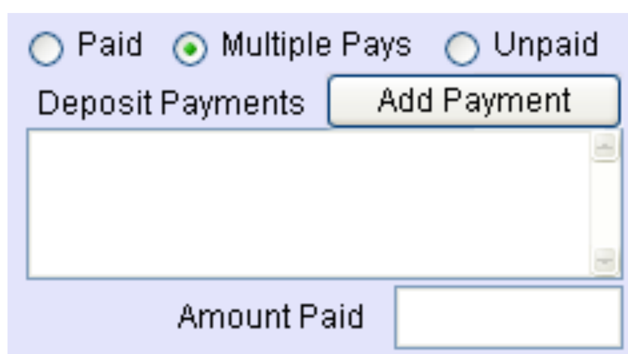


Record the method of payment by clicking **Cash, Money Order or Check** (and then entering a **Check #**).

Indicate if the deposit is **Paid,** has **Multiple Pays** or is **Unpaid** with the buttons provided.



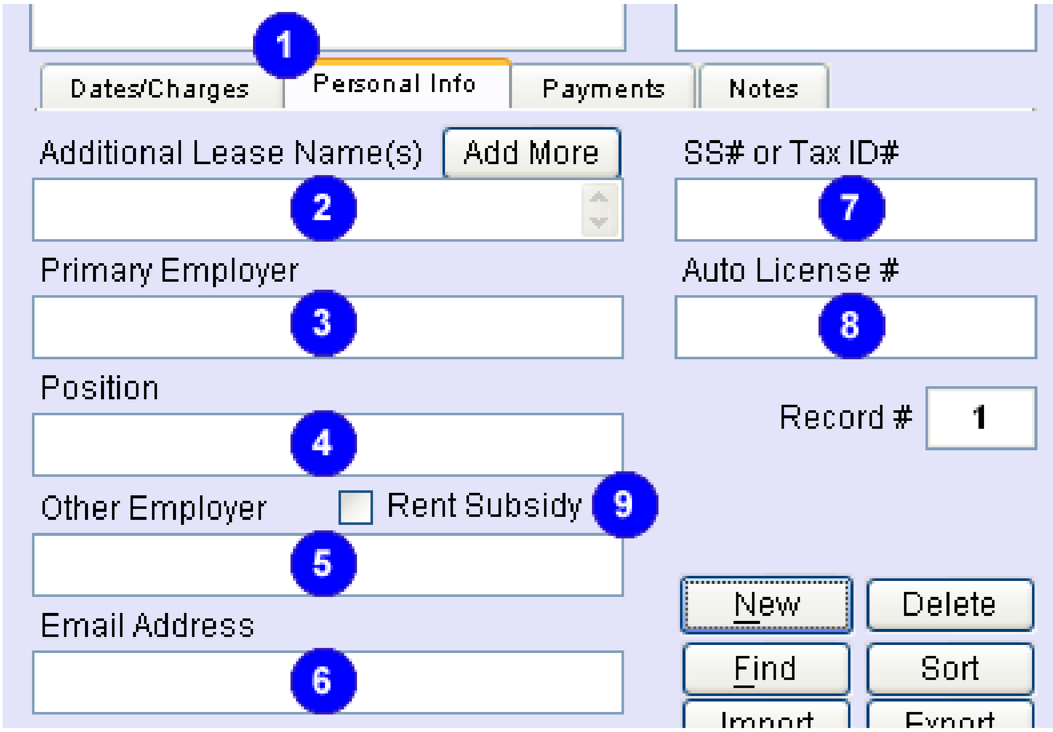
If the **Paid** button is selected then the **Date Ret.** and **Dep. Returned** fields will be shown, where you can record the date you returned the deposit (or any portion) and the amount returned.



If the **Multiple Pays** button is selected then the **Deposit Payments** and **Amount Paid** fields will be shown Click **Add Payment** to record the date you received a partial payment for the deposit and the amount paid.

Click **Hide Dep. Details** to return to the normal Tenant Dates/Charges screen.

Personal Info

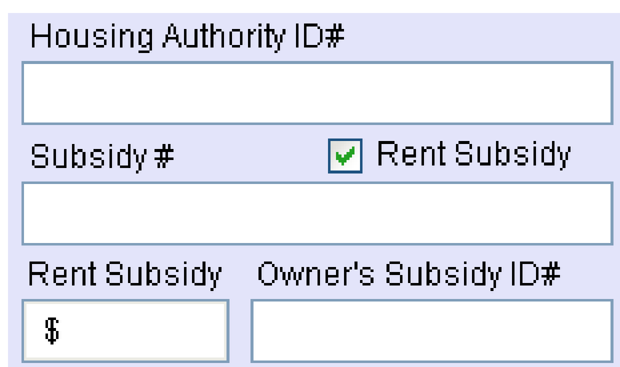


Clicking the **Personal Info** tab button **(1)** reveals the following fields:

Additional Lease Name(s) (2) which will be added to all receipts and notices (you can add more than one by clicking the **Add More** button), the **Primary Employer (3), Position in the company (4),** any **Other Employer (5), E-mail Address (6)**, and the tenant's **SS# or Tax ID # (7)** and their **Auto License# (8)**.

If you receive a subsidy from the government for part of the Tenant's rent, click the **Rent Subsidy** button **(9).**

Rent Subsidy



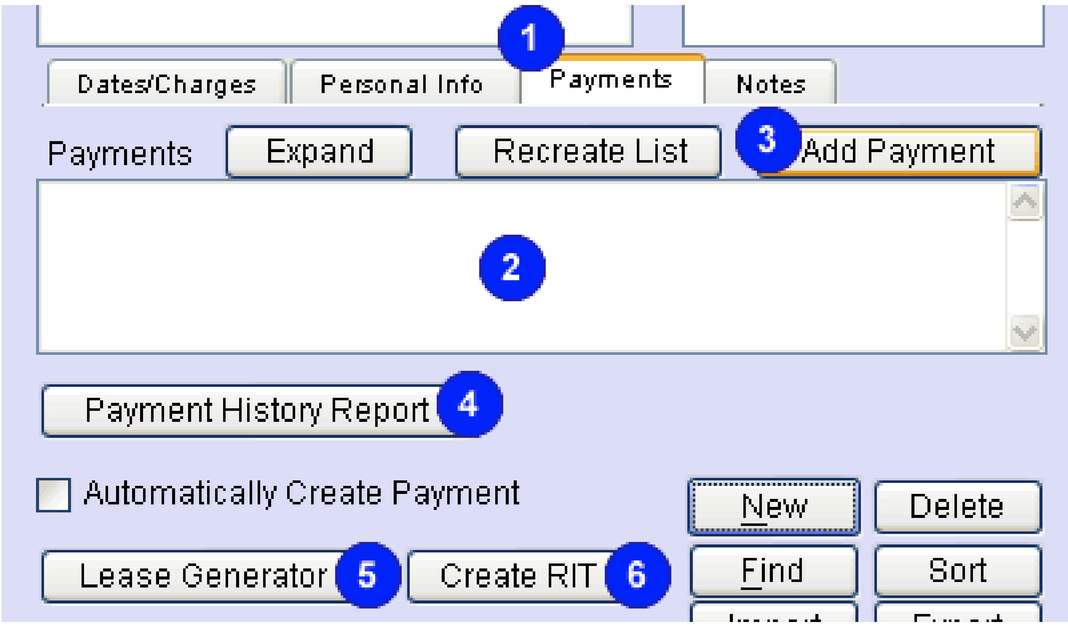
Clicking the **Rent Subsidy** button (1) reveals the following fields:

The **Housing Authority ID# (2), Subsidy # (3), Rent Subsidy** Amount **(4),** and the **Owner's Subsidy ID#(5)**.

If you receive a government subsidy for a portion of the tenant's rent, enter the amount you receive from the government in the **Rent Subsidy** field **(4)**. Filling in the other fields is optional.

Payments

Payments are automatically added to Tenant Tracker when the **Create Invoice** button is clicked in Rental Income Tracker. You can view these payments by clicking the **Payments** tab button **(1)**.



You can add payments to the **Payments** field **(2)** by clicking the **Add Payment** button **(3).** However in most cases you will want to add payments via Rental Income Tracker.

You can delete a payment by clicking a payment and then clicking the **Delete Payment** button that appears. If you change your mind, just click outside the payment field to hide the delete button.

When you click a line in the **Payments** field an **Edit Payment** button appears. Clicking this button provides options for editing the **Due Date, Amount Due, Amount Paid** or the **Date Paid**. Make sure the **Due Date** is an actual beginning of a rental period (or the **Moved In** Date) and make sure the **Due Date** is not a duplicate.

The **Payment History Report** button **(4)** creates a balance sheet showing all the dates and payments made by the tenant.

If the **Automatically Create Payment** option is enabled, you can click the **ACP** button in Rental Income Tracker to automatically create income records for this tenant and add lines to the **Payments** field. You should only use this feature if you automatically deduct the tenant's rent from their checking account.

Use the **Lease Generator (5)** to create a customized lease from the tenant's record. See the integrated **Help** for more information.

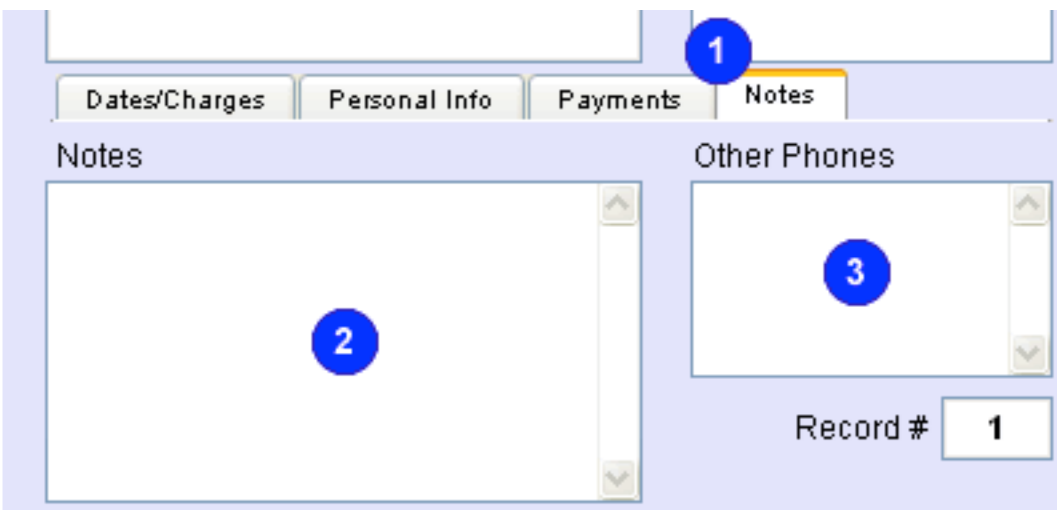
The **Create RIT** button **(6)** creates a new Rental Income Tracker record for this tenant. There is also a **View RIT** button that appears when you click a line in the **Payments** field **(2)**. Use this button to go to an existing Rental Income Tracker record.

Click the **Expand** button above the **Payments** field **(2)** to view more lines at once.

If you need to recreate the payment list from the records in Rental Income Tracker then click the **Recreate List** button. You will be asked if you want to Clear the list first or Add payments to the list. If you have deleted records from Rental Income Tracker then choose Add.

To record a **Partial Payment** you can click the **Add Payment** button or go to the last record for the tenant in Rental Income Tracker. Then change the **Payment Date**, enter the **Payment** amount and then click the **Create Receipt** button.

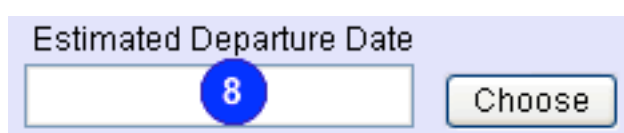
Notes



You can enter notes of any length in the **Notes** field **(2)** which is accessed by clicking the **Notes** tab **(1)**. You might use this field to record birth dates, family members, temporary guests or other information about your tenants.

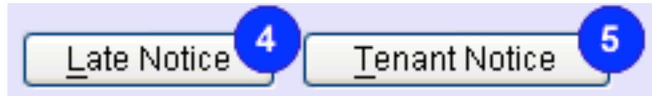
Use the **Other Phones (3)** field to note numbers for cell phones, faxes, etc.

Other Features



There is an **Estimated Departure Date** field (8) which indicates when a unit will be available for rent again, if you know when a tenant is leaving.

Create **Late Notices (4)** and other **Tenant Notices (5)** by using these buttons. You can print out Notices for all your tenants with a button provided on the subsequent window. You can also modify the notice and import and export notices for future use.

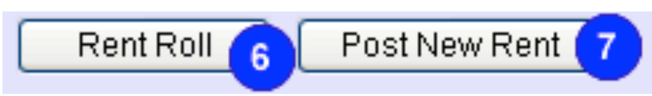


You can print or save the Late or Tenant Notice. Edit the notice by clicking the **Edit Tenant Notice Template** button. You will see placeholder tags for the manager's name, address, etc., the tenant's name and address and a message to edit. Remove any tags that you don't want in the notice, edit the message and then click the **Close Template** button that appears.

Use the **Restore Default Template** button to revert to the original template.

You can export a template for future use by clicking the **Export Template** button. Click **Import Template** to choose a previously saved template to use again.

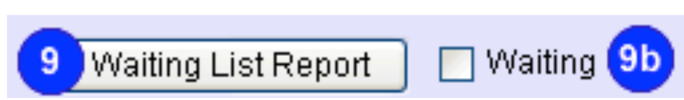
Rent Roll & Other Reports

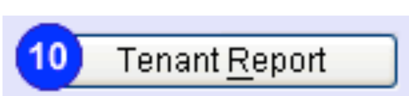


Use the **Rent Roll** button **(6)** to check to see which tenants are due or late with their rent. You can include All tenants, only those who have not made a payment in the current month yet, or any that have a balance due in the Rent Roll.

The **Post New Rent** button **(7)** creates a new Rental Income Tracker record for the current tenant.

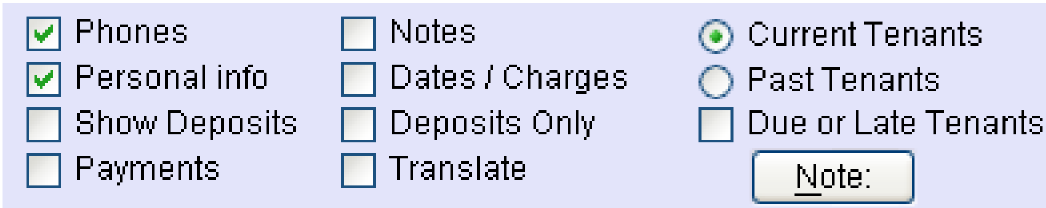
You can add potential tenants and mark them **Waiting** by clicking the checkbox **(9b)** provided. Then you can generate a **Waiting List Report (9)** .





Clicking the **Tenant Report** button **(10)** takes you to the report screen, where there are several options for displaying and printing tenant information.

Tenant Tracker’s Report Options



Click any of the following options to include **Phones, Personal info, Deposits, Payments, Notes,** and **Dates / Charges**. If **Deposits Only** is selected, a deposits report will be generated listing only deposit information about each tenant.

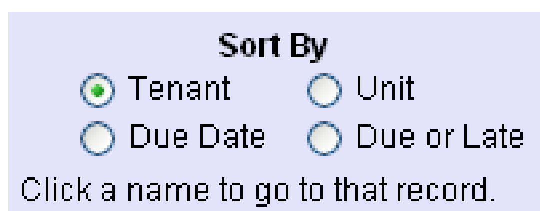
You can include either **Current Tenants** or **Past Tenants**. If **Due or Late Tenants** is selected, a **Rent Roll** report is generated, that lists each tenant and if their rent is **Due, Late** or **Paid.** In a **Rent Roll** report the **Balance Due** is calculated to the current date. In a normal **Tenant** report, the **Balance Due** is reported as of the last payment.

The **Dates / Charges** option displays the **Moved In** and **Moved Out** dates, the **Deposit** amount and **Rent** amount, the **Lease Exp**iration Date, the day of the month that Rent is Late and the **Late Charge**.

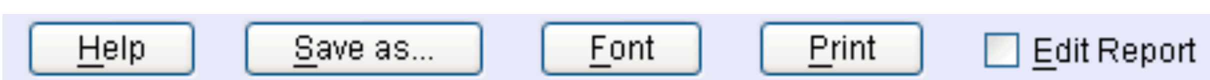
The **Personal info** option displays the **SS# or Tax ID #, Auto License#, Primary Employer, Position, Email Address,** and **Other Employer** information in the report.

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences.

You can sort the report by **Tenant, Unit**, or rent **Due Date. Rent Roll** reports can be sorted by **Due or Late.** If the **Edit Report** option is enabled, you can click any tenant in the list to go directly to the Tenant’s record.



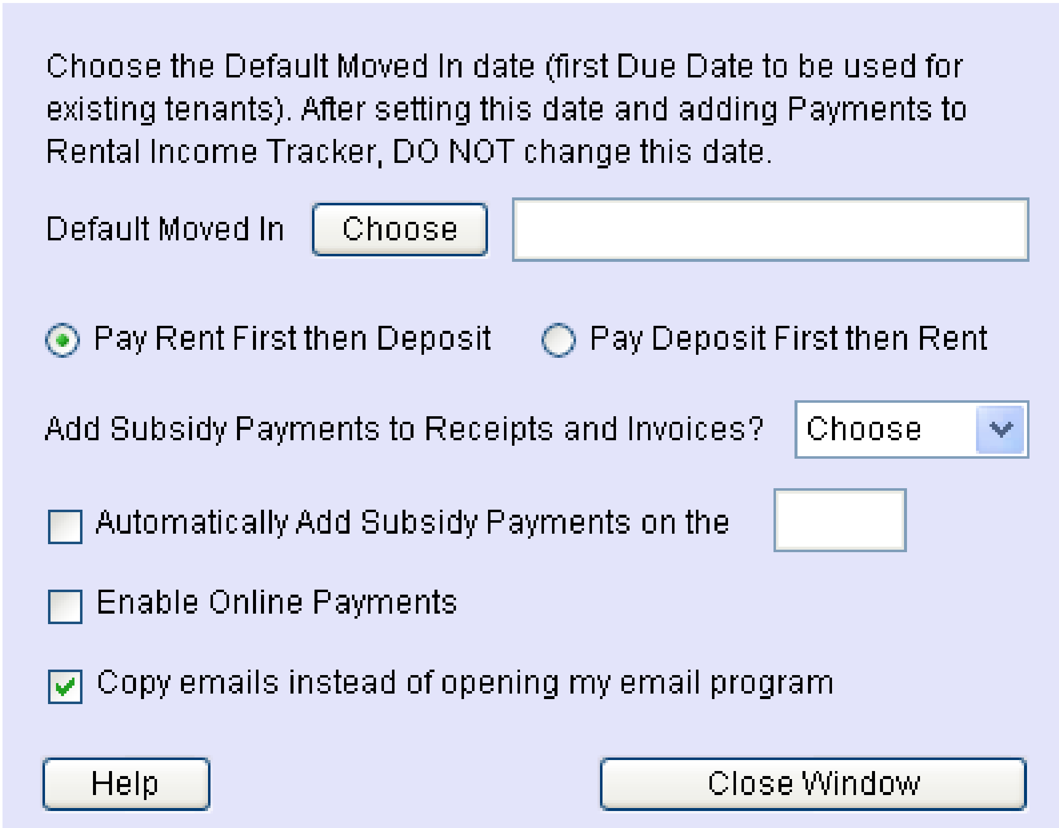
The following buttons appear at the bottom of each report window.



The font face, size, and line height of the list can be modified by clicking **Font**.

Above the report field is a set of rectangular buttons that allow you to adjust the tabs (columns widths) of the report. Just drag any of these slightly left or right and after releasing the button the report will realign.

Tenant Tracker Preferences



To access the Preferences window, click the **Prefs** button in the Tenant Tracker window. You will have a choice of **Tenant Tracker Prefs** or the program **Preferences**.

In **Tenant Tracker Prefs**, you will see a **Default Moved In** date field - click **Choose** to enter the first due date that you want the program to use for existing tenants. This will be used for the Tenant Tracker record's **Start Date** for each existing tenant.

Here you can choose to **Pay Rent First then Deposit** or **Pay Deposit First then Rent** when both are due and you click the **Create Receipt** button in Rental Income Tracker.

Choose **Add Subsidy Payments to Receipts and Invoices?** and if you want to **Automatically Add Subsidy Payments** and specify which day of the month you want them posted as **Paid** on.

Choose **Enable Online Payments** to set up Online Credit Card Processing.

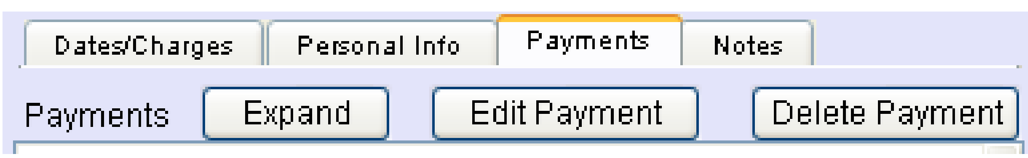
The **Copy emails instead of opening my email program** option should be used if you access your email from your browser (gmail, yahoo, etc.). After generating an email you will be instructed to create a new email and paste the receipt or notice into the body of the email.

To Add Records to Tenant Tracker

1. Click the **New** button
2. Enter the **First Name** and **Last Name** for your Tenant
3. Enter the **Rent** amount
4. Enter the amount of the **Deposit**
5. Indicate if this is a **New Tenant** or **Existing Tenant.** If it is an existing tenant you will be asked if the **Deposit** has been paid.
6. Enter the **Lease Expiration** date or MTM
7. Enter the **Late Charge.** Daily charges can be specified by adding a comma and the daily amount ($25,$5 would calculate as $25 on the late date and then $5 each day).
8. Choose if this is a **Weekly, Fortnightly, Multi-Month** or **Monthly** rental
9. Enter the day the **Rent is Due On**, usually the 1st of the month
10. Enter the day the **Rent is Late On**
11. Enter any **Phone** numbers or other **Personal Info**rmation
12. Click **Add/Select Unit** and choose a Unit from your list
13. Choose the **Moved In** date - if the tenant is not new, pick a recent **Due Date** (usually the first of the month) for the **Moved In** date. If you have set a **Default Moved In Date** (or if it is after that date) then you can enter the actual date the tenant moved in.

To Correct Payments in Rental Income or Tenant Tracker

The way to correct errors in Rental Income Tracker is to first click **View Tenant,** click the **Payments** tab, select the line for the errant payment and then click either the **Edit Payment** or **Delete Payment** button that appears above the **Payments** field.



