



*The **Heart** of Hospitality*

Effortless Communication: Tools to Enhance Guest and Owner Experiences

NEXT
STAY

The **Heart** of Hospitality

Today's Speakers



Cindy Geraghty
Lead Accounting Implementation
Consultant



Justin Saunders
Operations Implementation
Consultant

Owner Portal & Owner Communications

- Current owner portal overview
- How to set up Owner Communications
- How to use Owner Communications

Guest Portal and Communication

- Guest Portal overview
- Setting up Guest Requests for communications
- Using custom content to inform guests

Owner Portal and Owner Communications

How to Enhance Your Owner Experience

Owner Portal Dashboard


Accounting Demo

Amy Owner ▾

- Dashboard
- Availability
- Reservations
- Statements
- Work Orders
- Documents
- Messages


Monday - January 27, 2025

CHECK-INS

 1

This Month

CHECK-OUTS

 0

This Month

WORK ORDERS

 0

This Month

RESERVATIONS

 0

\$0.00 total

This Month

Upcoming Arrivals/Departures

--

Reservations made in January (by type)

--

Owner Portal

Availability

Deluxe Lakeside Mountain Lvl 2024 All Reservation Type View

Calendar

January February March April May June July August September October November December

Reservations

Show 25 rows

Reservations

+ New Reservation

Reservations

Show 25 rows

Start Date

End Date

Select Unit

Search Keywords

Reset

Res. #	Status	Type	Unit	Guest	Booked Date	Deluxe Lakeside Mountain Laurel	Edgewater Suite Springbrook	Southwoods 4 Bedroom	Check In	Nights	Income
10	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Anderson	Sep 19, 2022	25, 2022	5		\$400.00		
30	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Steed	Dec 6, 2022	Springbrook	16, 2022	4	\$200.00		
36	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Tenney	Dec 14, 2022	Tellwoods Guest Home	17, 2022	3	\$465.00		
49	Cancelled	Owner	Deluxe Lakeside Mountain Laurel	Owner	Mar 13, 2023	Southwoods 4 Bedroom	15, 2023	2	\$0.00		
90	Cancelled	Owner	Deluxe Lakeside Mountain Laurel	Owner	Mar 13, 2023	Southwoods 4 Bedroom	14, 2023	1	\$0.00		
91	Checked Out	Owner	Deluxe Lakeside Mountain Laurel	Owner	Mar 13, 2023	Mar 13, 2023	Mar 14, 2023	1	\$0.00		
97	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	McGriffey	Jun 22, 2023	Feb 6, 2023	Feb 13, 2023	7	\$1,087.50		
99	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Brooks	Jul 7, 2023	Jul 8, 2023	Jul 10, 2023	2	\$356.25		
80	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Brooks	Jul 7, 2023	Jul 10, 2023	Jul 18, 2023	7	\$566.12		
82	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Steed	Jul 17, 2023	Jul 18, 2023	Jul 21, 2023	3	\$566.12		
77	Hold	Guest	Edgewater Suite Springbrook	Anderson	Sep 22, 2023	Sep 6, 2023	Sep 8, 2023	2	\$0.00		
83	Cancelled	Guest	Edgewater Suite Springbrook	Steed	Oct 4, 2023	Oct 4, 2023	Oct 11, 2023	7	\$1,376.00		
84	Checked Out	Guest	Edgewater Suite Springbrook	Steed	Oct 4, 2023	Oct 4, 2023	Oct 13, 2023	9	\$930.00		
96	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Jones	Feb 21, 2024	Mar 1, 2024	Mar 18, 2024	7	\$1,095.00		
97	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Owner	Feb 29, 2024	Mar 1, 2024	Mar 6, 2024	5	\$1,385.00		
100	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Sawd	Mar 1, 2024	Mar 9, 2024	Mar 16, 2024	7	\$1,970.00		
101	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Sawd	Mar 20, 2024	Mar 20, 2024	Mar 23, 2024	3	\$460.00		
114	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	G	May 22, 2024	May 22, 2024	May 29, 2024	7	\$1,570.00		
115	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Anderson	May 22, 2024	May 22, 2024	May 29, 2024	7	\$1,570.00		
117	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Sawd	May 22, 2024	May 22, 2024	May 29, 2024	7	\$1,170.00		
121	Checked Out	Guest	Southwoods 4 Bedroom	Jones	Jun 24, 2024	Jun 24, 2024	Jul 1, 2024	7	\$1,112.00		
122	Checked Out	Owner Guest	Deluxe Lakeside Mountain Laurel	Mayer	Jun 26, 2024	Jun 26, 2024	Jun 26, 2024	1	\$0.00		
133	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Tenney	Aug 9, 2024	Aug 26, 2024	Aug 30, 2024	4	\$1,460.00		

