Vacation Rental Suite
Client Curriculum
“Setup”

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Setup

In the following units you will be provided with step by step directions on how to properly set up your network and browser configurations, as well as how to enter basic information into Vacation Rental Suite (VRS). This will lay the groundwork for everything you do in VRS.

Setup includes:

- Verifying System Requirements and Settings
- Turning off Pop-Up Blockers
- Setting Internet Explorer to remember Logins & Passwords
- Adjusting Monitor Settings
- Creating an Escapia VRS Desktop Shortcut
- Logging In to VRS
- Using the Home Page
- Entering Business Contact Information
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Note: *All information in **bold** is required to move forward in VRS!*

Unit 1: Supported System Specifications and Settings

Before using VRS, it's important to make sure your computer is running the minimum supported system specifications so that VRS can operate as designed. Please download, or add any requirements prior to setting up VRS.

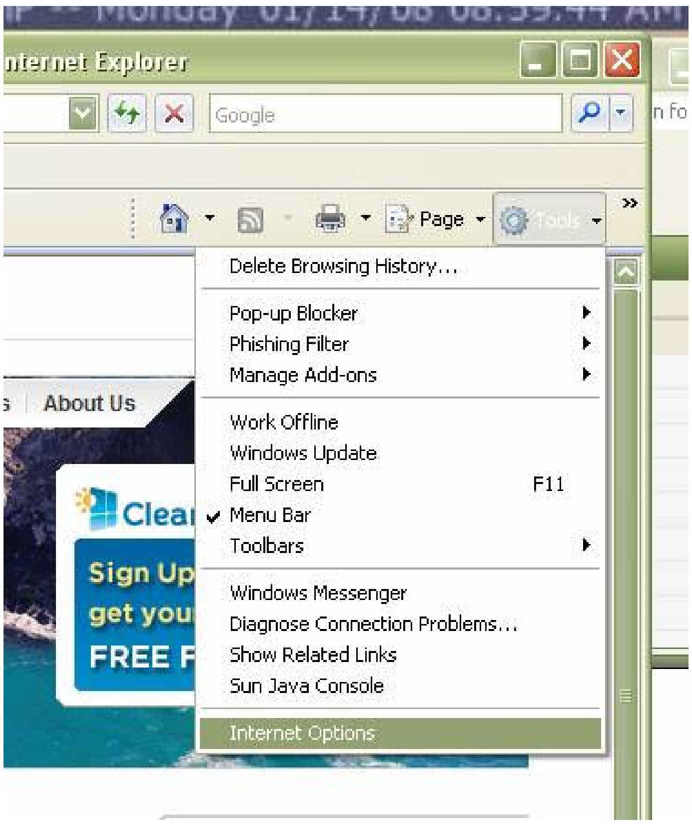
	Minimum	**Recommended**
Processor	1.2 Ghz Pentium III	3.0 Ghz Pentium 4
Operating System (OS)	Windows XP Home	Windows XP Professional, or Windows Vista
Graphics	16 bit Color	24 bit Color
Resolution	800 x 600	1024 x 768
RAM	512 MB	1GB
Hard Drive	10 GB Free Space	40 GB Free Space
Internet	DSL	Broadband
Web Browser	Internet Explorer 6	Internet Explorer 7, or Internet Explorer 8

Note: EscapiaVRS will ***only*** run in the Internet Explorer web browser. If you have a Mac computer, you will need to load the Windows operating system onto it so that you can download the Internet Explorer web browser.

Now that your system specifications are set, you will establish the correct internet options before logging into VRS. In order for VRS to operate as designed, Pop-Up Blockers need to allow VRS as a trusted site. To do this, you need to turn off pop-up blockers. (See the steps on how to do this on the next page.)

Instructions for Configuring IE7 & IE8 for use with EscapiaVRS

Tools > Internet Options



Click Security tab

Click Trusted Sites (green check mark) icon

Click Sites button

Uncheck the "Require server verification box…" check box

Enter the following in "Add this website to the zone:" :

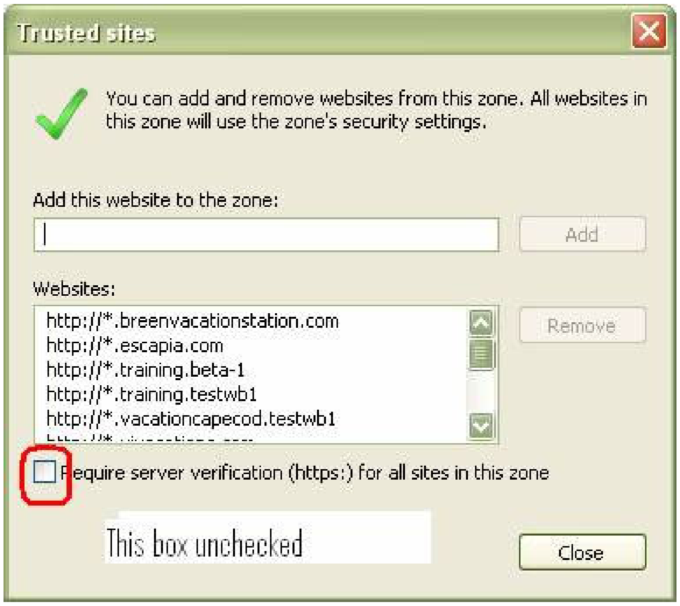
http://*.escapia.com

Click Add

Enter the following in "Add this website to the zone:" :

https://*.escapia.com

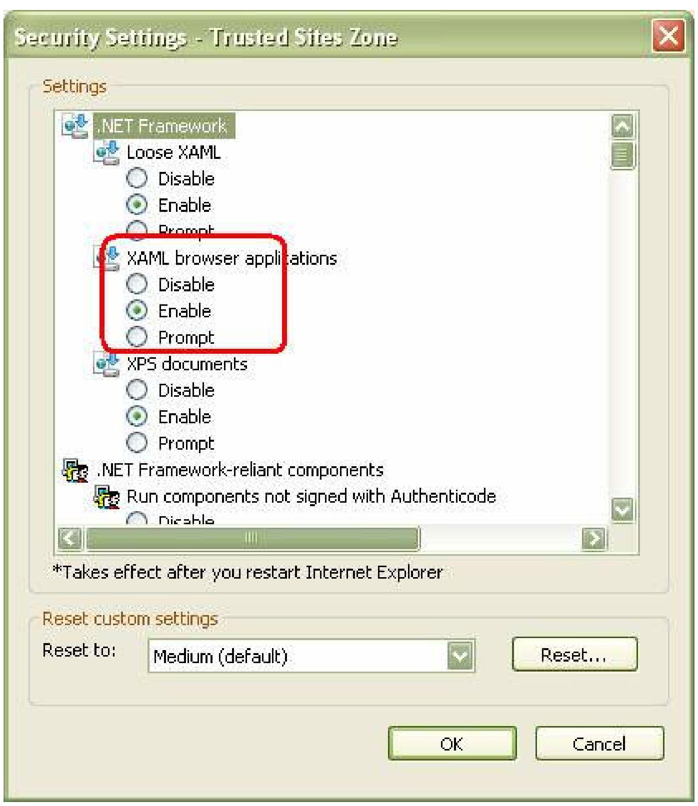
Click Close



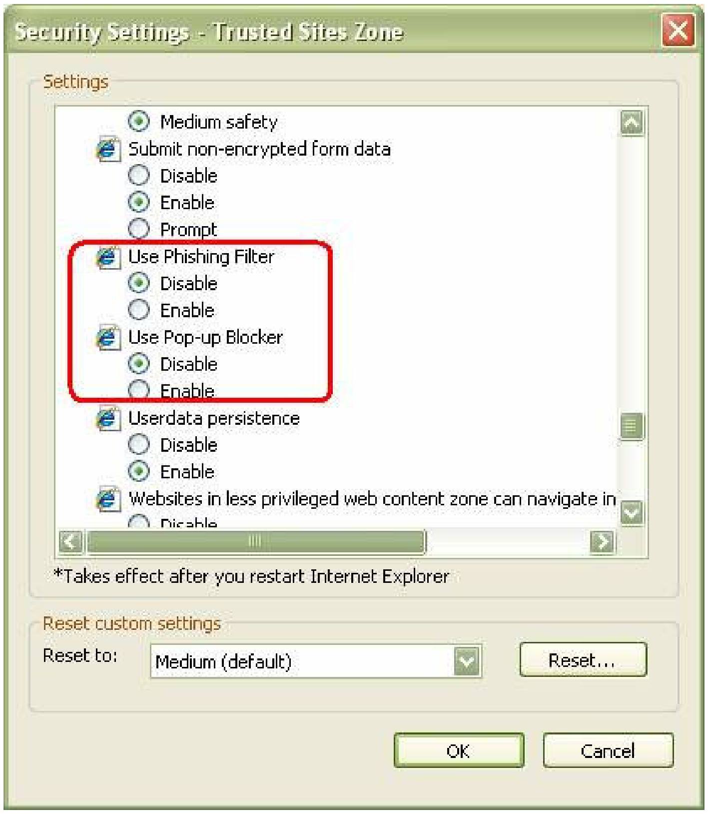
Click Custom Level.

Any setting that has the option of Enable or Disable mark it as Enable

If there is no option of Enable then leave it as it is.



Except make Phishing Filter and Pop-up Blocker as Disable



Click on Privacy Tab

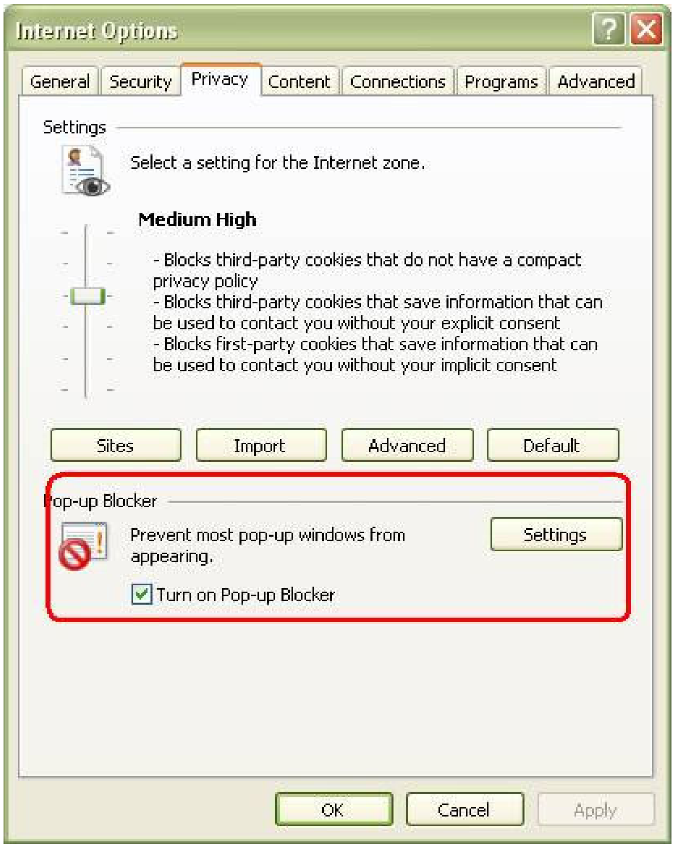
Check the box to turn on Pop-up Blocker

Click Settings

Put the following in the box “Address of website to allow:” :

