



## First Resort Classes

### Meet with Support...Help Us Help You

Presented by: FRS Client Care | Wednesday, September 22 | 11:00 AM -12:00 PM | Ridges Room

No matter what role you play in using First Resort – this class is for you! What is the best way to report an issue to Client Care? What troubleshooting steps can I try first? When do I need to schedule further training for my staff? What is the Knowledge Base and how do I use it? Meet with the First Resort Client Care Team and learn the answers to these questions and more!

### Integrating First Resort with Your Technology

Presented by: Heather Black | Wednesday, September 22 | 1:30-2:30 PM | Ridges Room

*"Do you have a sledgehammer or a brick handy?"*

-Top thing you don't want to hear from Tech Support

This class will go over the typical technology setup for First Resort. Check out the NEW AVMailNet application in this class! Also, learn about setting up a net use command for printing, how to properly run First Resort from a batch file, backup information, and a few other MS-DOS technology quirks you may run into when using First Resort. We will also have an open question and answer session with plenty of informational handouts.

### WebLink Basics and Roundtable

Presented by: Janet Chang | Wednesday, September 22 | 3:00-4:00 PM | Ridges Room

This class will be an overview of WebLink. We will start by reviewing how the software runs on your network and how the data within WebLink is accessed. From there we will move on to the reservation process and look at how reservations are made. Lastly, we will open the class to discussion and exchange user tips, success stories, learn about user issues, and answer any questions you may have.

This is a good class for beginner WebLink users and clients who have not yet worked with the software. Seasoned users are encouraged to attend for a refresher course, to learn from other users, or to pick up a new trick or two.

### Travel Insurance, Security Deposit Protection and the Report Generator

Presented by: Kelly Ish | Wednesday, September 22 | 4:15-5:15 PM | Ridges Room

Travel Insurance and Security Deposit Protection give you a great opportunity to offer a service to your guests and earn commission on the premiums. This class will introduce how these CSA business solutions work with First Resort. We will discuss how to report on premiums using the Report Generator (Rgmain), along with the other useful reports you can run using this module.



### **ISILink Breakout Session**

Presented by: Janet Chang | Thursday, September 23 | 10:30-11:30 AM | Ridges Room

The ISILink Breakout class will follow the ISILink General Session and will cover information specific to functions for First Resort.

### **Work Orders, Activities and Direct Billing**

Presented by: Kelly Ish | Thursday, September 23 | 1:00-2:00 PM | Ridges Room

Track all stages of a unit remodel and pay multiple vendors. Charge a guest for a ski package and list restaurant reservations right from the folio, or transfer a balance off the folio and invoice for payment later. You can do all of this and more through three very useful First Resort modules: Work Orders, Activities, and Direct Billing. Learn more about how these modules can enhance your First Resort usage and add value to your guests' experiences.

### **Efficiencies Roundtable**

Presented by: Kelly Ish | Thursday, September 23 | 2:30-3:30 PM | Ridges Room

Everyone has their own procedures for working with First Resort, but you may not know about all the features of First Resort that can make your job *easier*. This Roundtable Discussion is great for all levels of users, as we will discuss ways to increase efficiency in every area of the software. You will have a chance to learn helpful hints from each other and discover what you can do to make your job run more smoothly, free up some of your valuable time, and spend that time doing other important things...like taking care of your guests!

### **Credit Card Interface and Instant Processing**

Presented by: Heather Black | Thursday, September 23 | 3:45-4:45 PM | Ridges Room

In this class we will take a look at the First Resort Credit Card Interface. There are a lot of new changes that have taken place in order to remain Payment Card Industry (PCI) compliant, which is very important to you as a vacation rental manager. We will take a look at some set-up tips as well as the new PCI compliance features.

This class will also provide an overview of credit card back office training, which includes some lesser known tips and tricks that you will find very helpful. Instant Processing will be on hand to go over their side of the credit card interface and business. They will answer questions you may have at the Q&A mini-roundtable at the end. There will be helpful and educational handouts, so you don't want to miss this one!