



## Property Management Tools & Services

Instructional Walk through of all the smart tools & services available to you the vacation rental owner

Manage your properties like the professionals

<http://www.rentalbot.com>

RENTalbot™  
Vacation Rental Directory

Home

**Vacation Rentals - Rent Direct from the owner and SAVE!**  
**Where Is YOUR Next Vacation?**

FREE LISTINGS!  
FREE Calendar!

August  
1 2 3 4 5 6  
7 8 9 10 11 12 13 14 15 16 17 18 19 20 21  
22 23 24 25 26 27 28 29 30 31

[Owner's Login](#)

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Manage Your Vacation Rental from anywhere online via Internet Access!

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# Owner's Login:



**rentalbot™**  
Vacation Rental Directory



**FREE LISTINGS!**  
**FREE Calendar!**



[Owner's Login](#)

[Home](#)

## Vacation Rentals - Rent Direct from the owner and SAVE!

### Where Is YOUR Next Vacation?

Andorra (3)	Czech Republic (6)	Indonesia (2)	Philippines (1)	United Kingdom (17)
Argentina (5)	Denmark (2)	Ireland (6)	Poland (2)	United States (1567)
Australia (11)	Egypt (2)	Israel (4)	Portugal (36)	Venezuela (1)
Bangladesh (1)	Falkland Islands (1)	Italy (62)	Romania (1)	Vietnam (1)
Belgium (2)	Finland (1)	Japan (1)	Slovak Republic (1)	Yugoslavia (2)
Belize (3)	France (78)	Kenya (5)	South Africa (10)	
Brazil (2)	Gambia (1)	Malaysia (1)	Spain (387)	
Bulgaria (11)	Great Britain (8)	Malta (22)	Sri Lanka (1)	
Canada (143)	Greece (35)	Mexico (73)	Sweden (1)	
Caribbean (178)	Grenada (5)	Netherlands (2)	Switzerland (6)	
China (2)	Guatemala (2)	New Zealand (3)	Thailand (10)	
Costa Rica (12)	Honduras (1)	Norway (1)	Tunisia (1)	
Croatia (1)	Hungary (3)	Panama (1)	Turkey (15)	
Cyprus (12)	India (5)	Peru (7)	United Arab Emirates (1)	

[Add a free BASIC listing...](#)

[Add a FEATURED listing now for only \\$14 \(through 12/31/2008\)...](#)

#### About RentalBot™

RentalBot is a Directory of Vacation Rentals you can rent direct from the owner.

RentalBot also offers Vacation Rental owners an unparalleled array of **Property Management Features** including an availability calendar, payment tracking, renter contact management, inquiry management, and integration to [rentors.org](#).

[Take a Tour](#) to learn more.

#### Top Destinations

1. [Kissimmee \(138\)](#)
2. [Orlando \(97\)](#)
3. [Disney Area \(77\)](#)
4. [Davenport \(68\)](#)
5. [Nerja \(65\)](#)
6. [Destin \(65\)](#)
7. [Panama City Beach \(58\)](#)
8. [Gatlinburg \(49\)](#)

**FREE LISTINGS!**  
(forever)

What Makes Us **DIFFERENT**

Testimonials

**Rentalbot Owner's Dashboard:** This is the first window you will see if you have more than one property; if you only have one property you will see the next EDIT below...

Property Management: Property Names, Listed Date, Expiration dates

Reservations tab

Payments tab

Tasks tab

Renters/Inquirers tab

Inquiries tab

Billing History tab

My Profile tab

Each of these tabs will be covered in the EDIT's of this walk through following buttons

Home > Owner's Dashboard

### Owner's Dashboard

Property Management | Reservations | Payments | Tasks | Renters/Inquirers | Inquiries | Billing History | My Profile

[Add Another Property...](#)

Name	Listed	Featured Listing Expires	Property Management Expires
<a href="#">Villas de Costa Mar Unit 10</a>	11/06/2005	12/31/2009	12/31/2009
<a href="#">Villas de Costa Mar Apt 09</a>	04/18/2006	12/31/2009	12/31/2009

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[User Agreement](#) | [Privacy Policy](#) | [Resources](#) | [RentalBot FAQ](#) | [Site Map](#) | [Contact Us](#) | [About Us](#)  
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## Monthly Calendar

Monthly calendar view shows the month named in the center; to the left is the prior month to the right is the next month. Clicking on either *month's name* will show that month.

Year		Month					
February		March					April
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
						1	
2	3	4	5	6	7	8	
9	10	11	12	13	14	15	
16 <u>Meehan</u>	17 <u>Meehan</u>	18 <u>Meehan</u>	19 <u>Meehan</u>	20 <u>Meehan</u>	21 <u>Meehan</u>	22	
23	24 <u>Thompson</u>	25 <u>Thompson</u>	26 <u>Thompson</u>	27	28	29	
30	31						

■ Not Paid!   ■ Partial Payment   ■ Paid In Full   ■ Unconfirmed

If you click on the reservation's name it will open up that reservation in the same window and you will be directed away from this EDIT to that reservation

Footer shows color coded payment status of the booked reservation. To remove a reservation from the calendars. You will need to un-check the confirmed reservation box on Reservation under "Reservation Details". *This is a great feature in the event you have not received payment and want to make the property quickly available on the calendars until payment is corrected!*

## Yearly Calendar

The yearly calendar view works very much the same as the monthly you will see the present year displayed is the middle year 2008 to the left is prior year 2007 to the right is next year 2009

2007							2008							2009														
January							February							March							April							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
	1	2	3	4	5							1	2							1			1	2	3	4	5	
6	7	8	9	10	11	12	3	4	5	6	7	8	9	2	3	4	5	6	7	8	6	7	8	9	10	11	12	
13	14	15	16	17	18	19	10	11	12	13	14	15	16	9	10	11	12	13	14	15	13	14	15	16	17	18	19	
20	21	22	23	24	25	26	17	18	19	20	21	22	23	16	17	18	19	20	21	22	20	21	22	23	24	25	26	
27	28	29	30	31			24	25	26	27	28	29	23	24	25	26	27	28	29	27	28	29	30					
													30	31														
May							June							July							August							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5							1	2
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	
25	26	27	28	29	30	31	29	30					27	28	29	30	31	24	25	26	27	28	29	30				
																			31									
September							October							November							December							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
	1	2	3	4	5	6				1	2	3	4							1			1	2	3	4	5	6
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	
28	29	30					26	27	28	29	30	31	23	24	25	26	27	28	29	28	29	30	31					
													30															

■ Not Paid!    
 ■ Partial Payment    
 ■ Paid In Full    
 ■ Unconfirmed

Note color coded payment status for each reservation...

Note: You cannot link to the reservation in year view

The statistics displayed below on this EDIT will correspond to the actual year selected so if you selected 2007 it will move to the center and that year's calendar will be displayed and all the statistics for said year will be displayed below...

## Statistics Shown:

Calendar selected below is 2007; all statistics displayed below will be for said year as show in the image below...

2006							2007							2008													
January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6					1	2	3				1	2	3			1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28				25	26	27	28	29	30	31	29	30					
May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5						1	2		1	2	3	4	5	6	7				1	2	3	4
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31					26	27	28	29	30	31	
September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1	1	2	3	4	5	6					1	2	3							1	
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29	
30														30							30	31					

■ Not Paid!    
 ■ Partial Payment    
 ■ Paid In Full    
 ■ Unconfirmed

### WHAT ARE MY GROSS REVENUES?

#### Gross Revenues for 2007

Total Gross Revenue (USD):

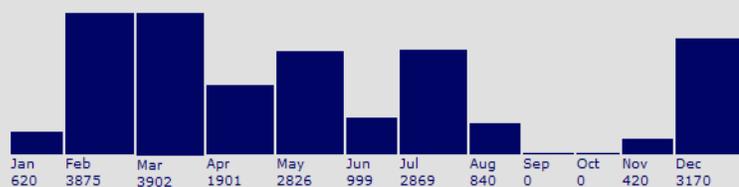
21,425

Avg. Gross Rental (USD):

1,127

Avg. Gross Daily Rate (USD):

172/day



### WHAT ARE MY NET REVENUES?

#### Net Revenues for 2007

Total Net Revenue (USD):