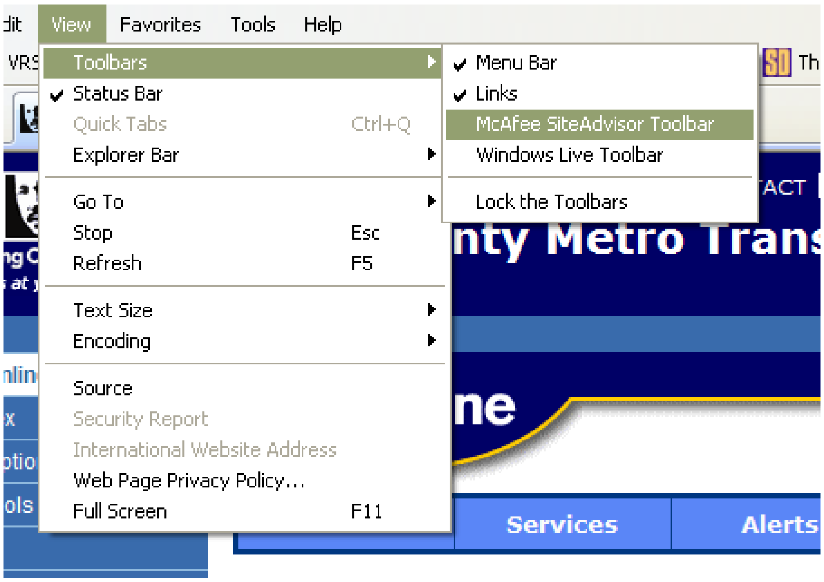
*.escapia.com

Click Add



Click Close
Click OK.

Uncheck any third party pop up blockers such as Google, MSN, Yahoo! in View > Toolbars



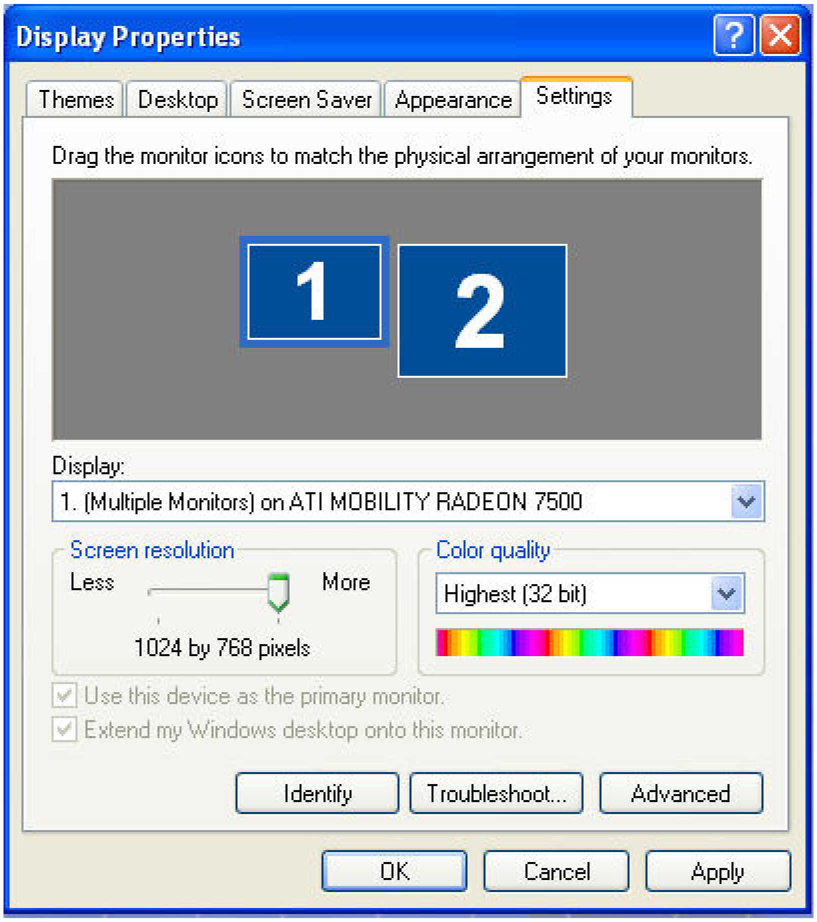
Close all IE windows and open a new one for the settings to take effect.

Note: if you have something called MyWebSearch installed in your browser you will need to uninstall this via the Control Panel > Add Remove Programs.

Check with your IT department for regulations on setting Internet Explorer to remember Logins and Passwords. This is not a requirement of VRS, but rather a company preference.

Adjusting Monitor Settings

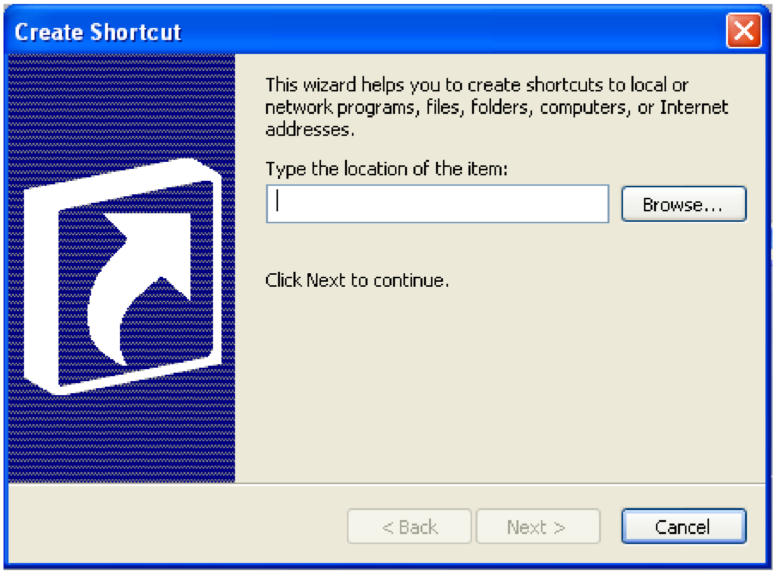
Right Click Desktop > Properties > Settings



- Right Click on your “Desktop”
- Go to “Properties”
- Select the “Settings” tab
- Check the screen resolution (suggested setting 1024 X 768)
- Select “Apply”
- Select “Save”

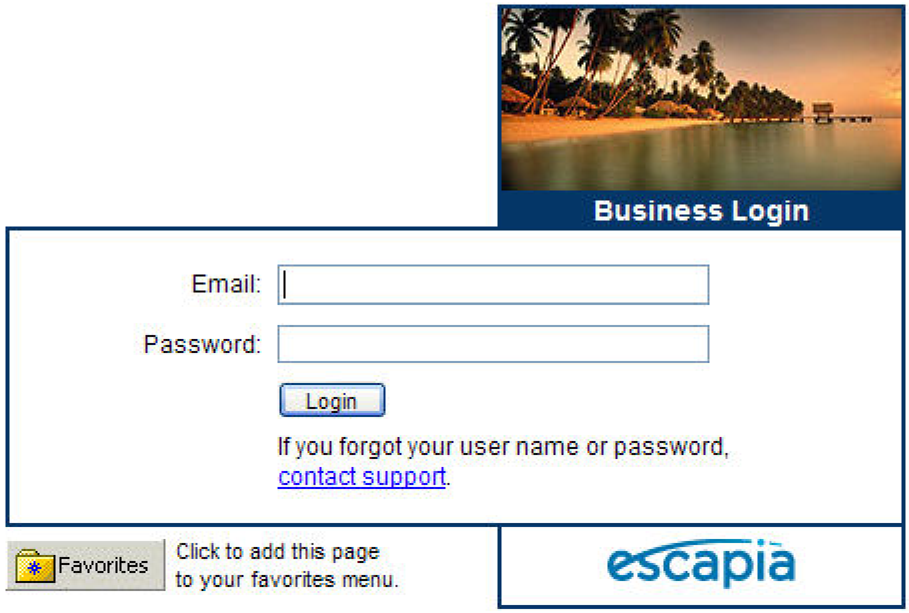
Creating an Escapia VRS Desktop Shortcut

Desktop > New > Shortcut



- "Right Click" on your desktop
- Select "New" from the drop down list
- Select "Shortcut" from the drop down list
- Enter your VRS URL in the location window
- Select "Next"
- Name the shortcut "Escapia VRS"
- Click "Finish"

Logging In to VRS
Desktop > VRS Shortcut



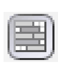
- Double Click on the “Escapia VRS desktop shortcut”
- Enter “Your e-mail address”
- Enter “Your password”
- Click the “Login” button

Unit 2: Using the VRS Home Page

The Customer Home Page represents the latest updates and news about Esacpia and Vacation Rental Suite (VRS). You will navigate through this information by using Icons, Menu Tabs, and Links.

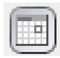
Notice the “Trusted Site” icon located at the bottom right of the home page window.

Using Home Page Icons (Located across the top of your Home Page)



Reservation Grid: The Reservation Grid provides you with an overview of the current Bookings, Holds, and Reservations. You will be able to see at a glance which units are available for rent or lease. In Chapter 2 you will learn what types of tasks you can execute from the Reservation Grid, as well as how to look up information.

Calculator: Available for your calculating convenience.

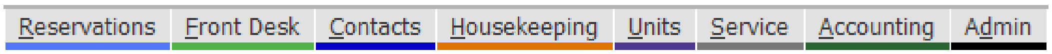


Calendar: Allows you to view bookings for past, present, and future dates.

Find Contacts: After selecting the Find Contacts Icon, you can search for all contacts that are currently stored in VRS, or locate a contact within a specific department. When searching for contacts, returning guests will automatically populate.

New Contacts: You can create a contact for a selected department, or search for a current contact that is already in VRS.

Using Home Page Menu Tabs



There are 6 main Menu Tabs on your Home Page. Below are the main categories within each tab.

Reservations • New Reservation • Reservation Grid • Reservation Grid Search • Find Reservation • Find Hold • Setup • Reports	**Units** • Units • Unit Groups • Locations • Pricing Plans • Verify Pricing • Classic Rates • Seasons • Owner Contracts • User Reviews • Reports
Front Desk • Check In Guest • Check Out Guest • Generate Booking Correspondence • Reports	**Service** • Service Orders • New Service Order • Reports • Setup
Contacts • Find All Contacts • Find Contacts by Role • Create New Contacts • Create New Contacts by Role • Reports	**Accounting** • Chart of Accounts • Journal Documents • Processing Booking Revenue • Manage Batches • Accounts Receivable • Accounts Payable • Banking • Statements • Set-Up • Reports
Housekeeping • Mange Housekeeping	**Administration** • Set-Up

• Reports	• Reports

Customer Home information and Updates

In the main section of the customer home you will find valuable information about your VRS. Some of the things you will see in this section are:

Notifications & Updates: Information regarding new features, upcoming releases, new partner announcements, events, and programs. Be sure to check back here often as the homepage is updated multiple times through the week.

Knowledge Base: Search or browse through our knowledge base full of “how to” and troubleshooting articles.

