SpiritWorks Software Inc.

Resort Rental Tracker Plus
Tenants & Reservations, Rental Income & Expenses,
Availability, Housekeeping, Resort Map, Schedules,
Assets, Contacts, Tasks, plus The Universal Calculator

100% CLEAN
NO SPYWARE
NO ADWARE
NO VIRUSES
SOFTPEDIA™
certified by www.softpedia.com

*Tips for getting started with
Resort Rental Tracker Plus*

Resort Rental Tracker Plus
SpiritWorks Software
*Complete Long &
Short Term Rental
Management
System*
10 Day Free Trial
for Mac & Windows

Here are step-by-step directions for:

- **Using Resort Unit Tracker**
- **Using Reservation Tracker**
- **Using Unit Chooser**
- **Using Availability Checker**
- **Using Schedule Checker**
- **Using Housekeeping**
- **Using the Resort Map**
- **Using Tenant Tracker and Rental Income Tracker**
- Navigation & Common buttons
- Reports
- **Expense Tracker**
- **Other Income Tracker**
- **Asset Tracker**
- **Work Order Tracker**
- **Contact Tracker**
- **Schedule Tracker**
- **Task or Goal Tracker**
- **Universal Calculator**
- Preferences
- Backing Up and Recovering Missing Data

Using Resort Unit Tracker

1) First create Unit records for each of your units. Start by choosing **Resort Unit Tracker** from the **Resort Rental Tracker Menu**. Then click the **New** button. You will be presented with the following choices: **Naming Help** (important when adding buildings), **Show List** (to see all the units you have already created - you can Add, Delete and Rename units from this window), **Blank Record** and **Duplicate** (to create a record substantially the same as the current unit record). You will first be asked for the name (or identification) of the unit. This can be a nickname or part of the address.

Note: In this software, *Units are buildings or parts of buildings that are available for rent. Buildings are logical collections of Units*. If you have one or more multiple unit buildings, it is best to establish a naming convention such as 1234 Main St. Apt #101 (a name for the building + a unit type (ie, room, apt, unit, etc.) + # (don't forget the # because the software looks for this symbol when creating lists of buildings for you to choose from) + the unit number). After creating the first unit record for a building, use the **Duplicate** option to create other unit records for that building.

2) Next fill in the complete mailing list for the unit. Then click the **Tax Info** tab, and enter the Kind of Property for the unit. Then click **Add/Select Owner(s)** to create and choose one or more owners. If the owners are the same for all your units, you can save this step for last because you will be asked each time if you want to assign the owner(s) to all units.

3) Also in the **Tax Info** section are buttons and fields for specifying tax types and rates. If the tax rates are the same for all (or most) of your units, click **Set or Clear All Tax Rates**. You can choose up to four different tax types and rates for both Rental Charges and Other Charges. Any exceptions to the settings you make in this window can be specified in the **Tax Info** section of Resort Unit Tracker. In other words, tax info specified on the unit records overrides the settings in the Set Tax Rate window.

4) In the top right corner of the Resort Unit Tracker window are six menu buttons. Four of these have **Change** buttons above them so you can customize the name and purpose of the menu. The default names are Complex, Bedrooms, Type, Location, Sleeps and Category. You can sort the records in Resort Unit Tracker, the lines in the Unit Report, or the columns in the Unit Chooser (in Reservation Tracker) by these menus.

5) Click the **Unit Cost** tab for any Unit that is not part of a multi-unit building or is the first unit for a building (in other words, you do not need to keep track of the **Unit Cost** for each unit of a multi-unit building, so just pick one) and enter any information you want to keep track of. This section is optional. You can use the **Add Payment to Expense Tracker** button to post mortgage payments.

6) In the **Notes** section you can:

- Keep notes about the unit, add a Note to add to Confirmations (such as directions or policies specific to that unit),
- set the First possible occupancy date (this is used to report occupancy rates for the unit), and
- specify rental rates:

    1. Click **Add/Select Rates** and the **Create Rate**. You will be asked for the type of the new rate. The choices are **Daily, WD/WE** (weekday rates are different than weekend rates), **Weekly, Monthly** or **Other**.
    2. Next you will asked for a name for the rate (ie, Summer, Special, Rack, Peak, etc.).
    3. Then enter the amount for the rate. Each unit can have one or more rates assigned to it. These will be the default rates displayed in the **Rate Chooser** window after you select a unit in the **Unit Chooser** window. If no rates are specified for a unit, then all the rates will be displayed.

7) In the **Amenities** section you can specify four specific features of a unit (by default these are King Bed, Kitchen, Pets OK and Smoking OK, but these can be changed by clicking **Change Above Labels**) by using the buttons provided. Click **Add/Select Amenity** to add any number of features to the Amenities field. This information also appears in the **Unit Chooser**.

8) The **History** lists of all your reservations for this unit, and will appear here as they are created. If the unit will be unavailable for any reason, you can add a line to the History field that describes this period. Information for the **Availability Checker** and **Schedule Checker** comes from this field.