Statements

Statement Summary

Owner Statements

Statements Tax Forms

Show 25 rows

Id	Owner	Year	Type	Period	End Date	Revenue	Charges	Paid	Balance
46	Amy's LLC	2022	Period	1	Jan 31, 2022	\$2,350.00	(\$470.00)	\$1,680.00	\$200.00
47	Amy's LLC	2022	Period	2	Feb 28, 2022	\$800.00	(\$160.00)	\$640.00	\$200.00
49	Amy's LLC	2022	Period	3	Mar 31, 2022	\$250.00	(\$50.00)	\$200.00	\$200.00
51	Amy's LLC	2022	Period	4	Apr 30, 2022	\$550.00	(\$110.00)	\$440.00	\$200.00
53	Amy's LLC	2022	Period	5	May 31, 2022	\$550.00	(\$110.00)	\$440.00	\$200.00
55	Amy's LLC	2022	Period	6	Jun 30, 2022	\$500.00	(\$100.00)	\$400.00	\$200.00
57	Amy's LLC	2022	Period	7	Jul 31, 2022	\$1,000.00	(\$200.00)	\$800.00	\$200.00
59	Amy's LLC	2022	Period	8	Aug 31, 2022	\$850.00	(\$170.00)	\$680.00	\$200.00

Availability

- You are provided with Reservations (bookings) across your Unit(s) for the current year
- In both a calendar view and list view you can choose which calendar year and what unit from the dropdowns they'd like to view.

Reservations

- You can see all prior, current, and future Reservations in your Unit(s).
- You can also create a new booking in your Unit(s), by clicking the green "+New Reservation" button towards the top-right corner.
- If you allow owners to create their own reservations, they will do so on this tab

Statements

- This is where all owner statement will publish.
- They will have access to Year End Tax forms and a statement summary report as well

Owner Portal

Deluxe Lakeview Mountain Laurel

2023

July

View

Work Order Summary Report

Accounting Demo
July, 2023

July, 2023

WO #	Status	Vendor	Name	Date	Summary	Total
10	Processed	Property Management Co.		07/21/2023	This is a test summary. This is a test summary. 2This is a test summary. 3This is a test summary. 4This is a test summary. 5This is a test summary. 6This is a test summary.	
				Dec 7, 2023		\$-15.00
				Jul 21, 2023		\$170.00
				Jul 21, 2023	Owner charge created by a vendor bill.	\$14.30
						Sub-Total: \$169.30
9	Processed	Property Management Co.		07/21/2023	Can you see PHMC vendor, or can you see the vendor name that did the work?	
				Jul 21, 2023	Fixed the kitchen sink drip	\$110.00
						Sub-Total: \$110.00
					Total Charges:	\$279.30