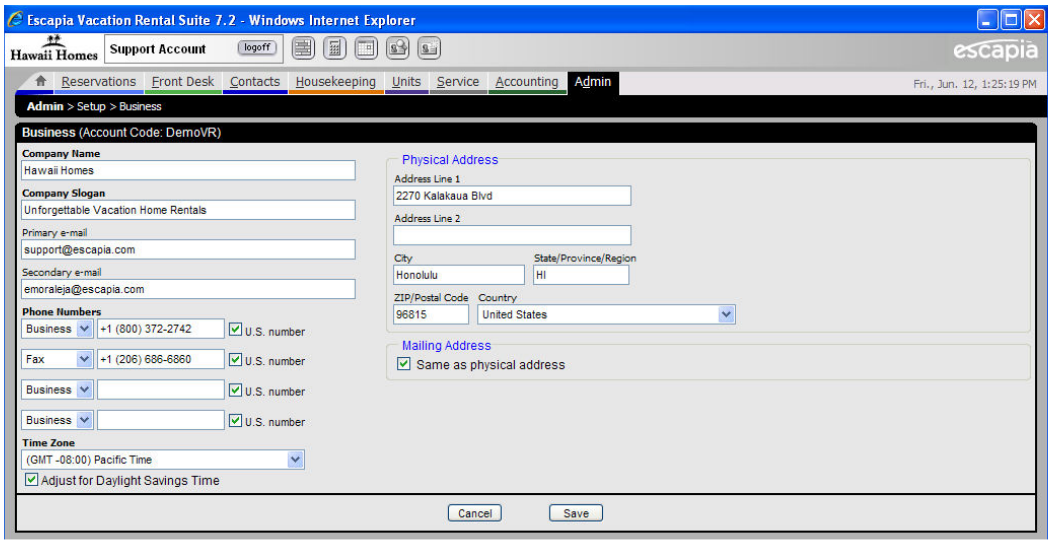
Training: View training videos, read through training curriculum and FAQs (Frequently Asked Questions), as well as view the training schedule and log in to training classes.

Release Notes: View the features and fixes that were included in past releases.

Unit 3: VRS Default Information

Entering Business Contact Information

Admin > Setup > Business



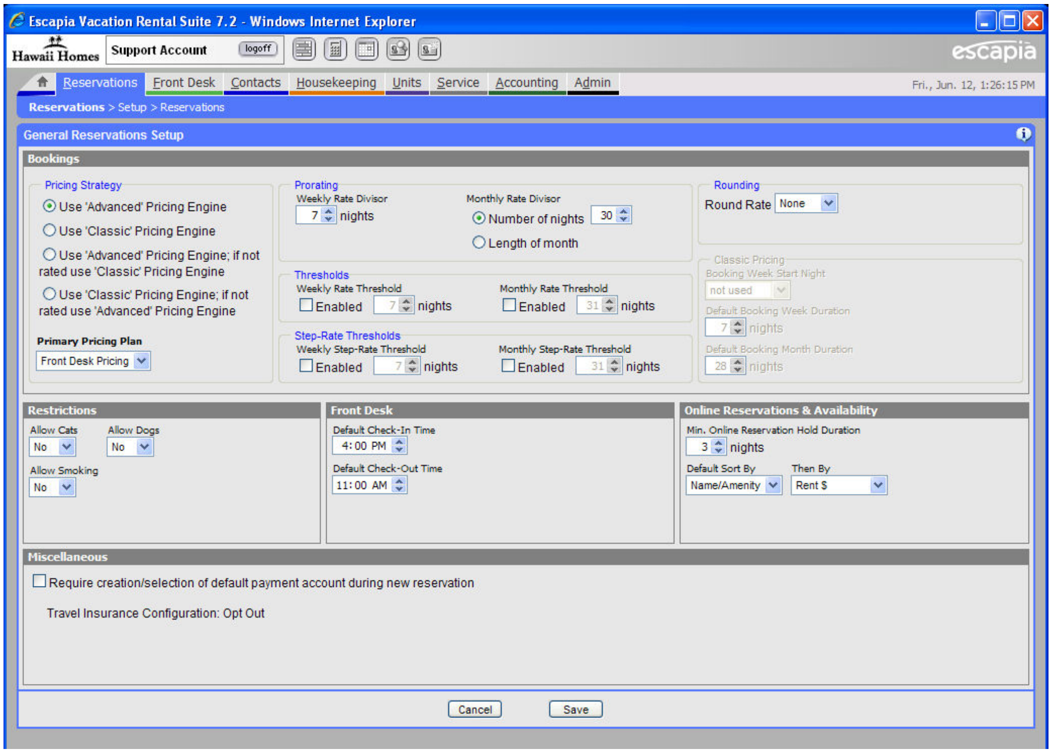
- Enter your "Company Name"
- Enter your "Company Slogan"
- Enter your "Primary Email" address
- Enter your "Phone Number(s)"
- Enter your "Address"
- Select "Save"

The information in **bold** is required to move forward in VRS. When entering your company email, make sure to use an address that is checked frequently, as your online reservation hold alerts will be sent there.

Please Note:
This information tied directly to Web Portal Contact Us information. Changes made in this section will appear on the Portal site.

Entering General Default Reservation Settings

Reservations > Setup> Reservations



Bookings:

- Select "Use 'Advanced' Pricing Engine (*The ability to select either 'Classic' or 'Advanced' Pricing is for clients that were implemented prior to the Advanced Rate Engine being available.)*
- Select the "Weekly Rate Divisor"
- Select the "Monthly Rate Divisor"
- Select Weekly & Monthly Thresholds
- Select Step Rate Thresholds if applicable

Restrictions:

- Select the Cat, Dog, or Smoking restrictions if any

Front Desk:

- Enter the Default "Check-In Time"
- Enter the Default "Check-Out Time"

Online Reservations & Availability:

- Select the minimum nights required for a guest to make a reservation on line.
- Select the default sort order that units will be sorted by on your website

Miscellaneous:

- Put a checkmark in the miscellaneous box if you require your reservationists to take payment information when creating a reservation.

If this is selected, the reservationists will not be able to complete the reservation process without out obtaining the payment information.

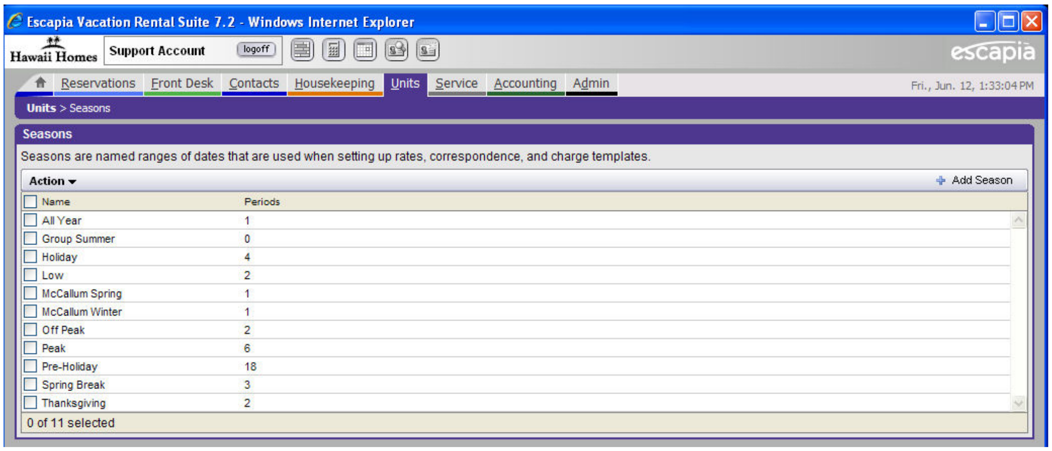
- Select “Save”

The information you’ve enter in the General Reservations Setup window will affect all the units in VRS. You have the option to change the reservation settings for a specific unit in the “Unit Details” screen located at (*Admin > Setup > Unit > Unit Details*).

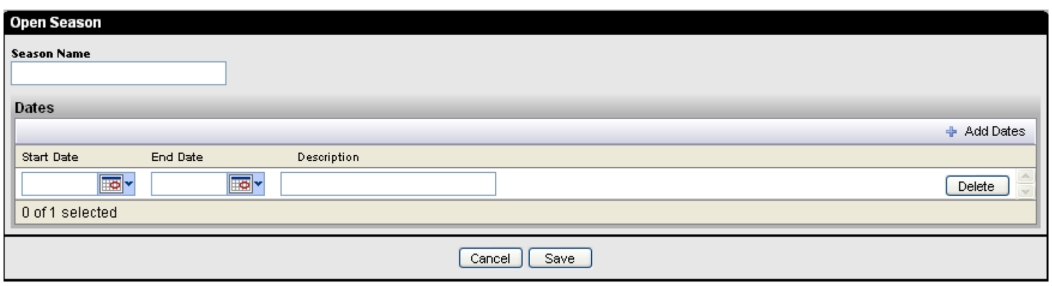
Unit 4: VRS Tasks

Adding a New Season

Admin > Setup> Seasons or Units > Seasons



Setting up "Seasons" is one of the first steps in establishing your rates. Seasons will regulate what rates apply in a specific season. In the seasons window you will see a list of established seasons. To add a new season, select the "Add Season" button on the right side of the window.



From the "Open Season" window you will need to enter the following information.

- Enter the "Season Name"
- Select the "Add Dates" button on the right of the window
- Select the "Start Date"
- Select the "End Date"
- Enter the "Description"
- Select "Save"

To Delete a Season

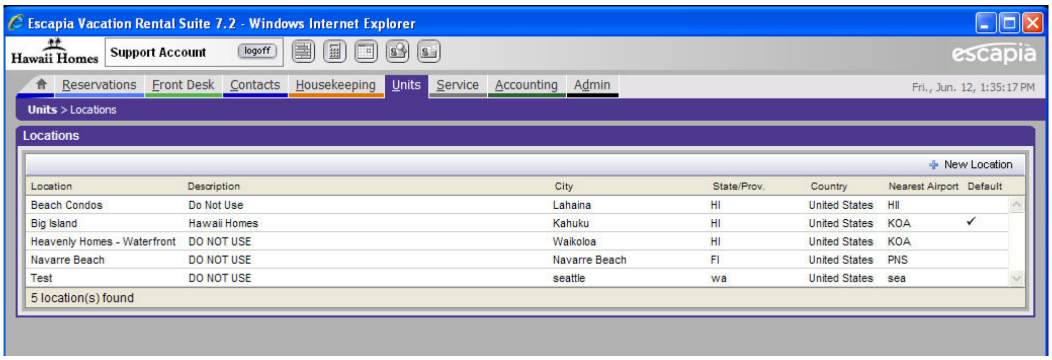
- From the "Seasons" window, put a checkmark in the box next to the desired season
- Click on the **bold** "Action" pull down bar
- Select "Delete"

To Edit a Season

- Highlight the desired season with your mouse and click
- Make the changes
- Select “Save”

Adding a New Location

Admin > Setup> Locations or Units > Locations

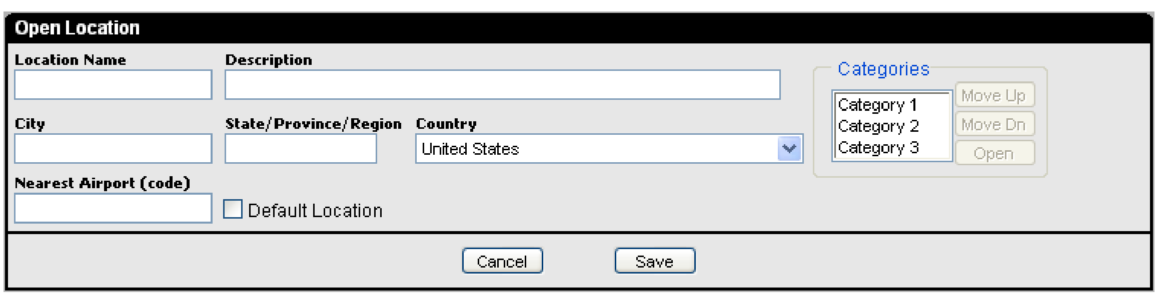


A location can be described as the company or agency name. There should be only one location in the “Locations” window above at all times. This is usually established for you by Escapia. For the location (company or agency), you have the option to establish three “Categories” which are searchable by your customers via the internet. Within each of the three categories, you can create as many “Options” as you need to describe each of the categories.