9) If the unit is occupied by a long-term tenant, then click the **Tenant** Tab and then **Add/Select Tenant**. A **Tenants** window will open where you can add, modify and delete tenant names. Click **Add Tenant** and enter the First and Last names of the new tenant. The **Tenant Tracker** window will open and you will be guided through entering the rental information for the new tenant. Go to **Using Tenant Tracker and Rental Income Tracker** for more information

10) Click the **Add/Select Manager** button. If all your units are managed by the same person you can save this step until you have all your unit records created. You will be asked if the manager is the same for all units. After creating a new manager, click the **Description** button in the **Managers/Owners** window and fill in the address and other information.

11) Click the **Assets** tab to assign furniture, appliances, and other assets to the rental unit. You will be asked for a Description, Make and Model, and a Serial Number. You will then be asked if you want to continue working in **Asset Tracker** or return to **Resort Unit Tracker**. If you continue working in **Asset Tracker**, when you are finished, return to the unit record by choosing **Resort Unit Tracker** from the **Resort Rental Tracker Menu**. The **Update Assets** button automatically adds and updates all the assets (from **Asset Tracker** records) in the Assets for this Unit field.

12) Click **New** again and enter the information for your next unit. This is a one time investment of your time that will enable you to use this time-saving software.

Using Reservation Tracker

Reservation Tracker is the heart of Resort Rental Tracker Plus. Here you specify the Arrival and Departure dates, the guest's name, address, phone numbers, email address, etc. and use the Unit Chooser to select the ideal unit.

1) Start by choosing **Reservation Tracker** from the **Resort Rental Tracker Menu**. Then click the **New** button and choose an Arrival Date. You will then be asked for the number of nights. Next enter the guest's First and Last Name.

2) You can use the **Add to Contact Tracker** button to add a guest to Contact Tracker. Then you can use the **Choose** button above the Last name field to choose that guest from Contact Tracker then next time they request a reservation.

3) Next click **Unit Chooser** and select an available unit. After selecting a unit, you will be asked to choose a rate. See more info about the **Unit Chooser** below. This information is then added to the Charges field. To view the Unit record, click the line in the Charges field and then click the **View Unit** button that appears.

4) You can **Add Other Charges**, such as food, phone, and extra persons to the Charges field too.

5) An important step is to choose the **Status** of the reservation from the menu in the top right corner of the screen. The choices are Canceled, Waiting (no units available for the requested unit or period), Tentative, Reserved, Reserved - GLA (Guaranteed Late Arrival), Owner Occup., Checked In, and Checked Out.

6) In the **Deposit** section you can keep track of security or cleaning deposits, including the amount, date due, date paid, how paid, etc. You can make all charges due by the **Date Due** by clicking the **Prepay Charges** option. When the Deposit is paid, enter the date in the **Date Paid** field. The payment will be added to the Payments field and the deposit will be marked **Paid**.

To switch from security deposits to prepayment deposits, select the **I accept prepayment deposits instead of security deposits** option on the **Reservation Tracker Prefs** screen. To access this screen, click **Prefs** and then Reservation Tracker Prefs.

You can add another pre-arrival payment by using the **1st Due Date** feature in the **Deposit** section. This option is not visible when the deposit is **Paid**.

There is also an option for a second payment due date on the **Reservation Tracker Prefs** screen. If you require two payments before arrival (plus a deposit) select the **I require a second prepayment in the amount of** option. You will be asked if this amount is a **Percent**, a **Multiple** of one nights rate, a **Variable** amount, or a **Set Amount**, and for the number of days prior to arrival that this second payment is due. If the **Prepay Charges** option is enabled, the remainder of charges will be computed if you choose **Variable**. The **1st Due Date** and

Amount Due must be filled in for the second due date to be activated.

7) Use the **Add Payment** button to display deposits and payments in the **Payments** field.

8) in the **Notes** section you can enter a Reminder that will be added to the **Schedule Checker**, any Notes about the reservation, and whether a **Specific Unit was Requested**. Click **Add/Select Agent** to assign a Booking Agent and assign a commission (either a **Percentage**, a **Set Amount** or a **Variable** amount. When the **Create Commission Expense Record** button is clicked, a new **Rental Expense Tracker** record is created with the correct commission.

9) When you create a reservation by phone, use the **Confirmation** button to print or email a letter to the guest. When the guest arrives, you may want to print a **Statement** for them. When you receive payment, click **Create Receipt**.

10) Clicking the **Admin Tasks** button reveals the following features and controls:

- **Create Statement** - When the guest arrives, you may want to print a

Statement for them.

