RESERVATIONS

VRM
Virtual Resort Manager
Vroooom!

Making Reservations under Reservations> New Short Term

New Member Short Term Reservation (under New Short Term)

1. MEMBER RESERVATIONS: *Select* **Reservations** Button > *Select* **New Short Term** Button > *Select* **Member Reservation** Button > *Select the* **Travel Agency** and **Agent** if applicable > *Select* **Find Property** Button > *Select* **Office** > *Select* **Number of Guests** > *Populate* **Dates of Stay** > Fill out either Optional A or Optional B > *Click* **Search** Button > (to give a price quote for a property click "Desc" in red to the right of a property) Click on the **Property** Desired from available list.

2. *Click* **Find Member** Button > *Click* **New** Button > *Click* **Save** Button > *Populate* Required Fields (the email address is required if "Receive Email" box is checked) > *Click* **Save** Button> *Select* **Marketing Code** > *Click* **Reserve Now**

3. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Click* **Print Confirmation** Button > or *Select* **Send Member Confirmation** (email) > *Select* **Close** Button

If the stay dates are below the minimum and/or the arrival date is not on the specified turn day, remember to click on Ignore Start Day and/or Ignore Min Num Days.

New Guest of Owner Short Term Reservation (under New Short Term)

1. OWNER RESERVATIONS: *Select* **Reservations** Button > *Select* **New Short Term** Button > *Select* **Owner Reservation** Button > *Select* **Find Owner** Button > *Populate* **Owner's Last Name** > *Click* **Search** Button > *Highlight* **Owner's Name** > *Highlight* Owner > *Highlight* **Property** > *Populate* Stay Dates > *Select* **Reserve Now** Button

2. GUEST OF OWNER NAME: *Select* **Member Info** tab > *Populate* guest name in the middle name field > *Click* **Save** Button ***OR*** *Select* **General** tab > *Populate* guest name in the comment section > *Click* **Save** button

3. OWNER PAYING FOR CLEANING > *Select* **Other Charges** tab > *Remove* **Guest Cleaning Charge** (if applicable) > *Highlight* **Owner Clean** > *Click* **Add** > (then) *Select* **Member Info** tab > if Guest of Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

4. GUEST PAYS FOR CLEANING > *Select* **Other Charges** tab > *Add* **Guest Cleaning Charge.** (if no guest charge available) > *Select* **Custom Charges** tab > *Select* **New** Button > *Populate* **Name** > *Select* **Account to Credit** > *Populate* **Description** > *Select* **Tax Type** > *Populate* **Price** > *Select* **Insurable** (if applicable) > *Select* **Distribution Timing** > *Click* **Save** Button > (then) *Select* **Member Info** tab > if Guest of Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

5. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Click* **Print Confirmation** Button > or *Select* **Send Member Confirmation** (email) > *Select* **Close** Button

If the stay dates are below the minimum and/or the arrival date is not on the specified turn day, remember to click on Ignore Start Day and/or Ignore Min Num Days.

New Owner Short Term Reservation (under New Short Term)

1. OWNER RESERVATIONS: *Select* **Reservations** Button > *Select* **NEW SHORT TERM** Button > *Select* **Owner Reservation** Button > *Select* **Find Owner** Button > *Populate* **Owner's Last Name** > *Select* **Search** Button > *Highlight* **Owner's Name** > *Click* Select Owner > *Highlight* **Property** > *Populate* Stay Dates > *Select* **Reserve Now** Button

2. OWNER NEEDS CLEANING > Go to the **Other Charges** tab > *Highlight* **Owner Clean** > *Click* **Add** > (then) *Select* **Member Info** tab > if Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

3. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Select* **Print Confirmation** Button > *Select* **Send Member Confirmation** Button (email) > *Select* **Close** Button

When making an owner's reservation, review the information on the Member Info tab. If the owner requires keys or the owner requires cleaning, check both or one of the boxes. Review other charges for owner cleaning charge.