Creating a New Category

Admin > Set-Up > Locations

From the “Locations” window above, click on the “New Location” button on the right.



For each category you can describe specific characteristics or features of the property or area. All three categories are searchable in the VRS Reservation Grid, in the VRS Manage Unit Screen, and on your Escapia consumer/portal website. The key to creating categories is to keep it simple. The following is an example of how to effectively use categories and options.

Category 1 = Area
Option: West Beach

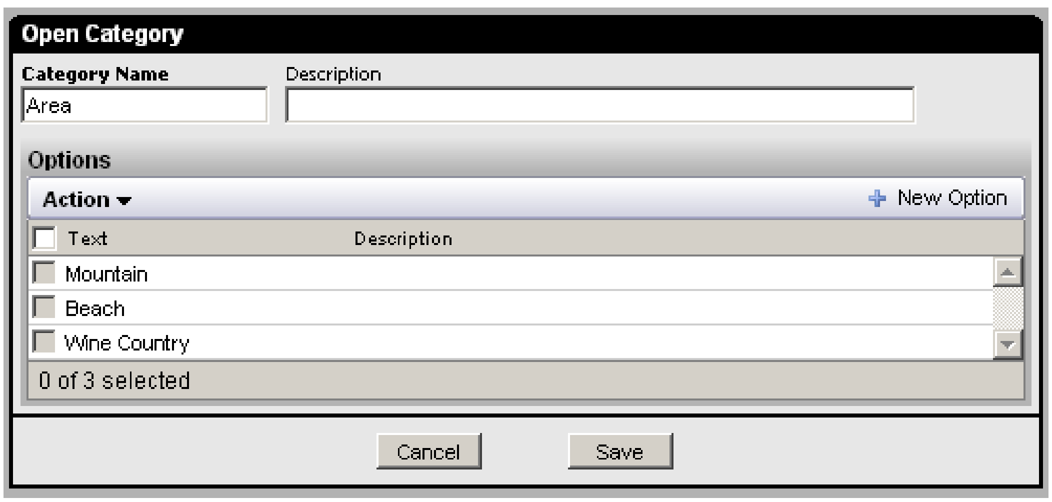
Option: North Shore
Option: East Ridge

Category 2 = View
Option: Water
Option: Mountains
Option: City

Category 3 = Hot Tub/Pool
Option: Hot Tub Yes
Option: Pool Yes
Option: None

Each category and option that you create will be unique to your business needs.

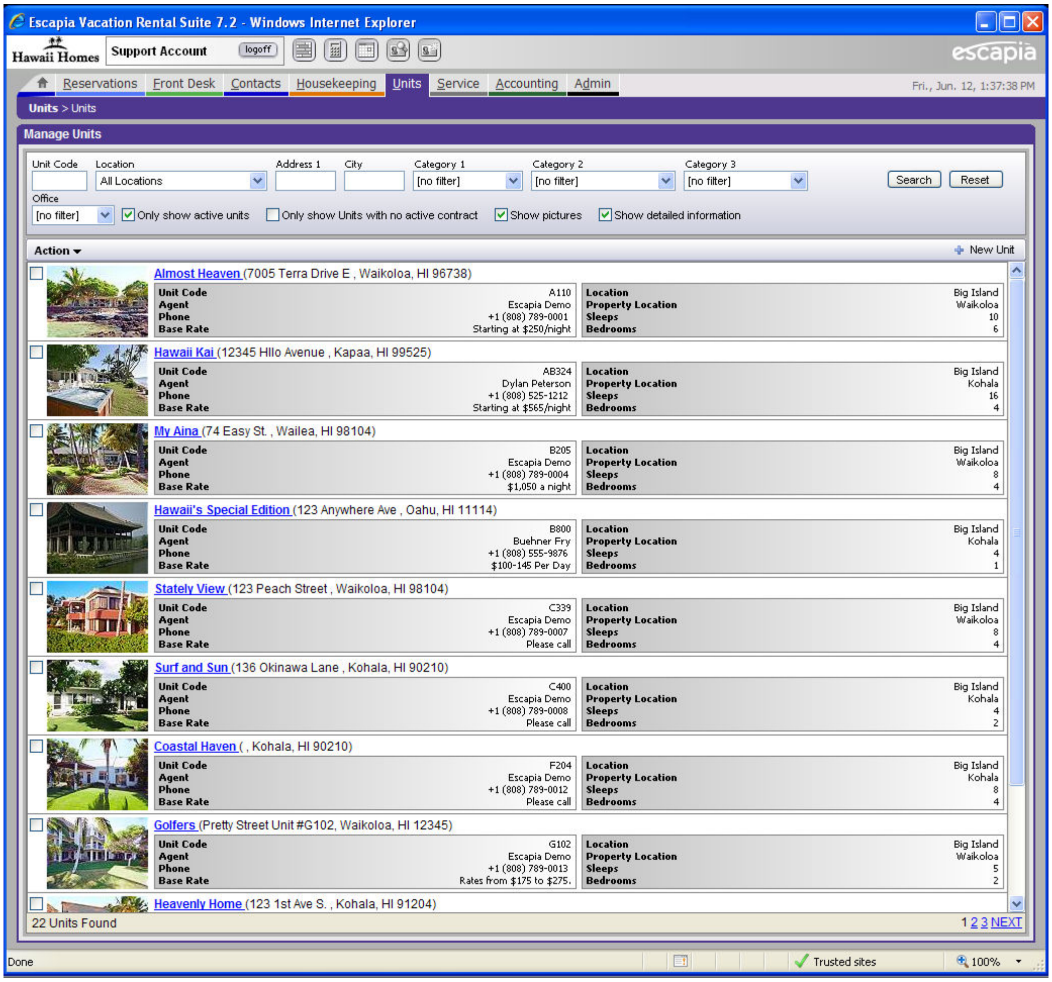
- Click on the ADMIN tab
- Click on the SETUP menu
- Select the LOCATIONS option
- Click on the DEFAULT LOCATION record to view its settings
- In the OPEN LOCATION screen, on the right side are three CATEGORIES
- Double click on any of them to open the category and change its settings



- In the CATEGORY NAME field - Enter a Category Name
- In the DESCRIPTION field – enter a description of the category if needed
  - If the category name is self explanatory and does not need further elaboration – leave the field blank
- Click the SAVE button to save the name information
- Double click on the category again to make option setting changes
- To add an option – click the NEW OPTION button
- In the OPTION TEXT field - Enter an Option
- In the DESCRIPTION field – enter a description of the option if needed
  - If the option text is self explanatory and does not need further elaboration – leave the field blank
- Click the SAVE button to save the Option information
- Click the SAVE button to save the Category Information
- Click the Save button to save the LOCATION changes

Managing Units

Units Tab



When adding a New Unit, the first window you will see is the “Manage Units” window. Here you can view unit information at a glance, as well as search for units based on the locations or categories you have selected in the search section at the top of the window. When you move your mouse from one property to the next, you will notice the property will be highlighted and ready for selection. You can go directly to unit information by clicking on the property picture. By clicking on the blue hyperlink to the right of the picture you can view the unit information as it is seen on the website.

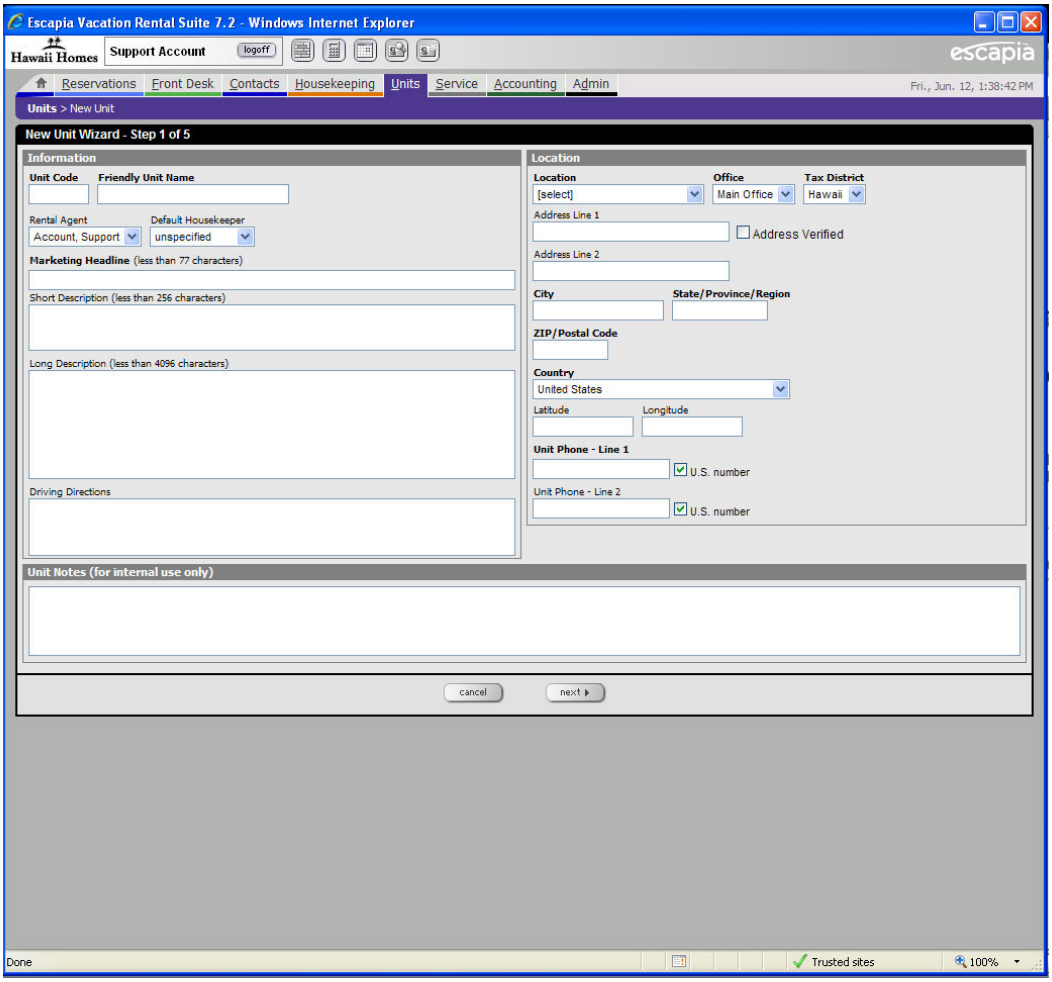
If you have multiple property pages, you will see the word “NEXT” located at the bottom right for selection. You can go to a specific page number by clicking on the desired number.

