



*The **Heart** of Hospitality*

Reservations Best Practices

Maximizing Reservation Efficiency in Track

NEXT
BY NEXUS

The **Heart** of Hospitality

Today's Speaker



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Operations Implementation
Consultant

Step 1 : Maximizing Track's Quote Feature

Sending and Saving Quotes to Guests via the Tape Chart

Step 2: Mastering Automations & Triggers in Track

Sending Documents, Creating Work Orders

Step 3: The Benefits of the Guest Portal

Get guests excited for their stay with you!

Step 4: Creating Impactful Reservation Documents

What message do you want to convey?

Step 5: Improving Your Workflow with Track's Reservation Features

Utilize Batch Print Documents, Units by Owner List, Bulk Reservations and Block Units

1

Maximizing Track's Quote Feature

Quotes

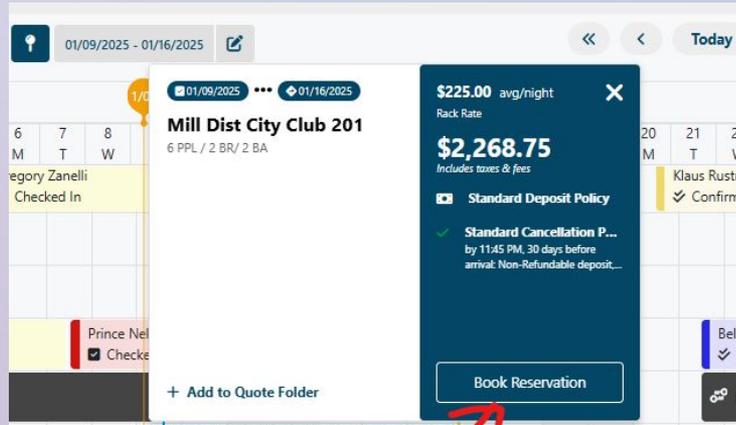
What is a “Quote” in Track?

A “Quote” in Track is an object separate from a reservation. It does not put a hold on a unit or block availability. It is a promise to honor the pricing for the specific unit(s) until the quote’s expiration date.

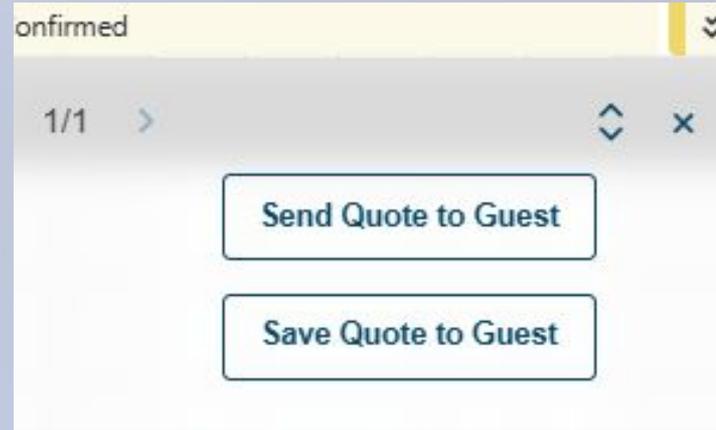


Quotes

There are 2 Ways to Create a Quote in Track



Create a quote and book it immediately



Create a quote and send or save it to the guest

Quotes

Benefits of Using Quotes in Track



A Quote can be sent to leads via Content Blocks in the lead form or a combination of Content Blocks and Quote Links



When sending or saving quotes to guests in Track, a first name, last name and email address are required. This will then create the guest as a contact



Quotes can be sent via SMS or Email or both



Promo Codes can be added to Quotes and show the total including the discount added



If your Saleslink is set to sync the lead, it will automatically close the lead and attribute the booking if someone books through the Quotelink

Configure Your Quote

1. When do you want your quote to expire?
 - Choose a sufficient amount of days to have the quote expire
2. What is the email subject line?
 - Use Merge Field to customize and attract the recipient
3. What do you want your email and SMS intro message to be?
 - Thank the recipient for contacting you and express your interest in them staying with you
4. Search Alternative Units
 - When the unit to book is unavailable, allow the guest to click on a link to search for another unit they can book
 - Ensure a "Quote Booking Redirect URL" is entered, which will be the link that the guest clicks on to view other units
5. View Listing Link URL
 - A "View Listing" button will appear in emailed quotes allowing guest to view more information about the property in the quote

Valid until Jan 24, 2025

Quote from Track Vacation Rentals

Dear Albrecht,
Thank you for your recent inquiry. Below are some properties that you may have interest in. Please let us know if we can answer any additional questions that you might have.
We look forward to hearing from you as soon as possible; **please note that quotes expire after 24 hours.**

