

## **INSTRUCTION GUIDE FOR SELF-MANAGED PROPERTY OWNER USERS**

We suggest that you click file and print, to refer to a printed copy of this guide as you fill out the Add a Property form. It will also be useful to keep handy when learning other functions available to you within your user/administrator access for self-management of your properties.

**CURRENCY SCROLL-DOWN SCREEN IS ONLY HERE FOR YOU TO SEE WHICH CURRENCIES THE RENTER/TOURIST CAN CONVERT LISTED PRICES TO. \* NOTE\* IF YOU WISH TO DISPLAY YOUR PRICE AND ALLOW FOR IT TO BE CONVERTED TO DIFFERENT CURRENCIES, YOU MUST DISPLAY IT AS \$USD IN THE PRICE FIELD.** Click link at bottom of the screen for help with exchange rates.

**CURRENCY CONVERSION RATES WILL BE UPDATED IN THE WEBSITE DAILY.**

If it is not necessary for you to allow for currency conversion and you would like to display your own currency of choice, YOU MUST STILL ENTER A NUMBER IN THE PRICE FIELD BUT THEN YOU CAN DISABLE PRICE DISPLAY AND TYPE IT IN MANUALLY IN THE MAIN-DESCRIPTION OR RENTAL CONDITIONS FIELD.

First page after owner login lists the following headings in order:

**List properties / Add property / Manage reservations / Settings / Logout**

**List properties:** This shows you the properties that only YOU have submitted advertisements for. From this screen you can choose to activate, deactivate or delete properties. DANGER: WHENEVER SELECTING DELETE please beware that ALL information, including reservations, approved and awaiting approval will be DELETED. Be certain that you really want to DELETE all information relating to this property. Activate and Deactivate only remove or re-display the property ads. in the program. These functions do not cause any loss of information. This is a temporary means of simply removing or adding the property in the renter/tourist search program. When you click on a particular property name, or on its edit property icon you will go to the administrative tools page.

**Add property:** This allows you to add as many property advertisements as you have purchased a package for (1 to 2), (3 to 5), or (6 to 8)

**Add property (instructions and suggestions for completion) ONE FORM PER PROPERTY**

**Name:** Refers to name of your property. If you do not choose to display a title for this property you should leave it blank, whatever you type in will show up on your ad. as a title.

**Price:** Field must have a number entered or error will occur when clicking "ADD" (after completion of form). The number entered must be in US dollars (click the link on bottom of page for help converting your currency to \$USD). **PLEASE NOTE: To all our Non-American property owners: We strongly encourage you to take the time out to convert your currency to \$USD. When a potential renter sees your property advertisement they are able to click to automatically display the price in the currency of their choosing. (Currencies available for conversion: CAD, GBP, EUR, JPY, AUD).** It is definitely worth your while to take the time to do this. Your potential renters worldwide will appreciate your efforts and be more likely to choose your property for the convenience you have provided to them.

**Click to disable price display:** If you do not wish to display your price in American dollars, allowing for the renter/tourist to auto-convert to the currency of their choosing click here to stop the program from displaying your price. You can manually enter in the price with your choice of currency in the Main description or Rental Conditions field. However, please remember that you must enter a number in the price field even if you want it to be hidden, using this disable display function.

**Display price range:** If your property prices change for different time-periods or time of year, or if you offer lower or higher prices for certain times. The program will allow renters/tourists to search your property as a price range rather than specific price.

**Disable booking calendar:** If you **do not** wish to manage your reservations on our website, you should disable the booking calendar. When the renter/tourist makes a reservation request for your property, the program directs them to a form they can fill out and email to you. They can also phone or email you directly or access your own website. If you **do** wish to manage your reservation requests on our website you will need to set up one booking calendar for each property **and** for each type of booking that you allow. If you rent your property for different time-periods: days, weeks, months you should complete an advertisement for the same property for each type of booking that you allow. The program can only set up one type of booking calendar (days, weeks, **or** months) at a time per property advertisement. You will also need to keep track of each of the types of bookings approved throughout the year. Again, if you do not wish to manage bookings online simply mark here to disable, and set up just one advertisement.