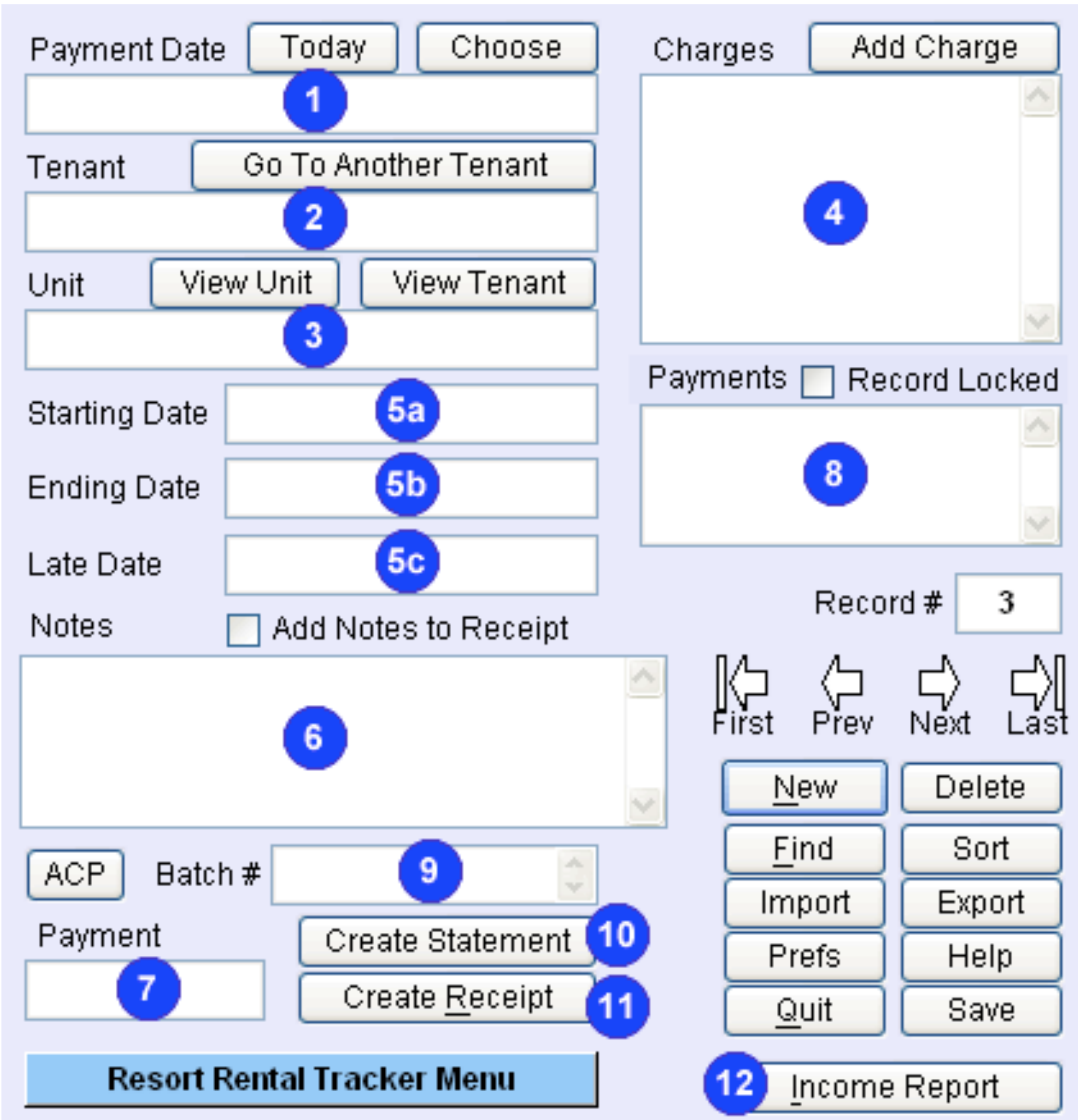
Clicking the **Edit Payment** button provides options for editing the **Due Date, Amount Due, Amount Paid** or the **Date Paid**. Make sure the **Due Date** is an actual beginning of a rental period (or the **Moved In** Date) and make sure the **Due Date** is not a duplicate.

If you click **Delete Payment**, you will be asked if you want to delete the Rental Income Tracker record. If you click **Yes**, then you will need to recreate the record. If you click **No**, then you will need to correct the Rental Income Tracker record and then click **Create Receipt** so the payment is reposted to the Tenant's **Payments** field.

You can ONLY create a Rental Income Tracker record for the next rental period as determined by the last line in the **Payments** field on the Tenant's record. So it if you need to correct a payment from a previous month, it is better to choose the **Edit Payment** method, rather than the **Delete Payment** method, because you will not be able to create a new Rental Income Tracker record. You can add another **Payment** for any rental period on the Tenant Tracker record.

Rental Income Tracker

The **Payment Date (1)** is automatically filled in when you click the **New** button in Rental Income Tracker, but can easily be changed by using one of the buttons above the field. A list of tenants will appear for you to choose from.



The **Tenant**'s name **(2)**, the **Unit (3)**, the current **Charges (4), Starting Date (5a)** (the first day of the rental period), the **Ending Date (5b)** (the last day of the rental period), the **Late Date (5c)** and are automatically entered when the Tenant is chosen.

All charges, including the current rent, any past due balance, recurring charges and additional charges are displayed in the **Charges** field **(4)**. You can easily add charges to the list by simply typing in the field or clicking **Add Charge**.

Create a rent receipt for printing by clicking the **Create Receipt** button **(11)**. The total of all charges is displayed in the **Payment** field **(7)** and a new line is added to the **Payments** field **(8)**. Change the amount of the payment by clicking this field.

Partial Payments

If the tenant makes a partial payment, enter the payment in the **Payment** field **(7)** and the amount will be noted in the **Partial Payments field (8)** when the **Create Receipt** button **(11)** is clicked. When additional payments are made, return to the record, enter a new **Payment Date (1)**, the **Payment** amount **(7)** and click **Create Receipt (11).**

Other Features

To create a statement of all charges due (instead of a receipt which implies a payment was made) click the **Create Statement** button **(10)**.

To find another Rental Income Tracker record, click **Go To Another Tenant** which is above the **Tenant** field **(2)**. You can easily display the Unit or Tenant records by clicking the **View Unit** or **View Tenant** buttons above the **Unit** field **(3)**.

Record helpful reminders, notes, etc. in the **Notes** field **(6)**. You can add these notes to the Receipt by clicking the **Add Notes to Receipt** button above the field **(6)**.

The **ACP** button automatically creates new records for those tenants who have the the **Automatically Create Payment** option enabled on their Tenant Tracker record, and adds lines to the **Payments** field on the Tenant's record. You should only use this feature if you automatically deduct the tenant's rent from their checking account.

You can create Batch reports by entering a unique number in the **Batch #** field **(9)** for all the records for one batch (ie, a deposit).

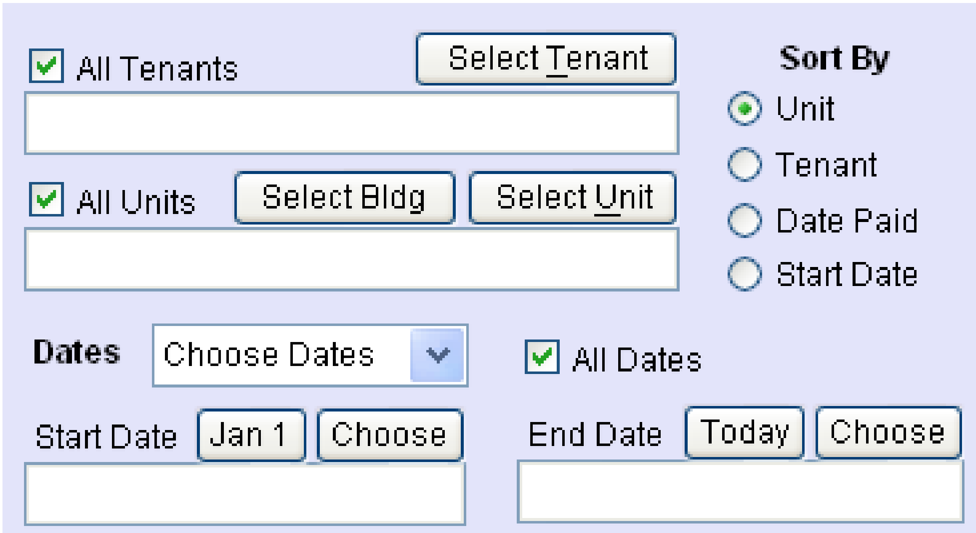
The **Record Locked (8)** option is enabled after the rent is paid or a new record for that tenant is created. This indicates that no further changes should be made to that record. Deselect the **Record Locked** option If you need to make changes to an older record.

Reports on one or more tenants or units can be generated by clicking the **Income Report** button **(12)**.

To Add Records to Rental Income Tracker

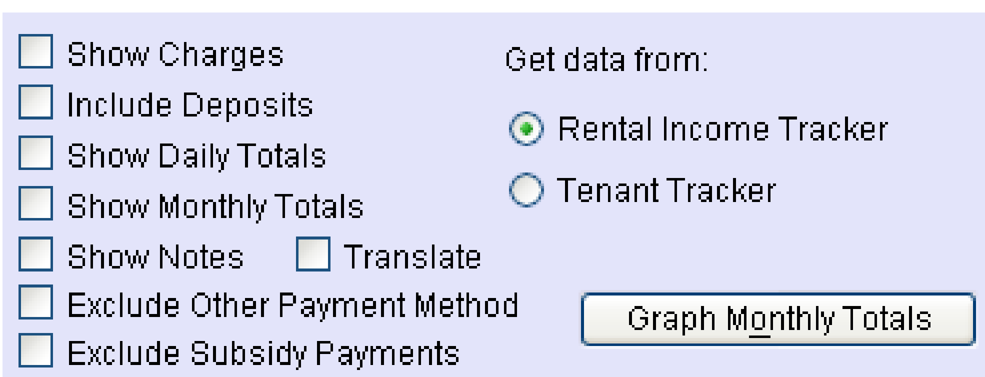
1. Click the **New** button and select a Tenant from the list.
2. Change the **Payment Date** to the correct date if necessary
3. Add or delete lines to the **Charges** field if necessary
4. If this is a partial payment, enter the amount paid in the **Payment** field
5. Click **Create Receipt** to transfer the payment to Tenant Tracker

Rental Income Tracker's Report Options



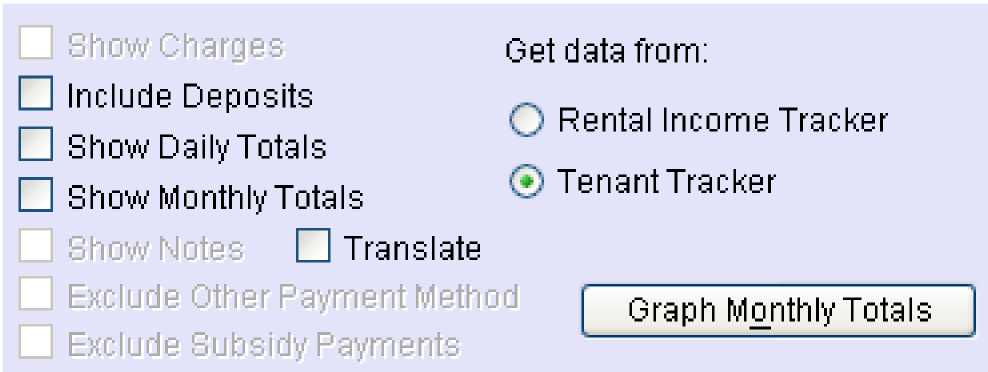
You can report on **All Tenants** or just a specific tenant by clicking **Select Tenant**. Or you can report on **All Units** or just a specific unit or building by clicking **Select Bldg** or **Select Unit**. You can specify a range of dates to report on by clicking the **Start Date** field or **End Date** field and then entering a date or by clicking the **Today** or **Choose** buttons above the fields.

Print only the records for a particular batch by clicking the **Select Batch** button.



You can also **Show Charges, Include Deposits, Show Daily Totals, Show Sub Totals** or **Show Notes** by checking those options (**Show Sub Totals** is not available for reports on only one tenant or unit).

The report can be sorted by clicking one of the **Sort By** radio buttons. The choices are **Unit, Tenant, Date Paid,** and **Start Date** (the first day rent was due).



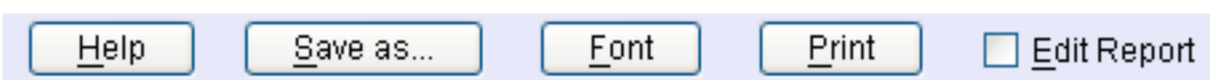
You can generate a report based on the records in either Rental Income Tracker or Tenant Tracker. If you have deleted records from Rental Income Tracker, then the data from the **Payments** field in Tenant Tracker report will be more complete.

If Tenant Tracker is selected, you can't specify a **Batch** or **Show Charges** or **Show Notes** since these fields are not transferred to Tenant Tracker.

The options shown above apply if the **Sort By** is **Date Paid** or **Start Date.** If the **Sort By** is **Unit** or **Tenant** then **Show Daily Totals** is not available and **Show Monthly Totals** becomes **Show Sub Totals.**

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences.

Along the bottom of the report window are five buttons and an **Edit Report** option. The **Close Window** button is not pictured.



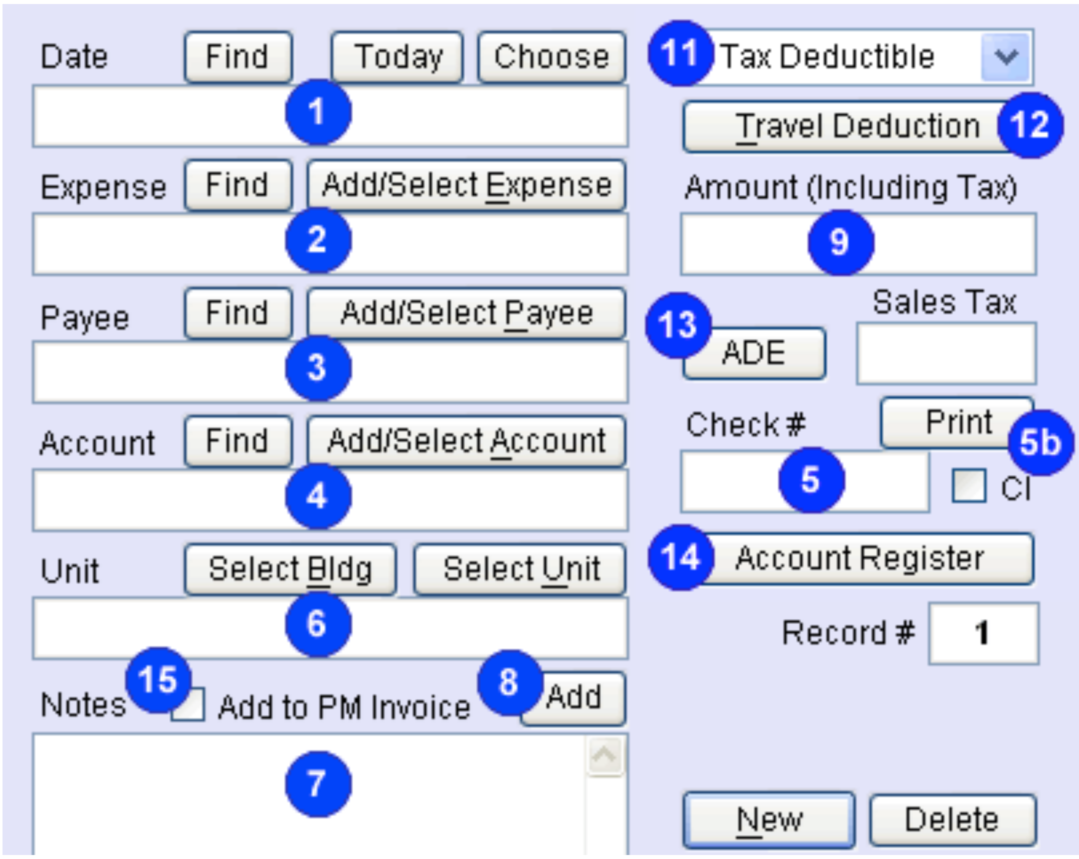
Use the **Edit Report** option to choose if you want to edit the text of the report or enable the ability to click a line of the report in order to go to that record.

The font face, size, and line height of the list can be modified by clicking the **Font** button. You can print the Unit Report by clicking the **Print** button.

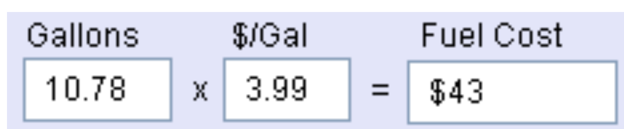
To save the list as a text file for importing into another program click the **Save as...** button. Click **Help** for more information about the report options.

Rental Expense Tracker

In Rental Expense Tracker, the **Date (1)** is automatically entered when the record is created. You can locate a record for a particular date by clicking **Find** above this field.



Choose the **Expense** type **(2)** from a list provided or create your own. If **Auto and Travel** is selected fields to record the **Gallons** (or Liters), amount per unit and the total **Fuel Cost** will appear.



Create your own lists of **Payees (3)** by clicking the **Add/Select Payee** button above the field. Your list of payees will include all the people or businesses you pay money to.

Create your own lists of **Accounts (4)** by clicking the **Add/Select Account** button. These can include Checking and Savings, Credit Cards or Lines and Cash accounts.

Click the **Find** button above the field **(2, 3 or 4)** to see a list of similar records. You can **Go To** the record or **Duplicate a Recurring Expense Record.**

Assign the expense to a particular Building or **Unit (6)** by clicking **Select Bldg** or **Select Unit.**

Record the check number (if applicable) in the **Check #** field **(5)**. Click the **Print** button **(5b)** above this field to print your check. Use the **CL** button next to the field to indicate that the check has cleared the bank.

The **Add to PM Invoice** option **(15)** will add the expense to the Property Management Invoice (in Expense Reports).

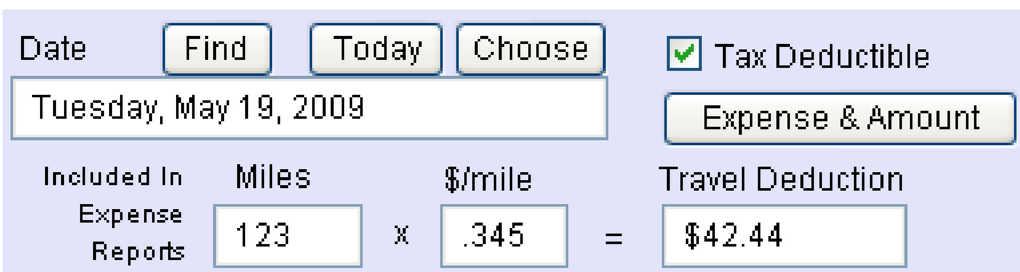
Keep notes of any length about the expense in the **Notes** field **(7)**.

All numbers in the **Notes** field **(7)** can easily be added to the **Expense Amount (9)** by clicking the **Add to Expense Amount** button **(8)**.

The total amount paid is entered into the **Amount (including tax)** field **(9)**. You can keep track of the **Tax Type** and the amount of **Tax Paid** in the fields provided **(10).**

Use the **Tax Deductible** option menu **(11)** to indicate whether the expense should be Tax Deductible, Not Deductible or if it should be added to the **Depreciate** list in the **Tax Form Report.**

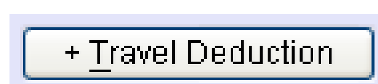
Keep track of tax deductible mileage with the handy calculator which is revealed by clicking the **Travel Deduction** button **(12)**. Here are the **Travel Deduction** fields:



Just enter the number of **Miles** traveled and the reimbursement amount per mile (**$/mile**) and the **Travel Deduction** amount will be calculated.

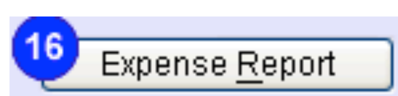
Click the **Expense & Amount** button to hide the **Travel Amount** fields.

When there is a **Travel Deduction** amount the **Travel Deduction** button has a **+** in it and looks like this.



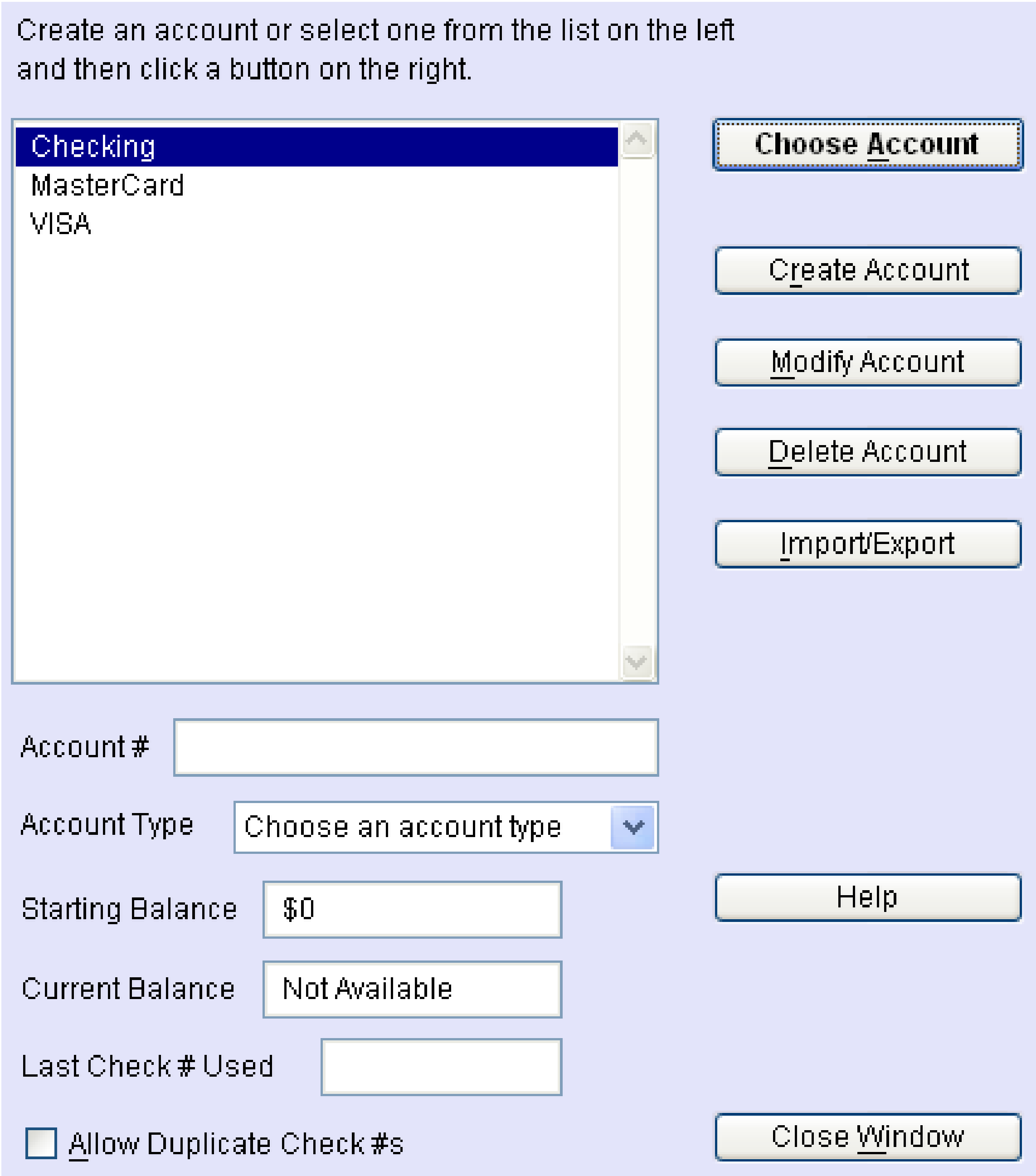
View a balance sheet for the current Account by clicking **Account Register (14)**

Create several **Expense Reports (16)** from the Report Options window.