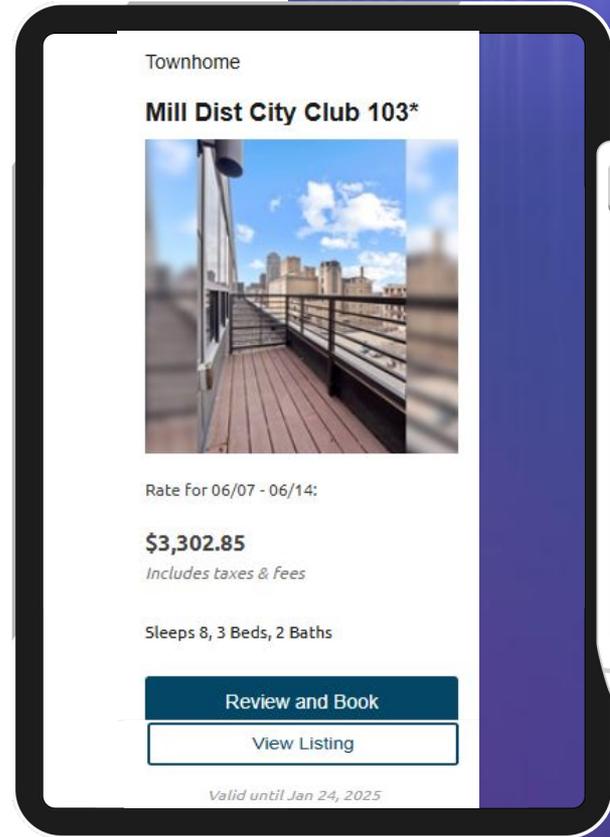
Search Alternative Units Yes

Quote Booking Redirect URL

View Listing

The Guest Receives the Quote

- The featured image for the quote pulls from what is set at the unit profile
- The reservation dates for the quote appears
- The total is revealed, which will include taxes & fees and a promo code discount (if applicable)
- The max occupancy, # of bedrooms and bathrooms displayed is pulled from the unit profile
- Guests can click on Review and Book which will take them to the page where they can finish their booking
- Guests can click on the View Listing button, which will take them to the webpage of the unit. This is configured on the unit profile's Website URL field
- The expiration date of the quote is displayed at the bottom of the quote



But the Guest Wants You to Book their Quote...



Step #1: Navigate to the guest contact profile and click on the Quotes tab

Brett Wright

VIP DO NOT RENT Repeat Guest

Profile

123 Arizona Avenue
Suite 1
Chandler, AZ 85224
US

Brett Wright

bwright@tnsinc.com

+1 303-587-0719

Contact Leads Calls SMS Chats Sales Reservations Folios Payment Methods Surveys **Quotes**

CALL VALUE
34
2 recent calls

LEADS VALUE
\$42,700
6 total leads

Hobbies/Interests
Amusement Parks
Photography



Step #2: Click on the Book button for the quote that you wish to book for the guest

Contact Leads Calls SMS Chats Sales Reservations Folios Payment Methods Surveys **Quotes**

Show 25 rows

#	Unit Name	Check-in	Checkout	Total Amount	Valid Until	
402	Desert Song at Monterey Country Club	Apr 1, 2025	Apr 6, 2025	\$1,898.19	Jan 24, 2025	Book Delete
401	Mill Dist City Club 103*	Jun 7, 2025	Jun 14, 2025	\$3,302.85	Jan 24, 2025	Book Delete
400	426 N Eden Park Dr	Jun 7, 2025	Jun 14, 2025	\$5,517.30	Jan 24, 2025	Book Delete

About Quotes...

Can you answer these questions?

1. *What are the 2 ways to create Quotes in Track?*
2. *What fields are required in order to send or save a quote to a guest in Track?*
3. *Sending a quote to a guest will place a hold on the unit and block availability until it is booked by the guest. True or False?*
4. *The guest calls in and wants to book their quote, but doesn't want to do it themselves. Where do you go to look up their quote and book for them?*

2

Mastering Automations in Track through Triggers & Automations

Sending Documents, Creating Work Orders

What is the difference between a “Trigger” and an Automation?



If you want an action to occur when another event happens

A reservation has been made and has come into Track. A booking confirmation email will now be sent to the guest



If you want an action to occur on a specific time schedule

A day before the guest arrives, a pre-arrival instructions email is sent to the guest

When Building a Trigger or Automation...

Determine: What do I want to do and Who do I want to Send This to or Create This For?



The Event dropdown options are going to reflect the Object that is chosen
The Event dropdown only appears in Triggers, not Automations because Automations are not event-based

Object	<input type="text" value="Reservation"/>	Event	<input type="text" value="Reservation Created"/>
--------	--	-------	--

Choose Meet "ALL" of the following conditions if you wish to have all of the conditions in your trigger or automation to be met in order for it to send

Meet "ALL" of the following conditions

Choose Meet "ANY" of the following conditions if you have conditions, but do not require all of them to occur for the trigger or automation to send. It will send if one of the conditions is met.