Reservations

Reservations										
Show	25	▼	▼	▼	▼	▼	▼	▼	▼	
		Start Date		End Date		Select Link		Search Keywords		
		▼		▼		▼		▼		
Res. #	Status	Type	Res. #	Unit	Guest	Booked Date	Deluxe Lakeside Mountain Laurel	Checkin	Nights	Income:
10	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Anderson	Sept 18, 2022	Edgewater Suite Springbrook	15	2022	5	\$420.00
30	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Speed	Dec 6, 2022	Edgewater Suite Springbrook	16	2022	4	\$330.00
38	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Nelson	Dec 14, 2022	Thunderbolt Guest Home	17	2022	3	\$480.00
49	Cancelled	Owner	Deluxe Lakeside Mountain Laurel	Owner	Mar 15, 2023	Summoodoo 6 Bedroom	15	2023	2	\$0.00
50	Cancelled	Owner	Deluxe Lakeside Mountain Laurel	Owner	Mar 19, 2023	Bedroom	14	2023	1	\$0.00
51	Checked Out	Owner	Deluxe Lakeside Mountain Laurel	Owner	Mar 13, 2023	Mar 13, 2023	Mar 13, 2023	1	\$0.00	
57	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	McGriffy	Jun 22, 2022	Feb 6, 2023	Feb 6, 2023	7	\$1,087.50	
59	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Brooks	Jul 7, 2023	Jul 8, 2023	Jul 10, 2023	2	\$194.25	
60	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Brooks	Jul 11, 2023	Jul 11, 2023	Jul 18, 2023	7	\$108.12	
62	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Speed	Jul 17, 2023	Jul 18, 2023	Jul 21, 2023	3	\$345.00	
77	Hold	Guest	Edgewater Suite Springbrook	Anderson	Sept 22, 2023	Sept 6, 2023	Sept 9, 2023	2	\$330.00	
83	Cancelled	Guest	Edgewater Suite Springbrook	Speed	Oct 4, 2023	Oct 4, 2023	Oct 11, 2023	7	\$1,370.00	
83	Cancelled	Guest	Edgewater Suite Springbrook	Speed	Oct 18, 2023	Oct 18, 2023	Oct 19, 2023	6	\$108.00	
96	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Jones	Feb 21, 2024	Mar 1, 2024	Mar 18, 2024	27	\$1,370.00	
97	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Owner	Feb 28, 2024	Mar 1, 2024	Mar 6, 2024	5	\$1,335.00	
100	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Speed	Mar 1, 2024	Mar 9, 2024	Mar 16, 2024	7	\$1,570.00	
101	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Anderson	Mar 20, 2024	Mar 20, 2024	Mar 23, 2024	3	\$480.00	
114	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	G	May 22, 2024	May 22, 2024	May 29, 2024	7	\$1,570.00	
115	Cancelled	Guest	Deluxe Lakeside Mountain Laurel	Anderson	May 22, 2024	May 22, 2024	May 29, 2024	7	\$1,570.00	
117	Checked Out	Guest	Deluxe Lakeside Mountain Laurel	Speed	May 22, 2024	May 22, 2024	May 29, 2024	7	\$1,170.00	
121	Cancelled	Guest	Summoodoo 4 Bedroom	Jones	Jun 24, 2024	Jun 24, 2024	Jul 1, 2024	7	\$1,112.50	
122	Checked Out	Owner Guest	Deluxe Lakeside Mountain Laurel	Mauer	Jun 24, 2024	Jun 24, 2024	Jul 6, 2024	7	\$0.00	

Messages

Messages

Show

25

rows

Select Unit

Subject	Sender	Sent
This is another test	Track Vacati...	a year ago
This is a test	Track Vacati...	a year ago
🔔 Deep Clean Warning	Track Vacati...	a year ago

Work Orders

- You will be able to see Work Orders that have been completed in their Unit(s), by month, along with any associated charges that you've incurred from any of those Work Orders

Documents

- Various documents may be shared with the owner.
- To access any Documents you see here, click the applicable line item's View button.

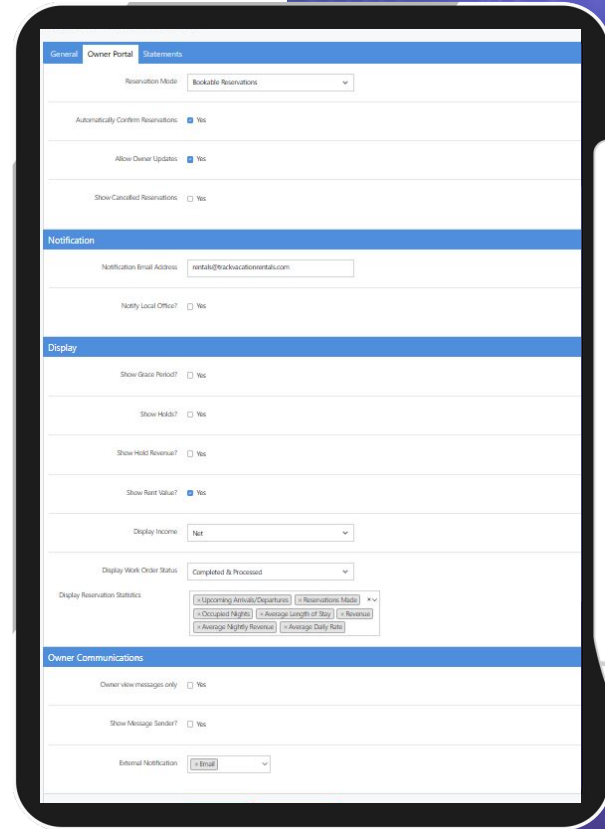
Messages

- This is the owner's message inbox. Any messages sent through owner communication will live in this inbox.

