OWNERS PORTAL INSTRUCTIONS

Go to www.resortpro.net/new/owner, enter in your username and password

How to view owners statements:
Statements are finalized the 28th day of the month following occupancy. You will be able to see the statements on the portal after they have been finalized
1. Click on the icon at the top labelled "Reports"
2. Select "Monthly Statement" in left column
3. Click "View Details" on the statement you wish to view.

How to view maintenance work order details:
You may view details for any maintenance charge that gets put onto your statement.
1. Click on the wrench icon at the top of the page labelled "Maintenance Request"
2. Locate the work order you want to gather more details on
3. Click on the magnifying glass in the far left column
4. To view scanned copy of the original invoice select the tab Pics/Attachments
5. Click on the photo to enlarge

How to view reservations currently booked in the property:
1. Click on the icon at the top labelled "View Reservations"
2. You will see a list of all the reservations you have booked for yourself and all the reservations for guests staying at your property.
For Guest Reservations:
The "Room Rent" column is the amount that the management split comes out of.
The "Total Cost" column is the amount the guest is paying which includes taxes and fees.
For Owner Reservations:
The housekeeping charge you see next to owner blocks is not the amount you will be charged for housekeeping. We charge owners by the hour for housekeeping. Final housekeeping cost will be posted onto your owner's statement.

How to view Availability Calendar:
1. Select the calendar icon at the top labelled "Availability Calendar"
2. Boxes in white are nights open available to book
3. Use the color legend at the top to see what other colored boxes represent

How to add an owner block reservation:
1. Click on the key icon at the top of the page labelled "Make a Reservation"
2. Change the "Reservation Type" to "Owner Block"
3. Enter in the "Check In" date and "Check-Out" date
4. Enter in total number of adults
5. Enter in any notes you want added into the "Reservation Comments" field *Please know that notifications do not get sent out when you add a note to a reservation. Please email owner services if you have something you need us to know about the reservation*
6. Scroll to the bottom of the page and select "Make a Reservation"

How to add a non paying guest of owner block reservation:
1. Click on the key icon at the top of the page labelled "Make a Reservation"
2. Change the "Reservation Type" to "Non Paying Guest of Owner"
3. Enter in the "Check In" date and "Check-Out" date
4. Enter in total number of adults
5. Enter in the first name and last name of guest
6. Enter in the email address you want confirmation sent to in the "Email" field
7. Enter in cleaning fee payment instructions in the "Reservation Comments"
    If you want your guest to pay for cleaning email owner services with contact information
8. Scroll to the bottom of the page and select "Make a Reservation"

How to edit a reservation check in or check out date already made:
1. Click on the file icon at the top of the page labelled "View Reservations"
2. Click on "Manage" next to the reservation you wish you change
3. Select "Modify Reservation"
4. Edit the check in or check out date to the right
5. Scroll to the bottom of the page and add notes as to what change you made
6. Select "Complete Reservation Modification"

How to cancel a reservation:
1. Click on File icon at the top of the page labelled "View Reservations"
2. Click on "Manage" next to the reservation you wish to cancel
3. Select "Cancel"
4. Enter in reason for cancellation under "Please explain the cancellation reason"
5. Enter in your portal password in the "Your Password" field
6. Select "Cancel Reservation" at the bottom