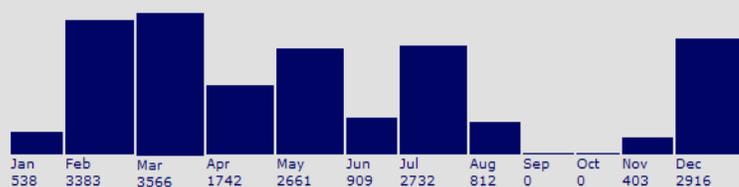
19,666

Avg. Net Rental (USD):

1,035

Avg. Net Daily Rate (USD):

158/day



### WHAT'S MY % OCCUPANCY?

#### Occupancy for 2007

% Occupancy:

33%

Total # of Days Rented:

124 days

Total # of Rentals:

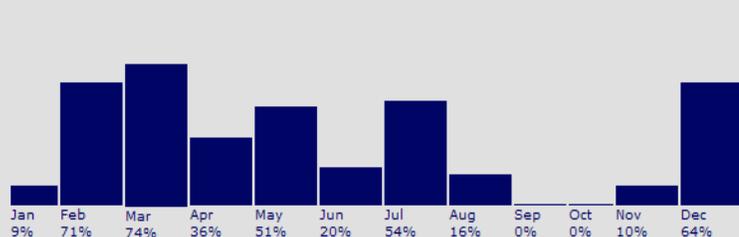
19 rentals

Avg. Stay:

6 days

Avg. Advance:

35 days



## Availability Calendar Script

This is the availability calendar script you need to copy and paste to display Rentalbot's calendar on your website.

**Calendar Parameters** link will take you to the parameters EDIT where you can select which calendar type you want to display on your website



### Availability Calendar Parameters

Availability Calendar parameters can be used to control the display and layout of your Availability Calendar. Parameters are strung onto the end of the Image tag, strung together using &:

Parameter	Required	Default	Description
<a href="#">property_id</a>	Yes	N/A	Your RentalBot Property ID. This is displayed in your Owner's Dashboard
<a href="#">year</a>	No	The current year	Year to display (e.g. 2005)
<a href="#">month</a>	No	N/A	Specify this parameter to display a single month
<a href="#">months</a>	No	18	The number of months to display (if month is not specified)
<a href="#">start</a>	No	The current month	First month to display (e.g. 5 for May)
<a href="#">months_per_row</a>	No	3, 4, or 5	The number of months to display per row.
<a href="#">width</a>	No	None	The width of the calendar when the unscaled size is too big.

### 18-Month Availability Calendar starting with the current month in the current year with 3 months per row, unscaled:

```
<IMG SRC="http://www.rentalbot.com/servlet/com.rentalbot.image.ImageServlet/?property_id=20511"/>
```

### 15-Month Availability Calendar starting with the current month in the current year with 5 months per row, unscaled:

```
<IMG SRC="http://www.rentalbot.com/servlet/com.rentalbot.image.ImageServlet/?property_id=20511&months=15&months_per_row=5"/>
```

### 12-Month Availability Calendar starting with January in the current year with 4 months per row, unscaled:

```
<IMG SRC="http://www.rentalbot.com/servlet/com.rentalbot.image.ImageServlet/?property_id=20511&months=12&start=1&months_per_row=4"/>
```

### 12-Month Availability Calendar starting with the current month in the current year with 3 months per row, scaled to a width of 300:

```
<IMG SRC="http://www.rentalbot.com/servlet/com.rentalbot.image.ImageServlet/?property_id=20511&months=12&months_per_row=3&width=300"/>
```

## [Inquiries Form Script](#)

Please note your script will have your Property ID in place of the 36662 number shown here. Once you copy and paste this to your website it will display like this:

[Inquire about this property...](#)

*Link to our online **Inquiry Form** from any other webpage in the world!*

*Just paste the following HTML snippet wherever you'd like to pop up an inquiry form:*

```
<A TARGET="inquiry" HREF="http://www.rentalbot.com/servlet/com.rentalbot.ActionServlet/?  
action=com.rentalbot.action.ShowPageAction&pageName=com.rentalbot.page.InquiryPage&key=36662  
&decorated=false">Inquire about this property...</A>
```

As an added bonus you can also use the below form script to display a button which will open the same inquiry form with all your listings in a drop down menu. Replace **email** with your Rentalbot listing's **email**... Just copy and paste the highlighted code

```
<form>  
<input type="button" name="reservation" value="Reservation Inquiry" onclick="window.open  
( 'http://www.rentalbot.com?action=com.rentalbot.action.ShowEDITAction&EDITName=com.rentalbot.EDI  
T.InquiryEDIT&owner=your@email.com&startWith=0&decorated=false'  
, 'newwindow', 'scrollbars, resizable, dependent, width=400, height=700');" /></form>
```

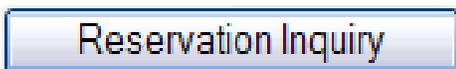
**Sample button:**



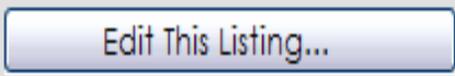
Or if you only want to display one listing; use the below code with your Rentalbot property id # (replace **12345** with your Prop ID) Just copy and paste the highlighted code

```
<form>  
<input type="button" name="reservation" value="Reservation Inquiry" onclick="window.open  
( 'http://www.rentalbot.com?action=com.rentalbot.action.ShowEDITAction&EDITName=com.rentalbot.EDI  
T.InquiryEDIT&key=12345&startWith=0&decorated=false', 'newwindow',  
'scrollbars, resizable, dependent, width=400, height=700');" /></form>
```

**Sample button:**



## Edit This Listing

A rectangular button with a light blue gradient and a thin border, containing the text "Edit This Listing..." in a dark blue font.

This is the button you will always use to update your listing with the following information:

### EDIT 1 of 7

#### **Basic Information**

Property Name:  
Listings Title:  
Number of Bedrooms:  
Sleeps:  
Long Description:  
Property management Company (if you use one)  
Property's Personal Website

### EDIT 2 of 7

#### **Address**

Address of the Property  
Line 1:  
Line2:  
City:  
Postal Code:

It is very important that you fill this out correctly for Google Maps service to work and identify your properties location on its map. You can go to Google maps and try different addresses until you get it correctly...

### EDIT 3 of 7

#### **Regions & Locations**

Region:  
Region within (other)  
or a new location:

### EDIT 4 of 7

#### **HAC Settings (Optional)**

Do you use a *Calendar* or *Guestbook* on rentors.org?

**Answer NO to this section as this is no longer viable**

YES

**NO Is the correct answer here; by selecting NO you will jump forward to Edit 5 of 7**

## Edit Listing (Step 5 of 7)

### **Features, Amenities, Activities, and Policies (Optional)**

The page will be where you make your selection for the above.

You will also have a notes/comments area for:

Payment Policy:

Cancellation Policy:

## Edit Listing (Step 6 of 7)

### **Rates (Optional)**

Please give RentalBot some idea what your rates are. You can specify multiple seasonal rates that will be used when renters search for rentals in a particular price range.

You can also choose to not add any rates here if you don't want rates to be considered in search results.

	<b>Name</b>	<b>Effective Dates</b>	<b>Min Weekly (\$)</b>	<b>Max Weekly (\$)</b>
<a href="#">Edit</a> <a href="#">Delete</a>	Holiday Season	12/01/2007 - 01/31/2009	\$1300.00/week	\$1400.00/week

### [Add a new rate...](#)

Last and final Edit is 7 of 7; uploading your images. Please make sure you have good quality images. Number your images and upload them in the sequence you want them to appear, as you will not have the option to allocate them once they have been uploaded

## Edit Listing (Step 7 of 7)

### **Images (Optional)**

Upload photos of your property.

Image formats supported: \*.JPG, \*.GIF, \*.PNG

*Please note that image upload time varies depending on the size of the photo you upload, and the speed of your internet connection. Large pictures uploaded over dialup may take several minutes. **In the event you experience problems uploading your photo, please email it to [support@rentalbot.com](mailto:support@rentalbot.com) and we will ensure it's added to your listing within 48hours.***

## Add/Change photos

Image	Primary Image?
<a href="#">Delete</a> 	

**Add more photos here:**

Browse for image file (\*.JPG, \*.GIF, or \*.PNG):

*Click once and allow up to 30 seconds to process.*

**End; you have successfully setup you listings profile.**

*Next step is your confirmation template...*

## Confirmation Template

Confirmation Template...

Confirmation templates are used to send renters a confirmation email after you book a reservation. You can use [placeholders] that RentalBot will replace at reservation time with all the relevant details of the reservation. You can add any other text you want to customize your confirmations to be exactly how you want them to appear. (Don't worry; you'll always get a chance to preview/edit all confirmations before they are sent.)