Meet "ANY" of the following conditions

Some Helpful Conditions

What are the Reservation Types I want to include or not include in this Trigger/Automation?

Type Owner

Do I only want this to go to reservations that have these tags attached?

Tags Firewood

Recommend creating a start date so that old recipients do not get the same document (Ex. Booking Confirmation Email)

Booked Date 01/23/2025

Will this Trigger/Automation be relevant to anyone who does or does not have an outstanding balance?

Remaining Balance 1.00

Will the recipient need to have been sent an E-Sign Agreement?

Agreement Status Received

Perform These Actions



Tips on how to choose the correct action

Action: Send Email

Only choose this action if you wish to have the email saved within the trigger/automation. If the trigger/automation is deleted, this will also delete the email

Action: Send Reservation Message

Will send to Airbnb guests. Do not include links, phone numbers or email addresses or sending the message may fail

Action: Send Text Message

Ensure that your SMS inbox has been enabled and that the texting feature is functioning properly before adding this as an action

Action: Create HK Work Order

Can only be selected as an action when “Reservation” is chosen as the Object of the trigger/automation. Can be used separate from HK Preferences (Departure Clean Interval), especially to automate other clean types

Action: Create Maint Work Order

Can only be selected as an action when “Reservation” is chosen as the Object of the trigger/automation. Ensure that Maintenance Work Order Template has been created in order to use in the trigger/automation

About Triggers & Automations...

When to use which one?

1. *A guest is arriving within the next 7 days but has an outstanding balance.*
2. *The guest signed a Rental Agreement and you want to send an email confirming that it was received and thanking them for signing it.*
3. *A special request was added to a reservation and you want to create a task for a user to complete the special request for the guest*
4. *A unit has been vacant for more than 14 days and you want to create a housekeeping work order to clean the unit*
5. *The guest has departed and you want to create and send a survey to them*

3

The Benefits of the Guest Portal

Get guests excited for their stay with you!

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

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.			
	--	--	



DAYS 82 HOURS 13 MINUTES 56 SECONDS 18

Guest Portal Tips

Security Codes

Security Codes

Display Codes on Check-in Yes

Display Codes Early (Days)

Display Regardless of Balance Yes

Balance Threshold (USD)

Control when you want and who you want to display the security codes to!

Guest Portal Tips

Simplify the check-in and out process!

Check-In

Enable Check-in Yes

Hide Until Check-in Time Yes

Hide Until Clean Yes

Check-in Message

Guests can self check-in through the Guest Portal

Hide the self check-in until the reservation check-in time and/or until the unit status is clean

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Check-Out

Enable Check-out Yes

Outstanding Item Check-Out Yes

Check-out Message

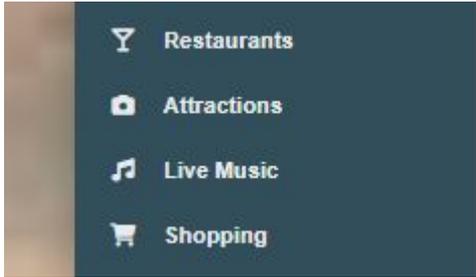
Guests can self check-out through the Guest Portal

Guests can also check-out portal items that need to be returned still outstanding

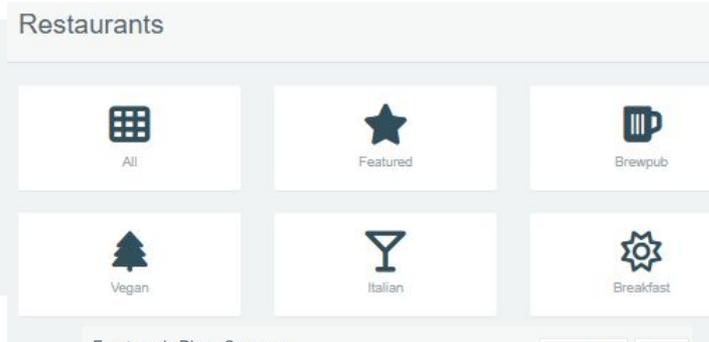
Guest Portal Tips

Feature the places that you want the guests to visit during their stay!

