

## Helpful Hints Guide for the CSA XML Functionality

This documentation is to be used as a guide on how to accurately use the CSA XML functionality within the VRM application.

1. VRM recommends travel Insurance is configured to be included within the down payment amount.

**Down Payment Configuration:** The down payment calculation configuration is located on the 'Misc' tab of the financial configuration page.

(Select the **System Configuration** button > Select the **Financial** button > Select the **Misc** tab)

The screenshot shows the 'Virtual Resort Manager - Financial Configuration - Windows Internet Explorer' window. The 'Misc' tab is active, displaying various configuration fields. A red box highlights the 'Down Payment Type' dropdown menu, which is open and showing the following options: Fractional, Percent Rent + Insurance, Percent Total, Percent Rent, Percent Rent + Insurance, Percent Rent + Res. Fee, Percent Rent + Insurance + Res. Fee, Flat Rate, Flat Rate + Insurance, One Day Rate, and One Day Rate + Insurance. The 'Down Payment Amount' is set to 50.00 and 'Cancellation Fee' is 50.00. Other fields include 'Cancellation Refund Days' (0), 'Number of Days Before Refund' (0), 'Down Payment Minimum Rent' (0.00), 'Starting Check Number' (36259), 'Months to Wait for Escheat' (48), 'Amount to Advance (%)' (50.00), 'Amount of Mngmnt Fee to Advance' (0.00), 'Rate Calculate Method' (Prorate New Season), 'EFT Setup for All Offices' (EFT Setup), '1099 Setup for All Offices' (1099 Setup), 'Allow Negative Expensing' (unchecked), 'Owner's Extranet Payment' (checked), and 'Print Checks Payee Name' (unchecked). A 'Save' button is visible at the bottom right of the form.

Selecting one of the following down payment type configuration options will include the travel insurance within the down payment amount; Percent Rent + Insurance, Percent Rent + Insurance + Reservation fee, Flat Rate + Insurance, One Day Rate + Insurance.

The automated jobs will automatically distribute travel insurance included in the down payment amount on the night the required prepay amount is paid.

When travel insurance is configured to be included within the down payment amount, the new CSA xml request is automatically sent when a payment is applied to a reservation which covers the required prepay amount (down payment amount).

2. When payments are applied to reservations within the VRM application, it is the responsibility of each reservationist to verify the CSA XML request is sent accurately. Reservations will display the CSA policy number on the 'General' tab when the CSA XML request is sent accurately.

Property: Clearwater Place 0206  
Reservation ID: 6319  
Dates: 11/16/2008 - 11/23/2008  
Guest: Kelley Waddell  
Guest Type: Member  
Property Summary -- -- NOTES

General | Member Info | Travel Agencies | Other Charges | Custom Charges | Summary

Find Property | Change Date | Pay Up! | Check In | Check Out | Cancel Reservation

Number of Days: 7 Date Reserved: 9/23/2008 at 11:03 AM  
Confirmation Required by: 10/7/2008 Reservation Status: Confirmed  
Number in Party: 1 Underage Guests: 0  
Hold Deposit:  VRA Signed:   
Modified By: Christian VRM (BETA)  Receives Emails  
Travel Insurance: CSA Travel Insurance Policy Number: 08267W0012  
Marketing Code: Chamber of Commerce  
Reservation Comment History:  
Bottom Edit  
New Comments (internal use only):  
Housekeeping Comments  
Rental Price: \$ 500.00 Release Fee \$56.37  Damage Deposit Waiver  
Management Fee: 15.00 Management Fee Type: Percent  
Required PrePay: (\$344.54) \$ 344.54 Discount: \$ 0.00  
Markup: \$ 0.00  
Tax: \$49.99 Travel Insurance: \$38.17

A new CSA xml request is sent when payment(s) is/are applied to a reservation.

### When Travel Insurance is configured to be included within the down payment amount

When travel insurance is included within the down payment amount, the new CSA xml request is automatically sent when a payment or multiple payments meet the required prepay amount (down payment amount). If the required prepay amount (down payment amount) is less than

the travel insurance amount, the new CSA xml request will not be sent until enough money has been paid to cover the travel insurance amount.