You can use any of the following placeholders in your confirmation template. Just remember to surround placeholders with square brackets:

<b>Placeholder</b>	<b>RentalBot Substitutes</b>
<b>[Amount]</b>	<i>The amount of the rental</i>
<b>[Checkin]</b>	<i>The check-in date of the rental</i>
<b>[Checkout]</b>	<i>The check-out date of the rental</i>
<b>[Comments]</b>	<i>Whatever comments you may have added to the reservation</i>
<b>[Logo]</b>	<i>Your confirmation template logo (set up on your "My Profile" page)</i>
<b>[My Address]</b>	<i>Your address, according to your RentalBot profile</i>
<b>[My Phone Numbers]</b>	<i>Your phone numbers, according to your RentalBot profile</i>
<b>[Nightly Rate]</b>	<i>A simple calculation of the "Amount" divided by the number of days</i>
<b>[Nights]</b>	<i>The number of nights</i>
<b>[Number Adults]</b>	<i>The number of adults</i>
<b>[Number Children]</b>	<i>The number of children</i>
<b>[Payments]</b>	<i>The payments associated with the rental</i>
<b>[Property]</b>	<i>The name of the property</i>
<b>[Renter]</b>	<i>The name of the renter</i>
<b>[Renter Address]</b>	<i>The mailing address of the renter</i>
<b>[Renter Email]</b>	<i>The email address of the renter</i>

### EDIT CONFIRMATION

Confirmation Template:

Thank you for choosing us for your next vacation! This email is to confirm your reservation with us.

Property: [Property]  
Renter: [Renter]  
Check-in: [Checkin]  
Check-out: [Checkout]  
Amount: [Amount]  
Number of adults: [Number Adults]  
Number of children: [Number Children]

[Payments]

Please mail checks to:

[My Address]

If you have any questions, please don't hesitate to contact me at one of the phone numbers below:

[My Phone Numbers]

Best Regards,  
Alfred Rios

Cancel Changes Preview Save Changes

You can use your place holders to help you format the confirmation email. I also have a few other emails that I keep in Notes and just copy and paste them into the edit email section of confirmation email. I review and make any necessary corrections review and send.

The place holders make it easy to setup this template...

## Add Another Property

A rectangular button with a light blue gradient and a thin border, containing the text "Add Another Property..." in a dark blue font.

Adding another property listing will walk you through the same pages as the edit property process to add your new listing.

## Reservation Template

A rectangular button with a light blue gradient and a thin border, containing the text "Reservation Template..." in a dark blue font.

Please note you first need to create a reservation the way you want your reservations to look and work. You will then save it as a template and make the following adjustments so it will always calculate the different fields correctly.

You can create a "Reservation Template" so that RentalBot will remember the way you like to break down a reservation into payments, expenses, and tasks. In addition, RentalBot will remember how far in advance you like your payments paid and reminders sent.

RentalBot uses your Reservation Template to default payments, expenses, tasks, and dates for new reservations. Don't worry, you'll always be able to change these things around after RentalBot defaults them for you for any particular reservation.

Below is the relevant details of the reservation we'll use as your template. Please review the amounts and dates below to tell RentalBot whether the amounts are percentages or flat rates, and whether the dates should be interpreted relative to check-in or the date booked. That way, RentalBot will know how to default payments, expenses, and tasks in the future.

The reservation template will be displayed in the image below and we will break each section down in the pages that follow, as this is one of the most important of all the tools you will have at your disposal in Rentalbot...

Image of the Reservation and its different components:

- Reservation Details
- Payments
- Expenses
- Task

**Reservation Details**

\* **Property:**  
Villas de Costa Mar Unit 10

**Date Booked:**  
03/27/2008

**Check In:**  
10/01/2008

**Check Out:**  
10/15/2008

**Total Amount (USD):**  
1500.00

---

**Payments**

You can break down the rental into one or more Payments to be paid by the renter. When you're paid, just check the "Paid" checkbox and fill in the Date Paid. If you are not paid by the Due Date, RentalBot will email you a reminder on the Send Reminder date.

If you don't want RentalBot to send you a reminder, uncheck the "Send Reminder" checkbox. If you don't want to break down the rental into payments at all, tick the Remove button beside each payment.

Payment	Amount (USD)	Amount is a	Due Date	Date is relative to	Reminder
Deposit	300.00	Percentage	04/03/2008	Check-in	<input type="checkbox"/> Yes
Rental Pmt 1	750.00	Percentage	08/03/2008	Check-in	<input type="checkbox"/> Yes
Rental Pmt 2	750.00	Percentage	08/02/2008	Check-in	<input type="checkbox"/> Yes
Return Deposit	-300.00	Percentage	10/22/2008	Check-in	<input type="checkbox"/> Yes

---

**Expenses**

You can track expenses related to this rental. If the expense is a payment you need to make (like taxes), you can specify a due date and a reminder date to have RentalBot automatically send you a reminder to pay that expense.

Expense	Amount (USD)	Amount is a	Due Date	Date is relative to	Reminder
Property Mgmt	30.00	Percentage	09/30/2008	Check-in	<input type="checkbox"/> Yes
Maid Service	60.00	Percentage	09/30/2008	Check-in	<input type="checkbox"/> Yes

---

**Tasks**

You can track tasks associated with this rental. Specify a due date and a reminder date if you'd like RentalBot to send you an email reminder for the task.

Task	Complete By	Relative to	Reminder
Contract Received & Recorded	04/05/2008	Check-in	<input type="checkbox"/> Yes
Flight Itinerary Recorded	05/08/2008	Check-in	<input type="checkbox"/> Yes
Property Mgmt & Cleaning Bill	09/30/2008	Check-in	<input type="checkbox"/> Yes
Track Flight - Arrival	10/15/2008	Check-in	<input type="checkbox"/> Yes
Return Deposit	10/22/2008	Check-in	<input type="checkbox"/> Yes

Reservation Details

**Reservation Details**

\* **Property:**  
Villas de Costa Mar Unit 10

**Date Booked:**  
03/27/2008

**Check In:**  
10/01/2008

**Check Out:**  
10/15/2008

**Total Amount (USD):**  
1500.00

**Property:** You can quickly change or move guest to another property

**Date Booked:**

**Check In:**

**Check Out:**

**Total Amount (currency):** This will be in the selected currency selected in profile

These are pretty simple details to understand. These will also show up in your confirmation email.

## Payments Template Setup

You can break down the rental into one or more Payments to be paid by the renter. When you're paid, just check the "Paid" checkbox and fill in the Date Paid. If you are not paid by the Due Date, RentalBot will email you a reminder on the Send Reminder date.

If you don't want RentalBot to send you a reminder, uncheck the "Send Reminder" checkbox. If you don't want to break down the rental into payments at all, click the Remove button beside each payment.

**Payments**

You can break down the rental into one or more Payments to be paid by the renter. When you're paid, just check the "Paid" checkbox and fill in the Date Paid. If you are not paid by the Due Date, RentalBot will email you a reminder on the Send Reminder date.

If you don't want RentalBot to send you a reminder, uncheck the "Send Reminder" checkbox. If you don't want to break down the rental into payments at all, click the Remove button beside each payment.

Payment	Amount (USD)	Amount is a	Due Date	Date is relative to	Reminder
<input type="text" value="Deposit"/>	<input type="text" value="300.00"/>	Flat Rate ▾	<input type="text" value="04/03/2008"/>	Date booked ▾	<input checked="" type="checkbox"/> Yes
<input type="text" value="Credit Card Fee"/>	<input type="text" value="25.00"/>	Flat Rate ▾	<input type="text" value="08/03/2008"/>	Check-in ▾	<input checked="" type="checkbox"/> Yes
<input type="text" value="Rental Pmt 1"/>	<input type="text" value="750.00"/>	Percentage ▾	<input type="text" value="08/03/2008"/>	Check-in ▾	<input checked="" type="checkbox"/> Yes
<input type="text" value="Rental Pmt 2"/>	<input type="text" value="750.00"/>	Percentage ▾	<input type="text" value="09/02/2008"/>	Check-in ▾	<input checked="" type="checkbox"/> Yes
<input type="text" value="Return Deposit"/>	<input type="text" value="-300.00"/>	Flat Rate ▾	<input type="text" value="10/22/2008"/>	Check-in ▾	<input checked="" type="checkbox"/> Yes

You will have the options in payments to setup your payments as flat rate or percentage. Please note the deposit are usually flat, Flat fees do not change. If you did change the amount and did a save template they will show the new amount going forward.