About Accounts

Create your own lists of **Accounts** by clicking the **Add/Select Account** button. These can include Checking and Savings, Credit Cards or Lines and Cash accounts.



You can add, delete or modify this list of accounts to suit your needs. Just click **Add/ Select Account**, then click **Create Account** or click an account and then click **Modify Account** or **Delete Account**.

When you click **Create Account** you will be asked to enter a name and then an **Account #**. Next enter the **Starting Balance** and the **Last Check # Used**. The Starting Balance is used in the Account Register window.

Next select an **Account Type**. Click the **Help** button in this window for more information about the different Account Types.

The **Last Check # Used** field is incremented whenever you create an Expense Tracker record with a **Check #** for that account.

If you want to have several records for one check #, then enable the **Allow Duplicate Check #s** option.

When you click an Account in the list, the **Starting Balance**, the **Current Balance** and the **Last Check # Used** are displayed in the fields at the bottom of the window. You can modify the **Starting Balance** or the **Last Check # Used** by clicking the field. The **Current Balance** is calculated in the Account Register window and is not editable.

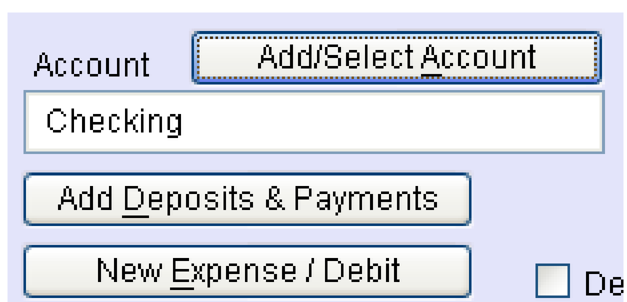
You can go to the first or last record for a particular Account by clicking the **Find** button above the **Account** field in the Rental Expense Tracker record.

To transfer funds from one **Account** to another, click the **Add/Select Payee** button in the Rental Expense Tracker record and choose **Transfer to Another Account**. You will then be prompted to enter the **Account** to transfer the funds from. Next you will enter the date of the deposit (or transfer) and the amount.

Account Register

The **Account Register** button takes you to the Account Register window where all the checks you've entered into Expense Tracker and Payments or Deposits in Other Income Tracker for that **Account** are listed.

At the top of the window you can **Add/ Select** another **Account**, **Add Deposits & Payments**, add a **New Expense / Debit**. You can also choose a **Start Date**, an **End Date** or **All Dates** and choose whether to display **Descriptions** or not. You can also add **Daily Separators,** or **Translate** the register.



When you click the **Add Deposits & Payments** button a new Other Income Tracker record will be created.

The report lists checks that have cleared (the **Cl** checkbox has been clicked on the Rental Expense Tracker record) as [C] and not cleared as [ ]. You can use this feature to reconcile your check book or account statement.

The **New Expense / Debit** button returns you to Rental Expense Tracker and creates a new record.

You can **Print** the register or save it to a text file by clicking the **Save as...** button.

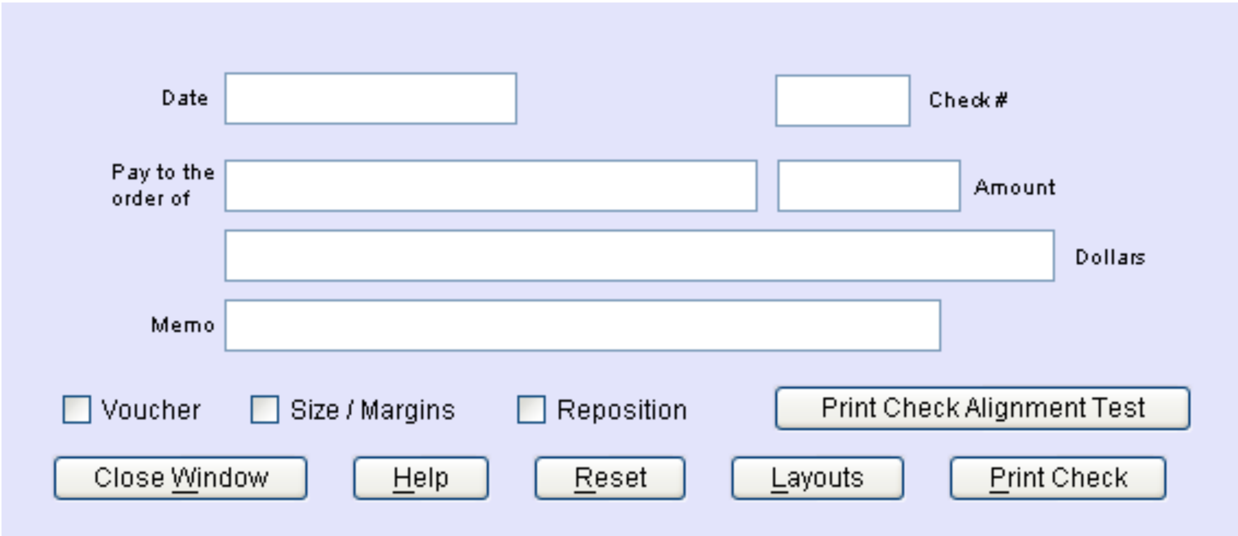
To Add Records to the Rental Expense Tracker

1. Click the **New** button. You will be asked if you want a **New** blank record, a record with the same **Payee/Expense** as the current record, or a **Duplicate** of the current record. If you choose **Duplicate or Payee/Expense**, you will be asked for an expense amount. If you choose **New,** you will be asked to select an **Expense** type from the list.
2. Change the payment **Date** to the correct date if necessary.
3. Add or Select a **Payee** if one was not duplicated.
4. Add or Select an **Account** from your list.
5. Enter an **Amount**, any **Tax Paid**, and the **Check #** if applicable.
6. Select the **Unit** or **Bldg** if the expense is related to a particular property.
7. Add any **Notes** about the Expense.
8. If you had to drive somewhere in connection with this expense, click the **Travel Deduction** button and enter the number of miles traveled.

When you click the **New** button, you are also offered the option of **Combining** all the expense records for the current **Payee** on the current **Date**. If you choose **Combine** you will have a choice of **Creating** a **New Record** or to **Just Print** a **Check** for the combined amount. Any check numbers will be replaced with a new check number. If you choose **Create New Record** the Amounts on existing records will be changed to Combined, the records will no longer appear in reports, and a list of the Units and Amounts will be added to the **Notes** field on the new record. If you choose **Just Print Check** the list of Amounts and total Travel Deductions will appear in the **Voucher** field.

If you want the record automatically duplicated each month because it is a recurring expense then click the **ADE (Auto Duplicate Expenses)** button (13) and then enable the **Automatically Duplicate This Expense Each Month** option. Then when you click the **Add New Expense Now** button, all records with this option enabled will be duplicated for the current month.

Recording and Printing Checks



The **Print** button above the **Check #** field in Expense Tracker takes you to the Check Printing window where you can print a check. Most of the fields are automatically filled in but you can edit them before printing.

At the bottom of the window are several buttons you can use to modify the position of the fields in the printout.

Start by clicking the **Print Check Alignment Test** button which will print a test check on a plain piece of paper. Hold the printout up against a blank check and look at a light through the papers to see how close the alignment is.

If the printout is way off, click the **Size/Margins** button. This will show fields where you can specify the margins for printing. Bigger numbers in the **Top** and **Left** fields provide more space from the top and left edges of the paper. You can also change the size of the text that is printed. Click the **Size/ Margins** button again to hide these fields. If the top or left margins need to be made even smaller, click **Reposition** to move the fields closer to the top or left edge of the window.

Click the **Reposition** button to allow the movement of any of the fields for better alignment. Several test printings may be necessary before you have everything aligned properly. Click the **Reposition** button again when you are done.

Some experimentation may be necessary to get the fields to line up correctly with the spaces on your checks. The labels, field borders and check number field will not print on your check. They are only for alignment purposes.

The **Reset** button will reset the positions of all fields back to the default setting in case you want to start again.

The **Layouts** button opens a small window where you can save any number of layouts for future use. After getting all the fields to align properly with your checks, you should create a layout. This will make restoring the layout easy when you update.

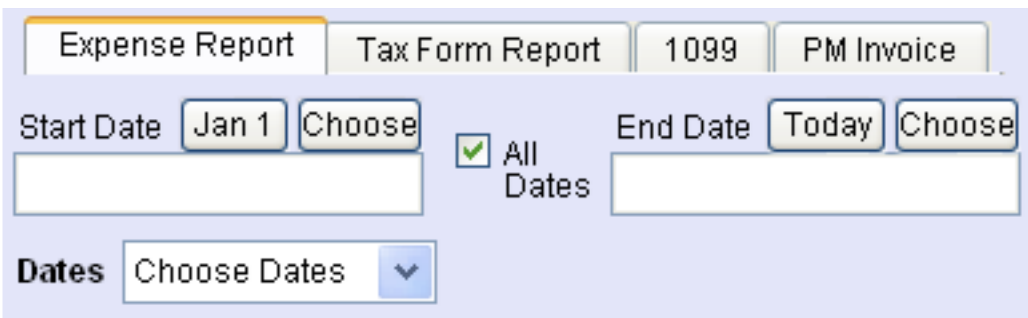
The **Voucher** option will cause a voucher section to be printed below the check with details from the Expense Tracker record.

When everything looks correct, click the **Print Check** button and print out your check.

Rental Expense Tracker's Reports

Easily create lists of expenses by clicking the **Expense Report** button in the Rental Expense Tracker window.

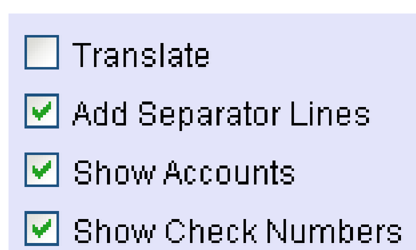
You will be presented with an Expense Report Options window. There are four tab buttons at the top of this window. The **Expense Report** tab displays normal expense report options. The **Tax Form Report** tab displays options for generating a report you can use to fill out your tax forms. You can generate 1099-MISC forms in the **1099** tab. The **PM Invoice** tab displays options for creating a **Property Management Invoice**.



Expense Report Options

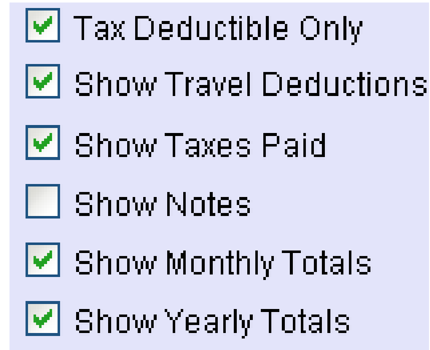
There are several **Expense Report** options. Specify the **Start Date** and **End Date** or click the **All Dates** button or choose a date range from the **Dates** menu button.

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences.



Add Separator Lines for better readability. **Show Accounts** and **Show Check Numbers** if desired.

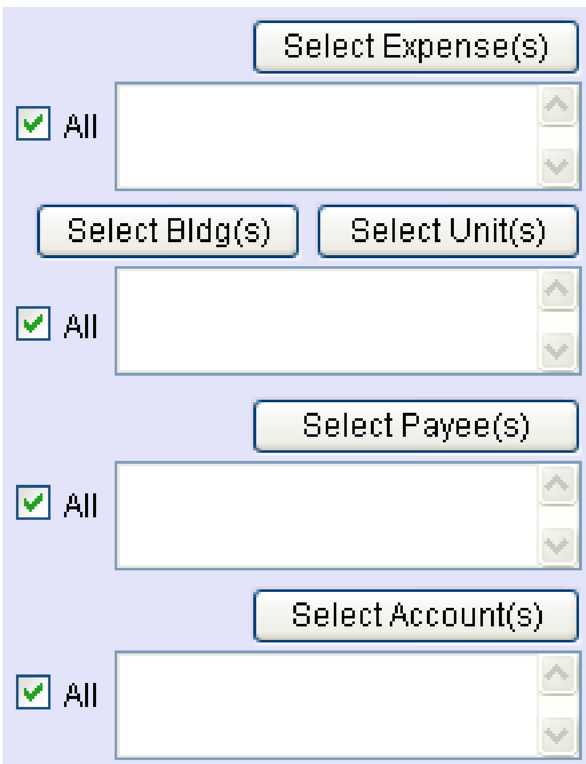
The **Tax Deductible Only** option will include only Rental Expense Tracker records with the **Tax Deductible** option (at the top of the screen) enabled. Otherwise all records are included in the report.



You can also **Show Travel Deductions** and **Taxes Paid**. Add your notes to the report by checking **Show Notes**.

If the **Sort Order is Date**, you can add totals by clicking **Show Monthly Totals** or **Show Yearly Totals**.

You can report on all expenses by clicking the **All** button next to the expenses field or choose one or more specific expenses to include in the report by clicking **Select Expense(s)**.



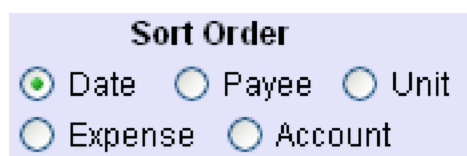
You can report on all **Units** by clicking the **All** button next to the units field OR choose one or more specific units to include in the report by clicking **Select Unit(s)**.

If you want a report for a building rather than a particular unit, click **Select Bldg(s)**.

You can report on all **Payees** by clicking the **All** button next to the payees field or choose one or more specific payees to include in the report by clicking **Select Payee(s)**.

You can report on all **Accounts** by clicking the **All** button next to the accounts field or choose specific accounts to include in the report by clicking **Select Account(s)**.

You can sort the **Expense Report** by choosing an option from the **Sort Order** group. The choices are **Date, Payee, Unit, Expense** or **Account.**

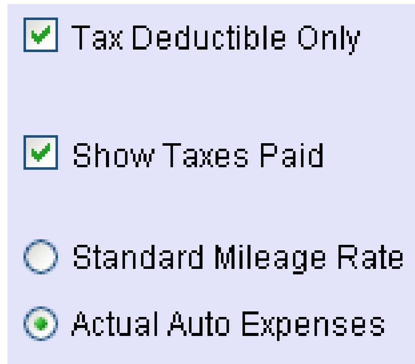


The rent collected for each unit will be listed in the report by checking the **Include Income Info** option. A total profit or loss for these units can then be calculated and added to the report. Also, only income for previous months is reported.

To generate your report click the **Create Report** button.

Tax Form Report Options

There are several **Tax Form Report** options. Specify the **Start Date** and **End Date** or click the **All Dates** button or choose a date range from the **Dates** menu button.



If you use the **Standard Mileage Rate** option in your **Tax Form Report**, all the mileage amounts will be totaled on the report. If you choose the **Actual Auto Expenses** option, only records with the **Expense** type **Auto and Travel** will be totaled on the report.

Choose the **Tax Deductible Only** option to include only records marked as **Tax Deductible** in your report.

Click the **Show Taxes Paid** option to include the **Tax Paid** information.
You need to select an owner for the report by clicking the **Select Owner** button and choosing one from the list (which comes from Unit Tracker).

You can report on all **Units** by clicking the **All** button next to the units field or choose one or more specific units to include in the report by clicking **Select Unit(s)**.

If you used any units for personal use for more than ten days, click the **Select Units Used for Personal Use** button and choose them.

To choose a unit to post unspecified expenses to, click the **Post Unspecified Expenses to Unit** button.

The rent collected for each unit will be listed in the report by checking the **Include Income Info** option. A total profit or loss for these units can then be calculated and added to the report. Only income for previous months is reported.

To generate your report click **Create Tax Form Report**.

1099 Generator

There are several **1099 Generator** options. Specify the **Start Date** and **End Date** or click the **All Dates** button or choose a date range from the **Dates** menu button.

Click **Select Payee** to choose the person you want to create the 1099-MISC form. If you have filled out the **Description** section for the person, most of the information in the **Recipient Information** field will be filled in. If not, you will need to fill in this information before continuing. Click the **Show Payers Information** button to fill in the **Payer Information** field. You must also do this before generating the 1099.

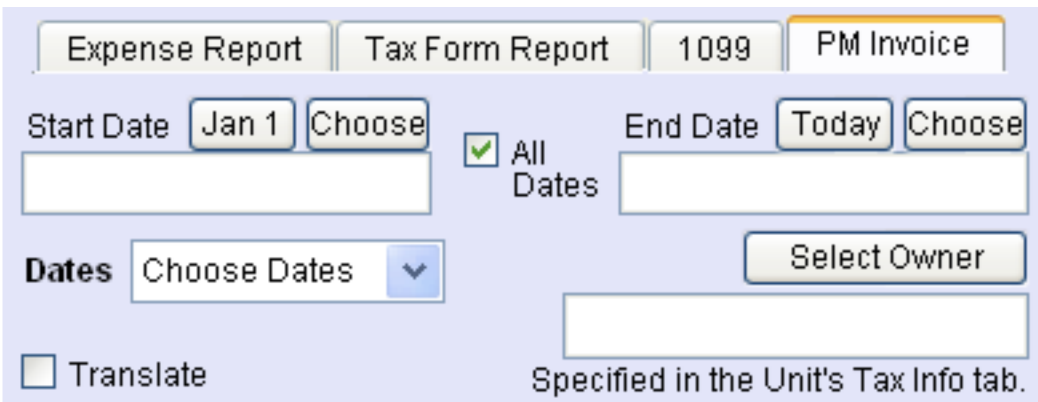
You can report on all accounts by clicking the **All** button next to the **Accounts** field or choose one or more specific accounts to include in the report by clicking **Select Account(s)**.

Choose the **Tax Deductible Only** option to include only records marked as **Tax Deductible** in your report.

Click **Preliminary Report** to generate a report for the Payee or Recipient. By doing this you can confirm that all the correct records are included in the total that will be displayed on the 1099-MISC form.

Click the **Generate 1099** button to view the Form 1099-MISC Printer window. Click **Help** in this window for information about printing the 1099 form.

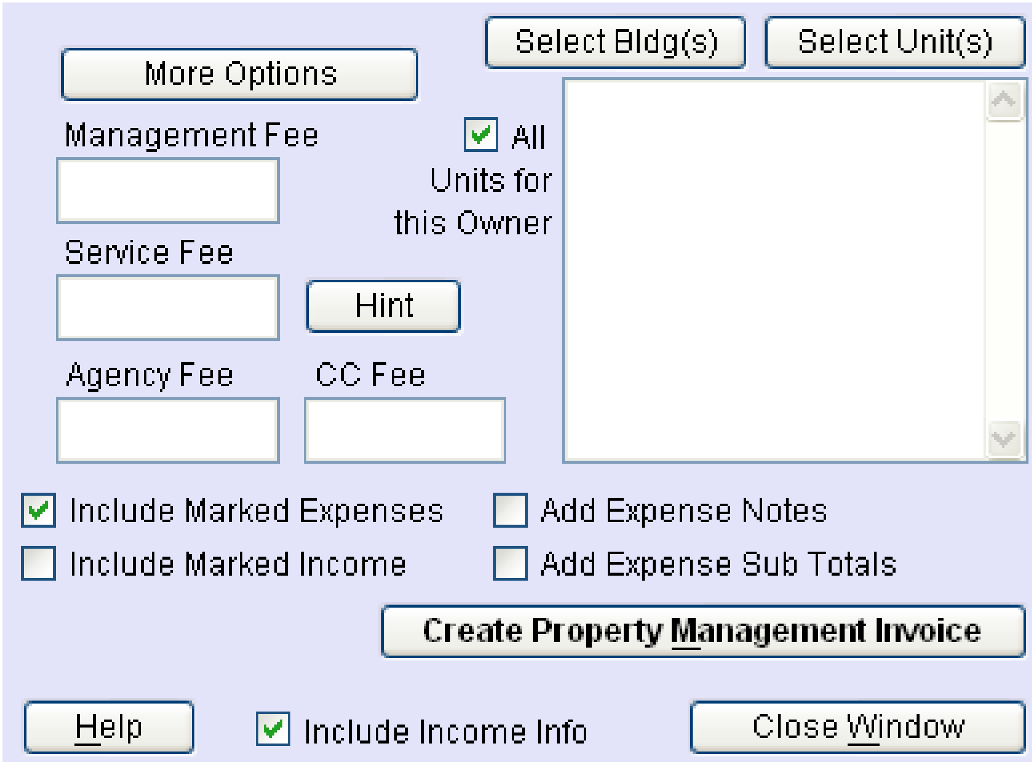
Property Management Invoice Options



There are several **Property Management Invoice** options. Specify the **Start Date** and **End Date** or click the **All Dates** button or choose a date range from the **Dates** menu.

You need to select an owner for the report by clicking the **Select Owner** button and choosing one from the list.

You can report on all **Units** by clicking the **All** button next to the units field or choose one or more specific units to include in the report by clicking **Select Unit(s)**.



Specify a **Management Fee** (either a flat rate or a percentage of the rent collected), and if you want the fee charged on **All Charges** or **Only Rent** by clicking on the field. You can also specify a **Service Fee** (either a flat rate or a percentage of the expenses paid), an **Agency Fee** (surcharge for any reservation with a **Booking Agent** specified) and a **CC Fee** (surcharge for any payment paid with a credit card).

Enable **Include Marked Expenses** if you want expenses for the owner's units included. The **Add to PM Invoice** option on the Expense Tracker record must be enabled (or "Marked").

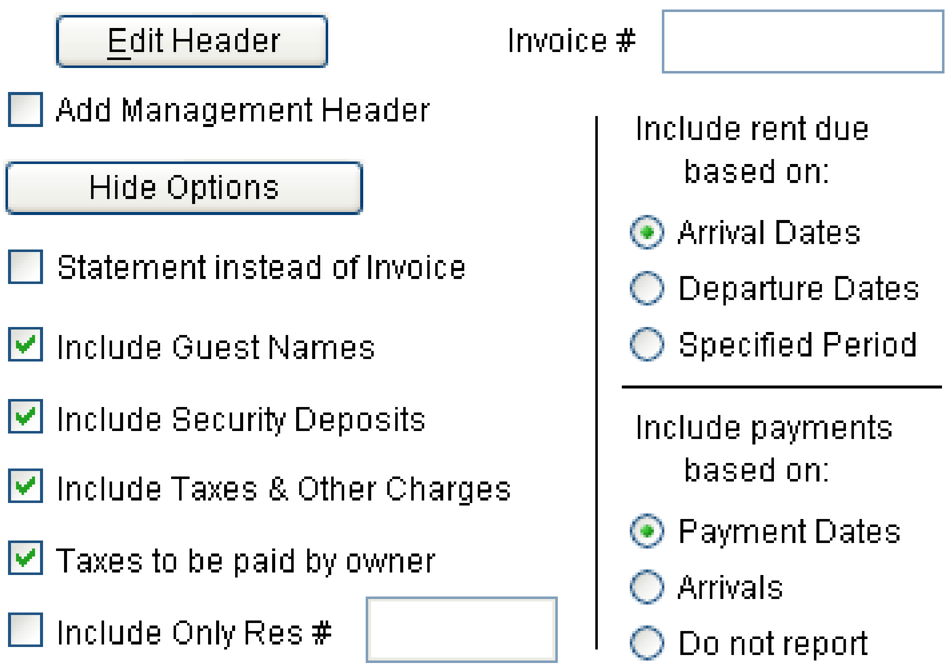
Enable **Include Marked Income** if you want misc income for the owner's units included. The **Add to PM Invoice** option on the Other Income Tracker record must be enabled (or "Marked").