Owner Communication Settings

Configuration>Owners>Preferences

- Should the messages be view only?
- Would you like the owner to see the individual sending the messages or do you want them to see your company as the sender?
- How do you want the owner to be notified?



The screenshot shows the 'Owner Portal' configuration page with the following sections and settings:

- General**
 - Reservation Mode: Bookable Reservations
 - Automatically Confirm Reservations: ☒ Yes
 - Allow Owner Updates: ☒ Yes
 - Show Cancelled Reservations: ☐ Yes
- Notification**
 - Notification Email Address: nerkul@travelnetcentral.com
 - Notify Local Office: ☐ Yes
- Display**
 - Show Grace Period: ☐ Yes
 - Show Hold?: ☐ Yes
 - Show Hold Renewal?: ☐ Yes
 - Show Rent Value?: ☒ Yes
 - Display Income: Net
 - Display Work Order Status: Completed & Processed
 - Display Reservation Statistics:

☒ Upcoming Arrivals/Departures

☒ Reservations Made

☒ Occupied Nights

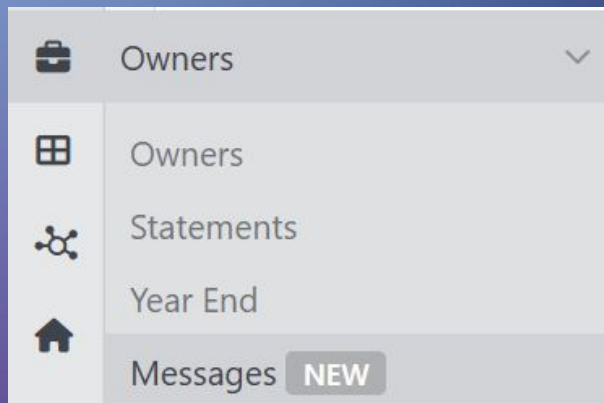
☒ Average Length of Stay

☒ Reservations

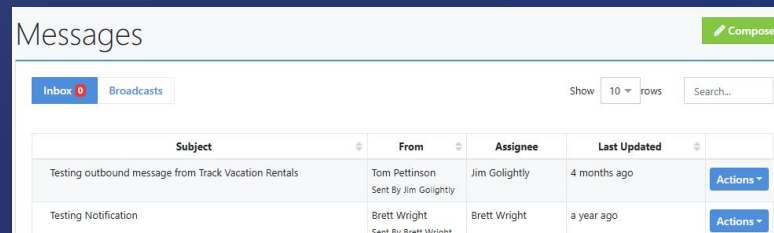
☒ Average Nightly Revenue

☒ Average Daily Rate
- Owner Communications**
 - Owner view messages only: ☐ Yes
 - Show Message Sender?: ☐ Yes
 - External Notification: ☒ Email

Owner Messages:



Message Home Screen



Your inbox is where you'll see new owner messages and compose new messages.

Personal Message

vs.

Broadcast

- Single owner communication
- A way to get secure documents through the platform instead of directly through email

- To reach a large audience quickly
- A way to gather secure information from a large group through Track
- Send out a balance due reminder when owners have a negative balance

Messages

Compose

Owner: Select Company...

Recipients: Select Contact...

Unit: Select Unit...

Subject:

Secure Message ☐

If your message contains sensitive information such as bank account, social security number, etc enable "secure message" to limit distribution/notification to the application only.

Attachments:

Click or drag here to upload attachments

Cancel Send

Personal Owner Message

Choose your parameters and send it out quickly!

- Message will send to owner via text/email
- Messages will store in the inbox
- Owners will be able to respond if you allow them to do so
- Sender will be shown based on your configuration settings

- **Owner:** Choose the owner company
- **Recipients:** Will generate based on available contacts under the owner company
- **Unit:** choose unit under the ownership
- **Subject:** what will appear as the subject line
- **Messages body:** context of your message
- **Secure message:** requires owner to log in to read
- **Attachments:** Attach forms, pictures that you'd like to be included in the message

☐ Primary Contacts only

Meet "ALL" of the following conditions

Unit: Node
In
x Florida
x

Select Field

+ Condition

Subject Closing Unit for Hurricane XYZ ✓

B I A
U

p

Click or drag here to upload attachments

Send Later yyyy-mm-dd

☐ Secure Message

Send Draft Cancel

Broadcast Message

Select your conditions of who should review the message

- Set the message up conditions of who should review the messaging
- Conditions are "Meets All"
- Choose to send out now or later
- Broadcasts will show under the broadcast inbox