- Click on the ADMIN button
- Click on the SETUP menu
- Click the UNITS option

Adding a New Unit

There are five (5) steps to adding a new unit. To add a new unit, click on the “New Unit” button on the top right side of the “Manage Units” window. This will open the “New Unit Wizard” – Step 1 of 5.

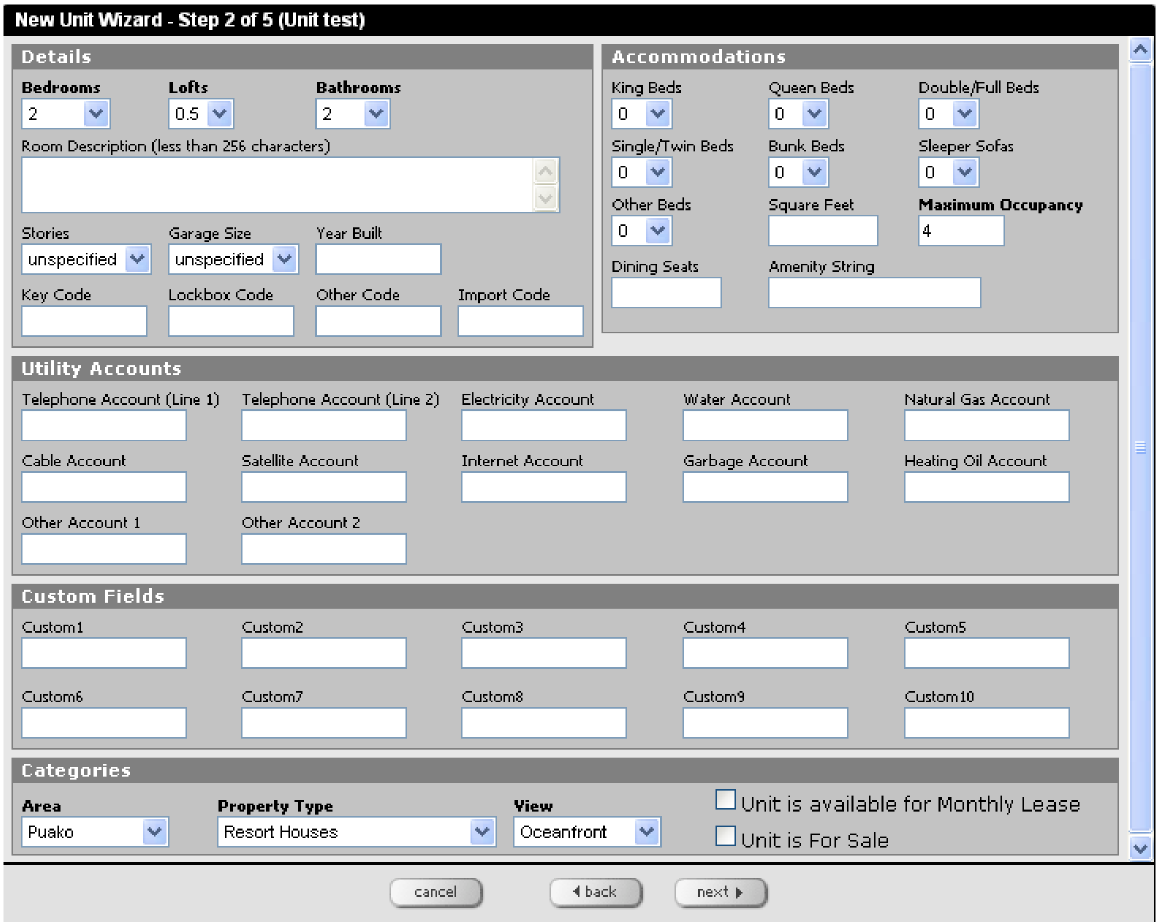
Step 1



- Enter the “Unit Code”
- Enter the “Friendly Unit Name” (Seen on customer correspondence)
- Enter the “Marketing Headline” (This will appear on EscapiaNET partner sites if you participate in EscapiaNET. Ex: *Gorgeous beach front home with hot tub and bay windows.*)
- Enter the “Location” of the Unit
- Enter the “Office”
- Enter the “Tax District”
- Enter the “City, State, Zip”
- Enter the “County”
- Enter the “Unit Phone”
- Select “Next”

Like always, the more information you enter into VRS, the better it will be for your correspondence and records. Although the “Short & Long Descriptions” are not in bold, it would benefit you to enter them, as the “Short Description” will be seen in “Unit Information” in the “Location” tab, and the “Long Description” will be seen in the unit description on the website.

Step 2

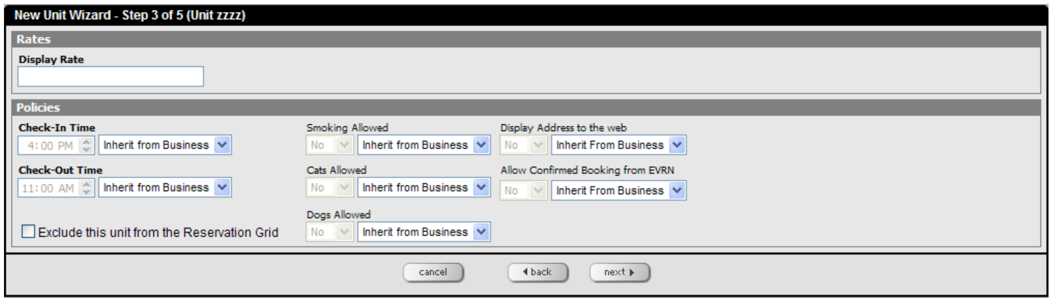


In Step 2 you will enter the specific details about the unit such as number of bedrooms, bathrooms, etc.

- Select the number of “Bedrooms”
- Select the number of “Lofts” if applicable
- Select the number of “Bathrooms”
- Enter the “Maximum Occupancy” allowed for the unit
- Select the three appropriate “Categories”
- Select “Next”

The categories that you select in this window were created when you set up “Units & Locations” (*Admin > Setup > Locations or Units > Locations*). You will need to set up the categories before entering units so that they can be selected and you can move forward in VRS. The “Utility Account” fields allow you enter account numbers and contact information. The “Custom Fields” can be used as you like.

Step 3

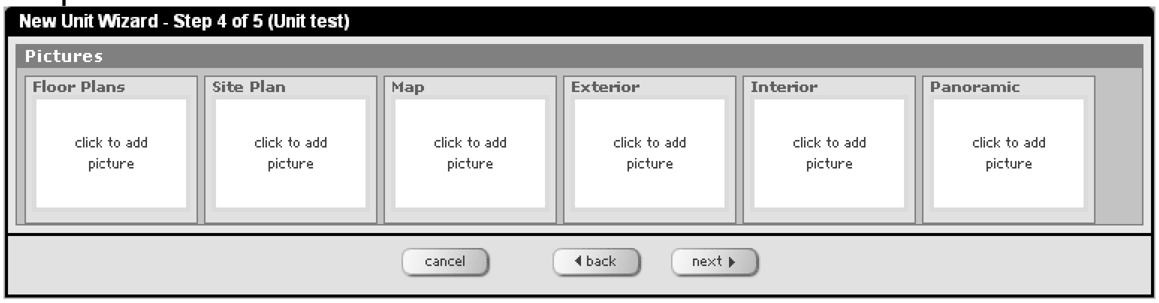


- Enter the unit “Display Rate” (Visible to the customer)
- Verity the settings in the “Policy” section

The “Inherit from Business” policies come from the “General Default Reservation Settings” located at (*Reservations* > *Setup* > *Reservations)*. To change a default policy, do the following:

- Click on the “Inherit from Business” drop down menu
- Select “Use This Entry”
- Change the policy to the desired state
- Click on the “Save” button on the bottom of the window
- Click on the “Next”

Step 4

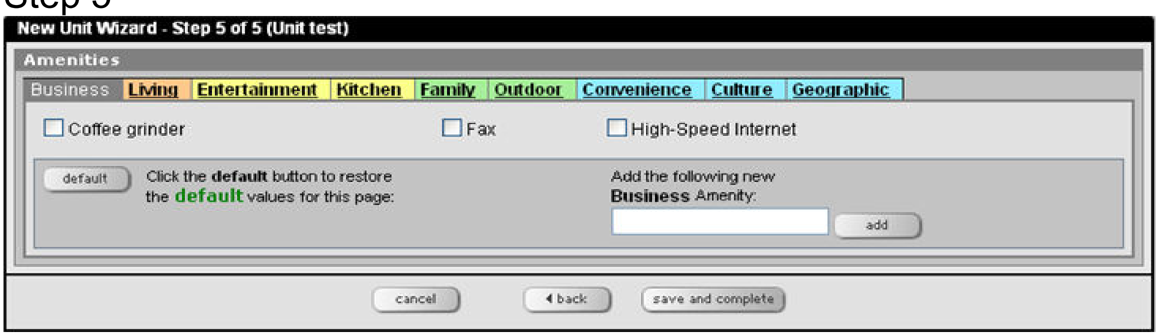


In Step 4 you will see six (6) types of picture box's, such as Floor Plans, Exterior, etc. This does not limit you to having only six (6) pictures. You can upload as many pictures as you'd like, as long as you upload them in the correct box. To upload a picture, do the following:

- Click on the box that correlates to the type of picture you're uploading
- Click on the "Browse" button and located the desired picture
- Click on the "Upload" button
- Type in the "Picture Name" if desired
- Select the picture "Display Order" if you've loaded multiple pictures for one type
- Type a "Picture Description" if desired
- Click on the "Save" button located under the picture description box
- Click on the "Save" button at the bottom of the window

You can select which picture you'd like your customers to see as the primary photo when they select a picture type from the web site. The remaining pictures will remain as thumbnails until they are clicked on, at which time they will become larger for viewing. The "Exterior" picture will be the primary picture used in the "Manage Units" window. When loading pictures, it is recommended that the picture is no larger than100KB and in JPG form. Avoid saving pictures in bitmap form because they are too large and can provide VRS challenges within your site. To help speed up the process of loading pictures, it's recommended that you have your property pictures pre sized and saved in a folder. Once the pictures have been loaded, you're ready to select the Amenities for the unit.