Enable **Add Expense Notes** if you want the **Notes** field for marked expense records included in the PM Invoice.

Enable **Add Expense Sub Totals** if you want subtotals for all the expense types included in the invoice added to the totals section of the PM Invoice

The rent collected for each unit will be listed in the report by checking the **Include Income Info** option. Only income for previous months is reported.

Click the **More Options** button to reveal the following:



You can specify an **Invoice Number** in the field provided. Change the title of the report from **Invoice instead of Statement.** You can include the last name of the guest by clicking **Include Guest Names**.

The **Dates** specified can be used to <u>Include rent due based on</u>: **Arrival Dates, Departure Dates** or the **Specified Period**. Use the **Specified Period** option to include only the portion of rents that fall within the specified period.

The **Dates** specified can be used to <u>Include payments based on</u>: **Payment Dates, Arrivals** (all payments will be reported as of the arrival date), or you can choose to omit payments by choosing **Do not report**.

Security Deposits will be reported on the date they are paid if the **Include Security Deposits** option is selected. Otherwise they will not be reported. Taxes and other charges will be reported on the date they are charged if the **Include Taxes & Other Charges** option is selected. Otherwise they will not be reported.

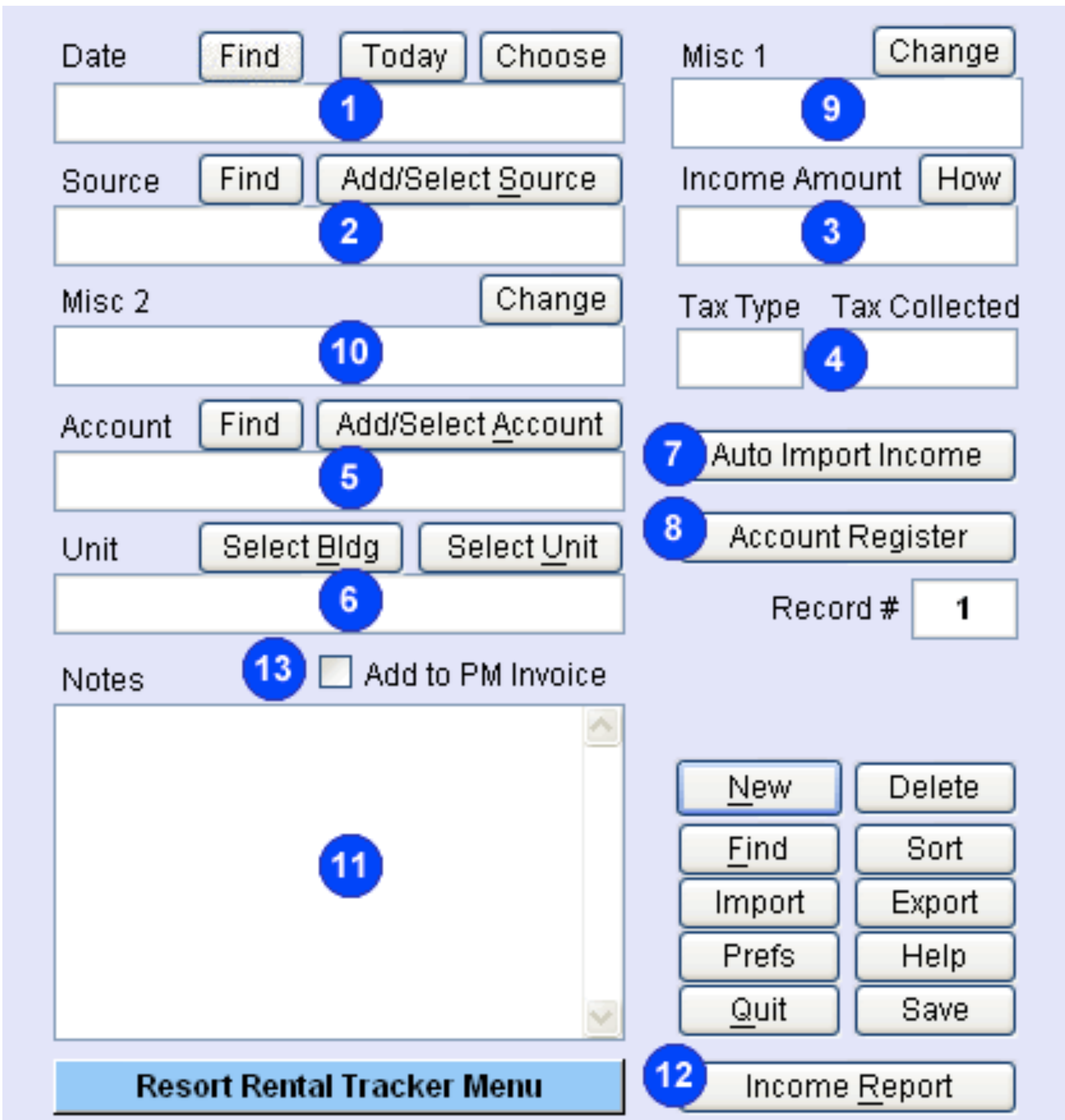
Limit the **PM Invoice** to a particular reservation # by clicking the **Include Only Res #** option and then entering the number into the field next to it. Click **Edit Header** to add any amount of text to the top of the Invoice, by enabling **Add Management Header.**

Click the **Create Property Management Invoice** button to generate an Invoice or Statement which includes all the rents collected and expenses paid for one or more Units or Buildings for one particular Owner or Landlord.

Other Income Tracker

Other Income Tracker is primarily used to keep track of Deposits to Accounts used in Expense Tracker, and misc. income such as vending or laundry machines.

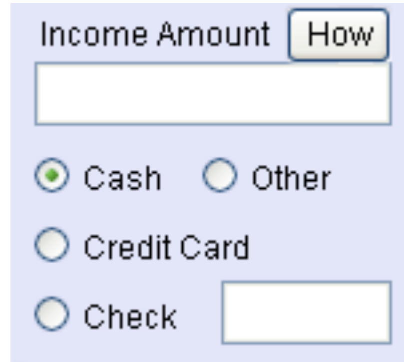
In Other Income Tracker, the **Date (1)** is entered when the record is created. You can locate a record for a particular date by clicking the **Find** button above this field.



Choose the income **Source** type **(2)** from a list provided or create your own. The **Source** could be a person, an activity, etc. Then enter the **Income Amount (3)**.

Enter any tax collected in connection with the **Income Amount** in the **Tax Type** and **Tax Collected** fields **(4)**.

Clicking the **How** button above the **Income Amount** field **(3)** will reveal fields (shown to the right) where you can record the payment type by clicking the **Cash, Credit Card, Check** or **Other** button and entering a check # or other payment type.



Create your own lists of **Accounts (5)**. Your list might include business checking or credit lines, escrow accounts, or cash accounts.

To transfer funds from one **Account** to another, click the **Add/Select Payee** button in the Rental Expense Tracker record and choose **Transfer to Another Account**. You will then be prompted to enter the **Account** to transfer the funds from. Next you will enter the date of the deposit (or transfer) and the amount.

Assign the income to a particular **Building** or **Unit (6)** by clicking the **Select Bldg** or **Select Unit** buttons.

Keep notes of any length about the income in the **Notes** field **(11)**.

You can import payments from Reservation Tracker by clicking the **Auto Import Income** button **(7)**.

View a balance sheet for the current **Account** by clicking **Account Register (8).**

There are two misc fields which you can use for any purpose **(9 and 10)**. Click the **Change** button above either of these fields to change the labels. You can sort the records or reports by these two fields.

Creating **Income Reports (12)** is as easy as clicking this button.

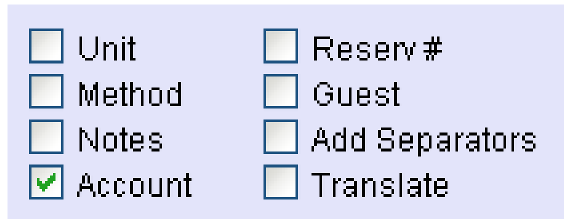
To Add Records to Other Income Tracker

1. Click the **New** button. You will be asked if you want a **New** blank record, a record with the same **Source/Account** as the current record, or a **Duplicate** of the current record. If you choose **Duplicate or Source/Account**, you will be asked for an **Income Amount**. If you choose **New** you will be asked to select a **Source** type from the list, then the **Account** and finally the **Income Amount**.
2. Change the payment **Date** to the correct date if necessary.
3. Add or Select a **Source** if one was not duplicated.
4. Select an **Account** from your list.
5. Enter an **Income Amount** and any **Tax Collected** if applicable.
6. Select the **Unit** or **Bldg** if the income is related to a particular property.
7. Add any **Notes** about the income.
8. Enter any information into the **Misc 1** or **Misc 2** fields.

Other Income Tracker's Report Options

Easily create a report of all your Other Income Tracker records by clicking the **Income Report** button in the Other Income Tracker window.

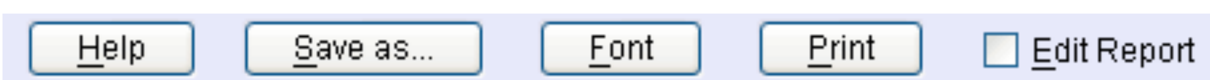
There are several options to choose from at the top of the Income Report window. Choosing these options causes that type of information to be added to the report. These include: **Unit, Method, Notes, Account, Misc 1, Misc 2,** and **Add Separators.** In the illustrations the Misc 1 field has been named Reserv # and the Misc 2 field is now Guest.



The list can be sorted by clicking one of the **Sort By** radio buttons. The choices are **Date, Source, Account, Misc 1, Misc 2, Amount** and **Unit.**

You can choose a particular date range by clicking the **Date Options** button.

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences or consult the translation tips file supplied with this program.



Use the **Edit Report** button to choose if you want to edit the text of the report or enable the ability to click a line of the report in order to go to that record.

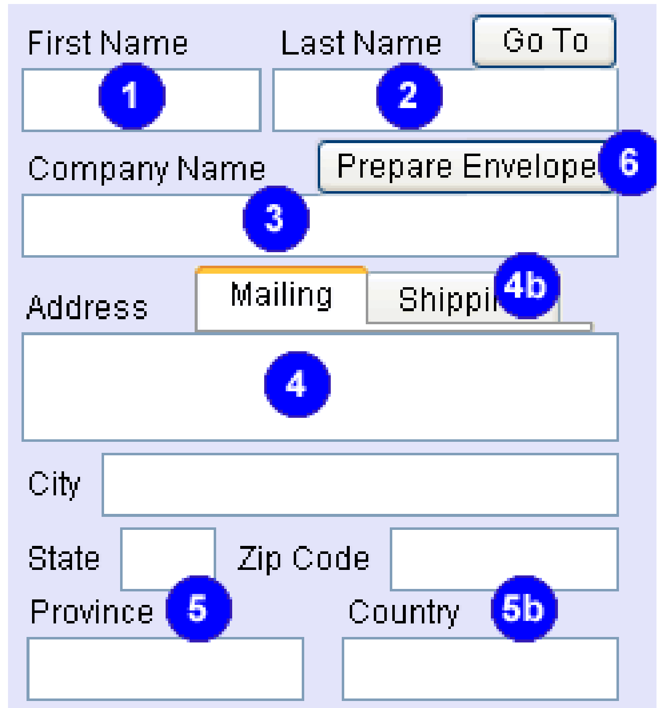
The font face, size, and line height of the text of the report can be modified by clicking the **Font** button. You can print the report by clicking the **Print** button. To save the list as a text file for importing into another program click the **Save as...** button.

Above the report field is a set of rectangular buttons that allow you to adjust the tabs (columns widths) of the report. Just drag any of these slightly left or right and after releasing the button the report will realign.

Contact Tracker

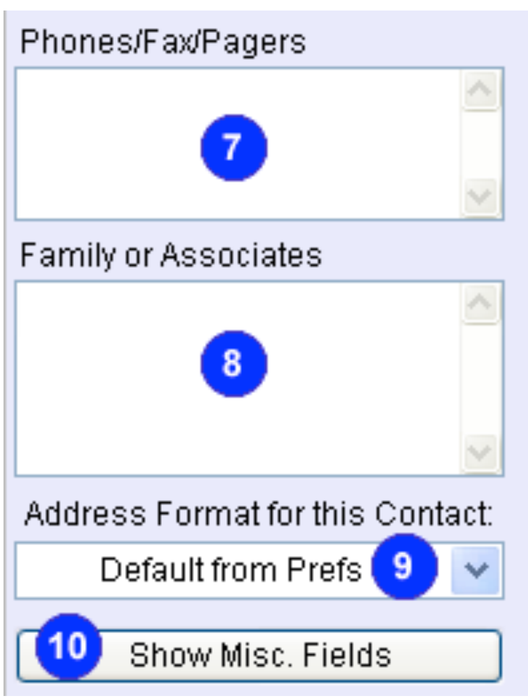
Each record in Contact Tracker consists of fields for the contact's:

First Name (1)
Last Name (2)
Company Name (3)
Mailing and Shipping Addresses (4 & 4b)
City, State, and Province (5)
Zip Code, and
Country (5b)



You can switch between **Mailing** and **Shipping** addresses by using the tab buttons **(4b)**.

To quickly prepare an envelope for printing, choose **Mailing** or **Shipping** and then click **Prepare Envelope (6)** located above the **Company Name** field. You can add your return address or make other changes before clicking the **Print** button in the resulting window.

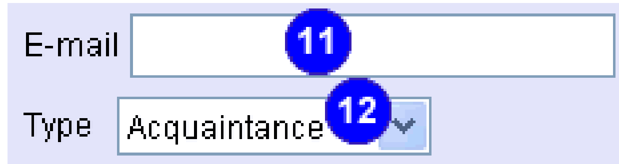


You can also add information such as **Phones/ Fax/ Pagers (7)**, the names of **Family** or **Associates (8)** and any **Notes**.

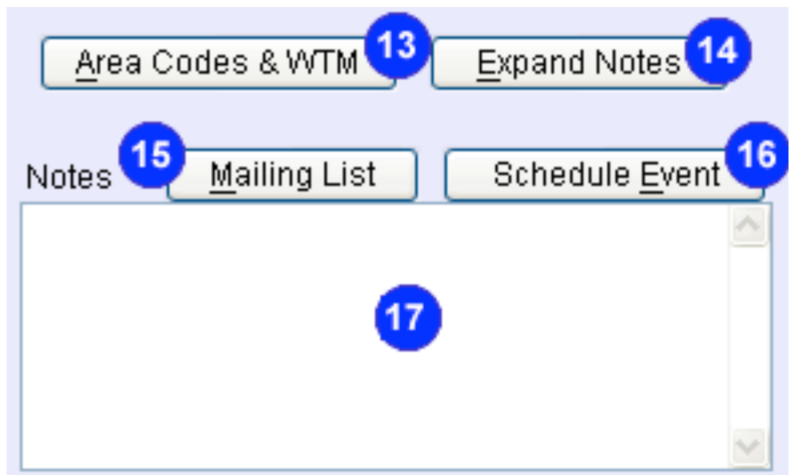
The **Address Format for this Contact** menu **(9)** determines the order and format of the City, State, Province, and Zip or Postal Code when printed. There is a similar menu in the **Formats** section of **Prefs** that becomes the **Default**, but you can specify a different format for each contact if you wish.

There are also four miscellaneous fields, accessed by the **Show Misc. Fields** button **(10)** which you can use for any purpose. To change the labels for these fields, click the **Change** button above them one and enter a new name. You can sort the records or reports on either of these fields, in addition to several others.

Enter an **E-mail** address **(11)** in the field provided. Below this field is a Contact **Type** menu button **(12)**. There are 11 Types to choose from including: **Acquaintance, Agent, Client, Customer, Employee, Family, Friend, Guest, Owner, Sales Rep., and Vendor**. If the Type Customer is chosen then a **Customer Number** field will appear. If the Type Vendor, Agent or Sales Rep. is chosen then a **Tax ID#** field will appear. If Employee is chosen then the **Tax ID#** and an **Employee #** field will appear. If the Type Owner is chosen then the **Tax ID#** and a **Management Fee** field will appear.



Click the **Area Codes & WTM** button **(13)** to access either the **Area Code** lookup tool or the **World Time Map** where you can see at a glance what time it is in any part of the world.



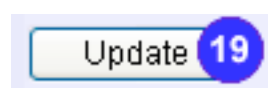
You can keep any amount of notes in the **Notes (17)** field. To enlarge the Notes field, click **Expand Notes (14)**.

The **Mailing List (15)** is discussed on the next page.

The **Schedule Event (16)** button creates a new record in Schedule Tracker with the **Contact** as the **Event**.

The **Best Friends Forever List (or BFF List)** button **(18)** opens a new window where you can add contacts to a Best Friends Forever list. This window has a special notes field, a **Last Contacted** field and buttons to manage the list.

Click the **Update** button **(19)** to add or update your Client information to Contact Tracker.

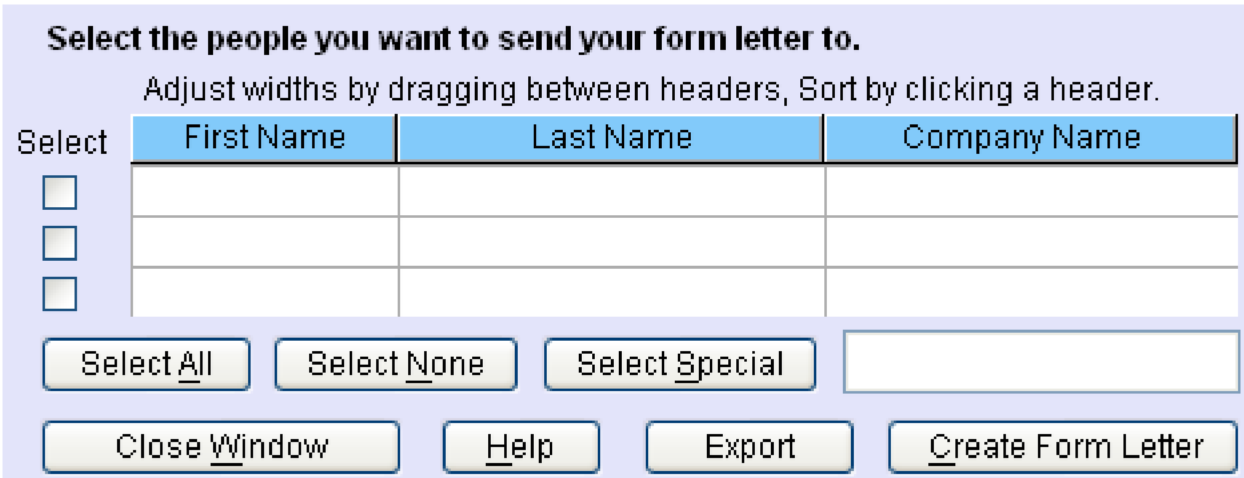


View a complete list of contacts by clicking the **List Contacts (20)** button. You can easily sort and display only specified contacts. You can also save them to a text file or print them.

You can add new records or edit the information for any record at any time.

Sending Form Letters to a Mailing List

When you click the **Mailing List (13)** button, you are presented with a Contact Chooser window, where you can choose which contacts to send a form letter. If you want to send the letter to all of your contacts, click the **Select All** button. Or click the **Select** button beside the name of each contact you want to send the letter.



The **Mailing List** feature applies to **Mailing Addresses** only.

If you want to select all contacts from a particular city, state, zip code, or country, or all contacts of a particular Type, click the **Select Special** button. You will then be presented with a dialog where you can choose the field and enter the **Text to Match**. For example, if you want to select all contacts in Oregon, click the **State/Province** button, enter OR in the **Text to Match** field and then click the **Select** button.

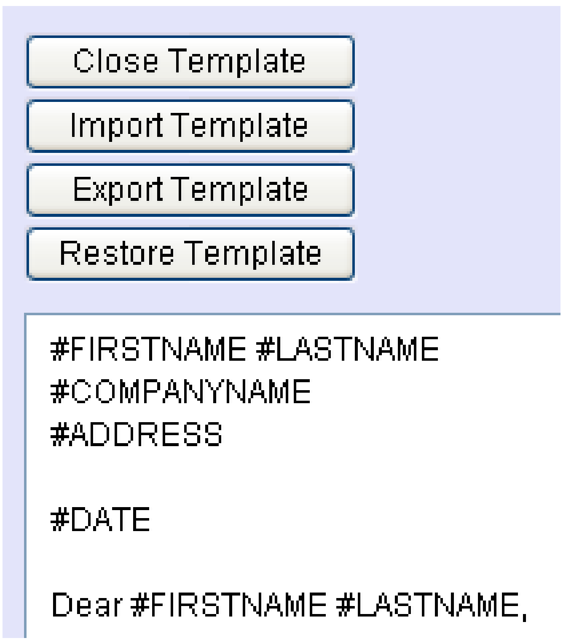
You can also select all contacts that have a particular word in one of the **Miscellaneous** fields or the **Notes** field.

Click the **Export** button in the Contact Chooser window save a list of 1) a list of names and addresses you can print as **Labels** OR 2) **All Addresses** - names and addresses for use in another program OR 3) **Just E-mails** - a list of names and email addresses. Click **Help** in the Contact Chooser window for more information.

After making your selections, click the **Create Form Letter** button. The Send Form Letters window and the Mailing List Control window will open.

To change the name and address in the header, just select the text and type your correct info. Click **Help** for more information about editing the header and adding a logo.

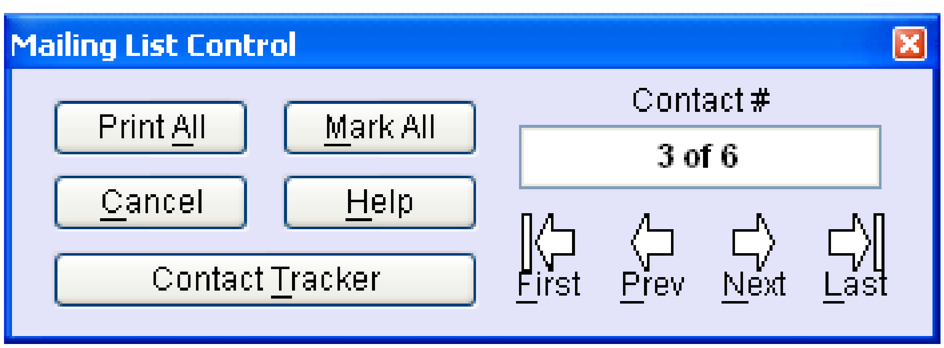
At the top right of the Send Form Letters window, you will see an **Edit Form Letter Template** button. Click this button to view and edit the template for the form letter. You can make your letter as long as you want.