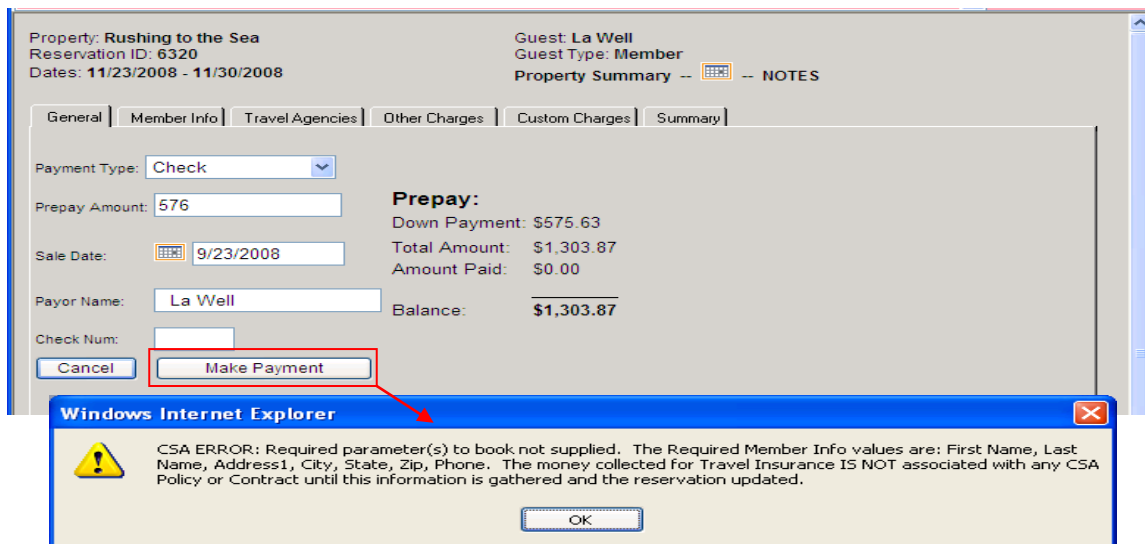
When Travel Insurance is NOT configured to be included within the down payment amount

When travel insurance is not included within the down payment amount, the new CSA xml request is automatically sent when a payment or multiple payments meet the total reservation amount.

**The member/guest's first name, last name, address, city, state, zip code, and phone number values are required on the reservation to send the new CSA xml request.**

**If the required member values are not populated on the member info tab of the reservation, when the new CSA xml request attempts to send, an error message will display stating:**

*'CSA ERROR: Required parameter(s) to book not supplied. The Required Member Info values are: First Name, Last Name, Address1, City, State, Zip, Phone. The money collected for Travel Insurance IS NOT associated with any CSA Policy or Contract until this information is gathered and the reservation updated.'*



When the error message is displayed, the new CSA xml request will not send until the member information values are populated on the 'Member Info' tab of the reservation. The travel insurance policy number will not display on the general tab of the reservation until the new CSA request is successfully sent.

**When the error message is displayed, the reservationist should select the 'Member Info' tab and populate the missing member information!**

Populating the missing member information value(s) and selecting 'Save' button on the reservation 'Member Info' tab will automatically send the new CSA xml request. The travel insurance policy number will display on the general tab of the reservation.

The screenshot shows a web-based reservation system interface. At the top, it displays reservation details: Property: Rushing to the Sea, Reservation ID: 6320, Dates: 11/23/2008 - 11/30/2008, Guest: La Well, Guest Type: Member, and Property Summary -- NOTES. Below this is a navigation bar with tabs: General, Member Info, Travel Agencies, Other Charges, Custom Charges, and Summary. The 'Member Info' tab is active. The form contains several input fields: First/Middle/Last (La Well), Address (PO Box 384), City/State/Zip (Tolleson, AZ, 85353), and Country (UNITED STATES). There are also fields for Email, Phone (999-999-9999), Fax, and Cell. A 'Save' button is highlighted with a red box. Below the form, there is a 'Guest Comment History' section with 'Bottom' and 'Edit' buttons, and a 'New Guest Comments' section.

