

# Fixed with Fees

Simplifying Service Charges in Track

**NEXT**  
SERVICES

The **Heart** of Hospitality

# Reservation Fees

Show 10 rows

Active

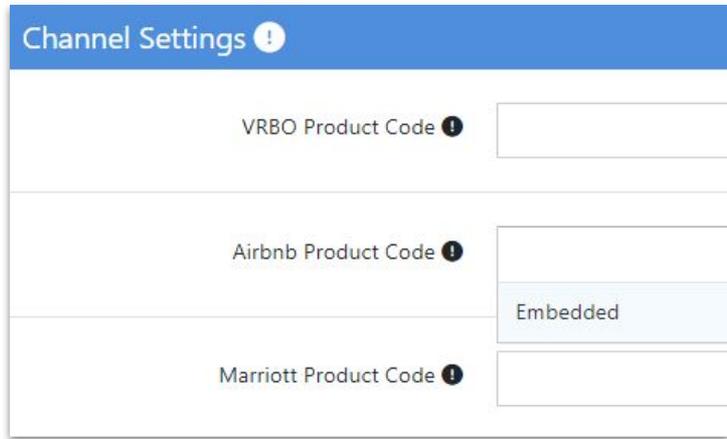
Search...

#	Name	Item Name	Pricing	Charge	Display As	Frequency	Unit Taxes	Is Active	
11	Beach Chair Rental	Beach Chair Rental	Flat	Guest	Rent	Nightly	Sales	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
10	Guest Non Tax Clean Fee	Guest Non Tax Clean Fee	Flat	Guest	Itemize	Once	Transient	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
9	VOTG Clean Fee	OR Non Taxed Clean Fee	Flat	Owner	Itemize	Once	Transient	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
8	Cleaning Fee ABB/Booking.com	Cleaning Fee	Flat	Guest	Itemize	Once	Transient	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
7	Commission	Comm Adjustment	Percent	Owner	Itemize	Nightly	Transient	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
6	Owner Departure Clean	Departure Clean	Flat	Owner	Itemize	Once	Inherit	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
5	PM Discount	PM Discount	Flat	Guest	Itemize	Nightly	Inherit	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
4	Pet Fee	Pet Fee- single split	Flat	Guest	Itemize	Once	Inherit	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
3	NSF Check	NSF Check	Base	Guest	Itemize	Once	Inherit	Yes	<a href="#">Edit</a> <a href="#">Clone</a>
2	Departure Clean	Departure Clean	Flat	Guest	Itemize	Once	Inherit	Yes	<a href="#">Edit</a> <a href="#">Clone</a>

30 total

« < 1 2 3 > »

# Limited Template vs. Full Template

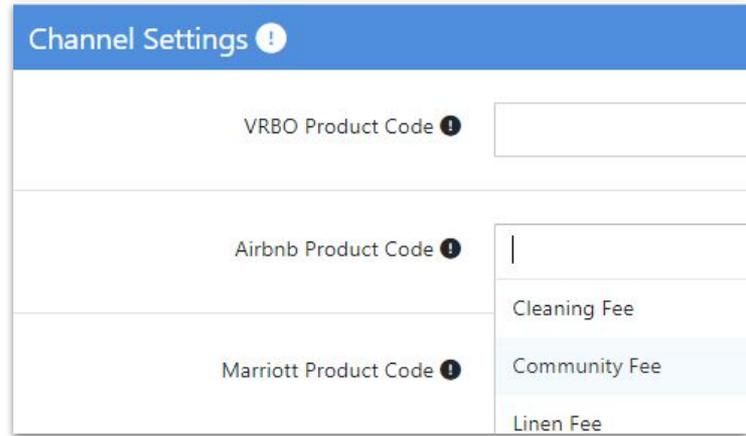


The screenshot shows the 'Channel Settings' interface for the Full Template. It features a blue header with a warning icon. Below the header are three rows, each with a label and a text input field: 'VRBO Product Code', 'Airbnb Product Code', and 'Marriott Product Code'. The 'Airbnb Product Code' input field has a dropdown menu open, showing the option 'Embedded' selected.

## Full Template

Allows for more reservation fee options and use of AirBnb embedded fees.

- Embedded is added to the rent on the TRACK side before being sent to AirBnb - this is a way to include a fee in the rent instead of displaying as a fee.