- **Primary Contact:** Only send to the primary contact on the owner companies that meet the conditions
- **Conditions:** Choose your conditions of who should receive the message
- **Subject:** what will appear as the subject line
- **Messages** body: context of your message
- **Attachments:** Attach forms, pictures that you'd like to be included in the message
- **Send Later:** choose the date you'd like the message to send
- **Secure message:** requires owner to log in to read

Guest Portal

How to Enhance Your Guest Experience

NEXT
SERIES

The **Heart** of Hospitality

Share your social media pages

Local Deals

Feature local businesses

Pay via the payment portal

Add custom content

Guest Requests

Home

My Rental

My Reservation

Invite Guest

Social Media

Favorites

Stay & Play

Restaurants

Attractions

Live Music

Shopping

Make a Payment

Add-On Services

Door Lock Information

What to Bring

Noise Ordinance

Troubleshooting

Contact Us

Profile

Welcome to Track Vacation Rentals!

Thank you for staying with TRACK Vacation Rentals and welcome to your guest portal.

Please review each of the links below for valuable resources about your reservation and stay. You will find local activities, places to visit and things to do!

You can make payments to your reservation and share this portal with additional guests staying with you.

Please reach out to our team directly with any questions. We are looking forward to welcoming you!

Security Codes

Type	Valid From	Valid To	Code
Security codes are not available until the reservation is checked-in.			

Ocean Waves For Happy Days

Watch later

Share

Watch on YouTube

DAYS66

HOURS05

MINUTES52

SECONDS56

Welcome your guests to the portal

Enable Security Codes

Add a feature image or Youtube video

Add a countdown clock to get guests excited for their stay

My Rental

My Rental

Phoenix Oasis	
Bedrooms	4
Bathrooms	3 Full
Max Occupancy	10 People
Unit Area	1835 sq. ft.
Pets Allowed	Yes (Fee may apply)



Check-in Details

Guest will be sent an email one week prior to arrival with check-in details and arrival information.

Security Codes	Misc	Amenities	Address/Map
WiFi Network Name	Track Vacation Rentals Guest		
WiFi Network Password	No password required		

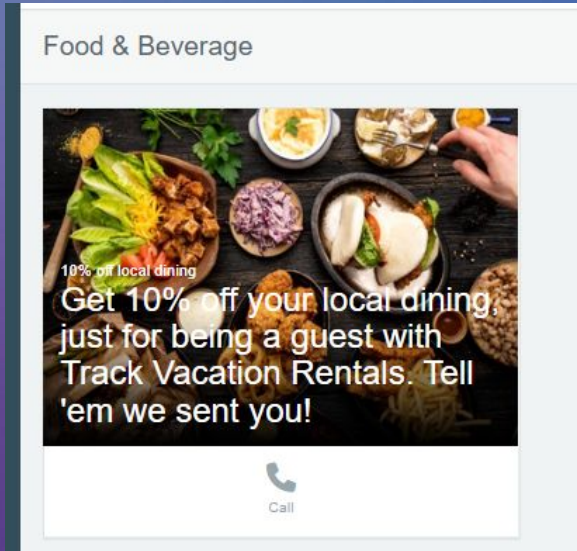
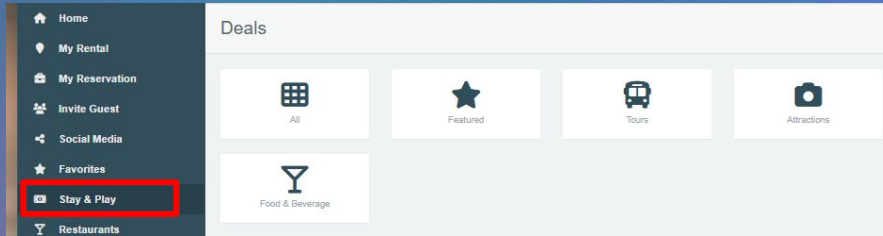
My Reservation