Making Reservations under Calendar> By Property

New Member Short Term Reservation (under By Property)

1. PROPERTY CALENDAR: *Select* **Calendar** Button > *Select* **By Property** Button > *Select* the **Office** > *Select* the Property > *Select* Arrival Month > *Double Click on* Arrival Date > once the screen populates click on the Departure Date

2. *Select* Member > *Select* # of Guests > *Select* Marketing Code > *Select* Travel Agency (if applicable) > *Populate* Mark Up or Discount (if applicable) > *Select* **Recalculate Price** Button > *Select* **Price Quote** to give guest break down of reservation cost > *Select* **Find Member** Button

3. *Populate* Member First and Last Name > *Select* **Search** Button > *Highlight* Member if found > Otherwise *Select* **New** Button > *Select* **Save** Button > *Populate* Required Fields > *Select* **Save** Button > *Select* **Reserve** Button

4. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Select* **Print Confirmation** Button > *Select* **Send Member Confirmation** Button (email) > *Select* **Close** Button

New Member of Owner Short Term Reservation (under By Property)

1. PROPERTY CALENDAR: *Select* **Calendar** Button > *Select* **By Property** Button > *Select* the **Office** > *Select* the Property > *Select* Arrival Month > *Double Click* on Arrival Date > once the screen populates click on the Departure Date

2. *Highlight* Owner > *Select* **Reserve** button

3. OWNER PAYING FOR CLEANING > *Select* **Other Charges** tab > *Highlight* **Owner Clean** > *Click* **Add** > (then) *Select* **Member Info** tab > if Guest of Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

4. GUEST PAYS FOR CLEANING > *Select* **Other Charges** tab > *Add* **Guest Cleaning Charge.** (if no guest charge available) > *Select* **Custom Charges** tab > *Select* **New** Button > *Populate* **Name** > *Select* **Account to Credit** > *Populate* **Description** > *Select* **Tax Type** > *Populate* **Price** > *Select* **Insurable** (if applicable) > *Select* **Distribution Timing** > *Click* **Save** Button > (then) *Select* **Member Info** tab > if Guest of Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

5. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Click* **Print Confirmation** Button > or *Select* **Send Member Confirmation** (email) > *Select* **Close** Button

New Owner Short Term Reservation (under By Property)

1. PROPERTY CALENDAR: *Select* **Calendar** Button > *Select* **By Property** Button > *Select* the **Office** > *Select* the Property > *Select* Arrival Month > *Double Click* on Arrival Date > once the screen populates click on the Departure Date

2. *Highlight* Owner > *Select* **Reserve** Button

3. OWNER NEEDS CLEANING > *Select* **Other Charges** tab > *Highlight* **Owner Clean** > *Click* **Add** > (then) *Select* **Member Info** tab > if Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

4. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Select* **Print Confirmation** Button > *Select* **Send Member Confirmation** Button (email) > *Select* **Close** Button

When making an owner's reservation, review the information on the Member Info tab. If the owner requires keys or the owner requires cleaning, check both or one of the boxes. Review other charges for owner cleaning charge.

Creating a Black Out (under By Property)

1. PROPERTY CALENDAR: *Select* **Calendar** Button > *Select* **By Property** Button > *Select* the **Office** > *Select* the Property > *Select* Arrival Month > *Double Click* on Arrival/Start Date > once the screen populates click on the Departure/End Date

2. *Select* **Black Out** > *Populate* Description > *Select* **Reserve** Button

Edit/Delete a Black Out After Creating Black Out (under By Property)

1. EDIT BLACK OUT: *Select* **Calendar** Button >*Select* **By Property** Button > *Select* the Office > *Select* the Property > *Select* Month of the Black Out > *Double Click* on the Black Out > *Select* **Edit** Button > Make changes > *Select* **Save** Button

2. DELETE A BLACK OUT: *Select* **Calendar** Button > *Select* **By Property** Button > *Select* the Office > *Select* the Property > *Select* the Month of the Black Out > *Double Click* on the Black Out > *Select* **Delete** Button > *Select* **OK** Button

Making Reservations under Calendar> Tape Chart

New Member Short Term Reservation (under Tape Chart)