The screenshot shows the 'Channel Settings' interface for the Limited Template. It features a blue header with a warning icon. Below the header are three rows, each with a label and a text input field: 'VRBO Product Code', 'Airbnb Product Code', and 'Marriott Product Code'. The 'Airbnb Product Code' input field has a dropdown menu open, showing three options: 'Cleaning Fee', 'Community Fee', and 'Linen Fee'.

## Limited Template

Allows the reservation fee to itemize fees on channels, such as AirBnb & Booking.com, where supported.

- Allows use of Product Codes.
- Lose the ability to use length of stay pricing and nightly fee pricing.

The screenshot shows the 'Channel Settings' interface. At the top, there's a blue header with 'Channel Settings' and a warning icon. Below it are three dropdown menus for 'VRBO Product Code', 'Airbnb Product Code', and 'Marriott Product Code'. A purple arrow points from the 'Airbnb Product Code' dropdown to the 'Posting Type \*' dropdown in the 'Fee Constraints' section. The 'Airbnb Product Code' dropdown is open, showing a list of fee types: 'Cleaning Fee', 'Community Fee', 'Linen Fee', 'Management Fee', 'Pet Fee', 'Resort Fee', and 'Short-Term Cleaning Fee'. The 'Fee Constraints' section has a blue header and a 'Posting Type \*' dropdown. Below it is the 'Pricing Settings' section, also with a blue header.

Once a product code is selected, the Posting Type\* under 'Fee Constraints' will automatically choose 'Required'.

This is a close-up of the 'Fee Constraints' section. It features a blue header with the text 'Fee Constraints'. Below the header is a 'Posting Type \*' dropdown menu, which is currently set to 'Required'.

# Limited Template

Designed to fit the Airbnb and Booking.com API

## AirBnb

- Cleaning fee, Short-term cleaning fee (only applies to 1 or 2 night stays), Linen fee are displayed as **cleaning fee** in the price breakdown.
- Community, Management, Resort fees are displayed as part of **nightly price**; these fees will not show as separate items in the price breakdown.
- Only one of each product code can be used per quote.

# Full Template

Allows for additional reservation charge options

- Date Range Type
- Minimum Length of Stay Pricing
- Maximum Length of Stay Pricing
- Default Quantity
- Max Quantity
- Max Nights Charges
- Minimum Amount
- Maximum Amount

Fee Constraints	
Posting Type *	Manual
Date Range Type	None
Minimum Length Of Stay *	1
Maximum Length Of Stay	

Full templates allow length of stay pricing and the option to choose a Date Range Type.

- Length of Stay Pricing
  - Minimum Length of Stay\*
  - Maximum Length of Stay
- Date Range Type
  - None
  - Single
  - Group

# Understanding 'Date Range Type'

## 3 Options: None / Single / Group

- None
  - Reservation Fee is available to be used year round.
- Single
  - Reservation Fee is available to be used for a singular date range.

■



A screenshot of a form for selecting a single date range. It features two input fields: "Start Date" and "End Date", both with a placeholder "yyyy-mm-dd" and a calendar icon to the right. The fields are stacked vertically.

- Group
  - Reservation Fee is available to be used for a customized set of date ranges.

■ **Manually Set Date Ranges**



A screenshot of a "Date Ranges" configuration interface. The title bar is blue with a green "+ Date Range" button. Below the title bar, there are two columns labeled "Start\*" and "End\*". Each column contains two input fields with calendar icons. To the right of each input field is a red trash icon. The interface is designed for manually setting multiple date ranges.

- Date Groups are set up under Configuration, under Property Management, select "Date Groups".

# Understanding 'Posting Type'

## 3 Options: Manual / Suggested / Required

- Manual
  - Manual posting means that the reservation charge can be selected when editing the reservation and folio.
- Suggested
  - Suggested applies the reservation charge but it can be removed if the box is deselected (only by reservation agent).
    - This will not push to channels as a suggestion to the guest.
- Required
  - Required will automatically post the reservation charge to the reservation that is made.
    - Channels are often limited to just required reservation charges.
      - Exception: Pet Fees
        - While the 'Posting Type' will appear as 'Required', they will not be attached to every quote. The Pet Fee will only attach to quotes if the guest toggles on a pet on an OTA site, like AirBnb.