- **Misc Notice or Contract** - you can use this feature to send an email to a guest for any purpose (ie, a rental agreement or contract).
- Click **Open Daily Reminders** to view a scrolling list of reminders with a **Done** button for each Task. Each line contains the Date the software has assigned for this task, the name of the task and the reservation number. You can click any of these lines to go to the Reservation Tracker record.
- **Security Deposit Due** - you can send an email to a guest to remind them that their security deposit is due. Click **Enable** to add a reminder for this task.
- **Tentative Res Expiring** - you can send an email to a guest to remind them that their Tentative reservation is expiring. Click **Enable** to add a reminder for this task to the Daily Reminders list.
- **Arrival Reminder** - you can also send an email to a guest to remind them that their Arrival date is approaching. Click **Enable** to add a reminder for this task to the Daily Reminders list.
- **Thank You Note** - you can also send an email to a guest after their departure.
- Add a **Property Management Invoice** reminder to the list by clicking the **Enable PM Invoice Reminder** option. Click the **Create PM Invoice** button to create an invoice.
- You can also add dates to your Daily Reminders list to make sure **Pre Cleaning** and **Post Cleaning** for each reservation are performed.

Using Unit Chooser

Clicking the **Unit Chooser** button in Reservation Tracker displays a new window where you can see which units are available for the specified dates.

1) Near the top right corner of the window are two buttons that determine if the unit will be **Add**ed to the reservation or **Change**d (replaced) on the reservation (if there is already a unit in the Charges field).

2) You can display any or all of the information in Resort Unit Tracker by clicking the Options at the top of the window. You can make the window wider, allowing more options to be displayed, by clicking the **Medium** or **Wide** buttons below the table.

3) Use the **Show Only Available Units** option, to choose whether to display all the units, or just those available, from the Arrival Date to the Departure Date.

4) Click any unit in the table and then click either the **Choose Unit** or **Edit/View Unit Record** button at the bottom of the window.

5) When you click **Choose Unit**, you will be asked to choose a rate for the unit for this reservation. There are many options including a **Special Rate** which allows you to enter any amount for the entire rental.

Using Availability Checker

Clicking the **Availability** button in either Reservation Tracker, Resort Unit Tracker or Schedule Checker, displays a table view of your reservations.

1) Use the **This Month, Previous Month, Next Month** or **Jump To:** button to select the seven week period you want to view.

2) The **Condense Table** button near the bottom of the window, causes all the reservations for a single unit to be displayed on one line, rather than having each reservation displayed on a single line. In the **Condense Table** mode you can choose the color for the first day of each reservation from a menu near the top of the window.

3) When you click (or double-click) a line in the table you can then click either the **View/Edit Reservation** button (if the **Condense Table** option is not selected) or the **View/Edit Unit Record** button.

Using Schedule Checker

Clicking the **Schedule** button in either Reservation Tracker, Resort Unit Tracker or Availability Checker, displays a table view of your reservations listed by **Arrivals, Departures** or **Security Deposits Due** date.

1) Use the **Dates** menu in the top left corner to specify the date range of reservations displayed.

2) Select **Arrivals, Departures** or **Security Deposits Due**.

3) You can choose to display several different fields from Reservation Tracker in the **Second Column** by using the menu button provided. The choices are: **Balance Due, Deposit Date, Persons, Reminders** (a short bit of text you enter in the **Notes** section of Reservation Tracker), and **Time** (arrival or departure).

4) When you click a line in the table you can then click either the **View/Edit Reservation** button or the **View/Edit Unit Record** button.

Using Housekeeping

In the Resort Unit Tracker and Schedule Checker windows there is a **Housekeeping** button. This opens a window where you can see which units need cleaning, and which housekeeper has been assigned to the unit, for any period of time. You can display **Reminders**, **Times** and any of the four changeable fields in Resort Unit Tracker. Use the **Add Date to Schedule** button to manually add a housekeeping event. After selecting an event, you can also click **Change Housekeeper** or **Assign Time**.

Using the Resort Map

The Resort Map window is used to quickly locate a unit for one of the following purposes:

- **To accept a long-term rental payment** - click the Tenant's unit and click **Payment**. A new **Rental Income Tracker** record for the tenant will be created.
- **To assign a new tenant** - click any long-term unit and then click **Tenant**. The **Tenants** window will open. Click **Add Tenant** to continue.
- **To go to the unit's record** - click any unit and click **Unit Tracker**. The unit's **Resort Unit Tracker** record will open.
- **To make a reservation payment** - click any short-term rental unit and then click **Payment**. A list of reservations for that unit will appear. Select the reservation for the payment and you will be taken to that reservation. Click **Add Payment** in **Reservation Tracker** to continue.
- **To create a new reservation** - click any short-term rental unit and then click **Reservation**. You will first be asked for the Last name of the new guest. A new **Reservation Tracker** record will be created. You will need to specify the Arrival Date, and the length of the stay. If there are conflicting reservations for the unit, the **Unit Chooser** window will automatically open.

  Otherwise the **Rates** window will open and the unit you clicked will be assigned to the **Reservation Tracker** record.

To learn how to create a Resort Map, start by choosing **Resort Map** from the **Resort Rental Tracker Menu**. A Help window should automatically open. If it doesn't for some reason, click the **Show Map Control** button and then click **Help**.

In the **Map Control** window you can assign **Status Colors** for units that are **Long Term** (tenants), **Monthly** (reservations), **Short Term** (other reservations), **Vacant** or **Out of Service**.