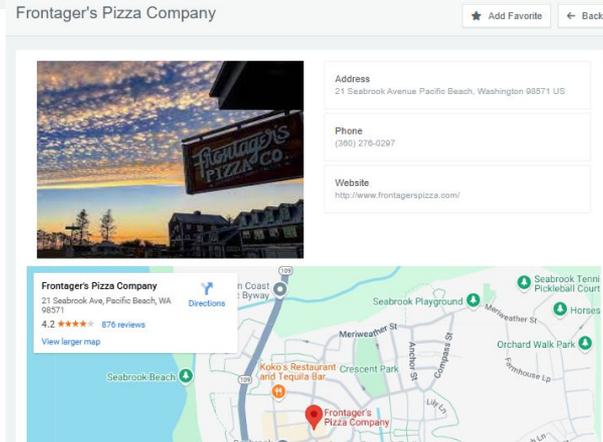
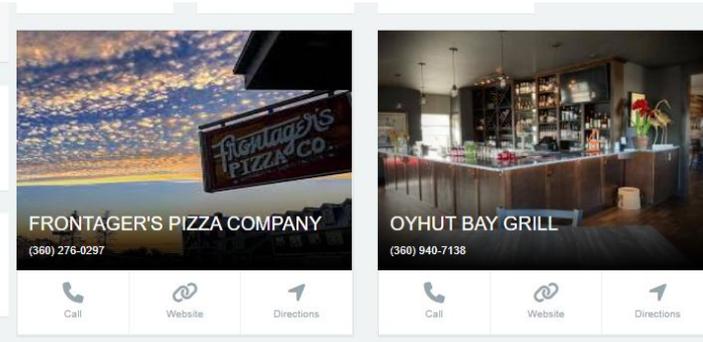
1. Categories



2. Subcategories



3. Places

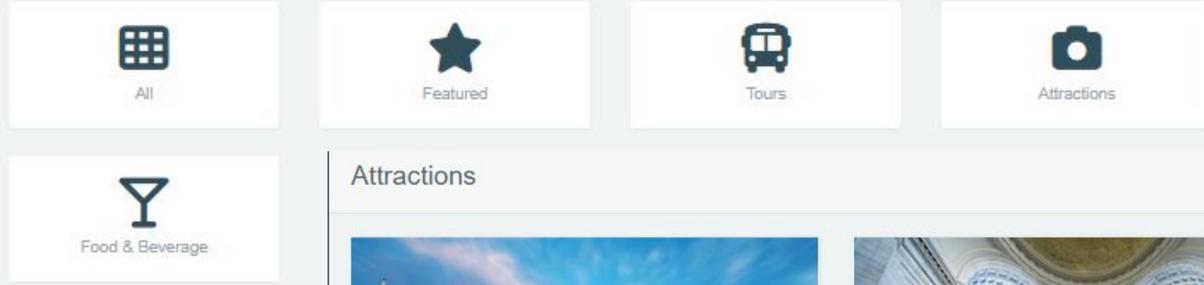


Guest Portal Tips

Partner with local businesses and create deals for your guests!

- Home
- My Rental
- My Reservation
- Invite Guest
- Social Media
- Favorites
- Stay & Play**

Deals



A grid of five deal categories, each with an icon and a label: 'All' (calendar icon), 'Featured' (star icon), 'Tours' (bus icon), 'Attractions' (camera icon), and 'Food & Beverage' (cocktail glass icon).

Attractions

← Back



25% off local amusement park admission
Get 25% off your local amusement park admissions, just for being a guest with Track Vacation Rentals. Tell 'em we sent you!



Call



30% off museum admission
Get 30% off local museum admission(s) just for being a guest with Track Vacation Rentals. Tell 'em we sent you!



Call

Guest Portal Tips

Create content that will be beneficial for your guests!

Choose what your message is and who you want it to go to!

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

Add-On Services ★ Add Favorite

We offer many additional services, please check them out below!

We offer a wide variety of additional services for your stay; click on any option below to find out more!

Firewood 🔥	Grocery Delivery 🛒
Bike Rental 🚲	Golf Cart Rental 🏌️

Door Lock Information ★

Below, you will find helpful instructions on using your home's door lock.

You will receive your door code when your property is ready for check-in; the video below shows how to use your home's key your specific code:



Internet

1. Unplug the power cord from the back of the modem (don't just turn it off). If there is a separate WIFI router, it will also need to be reset.
2. Wait 30-45 seconds, then plug it back in.
3. Allow the device a minute or two to turn back on.
4. Also make sure you are entering the password correctly. Sometimes it can be CAPS sensitive. (Network and Password are located at the bottom of the cover sheet of the welcome booklet)

Television

1. Is the TV saying NO SIGNAL? Sometimes the TV may be on the wrong input. Confirm the cable box is and using the TV remote, change the input until you see the picture. Still no picture?
2. Make sure that the connections in the back of the cable box are secured and not loose.
3. Once you have checked that, unplug the power cord from the cable box. Wait 30-45 seconds then plug the power cord back into the cable box.
4. The box will go through a reset function which can take up to 5 minutes to reboot. You should now see a picture.

Refrigerator

About the Guest Portal....

Can you answer these questions?