1. TAPE CHART: *Select* **Calendar** Button > *Select* **Tape Chart** Button > *Select* the **Office** > *Select* Location (if applicable) > *Select* Property Type (if applicable) > *Select* Number of Guests > *Select* Month to View > *Click* **View** Button

2. *Locate* **Property** > *Double Click on* Arrival Date > once the screen populates click on the Departure Date> *Select* **Member** > *Select* Number of Guests > *Select* Marketing Code > *Select* Travel Agent (if needed) > *Populate* Mark Up or Discount (if applicable) > *Click* **Find Member** Button

3. *Populate* Member First and Last Name > *Select* **Search** Button > *Highlight* Member if found > Otherwise *Select* **New** Button > *Select* **Save** Button > *Populate* Required Fields > *Select* **Save** Button > *Select* **Reserve** Button> Check all tabs on the reservation if accuracy > *Select* **Summary Tab** > *Select* **Print Confirmation** Button > *Select* **Send Member Confirmation** Button (email) > *Select* **Close** Button

4. TO VIEW A RESERVATION FROM THE TAPE CHART: *Select* **Calendar** Button > *Select* **Tape Chart** Button > *Select* Office > *Select* Location (if applicable) > *Select* Property Type (if

applicable) > *Select* Month to View > *Click* **View** Button > *Double click* on the Reservation > *Select* Edit Reservation > When done *Select* **Close** Button

New Member of Owner Short Term Reservation (under Tape Chart)

1. TAPE CHART: *Select* **Calendar** Button > *Select* **Tape Chart** Button > *Select* the **Office** > *Select* Location (if applicable) > *Select* Property Type (if applicable) > *Select* Number of Guests > *Select* Month to View > *Click* **View** Button

2. *Locate* **Property** > *Double Click on* Arrival Date > once the screen populates click on the Departure Date> *Highlight* **Owner** > *Select* **Reserve** button

3. OWNER PAYING FOR CLEANING > *Select* **Other Charges** tab > *Highlight* **Owner Clean** > *Click* **Add** > (then) *Select* **Member Info** tab > if Guest of Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping.

4. GUEST PAYS FOR CLEANING > *Select* **Other Charges** tab > *Add* **Guest Cleaning Charge.** (if no guest charge available) > *Select* **Custom Charges** tab > *Select* **New** Button > *Populate* **Name** > *Select* **Account to Credit** > *Populate* **Description** > *Select* **Tax Type** > *Populate* **Price** > *Select* **Insurable** (if applicable) > *Select* **Distribution Timing** > *Click* **Save** Button > (then) *Select* **Member Info** tab > if Guest of Owner needs cleaning check the "Owner Needs

Cleaning" box in order for the reservation to appear under Schedule Housekeeping

5. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Click* **Print Confirmation** Button > or *Select* **Send Member Confirmation** (email) > *Select* **Close** Button

6. TO VIEW A RESERVATION FROM THE TAPE CHART: *Select* **Calendar** Button > *Select* **Tape Chart** Button > *Select* Office > *Select* Location (if applicable) > *Select* Property Type (if applicable) > *Select* Month to View > *Click* **View** Button > *Double click* on the Reservation > *Select* Edit Reservation > When done *Select* **Close** Button

New Owner Short Term Reservation (under Tape Chart)

1. TAPE CHART: *Select* **Calendar** Button > *Select* **Tape Chart** Button > *Select* the **Office** > *Select* Location (if applicable) > *Select* Property Type (if applicable) > *Select* Number of Guests > *Select* Month to View > *Click* **View** Button

2. *Locate* **Property** > *Double Click on* Arrival Date > once the screen populates click on the Departure Date> *Check* the circle for **Owner** > highlight the owner> *Select* **Reserve** button

3. OWNER PAYING FOR CLEANING > Go to the **Other Charges** tab > *Highlight* **Owner Clean** > *Click* **Add** > (then) *Select* **Member Info** tab > if Owner needs cleaning check the "Owner Needs Cleaning" box in order for the reservation to appear under Schedule Housekeeping

4. Check all tabs on the reservation if accuracy > PRINT AND/OR EMAIL CONFIRMATION: *Select* **Summary Tab** > *Click* **Print Confirmation** Button > or *Select* **Send Member Confirmation** (email) > *Select* **Close** Button

When making an owner's reservation, review the information on the Member Info tab. If the owner requires keys or the owner requires cleaning, check both or one of the boxes. Review other charges for owner cleaning charge.