Reservation #2323

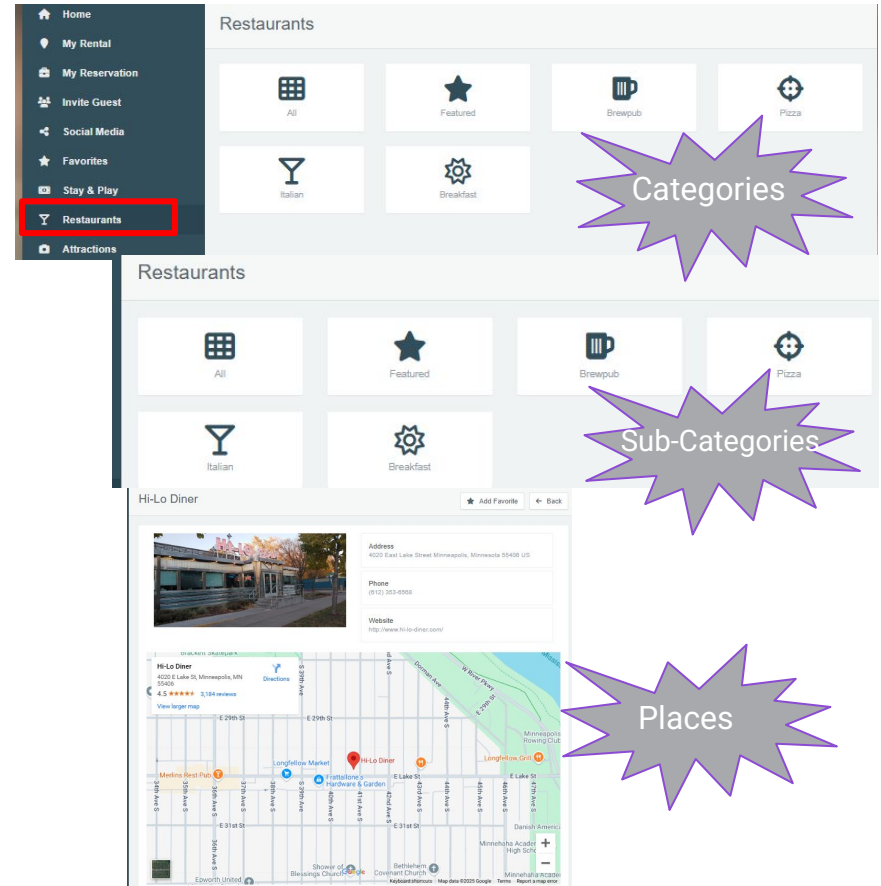
Reservation Details		Guest Breakdown	
Status	Confirmed	Rent	\$3,300.80
Unit	Phoenix Oasis	Cleaning Fee	\$400.00
Stay	Apr 5, 2025 - Apr 12, 2025 / 7 Nights	Damage Waiver	\$75.00
Pets	1	Pet Fee	\$150.00
Early Check-in	No	Golf Cart	\$200.00
Check-in Time	4:00:00 PM	Subtotal	\$3,805.80
Late Checkout	No	Taxes	\$770.22
Checkout Time	10:00:00 AM	Total	\$4,576.02
		Payments	-\$2,288.01
		Remaining Balance	\$2,288.01

Date	Description	Type	Amount
Jan 16, 2025	CC visa/1111 Payment received on reservation creation	payment	-\$2,288.01
Jan 16, 2025	Reservation Fee posted to Folio #2334	fee	\$121.97

Local Deals



Places



Guest Can Invite Other Guests to the Portal

Invite

Share your reservation with your guests.

If you are sharing your unit with other guests, please invite them. They will get all of our great information about where you are staying, interesting places and all of our deals.

Don't worry, your reservation details will stay private.

First Name

Last Name

Email

Send Invite

Share Your Social Media Pages

Connect With Us

Facebook



Like us on Facebook!

Please give us a like and a review on Facebook!

Twitter



Follow us on Twitter!

Please follow us on Twitter!

Pay via the Payment Portal

Make a Payment

Make Payment Online Towards Your Stay:

Click here to make a payment: [Make Payment Online](#)

To use this payment portal, you will need:

Reservation Id: 2324

Primary Guest Last Name: Lingle

Checkin Date: Apr 1, 2025

Next Payment Due:

Add Custom Content

What to Bring

★ Add Favorite



WE'VE GOT YOUR HOME BASICS COVERED!

See what we provide at the bottom of the page.

