



Escapia Training Guide

1: Units, Owners & Contracts

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Units, Owners and Contracts

Your first training session will include all items that are required in order to begin entering Units and to begin the Accounting Setup process. The information covered in this first session, and in session 2, will lay the the foundation for nearly all future tasks within the Escapia software. But first, let's take a look at how to navigate Escapia.

Part 1. Navigating EscapiaVRS

What is EscapiaVRS?

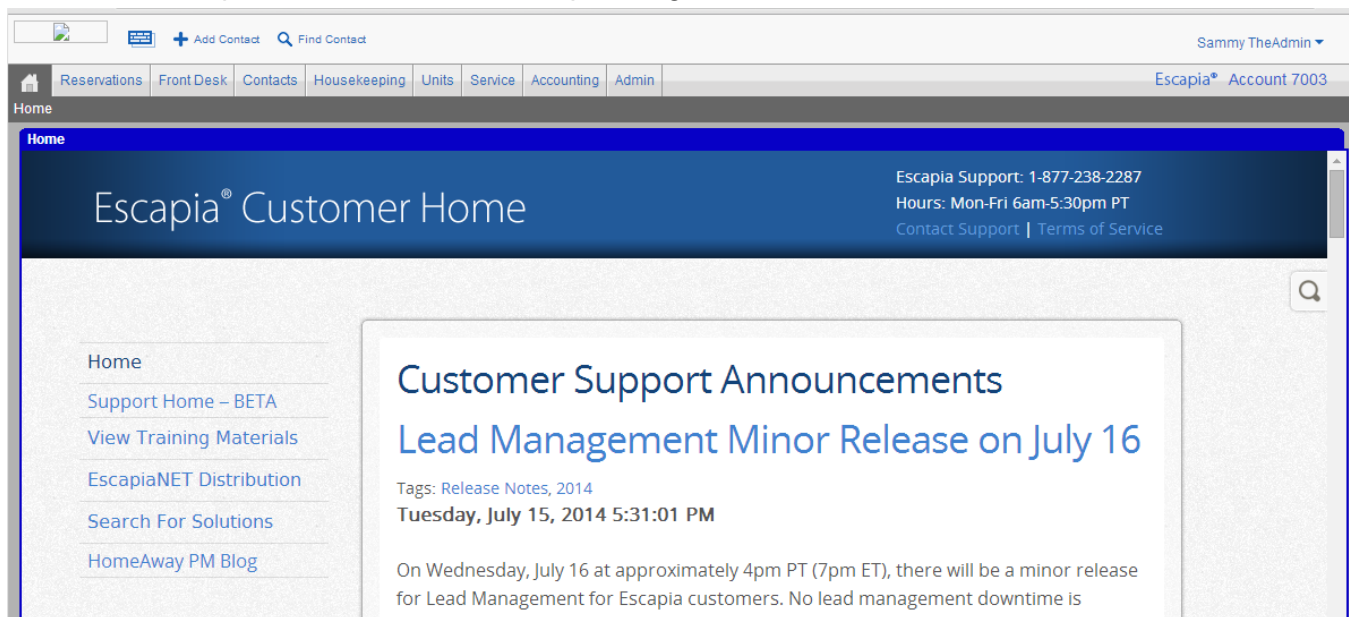
VRS stands for Vacation Rental Suite. EscapiaVRS is the backend system where you will enter unit information, manage reservations, manage accounting, and much more. Often, and throughout the rest of this document, you will hear us refer to EscapiaVRS as just Escapia.

To access Escapia, use the URL and login information that was provided to you during the Implementation process.

The URL will be in this format: <https://YourCompanyName.escapia.com/webagency>

Navigation

When you first login, you will see the Customer Home page. Customer Home is where we communicate important announcements, upcoming events, and release information.

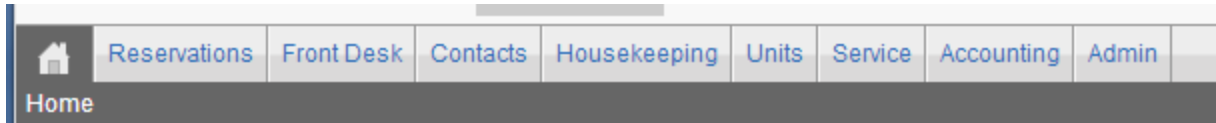


On the left hand side of Customer Home there are a number of navigation links:

- **Home:** Links directly back to Customer Home.
- **Support Home - BETA:** View our new Support Home page. Here you will find documentation and videos to answer many of your Support questions. Once out of Beta, this page will replace the View Training Materials section of Customer Home.

- **View Training Materials:** Currently, most of our training documentation and videos are located here.
- **EscapiaNET Distribution:** Your resource for all things EscapiaNET. View documents and videos on what EscapiaNET is, how to opt in, and much more.
- **Search For Solutions:** This page allows you to browse the Escapia Knowledge Base for articles that address many commonly asked questions.
- **HomeAway PM Blog:** Click on this link to view our blog.