1. *I want to allow guests to check-out and not check-in through the Guest Portal. Can I configure this in Track?*
2. *I want to feature a local business on my guest portal where anyone staying with us gets 10% off. What section do I configure this in?*
3. *Do I need to send invites to the guest portal via a link in Reservation Documents?*
4. *There are events that I want to share with my guests in the Guest Portal that I don't want to share with some of my other guests in a different area or unit. Can I do this in Track?*

4

Creating Impactful Reservation Documents

What message do you want to convey?

What Reservation Documents do customers use?

Initial Booking Confirmation	Final Reservation Confirmation
Reservation Cancellation	Owner Notification - Booking Confirmation
Rental Agreement/Waiver	Owner Notification - Booking Cancellation
Pre-Arrival Instructions	Payment Reminder
Mid-Stay Guest Message	Payment Receipt
Guest Departure Instructions	OTA Rental Agreement/Waiver
Post Departure Email	Reservation Update
Travel Insurance Information	Additional Add-Ons to Guest Stay

What do you use?



Reservation Documents

Tip: Customize you document with Merge Fields

Confirmation Email

{{contact.first}},

Thank you for booking with Otter Oasis Rentals! Please ensure the below information is accurate:

Reservation ID: {{reservation.id}}

Unit Name: {{unit.name}}

Guest Name: {{contact.name}}

Arrival: {{formatDate reservation.checkin "medium"}}

Departure: {{formatDate reservation.checkout "medium"}}

Enable Custom Field for Merge Fields

Is Merge Field Yes

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Payment Reminder

{{contact.first}},

This is an automated reminder that tomorrow you will be charged for an upcoming reservation with us at {{unit.name}}. See your payment schedule below for more information.

{{#reservation.schedulepayments}}(formatDate date 'medium'): (formatCurrency amount currency)
{/reservation.schedulepayments}

Merge Fields		
Merge Field	Description	
Agent		
{{reservation.agent.name}}	Agent Name	+
{{reservation.agent.email}}	Agent Email	+
{{reservation.agent.phone}}	Agent Phone	+
contact		
{{contact.id}}	Contact ID	+
{{contact.first}}	First Name	+
{{contact.last}}	Last Name	+

Don't forget about these when creating your documents!

Use the link button to add hyperlinks to your document. Invite them to the guest portal or to the payment portal

Use the source code button to build out extra details and styling capabilities in your document



Insert an image to your document to make it attractive and stand out!

A screenshot of a software dialog box titled "Insert/edit image". It contains the following fields and controls:

- A "Source" text input field.
- An "Image description" text input field.
- "Dimensions" input fields showing "x" between two empty boxes.
- A checked checkbox labeled "Constrain proportions".
- "Ok" and "Cancel" buttons at the bottom right.

Reservation Documents

Don't Forget This Step!!!

When you are ready to test and send the documents, make sure that they are saved in your unit profiles section. This is done on the Reservation tab. Most Track users put all of their documents in their company-level node to inherit down to all of their units.

The screenshot shows a web interface with a horizontal navigation bar at the top containing the following tabs: General, Amenities, Reservations (highlighted with a green border), Security, Images, HK & Maintenance, Policies, and Misc. Below the navigation bar is a blue header bar with the text "Documents". Underneath the header bar, there are two main sections. The first section is labeled "Documents" (highlighted with a red box) and contains two document type entries: "Confirmation Email - Email" and "Check-Out - Email", each with a close button (X). The second section is labeled "Online Conf. Letter" and contains a dropdown menu currently set to "Inherit" with a downward arrow.

Reservation Documents

Now You're Ready to Send!

Manually: Within the Reservation

Guest Portal ▾ Modify ▾ **Documents** Check-In ▾

Send Document ✕

Document Reservation Confirmation ✕

To Guglielma Nevet: gnevet92@parallels.com (Primary Email) ✕ Cc Bcc

Subject Reservation Confirmation from Track Vacation Rentals

File ▾ Edit ▾ Insert ▾ View ▾ Format ▾ Tools ▾

⏪ ⏩ 🖨️ **B** *I* U ~~S~~ *↶* ✕

Greetings, Guglielma!

Thank you for booking your stay with Track Vacation Rentals - we look forward to hosting you. Your reservation details are below; please be sure to visit our [Guest Portal](#) for helpful information about your upcoming stay.