Wherever you want the program to insert the contact's first name, type #FIRSTNAME. If you want the program to insert the contact's last name, type the #LASTNAME tag. Wherever you want the contact's address, type #ADDRESS. Wherever you want the contact's company name, type #COMPANYNAME. Wherever you want the program to insert the date, type #DATE. See illustration to the left to see how this will look.

You can click the **Export Template** button to save the template for future use. To import a previously saved template, click the **Import Template** button. Click the **Restore Template** button to revert the template back to its original state. When you're done editing the template, click **Close Template**.

In the Mailing List Control window you will find a **Print All** button. Click this button to automatically generate printed letters to each contact.



Or, use the **Next, Last, Prev** or **First** buttons in the Mailing List Control window to generate a letter for each contact. Then, click the **Print** button in the Send Form Letters window to print each letter individually. You can also click the **Copy to E-mail** button in the Send Form Letters window to send individual letters via e-mail.

The **Mark All** button in the Mailing List Control window will add the mailing date to either one of the **Miscellaneous** fields or the **Notes** field so you have a record of when you last sent the contact a letter. If you choose **Notes**, you can also add a note about the type of mailing.

The **Cancel** button in the Mailing List Control window will take you back to the Contact Chooser window.

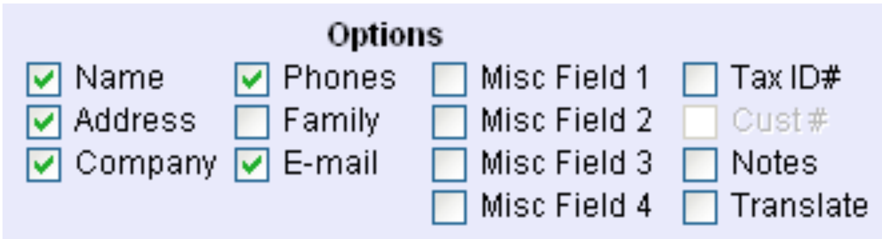
You can also print envelopes from the Send Form Letters window by clicking the **Prepare Envelope** button. A **Return Address** field will appear along with **Print Envelope, Print All Envelopes** and **Restore Letter** buttons.

Adding Records to Contact Tracker

1. Click the **New** button
2. Enter the **First Name**, **Last Name**, and/or **Company Name**
3. Enter the **Mailing Address**
4. Click the **Shipping tab** and enter the **Shipping Address**
5. Enter an **E-Mail address**
6. Add any number of **Phones/Fax/Pagers**
7. Choose a Contact **Type**
8. Enter any **Notes,** and **Family** or **Associates**
9. Use the four **Miscellaneous** fields for any purpose.

Contact Tracker's Report - List Contacts

Easily create lists of contacts by clicking the **List Contacts** button in the Contact Tracker window.



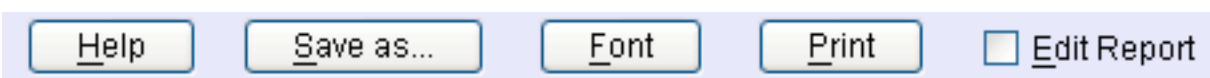
You can include any of the fields in Contact Tracker by enabling any of the **Options** at the top of the Contact List window. Choosing these options causes that type of information to be added to the report.

The list can be sorted by clicking one of the **Sort By** radio buttons. The choices are **First Name, Last Name, Company, Type, Misc 1, Misc 2, Misc 3, and Misc 4**.

Click any contact's name in the list to go directly to its record.

Easily generate a list of e-mails by choosing ONLY the **E-mail** option (or just the **Name** and **E-mail** options). You can sort this list by **Name** or by either **miscellaneous** field.

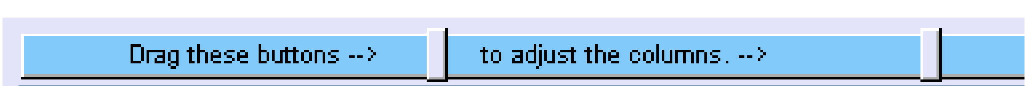
Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences or consult the translation tips file supplied with this program.



The font face, size, and line height of the list can be modified by clicking the **Font** button. You can print the Contact list by clicking the **Print** button. To save the list as a text file for importing into another program click the **Save as...** button.

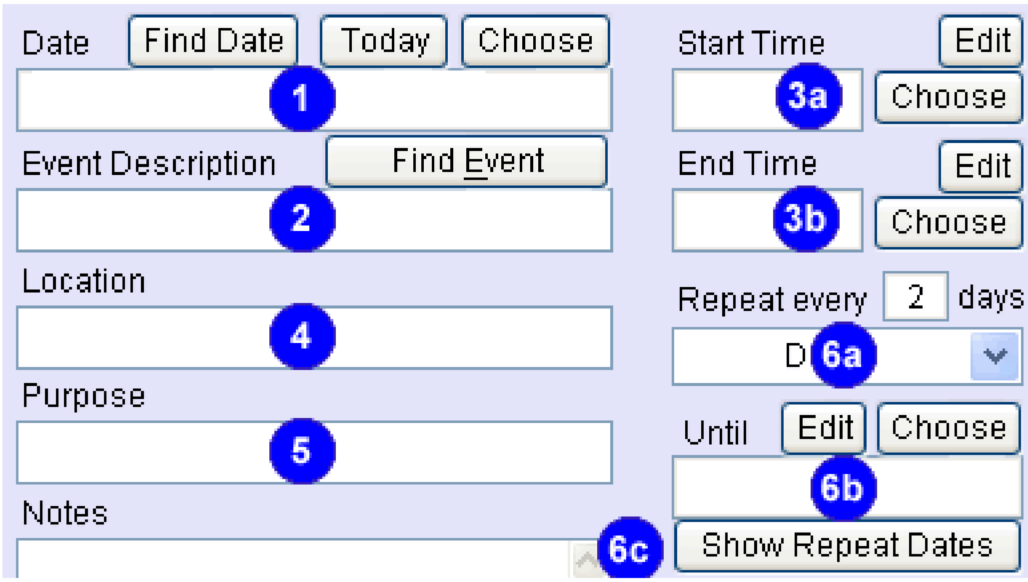
Use the **Edit Report** button to choose if you want to edit the text of the report or enable the ability to click a line of the report in order to go to that record.

Above the report field is a set of rectangular buttons that allow you to adjust the tabs (columns widths) of the report. Just drag any of these slightly left or right and after releasing the button the report will realign.



Schedule Tracker

Each record in Schedule Tracker consists of the **Date of the Event (1) , Event Description (2), Start and Stop Times (3a & 3b), Location (4)**, and **Purpose (5).**



Use the **Click to Repeat** feature to keep track of any repeated events occurring at the same time each day, week, month or year. You can choose to have the event repeat **Daily, Weekly**, on **Week Days, Every Month, Yearly** or on a particular **Day of the Month** by using the **Click to Repeat** button **(6a).**

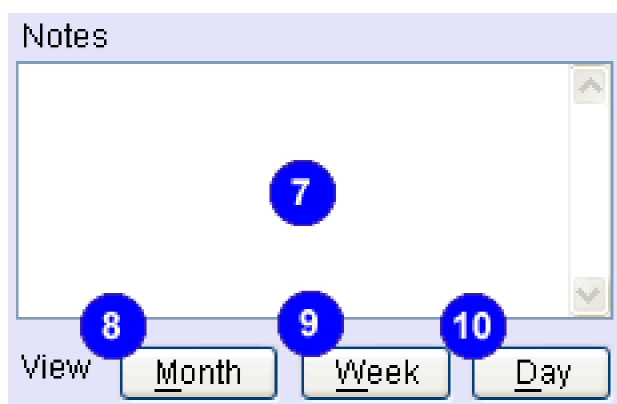
If the **Daily** or **Weekly** options are chosen, another field appears which will allow you to specify if you would like the event to repeat every (number of) days or weeks.

The **Until (6b)** date field allow you to specify how long to repeat the event. View and edit the list of repeating dates by clicking the **Show Repeat Dates (6c)** button that appears after selecting a repeat option.

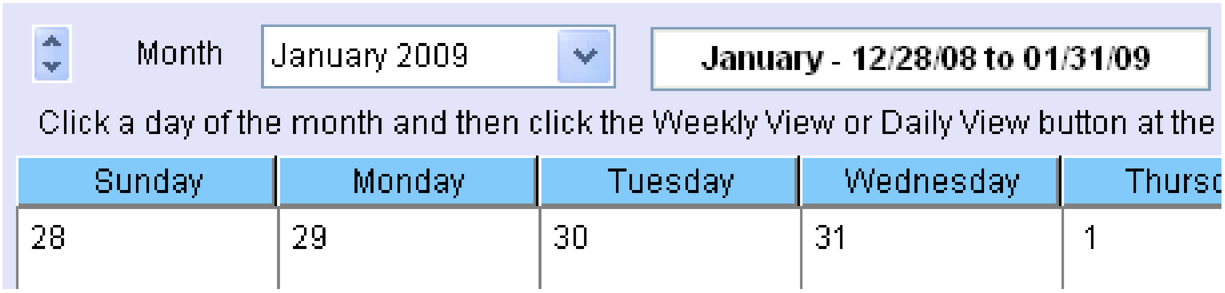
The **Start Time (3a)** and **End Time (3b)** fields are optional. If left blank the event will be listed first in the schedule for that day.

Keep notes of any length in the **Notes** field **(7)**.

You can view your schedule for the **Month (8)**, **Week (9)**, or **Day (10)**, in a graphical format, by clicking one of these buttons.

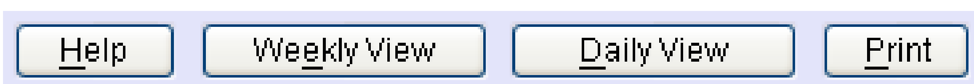


Monthly View



Click the **Monthly** button to see a monthly view of your schedule. The month that includes the **Date** on the current record is displayed by default. To display another month, use the **Prev Month** or **Next Month** buttons to the right of the calendar or choose a **Month** from the menu in the top left corner of the window.

You can also specify a **Start Date** for the Monthly View by clicking the small arrows in the top left corner and then clicking the **Choose** button. If you do not choose a Sunday, the nearest Sunday to the date you choose will be entered into the **Start Date** field. Clicking the small arrows button in the top left corner toggles back to the **Month** menu.

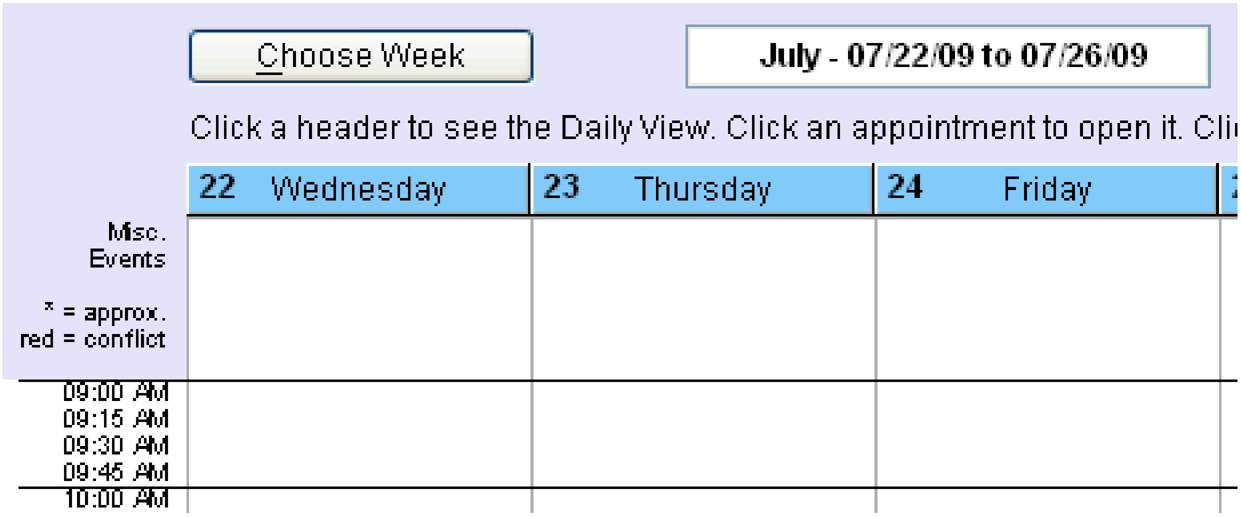


To see a **Weekly View** or a **Daily View**, click a day in the calendar and click one of the buttons at the bottom of the window. You can see all the appointments for any day from these windows.

You can **Print** the Monthly View window or change its colors by clicking the **Prefs** button. Click the **Save** button after making changes to the colors of the window.

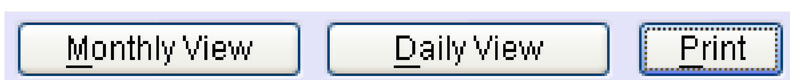
If you make changes in Schedule Tracker with the Monthly View window open, you will need to click the **Refresh** button to update the window.

Weekly View



Click the **Weekly** button to see a weekly view of your schedule. The week that includes the **Date** on the current record is displayed by default. To display another week, use the **Prev Week** or **Next Week** buttons. You can also shift the dates by using the **Previous Two Days** or **Next Two Days** buttons below the calendar, or use the **Choose Week** button in the top left corner of the window.

To see a **Daily View**, click the header button for the day you want to see. Or click the **Daily View** button at the bottom of the window to go to the first day of the week.

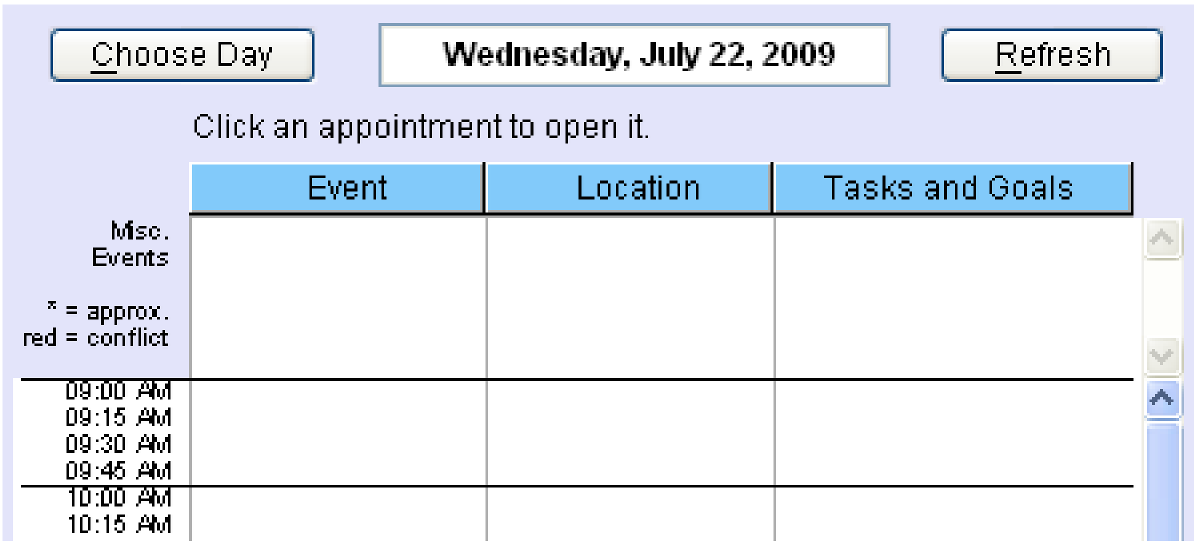


Click **Table Options** to specify the **Text Size** and start and stop times for the **Weekly View**. These times must be in whole numbers (ie 8:30 is not allowed). The start time can be either before or after noon, but the end time must be after noon. You can choose 5, 10 or 15 minute **Time Increments**. Events starting with an asterisk (*) have been rounded to the previous time slot (for example if Time Increments has been set for 15 minutes, then an event scheduled for 11:50AM will be posted at 11:45AM).

You can **Print** the Weekly View window or change its colors by clicking the **Prefs** button. Click the **Save** button after making changes to the colors of the window.

If you make changes in Schedule Tracker with the Weekly View window open, you will need to click the **Refresh** button to update the window.

Daily View



Click the **Daily** button to see a daily view of your schedule. The **Date** on the current record is displayed by default. To display another day, use the **Previous Day** or **Next Day** buttons below the calendar, or use the **Choose Day** button in the top left corner of the window.

Events listed in Red have conflicting events (two things are happening at once).

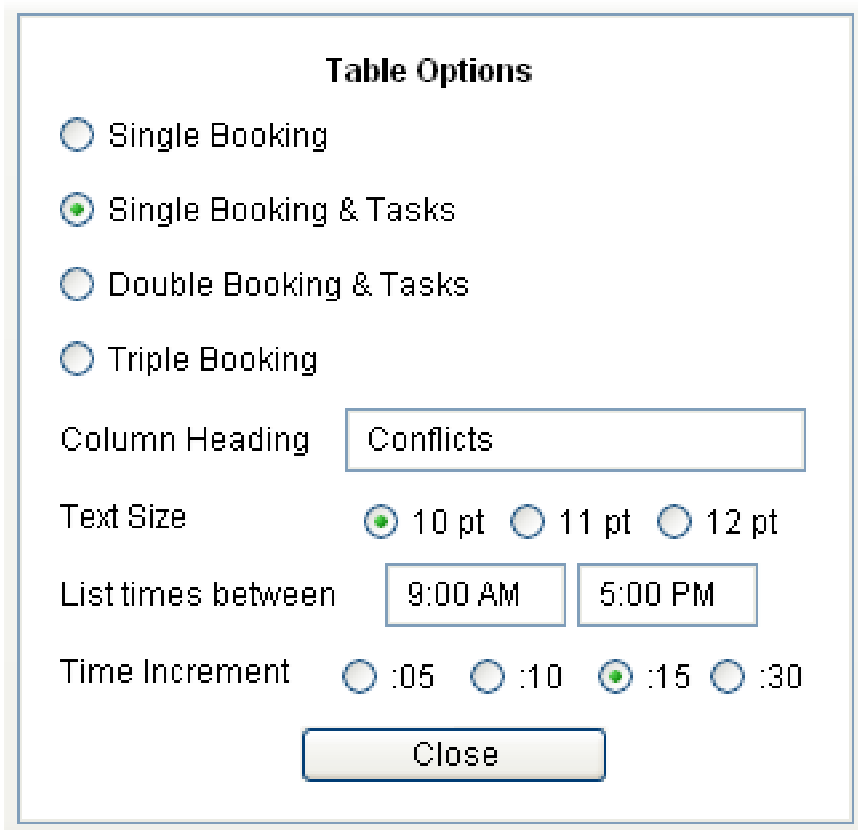
Click the **Table Options** button to change the three columns in the Daily View. The choices are:

Single Booking (conflicting appointments will be shown in red and the Location and Purpose of the appointment will be displayed),

Single Booking & Tasks (the Purpose column is replaced by your current Task List from Task or Goal Tracker),

Double Booking & Tasks (conflicting appointments are shown in the second column instead of the Location) and

Triple Booking (appointments that conflict with the first column are shown in the second and appointments conflicting with those in the second column are shown in the third).

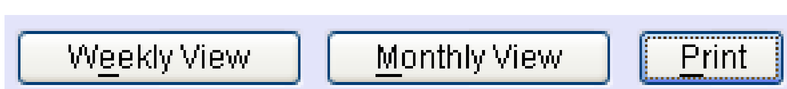


You can enter a new term for the second (and third) **Column Heading** in Double and Triple Booking modes if you prefer some other term besides "Conflict".

You can also specify the **Text Size** and the start and stop times for the Daily View in the **List times between** fields. These times must be in whole hour increments (ie 8:30 is not allowed). The start time can be either before or after noon, but the end time must be after noon.

You can choose 5, 10, 15 or 30 minute **Time Increment**s. Events starting with an asterisk (*) have been rounded to the previous time slot (for example if **Time Increment** has been set for 15 minutes, then an event scheduled for 11:50AM will be posted at 11:45AM).

You can **Print** the Daily View window or change its colors by clicking the **Prefs** button. Click the **Save** button after making changes to the options or the colors of the window.



If you make changes in Schedule Tracker with the Daily View window open, you will need to click the **Refresh** button to update the window.

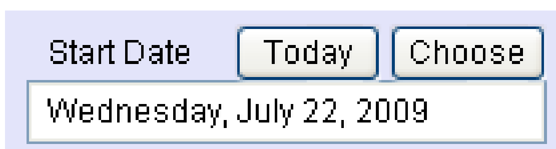
Adding Records to Schedule Tracker

1. Click the **New** button
2. Enter the **Date** by clicking **Today** or **Choose**
3. Enter the **Event Description**
4. Enter the **Location** and **Purpose**
5. Enter the **Start Time** and **Stop Time** if applicable
6. Choose an option from the **Click to repeat** menu if this is a repeating event
7. Enter any **Notes**

Schedule Tracker's Report - View Schedule

You can generate **Daily, Weekly** and **Monthly** schedules for viewing, printing or saving as text.

You can choose from several **List Options**. Click the **Day, Week, Month** or **Other** radio button to switch between views. If you choose **Other** you will be prompted for an ending date.



The **Start Date** field is automatically filled in. To change the date click the **Choose** button or click the **Today** button.

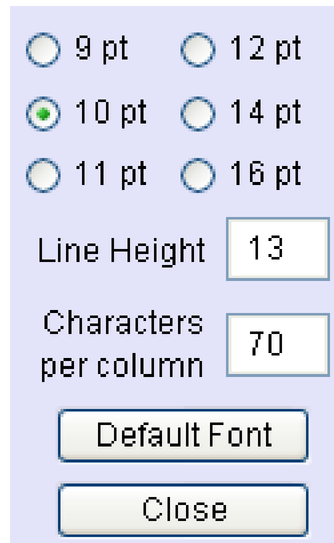
The **Show All Times** option will display all the hours for each day in addition to events for that day. This option is only available for **Days** or **Weeks**. You can change the range of hours displayed from the Preferences window. **Show Purpose** displays all Purpose notes. **Show Notes** displays all Event notes.

You can go directly to any event record by clicking any line with an event description in the schedule.

Report Output Modification

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences or consult the translation tips file supplied with this program.

You can Print any schedule by clicking the **Print** button, or save it to a text file by clicking the **Save as...** button. You can then open this text file in your word processor or another program. You may also want to save schedules for archiving purposes.



Before printing you may want to adjust the font, size or line height of the report or invoice text by clicking the **Font...** button. Choose a new font by clicking its name in the font list. Change the font size by clicking one of the pt size radio buttons. Not all fonts are available in all sizes, so you may not notice a change. Click the line height field to enter a new number. The minimum line height is equal to the text size plus one (i.e., if the text size = 14 then the minimum line height = 15).

You may also want to adjust the **Characters per column** setting. If the **Show Purpose** option is enabled, each of the three right columns are limited to the number of characters specified here. If the **Show Purpose** option is NOT enabled, the **Event Description** column width is equal to twice the number of characters specified here. After adjusting the font, size or line height, you may need to also adjust the **Characters per column**.

Close the Font dialog by clicking on **Close** button.

Close the View Schedules window by clicking on **Close Window** button when you are finished.

The **Help** button brings you to the Help window.

The **Save** button saves your schedule. All data is saved automatically when going to another record or window.