Change Dates of Stay Prior to Check In

1. FIND RESERVATION: *Select* the **Reservations** Button > *Select* the **Change/Cancel** Button> *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* the Reservation > *Click* **Select Reservation** Button > **or** *Enter* the Reservation ID > *Click* **Find Reservation by ID** Button

2. **ON GENERAL TAB**: *Select* **Change Date** Button > *Select* the New Start Date and/or End Date > *Click* **Search** Button > *Edit* **New Price, Discount, Security Deposit** (if needed) > *Click* **Update Reservation** Button > *Click* **Close** Button

Change Property Prior to Check-In

1. FIND RESERVATION: *Select* the **Reservations** Button > *Select* the **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Click* **Select Reservation** Button > **or** *Enter* the Reservation ID > *Click* **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* **Find Property** Button > *Select* the Start Date and End Date > *Populate* **Optional A** or **Optional B** Search Criteria (if needed) > *Click* **Search** Button > *Click* on Property > *Edit* **New Price, Discount, Security Deposit** (if needed) > *Click* **Update Reservation** Button > *Click* **Close** Button

Check-In Individual Reservation

1. FIND RESERVATION: *Select* the **Reservations** Button > *Select* the **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Click* **Select Reservation** Button > **or** *Enter* the Reservation ID > *Click* **Find Reservation ID** Button

2. ON GENERAL TAB: *Click* **Check In** Button > *Select* **Close** Button

Batch Check-In / Check-Out

1. *Select* **RESERVATIONS** Button > *Select* **Batch Check-In/Out** Button > *Select* the Office > *Select* Property, Guest, Reservation ID, Date Checking In (sort criteria for the screen) > *Click* **Check In** Button (if checking in all of the reservations) > Otherwise, *Select* **Clear All** Button > *Check* the box for Reservations to check in > *Click* **Check-In** Button > *Select* **Close** Button

2. *Select* **RESERVATIONS** Button > *Select* **Batch Check-In / Out** Button > *Select* **Batch Check-Out** tab > *Select* the Office > *Select* Property, Guest, Reservation ID, Date Checking In (sort criteria for the screen) > *Click* **Check Out** Button (if checking out all of the reservations) > Otherwise, *Select* **Clear All** Button > *Check* the box for Reservations to check out > *Click* **Check-Out** Button > *Select* **Close** Button

Change Property on Existing Reservation after Check-In (No Advancing)

***e.g.* - a reservation that the guest has to be moved to a different property after staying a few nights in the original property**

1. ENTER NEW RESERVATION FOR MEMBER: *Select* the **Reservations** Button > *Select* **New Short Term** Button > *Select* **Member Reservation** Button > *Select* **Travel Agency** and **Agent** if applicable > *Select* **Find Property** Button > *Select* the **Office** > *Select* the **Number of Guests** > *Populate* **Dates of Stay** (fill out either Optional A or Optional B) > *Click* **Search** Button > *Click on* **Property** Desired from available list

2. *Select* **Find Member** Button > *Select* **New** Button or **Search** button > *Click* **Save** Button > *Populate* Required Fields > *Click* **Save** Button > *Select* **Marketing Code** > *Select* **Reserve Now** > *Select* **Close** Button

3. FIND ORIGINAL RESERVATION: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Click* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button

Change Property on Existing Reservation after Check-In (No Advancing cont'd)

4. *Select* **Change Date** Button > *Highlight* the **End Date** (new check out date) > *Select* **Search** Button > *Select* **Update Reservation** Button > *Select* **Check Out** Button

5. **Transfer** overpayment money from original reservation to the new reservation > *Select* **Accounting** button > *Select* **Transfers** button > To Receivable tab. (See Support Article 336) **or** go into the original reservation> Pay Up> Transfer Balance> enter the amount to be transferred> enter a Description> highlight the new reservation (the new reservation will only show up if the same member profile is used)> finally click Transfer Balance.

