



### **Advanced Reservations: Cancellations, Security Deposits, Reporting**

Presented by: Betsy Taylor | Wednesday, September 22 | 11:00 AM -12:00 PM | Veranda A and B

Do you have trouble dealing with different scenarios when guests cancel their stay or move their deposits from one reservation to another? This session will review some of the advanced functions associated with reservations. What is the difference between un-booking and cancelling reservations? This class will teach you how to use the auto cancellation function (not what it seems!), cancellation reports, and how to manage cancellations effectively.

There will also be a review of Security Deposit functions, such as how to retain funds for the homeowner or management company, how to return deposits to the guest, how to use the Batch Return feature for checks, how to transfer deposits from one reservation to another, and Security Deposit reporting.

### **Month End Procedures**

Presented by: Betsy Taylor | Wednesday, September 22 | 1:30-2:30 PM | Vistas Room

Do you have trouble with closing out the month and knowing which reports to run and why? This session will be review month-end procedures based on the way PropertyPlus is designed to work. The session will include an overview of the accounting reports associated with month-end and how to read them, vendor invoicing, how to add or remove invoices, the importance of balancing the management account monthly, checking owner accounts and balances, and paying out and reporting taxes.

### **External Documents and GuestLink**

Presented by: Jennifer Clark | Wednesday, September 22 | 1:30-2:30 PM | Veranda A & B

The External Documents and GuestLink class is designed to help you create and update documents and email merge fields, formulas, and different purposes of merge documents. There will also be a section on using GuestLink to send bulk emails to guests or owners based on specific criteria from PropertyPlus blasts for guests and owners. The document section will review using

### **Administrative Functions**

Presented by: Dane Viel | Wednesday, September 22 | 3:00-4:00 PM | Veranda A & B

Are you tired of seeing a lot of old "junk" in your database that is unnecessary? The Administrative Functions class will focus on tasks which are often not dealt with on a regular basis which should be. Topics that will be covered in this class comprise of the importance of checking for SQL backups, cleaning up the database such as unused date, price, goods, and property codes, setting up user permission levels, resetting property rotation periods and statistics, and using the session log to monitor activities.



### **Lease Maintenance**

Presented by: Elizabeth Rudloff | Wednesday, September 22 | 4:15 – 5:15 PM | Vistas Room

Other than short-term vacation rentals, does your company manage monthly or annual rentals? If so, this class is designed to help you maximize the benefits of using Lease Maintenance through PropertyPlus to handle reservations that are more than one-month long. This class will also cover troubleshooting issues and ensure that users are comfortable with entering a new lease into the system and adding additional charges on a month by month basis.

### **Error Messages and Why You Get Them**

Presented by: Cheryl Allen | Wednesday, September 22 | 4:15-5:15 PM | Veranda A & B

Have you ever received an odd error in PropertyPlus and had to ask yourself the question, “What did I do to get this?” This session will go through error messages users receive in PropertyPlus for various reasons. The session will go through understanding what the errors mean, what causes them, and how to solve and troubleshoot some of the most common error messages in PropertyPlus. This is a great, must-attend session for all levels of users!

### **ISILink Breakout Session**

Presented by: Dane Viel | Thursday, September 23 | 10:30-11:30 AM | Veranda A & B

The ISILink Breakout class will follow the ISILink General Session and will cover information specific to functions for PropertyPlus. It will discuss topics such as setting up turn days during certain seasons, creating discount promo codes online, using HTML to enhance unit descriptions, and configuring the WebLink Administration site to maximize functionality for online reservations.

### **Housekeeping and Linens**

Presented by: Betsy Taylor | Thursday, September 23 | 10:30-11:30 AM | Vistas Room

This session will review the Cleaning Schedule functionality in PropertyPlus. It will include how to use the Cleaning Schedule, how to assign and substitute cleaners, run cleaning reports, set up of cleaners, and using the payroll functionality to produce a report for your housekeeping staff. It will also examine the use of the Linen Delivery system, what reports it produces, and an overview of the general setup requirements.

### **Work Orders, Reports, Automatic Tasks and Payables**

Presented by: Jennifer Clark | Thursday, September 23 | 1:00-2:00 PM | Veranda A & B

Do you deal with frequent maintenance issues for your homeowners? The work order class will help you streamline your maintenance functions through PropertyPlus. The class will cover topics such as setting up maintenance related fields in property codes, setting up your work order default parameters, and creating regular work orders, templates and automatic work orders. Automatic work orders can greatly reduce the amount of work orders your maintenance department has to enter manually and can be done on a weekly or a monthly basis in a batch.



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## PropertyPlus Classes

### Year-End

Presented by: Cheryl Allen | Thursday, September 22 | 1:00-2:00 PM | Vistas Room

This session will focus on the set up of 1099s and 1042s for Owners and Vendors, and understanding what is included in the year-end figures. It will also include an overview of the accounting procedures involved in the closing of the year and how to take care of issues as they occur so that everything is correct and goes smoothly for you at the end of the year.

### PropertyPlus Roundtable

Presented by: PropertyPlus Team | Thursday, September 23 | 2:30-3:30 PM | Summerlin Ballroom

The PropertyPlus Roundtable session will allow users to interact with general questions which can be answered by other users or the PropertyPlus Support Team. The session will also go over general tips, tricks and newer features from the more recent releases of PropertyPlus (time permitting).

### Daily and Weekly Accounting

Presented by: Elizabeth Rudloff | Thursday, September 23 | 3:45-4:45 PM | Veranda A & B

The Daily and Weekly Accounting class will cover methods to help you stay in balance each day. This class will cover topics such as using the make bank deposit routine, entering vendor invoices, checking outstanding balances on reservations, charging homeowners to pay their statement balances and disbursing reservation funds.