Using Tenant Tracker and Rental Income Tracker

Tenants are long-term residents (as oposed to short-term guests). You create **Rent Receipts** for Tenants in **Rental Income Tracker**. **Tenant notices** are created in **Tenant Tracker**. **Reservation Confirmations** and **Receipts** (for guests) are created in **Reservation Tracker**. You can add tenants from the **Resort Unit Tracker** or from **Tenant Tracker**.

In **Resort Unit Tracker** click the **Tenant** Tab and then **Add/Select Tenant**. (OR In **Tenant Tracker** click the **New** button.) A **Tenants** window will open where you can add, modify and delete tenant names. Click **Add Tenant** and enter the First and Last names of the new tenant.

1) You will next be guided through entering the rental information for the new tenant including: Rent amount, Deposit amount, if the Deposit has been paid, the Lease End date (enter MTM for month to month rentals), the Late Charge (if you charge a daily charge after the late date, enter the primary charge followed by a comma and then the daily charge. For example, if you charge $25 plus $5 per day after the Late date, enter $25,$5), if the rental period is Weekly, Fortnightly (every two weeks), Multi-month (longer than one month) or Monthly, the Due Date (usually the 1st of the month) and the Late Date.

2) Click **Add/Select Unit** and choose the unit for the tenant. If you have several Tenants in one Unit, you have two options. First you can use the Additional Lease Name(s) field(in the **Personal Info** section) to add other tenants to one lease. If each tenant has their own separate lease then click the **Multiple Tenancy** option on the **Rental Unit Tracker** record, and add all the Tenants from there.

> Multiple Units for one Tenant is not supported in this software. You can work around this by having multiple Tenant records for the same Tenant (add a middle initial or name to differentiate the tenant records).

3) Next enter the **Moved In** date. The software uses the Moved In date to determine how many months of payments to look for in determining if rent is past due and what the balance due is. So you need to pick the first Due date that you want to start entering rental payments into the software as the Moved In date.

If all your tenants have the same Due Date then you can enter a **Default Moved In** date in the Tenant Tracker Prefs window (click **Prefs** and then **Tenant Tracker Prefs**) and enter actual moved in dates on the individual Tenant Tracker records.

> Most people don't want to go back very many months, so they just enter a fairly recent Due Date as the Moved In date and then enter the actual date the tenant moved in into the **Unit History** field on the **Rental Unit Tracker** record.

> So, for example, if you start using the software in March and you want to include historical data for February, then the **Defaut Moved In** date should be February 1 (or the first day of that rental period).

> You should enter the moved in date into the **Unit History** field in **Rental Unit Tracker**.

> You can enter the actual Moved In date for recent and future tenants. This date is automatically entered into the **Unit History** field in **Rental Unit Tracker.**

4) Next click the **Deposit Details** button and indicate if the Deposit has been paid, and if so, on what date. You can also indicate if the rent has only partially been paid and when the deposit was returned to the tenant after moving out.

5) If your tenant receives a rent subsidy, click the **Personal Info** tab, then click the **Rent Subsidy** option and fill in the amount of the subsidy in the Rent Subsidy field. There are several other fields in the **Personal Info** section (in addition to the two phone fields at the top of the screen and an Other Phones field in the **Notes** section) that you can use to keep track of various information.

6) Recurring charges can be added to the rent each month by clicking **Add/Select Charge**, then selecting a charge and clicking **Choose Charge**. Use **Create Charge** to add new charge types.

7) If your tenant has a balance due or credit, enter the amount in the **Balance**

Due field (put a minus sign before any credit amount). This amount will be added to the **Rental Income Tracker Charges** field automatically.

8) Now click **Post New Rent** to open **Rental Income Tracker** (or choose it from the **Resort Rental Tracker Menu)**. If you are already in **Rental Income Tracker** and want to create a new record, click the **New** button and choose a Tenant. If this is the first record for that tenant in **Rental Income Tracker**, you will be asked if this is a **New Tenant** (if so, the deposit will be added to the charges and the rent amount may be prorated) or just the **First Payment** for the tenant. The Starting Date, Ending Date and Late Date as well as the current months charges will all be automatically filled in for you. You can add any deposits, balances due or other charges to the Charges field by typing directly into the field or by clicking **Add Charge** and creating or choosing a charge.

9) Next click the **Choose** button above the Payment Date field and enter the date of the payment.

> If the tenant made a partial payment on that date, enter the amount of the payment in the Payment field and click **Create Receipt**, then choose the date of the second payment and enter the amount of the second payment and click **Create Receipt**. *All partial payments, for the same rental period, for any one tenant, should appear on one Rental Income Tracker record.*

> If the tenant paid in full, you just need to click the **Create Receipt** button which transfers the payment to the **Payments** field in Tenant tracker. It is important to remember to click the **Create Receipt** button after adding any payment to **Rental Income Tracker** so that it is posted to the Tenant's Payments field.

10) Then click the **New** button and enter the next months payment(s) for the same tenant, or you can choose another tenant.