6. FIND NEW RESERVATION: *Select* the **Reservations** Button > *Select* the **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Select* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button > Check the "Current Balance in Prepay or Damage Deposit" on the Summary tab and under Pay Up that the transfer is showing up

Change Property on Existing Reservation after Check-In (Advancing)

***e.g.* - a reservation that the guest has to be moved to a different property after staying a few nights in the original property**

If an owner's balance goes into a negative state and you do not allow negative expensing, it is the rental management company's responsibility to transfer funds to that owner's account.

1. **REIMBURSE** ADVANCE: *Select* the **Accounting** Button > *Select* **Manual Overrides** Button > *Select* **Undistribute Short Term** Tab > *Populate* **Reservation ID** > *Select* **Find Reservation** Button > *Select* **Reimburse Advance** Button > *Select* **OK** Button > *Select* **Close** Button

2. ENTER NEW RESERVATION FOR MEMBER: *Select* **Reservations** Button > *Select* **New Short Term** Button > *Select* **Member Reservation** Button > *Highlight* **Travel Agency** and **Agent** if applicable > *Select* **Find Property** Button > *Highlight* **Office** > *Highlight* **Number of Guests** > *Populate* **Dates of Stay** (fill out either Optional A or Optional B) > *Click* **Search** Button > *Click* on **Property** Desired from available list

3. *Select* **Find Member** Button > *Select* **New** Button > *Select* **Save** Button > *Populate* Required Fields > *Select* **Save** Button > *Select* **Marketing Code** > *Select* **Reserve Now** > *Select* **Close** Button

Change Property on Existing Reservation after Check-In (Advancing) cont'd

4. FIND ORIGINAL RESERVATION: *Select* the **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Click* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button

5. *Select* **Change Date** Button > *Highlight* **End Date** (new check out date) > *Select* **Search** Button > *Select* **Update Reservation** Button > *Select* **Check Out** Button

6. **Transfer** overpayment money from original reservation to the new reservation > *Select* **Accounting** button > *Select* **Transfers** button > To Receivable tab. (See Support Article 336) **or** go into the original reservation> Pay Up> Transfer Balance> enter the amount to be transferred> enter a Description> highlight the new reservation (the new reservation will only show up if the same member profile is used)> finally click Transfer Balance.

7. FIND NEW RESERVATION: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Click* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button > Check the "Current Balance in Prepay or Damage Deposit" on the Summary tab and under Pay Up that the transfer is showing up

Update Member Information from Reservation

1. FIND RESERVATION: *Select* the **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* the Reservation > *Click* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button

2. *Select* **Member Info** Tab > *Populate* Member Info Fields > If permanent change, *Check* the box for **Update Member Info** (this will change the info at the member profile as well as on the reservation) > *Click* the **Save** Button

Reservation Post a Payment (Cash/Check)

1. FIND RESERVATION FROM RESERVATION TAB: *Select* the **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* the **Payup** Button > *Select* the **Pay Receivable** Button > *Select* Payment Type (cash or check) > *Enter* the Prepay Amount and/or Deposit amount > *Enter* the Check Number (if paying by check) > *Select* **Make Payment** Button > *Select* **Done/Cancel** Button > *Select* **Close** Button

Reservation Posting Batch Payments

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* the **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. **ON GENERAL TAB**: *Select* the **Payup** Button > *Select* **Pay Receivable** Button > *Select* Payment Type (cash or check) > *Enter* the Prepay Amount and/or Deposit amount > *Enter* the Check Num (if paying by check) > *Select* **Make Payment** Button > *Select* **Back** Button > *Populate* Reservation ID > *Select* **Find Reservation ID** Button

Reservation Post a Credit Card Payment
(NO Vroooom Pay! or Fast Charge/Using a Point of Sales Terminal)