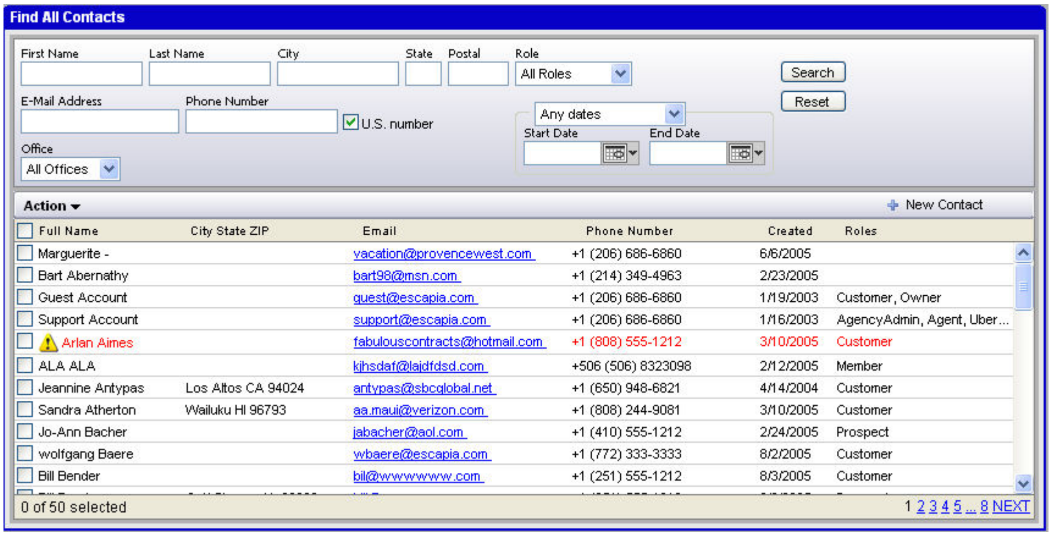
Step 5



Amenities are for description purposes and are currently not searchable via the web site. Selecting the appropriate amenities for each unit will allow reservationists to search for units based on these selections when making a reservation. The Amenities you select are seen on the units web page, as well as in customer correspondence.

Adding a New Contact

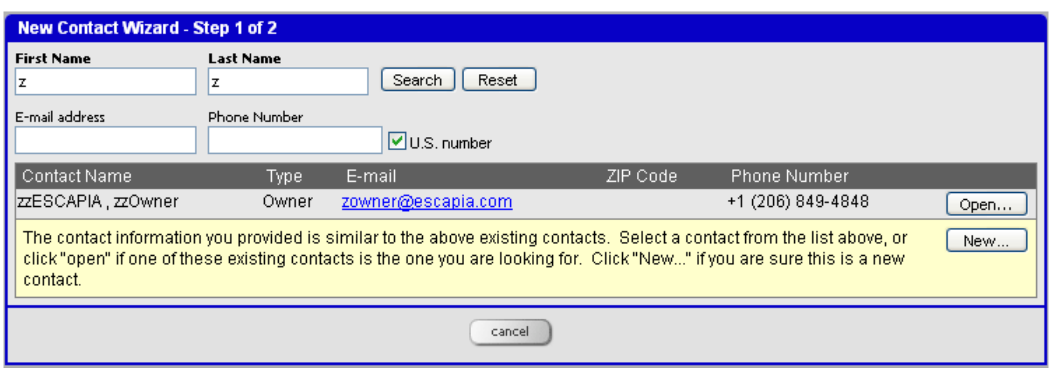
Find Contacts ICON > All Contacts



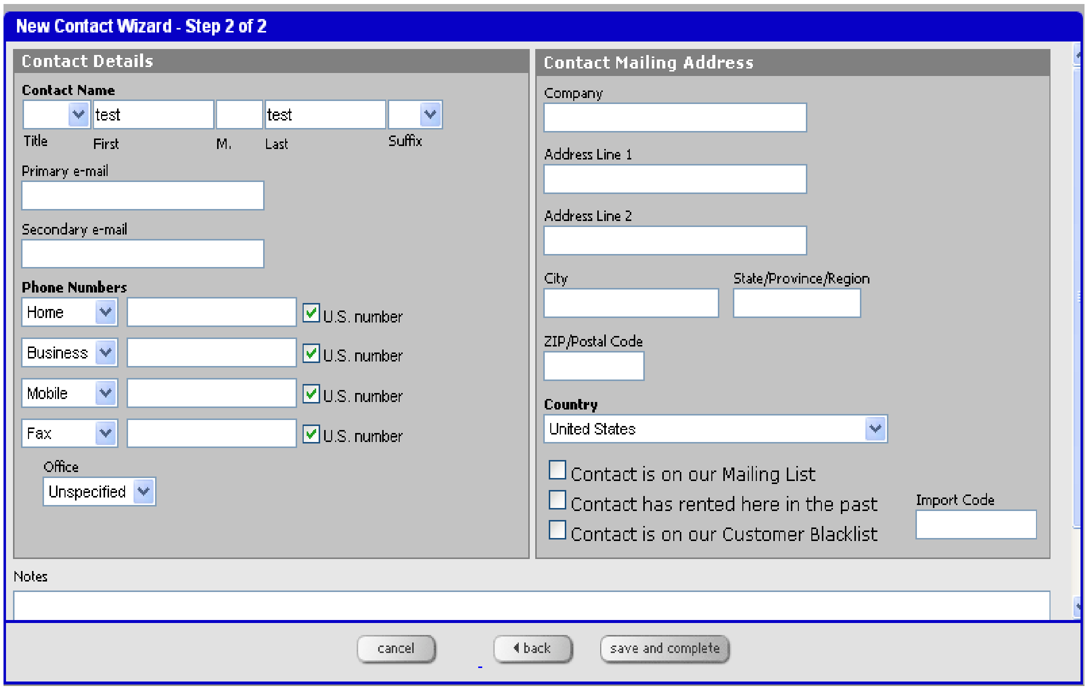
When adding a New Contact, you'll want to make sure the contact is not currently in the VRS database. This will eliminate repetition and expedite your processes. From the "Find All Contacts" window do the following:

- Enter "First Name"
- Enter "Last Name"
- Select "Search"

The search filter on the top of the window allows you to search by using filters such as a phone number, date range, role, and etc. If there is more than one page of contacts you will see "NEXT" on the bottom right of the window. If the name submitted has a match, the database will alert you of the possible match. You may also get an alert if your customer has been blacklisted. There are two steps to entering a new contact. The first step is to select the customer in the list below (if they are in the VRS database), or select the "New" button on the bottom right of the screen to move forward.



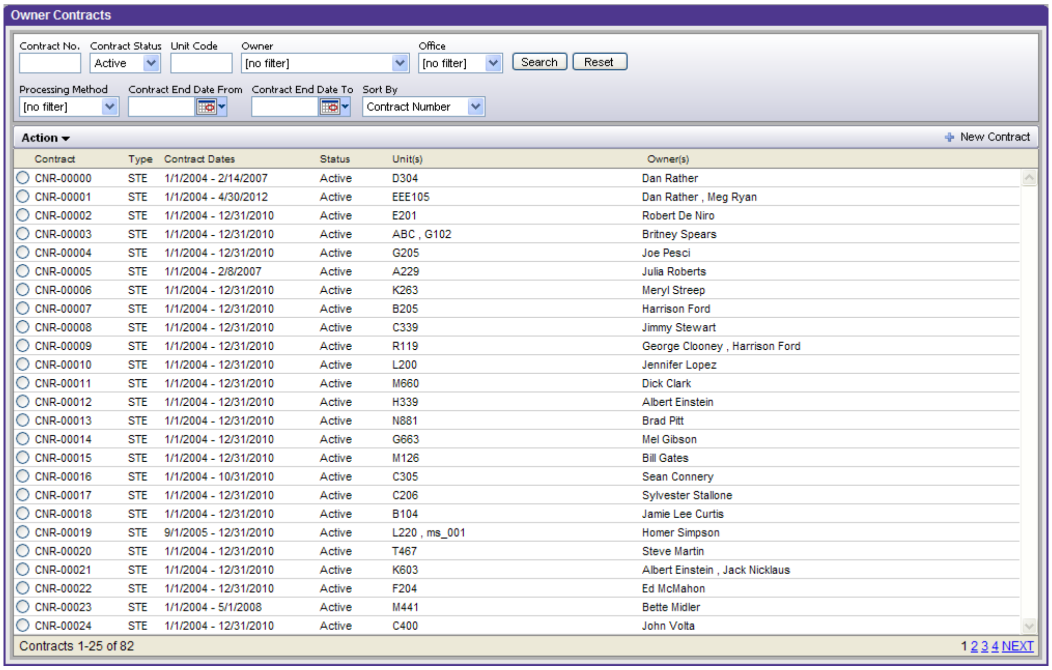
After selecting the “New” button, you will be taken to the screen below where you will enter the customer contact information. The more customer contact information you enter, the richer your customer correspondence can be.



- Verify the “Contact Name"
- Enter the customers “Primary e-mail address”
- Enter the customers “Phone Number(s)”
- Enter the customers “Contact Mailing Address”
- Capture any additional information you can
- Select “Save and Complete”

Creating a New Owner Contract

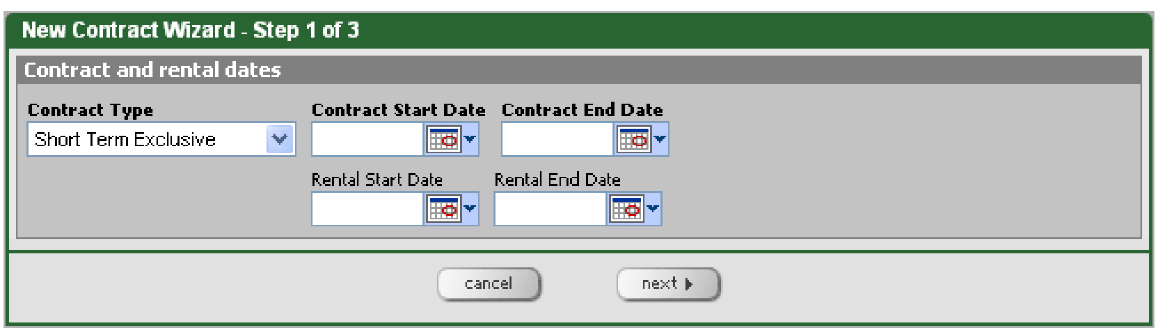
Accounting> Setup> Owner Contracts or Units > Owner Contracts



Contract	Type	Contract Dates	Status	Unit(s)	Owner(s)
CNR-00000	STE	1/1/2004 - 2/14/2007	Active	D304	Dan Rather
CNR-00001	STE	1/1/2004 - 4/30/2012	Active	EEE105	Dan Rather , Meg Ryan
CNR-00002	STE	1/1/2004 - 12/31/2010	Active	E201	Robert De Niro
CNR-00003	STE	1/1/2004 - 12/31/2010	Active	ABC , G102	Britney Spears
CNR-00004	STE	1/1/2004 - 12/31/2010	Active	G205	Joe Pesci
CNR-00005	STE	1/1/2004 - 2/8/2007	Active	A229	Julia Roberts
CNR-00006	STE	1/1/2004 - 12/31/2010	Active	K263	Meryl Streep
CNR-00007	STE	1/1/2004 - 12/31/2010	Active	B205	Harrison Ford
CNR-00008	STE	1/1/2004 - 12/31/2010	Active	C339	Jimmy Stewart
CNR-00009	STE	1/1/2004 - 12/31/2010	Active	R119	George Clooney , Harrison Ford
CNR-00010	STE	1/1/2004 - 12/31/2010	Active	L200	Jennifer Lopez
CNR-00011	STE	1/1/2004 - 12/31/2010	Active	M660	Dick Clark
CNR-00012	STE	1/1/2004 - 12/31/2010	Active	H339	Albert Einstein
CNR-00013	STE	1/1/2004 - 12/31/2010	Active	N881	Brad Pitt
CNR-00014	STE	1/1/2004 - 12/31/2010	Active	G663	Mel Gibson
CNR-00015	STE	1/1/2004 - 12/31/2010	Active	M126	Bill Gates
CNR-00016	STE	1/1/2004 - 10/31/2010	Active	C305	Sean Connery
CNR-00017	STE	1/1/2004 - 12/31/2010	Active	C206	Sylvester Stallone
CNR-00018	STE	1/1/2004 - 12/31/2010	Active	B104	Jamie Lee Curtis
CNR-00019	STE	9/1/2005 - 12/31/2010	Active	L220 , ms_001	Homer Simpson
CNR-00020	STE	1/1/2004 - 12/31/2010	Active	T467	Steve Martin
CNR-00021	STE	1/1/2004 - 12/31/2010	Active	K603	Albert Einstein , Jack Nicklaus
CNR-00022	STE	1/1/2004 - 12/31/2010	Active	F204	Ed McMahon
CNR-00023	STE	1/1/2004 - 5/1/2008	Active	M441	Bette Midler
CNR-00024	STE	1/1/2004 - 12/31/2010	Active	C400	John Volta

At the top of the Owner Contracts window above you have the option to search for contracts that are currently in VRS by using filters. If you want to delete a contract, select the appropriate radio button next to the desired contract, click on the **bold** "Action" menu bar and select "Delete". If there is more than one page of contracts you will see "NEXT" at the bottom right of the window. To create a new contract, select the "New Contract" button on the right side of the window. This will take you to the New Contract Wizard – Step 1 of 3.