# Understanding 'Display As'

## 4 Options: Itemized / Rent / Service Fees / Tax

- Itemized
  - Charge will be itemized by **Display Name**.
- Rent
  - Guest will see the amount of the reservation charge included in rent.
- Service Fees
  - When selected, the guest will see the total amount of the reservation charges included in this **Display As** group as a single line item in their breakdown.
    - "Service Fees" can be customized
      - Configuration > Reservations > Preferences > **Custom Fee Display As Label\***
- Tax
  - Guest will see the amount of the reservation charge included in taxes.

# Understanding 'Pricing Model\*'

## 3 Options: Use Item Price / Flat Pricing / Percentage Pricing

- Use Item Price
  - Use the price set on the accounting item assigned to this reservation charge.
    - Lose the ability to 'Enable Per Unit Pricing'.
- Flat Pricing
  - Override the set price on the accounting item with a set reservation charge.
  - Default Amount = Set Flat Price Amount.
- Percentage Pricing
  - Override the set price on the accounting item with a percentage of the rent.
  - Default Amount = Percentage Amount.
  - Minimum/Maximum Amounts = Enter amounts if you want to set a minimum or maximum amount charged for the reservation charge. Only applicable for Percentage pricing.

# Per Unit Pricing

Unit (Type)	Value
Deluxe Lakeview Greenbriar	\$0.00
- Deluxe Lakeview Greenbriar	\$0.00
Deluxe Lakeview Mountain Laurel	\$25.00
- Deluxe Lakeview Mountain Laurel	\$25.00
Edgewater Suite Mountain Laurel	\$0.00
- Edgewater Suite Mountain Laurel	\$25.00
Edgewater Suite Springbrook	\$0.00
- Edgewater Suite Springbrook	\$0.00
Homes	\$25.00
- Bear Cabin	\$25.00
- Creek	\$25.00
- Edgewater Suite at Fallbrook	\$25.00
- Guaranteed Income House	\$25.00
- Jason's Unit	\$25.00

### Pricing Settings

Pricing Model \* Flat Pricing

Enable Per Unit Pricing  Yes

\*This field will show if 'Flat Pricing' or 'Percentage Pricing' is selected in the Pricing Model\* field.

Enabling per-unit pricing will allow you to edit the reservation charge amount for each unit and reservation type. This can be used for reservation charges that have variable costs depending on the property, or to charge different reservation charges on different channels.

# Unit Fee Pricing By Reservation Fee

Property Management > Unit Fee Pricing

## Unit Fee Pricing

Fee **Unit (Type)**

**Fee** **Reservation Type** **Unit Node** **Unit (Type)** **Unit Display**

Beach Chair Rental    Units and Unit Types

**Copy Pricing To:**

Unit (Type)	Value	Minimum Amount	Maximum Amount	Mgmt Commission	Default Qty	Max Qty	Max Nights
Deluxe Lakeview Greenbriar	\$0.00			No Owner Split	1	5	
- Deluxe Lakeview Greenbriar	\$0.00			No Owner Split	1	5	
Deluxe Lakeview Mountain Laurel	\$25.00			No Owner Split	1	5	
- Deluxe Lakeview Mountain Laurel	\$25.00			No Owner Split	1	5	
Edgewater Suite Mountain Laurel	\$0.00			No Owner Split	1	5	
- Edgewater Suite Mountain Laurel	\$25.00			No Owner Split	1	5	
Edgewater Suite Springbrook	\$0.00			No Owner Split	1	5	
- Edgewater Suite Springbrook	\$0.00			No Owner Split	1	5	
Homes	\$25.00			No Owner Split	1	5	

# Unit Fee Pricing By Unit (Type)

Property Management > Unit Fee Pricing

## Unit Fee Pricing

Fee

Unit (Type)

Unit (Type)

Deluxe Lakeview Greenbriar



Reservation Type

Default Pricing



Search

Copy Pricing To:

Select Option...