YOUR BEACH HOUSE PACKING LIST


KITCHEN

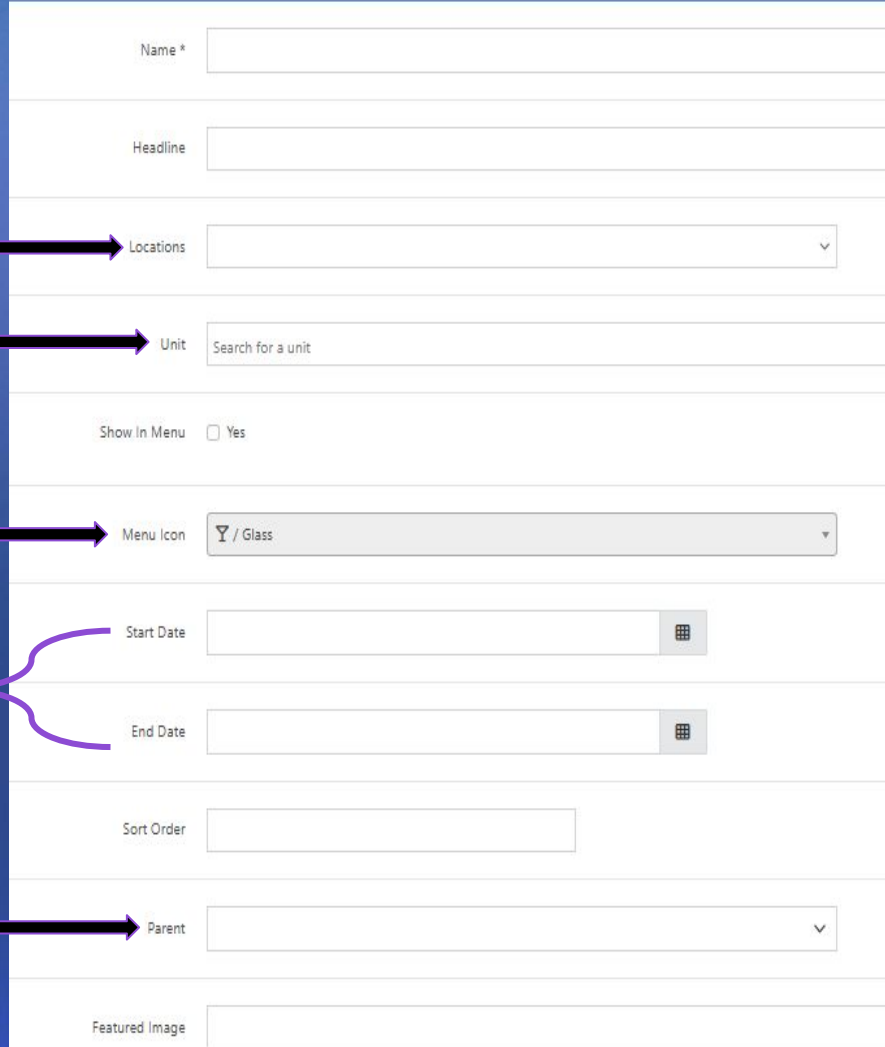
- ☐ Spices (including salt & pepper)
- ☐ Cooking oil
- ☐ Condiments
- ☐ Food supplies to dine-in
- ☐ Food storage items

BATHROOM

- ☐ Shampoo
- ☐ Conditioner
- ☐ Additional toiletries

Let's talk about Custom Content

- Control which locations you want the content to appear
 - Choose from the nodes that have been configured
- Control which units where you want the content to appear
- Select the icon that you want to appear in the menu
 - Track has many to choose from, including the Spock Hand!  / Spock (Hand)
- Choose a start and end date that you only want the content to appear for
- Do you want the content to appear within another custom content?