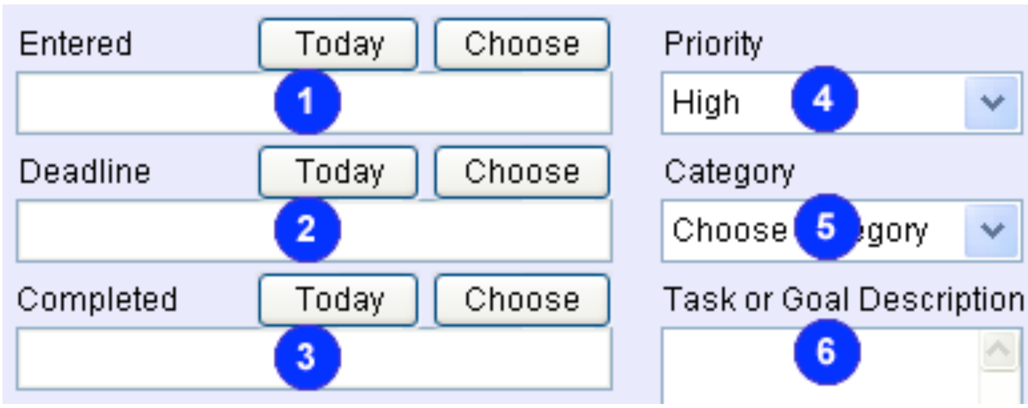
Use the **Edit Report** button to choose if you want to edit the text of the report or enable the ability to click a line of the report in order to go to that record.

Above the report field is a set of rectangular buttons that allow you to adjust the tabs (columns widths) of the report. Just drag any of these slightly left or right and after releasing the button the report will realign.

Task or Goal Tracker

Each record in Task or Goal Tracker consists of:

The date the task was **Entered (1),** the **Deadline (2),** the Date **Completed (3),** the Task **Priority (4),** a **Category (5)**, the **Task or Goal Description (5),** and Task **Notes**

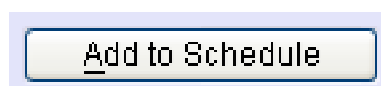


When you click the **New** button to add a record to Task or Goal Tracker the **Entered** date will automatically be filled in. You can change this date if you wish by using the **Today** or **Choose** buttons above the field.

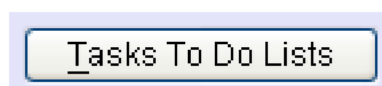
You can select a **Priority** from the pull down menu. The choices are **Urgent, High, Medium** and **Low.**

Next enter a **Task or Goal Description**. You may also enter any **Notes** before, during or after the task is completed. If the task has a deadline, enter that date into the **Deadline** field. When the task is completed, fill in the **Completed** field.

You can easily add a task to Schedule Tracker by clicking **Add to Schedule.**



View a list of tasks by clicking **Tasks To Do Lists**.



To Add Records to Task or Goal Tracker

1. Click the **New** button
2. Enter the **Deadline** and choose a **Priority**
3. Enter the **Task Description** and any **Notes**

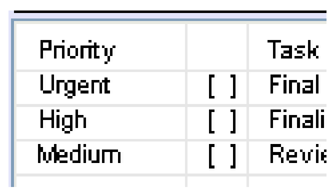
Task or Goal Tracker’s Report - Tasks To Do Lists

Easily create lists of tasks by clicking the **Tasks To Do Lists** button in the Task or Goal Tracker window.

You can list **All Tasks, Uncompleted, Completed** or just **Urgent Tasks** by clicking the appropriate radio button at the top of the Tasks To Do Lists window.

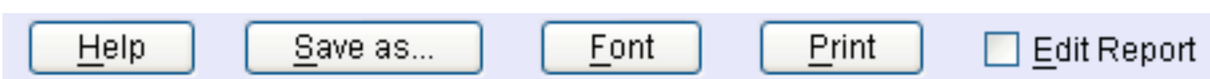
The list can show just the task description and priority, or you can choose to show **Deadlines, Categories** and **Dates Entered**. You can also choose **All** categories or just one by deselecting the **All** option. A list of categories will be presented to choose from.

The list can be sorted by clicking one of the **Sort By** radio buttons. The choices are **Priority, Task, Category, Deadline,** and **Date Entered**.



Between the **Priority** and **Task** columns in the report is a row of checkboxes. [x] indicates the task is already completed and [ ] indicates that the task still needs to be done. After printing a report you can use these boxes to check off completed tasks.

Click the **Translate** button to translate the report into another language. You must import or create a translation list first. For more information click the **Help** button on the Translations screen in Preferences or consult the translation tips file supplied.



To save the list as a text file for importing into another program click **Save as...**

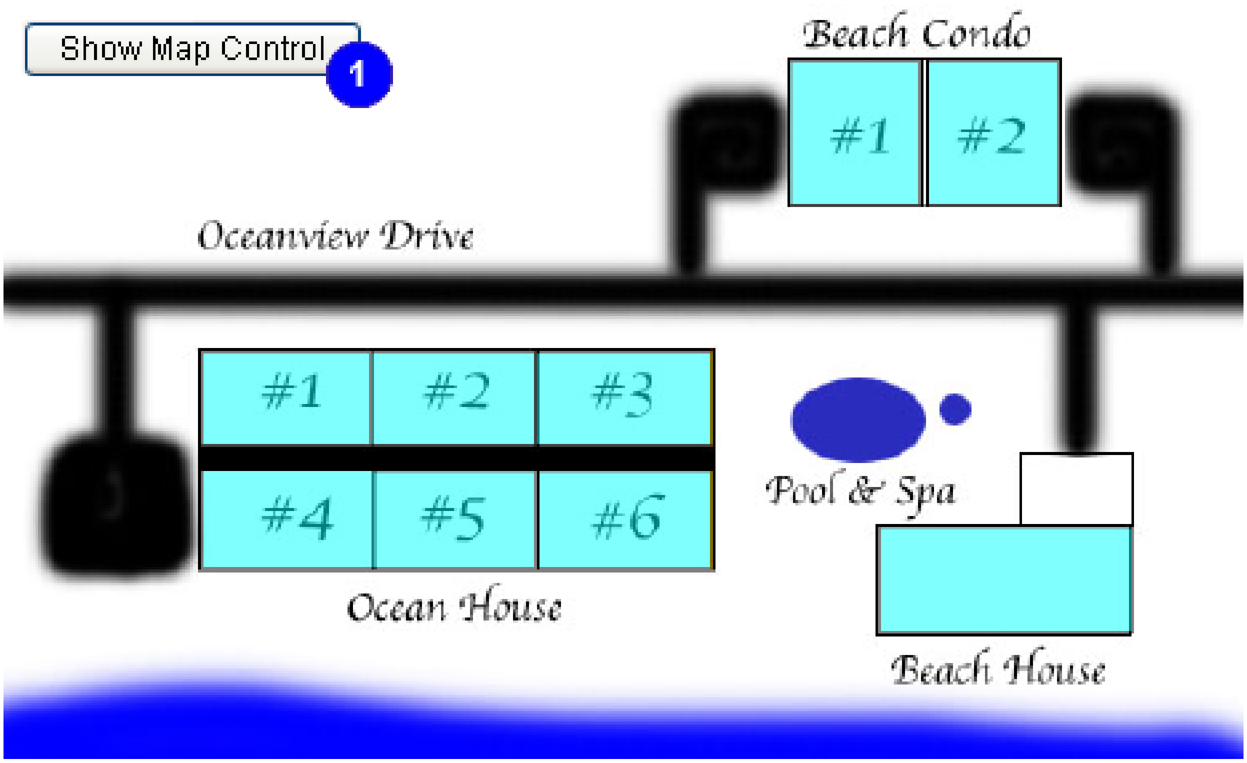
The font face, size, line height and tab stops of the list can be modified by clicking the **Font** button. You can print the task list by clicking the **Print** button.

To edit the report before printing, click the **Edit Report** button in the Tasks To Do Lists window. To make the report so you can click an item to go to its record, just click the **Edit Report** button again.

If the **Edit Report** button is not enabled you can click on any task to go to that record.

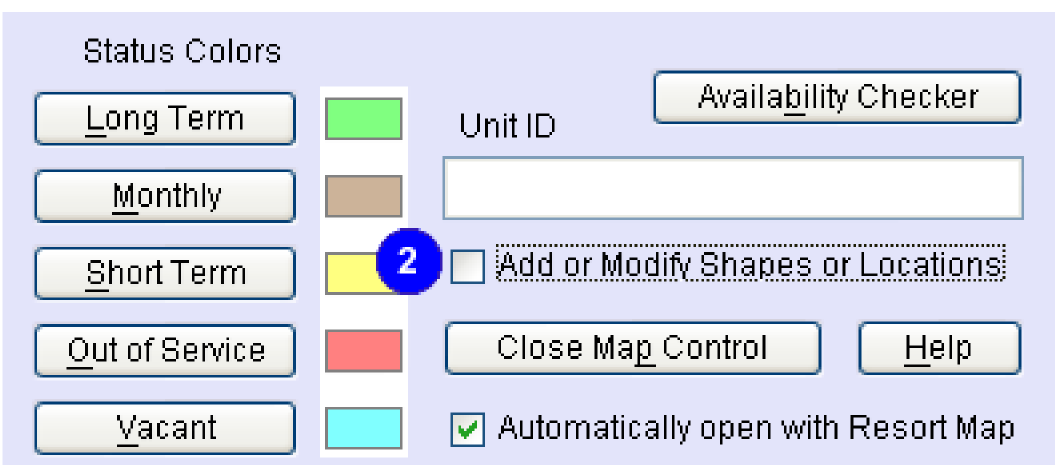
Resort Map

The Resort Map can be used to quickly access information about the Unit, create a Reservation, choose a Tenant, or accepting payments.

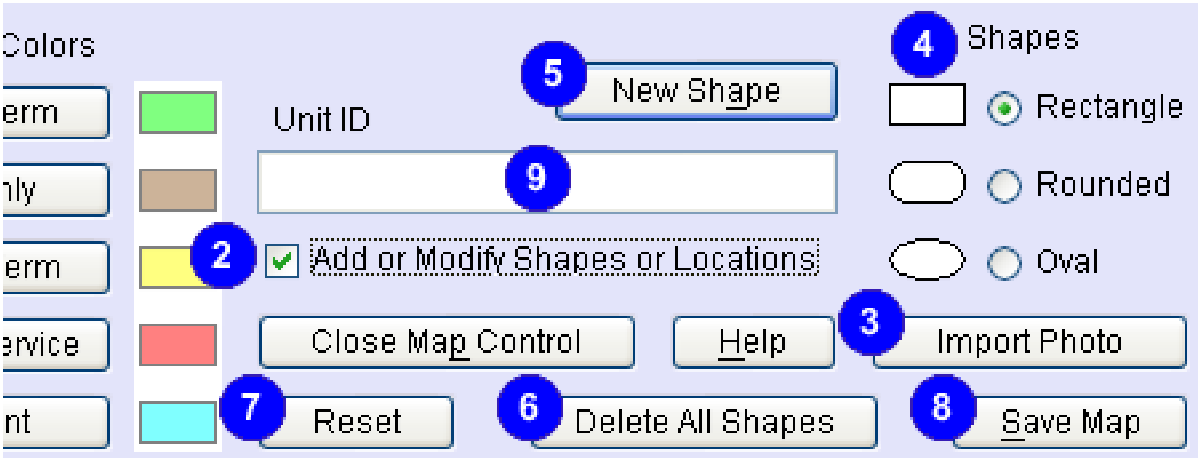


Creating a Resort Map

To create a Resort Map, begin by clicking the **Show Map Control** button **(1)**.



Next select the **Add or Modify Shapes or Locations (2)** option in the Map Control palette. The width of the window increases to reveal controls for adding shapes to map. Some buttons appear while others are hidden. You will need to prepare a .jpg, .gif, or .png Resort Map image, which shows the location of each Unit of your resort. This Resort Map image should be somewhat smaller than your monitor's resolution.

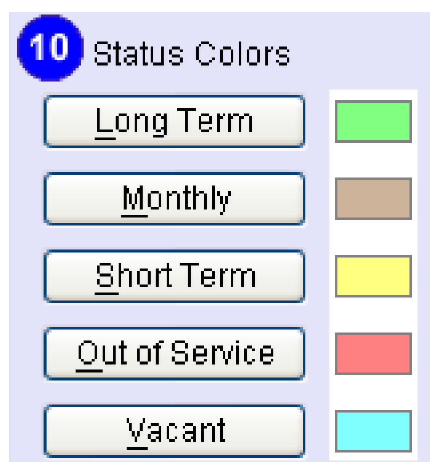


Click the **Import Photo (3)** button and select your Resort Map image.

Next choose a shape from the three **Shapes (4)** choices provided. You can select a different shape for each Unit if you wish.

Click **New Shape (5)** and choose the name of one of your units. A new shape will be created in the middle of the Resort Map. Drag the shape to the location of the Unit on the map and resize it as necessary.

Click **New Shape (5)** again and then adjust the size and location of the new shape. Do this for each of your Units.



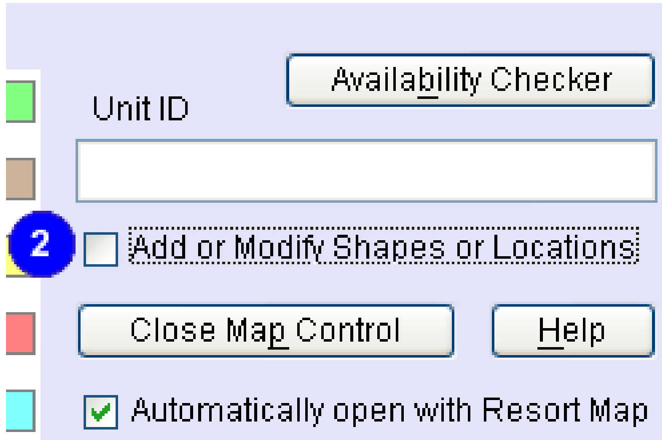
You can delete a shape by selecting it and pressing the Backspace (or Delete) key OR use the **Delete All Shapes (6)** button to start all over again. If you drag a shape off the map, use the **Reset (7)** button to bring it back.

When you are finished, click the **Save Map (8)** button and then deselect the **Add or Modify Shapes or Locations (2)** option.

Pointing to a shape on the Resort Map causes the name of the associated Unit to be displayed in the Unit ID (9) field.

You can change any of the **Status Colors (10)** by clicking one of the five buttons and choosing a new color.

When the **Add or Modify Shapes or Locations (2)** option is deselected, the following two additional buttons are made visible:



Select the **Automatically open with Resort Map** option to hide the **Show Map Control** button on the Resort Map and automatically open the Map Control palette. Click the **Availability Checker** button to open the Availability window.

Using the Resort Map

The Resort Map window is used to quickly locate a unit for one of the following purposes:

To accept a long-term rental payment - click the Tenant's unit and click **Payment**. A new Rental Income Tracker record for the tenant will be created.

To assign a new tenant - click any long-term unit and then click **Tenant**. The Tenant Tracker window will open. Click **Add Tenant** to continue.

To go to the unit's record - click any unit and click **Unit Tracker**. The unit's Resort Unit Tracker record will open.

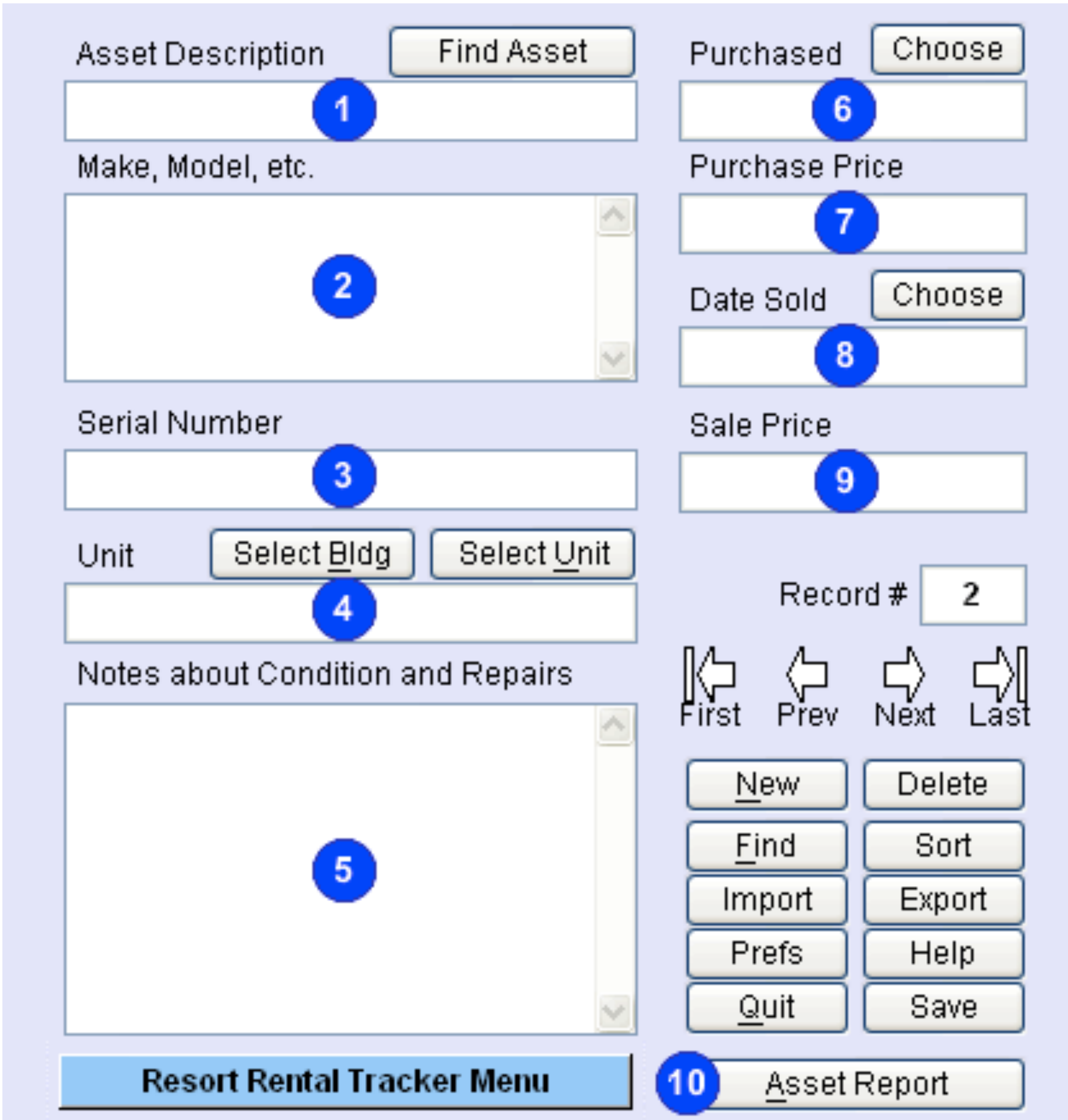
To make a reservation payment - click any short-term rental unit and then click **Payment**. A list of reservations for that unit will appear. Select the reservation for the payment and you will be taken to that reservation. Click **Add Payment** in Reservation Tracker to continue.

To create a new reservation - click any short-term rental unit and then click **Reservation**. You will first be asked for the **Last** name of the new guest. A new Reservation Tracker record will be created.

You will need to specify the **Arrival Date**, and the length of the stay. The Unit Chooser window will automatically open.

Asset Tracker

Use Asset Tracker to keep track of all the appliances, furniture, etc. that are part of your units. Enter a short description in the **Asset Description (1)** field. You can use the **Find Asset** button above this field to go to another asset.



Describe the asset's **Make, Model, etc. (2)** in the field provided.

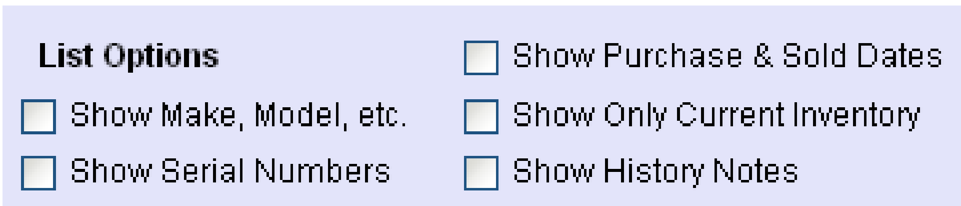
Enter the **Serial Number (3)** and assign a **Unit (4)** by clicking **Select Unit** or **Select Bldg** and then choosing from your list of units or buildings.

Keep extensive **Notes about the Condition and Repairs (5)** of the Asset.

Record the date **Purchased (6)**, the **Purchase Price (7)**, the **Date Sold (8)** and the **Sale Price (9)** in these fields.

Create an **Asset Report (10)** by clicking the button at the lower right corner.

Asset Report Options



Add any of the following **List Options** to your report: **Show Make, Model, etc., Show Serial Numbers, Show Purchase and Sold Dates, Show Only Current Inventory, Show Histoy Notes.**

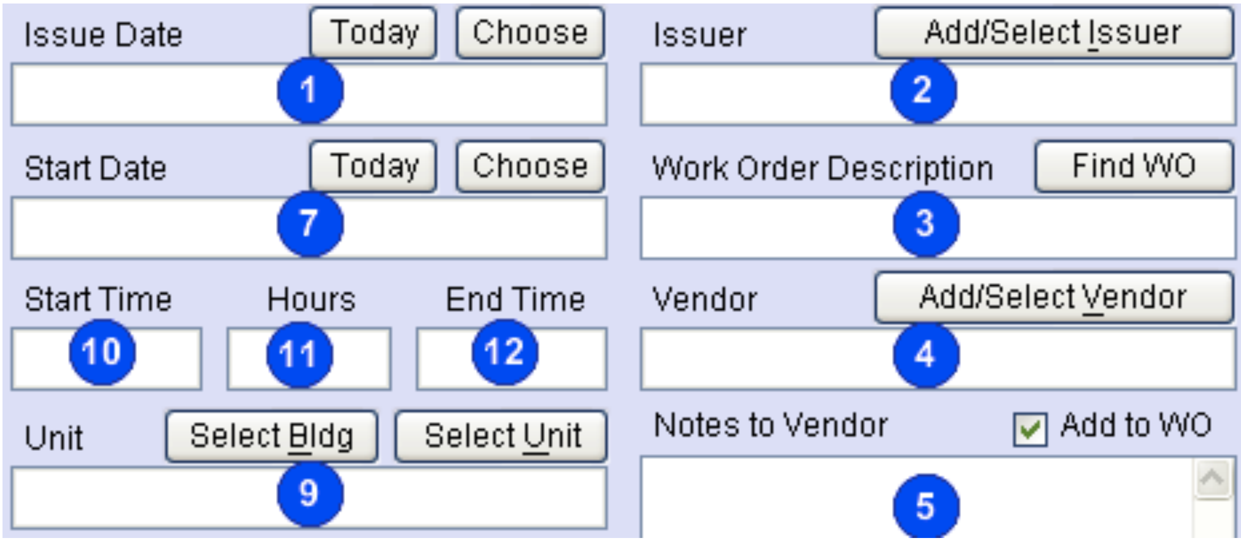
Click **Date Options** to choose a date range and then Sort By any of the following:

To Add Records to Asset Tracker

1. Click the **New** button. You will be asked if you want to create a record for a similar asset, or if you want to start with a blank record. If you choose **Similar Asset**, the **Asset Description, Make, Model, etc. and Purchase Price** fields will be copied to the new record. You will then be asked to enter the **Serial Number**. On a new **Blank** record you will first be asked to enter an **Asset Description**.
2. Fill in the **Make, Model, etc.** field with a more detailed description of the asset, and then record the **Serial Number**, if there is one. You can also keep track of the date **Purchased**, the **Purchase Price**, and eventually the **Date Sold** and the **Sale Price**.
3. Select the building or unit the asset belongs to by clicking **Select Bldg** or **Select Unit.**
4. Enter any **Notes about the Condition and Repairs** about the asset.