**Redirect to website when pressing booking:** If you are managing reservation requests through your own reservation system on a website, please mark this box. You will enter your web address after descriptions fields. (If you do not manage your reservations on a website, and would still like to manage your requests manually or on our website leave this box blank.

**Main Description:** This is the summarized version of your property description. It will be displayed when the renter/tourist searches the non-specific whole property list, or pulls up all of the properties in one particular area. This field can contain your price entered manually in your own currency (however, it will not convert to other currencies unless you display your price as \$USD in the price field) Enter general information in this field. Stick to the highlights that make your property special or unique. If you rent your property on a weekly basis and start days are different than the standard Saturday to Saturday, you should describe your start and end day patterns here and also DISABLE BOOKING CALENDAR. The program default for booking calendar for weekly rental is Saturdays. Until we upgrade the program, you will not be able to display a weekly booking calendar for any other start day than Saturday. (sorry for inconvenience)

**Detailed Description:** You can add all of the special features and descriptions that you like here. Just remember that the main items are displayed as picture-icons (the list to the right starting with parking and ending with Air Conditioning) so you do not need to repeat these features here. Use this field for additional features not shown as picture-icons. It is IMPORTANT here to describe the specifics on bed sizes, especially if you do not provide bed linens. (ex. 2 Full beds, 1 Queen, 3 Twin). You are only able to enter a number in the bedroom field, so this description field needs to provide complete information. You should also describe bathroom specifics here as well. (ex. 2 full, 1 half, or shower only, toilet/sink only)

**Rental Conditions:** It is important to list your rules for payment here. Explain the percentage that you require as down-payment and instructions for payment of balance. You should explain the type of payments that you accept ex. cashiers check, money orders or only on credit cards here on the website (through your payment gateway). You should also specify the currency type (\$USD or \$CAD etc.)and

name to be printed on money orders or certified checks.. If you have any other special rules, regulations, reminders or warnings; this is where they should be described.

**Web address:** If you manage your reservations through your own website enter the URL (web address) here OR leave blank if you do not have one. When the renter/tourist attempts a booking, the program will automatically send the browser to your website. If you display more than one property on your website be sure to enter the exact website address that will take the browser to this same property. Remember the browser may not know how to find this same property on your site. Help them to be taken straight to it.

**Property detail display:** Choose how you would like your property advertisement to be displayed with pictures and text pattern. You may want to test out a few of them to see which you like best.

**Main display image:** **IMAGES SHOULD BE LESS THAN 500KB. SET YOUR DIGITAL CAMERA TO 640 X 480 FOR THE RESOLUTION TO WORK THE BEST WITH THE PROGRAM. IF YOU HAVE LARGER PICTURES TRY CROPPING THEM TO REDUCE SIZE TO UNDER 500KB.** Click browse to go to your stored digital pictures in your computer, choose the image, click open and this main picture will be displayed on your advertisement. **PLEASE NOTE THAT IF YOU ARE ON DIAL-UP PLEASE WAIT FOR YOUR PICTURE TO BE UPLOADED. EVEN THOUGH THE STATUS BAR LOOKS DONE. YOU WILL KNOW THAT IT IS UPLOADED ALL THE WAY WHEN: THE LINK IN THE BROWSE BOX WILL DISAPPEAR AND THE TOP OF THE SCREEN WILL SAY IMAGE UPLOADED.** This image can only be modified, deleted or replaced on this Add property form. If you would like to change the image you must first delete it and click modify and then reload the new image and click modify (2 separate steps). After adding your property for the first time, you can access this menu to make changes by selecting modify from the administrative tools menu. This is explained in further detail in the next section of this guide.

**Nb of bedrooms:** You must enter a number in this field, even if it is a zero.

**Country, Province/State, Town:** Enter specifics on property location (important for program search to find your property for a searching renter/tourist).

**Sleeps:** Please count children the same as adults here. What is the maximum number of individuals that can sleep comfortably?