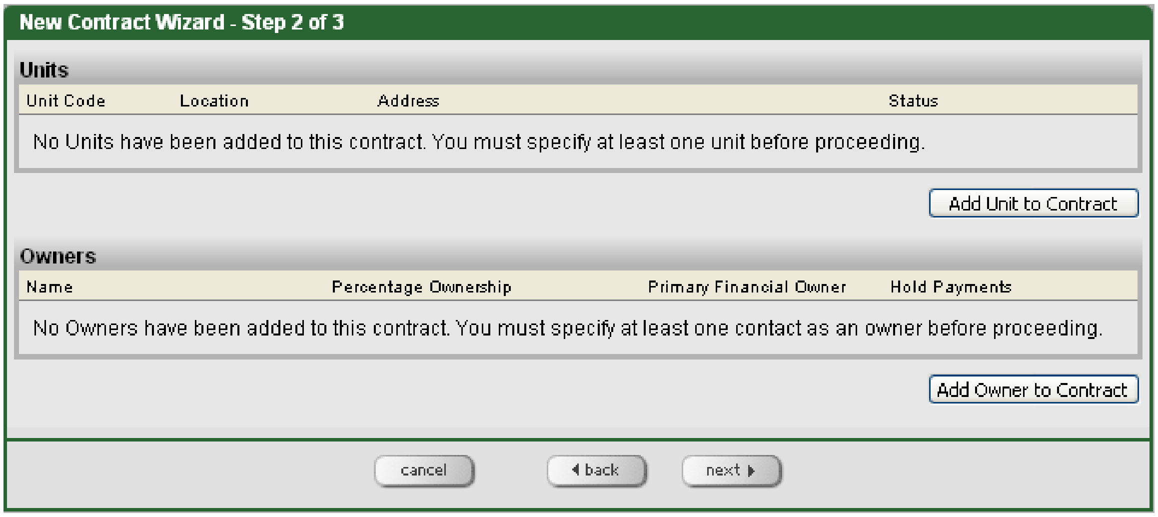
Step 1



- Select the "Contract Type"
- Enter the "Contract Start Date"
- Enter the "Contract End Date"
- Select "Next"

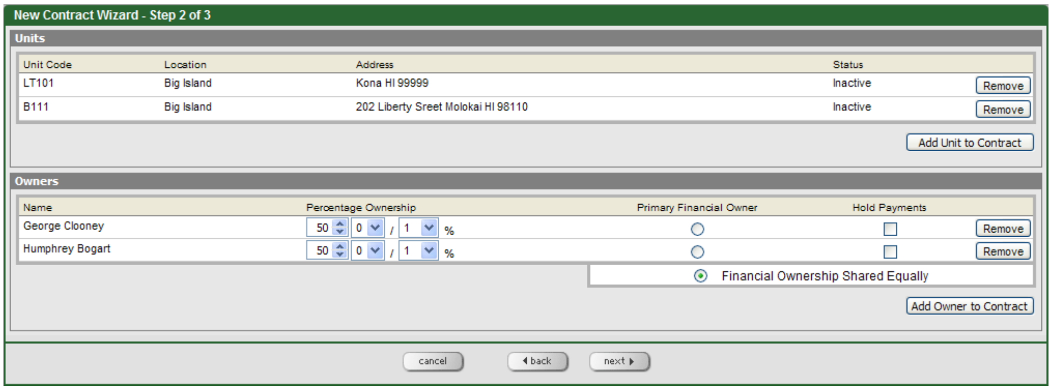
The Rental Start Date and Rental End Date are used when promotional rates are being used for the reservation. This will designate what time frame the promotion was offered and when it can be used.

Step 2



In Step 2 you will combine the Unit(s) and the Owner(s) in the contract.

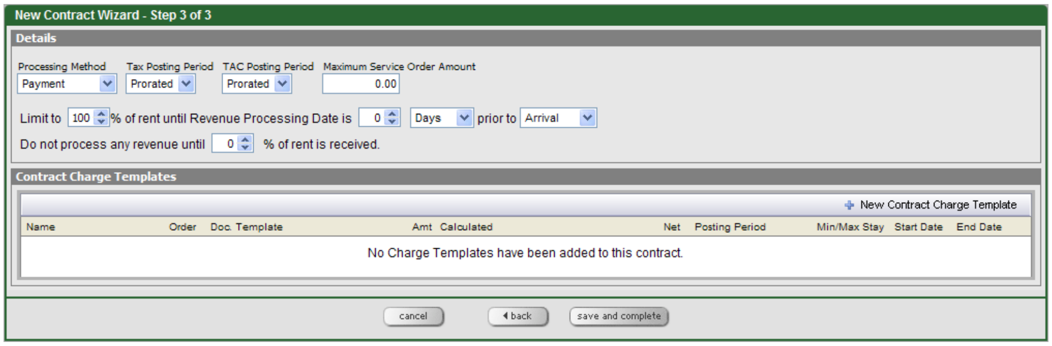
- Select the “Add Unit to Contract” button on the right
- Put a checkmark in the box next to the desired “Unit” or Units that you want to connect to the Owner Contract.
- Select the “Add Selected Units” button
- Select the “Add Owner to Contract” button
- Put a checkmark in the box next to the desired “Owner” or Owners that you want to connect to the Owner Contract.
- Select the “Add Selected Owners” button



If you have selected multiple owners, you will not have the option to select the “Percentage of Ownership” for each owner.

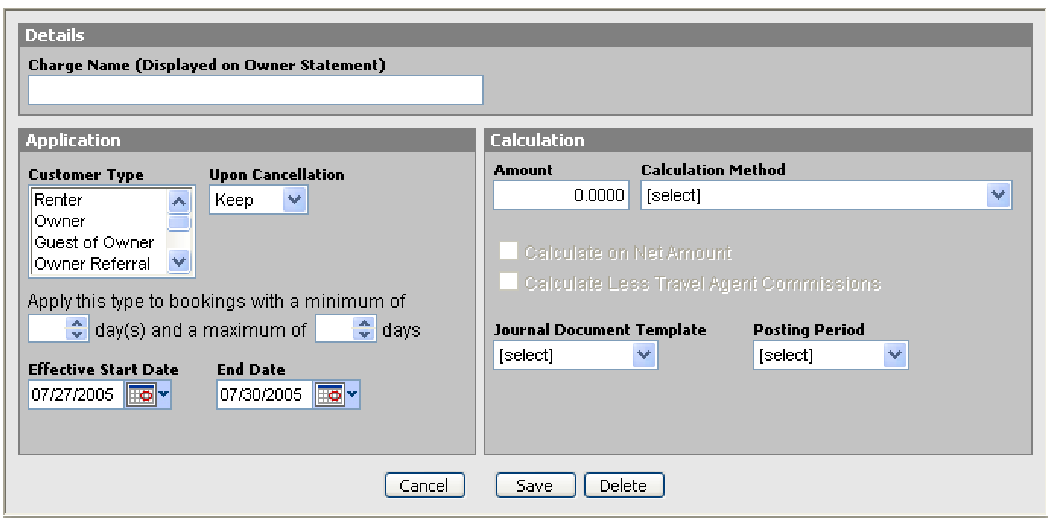
- Select “Percentage Ownership” if there is more than one Owner on the contract
- Select the “Next” button

Step 3



Next you will create the “Charge Templates” for the contract. Charge Templates need to be created before you attempt to create an Owner Contract because you’ll need to select them in Step 3.

- Click on “New Contract Charge Template” button on the right of the window in Step 3 to select the appropriate Charge Template information for the Owner Contract.



- Type in the “Charge Name” (Displayed on the Owner Statement)
- Select the “Customer Type”
- Select the “Cancellation” option
- Enter the “Minimum & Maximum” number of nights
- Enter the “Effective Start Date”
- Enter the “Effective End Date”
- Enter the “Amount”
- Select the “Calculation Method”
- Select the “Journal Document Template”
- Select the “Posting Period”
- Click “Save”
- Click “Save & Complete”

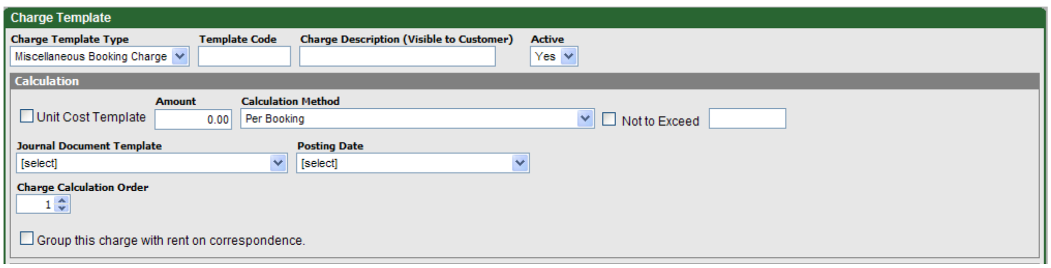
Creating a New Booking Charge Template

Accounting > Set Up > Charge Templates

After selecting the "New Charge Template" button on the right side of the Charge Template window you will be able to create a new Booking Charge Template.