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* **Payup** Button > *Select* **Pay Receivable** Button > *Select* the Payment Type (Visa, Mastercard, Discover, AMEX) > *Enter* the Prepay Amount and/or Deposit amount > *Select* **Make Payment** Button > *Select* **Done/Cancel** Button > *Select* **Close** Button

Reservation Post a Credit Card Payment (Vroooom Pay! or Fast Charge)

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* the **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click the **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* the **Payup** Button > *Select* **Pay Receivable** Button > *Select* the Payment Type (Visa, Mastercard, Discover, AMEX) > *Enter* the Prepay Amount and/or Deposit amount > *Enter* the Card Number > *Select* the Exp Date > *Enter* the CVV2 number > *Click* the **Make Payment** Button > Print Receipt > *Close* Window > *Select* **Done/Cancel** Button > *Select* **Close** Button

3. TO SWIPE CREDIT CARD: *Select* **Payup** Button > *Select* **Pay Receivable** Button > *Select* the Payment Type (Visa, Mastercard, Discover, AMEX) > *Select* Swipe > *Enter* the Amount > *Click* the **Swipe Card** Button > Swipe Card > *Select* **OK** Button > *Select* **Make Payment** Button > Print Receipt > *Close* Window > *Select* **Done/Cancel** Button > *Select* **Close** Button

Reservation Authorize Only (Vroooom Pay! or Fast Charge)

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* the **Payup** Button > *Select* **Authorize Only** Button > *Select* the Payment Type (Visa, Mastercard, Discover, AMEX) > *Enter* the Payor Name > *Enter* the Card Number > *Enter* the Street Address > *Enter* the Exp Date > *Enter* the Zip Code > *Enter* the CVV2 number > *Select* the Country > *Click* the **Authorize Payment** Button > *Select* **Done/Cancel** Button > *Select* **Close** Button

3. TO SWIPE CREDIT CARD: *Select* **Payup** Button > *Select* **Authorize Only** Button > *Select* Payment Type (Visa, Mastercard, Discover, AMEX) > *Populate* Swipe > *Select* **Swipe Card** Button > Swipe Card > *Select* **OK** Button > *Select* **Authorize Payment** Button > Print Receipt > *Close* Window > *Select* **Done/Cancel** Button > *Select* **Close** Button

When a credit card is authorized the card information is sent to the credit card gateway and the card is authorized for $1.00 which drops off within up to 10 days and the credit card information is held at the gateway

Reservation Reissue (Vroooom Pay! or Fast Charge)

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* the **Reservations** Button > *Select* the **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* the **Payup** Button > *Select* **Pay Receivable** Button > *Select* Credit Card Type > *Click* the **Reissue** Button > *Highlight* the Credit Card Payment > *Enter* the Amount > *Select* the Account > *Click* the **Reissue Amount** Button > Print Receipt > *Close* Window > *Select* **Done/Cancel** Button > *Select* **Close** Button

Reservation Refund a Guest's Credit Card (Portion of Payment)
(Vroooom Pay! or Fast Charge)

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* the **Reservations** Button > *Select* the **Change/Cancel** Button > *Select* the **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* the **Search** Button > Highlight the Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. **ON GENERAL TAB**: *Select* the **Payup** Button > *Select* **Refund CC/Echeck** Button > *Highlight* the original Payment > *Enter* the Refund Amount > *Click* the **Refund Credit Card Amount** Button > *Select* **Done/Cancel** Button > *Select* **Close** Button

Reservation Refund a Guest's Credit Card (Full Amount)
(VroooomPay! or Fast Charge)

1. **FIND RESERVATION FROM RESERVATION BUTTON**: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. **ON GENERAL TAB**: *Select* **Payup** Button > *Select* **Refund CC/Echeck** Button > *Highlight* the original Payment > *Enter* the Refund Amount > *Select* **Refund Credit Card Amount** Button > *Select* **Done/Cancel** Button > *Select* **Close** Button