**Baths:** You must enter a number in this field, even if it is a zero.

**PICTURE ICONS:** Mark all boxes that apply (Parking through Air Conditioning)

**Select type of booking:** Whatever type of booking that you select here will be displayed in bold on your property advertisement. You may only choose one per advertisement. (EXAMPLE: If you rent the same property during the year sometimes as weekly and sometimes by day and sometimes by month. You will need to advertise the same property 3 times, set up three different calendars, and keep track of your bookings). The program only allows one availability calendar (daily one, weekly one or monthly one) to be set up per advertisement. Otherwise you can disable booking calendar and take reservation requests manually. If you disable the booking calendar the renter/tourist will be directed to a form they can email to you for a reservation request. Remember you can also request that they phone you directly or access your own website. **PLEASE NOTE: If you have set up to manage your bookings WEEKLY, the program only accepts weekly bookings from SATURDAY to SATURDAY.** If you would like to accept weekly bookings from Friday to Friday or some other day, you will need to disable booking calendar and explain your days and booking style in detail in the Main and

**Detailed Description fields and in the rental conditions field. We are currently working on the program to allow you to select any start/end day of the week.**

**Select type of property:** How would you like your property categorized for a search? Highlight one.  
**# of Identical rooms:** Please note, This is ONLY for Hotel-type properties (Hotels, Bed and Breakfasts and Resorts) You must list here ONLY THE NUMBER OF IDENTICAL ROOMS OR CABINS that are the same descriptions and prices. If you offer some larger rooms at different prices, each identical grouping will need a separate advertisement if you want to manage reservations and take payments. This will allow for bookings to be approved/accepted up to the number of identical rooms that you offer (listed here). The program will not allow for any more bookings for the same time period once this number has been reached. For extra back-up, you should also keep track of bookings that you have approved to avoid overbooking situations. If you just want to manage your reservations manually remember that you can disable booking calendar.

**If you are on “dial-up” when you click “add” in the box at the bottom, please wait until the program gives you a message saying “property added”. This will take a long time if you have entered an image. Just keep waiting even if the status/time bar looks like it is done. It will eventually give you a message that your property has been added.**

WHEN YOUR PROPERTY IS ADDED YOU WILL SEE THE PAGE OF ADDITIONAL TOOLS FOR MANAGING ADMINISTRATIVE DETAILS. THIS PAGE CAN BE ACCESSED ALSO BY CLICKING ONTO THE PARTICULAR PROPERTY FROM THE <u>LIST PROPERTIES</u> PAGE. The following is a short description of each tool.
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**Modify:** This allows you to change any of the information that you entered on the Add property page. It brings up the page again for you to make the necessary changes. When you are finished with your changes click modify at the bottom. Be careful DO NOT click DELETE (this will delete your entire advertisement and all reservations that apply). If you change your mind and do not need to make a modification, just click cancel to be brought back to the administration tools page.

**Activate:** YOU NEED TO CLICK HERE after clicking ADD the first time you enter your new property advertisement. This allows for your property to be seen in the program. In the future this activate/deactivate tool is useful for temporary removal of your advertisement, while you are making modifications or changes to it. If you are changing your pictures or design you should deactivate the property, so that it cannot be seen by anyone online as you are making changes. When you are through with your changes remember to activate it again, so that it will be displayed.

**Preview:** This allows you to preview all of the information in your property advertisement as the potential renter/tourist will see it. The picture-icons at the top will pop-up a description when you wave the mouse over them. Try it to see. These should match the picture-icon boxes that you marked on the Add property page. If they do not go back to your administrative tools page, click **modify** and mark or change what is needed.

**Delete:** If you click this the program will give you one warning. Be sure to click NO if you do not want your property and all of its related information and respective reservations deleted.

**Images: : IMAGES SHOULD BE LESS THAN 500KB. SET YOUR DIGITAL CAMERA TO 640 X 480 FOR THE RESOLUTION TO WORK THE BEST WITH THE PROGRAM. IF YOU HAVE LARGER PICTURES TRY CROPPING THEM TO REDUCE SIZE TO UNDER 500KB.**

**PLEASE NOTE THAT IF YOU ARE ON DIAL-UP PLEASE WAIT FOR YOUR PICTURE TO BE UPLOADED. EVEN THOUGH THE STATUS BAR LOOKS DONE. YOU WILL KNOW THAT IT IS UPLOADED ALL THE WAY WHEN: THE LINK IN THE BROWSE BOX WILL DISAPPEAR AND THE TOP OF THE SCREEN WILL SAY IMAGE UPLOADED.** This allows

you to upload your pictures. It only works one image at a time. NOTE \*\* Your main display image (the one shown on the top of your advertisement) can only be changed from the modify page. You must click modify, mark the delete box click modify again. Then you can click modify to go back to add a new image using the same process.