There is much more information about each component of the software available by clicking the **Help** button in that component or window.

If you have any questions or comments about the software, feel free to contact us.

Tips on using the other components of Resort Rental Tracker Plus:

- Navigation & Common buttons
- Reports
- **Expense Tracker**
- **Other Income Tracker**
- **Asset Tracker**
- **Work Order Tracker**
- **Contact Tracker**
- **Schedule Tracker**
- **Task or Goal Tracker**
- **Universal Calculator**
- Preferences
- Backing Up and Recovering Missing Data

Navigation & Common buttons

Use the **Resort Rental Tracker Plus Menu** button on the Welcome screen, and in the lower left corner of all the main windows, to access all the components of the software.

Each component of Resort Rental Tracker Plus has a **New** button (for creating new records), a **Delete** button (for deleting one or more records), a **Find** button (for searching for text on another record), a **Sort** button (for sorting the records by predetermined fields), an **Import** button (for importing sample or archived records) and an **Export** button (for backing up your data).

You will find a **Help** button on most of the windows in Resort Rental Tracker Plus. Included in the Help system is a **Tutorial**, which will introduce you to the most important features of that component. Just click the Tutorial button near the top of the Help window. More detailed explanations can be found by clicking the other buttons found near the top of the Help window.

There is also a **Quit** button and a Save button on each main window. Although records are normally saved when going to another record or closing the component, it is often a good idea to click the **Save** button after making changes, just to be safe.

Reports

Each component has its own report feature. In some cases you will use an intermediate screen to select options and sort orders for your report or invoice. In many cases you will go directly to the report. There is a **Help** button on each option window with more information about the report options.

On the output window you will find the following buttons: **Save As...** (saves the output as a text file for archiving or exporting to a word processor for formatting, etc.); **Font** (allows you to specify the size and font of the text in the report output); **Print** (usually just prints the output - you may need to print some reports in landscape mode); and **Edit Report** (allows you to make changes to the report before printing or exporting - when this button is unchecked (its normal position) you can click the main line of each record's output to go directly to that record (accept in Activity & Expense Tracker where you need to use the **Go to Record #** button).

There is also a row of buttons, just above the report's output field, that allows you to change the width of the columns (the tab stops) in the report. Just drag any of the little rectangles left or right to make the report more readable.

If you have any questions or comments about the software, feel free to write us at support@productivity-software.com

Tips on using Expense Tracker

You can keep track of all your expenses and easily generate **Tax Form Reports** in Expense Tracker. This component comes with a built is list of expense types which you can add to if necessary.

1) Start by clicking **New**. You will be asked if you want to **Duplicate** the current record or transfer just the **Payee/Expense** or **Account** information. Or you can start with a blank record.

- If you choose **Duplicate** you will be asked for the new expense **Amount**.
- If you choose **Payee/Expense** you will be asked to choose an **Account**, and then a new expense **Amount**.
- If you choose **Account** you will be asked to choose an **Expense** type, a **Payee**, and then a new expense **Amount**.
- If you create a new blank record you will be asked to choose an **Expense** type, a **Payee**, an **Account**, and then a new expense **Amount**.

  You can either add an expense amount directly into the field provided or you can create a list in the **Notes** field and then click the **Add to Expense Amount** button. Any numbers not proceeded by the # sign will be added to the expense **Amount**.

2) Select a building or a unit to apply the expense to by clicking **Select Bldg or Select Unit.**

If you use the standard mileage rate on your tax forms, then you can use the handy **Travel Deduction** calculator to enter the Miles (or Kilometers) and rate. This information will then be available for the **Tax Form Reports**.

Account Register

Account Register

The **Account Register** button takes you to the Account Register window where all the debits you've entered into Expense Tracker and credits (Payments or Deposits) in Other Income Tracker for that account are listed.

> At the top of the window you can choose another **Account**, **Add Deposits & Payments** (creates a new Other Income Tracker record), add a **New Expense/Debit** (creates a new a new Expense Tracker record), a **Dates** range (or a **Start Date** and **End Date**) and whether to display **Descriptions** or not. You can also add **Daily Separators**.

> After clicking the **Add/Select Account** button in the Account Register, Expense Tracker, or Other Income Tracker window you are presented with an **Account** management window. There you will find fields where you can record the **Account #, Account Type, Starting Balance**, and the **Last Check # Used** for each Account and buttons to **Create, Modify or Delete Accounts**. A **Current Balance** for the account is automatically calculated.

Beside the Check # field is a **Cl** option which signifies that the check has cleared the bank. The Account Register report lists checks that have cleared (the **Cl** checkbox has been clicked on the Expenses record) as [C] and not cleared as [ ]. You can use this feature to reconcile your checkbook or account statement.

Above the **Check #** field is a **Print** button. When clicked a new Check Printer window opens where you can print your checks on any blank check. For more information click **Help** in this window.