Work Order Tracker

In Work Order Tracker, the **Date (1)** is entered when the record is created. Click **Add/ Select Issuer (2)** to create or choose the issuer (usually your name).



Enter a short **Work Order Description (3)**. This will appear in calendars. You can use the **Find WO** button above this field to locate other work orders in the database

Click **Add/Select Vendor (4)** to add or choose a Vendor from a list you create. A longer description of the problem can be entered into the **Notes to Vendor (5)** field.

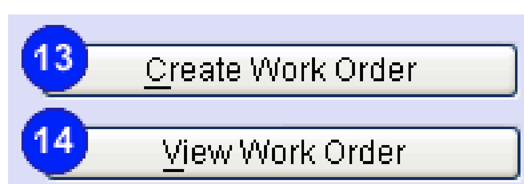
Select a **Priority** (not shown) for the work order. The **Work Order #** is automatically assigned, but can be changed if you wish.

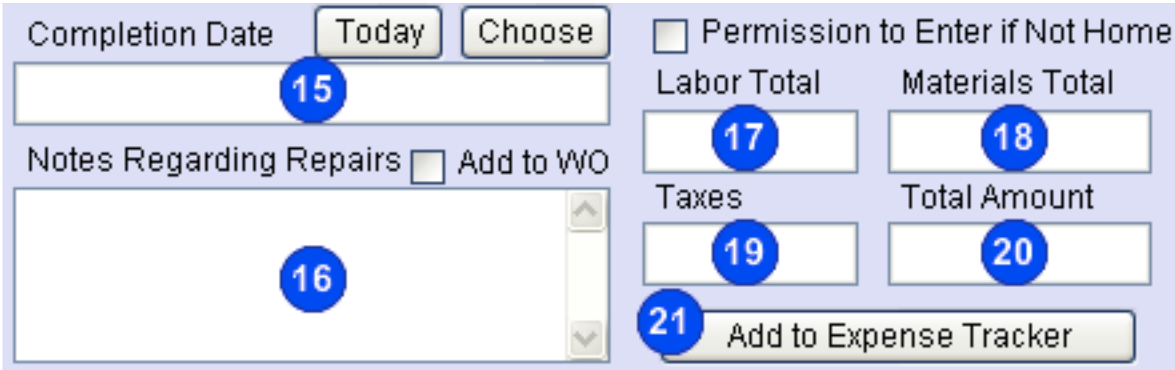
Select a **Job Type** (also not shown) (the choices are **Cleaning, Electrical, Install, Painting, Plumbing, and Repair**). You can add other Job Types by choosing **Add Type**. To remove a Job Type from the list, select it and then select **Delete Type.**

Select the Building or **Unit (9)** that needs the work by clicking
Select Bldg or **Select Unit.**

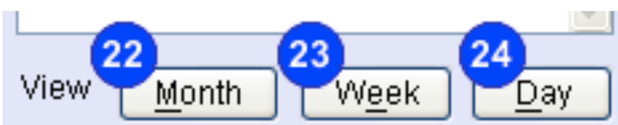
After making an appointment with the Vendor, make a note of the agreed upon date in the **Start Date field (7),** the anticipated **Start Time (10),** and either the number of **Hours (11)** estimated or an **End Time (12).**

Click the **Create Work Order** button **(13)** to create a Work Order to **Print** and mail (or Email) to the Vendor. To view a previously created WO click **View Work Order (14).**





When the work is completed, fill in the **Completion Date (15),** any **Notes Regarding the Repairs (16)** or maintenance, the **Labor Total (17), Materials Total (18),** any **Taxes paid (19),** the **Total Amount (20)** of the Invoice, and the **Invoice #** (located below the Job Type menu). Then click **Add to Expense Tracker (21)** when you are ready to pay the invoice.



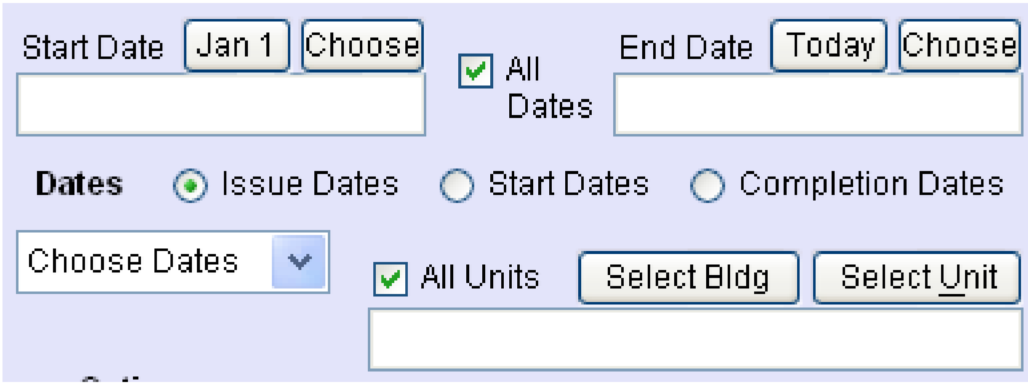
Work Order Tracker records are added to the Schedule Tracker records and displayed on the **Month (22), Week (23) and Daily (24)** calendars.

Click the **Work Order Report** button to create a report of all your orders.

To Add Records to Work Order Tracker

1. Click **New** and enter a brief **Work Order Description**.
2. The **Issue Date** is entered automatically. Click **Add/Select** Issuer to pick an issuer (usually your name).
3. Select a **Priority** for the work order.
4. Select a **Job Type**
5. Click **Add/Select Vendor** to add or select a person or company to do the work.
6. After determining who is available, you can agree on and enter a **Start Date, Start Time**, and either the number of **Hours** the job is likely to take, or an **End Time**.
7. Select a Unit or Building by clicking **Select Bldg** or **Select Unit.**
8. Add any **Notes to Vendor** about the job and then click **Create Work Order** at the bottom of the screen. Click **View Work Order** to see previously created work orders.
9. When the job is complete, enter a **Completion Date**, any **Notes Regarding Repairs**, the **Labor Total, Materials Total, Taxes** and **Total Amount** paid. You can also record the Vendor's **Invoice #**.
10. Click Add to **Expense Tracker** to create a Rental Expense Tracker record for the **Total Amount.**

Work Order Tracker Report Options



You can choose ay range of **Dates**, and specify which date field to use. For example, if the date range is set to April 1 to 30, and the Issue Date is in March 28, the Start Date is April 25 and the Completion Date is May 2, then you can see how selecting **Issue Dates, Start Dates** or **Completion Dates** options will generate very different reports.

Click **Select Bldg or Select Unit** to create a report for only one building or unit.

Choose to add any of the fields in the **Options** list to your report and then **Sort By** any of several fields. Click **Create Report** to generate the report.

Universal Calculator

The Universal Calculator consists of five different calculators. Use the buttons along the top of the window to switch between them.

The **Numbers Calculator** is an easy to use program that operates similar to your average calculator.

This **Dates Calculator** allows you to easily add or subtract any number of days from any date.

The **Time Calculator** calculates the difference between times or adds a list of times, and the **Time Zones Calculator** calculates time differences between major cities.

The **Measurement Calculator** converts any length, volume or weight to the standard you need.

The **Currency Calculator** consists of the **Discounts & Sales Tax** calculator, the **Money Exchange** calculator and the **Payments** calculator.

On the bottom of each calculator window you will find the following buttons:

Quit button saves the data and quits the program.

To access the integrated help system, click on the **Help** button.

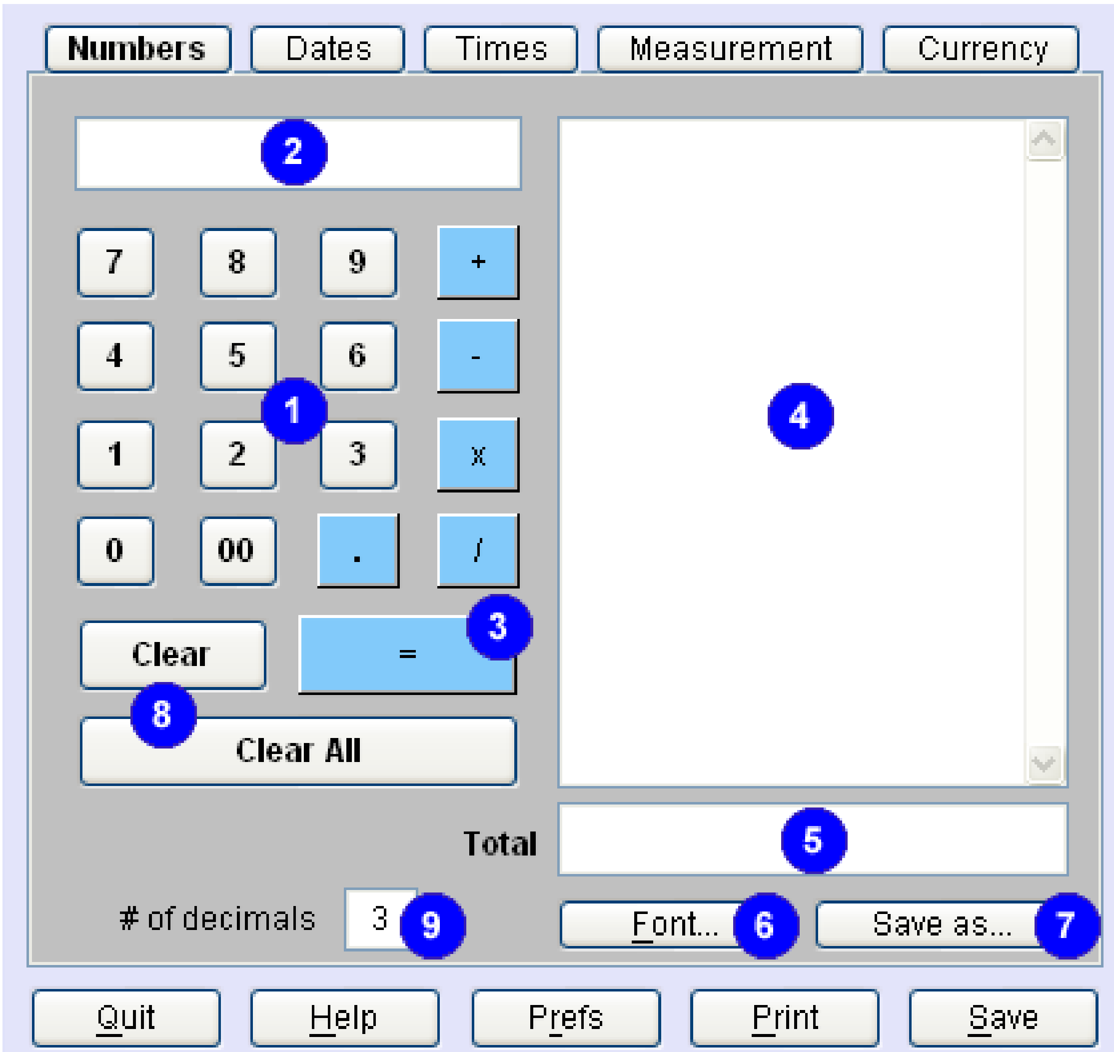
To access the Preferences window, click the **Prefs** button. You can change the highlight, button and background colors, time format, etc.

Click the **Print** button to print the current calculator window.

The **Save** button saves your data. All data is saved automatically when going to another calculator or when you quit the program.

Numbers Calculator

The **Numbers Calculator** is an easy to use program that operates similar to your average calculator.



You can enter **Numbers (1)** and Operators (+, -, * ,x, /, =) by clicking the buttons or by using the keyboard. For your convenience, both the x key and the * (shift 8) key perform multiplication. The number being entered appears in the top field **(2)**. To generate results simply use the return/enter keys or click the = button **(3)**.

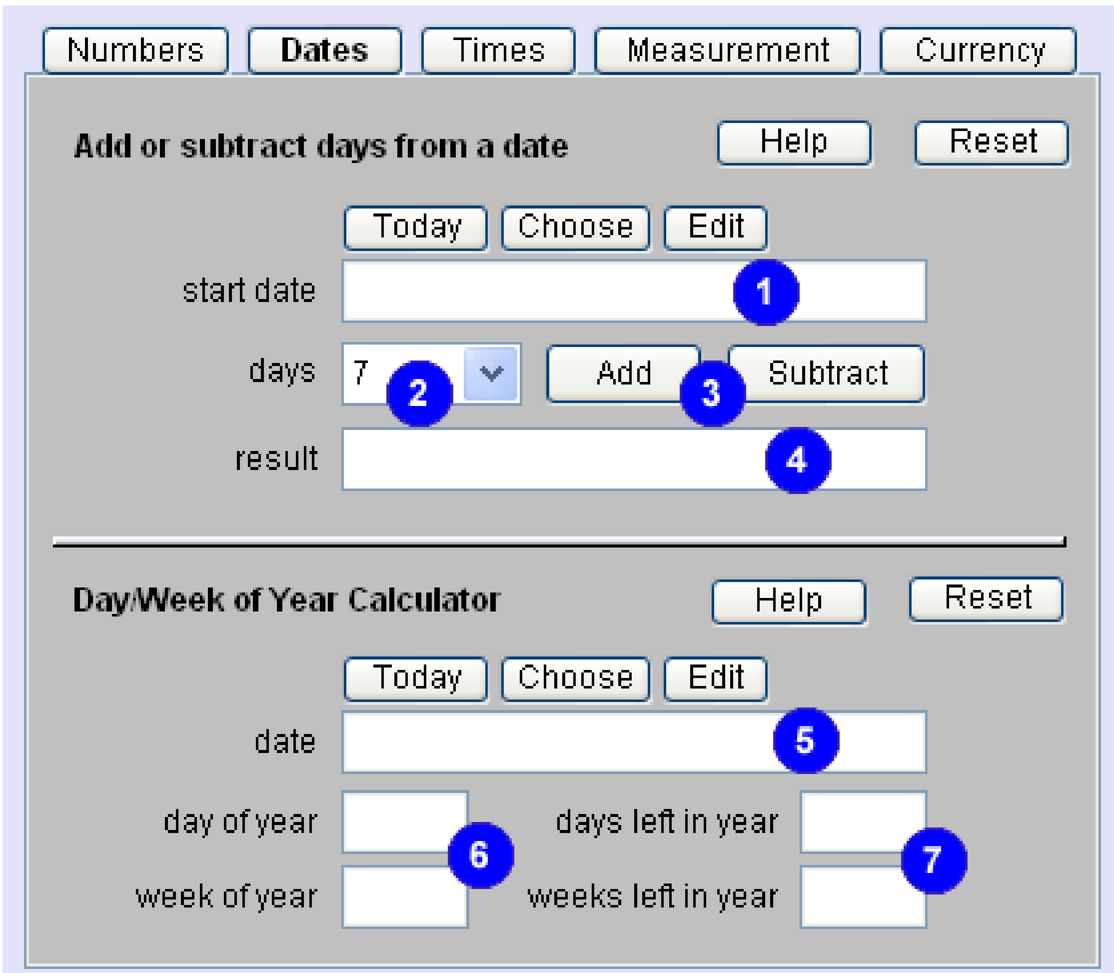
The Tape field **(4)** displays each line of your calculation just like an adding machine "tape". Click the **Save as...** button **(7)** to export the Tape field as a text file so that you can open it in another program. Click the **Print** button to print the Tape field.

If you make a mistake while entering a number, click the **Clear** button **(8)** to clear the calculator. Click the **Clear All** button to clear all fields.

You can copy the the **Total** field **(5)** by clicking the field and pressing ctrl + C (or Command + C on the Mac). You can then paste the number into some other program.

You can change the font face and size of all the fields by clicking the **Font** button **(6)**. You can change the number of decimal places by entering a different number in the # of decimals field **(9)**. For instance, if you are calculating dollars, then 2 decimal places makes sense (12.34). For more accuracy, you can change the number of decimals to a higher number (i.e., 5 would result in numbers like 12.34567).

Dates Calculator

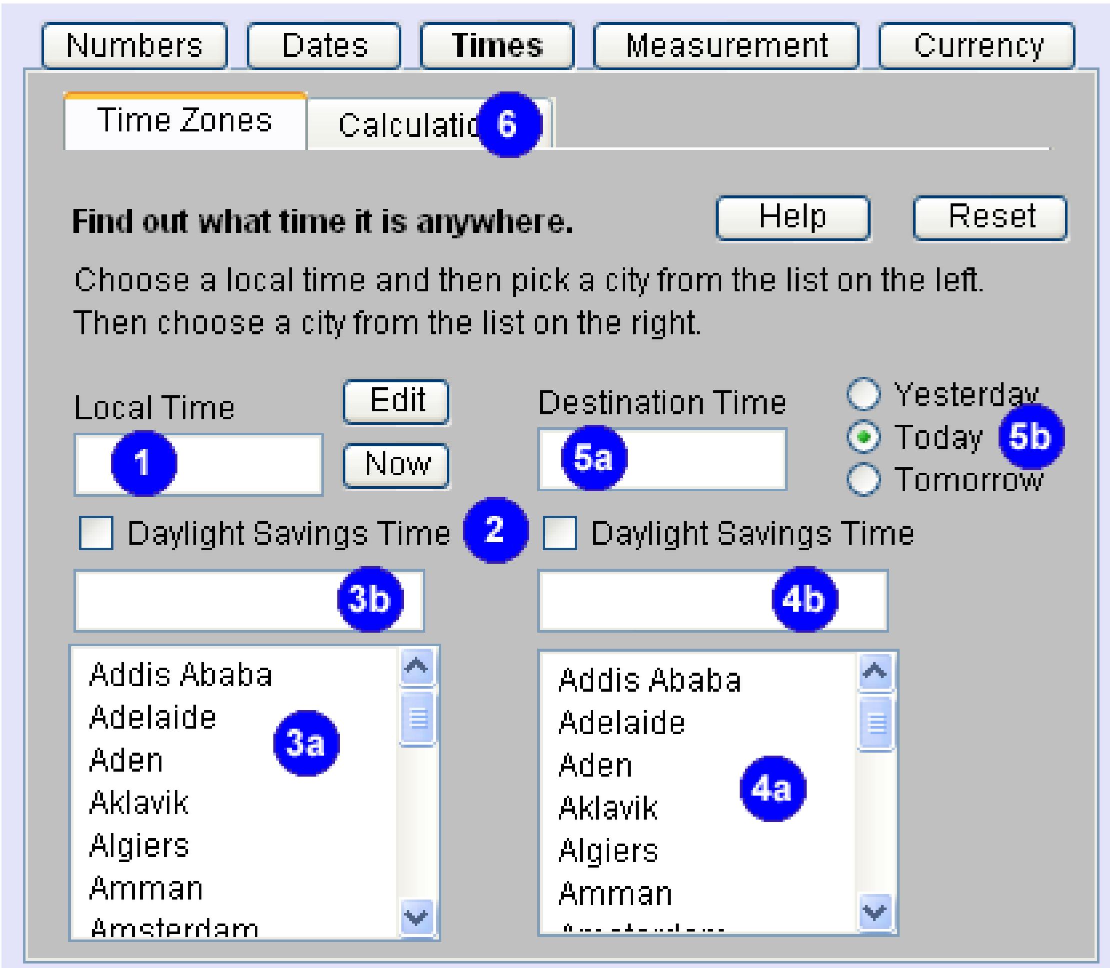


Enter a **start date (1)** by clicking the **Today, Edit or Choose** button above the field. Then enter the number of **days (2)** or choose a number from the option menu **(2)**. By clicking the **Add** or **Subtract** button **(3)**, your answer will appear in the **result** field **(4)**.

To find out the day and week of the year for a particular date, simply enter a **date** by clicking the **Today, Edit or Choose** button above the **date (5)** field. The other fields will be filled in automatically **(6 & 7)**.

Time Zones

The **Time Zones Calculator** calculates different times between major cities.



Enter a **Local Time (1)** by clicking the **Now** or **Edit** button. Then select a city in your time zone from the list on the left **(3a)**. Your choice is displayed **(3b)**.

If either the **Local Time** or **Destination Time** is currently observing **Daylight Savings Time**, click the checkbox below the time fields **(2)**.

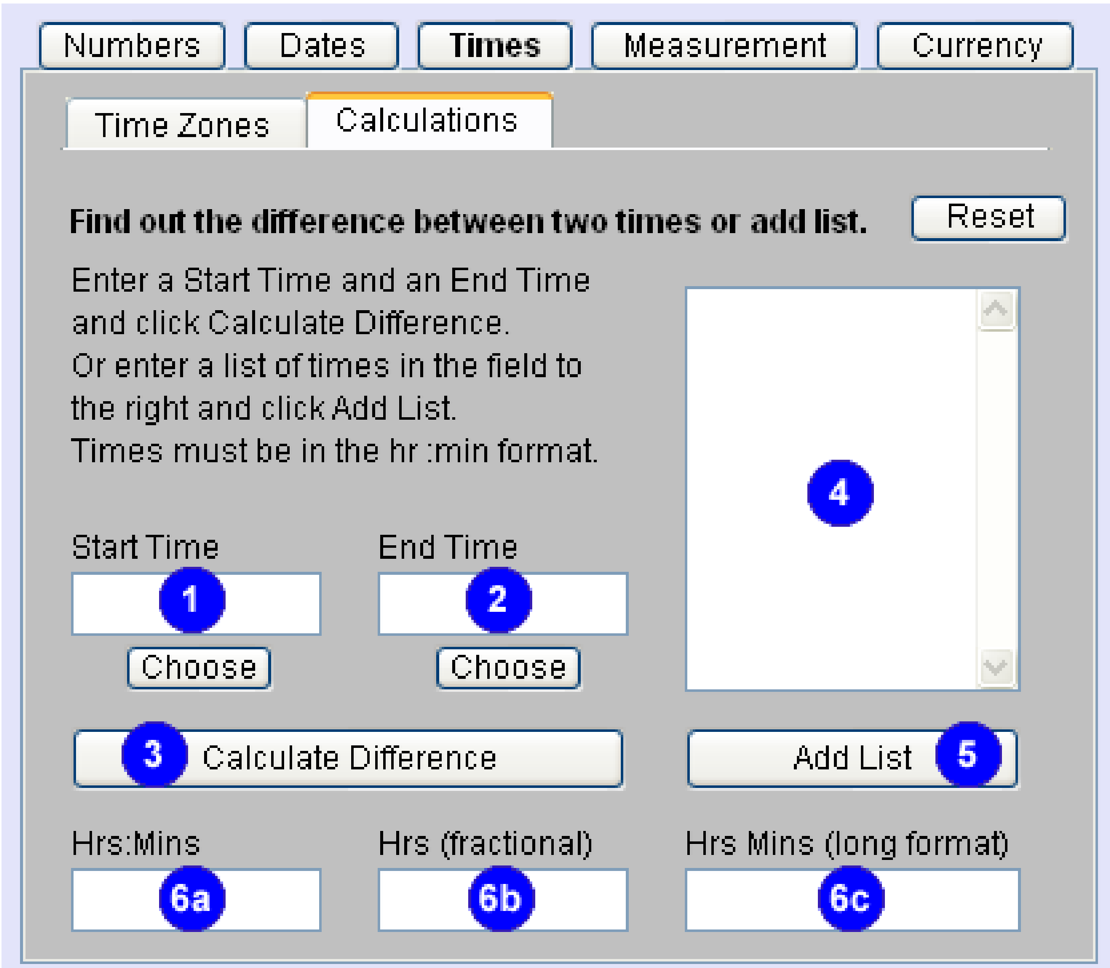
Then select a city from the list on the right **(4a)**. If the city you want is not in the list, pick a city that is in the same time zone. Your choice is displayed **(4b)**.