The percentage fields will be calculated as will the dates so if you set the first payment as 60 days from check in and the second payment as 30 days before arrival that is how they will show as they are relative to check in date. The deposit is relative to date booked and will calculate as such each time you book a new reservation.

You will have the option to delete or add a field in the reservation, this is the reservation template view we are reviewing now. *Tip: Rental Payment 1, Rental Payment 2 can easily be edited to Rental Payment if you delete Rental Payment 2; work smart!*

Note you can always edit a reservation add or delete fields and then save it as a template and it will replace the prior template with your new setup.

## Expenses Template Setup

You can track expenses related to this rental. If the expense is a payment you need to make (like taxes), you can specify a due date and a reminder date to have RentalBot automatically send you a reminder to pay that expense

**Expenses**

You can track expenses related to this rental. If the expense is a payment you need to make (like taxes), you can specify a due date and a reminder date to have RentalBot automatically send you a reminder to pay that expense.

Expense	Amount (USD)	Amount is a	Due Date	Date is relative to	Reminder
<input type="text" value="Property Mgmt"/>	<input type="text" value="30.00"/>	<input type="text" value="FlatRate"/> ▼	<input type="text" value="09/30/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes
<input type="text" value="Maid Service"/>	<input type="text" value="60.00"/>	<input type="text" value="FlatRate"/> ▼	<input type="text" value="09/30/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes

Same as in payments you will have the choice of percentage or flat amount. In this example the expenses are both flat charges that need to be paid

## Tasks Template Setup

You can track tasks associated with this rental. Specify a due date and a reminder date if you'd like RentalBot to send you an email reminder for the task.

**Tasks**

You can track tasks associated with this rental. Specify a due date and a reminder date if you'd like RentalBot to send you an email reminder for the task.

Task	Complete By	Relative to	Reminder
<input type="text" value="Contract Received &amp; Recorded"/>	<input type="text" value="04/05/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes
<input type="text" value="Flight Itinerary Recorded"/>	<input type="text" value="09/08/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes
<input type="text" value="Property Mgmt &amp; Cleaning Bill"/>	<input type="text" value="09/30/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes
<input type="text" value="Track Flight - Arrival"/>	<input type="text" value="10/15/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes
<input type="text" value="Return Deposit"/>	<input type="text" value="10/22/2008"/>	<input type="text" value="Check-in"/> ▼	<input checked="" type="checkbox"/> Yes

Tasks are a great way to stay organized and always meet your deliverables. Along with reminders for payments and expenses task and tasks reminders let me know when I need to action something.

You are now have the knowledge you need to properly setup a reservation, next step...

**Tip:** add the reservation calendar to your website and process a dummy reservation with your name and email for a future date a year away and change the inquiry to booked and setup your new reservation. After you are done test it the same way...

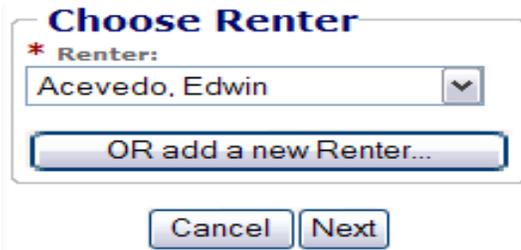
**Tip:** Note with the advent of technology I can track my guest's flights and communicate information to my property manager in the event they are delayed. I have even setup my property managers phone as well as my own phone number in some of the airlines website and we get a call if the flight is delayed and when the flight leaves. All you need is the departure airport's code, airline, flight number and arrival airport's code and we always ask for these.

## Create Reservation



Or; clicking on the create reservation will take you to the page pictured below. You will have the option of electing a name from the drop down menu identified as Renters.  
Or adding a new renter, we will show you an image of both choices.

### **Create Reservation (Step 1 of 3)**

A form titled "Choose Renter" with a blue header. It contains a required field labeled "\* Renter:" with a dropdown menu showing "Acevedo, Edwin". Below the dropdown is a button labeled "OR add a new Renter...". At the bottom of the form are two buttons: "Cancel" and "Next".

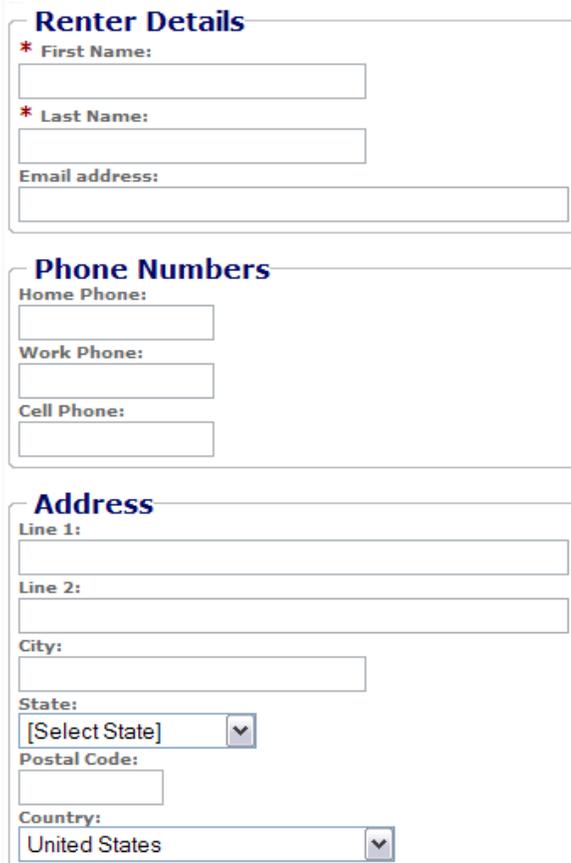
**Choose Renter**

\* Renter:  
Acevedo, Edwin

OR add a new Renter...

Cancel Next

### **Create new Renter**

A form titled "Create new Renter" with a blue header. It is divided into three sections: "Renter Details", "Phone Numbers", and "Address".

**Renter Details**

\* First Name:  
[Text Field]

\* Last Name:  
[Text Field]

Email address:  
[Text Field]

**Phone Numbers**

Home Phone:  
[Text Field]

Work Phone:  
[Text Field]

Cell Phone:  
[Text Field]

**Address**

Line 1:  
[Text Field]

Line 2:  
[Text Field]

City:  
[Text Field]

State:  
[Select State] [Dropdown]

Postal Code:  
[Text Field]

Country:  
United States [Dropdown]

If you select to add a new renter you will be taken to the "Create new Renter" page pictured her to the left.

Please note the comments field was omitted in the picture.

Once you fill in all the information and do a save this renter will be added to the drop down menu and renters/inquirers list which will be covered later on...

Once you complete and save you will be taken to the next page pictured below.

## Create Reservation (Step 2 of 3)

### Reservation Details

Property:  
Villas de Costa Mar Apt 09

\* Renter:  
B. C

\* Check In:

\* Check Out:

\* Total Amount (USD):  
0.00

This is the *total* amount of the rental, not the net amount you receive. You'll get a chance to break it down by payment and other expenses on the next page.

Here you will need to select the arrival and departure dates and add the rental amount you will be collecting from this renter.

Once you complete this and click next you will be taken to your reservations page...

The reservations will be broken down into its separate fields, as it is too large a page to display as one.

## Create Reservation (Step 3 of 3)

### Renter

\* Renter:  
B. C

Email address:  
ckmlq@yahoo.com

Country:  
US

### Reservation Details

Property:  
Villas de Costa Mar Apt 09

\* Date Booked:  
04/09/2008

\* Check In:  
01/23/2009

\* Check Out:  
01/30/2009

Number Adults:  
2

Number Children:  
0

\* Total Amount (USD):  
1425.00 This is the *total* amount you will be receiving from the renter.

Confirmed? (Renters will only see *confirmed* reservations on your calendar.)

Exclude from reports?

The top part Renter & Reservation Details will be filled in as you already took care of this.

Please note the comments field was removed in the above picture.

Below the comments field you will have two choices

**Confirmed?** - If selected this reservation will show up in your calendar if it is not selected it will not be displayed on your calendar

**Exclude from reports?** If this is checked the reservation will be excluded from your reports. I always select this for my time at my apartments so the reports do not reflect it.

This is another very important field that needs to be kept up to date!