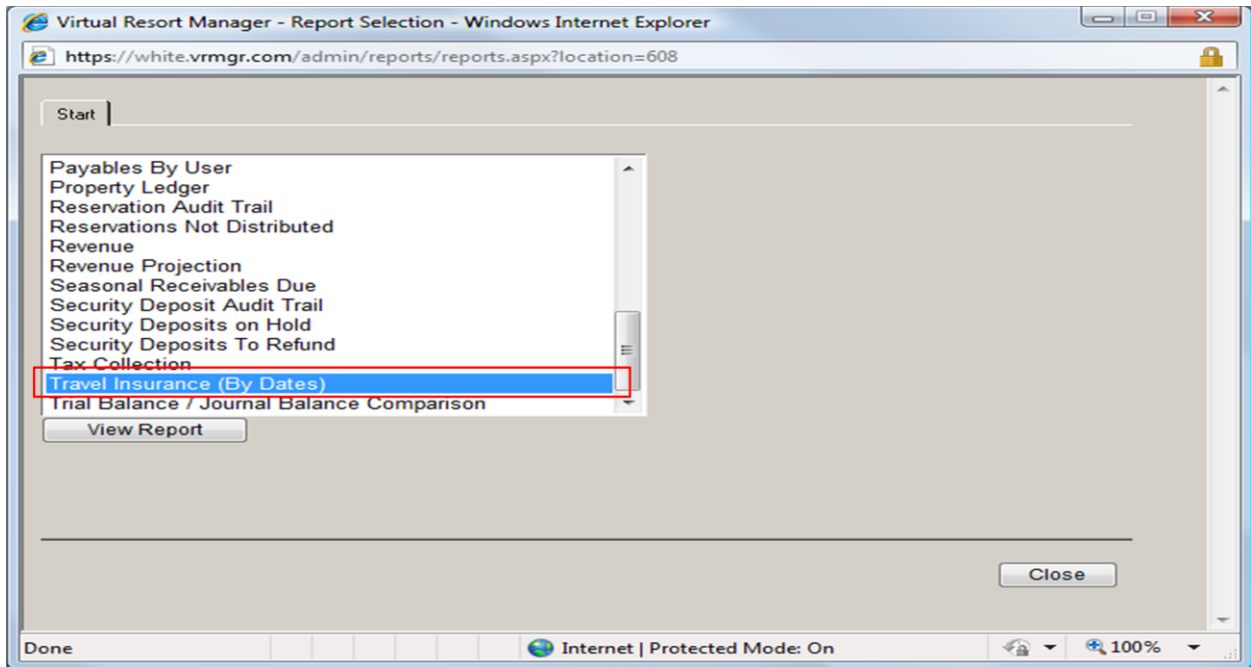
**If the end user neglects to populate the missing member information values, the new CSA xml request will not be sent. The payment will still be applied to the reservation and the travel insurance will distribute.**

Once travel insurance has distributed, the new CSA xml request cannot be sent until the travel insurance has been reimbursed from the 'Undistribute Short term' tab on the manual overrides page. After reimbursing the travel insurance, the end user will need to populate the missing member information and select the 'Save' button. Reimbursing the travel insurance, populating the missing member values, and selecting the 'Save' button will automatically send the new CSA request. The new CSA xml request will not halt applying a payment to a reservation or distributing travel insurance.

3. On a daily basis or at a MINIMUM a weekly basis, the accounting report named, 'Travel Insurance (By Dates)', needs to be generated to verify the CSA XML feed has been sent successfully for each reservation. Reservation entries will appear on the 'Travel Insurance (By Dates)' report based on the date the reservation's travel insurance distributed. This report will identify reservations which have and have NOT successfully sent the CSA XML request.

The 'Travel Insurance (By Dates)' report is located:

(Select the **Accounting** button from the VRM main menu > Select the **Reports** button from the Accounting menu > Select the **Travel Insurance By Dates** report option > Select the **View Report** button)



Generate the report with a start date equal to the current month's first day and an ending date equal to the current month's last day.

Select the 'Acrobat PDF' output type option and the sort by option desired. Select the 'Run Report' button.

The last column within the report output is named, 'Policy Number'.

Travel Insurance for Coastal Vacation Resorts													
Company: CSA Travel Insurance													
Product: CSA320													
Act	Guest Name	Res ID	Date Insured	Arrival Date	Departure D	Amount Insured	Gross Insurance	Net Insurance	Commission	Proceedy	Date Reserved	Initial Deposit Date	Policy Number
A	Preston Babcock	6321	09/24/2008	11/23/2008	11/30/2008	\$580.67	\$37.74	\$37.74		Morganwood Up	09/24/2008	09/24/2008	08268W0001
	S Fairway Drive, Caswell Beach, NC, 28465 [910-278-6909]												
X	Preston Babcock	6321	09/24/2008	11/23/2008	11/30/2008	(\$580.67)	(\$37.74)	(\$37.74)		Morganwood Up	09/24/2008	09/24/2008	08268W0001
	S Fairway Drive, Caswell Beach, NC, 28465 [910-278-6909]												
A	Virginia Sable	6315	09/24/2008	10/12/2008	10/19/2008	\$668.05	\$43.42	\$28.22	\$15.20 (35%)	Cleanwater Place 0206	09/19/2008	09/19/2008	
2781 Marsalla Ct, Woodbridge, VA, 22192 []													
Total Gross:											\$43.42		
Less Commission:											(\$15.20)		
<b>Amount Due: \$28.22</b>													

Reservation entries will appear within the 'Travel Insurance (By Dates)' report output based on the travel insurance distribution date.