The time for the city on the right will be displayed in the **Destination Time** field (**5a)**. The relative date for the destination time is displayed by the highlight of the **Yesterday, Today and Tomorrow** buttons **(5b)**.

Click the **Calculations** button **(6)** to add and subtract times.

Time Calculator

This **Time Calculator** calculates the difference between times or adds a list of times.

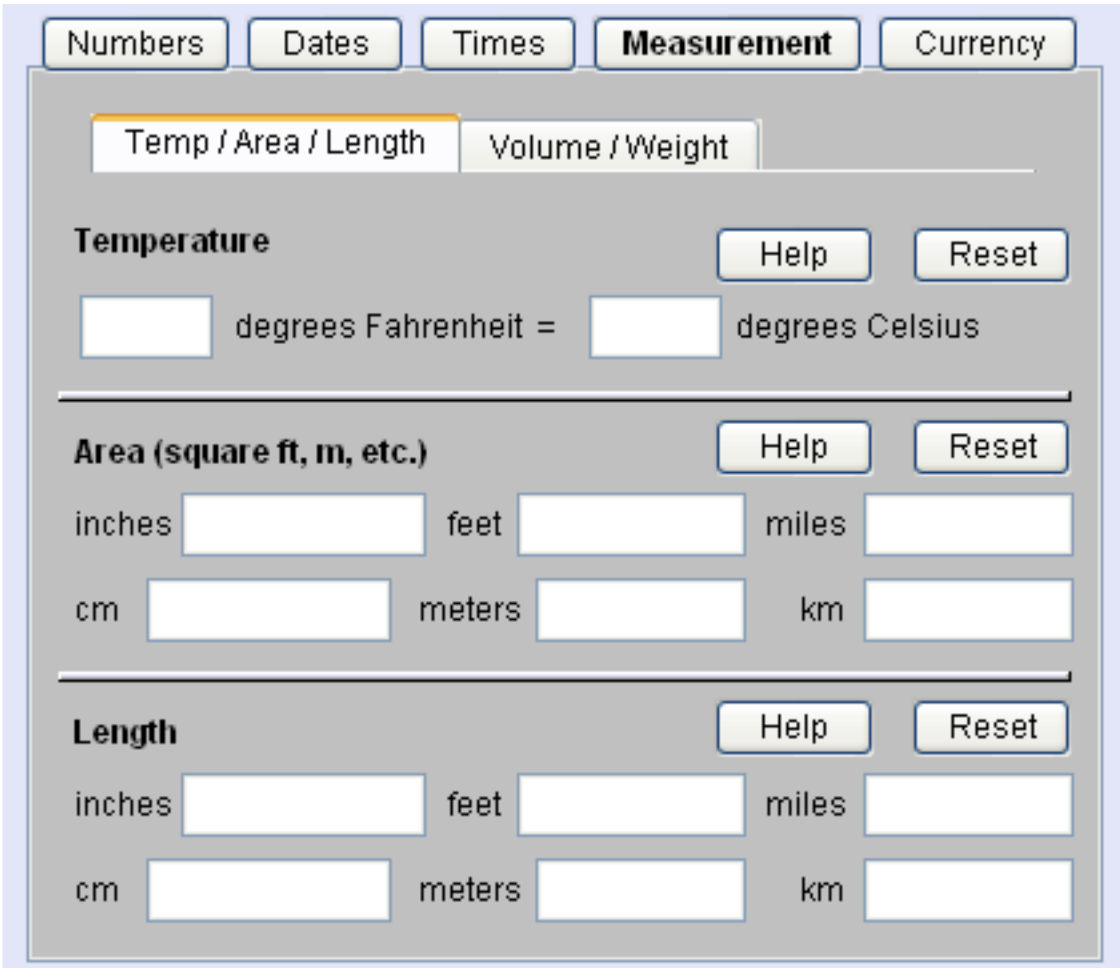


Enter the **Start Time (1)** and the **End Time (2**) and click the **Calculate Difference** button **(3)**. The result will be displayed in three formats, **Hrs:Mins (6a)**, **fractional hours (6b)** and a **long format (6c)**.

To add a list of times, type the list into the field provided **(4)** and click the **Add List** button **(5)**. The result will be displayed in three formats, **Hrs:Mins (6a), fractional hours (6b)** and a **long format (6c)**.

Measures Calculator

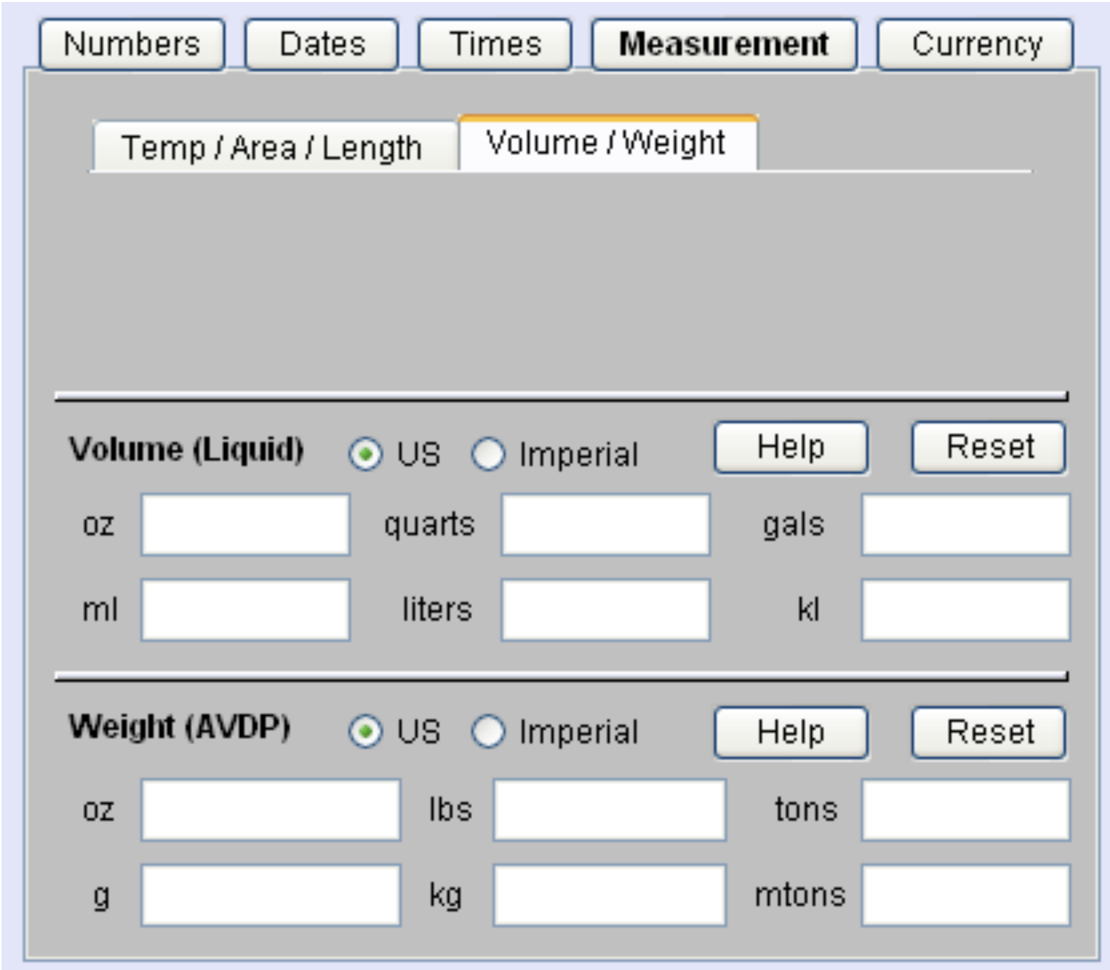
Use this handy calculator to convert temperatures, areas (square ft, m, etc.), length, volume or weight to the standard you need.



Just click on any field in any section and enter a number. The corresponding fields will be filled in automatically.

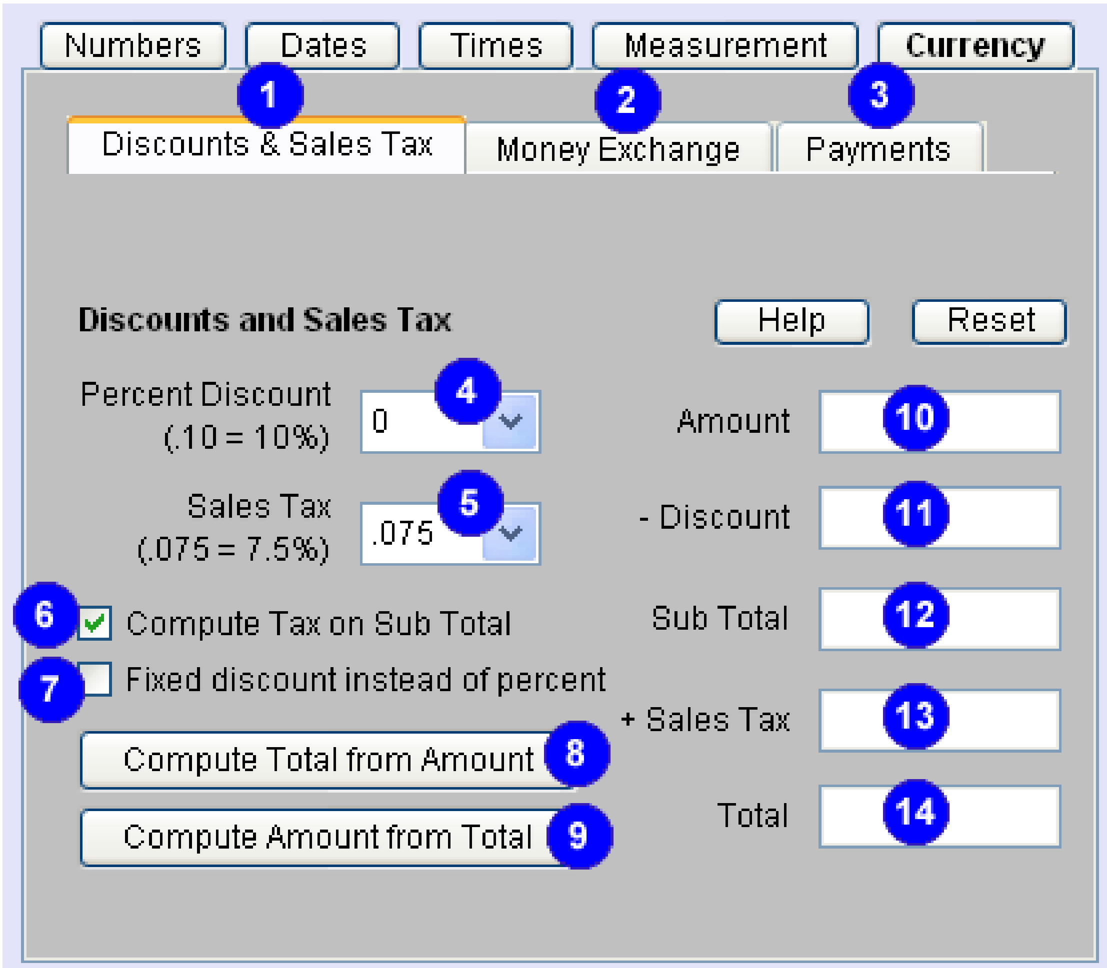
You can calculate **US** or **Imperial** (British) **Volumes** or **Weights**. Clear all fields in the section by clicking the **Reset** button.

Click the **Volume / Weight** tab to access these sections.



Currency Calculator - Discounts & Sales Tax

The handy currency tool that calculates everything from **Discounts & Sales Tax (1)** to **Money Exchange (2)** to **Payments (3)** and Amortizations.



You can figure discounts and sales tax by using the **Discounts & Sales Tax** calculator. You can use the **Percent Discount** menu **(4)** by picking a preset amount or by choosing Other and typing a number.

Pick a Sales Tax (5) from the drop down menu or by choosing Other.

Enter a number into the **Amount** field **(10)** by either clicking that field or the **Compute Total from Amount** button **(8)**. All the other fields will automatically be filled in.

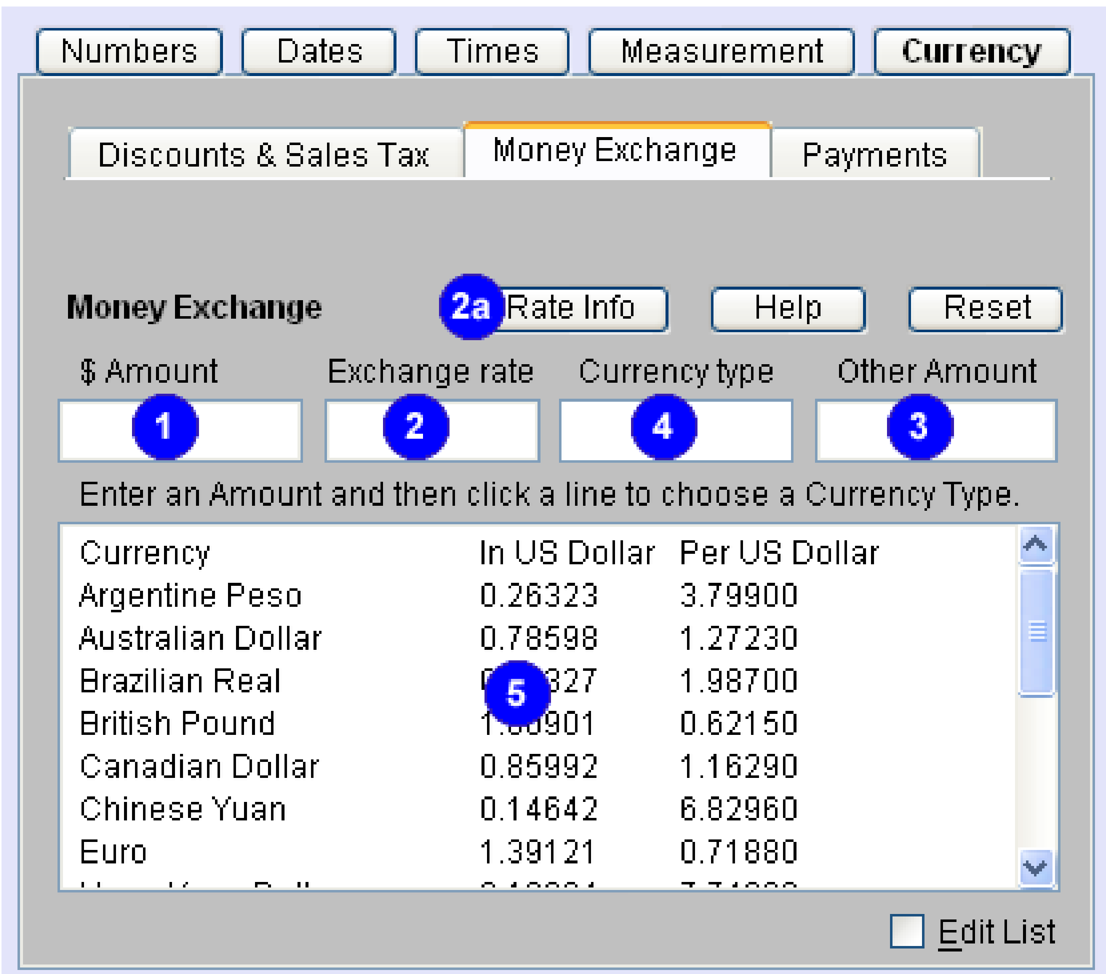
You can also enter a fixed discount by clicking the **Discount** field **(11).** After entering a new discount amount a new total will be calculated. Clicking the **Fixed discount instead of percent** button **(7)** performs the same function.

Normally tax is computed on the **Sub Total** amount, but sometimes you may want the tax computed on the original amount. If this is the case, uncheck the **Compute tax on Sub Total** button **(6)**. A new total will be calculated.

Use the **Compute Amount from Total** button **(9)** to calculate the amount, discount and sales tax from a specified total. After clicking this button, you will be asked for a total and then all the other fields will automatically be filled in. You can also perform this function by clicking the **Total** field **(14)**.

Currency Calculator - Money Exchange

With the Currency Calculator you can convert any currency to any other currency. All you need to provide is the amount and the exchange rate.



Enter the number of dollars (or other currency) that you want to convert into the **$ Amount** field **(1)**.

Click the **Exchange rate** field to enter an exchange rate. For instance, if you get 4.5 of the other currency for each dollar, enter 4.5 into the **Exchange rate** field **(2)**. Click the **Rate Info** button **(2a)** for a link to a web page listing current exchange rates.

The **Other Amount (3)** will be automatically entered after completing steps 1 and 2.

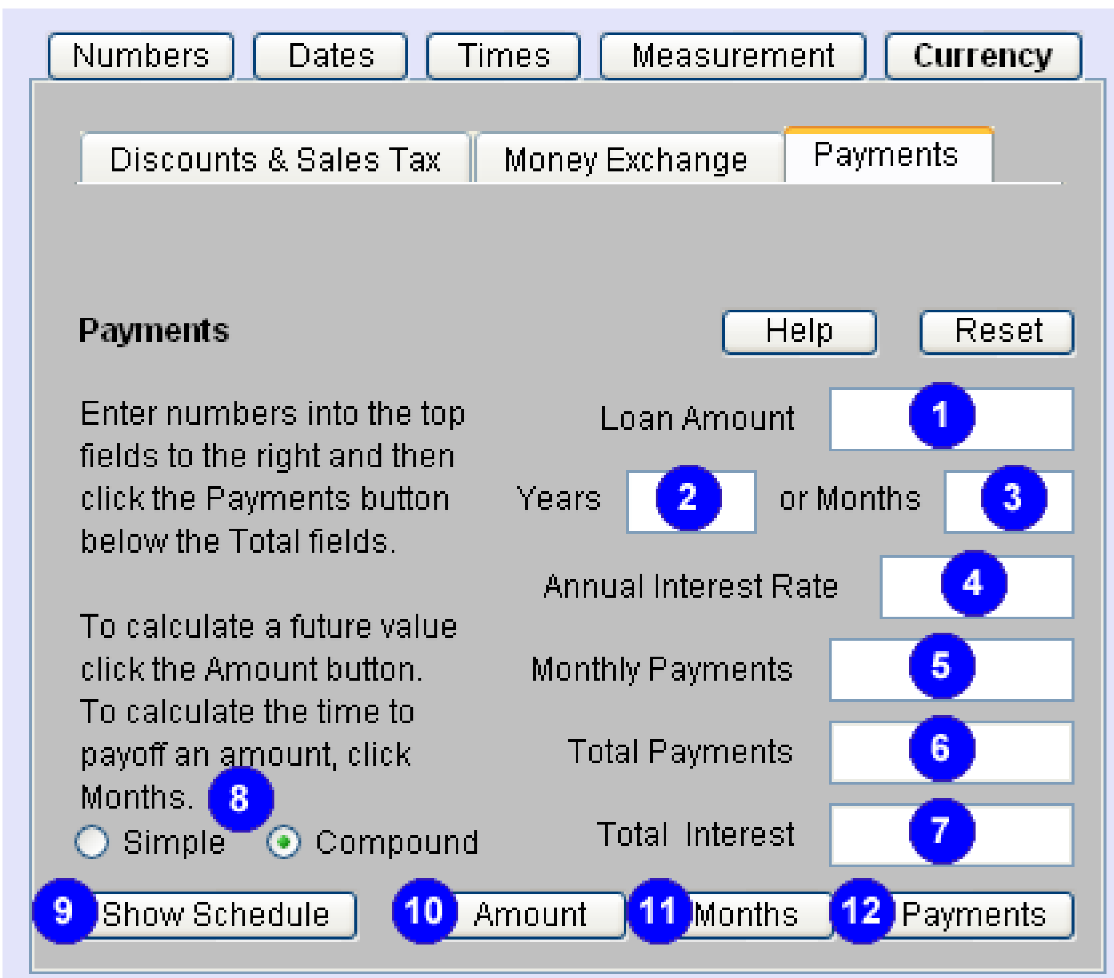
You may also enter a number in the **Other Amount (3)** field to calculate the number of dollars. The **$ Amount** field **(1)** will automatically be updated.

Enter the **Currency type** if desired **(4)**.

You can click any line in the bottom field **(5)** to automatically enter that currency.

Currency Calculator - Payments

You can calculate loan payments and future values of investments with this calculator. You can also figure the total number of months before an amount is paid off.



To calculate Monthly Payments, fill in the **Loan Amount (1)**, the number of **Years (2)** or **Months (3)** to pay, and the **Annual Interest Rate (4)**. The **Monthly Payments (5), Total Payments (6)** and **Total Interest (7)** will be automatically calculated.

Choose either **Simple** or **Compound** interest by clicking one of these **(8)** options.

You can change the **Loan Amount** or length of the loan and then click the **Payments** button **(12)** to get a new calculation.

Click the **Show Schedule** button **(9)** to see a list of the payments and how fast the balance changes.

If you want to know how long it will take to pay for (amortize) an investment, enter the **Initial Cost (1)**, any Interest paid **(4)** and how much per month you are paying **(5)** and the **Months to Pay (3)** will be calculated. You can change the **Loan Amount** or **Monthly Payments** and then click the **Months** button **(11)** to get a new calculation.

For example, I'm considering purchasing a solar electricity package for my home. If I know the initial cost is $20,000 and my Monthly Payments average about $300 then if I figure 7% interest for the loan, I can find out that it will take me 85 months to pay for the new equipment.

You can also find out how much an investment will be worth in the future. Just fill in any **Initial Value (1)** the number of **years (2)** and/or **months (3)** into the future you want to project, and the amount you'll contribute to the fund each month **(5)**. Then click **Amount (10)**.

For example, if you have a mutual fund that has $2000 in it (Initial Amount) and you get an average return of 12% (Annual Interest Rate) and you want to know what it will be worth in 10 years (enter 10 in the Years field and press Enter) and you add $100 a month to the fund (Monthly Payments), when you click the Amount button, you will discover that the fund will have a Future Value of over $45,200.

We hope you are enjoying using *Resort Rental Tracker Plus*. Please drop us a line if you have any suggestions for ways to make the product even better.

SpiritWorks Software Inc.
support@productivity-software.com