Reservation Number: 1743
Property: 230e's Man Cave (address will be provided ahead of arrival)
Arrival Date: Tuesday, Sep 17, 2024
Departure Date: Wednesday, Sep 18, 2024
of Nights: 1
Adults: 2
Children: 0
Pets: 0

Reservation Total: \$0.00
Payments Received: \$0.00

Close Send Email

Automatically: Triggers and/or Automations

Perform These Actions

Action Send Document ▾

To Contact ✕

Doc Reservation Confirmation

Subject Reservation Confirmation from Track Vacation Rentals

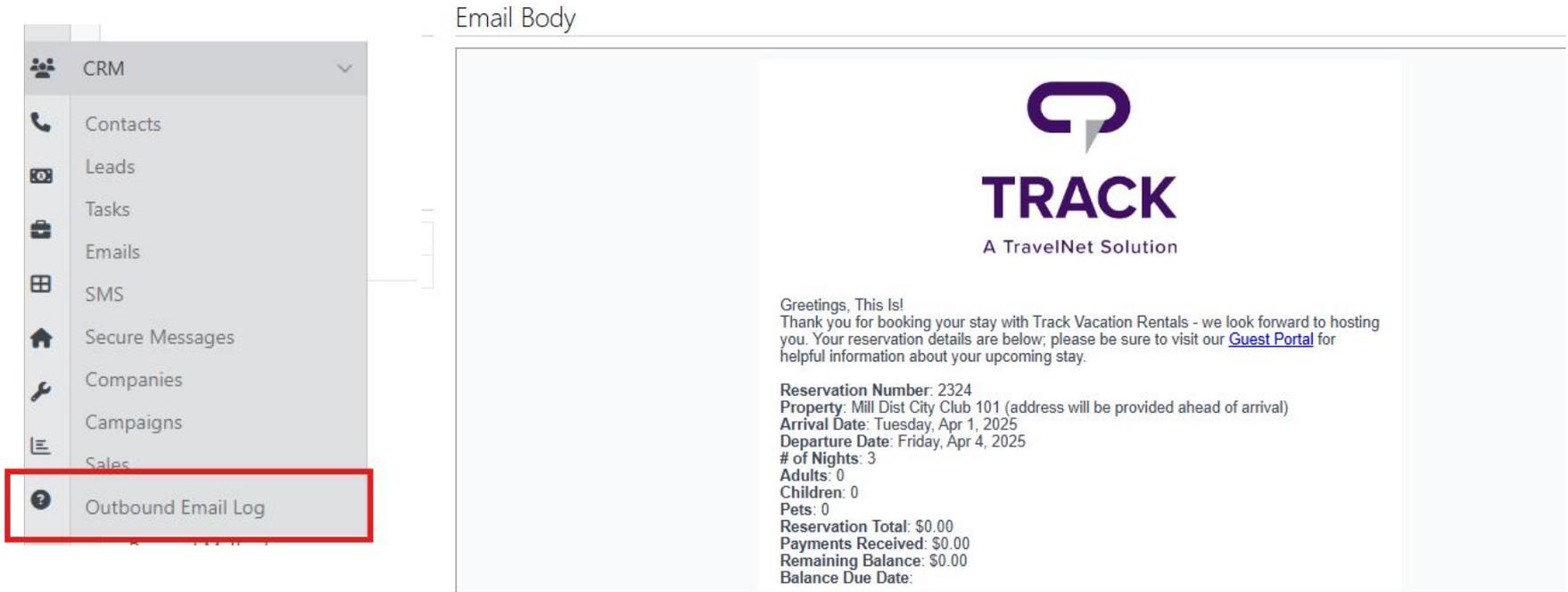
Greetings, {{contact.first}}!

Thank you for booking your stay with Track Vacation Rentals - we look forward to hosting you. Your reservation details are below; please be sure to visit our [Guest Portal](#) for helpful information about your upcoming stay.

Reservation Number: {{reservation.id}}

Reservation Documents

After they are sent....Here is where you can see what they see!



The screenshot displays a CRM sidebar on the left with the following menu items: CRM, Contacts, Leads, Tasks, Emails, SMS, Secure Messages, Companies, Campaigns, Sales, and Outbound Email Log. The 'Outbound Email Log' item is highlighted with a red rectangular box. To the right, the 'Email Body' preview shows the TRACK logo (A TravelNet Solution) and the following text:

Greetings, This Is!
Thank you for booking your stay with Track Vacation Rentals - we look forward to hosting you. Your reservation details are below; please be sure to visit our [Guest Portal](#) for helpful information about your upcoming stay.

Reservation Number: 2324
Property: Mill Dist City Club 101 (address will be provided ahead of arrival)
Arrival Date: Tuesday, Apr 1, 2025
Departure Date: Friday, Apr 4, 2025
of Nights: 3
Adults: 0
Children: 0
Pets: 0
Reservation Total: \$0.00
Payments Received: \$0.00
Remaining Balance: \$0.00
Balance Due Date:

About Reservation Documents...

Can you answer these questions?

1. *There are 3 steps to create and use Reservation Documents in Track. Step 1 is to create the document. Step 3 is to create a Trigger/Automation to send them automatically. What is Step 2?*
2. *What are the two ways to send Reservation Documents in Track?*
3. *What are some examples of documents that you would send to a guest? An owner?*
4. *Where would you go to view a Reservation Document once it has been sent?*

5

Improve Your Workflow with Track's Reservation Features

Batch Print Documents

Do you want to print out a document?