**List images:** This shows you the images in order (besides the main display image) that you have uploaded and the descriptions that you have entered for each.

**Add images:** This allows you to add additional pictures to your advertisement. Remember, you can only add one at a time. You can enter the order number in the box and a description. Type your description in the top field/box only. The bottom field/box is for a second language. The program does not currently convert languages, but we are working on it. Please note, if you are using “dial-up” it will take a while to upload your image. Keep waiting even if the time bar looks done. The program will eventually give you a message saying “image added”. If it does not seem to be working check your image size. It needs to be under 500KB.

**Modify images:** This allows you to choose each of your images and to change the order number or text description one at a time. Remember, you can only modify, delete or change your main display image from the modify selection on the administrative tools page, which takes you to the Add property form.

**Delete images:** This allows you to select images one at a time and delete them.

**Years:** This allows you to select the year of your displayed booking calendar, for whatever booking type you are accepting: days, weeks, months. If you are managing your own reservations manually or if you are directing reservation requests to your own website, you should have marked in the **disable booking calendar** box on the Add property page. **If you disable the booking calendar the program will still allow you to set one up; but it will hide it from renters/tourists.**

**Weeks/Days/Months:** A formatted calendar will be displayed here for whatever type of booking that you chose when you set up your advertisement on the Add property page. This will allow you to choose the days, weeks, months that you are renting out your property. Whatever days, weeks, months that you select (**check box for**) to set up your calendar, will be displayed as **available** on the calendar that the potential renter is able to see. The days, weeks, months that you **do not put a check** in the box for will be shown as **unavailable** by the program when it displays your ad. to the renter/tourist.

**If you would like to rent weekly but do not like the program setting of Saturday to Saturday, you must disable booking calendar and explain your details in the description and rental conditions field. You will need to manage your reservations manually for any weekly booking with start days other than Saturday to Saturday.** We are working on this and will keep you posted when the program is changed to allow any day for start/end.

**Special Days, Weeks, Months:** This allows you to enter special prices (high or low) for certain periods of days, weeks, months. Click **add special** and enter in the days, weeks or months that you are offering at a high or low price. You can make as many specials as you like and click **list specials** to show all of them that you have set up. The program will show these specials as different colors for higher price specials and lower price specials when your booking calendar is viewed by the renters/tourists. **Delete specials** allows you to cancel any of the specials that you have set up.

**Export Calendar:** If you would like to manage your bookings on a pda device or a laptop, you can download your information by clicking this. A menu will pop up for you to accomplish the download.

**Import Calendar:** When you are finished with your booking calendar work on your portable device and would like to put the updated or new calendar and information back into your account on our website, you click here. The menu will come up for you to upload your information back in. Be careful using this. Be sure to back up your files and keep printed records of receipts and reservations....just in case.

**Reservation:** This allows you to manage your reservations. When you click here you can display your reservations as you choose by selecting **all / approved / waiting for approval / decline**. When you click on **list properties** you can also see a menu next to each property title with: **edit / reservation / preview / (de)activate** . When you wave the mouse over the word **reservation** a small box pops up to show you how many reservations are approved, rejected and pending for this particular property. This is just a quick way to see the reservation details about this property. You can click here to do the same thing that you can do by clicking on **Reservation** in the administrative tools menu and by clicking on **Manage reservations** in the first menu. (See description below under Manage Reservations for more details about this function)

**Taxes:** This field allows you to add the applicable taxes that your particular government requires. You may need to check with your government's tax laws relating to renting property online. Some countries do not require tax collection for online sales and others do. We have given Canadian properties the option here to automatically charge for Canada's GST of 7% here by just clicking to put a check mark in the box and clicking add. Please e-mail or call us with any other requests for necessary governmental taxes that apply to other worldwide areas.