**This rental originated from:**

Telephone

OR, define a new rental source:

If you clicked on this field's drop down you will see all the listing sites I list with along with referral information and telephone as it was for this reservation.

Keeping this correctly updated when you enter a reservation will produce for you one of the most important statistics you will need when it comes to relisting your rental with an online listing site. If the report does not show that listing site as getting you inquiries or bookings why list with them again? No ROI no re-listing why waste the money. I have gone back to listing sites and told them you did not produce any inquiries for me so I am not listing with you again. Eight out of ten times they give you an extended grace period with hopes of you getting inquiries and re-listing with them.

**This along is worth the price you pay for these tools and services!**

The only difference in the below pictures of the reservations from the template setup is the add, remove buttons and the actual information so we will not cover each field again but just show you how they look. Also at the bottom of the reservation you will have the below buttons to make a selection from, they are self-explanatory.

## Payments

You can break down the rental into one or more **Payments** to be paid by the renter. When you're paid, just check the "Paid" checkbox and fill in the **Date Paid**. If you are not paid by the **Due Date**, RentalBot will email you a reminder on the **Send Reminder** date.

If you don't want RentalBot to send you a reminder, uncheck the "Send Reminder" checkbox. If you don't want to break down the rental into payments at all, click the **Remove** button beside each payment.

	Payment	Amount (USD)	Due Date	Date Received	Remind Me Date
<input type="button" value="Remove"/>	<input type="text" value="Deposit"/>	<input type="text" value="300.00"/>	<input type="text" value="04/09/2008"/>	<input type="checkbox"/> Received? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="04/09/2008"/>
<input type="button" value="Remove"/>	<input type="text" value="Credit Card Fee"/>	<input type="text" value="25.00"/>	<input type="text" value="11/25/2008"/>	<input type="checkbox"/> Received? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="11/25/2008"/>
<input type="button" value="Remove"/>	<input type="text" value="Rental Pmt 1"/>	<input type="text" value="700.82"/>	<input type="text" value="11/25/2008"/>	<input type="checkbox"/> Received? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="11/25/2008"/>
<input type="button" value="Remove"/>	<input type="text" value="Rental Pmt 2"/>	<input type="text" value="700.82"/>	<input type="text" value="12/25/2008"/>	<input type="checkbox"/> Received? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="12/25/2008"/>
<input type="button" value="Remove"/>	<input type="text" value="Return Deposit"/>	<input type="text" value="-300.00"/>	<input type="text" value="02/13/2009"/>	<input type="checkbox"/> Received? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="02/13/2009"/>
<input type="button" value="Add Payment"/>					

## Expenses

You can track expenses related to this rental. If the expense is a payment you need to make (like taxes), you can specify a due date and a reminder date to have RentalBot automatically send you a reminder to pay that expense.

	Expense	Amount (USD)	Due Date	Date Paid	Remind Me Date	Check #
<input type="button" value="Remove"/>	<input type="text" value="Property Mgmt"/>	<input type="text" value="30.00"/>	<input type="text" value="01/22/2009"/>	<input type="checkbox"/> Paid? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="01/22/2009"/>	<input type="text"/>
<input type="button" value="Remove"/>	<input type="text" value="Maid Service"/>	<input type="text" value="60.00"/>	<input type="text" value="01/22/2009"/>	<input type="checkbox"/> Paid? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="01/22/2009"/>	<input type="text"/>
<input type="button" value="Add Expense"/>						

## Tasks

You can track tasks associated with this rental. Specify a due date and a reminder date if you'd like RentalBot to send you an email reminder for the task.

	Task	Complete By	Date Completed	Remind Me Date
<input type="button" value="Remove"/>	<input type="text" value="Contract Received &amp; Recorded"/>	<input type="text" value="07/28/2008"/>	<input type="checkbox"/> Complete? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="07/28/2008"/>
<input type="button" value="Remove"/>	<input type="text" value="Flight Itinerary Recorded"/>	<input type="text" value="12/31/2008"/>	<input type="checkbox"/> Complete? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="12/31/2008"/>
<input type="button" value="Remove"/>	<input type="text" value="Property Mgmt &amp; Cleaning Bill"/>	<input type="text" value="01/22/2009"/>	<input type="checkbox"/> Complete? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="01/22/2009"/>
<input type="button" value="Remove"/>	<input type="text" value="Track Flight - Arrival"/>	<input type="text" value="02/06/2009"/>	<input type="checkbox"/> Complete? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="02/06/2009"/>
<input type="button" value="Remove"/>	<input type="text" value="Return Deposit"/>	<input type="text" value="02/13/2009"/>	<input type="checkbox"/> Complete? <input type="text"/>	<input checked="" type="checkbox"/> Send Reminder? <input type="text" value="02/13/2009"/>
<input type="button" value="Add Task"/>				

As you can see in the above pictures you have a remove button for each field and an add button at the bottom of each. You can also edit any of the fields, as they are not hard coded with the text. Dates can also be changed.

As you check the dates received and dates completed that triggers the reminders note to send an email as they have already been addressed and or completed.

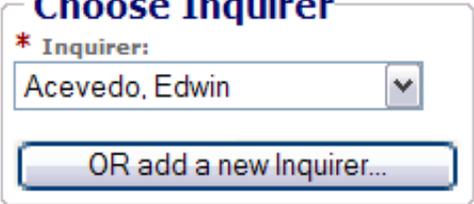
## Record an Inquiry

A rectangular button with a light blue gradient and a thin border, containing the text "Record an Inquiry..." in a dark blue font.

Record an inquiry is the last button in the Property Management Dashboard all the others are tabs and some will take you to the same task some a little different and this will be explained next.

Once you click on the Record an Inquiry you will see the below page open. If you look close you will recognize this page as you have seen it before. If you did recognize it congratulations! You are getting familiar with Rentalbot.

### Record Inquiry (Step 1 of 2)



**Choose Inquirer**

\* Inquirer:  
Acevedo, Edwin

OR add a new Inquirer...

Cancel Next

The form is titled "Choose Inquirer" in blue. It features a dropdown menu with "Acevedo, Edwin" selected. Below the dropdown is a button labeled "OR add a new Inquirer...". At the bottom of the form are two buttons: "Cancel" and "Next".

Same as in the reservations setup you have a choice to select a name or enter a new name. All inquiry and renters are stored in the inquiries/renters page and can be searched by the last name, more on this later...

If you select to enter you will get the same page as in reservations so we will skip that page and go on, select a name and right into Record Inquiry.

The below Inquiry pictures have all been added to one page for better viewing.

The comments page was not deleted in the below picture to give you an idea as to what it could be used for. I also add the itinerary, check information PayPal payment IDs.

This Inquiry Originated from: This is the same as the reservations you want this information to be up to date and correct, as your reports will gather its statistics from this field.

I also added a picture of all the buttons we covered from the Property Management Dashboard at the end of the below page...

**IMPORTANT: you need to enter all inquiries into Rentalbot to take advantage of the tools and services provided, that you are paying for. If you don't enter inquiries and only do bookings your stats will not be correct, plus you will lose all the client information you will need to take advantage of the great email marketing service Rentalbot has to offer; marketing is how you get bookings! Inquiries is how you get clients; both now and in the future via email marketing! Built your client base!**

# Record an Inquiry

## Inquirer

Inquirer:

B, C

Email address:

ckmlq@yahoo.com

Country:

US

## Inquiry

\* Property:

Villas de Costa Mar Unit 10

\* Inquiry Date:

04/09/2008

\* Requested Checkin:

\* Requested Checkout:

Rate quoted:

1,510

\* Number of adults:

2

\* Number of children (18 and under):

2

Comments:

Length of stay:	7 Nights
Nightly Rate:	\$230
Discount:	\$0
Additional Guest:	\$0
Sub Total:	\$1,510
Maid Service:	\$0
Credit Card Fee:	\$25
New Sub Total:	\$1,535
Refundable Deposit:	\$300
Total Amount Due:	\$1,835

## This inquiry originated from:

A1 vacation rentals

OR, define a new inquiry source:

Cancel Changes

Save and Return

Save and Add another...