Step #1: Create a Reservation Document and choose the "Letter" Type

Add Reservation Document

Reservation Document

Name*

Type Is Active



Step #2: In Batch Print Documents, choose the reservation based on check-in, check-out or booking, as well as start date and end date

Batch Print Document

Based On Start Date End Date

Types Units



Step #3: Choose the document from the dropdown list and click on the Filter button

Document



Step #4: Click on one or all of the reservations. Click Print Documents

<input checked="" type="checkbox"/>	2149	Whimstay	The Loft House Estate
<input checked="" type="checkbox"/>	2159	Channel Manager	Viking Bear Lair Lakeside Condo
<input checked="" type="checkbox"/>	2226	Vrbo	Queen of the Desert

Showing 1 to 7 of 7 entries

Batch Print Documents Continued...



Step #5: Once completed, the Recent Document Jobs will be updated with a date and time stamp

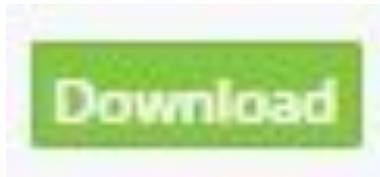
Recent Document Jobs (Last 7 Days)

Show rows

Id	Created	Updated	Status
12766	Jan 23, 2025 2:01 PM	Jan 23, 2025 2:01 PM	completed



Step #6: Click on the Download button to retrieve the document



Finished!

You can now download and/or print your document



Why Use Batch Print Documents?

Customers use this feature for...

Guests checking in and/or out at the front desk

Printing out documents to have physical copies for their own records

Sending important documents to guests that are not technically savvy

Having physical copies of documents for guests in case there is a loss of power or there is no ability to send them electronically

Documents to have guests review and look at while in their unit

Bulk Reservations Tool



Step #1: Search for reservations based on Check In, Check Out or Booking Date

Dates

Check In Check Out Booking

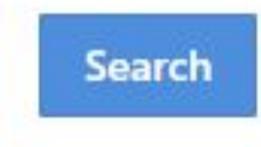


Step #2: Use additional search options (if needed) to find the reservation(s)

More Search Options



Step #3: Click on the Search button



Step #4: Select 1 or more reservations that you wish to update or change

<input type="checkbox"/>	Reservation #	1F	Check In	Check Out	Unit	Guest
<input type="checkbox"/>	2322		Jan 25, 2025	Feb 1, 2025	Mill Dist City Club 201	Color Test
<input type="checkbox"/>	2312		Feb 28, 2025	Mar 4, 2025	Sleek Escape - Summer	Glory Scruton
<input type="checkbox"/>	2311		Mar 2, 2025	Mar 9, 2025	426 N Eden Park Dr	Thom Oldis
<input type="checkbox"/>	2306		Feb 23, 2025	Mar 1, 2025	Canyon Moon	Goddard Brisker
<input type="checkbox"/>	2305		Feb 21, 2025	Feb 24, 2025	Sleek Escape - Summer	Oralia Adney

Bulk Reservations Tool Continued...



Step #5: Choose: Add, Change, Refresh and Remove

Click on the Continue button when finished

Update List Start Over

3 Reservations

Add

Campaign Reservation Agent Tax Exempt Travel Agent

Travel Insurance Tags

Change

Campaign **Cancellation Policy** Guarantee Policy

Reservation Agent Reservation Type Travel Agent

Reservation Status

Refresh

Fees Rates Taxes

Remove

Campaign **Reservation Agent** Tax Exempt Travel Agent

Travel Insurance Tags

Continue



Step #6: Fill in the fields for the actions that you wish change for the reservations selected

Click on Update Reservations when finished

Update List Start Over

3 Reservations

☰ **Add Campaign**

Select Campaign...

☰ **Refresh Fees**

Guest Fees
 Owner Fees

☰ **Cancellation Policy**

Select Cancellation Policy...

☰ **Remove Reservation Agent**

Update Reservations

Back

Finished!



Success! All Done.

Why Use Bulk Reservations?

Customers use this feature for...

Save time by updating multiple reservations instead of having to do them individually

Ability to add, change and remove items on reservations with a simple click

Can easily search for reservations by multiple filter options

Can update reservations once prompted automatically with little to no time to wait

Block Units



Step 1: Choose the unit you want to create the block for

Unit*



Step 2: What is the Block Reason?

Reason

This is configured in Block Unit Reasons

Front Desk

[Block Unit Reasons](#)

Define block types to be booked.



Step 3: Select if there is a Clean Type Needed. If there is, this will create a Housekeeping Work Order

Clean Type



Step 4: Add notes to give more details about the Block

Notes



Step 5: Select the dates for the Block to start and end.