Expense Reports

Click **Expense Report** to generate a regular expense report, a Tax Form Report, a 1099-MISC form, or a Property Management Invoice. With **Expense Report** selected, you have many choices and can select one or more **Expense** types, **Payees** and **Accounts.** With **Tax Form Report** selected you have fewer options, but you need to **Select an Owner**, and can choose a range of **Dates** by using the menu or the **Start Date** and **End Date** fields.

With **PM Invoice** selected, you need to **Select an Owner** and a range of **Dates**, specify a **Management Fee**, and choose **More Options.** Click **Help** for more information. Only records in Rental Expense Tracker and Other Income Tracker with the **Add to PM Invoice** option enabled will be included in the PM Invoice when the **Include Marked Expenses** or **Include Marked Income** options are enabled. You will probably always want to **Include Income Info.** You do NOT need to **Select Bldg(s) or Select Unit(s)** unless you ONLY want to include SOME of the units owned by the owner, instead of all of them.

If you want **Other Charges** from Reservation Tracker to appear in the PM Invoice, go to Reservation Tracker, click **Add Other Charge**, select the charge and click **Description**. Then enable the **This charge is to be included in PM Invoices** option.

Tips on using Other Income Tracker

Other Income Tracker is used to keep track of deposits to accounts and income that is not included on a Reservation Tracker record such as laundry or vending machine income. Rental Income can be automatically imported by using the **Auto Import Income** button.

1) Click **New** to begin. You will be asked if you want to **Duplicate** the current record or transfer just the **Source/Account** information. Or you can start with a

blank record.

- If you choose **Duplicate** or **Source/Account** you will be asked for the new income **Amount**.
- If you create a new blank record you will be asked to choose a **Source** of the income, an **Account**, and then a new income **Amount**.

> Click **Add/Select Source** and then **Create Source** to add a new

source to the list.

2) Choose a **Source** and an **Account** from the lists or create new ones.

3) Enter the **Income Amount**. You can enter the **Tax Type** and the amount of **Tax Collected.**

4) Select a building or a unit to apply the income to by clicking **Select Bldg or Select Unit.**

There are two miscellaneous fields you can use for any purpose. One is in the upper right hand corner and the other is below the **Source** field. Click the **Change** button above either of these fields to modify the label for the field on all the records.

You can specify the type of income and record a check number if appropriate by clicking the **How** button. The choices of **Cash, Credit Card, Check or Other** will appear. Click the **How** button again to hide these options.

Use the **Account Register** button to view income and expenses for any **Account**. An identical button is provided in Expense Tracker. See the **Account Register** section above.

Click **Income Report** to generate a list of Other Income Tracker records to print or save.

Tips on using Asset Tracker

Asset Tracker is used to keep track of all the appliances, furniture, etc. that are rented with the unit.

1) Click **New** to begin. You will be asked if you want to create a record for a similar asset, or if you want to start with a blank record. If you choose **Similar Asset**, the Asset Description, Make, Model, etc. and Purchase Price fields will be copied to the new record. You will then be asked to enter the Serial Number. On a new **Blank** record you will first be asked to enter an Asset Description.

2) Fill in the Make, Model, etc. field with a more detailed description of the asset, and then record the Serial Number, if there is one. You can also keep track of the

date Purchased, the Purchase Price, and eventually the Date Sold and the Sale Price.

3) Select the building or unit the asset belongs to by clicking **Select Bldg** or **Select Unit**.

4) Enter any Notes about the Condition and Repairs about the asset.

You can create an **Asset Report** that lists all your assets which you can **Print** or **Save as...** to export to another program.

A list of assets for each unit is maintained in Vacation Unit Tracker's Asset section.

Tips on using Work Order Tracker

Work Order Tracker is used to keep track of repair or maintenance work orders.

1) To begin, click **New** and enter a brief Work Order Description. You can use the **Find WO** button above this field to locate other work orders in the database.

2) The Issue Date is entered automatically. Click **Add/Select Issuer** to create a new issuer (usually your name) or to pick one from the list.

3) Select a **Priority** for the work order. The Work Order # is automatically assigned, but can be changed if you wish. Select a **Job Type** (the choices are **Cleaning, Electrical, Install, Painting, Plumbing,** and **Repair**). You can add other Job Types by choosing **Add Type**. To remove a Job Type from the list, select it and then select **Delete Type**.

4) Click **Add/Select Vendor** to add or select a person or company to do the work. After determining who is available, you can agree on and enter a Start Date, Start Time, and either the number of hours the job is likely to take, or an End Time.

5) Select a Unit or Building by clicking **Select Bldg** or **Select Unit**.

6) Add any Notes to Vendor about the job and then click **Create Work Order** at the bottom of the screen. Click **View Work Order** to see previously created work orders. You can **Print** or **Save As...** work orders for future reference.

> You can View Work Orders along with other Schedule Tracker records in the **Monthly, Weekly** or **Daily** calendars.

7) When the job is complete, enter a Completion Date, any Notes Regarding Repairs, the Labor Total, Materials Total, Taxes and Total Amount paid. You can also record the Vendor's Invoice #. Click **Add to Expense Tracker** to create a Rental Expense Tracker record for the Total Amount.