## Owner's Dashboard

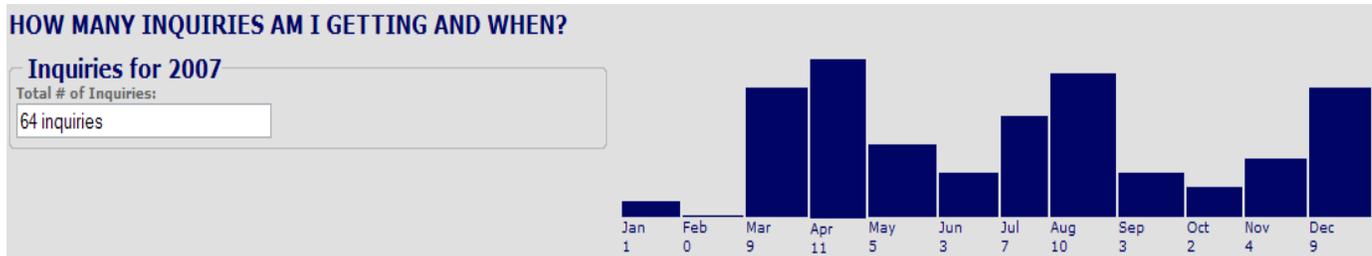
Property Management | Reservations | Payments | Tasks | Renters/Inquirers | Inquiries | Billing History | My Profile

Edit This Listing... Add Another Property...  
Confirmation Template... Reservation Template... Create Reservation... Record an Inquiry...

### Owners Dash Board

#### Reservations and Inquiry Statistics

The rest of the information on the dashboard not displayed or explained above will be covered here very briefly. Please note this is all very important information when you are budgeting for next year's marketing and listings expenses



#### **WHERE ARE MY INQUIRIES COMING FROM IN 2007?**

1. RentalBot (46% of your inquiries originated from RentalBot)
2. Telephone (10% of your inquiries originated from Telephone)
3. CyberRentals.com (7% of your inquiries originated from CyberRentals.com)
4. Homeaway Rentals p319829 (7% of your inquiries originated from Homeaway Rentals p319829)
5. Great Rentals (6% of your inquiries originated from Great Rentals)
6. VRBO (4% of your inquiries originated from VRBO)

#### **WHERE ARE MY RENTALS COMING FROM IN 2007?**

1. Telephone (50% of your rentals came from Telephone)
2. RentalBot (33% of your rentals came from RentalBot)
3. Great Rentals (16% of your rentals came from Great Rentals)
4. A1 vacation rentals (0% of your rentals came from A1 vacation rentals)
5. CyberRentals.com (0% of your rentals came from CyberRentals.com)
6. Email (0% of your rentals came from Email)

#### **WHAT SOURCES ARE MOST EFFECTIVE IN 2007?**

1. Telephone (42% of the inquiries from Telephone turned into rentals)
2. Great Rentals (25% of the inquiries from Great Rentals turned into rentals)
3. RentalBot (6% of the inquiries from RentalBot turned into rentals)
4. A1 vacation rentals (0% of the inquiries from A1 vacation rentals turned into rentals)



**Create Reservation;** this will take you to the create reservation page which we have already covered.

**New Download to Excel;** once you click on this it will download whatever information you have selected to view by selecting property and year to Excel.

**Links;** you can link to any one of the reservations by clicking on the Rental Dates; these will open that reservations page.

## Payments

By now you will start to see the same selection choices from page to page. This helps you get navigate the different tools and services in Rentalbot.

Property	Renter	Rental Dates	Payment	Amount (USD)	Due Date	Paid
Villas de Costa Mar Apt 09	Christopher, Howard	04/09/2008 - 04/16/2008	Returned Deposit	-300.00	04/30/2008	
Villas de Costa Mar Apt 09	Alverio, Carol & David	07/30/2008 - 08/07/2008	Rental Payment 1	555.00	06/01/2008	
Villas de Costa Mar Apt 09	Alverio, Carol & David	07/30/2008 - 08/07/2008	Rental Payment 2	555.00	07/01/2008	
Villas de Costa Mar Apt 09	Pla, Angel	07/02/2008 - 07/09/2008	Returned Deposit	-150.00	07/22/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	Rental Pmt 1	750.00	08/03/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	Credit Card Fee	25.00	08/03/2008	
Villas de Costa Mar Apt 09	Alverio, Carol & David	07/30/2008 - 08/07/2008	Returned Deposit	-300.00	08/20/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	Rental Pmt 2	750.00	09/02/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	Return Deposit	-300.00	10/22/2008	

You have the same property and year selection in the payments page. You are also able to download this to Excel, as it will be in all the different pages that have information you may want to store or use for your business records

Information displayed here is; Property, Renter, Rental Dates, Payment, Amount, Due Date and Paid which will display the paid date if you are viewing paid only or both.

The payments helps you keep track of payments due to you from the renters, if you selected reminders you will also receive an email reminder on the date you selected in the reservations payments section.

This is a quick view to show when/what payments are due without having to go into each reservation.

Three choices to view are;

- Paid & Unpaid Payments only
- Paid Payments Only
- Unpaid payments only

# Tasks:

Property	Renter	Rental Dates	Task	Due Date	Complete
Villas de Costa Mar Apt 09	Christopher, Howard	04/09/2008 - 04/16/2008	<a href="#">Deposit returned on...</a>	04/24/2008	
Villas de Costa Mar Apt 09	Alverio, Carol & David	07/30/2008 - 08/07/2008	<a href="#">Deposit returned on...</a>	08/14/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	<a href="#">Flight Itinerary Recorded</a>	09/08/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	<a href="#">Property Mgmt &amp; Cleaning Bill</a>	09/30/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	<a href="#">Track Flight - Arrival</a>	10/15/2008	
Villas de Costa Mar Apt 09	Rios, Albert	10/01/2008 - 10/15/2008	<a href="#">Return Deposit</a>	10/22/2008	

Tasks just like payments are setup in your reservations page. Task has the same views as payments the only difference here is the show and completed.

Show; provides you with three choices of information to view, Complete & Incomplete Tasks, Completed Tasks and Incomplete d Tasks.

Task; column shows the tasks descriptions and is also a link back to the reservation that task pertains to.

Completed; will show you date completed when you select completed or both.

This is another quick view to track your tasks and keep you updated as to what has been completed and more important what still needs to be done!

On to the next tab: Renters/Inquirers, this tool/service are also another very strong tool you can use for marketing to everyone in your databases. I will explain how in the highlights after the instructions...

## Renters/Inquirers:

**Renters/Inquirers**

Property Management Reservations Payments Tasks **Renters/Inquirers** Inquiries Billing History My Profile

Add renter... Send Email... [Download To Excel](#)

[ALL](#) ABCDEFGHIJKLMNOPQRSTUVWXYZ

Name	Email	Home Phone	Work Phone	Cell Phone	Type
One, First	fone@vdcn.net	302-135-5896			Inquirer
one, second	sone@vdcn.net	302-589-1236			Inquirer

Please note the above is a dummy account setup to display this page since it does show email and phone numbers and our policy is not to share these with anyone.

Depending on how you view this list it can be very large if you select the all view. Clicking on each letter will display everyone whose last name starts with the selected letter.

**Add Renter;** will allow you to add a new renter's information to this database.

**Excel;** you can also download all this information to Excel!

**Type,** will show you what database that person is stored in. There are two database tables Inquiries table and Renters table. Everyone who you have ever booked a reservation for in RentalBot will be in the renters table. If you entered the inquiry and never booked a reservation for that person; GREAT job! They are stored in the inquiries table and you have true stats and a very powerful marketing item, Potential Clients!

**Type in conjunction with Send Email is a very powerful tool. You can send an email to everyone in this list, to Renters only, Inquirers only or various other combinations.**

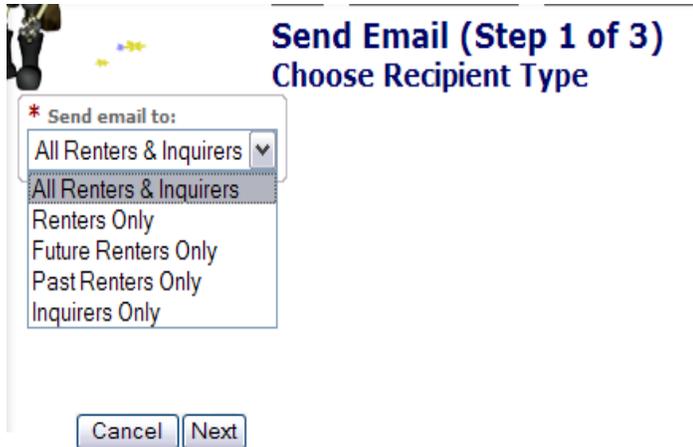
**Each person will receive the email addressed to them at the email address you have in their profile and no one will see any other email addresses on said email note.**

**This is a very powerful tool for marketing your specials, discounts and getting bookings during your slow season.**

On to the mechanics of Send Emails...