Reservation Refund to a Check

1. REFUND TO A CHECK**:** *Select* **Accounting** Button > *Select* **Accounts Payable** Button > *Select* **Expense Member** tab > *Select* the Office > *Select* **Next** Button > *Select* Property (for Short Term) or Long Term > *Select* **Next** Button > *Highlight* Property > *Select* **Next** Button > *Highlight* the Guest > *Select* **Next** Button > *Highlight* **Account** > *Enter* a Description > *Enter* the Amount > *Select* **Expense** Button > *Select* **Close** Button

2. TO PRINT CHECK: *Select* **Accounting** Button > *Select* **Check Queue** Button > *Check* the Check Box Next to Member > *Verify* **Check Number** > *Select* **Generate Check** Button > *Select* **Print Check** Button > *Print* **Check** > *Close*

Reservation Post NSF Check

1. FIND RESERVATION FROM RESERVATION BUTTON: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Click **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

2. ON GENERAL TAB: *Select* **Payup** Button > *Select* **Pay Receivable** Button > *Populate* Prepay Field with Negative Amount of Check (e.g. -20.00) > *Populate* Sale Date with Date Check was Returned > *Populate* Check Num (NSF ck# 1234) > **Select** Make Payment *Button* > *Select* **Done/Cancel** Button > *Select* **Close** Button

3. **CHARGE NSF FEE TO GUEST**: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > Highlight Reservation > Select **Select Reservation** Button > or *Populate* Reservation ID > Select **Find Reservation ID** Button

4. *Select* **Custom Charges** Tab > *Select* **New** Button > *Enter* the Name > *Enter* a Description > *Select* the Tax Type > *Enter* the Price > *Enter* the Management Fee (if applicable)> *Select* the Distribution Timing > *Select* **Save** Button

5. **POST PAYMENT**: Refer to Post Payment Cash/Check or Post Payment Credit Card.

Reservation – Cancel (No Money Paid)

1. **FIND RESERVATION FROM RESERVATION BUTTON**: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Select* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button

2. **ON GENERAL TAB**: *Select* **Cancel Reservation** Button > *Select* **Yes** Button > To **Print Confirmation**> go to the Summary tab> *Click* the Print Confirmation button > Select **Close** Button

Reservation Cancel – Paid
Holding Deposit for possible Re-rental

1. **FIND RESERVATION FROM RESERVATION BUTTON**: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Select* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button

2. **ON GENERAL TAB**: *Select* **Cancel Reservation** Button > Leave the "Release Property (to re-rent)" box checked > Leave the "Hold Deposit" box checked > *Click* **Cancel Reservation** Button > To **Print Confirmation** > go to the Summary tab > *Click* the Print Confirmation button > *Select* **Close** Button

The following list of items has been accomplished:

- reservation has been cancelled
- property released to re-rent
- deposit held to see if the property re-rents

Reservation Cancel – Paid
Refunding Deposit at Time of Cancellation

1. **FIND RESERVATION FROM RESERVATION BUTTON**: *Select* **Reservations** Button > *Select* **Change/Cancel** Button > *Select* **Find Reservation** Button > *Populate* Guest First and Last Name or Property > *Select* **Search** Button > *Highlight* Reservation > *Select* **Select Reservation** Button > **or** *Populate* Reservation ID > *Select* **Find Reservation ID** Button

2. **ON GENERAL TAB**: *Select* **Cancel Reservation** Button > *Uncheck* **Hold Deposit** Box > *Enter* the **Refund Amount** (the check will be for this amount to the guest) > *Enter* the **Cancellation Fee** (this amount that will go to managements cancellation fee account) > These two amount must equal the current balance in prepay > *Select* **Cancel Reservation** Button >To **Print Confirmation** > go to the Summary tab > *Click* the Print Confirmation button > *Select* **Close** Button

3. **PRINT CONFIRMATION** > *Select* **Reservations** Button > *Select* **Reports** Button > *Highlight* **Reservation Confirmations** > *Select* **View Report** Button > *Highlight* Start Date and End Date (reservation was cancelled) > *Populate* **Date Changed** > *Populate* **Display Cancelled Reservations** (uncheck other boxes) > *Select* **Run Report** Button > Close Screen

Need Help Contact:
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