Reservation entries containing a policy number value have sent the CSA XML request successfully. Reservation entries not containing a policy number did NOT send the CSA XML request successfully.

**Travel Insurance for Coastal Vacation Resorts**  
Company: CSA Travel Insurance  
Product: CSA320

The CSA XML request was sent successfully for reservations containing a policy number value.

Act	Guest Name	Res ID	Date Insured	Arrival Date	Departure D	Amount Insured	Gross Insurance	Net Insurance	Commission	Priority	Date Reserved	Initial Deposit Date	Policy Number
A	Preston Babcock	6321	09/24/2008	11/23/2008	11/30/2008	\$580.67	\$37.74	\$37.74		Morganwood Up	09/24/2008	09/24/2008	08268W0001
5 Fairway Drive, Caswell Beach, NC, 28465 [910-278-6909]													
X	Preston Babcock	6321	09/24/2008	11/23/2008	11/30/2008	(\$580.67)	(\$37.74)	(\$37.74)		Morganwood Up	09/24/2008	09/24/2008	08268W0001
5 Fairway Drive, Caswell Beach, NC, 28465 [910-278-6909]													
A	Virginia Sable	6315	09/24/2008	10/12/2008	10/19/2008	\$668.05	\$43.42	\$28.22	\$15.20 (35%)	Cleanwater Place 0206	09/19/2008	09/19/2008	
2781 Marsalla Ct, Woodbridge, VA, 22192 []													
Total Gross:											\$43.42		

The CSA XML request was NOT sent successfully for reservations without a policy number value.

When a reservation on the 'Travel Insurance (By Dates)' report does not have a policy Number, perform the following steps to send the CSA XML Request:

1. From the 'Un-Distribute Short term' tab on the manual overrides page, **REIMBURSE** the travel insurance. Do not un-distributed the reservation.

UnExpense Payables
Undo Check
UnDistribute Short-Term
Distribute Short-Term
UnDistribute Long-Term
Distribute Long-Term
Undo Transfer
Release Property
UnDistribute Seasonal
Distribute Seasonal
Owner Expenses

Name: Cynthia Mooso  
Property: 1045-S-B Shoreham Towers II  
Date Reserved: 4/24/2009  
Reservation ID: 15294  
Status: Confirmed  
Arriving: Thursday, April 01, 2010  
Departing: Saturday, May 01, 2010  
Guest Type: Member  
Distributed: N/A  
Advanced: N/A  
Insured: Friday, September 18, 2009

Reimburse Insurance
Cancel

Close

- From the 'Member Info' tab of the reservation, verify the following member values are populated: *First Name, Last Name, Address1, City, State, Zip, Phone.*

Populating the missing member information value(s) and selecting 'Save' button on the reservation 'Member Info' tab will automatically send the new CSA xml request. The travel insurance policy number will display on the general tab of the reservation.

Property: Rushing to the Sea  
Reservation ID: 6320  
Dates: 11/23/2008 - 11/30/2008

Guest: La Well  
Guest Type: Member  
Property Summary -- NOTES

General | Member Info | Travel Agencies | Other Charges | Custom Charges | Summary

First/Middle/Last: [ ] [ ] La Well

Address: PO Box 384

City/State/Zip: Tolleson AZ 85353 Country: UNITED STATES

Email: [ ] Phone: 999-999-9999 Fax: [ ]

Eve Phone: [ ] Pager: [ ] Cell: [ ]

Update Member Info:

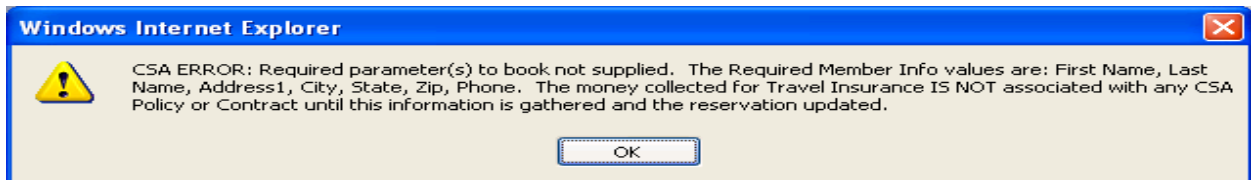
Digital Signature

Guest Comment History:  
Bottom  
Edit

New Guest Comments (seen by the guest):

Save Reset

Reimbursing the travel insurance, populating the missing member values, and selecting the 'Save' button will automatically send the new CSA request. If the CSA XML request is not sent successfully the following error message will display.



**Please verify the policy number displays on the general tab of the reservation!**

After verifying the member information is populated accurately and the required prepay amount is