## Send Emails:

Send Email...



**Send Email (Step 1 of 3)**  
**Choose Recipient Type**

\* Send email to:

All Renters & Inquirers

All Renters & Inquirers

Renters Only

Future Renters Only

Past Renters Only

Inquirers Only

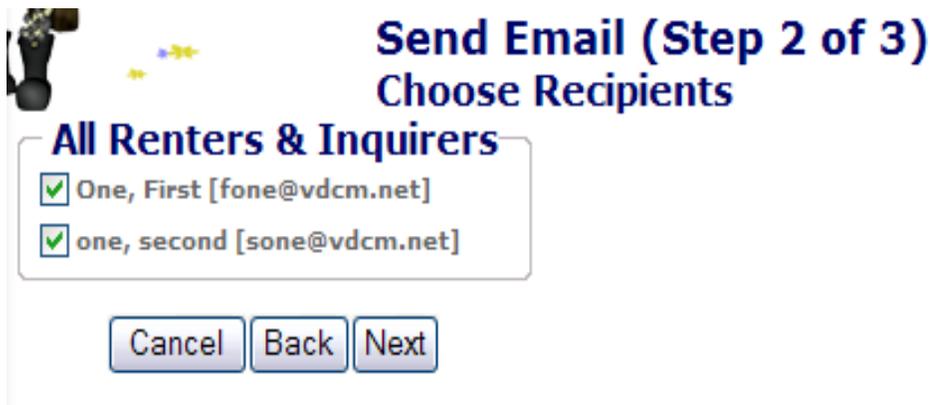
Cancel Next

Three step process to send emails:

Select your target audience from the drop down instep 1 of 3

- All Renters & Inquirers
- Renters Only
- Future Renters Only
- Past Renters Only
- Inquirers Only

This is a powerful target marketing tool that allows you to select your target audience



**Send Email (Step 2 of 3)**  
**Choose Recipients**

**All Renters & Inquirers**

One, First [fone@vdcn.net]

one, second [sone@vdcn.net]

Cancel Back Next

Once again this is a dummy account, depending on how long this list could be very long. We tallied one account and it had 949 inquiries only.

You need to be vigilant and keep a list (*Removal Request List*) of people who ask you not to email them and deselect their names by just selecting the checked box and un-checking it will not send an email to that person. All inquiries without emails will show up with un-check box; system knows to not to send said emails with un-checked box.

## Send Email (Step 3 of 3) Compose Email

Emails sent from RentalBot will be sent to your Renters/Inquirers individually. No recipient will see anyone else's email on the "To:" line. Emails are delivered to them as if they were the only recipient. You will also receive a copy.

You may embed the placeholders' %firstName% or %lastName% anywhere you'd like the renter/inquirer's first or last name to appear in the email.

**Send Email (Step 3 of 3)  
Compose Email**

Emails sent from RentalBot will be sent to your Renters/Inquirers individually. No recipient will see anyone else on the "To:" line. Emails are delivered to them as if they were the only recipient. You will also be sent a copy.

Send Email  
From: Alfred Rios [alfred@vdcn.net]  
Date: 04/10/2008 23:13:58  
To: One, First [fone@vdcn.net]; one, second [sone@vdcn.net]

**Message**  
You may embed the placeholders %firstName% or %lastName% anywhere you'd like the renter/inquirer's first or last name to appear in the email.

\* Subject:

\* Message to send:  
Dear %firstName%,

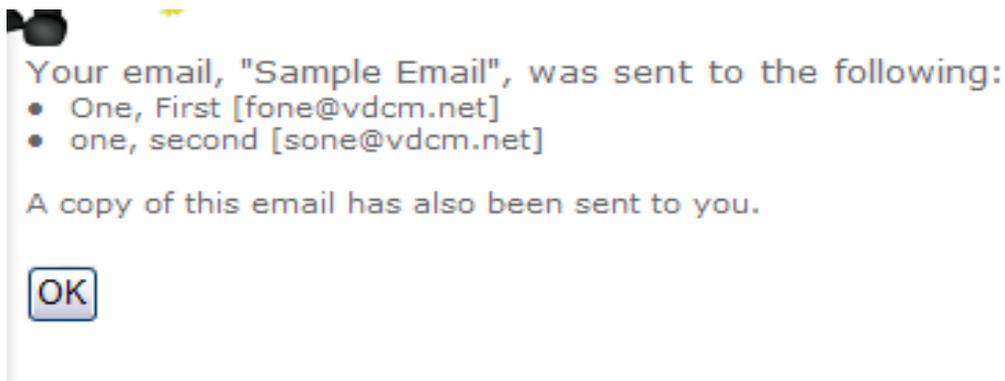
Cancel Back Send Email

You will first enter your subject, leave or remove the "Dear %Name% placeholder, paste/enter your emails content, signature, review edit and Click Send.

You will receive the following confirmation of send.

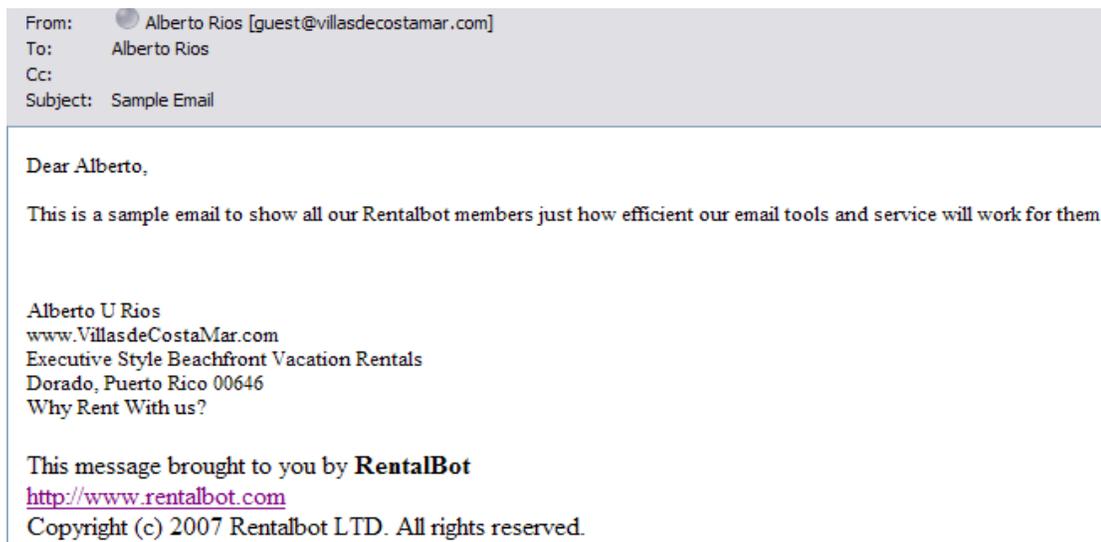
Please note you may have to wait a few seconds depending on the number of emails in the list.

You will get the acknowledgement, click OK and you are done. Check your email box for your copy of email sent... **Tip: We Suggest test send one email to self; to review and ensure everything is working correctly, spacing and signature looks professional.**



Once you click OK and this window closes you will be back at the Renters/Inquirers page.

Below is the sample email that was sent:



***These are very powerful marketing tools. You also have the option of building a very large database of clients by downloading these in Excel and uploading them to an Access database which is what we suggest. You should get into the habit of backing up your information locally, on a weekly schedule. I do it every time I update my account, it's easy since access will not accept duplicates if setup correctly...***

End of Send Emails on to Inquiries...