Click on Save Block when finished

Block Start* 

Block End* 

Block Units Continued...

Users can view the block on the Tape Chart

The screenshot shows a Tape Chart interface. The top row displays room counts: 8 PPL, 3 BR, 2 BA. Below this, a row for 'Boulder Bay Getaway' shows 6 PPL, 2 BR, 2 BA. A yellow block is highlighted for 'Sigfrid D...' with a 'Checked Out' icon. A dark grey tooltip is visible over the block, containing a 'Kitchen upgrade' icon and text.

The screenshot shows a detailed view of a block unit. The title is 'Boulder Bay Getaway'. Below it, 'Block 10' is highlighted with a red box. The dates are '07/22/2024 - 07/29/2024'. The status is 'Planned Out of Order'. The clean type is 'Spruce Clean'. The notes include 'Kitchen upgrade'. A dark grey tooltip at the bottom also shows 'Kitchen upgrade'.

When clicking on the block on the Tape Chart, the information about the block will appear.

Users can click on the block link and it will take them to the block unit page where they can delete, archive or edit the block.

The screenshot shows the 'General' tab of the block unit details page. The information is as follows:

General	Housekeeping	Audit Logs
ID	10	
Unit	Boulder Bay Getaway	
Block Start	Jul 22, 2024	
Block End	Jul 29, 2024	
Clean Type	Spruce Clean	
Block Notes	Kitchen upgrade	
Created By	2-bwright	
Created At	Jul 24, 2024, 7:45:01 AM	
Archived At	--	

Why Use Block Units?

Customers use this feature for...

When a unit is going off-program and property managers want to block out dates that they no longer have the ability to sell

When a unit is not able to be sold or occupied

For unplanned or planned maintenance or emergency situations

Housekeeping-related availability block

An owner requested block

A way for property managers to block unit availability without making a reservation

Units by Owner List



Step 1: Search for the owner and unit by utilizing the filters at the top of the page. Click on Run Report when finished

Units by Owner List

Report Parameters

Unit	Owner Company	Unit Status
Select Unit	Select Owner Company	Active

[Run Report](#) [Export as Excel](#)



Step 2: A list of the unit names and owner, as well as the owner contact information will appear

Units by Owner List			
Owner	Email	Home Phone	Mobile Phone
1908 2nd A - Bill Gibbons			
Billy Gibbons	billy@zztop.com		
426 N Eden Park Dr - Tom Pettinson			
Jim Gollightly	ggollightly@tnsinc.com		
Tom Pettinson	tp@tompetty.com		

Units by Owner List Continued...

General Amenities Reservations Security Images HK & Maintenance Policies Misc Channels Rooms

Name & Description

Name * 1908 2nd A

Unit Type * 3 BD Bronze

Short Name 1908A

Unit Code 1908A-SMITH-ABC1

Lodging Type Townhome

Short Description LOCATION! LOCATION! LOCATION! This is the perfect vacation rental in Downtown Austin! Nestled back in the hip East Cesar Chavez neighborhood, you can easily rest and recharge in peace during your Austin adventures. Curious about what makes Austin so weirdly wonderful?

Long Description *Please note, There are 2 houses on this property. This listing is for the front house (1 house) only. The back house (other house) is rented separately to other groups of Guests. The back house is not included in this rental. The pool and space in between the houses is available to all Guests in both spaces. There may be interaction with other Guests outside of your private space. We ask all of our Guests to be kind and courteous to all while staying at our Property. And move inside after dark. Please shoot us a message if you have interest in renting out the

Check-In/Out

Timezone Inherit (America/Chicago)

When clicking on the unit name...

When clicking on the owner name...



Bill Gibbons

Quarterly Maintenance Program

General Contacts Units Recurring Charges Transactions Statements Work Orders

Address

Name Bill Gibbons

Active Account Yes

Street Address --

Extended Address --

Locality Houston

Region TX

Postal --

Country US

Email & Phone

Phone --

Fax --

Email --

Website --

Why Use Units by Owner List?

Customers use this feature for...

A quick search for the owner contact information

An organized report that shows owners, their units and their contact information

Can quickly navigate to the owner contact profile and the unit profile with a click of the button

Can export the owner and units into an excel spreadsheet or Google sheet

About Reservations Features...

Can you answer these questions?

1. *I want to use Batch Print Documents. What Reservation Document type do I have to choose to be able to use this feature?*
2. *Once a block has been created on a unit, can I archive, delete or edit it before the block's end date?*
3. *When navigating to the Units by Owner List, where do the 2 links on the owner list take the user to when clicked?*
4. *When using the Bulk Reservations tool, the user can do the following actions: Add, Change, Refresh and _____?*
5. *What is one of the reasons why a Track user would use the Block Units feature?*

Thank You!

Any Questions or Comments?

NEXT
SERIES

The **Heart** of Hospitality