Create a **Work Order Report** that lists all your Work Orders for any range of dates, and for any or all Units. There are a variety of **Options** and ways to sort the report. Click **Help** for more info.

Tips on using Contact Tracker

You can use Contact Tracker to keep track of information about customers, vendors, family and friends. This component contains several useful tools, such as a **Mailing List** (form letter generator), a **World Time Map**, an **Area Code Locator**, and a **Best Friends Forever List.**

1) Begin (as usual) by clicking **New**. The fill in the **First Name, Last Name** and **Company Name** (if appropriate). There are two sets of address fields accessed by clicking **Mailing** or **Shipping.**

> The **Address Format for this Contact** menu determines the order and format of the City, State, Province, and Zip or Postal Code when printed. There is a similar menu in the **Formats** section of **Prefs** window that becomes the Default, but you can specify a different format for each contact if you wish. The **Address Format** settings apply to Contact Lists, Envelopes, and Mailing Lists.

2) Enter other information such as: **E-mail, Phone Numbers, and Family** or **Associates**. Choose a contact **Type** from the menu provided. Choices include:Client, Customer, Guest, Friend, Family, Vendor, Owner, Employee, Sales Rep, or Other). A **TaxID#** field appears for Owners and Employees, and an **Employee #** field appears for Employees. A **Customer #** field appears on Contacts with the **Type** of Customer. You can **Sort** records by Contact Type.

3) Contact Tracker has four **Miscellaneous** fields that you can use for any purpose. These are accessed by clicking the **Show Misc. Fields** button. To change the label, just click on the **Change** buttons above them. The labels on all records will be changed to the new names. You can **Sort** your contact list by these fields.

> To print out the information for a particular record, click the **Prepare Envelope** button. You can print just the name and address or all the information from the record by clicking the **Show Email, Phone & Notes** option. You can also add a **Return Address** to your envelope by using the option provided.

You can print out some or all the information on every record by clicking **List Contacts** in the main window and then choosing the various options provided. You can also choose a sort order for your list. To generate a list of just email addresses, select only the E-mail option. You can also add the Name option if you wish.

Click the **Area Codes & WTM button** to access either the **Area Code** lookup tool or the **World Time Map** where you can see at a glance what time it is in any part of the world.

Clicking the **Area Code Locator** opton brings up a window where you can enter

Clicking the **Area Code Locator** option brings up a window where you can enter an area code. After clicking the **Search** button, several major cities within that area code will be listed. Or if you know the city's name and want to know the area code, you can enter the first few letters of the name into the field near the center of the window.

> You can also just scroll through the bottom field to find a city name. You can add cities or change area codes in the bottom field by typing the city name, a tab and then the area code on a new line. (The tab is very important and if you add a line, you should put it into the correct alphabetical order.) A list of international codes is available on request.

The **Mailing List** button allows you to create a form letter for any or all of your contacts. First you will see a Contact Chooser window where you can specify which contacts to send the letter to. Then click **Create Form Letter** and then **Edit Form Letter Template** in the Send Form Letters window to create your letter.

You can add a logo and create a letterhead by clicking the **Edit Header** button. You can also print envelopes by clicking **Prepare Envelope** in the Send Form Letters window. Click **Help** in that window for more info about modifying the header. Click **Help** in the Contact Chooser window for more info about the Mailing List feature.

The **BFF List** button brings up the Best Friends Forever List window where you can add friends that you want easy access to. Click **Help** in that window for more info.

Tips on using Schedule Tracker

Use Schedule Tracker to keep track of appointments and print calendars.

1) Start by clicking **New** and choosing a date for the event.

2) Next enter an **Event Description**. You can also enter a Location and a Purpose, but these fields are optional.

3) Enter the **Start Time** and **End Time** by using the **Edit** or **Choose** buttons be each field. These fields are also optional. If neither is filled in the event will be scheduled for the entire day.

4) If the event is a repeating event, choose one of the following from the **Click to repeat** menu: **Daily, Weekly, Weekdays, Day of Month, Monthly, and Yearly**.

> If you choose **Daily or Weekly**, you will next have the option of specifying if the event repeats every day or week or every other day or week.
>
> *Next you need to enter a date to stop repeating the event* by clicking the **Edit** or **Choose** button that appears above the **Until** field near the middle of the window.
>
> If the **Until** date you choose does not match the logical last date for the event (for instance, if you have a repeating event for the same day every month, and the Until date you choose is not the correct day of the month) then the correct day will be entered.
>
> You can edit the list of repeating dates by clicking the **Show Repeat Dates** button that appears below the **Until** date field. If you make changes to this list, make sure you have only one date per line, don't leave any blank lines or use a different date format.

Use the **View Schedule** button to create a text file that you can print or export to another program. You can choose the current **Day, Week or Month** or specify a **Start Date**. If you click **Other** you will be asked for an end date.

Click the **Month, Week or Day** button below the **Notes** field in the Schedule Tracker window to view a table view of your schedule.