- Select the "Charge Template Type"
- Enter the "Template Code"
- Enter the "Charge Description" (Visible to Customer)
- Make sure the Charge Template is set as "Active"

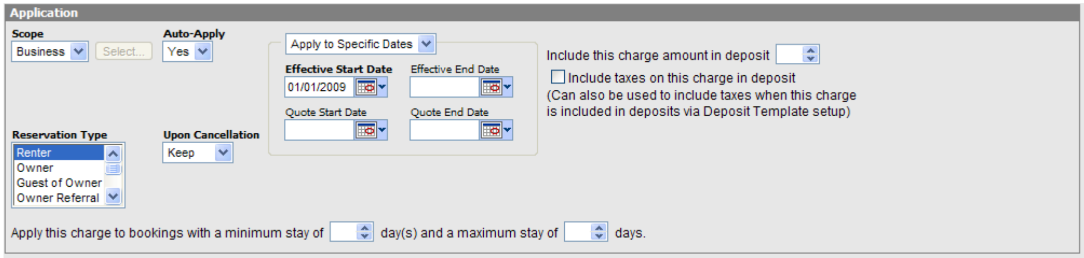
Calculation



- Enter the "Amount"
- Select the "Calculation Method"
- Put a checkmark in the "Not to Exceed" box and enter an amount if needed
- Select the "Journal Document Template"
- Select the "Posting Date"
- Select the "Charge Calculation Order" if desired

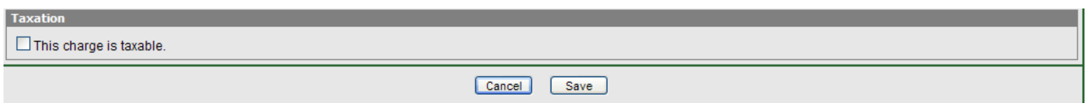
When using the Charge Calculation Order, you are selecting the order in which charges will be calculated in a contract. By putting a checkmark in the box next to "Group this charge with rent on correspondence" you can combine (roll up) additional charges into rent for a total on the customer correspondence. In VRS all booking charges will be itemized for you.

Application



- Select business as the “Scope” (if you want the template to be available for all Units)
- Select “Auto Apply” yes if needed (This will default to “No”)
- Select the “Reservation Type”
- Select “Cancellation” policy
- Enter the “Effective Start Date”
- Enter the “Minimum & Maximum” nights if needed
- You can also choose whether or not to include the charge amount in deposit and whether or not to include taxes on the charge in deposit

Tax



If the Charge Template you’re creating will be taxable, place a checkmark in the box next to “This charge is taxable” and select the appropriate options.

Click “Save”

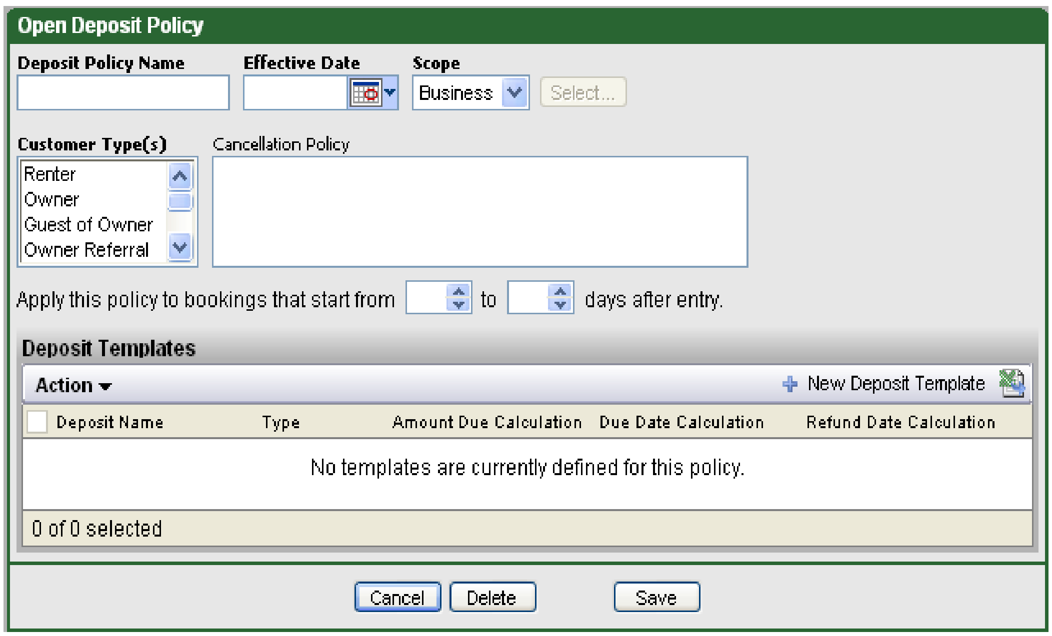
Adding a New Rate Rule

To learn how to set up Rate Rules and Pricing Plans, see the Advanced Rate Engine Curriculum on the Training tab of the Homepage.

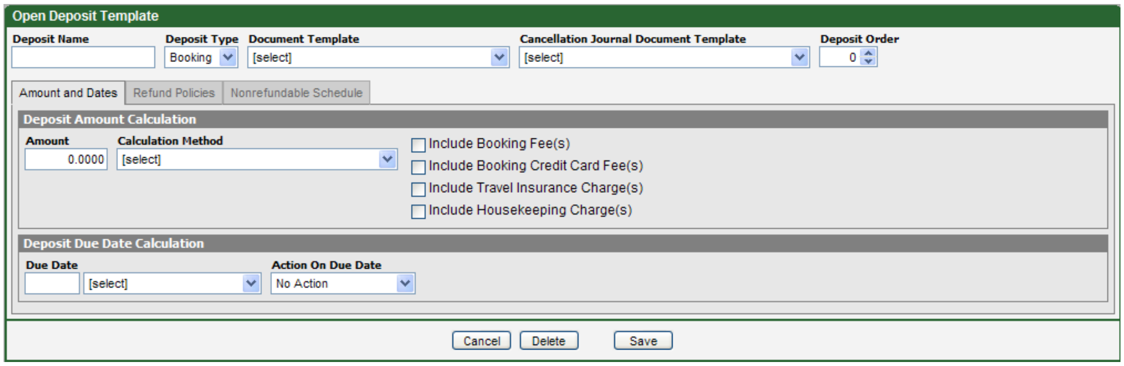
Creating a New Deposit Policy

Accounting > Set Up > Deposit Policies

In the Deposit Policy window you will see a list of current policies. You can search for a specific policy by using filters, or delete a policy by putting a checkmark next to the desired policy and select "Delete" from the **bold** "Action" pull down menu. To create a new policy, select the "New Deposit Policy" button on the top right of the window.



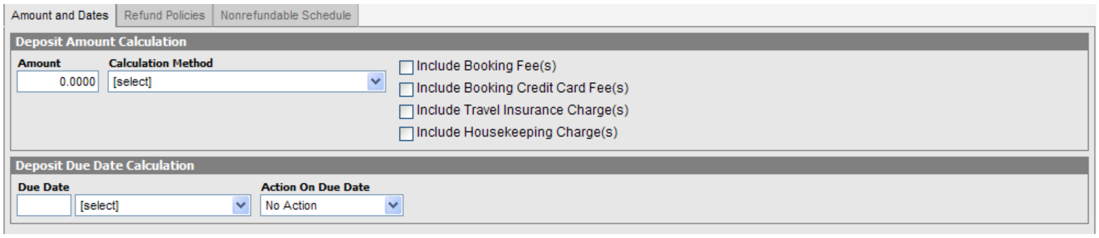
- Enter the "Deposit Name"
- Select the "Effective Date"
- Select the "Scope"
- Choose the "Customer Type (You can choose multiple types by holding down the "Ctrl" key and selecting them)
- Enter your "Cancellation Policy" text if needed
- Enter the policy booking "Start and End Date"
- Click on the "New Deposit Template" button



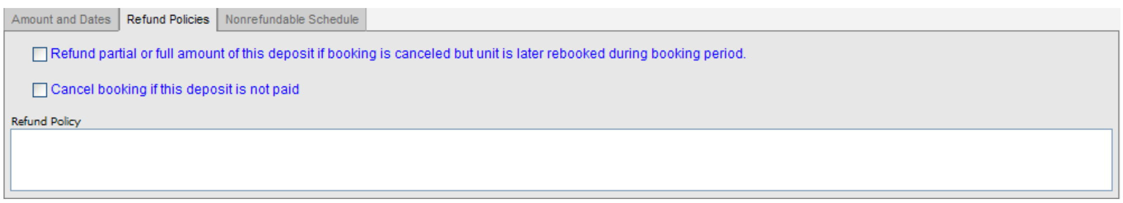
- Enter the “Deposit Name”
- Select the “Deposit Type”
- Select the “Document Template”
- Select the “Cancellation Journal Document Template”

After clicking on the “New Deposit Template” button you will be at the Open Deposit Template window where you will enter Amounts, Dates, Refund Policies, and Nonrefundable Schedules for the Template you’re creating.

Amount and Dates Tab

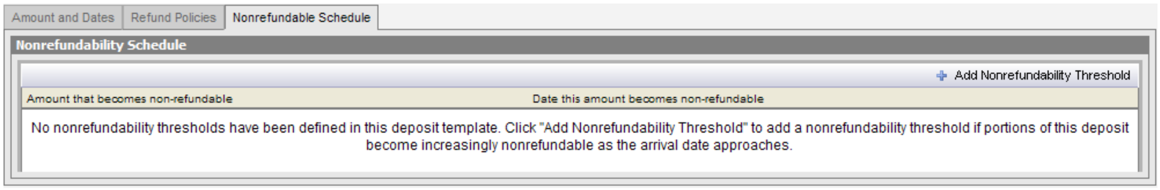


- Enter the “Deposit Name”
- Select the “Deposit Type”
- Select the “Document Template”
- Select the “Cancellation Journal Document Template”
- Enter the “Amount”
- Select the “Calculation Method”
- Enter the “Due Date”
- Select the “ Action On Due Date”
- Click on the “Refund Policies” tab



If you put a checkmark in the box next to “Refund partial or full amount of this deposit if booking is canceled but is later rebooked during the booking period”, this will populate additional options for selection. You can designate a percentage of a refund to be returned to the customer if the booking is rebooked. You can also set specific guide lines for refunding deposits when a booking is rebooked for a lesser amount.

Nonrefundable Schedule Tab



- Click on the “Add Nonrefundable Schedule” button on the right
- Enter the “Dollar or % Amount”
- Enter the “Time Increment” when the action shall be taken
- Select “Save”

This completes the “Setup” curriculum of VRS software. Before you go through the “Reservation” curriculum, it is recommended that you enter the appropriate information into VRS so that the curriculum will make sense, and you will be able to see examples. On the next page is a list of the recommended information.

Pre-Reservations Information

- Units (minimum of 3)
- Rates (all rates that pertain to the above 3 units)
- Seasons (all seasons that pertain to the above 3 units)
- Owners (all owners that pertain to the above 3 units)
- Correspondence Templates (minimum of 3)
- Contact Names, Addresses, and Phone Numbers (minimum of 3)

If you're having challenges entering the information into VRS, or if there are any questions we can answer for you, please contact Technical Support.

Escapia Support

Training Material & Knowledge Base

Home Page > Training

Here you can view training videos, read training curriculum and FAQs. (Frequently Asked Questions.)

Home Page > Knowledge Base

In the Knowledge Base you can….

1. Browse articles by topic
2. Search by a specific topic or question.

Technical Support Contact Info

- 1-800-Escapia (372-2742) x. 3
- support@escapia.com

Before contacting customer support, please have the following information on hand so that we may assist you the best way possible:

1. Booking Number, Reservation Number, or other relevant information
2. Detailed description of the issue you are having