**Set payment method:** **This is important to complete when you first set up your property advertisements. If you do not have a payment method set up, the program will not allow tourists/renters to pay the deposit that you require.** When you click here, you will see the five payment gateways and their logos displayed. Click to put a check-mark in the box of the payment gateway that you are using. Remember: We strongly encourage you to use PayPal because of its user-friendliness, convenience, security and compatibility with our program. You can use the other payment gateways; however you will need to accomplish more work on your payment acceptance than you will with PayPal. You will need to know your payment gateways urls for different functions, and you will also need to perform certain calculations; whereas with PayPal these items will be automatic. When setting up your payment information for the first time:

- 1.** Under the **Active** column check which payment gateway you would like to activate.
- 2.** Next click **Modify** under the **Actions** column
- 3.** There are five to seven fields to fill in here (depending on payment gateway) **IF YOU ARE NOT USING PAYPAL, YOU MUST CONTACT YOUR PAYMENT GATEWAY FOR THE INFORMATION THAT YOU WILL NEED TO ENTER**

#### Instructions for PayPal

**Business:** your PayPal email address where payments made to you are sent

**Property Name/ID #:** put property name in here or PID # (you can leave blank if you wish)

**Currency Code:** Whatever currency you set up your PayPal account up as choices are listed there

**Amount:** Enter only number you collect as a deposit ex. 30 % (symbol after the number) If you do not collect a deposit and just collect the full amount all at once put 100%

**Image button:** PayPal users this has already been entered for you. Skip to next step.

**Message:** Enter text here only if you would like a short note to be displayed above payment button

#### Instructions for other Payment Gateways

There are a few different fields that are necessary for certain gateways. Instructions as follows:

**Total: (2CheckOut)** These are the same instructions as Amount (in the above PayPal instructions)

**Conversion Rate: (2Checkout, Authorize.NET) you must enter the conversion rate here that applies when you convert your currency to \$USD.** You will need to update this as rates change. Please direct any questions about this function to your payment gateway, or use PayPal, as they perform these conversions for you daily and automatically.

**Transaction Key: (Authorize.NET)** This field needs the transaction key obtained by you from the Authorize.NET merchant panel. Direct questions about this to them.

**Image button:** All other gateways besides PayPal need to obtain urls (web addresses) for this function directly from respective payment gateways.

Additional reasons to choose PayPal as your payment gateway: When a renter/tourist makes a deposit payment, PayPal will automatically calculate the balance due and provide an automatic link for you to email to your renter. When they open their email, they can simply click the link to automatically go to your PayPal payment screen to pay the balance due. This email can be sent out at any time by you with just one click. (just in case you need to send it more than once as a reminder). When any payment is made by the renter, whether deposit or balance, paypal will automatically email you notification of payment so that you can approve the reservation. The other payment gateways do not accomplish this automatic calculation and generation of e-mail link for you to e-mail to the renter. When using the other gateways you must perform this calculation manually and generate your own e-mail with url for payment link to send to the renter. Instructions for reservation management and other payment functions are discussed further in the next section of the user guide.

**Manage reservations:** This menu allows you to arrange **all** of the information about **all** of your properties (if you manage more than one). The properties are displayed in the order that you choose, by property id #, reservation id#, or any other display order that you wish. See the drop down box for display order selection. You can complete all reservation administrative details from this menu, or you can use the short cut by clicking **list properties**. Each of your properties that are displayed (if you have more than one) has items next to it allowing different administrative tools as a short-cut to the whole administrative tools menu. **Edit property** takes you directly to the administrative tools menu, **Reservation** (without clicking wave the mouse over it to see a summary of the reservations for this particular property) Clicking allows you to manage reservations for this particular property, **Preview** allows you to preview your advertisement, **(De)Activate** allows you to hide or display this particular property's advertisement temporarily. **Under the reservation heading there are a few choices.** When you click on **pending** you are able to display your reservations in order by date and name in ascending or descending order to approve, decline, edit, modify final price or delete the property's reservations. The other choices are for **property type single** and **property hotel-type** click on the respective one that applies to you. DANGER: Whenever clicking delete, beware. All reservation information will be lost. The menu at the top of your reservations has four choices: **ALL / Approved / Waiting for Approval / Decline**. When clicking these choices, the program simply displays the reservations that you ask it for. If you want the entire list click ALL, for just the approved list Approved and so on. The next sections will discuss the functions in detail.