In the Weekly View and Daily View window there is a **Table Options**

In the Weekly View and Daily View window there is a **Table Options** button that allows you to specify the **Start and End Times** for the table as well as the time increments (:05, :10 or :15 minutes).

In the Daily View window you can also choose what to display in the three columns. The choices are **Single Booking** (conflicting appointments will be shown in red and the Location and Purpose of the appointment will be displayed), **Single Booking & Tasks** (the Purpose column is replaced by your current Task List from Task Tracker), **Double Booking & Tasks** (conflicting appointments are shown in the second column instead of the Location) and **Triple Booking** (appointments that conflict with the first column are shown in the second and appointments conflicting with those in the second column are shown in the third).

In the Monthly View window there are two small arrows at the top left corner which toggle a **Month** menu with a **Start Date** field. Click the **Choose** button to select a date in the week you want to be the first week of the monthly calendar.

Clicking the **Add to Schedule** button in Task Tracker will automatically add the

task to Schedule Tracker. You will need to choose a date and perhaps a time for the event. You can also specify a location and purpose for the event.

Tips on using Task or Goal Tracker

Keep track of all your things to do and assign priorities, deadlines and notes with this simple tool.

1) Click **New** and enter the **Task or Goal Description**.

2) Choose a **Deadline** and enter any **Notes** you want to reference.

3) Set a **Priority** for the task. Records and reports can be sorted by **Date, Priority, Deadline or Task**.

4) When each task is done, just enter the date in the **Completed** field.

Click **Tasks To Do Lists** to see a list of all your tasks. You can show **All Tasks, Urgent Tasks, Uncompleted** or just **Completed** tasks.

You can also use the **Add to Schedule** button to open Schedule Tracker and create a new record. Then you will have two ways to help remind you to get the task done.

Tasks can be added to the Daily View (or **Daily Briefing**) by clicking the **Table Options** button.

Tips on using the Universal Calculator

The Universal Calculator has several tools you will want to explore. In addition to a simple **Numbers** calculator, it will also add or subtract **Dates** that are some number of days before or after a date you specify. You can also find out what **Time** it is anywhere in the world and compute time differences.

The **Measurement** calculator easily converts just about any US or British length, volume or weight to its metric equivalent or the other way around.

The **Currency** calculator is divided into three sections. Click the three tabs to access the following options. The **Discounts & Sales Tax** option easily computes discounts and sales tax on any amount. The **Money Exchange** option computes the amount of foreign currency that a number of dollars is worth (or the other way around) given the current exchange rate. The **Payments** option lets you compute loan payments, amortizations (months to pay for something) or the **Amount** an investment will be worth in the future.

Preferences

Click **Prefs** in any main component window to access the Preferences window. There are four sections, **General, Colors, Formats and Translations.**

In the **General** section you will find **Monetary Symbol & Format** controls, along with **Tax Type** and other preferences. Click the **Help** button for more information.

Most users will want to have certain windows open all the time, and others open only when needed. You can open and arrange any number of windows on your screen, as long as the **Open Components in a New Window** option in the Preferences window is enabled. If you would rather have only one window open at a time, disable this option.

In the **Colors** section, you can change the button and background colors of each component. Click the **Background Colors** option to show a list to choose from. Click the **Button Colors** option to show another list to choose from. You can **Use these colors in all windows** or choose different colors for each window.

To set different colors for each component, start by clicking the **Prefs** button in that component and then selecting new colors from the two lists in the Preferences window. If you want to return to the original colors just click the **Default Settings** button in the Preferences window. To save your new colors, close the Preferences window and then click the **Save** button in the component's window.

In the **Formats** section you can change the **Time Format, Distance Format, Date Format** and the **Liquid Format.** You can also add **International Version** features. Click **Address Preferences** to change the **Address Format** used for printing.

Backing Up and Recovering Missing Data

It is always a good idea to backup your data on a daily or weekly basis. There is an **Auto Backup** feature that will create a backup file whenever you click the **Quit** button in any main window. After creating a backup file, it is a good idea to open it in a text editor and make sure the most current records are included. Then close the file (without saving any changes) and *copy the .bak file to another disk* (floppy, cd, etc.)

You can also click the **Export** button in any component and then

choose to create a **Backup** file or an **Export** file of just the records in that component. You will need a current backup file whenever you update the software. You can also use the **Backup Records** button on the Welcome screen for this purpose.

Occasionally during a save or a crash, a database will get corrupted. If this happens the name of the component will not appear in the main **Menu** button. Fortunately the file is always saved with an .rev~ extension first. So if you ever have problems opening a component, look for a file with the .rev~ extension in the application's folder. (In Windows look in your Documents folder.) If you see one, delete the file with the same name (but without the .rev~ extension) and then rename the .rev~ file to just .rev. For example, if contacts.rev were to get corrupted, you will find an contacts.rev~ file. Just delete the contacts.rev file and change the name of contacts.rev~ to contacts.rev.

By backing up your records frequently, and copying the backup file to another disk, you can be sure your data can be easily restored to a new copy of the software, in case something goes wrong with your computer.