



The Reservations Process

Presented by: Melissa White | Wednesday, September 22 | 11:00 AM -12:00 PM | Veranda C Room

Whether you are new to V12.NET, are a seasoned user and want a refresher, or are interested in transitioning soon, this class will walk you through the basics of creating and maintaining reservations. You will learn how you can find the right property for your guests quickly and accurately using several search criteria and features. Once the reservation is created, you will be shown how make various modifications and learn what happens at guest arrival and departure.

Reservation Reports

Presented by: Lisa Watkins | Wednesday, September 22 | 1:30-2:30 PM | Veranda C Room

Reports...do you know about ALL of them, their features and functionality? V12.NET comes equipped with many useful Reservation Reports that you might not be aware of or know how to make use of in your daily operations. This class will show you these reports and their many uses. You will learn how to use the search criteria to "customize" your report and the many ways you can export them to Word, PDF files and Excel.

Month-End Preparation

Presented by: Nancy Tuttle/Kam Murphy | Wednesday, September 22 | 3:00-4:00 PM | Veranda C Room

Month-end comes and goes, and sometimes it just does not seem to be that easy of a process, does it? Discover the best methods for ensuring that your month end process runs smoothly. Users attending this class will learn the recommended best practices for daily and monthly procedures. Increase your productivity and owner satisfaction while decreasing your frustration factor.

Accounting 101

Presented by: Jim Hudelson | Wednesday, September 22 | 4:15-5:15 PM | Veranda C Room

V12.NET offers the most powerful and complete web-based accounting system in the industry with full and accurate reporting capabilities. With the ability to manage all of your accounting needs (with the exception of payroll), this class is a nuts-and-bolts look at the accounting system in V12.NET. It will examine the fundamentals of general ledger accounting, the flow of accounting, booking of a folio, paying out checks to homeowners, and what account balances tell you and how they are created. If you involved with the accounting process at any level...you should plan to be in this class!



V12.NET Classes

Online Bookings and ISILink

Presented by: Howard DeLozier | Thursday, September 23 | 10:30-11:30 AM | Veranda C Room

This is the breakout session following the morning ISILink General Session. V12.NET users will be instructed on how to verify the reservations within the application and how to upload changes to units. This class will also discuss uploading owner statements to OwnerLink. OwnerLink lets you create secure access on your website for your owners to see information and book reservations. We will break it down...learn all about ISILink's specifics in V12.NET in this class.

Marketing and Yield Management with V12.NET

Presented by: Todd Southward | Thursday, September 23 | 1:00-2:00 PM | Veranda C Room

Unleash the Marketing and Rate Adjustment power of V12.NET. You will learn how to target previous guests and entice them to return with custom letters and brochures proclaiming your specials for return guests. You will understand how to create and use promotion codes in your marketing campaigns and how to track their success. This class will also cover how to use Rate Adjustments as a highly effective Yield Management tool. Yield Management is a very important piece of your vacation rental business to understand and practice, so plan on attending this great session.

The V12.NET Installation Process

Presented by: Karen Miller | Thursday, September 23 | 2:30-3:30 PM | Veranda C Room

Designed for clients who have purchased V12.NET but have not begun the installation process or any clients who are thinking about switching to this web-based application, this class will help prepare you for the migration of your data. When this class is over, you will have understanding of timelines, expectations and your role in the transition to a web based application. The V12.NET transition is a very important one. Learn all about what to expect!

Performance Optimization

Presented by: Dave Bayliss | Thursday, September 23 | 3:45-4:45 PM | Veranda C Room

Whether you already use V12.NET, or perhaps are thinking about it...this class is for you! V12.NET is a web-based application and there are many tip and tricks to optimizing your experience to maximize performance. You will learn which Internet browsers work best and how to squeeze the most speed out of them. There will be discussions on how to examine your Internet connection and the methods used to ensure that you system is performing at its best. Learn to optimize your V12.NET speed so you can focus on other things, such as your guests.