Each of the functions of: **approve / decline / edit / modify final price / delete** will now be discussed in order as well as instructions for getting payment balance from your renter.

**Approve:** All reservation requests will be listed initially as pending (yellow dot) until the reservation is either approved or declined by you. You should not approve until you

have received full payment. To approve simply click on to Manage Reservations or onto the Waiting for Approval list to display the pending reservations. If you have determined that the balance has been paid. Click to mark the box next to the yellow dot. Then simply click on the **thumbs up** symbol under options or the **approve** box at the bottom of the screen. The yellow dot will turn green and the program will automatically send you and the renter an e-mail stating that the reservation has been approved. **If you have accidentally approved a reservation that should not have been approved you can not change it back to pending (yellow) status. Please just keep track of it in your own paper records and ALWAYS KEEP COPIES OF E-MAIL RECEIPTS for your own protection.**

**Decline:** If for some reason a renter has not paid you or you do not want the party to rent your property for whatever reason, you can change the reservation from pending (yellow) to declined (red). This will automatically open up the time period again in your availability calendar. The decline function is done by clicking on the **thumbs down** icon or on the **decline** box at the bottom of the screen. **IMPORTANT PLEASE NOTE:**

**WHEN A RENTER MAKES A RESERVATION REQUEST WITHOUT PAYING (IF YOU HAVE A PAYMENT GATEWAY SET UP FOR AUTOMATIC PAYMENTS) YOU MUST DECLINE BUT DO NOT DELETE THE RESERVATION. CLICK THE RESERVATION AND GO TO THE BOTTOM OF THE SCREEN DECLINE TAB. THIS WILL SAVE THE RENTER'S INFORMATION BUT OPEN BACK UP THE DATES IN YOUR AVAILABILITY CALENDAR. THE PROGRAM AUTOMATICALLY HOLDS THE BOOKING TO GIVE THE RENTER THE BENEFIT OF HOLDING. IT IS UP TO YOU THE OWNER TO DECLINE IT IF YOU HAVE NOT RECEIVED A PAYMENT.**

**Edit:** THE ONLY WAY TO EDIT A RESERVATION IS TO CLICK ON THE PEN ICON UNDER THE OPTIONS COLUMN. If for any reason someone needs to change their reservation or change the date of arrival (if you will allow them to) you can accomplish this by clicking the box next to the property (to select) and then clicking the pen icon. The availability calendar pops up with the reserved date in black. Click on the black box to DE-select it. Then click the new date that the reservation is changing to (YOU MUST DE-SELECT THE UNWANTED DATE AND SELECT THE NEW DATE AT THE SAME TIME. IF YOU DO NOT DO IT SIMULTANEOUSLY THERE WILL BE A PROBLEM WITH THE PROGRAMMING OF THE RESERVATION).

Go to the bottom and click **Make a booking request.** The program will bring you to the booking enquiry form. Click **Send.** The program will give you a message that the update has been completed. When the update changes the reservation date, an e-mail is automatically sent out to the renter/tourist and you about the change. Any type of reservation can be edited (approved, pending and declined reservations).

**Modify final price: PayPal users will never need to use this function because PayPal automatically calculates the balance due after deposit is made.** For all other payment gateways this will be the process for obtaining your balance due. When a renter/tourist makes a reservation request and pays a deposit you and the renter will be sent an e-mail describing the payment made. As the property owner, if you are a PayPal user, you will only need to click on the **Send Link PAYPAL (under the options menu icons).** Paypal automatically calculated the balance due after the deposit was made and automatically set