Name *

Headline

Locations

Unit

Show In Menu ☐ Yes

Menu Icon

Start Date

End Date

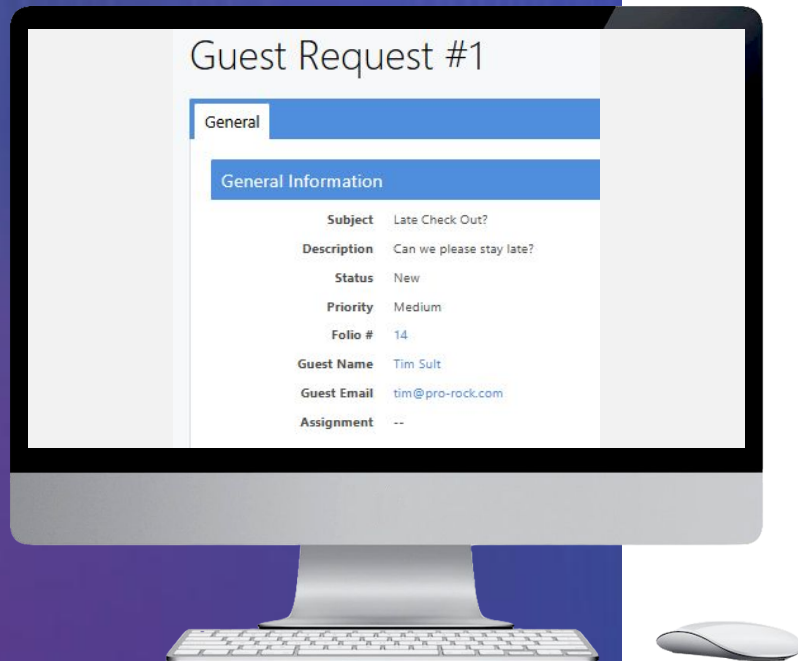
Sort Order

Parent

Featured Image

Now let's talk about Guest Requests

This allows guests to reach out to you directly from the Guest Portal!



Contact Us

Please submit the below form to send us a message; if this is urgent, please call us at (844) 757-0800.

Subject

Reason for Outreach

Description

Image

Choose File No file chosen

Submit

Configuring Guest Requests

- Will use the location tree to determine the office of that unit and send a notification to the email address associated with that office
- An extra field is a select input that you can custom define and will be included in the request
- Is shown directly above the Guest Request form. Can use verbiage like, "If this is an emergency, call 911"
- The message that is displayed after the Guest Request has been submitted

Guest Request Preferences

Guest Request Preferences

Enable Request ☒ Yes

Email

Notify Local Office ☐ Yes

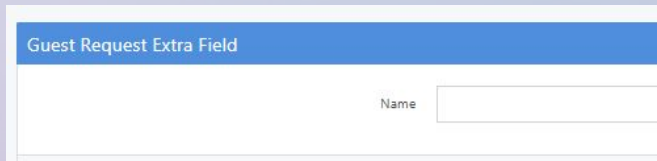
Menu Name *

Extra Field Name

Alert Text *

Success Message *

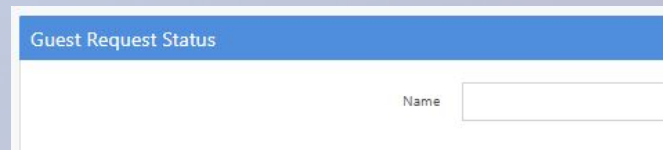
Additional Guest Requests Options...



The screenshot shows a configuration window titled "Guest Request Extra Field". It contains a single input field with the label "Name" to its left.

Configure extra fields related to Guest Portal request entries

- Add-On Request, Book Future Stay, Housekeeping Request, Maintenance Request, Other, etc.



The screenshot shows a configuration window titled "Guest Request Status". It contains a single input field with the label "Name" to its left.

Enter the name of the status to be selected when adding/editing a guest request

- Completed, In-Progress, New, Archived, etc.

Once this form is submitted, it goes...

Contact Us

Please submit the below form to send us a message; if this is urgent, please call us at (844) 757-0800.


Subject

Reason for Outreach

Description

Image
 No file chosen

Here!



Front Desk

- Tape Chart
- Dashboard
- Guest Folios
- Master Folios **BETA**
- Block Units
- Units by Owner List
- Guest Requests**

Guest Requests

Show rows


Id	Subject
1	Late Check Out?

Showing 1 to 1 of 1 entries

[+ Request](#)

Priority	Status	Assigned	Folio Id	Created At	First Name	Last Name	Unit	
Medium	New		14	Aug 25, 2023 11:19 AM	Tim	Sult	Boulder Bay Getaway	<div>View Edit Delete</div>

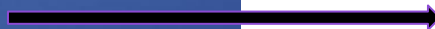
[Previous](#) [Next](#)



View, edit or delete the Guest Request

When clicking “View” on the Guest Request

- Manage the current status of the request
- Select the Priority of the Request
- If the request is related to a folio, find and select the folio number
- Select who is assigned to take care of the request



Subject

Late Check Out?

Description

Can we please stay late?

Status

New

Priority

Medium

Folio #

x Primary Folio

Assigned To

Search for a user

Reason for Outreach

Other (please specify)

Questions?

NEXT
SESSION

The **Heart** of Hospitality

A serene winter scene featuring a rustic wooden cabin with a snow-laden roof, nestled in a snowy field. Snow-covered evergreen trees stand to the left, and a misty, snow-covered mountain range is visible in the background. The entire image is overlaid with a semi-transparent blue gradient.

Thank You!

NEXT
SEASON

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