## Inquiries



Property	Inquiry Date	Source	Name	Interested Dates	Rate Quoted	Booked
Dorado Beach Executive Home...	<a href="#">03/11/2007</a>	RentalBot	Perez, Vivienne	04/05/2007 - 04/12/2007	None	No
Dorado Beach Executive Home...	<a href="#">03/17/2007</a>	RentalBot	Ithier, Cindy	08/04/2007 - 08/13/2007	n/a	No
Dorado Beach Executive Home...	<a href="#">03/18/2007</a>	RentalBot	Smith, Awilda	07/08/2007 - 07/14/2007	None	No
Dorado Beach Executive Home...	<a href="#">05/01/2007</a>	RentalBot	Jagdeo, Paul	08/11/2007 - 08/18/2007	None	No
Dorado Beach Executive Home...	<a href="#">05/29/2007</a>	RentalBot	Mejia, Rosemary	07/13/2007 - 07/22/2007	None	No
Dorado Beach Executive Home...	<a href="#">06/15/2007</a>	RentalBot	Corbi, Bernice	12/22/2007 - 12/29/2007	None	No
Dorado Beach Executive Home...	<a href="#">07/24/2007</a>	RentalBot	Ocasio, Nydia	08/20/2007 - 08/27/2007	None	No
Dorado Beach Executive Home...	<a href="#">10/17/2007</a>	RentalBot	Rawdin, Laura	12/21/2007 - 12/31/2007	None	No

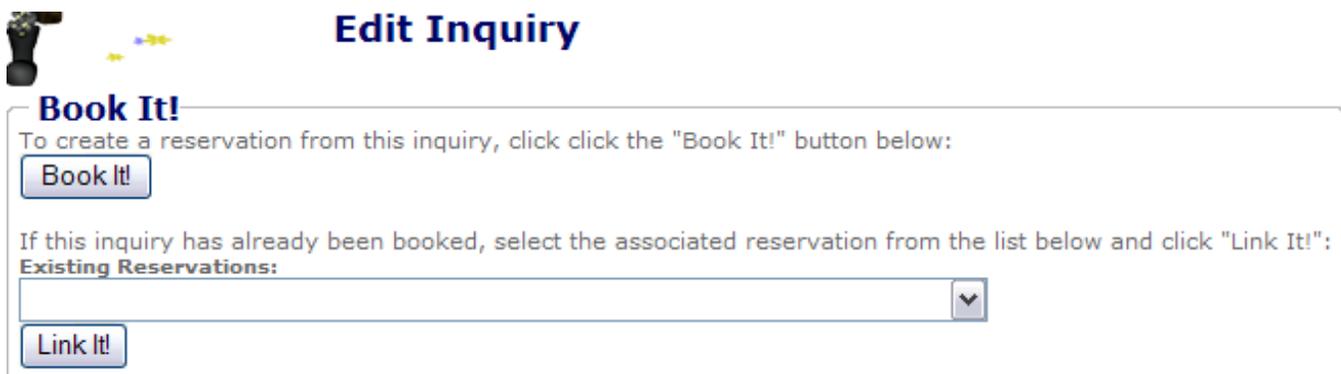
Same format as payments and Task with much of the same features. You can link back to the actual inquiry by clicking on the Inquiry Date.

Select Property and year view.

Show; options are, Booked & Unbooked inquiries, Unbooked Inquiries and Booked Inquiries

Excel; you also have the option of downloading to Excel.

If you click on the Inquiry Date it will open that inquirers inquiry so we can review it. A few nice features to review in the actual Inquiry page for any entry are:



### Edit Inquiry

**Book It!**

To create a reservation from this inquiry, click the "Book It!" button below:

If this inquiry has already been booked, select the associated reservation from the list below and click "Link It!":

**Existing Reservations:**

**Book It!** is a very nice feature in the actual inquiry page view. By clicking on "Book It" will create and open the actual reservation for you to complete. **Step 3 of 3** with all the renter's, information, dates, price; provided you filled it in. It will also breakdown your payments according to how you setup your reservation template.

You also have the option of linking this inquiry to a reservation you already have booked if they are additional guest sending in separate inquiries. Just search for the date/name in the drop down menu.

You can also open that inquirers information by clicking on their name in the inquiry page. Same for the email address; if you click on email URL it will open up your email program and populate the: To: field with the inquirers email address.

**Inquirer**

**Inquirer:**  
[first, jose](#)

**Email address:**  
[jfirst@vdc.com](mailto:jfirst@vdc.com)

**State:**  
DE

**Country:**  
US

End of Inquiry...

### **Billing History:**

Billing history will have all your member payment information, date, time, amount and status with Rentalbot.

### **My Profile:**

Here is where you will record your personal information; Name, email, phone numbers and your address not your rental properties address. *Profile address information will be mandatory starting in July of 2008.*

You will also have access to the following features/tools:

- Email address Change
- Password Change
- Upload Logo for Templates
- Set the Default Currency you do business in

I will provide pictures of this screen on the following page showing all these features and fields...

That is the end of the walk through and explanations of all the tools and services provided to Rentalbot PM Listings clients.

Hope this helps, you always have the option of emailing us at: [support@rentalbot.com](mailto:support@rentalbot.com)

## My Profile:

Sample pictures...

Home > Owner's Dashboard > My Profile

### My Profile

Property Management | Reservations | Payments | Tasks | Renters/Inquiries | Inquiries | Billing History | My Profile

**My Profile**

\* First Name:

\* Last Name:

\* Email Address:

**Phone Numbers**

Home Phone:

Work Phones:

Cell Phones:

Fac:

**Address**

\* Line 1:

Line 2:

\* City:

\* State:  
 ▼

\* Postal Code:

\* Country:  
 ▼

**Confirmation Template Logo**  
Confirmation Template Logo (\*.JPG, \*.GIF, or \*.PNG):



Current logo:  
Your logo may be added to your confirmation template using the [Logo] placeholder.

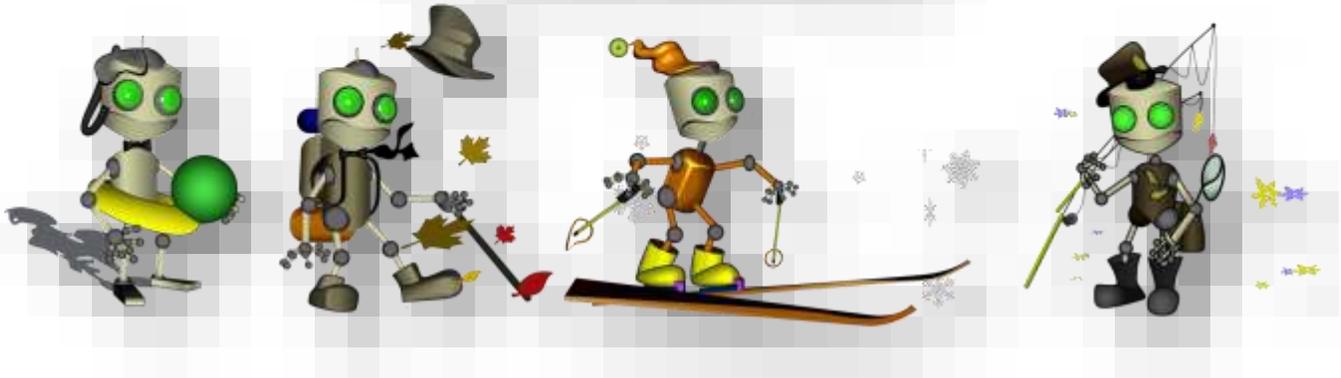
**Preferences**

\* Default Currency:  
 ▼

End of My Profile...

# RENTALBOT™

Vacation Rental Directory



I hope the walkthrough will help you better understand the tools and services Rentalbot has to offer. Like everything else in life you will get what you put into the tools and how often you use them to make you a better operator of your business.

The secret to making this all work is to put some time and planning into getting it all setup and be diligent enough to know that if you enter all your inquiries and properly identify where they came from, update the inquirers/renters information with address, phone numbers and email. Tip: Soon as you get their check if you are accepting checks, record their address.

Making sure you enter all inquiries, reservations and keep everything up to date you will get the full benefit of the stats, email marketing and creating a client list you can download and use anywhere. If you properly plan and setup your system you will also be able to download, reservation, payments and task and import the desired information into your accounting application.

Not everyone who uses Rentalbot's smart tools and services is taking full advantage of it all; but those who do, are reaping the benefits and enjoying a smarting working business process with very little effort. Once they have put the time into getting it working right for them.

I purchased Rentalbot back in 2005 not to make me rich; but to take it to the next level and ensure I continued to have a proven operating system that was working for me!

Thank You for Using Rentalbot,

-Al Rios  
Owner Operator; Rentalbot.com

## Productivity, Organization Tools & Service-

### Evernote

Evernote makes modern life more manageable by letting you easily collect and find everything that matters. From work notes and to-do lists to recipe collections and travel plans, add everything to Evernote to help you get organized without the effort. Great for business productivity and organization



**Manage Your Vacation Rental from Anywhere; with an Internet Connected Device!**