up the e-mail payment link that you will send to the renter/tourist. All other payment gateway users will need to calculate balance due and create e-mail payment link to be sent to the renter manually. When a deposit is paid non-PayPal users will calculate the total balance due and click on the **\$ (dollar sign symbol under the options menu)** Enter the amount due in the box and then click modify. The page that appears will display the balance due in an invoice format and there are two spaces for you to fill in. In the first field (the **payment link field**) you will enter your url for your payment to be made to your account at your payment gateway. Please direct any questions about what this link is to your payment gateway. The next field is where you can add a note or description to accompany your payment link that is sent to the renter. The next step asks, “are you sure that you want to confirm this reservation?” Click yes and the payment link and note will be e-mailed to you and your renter. The renter will simply click on the link that was sent and they will be taken right to your payment gateway account to make the payment of the balance that is due. **Note:** Whenever you decide that you need to collect your balance you should complete this modify step. Just in case the e-mail is deleted by your renter or if they need a reminder to make the payment, you can complete this same process again. Click on the box to select the reservation, click the dollar sign and just type in the price that has been saved by you from the first time you modified the price (entered the balance due) click modify and the same screen will appear to send the payment link and note once again. You can send this link as many times as you like to remind renters to pay their balance. **Please note: When you modified price the first time, and send out the first payment link e-mail to the renter (to collect the balance), the property was automatically approved changed from yellow to green (even though the balance was not yet paid) You MUST KEEP TRACK manually that the balance is due until it is paid. This is the only way that the program works with non-Paypal users. ONLY with PayPal does the reservation stay pending (yellow) and allows you to approve (green) it on your own, once you are informed that the balance has been paid in full.**

**(Collecting balance due for PayPal users):** Click on the Manage reservations and then go to the **pending** reservations or waiting **for approval (yellow dot)** click to select the reservation and then click the PayPal icon under your options menu. When the renter made the reservation and paid the deposit, PayPal calculated the balance due for you, set up the payment link to your account and typed a note for you. You can add to this note, or just click send. You can send this out as many times as you like to remind the renter of the balance due until it is paid. When you receive an e-mail that the balance has been paid you can go to the reservation and approve it (change it from yellow to green) so that you know that you have received full payment from that particular reservation.

**Delete: Be very careful with this function. Once something is deleted it can not be recalled. You would only delete a reservation if the renter has not paid, or if they completely cancelled without hope of rebooking for a different date. Remember, you can decline the reservation and still keep it in your files as red to open the date back up in the availability calendar, but still keep the renter’s information. You can also edit by de-selecting the date and selecting a new date for the renter (when editing you must always choose the alternative date at the same time that you are de-selecting the unwanted date. ALWAYS KEEP PRINTED COPIES OF E-MAIL PAYMENT RECEIPTS FOR YOU OWN BACK-UP FILES AND PROTECTION.**

A quick way of deleting a whole set of pending or declined reservations at one time is to select all of the ones you want by clicking the box next to the reservation and then clicking delete at the bottom of the page on the delete tab. This will delete them all at once.

**Settings:** Allows you to view, modify and reset: username, password, name, address, phone #'s

**Pay subscription:** This will show you what package has been chosen and will be displayed in bold, red letters until the selected package is paid for.

**Download file(s):** This is only used by you the property owner if BlueWater Rental Services Inc. has a special file for you to download. We may have a newsletter from time to time or a special addition for your instruction manual. As time progresses and our website adds new features we will use this field to send you new instructions or information.

**Increase property nr:** This brings up an e-mail request form that you can send to BlueWater Rental Services Inc. that allows you to increase the number of advertisements or to upgrade to a different package/plan.

**Logout:** This is quite possibly the ONLY choice to click on that does not require explanation. It logs you out of the program, but brings you right back to the login screen, just in case you did not mean to logout.

If you find that you are having trouble with any of the functions that are in your menus please do not hesitate to let us know. If it is an emergency, feel free to call us, but for general suggestions, questions, comments or requests please e-mail us. We hope that this guide was useful to you in setting up your advertisements and learning to manage your reservations and payments. Like anything else, once you learn the menus and become familiar with your administrative tool functions; you should not have any trouble. We have tried to answer as many questions as possible in this instructional guide, but we realize that there will always be more. Let us know if we can be of any other assistance.