Save Changes

Fee	Priced Per	Posting Type	Value	Minimum	Maximum	Mgmt. Commission	Default Qty	Max Qty	Max Nights
AirBnB Host Fee	Stay	Required	5.00%			No Owner Split	1	1	
Clean Fee - ABC Cleaner Payout	Stay	Required				No Owner Split	1	1	
Clean Fee - PM Payout	Stay	Required				No Owner Split	1	1	
Cleaning Fee ABB/Booking.com	Stay	Required	\$0.00			No Owner Split	1	1	
Departure Clean	Stay	Required				No Owner Split	1	1	
GRT City Tax - 8.1875%	Stay	Required	8.19%				1	1	
GRT Tax Credit	Stay	Required	-0.01%			No Owner Split	1	1	
Guest Non Tax Clean Fee	Stay	Required	\$99.00			No Owner Split	1	1	
Nightly Clean Fee	Night	Required	\$100.00			No Owner Split	1	1	

# Understanding 'Include in Subtotal'

- Use Item Price / Flat Pricing
  - This is asking if you want this fee to be included in the subtotal for other percent-based fees or should it not be included for other percent-based fees.
    - Include in subtotal: Check the box
    - Not included in subtotal: Uncheck the box
- Percentage Pricing
  - This is asking if you want this fee to be included in the subtotal or based on the subtotal.
    - Include in the subtotal: Check the box
      - By checking this box, this percent is based on rent only. It is **not** based on rent + other fees.
    - Based on the subtotal: Uncheck the box
      - By leaving this blank, this percent is based on rent + fees.

# Split with Owner

Enable this option if you would like to split the reservation charge with the unit owner.

Accounting Settings

Include in Subtotal   Yes

Split with owner   Yes

Mgmt Commission(%)  

## Mgmt Commission(%)

- Only shows if 'Split with owner' is set to 'Yes'.
- If this reservation charge is split with the owner, enter the amount **the management company** takes as a commission on this Reservation Charge.
- The remainder will be paid to the owner of the unit of the reservation.

If using Per Unit Pricing, you will need to set the management commission percent for each unit and reservation type. The settings here will be overridden by what is set in the Reservation Charges by Unit screen.

# IRM Add-on

- If this option is enabled, the reservation charge is able to be selected on the booking engine provided through Track.
- This also creates an easily identifiable flag for any third parties (like your website provider) to identify these charges in the API.
- This feature is useful for add-ons like equipment rentals and packages.
  - Examples: Cribs and Pack 'n Plays.
  - Only for your Website

## Accounting Settings

Include in Subtotal 	<input type="checkbox"/> Yes
Split with owner 	<input type="checkbox"/> Yes
IRM Add-on	<input checked="" type="checkbox"/> Yes

# Require Funding

Enabling this feature will require funds to be available on the reservation in order for the reservation charge to be posted.

- If funds are not available, the reservation charge will not be posted, even if the post date has passed.
  - If funds are not available, even if off by a penny, the charge will not be posted.
- Yellow banners will appear if the reservation does not have enough funds available to post all charges.

Accounting Settings	
Include in Subtotal 	<input type="checkbox"/> Yes
Split with owner 	<input type="checkbox"/> Yes
IRM Add-on	<input type="checkbox"/> Yes
Require Funding	<input checked="" type="checkbox"/> Yes

Res #169

+ Tag

Guest Portal ▾

Modify ▾

Documents

Checkout ▾

This reservation requires a payment of \$53.61 to realize all applicable charges.

Taxable  Yes

Tax Policy Type Assigned Policy ▼

- Assigned Policy
- Unit District - Transient
- Unit District - Sales

Default Tax Policy \*

Unit District - Sales

## Tax Policies are configured in PMS Setup > Taxes > Tax Policies

- This tax policy will be used if the item is posted directly on a folio, reservation, work order, etc. or if the reservation charge where the item is used is set up to not apply unit taxes.

# Tax Policy

Tax policies are selected at the ITEM level.

Configuration > Under Accounting, Select 'Items'.

If 'Taxable' is enabled, select a tax policy that applies to the sale.

- Assigned Policy
  - Utilize the 'Default Tax Policy\*' selected below.
- Unit District - Transient
  - Will utilize tax policy by location.
- Unit District - Sales
  - Will utilize tax policy by location.

### Rule of Thumb

You only need separate ITEMS if taxes vary. Otherwise, create 1 General Ledger Account and 1 Item if the taxes are the same, then create multiple reservation fees.

A serene winter scene featuring a rustic wooden cabin with a snow-laden roof, nestled in a snowy mountain landscape. The cabin is surrounded by snow-covered evergreen trees and a wooden deck. The background shows misty, snow-covered mountains under a soft, blue-toned sky. The entire image is overlaid with a semi-transparent blue gradient.

# Questions?

**NEXT**  
STAY

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL



*The **Heart** of Hospitality*