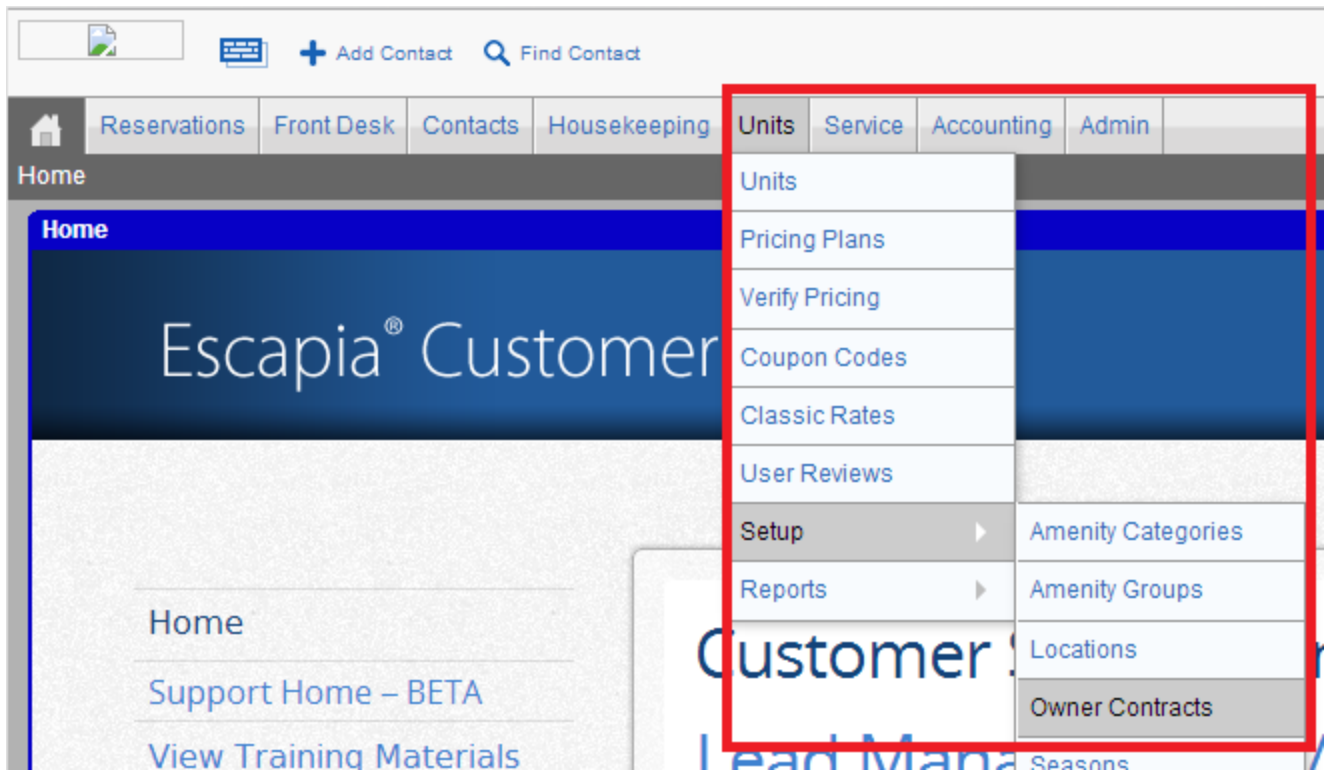
Across the top of the page, you will see several pull down menus that take you to different areas of the software:



- **Home:** Goes directly to Customer Home
- **Reservations:** This is where you will manage the bulk of your Reservation activities.
- **Front Desk:** Manage Check Ins and Check Outs
- **Contacts:** View contact records, create new users, and add guest contact information.
- **Housekeeping:** If you use the Housekeeping module, this is where you will manage Housekeeping settings.
- **Units:** Manage all unit data, such as photos, descriptions, and contracts here.
- **Service:** All items in this menu are related to the Service Order module.
- **Accounting:** The majority of accounting tasks will be performed here. This includes everything from generating Owner Statements to reconciling bank accounts.
- **Admin:** This is where you will manage business settings, Correspondence, EscapiaNET, etc.

When describing how to access a particular area of the software, we will use this format:

Units> Setup> Owner Contracts



If you follow the above path, it will take you to the Owner Contract section of Escapia, where you manage contracts.

Part 2. Location Setup

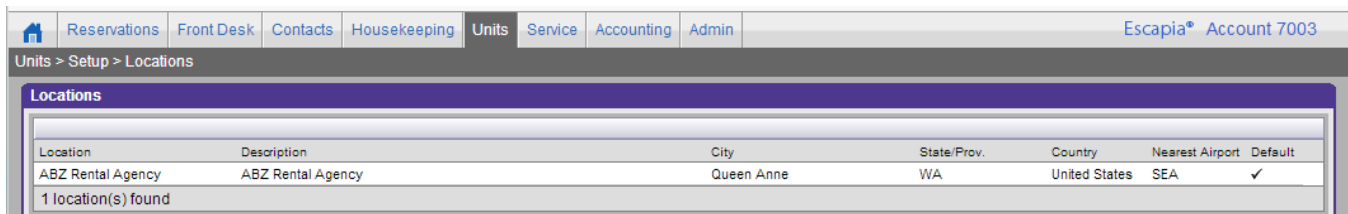
What is a Location?

A **Location**, in this context, can be described as the Company or Office name. In EscapiaVRS, you should only have one Location. Locations are tied directly to searches on your website - and only one Location can be tied to a website.

NOTE:

You should have only one Location in Escapia. If you have need of multiple Offices for reporting purposes, Offices are setup in another area of the software. Please discuss setting up offices with your trainer or contact Escapia Support to determine the best course of action.

When you first receive your database, one Location will be set up by default. To view or modify this Location, go to: **Units > Setup > Locations**



Click on the Location's name to open it and verify the accuracy of the information.

Modify the information as needed, all fields in **bold** are required.

Reservations Front Desk Contacts Housekeeping Units Service Accounting Admin Escapia® Account 7003

Units > Setup > Open Location

Open Location

Location Name	Description		Categories
ABZ Rental Agency	ABZ Rental Agency		
City	State/Province/Region	Country	
Queen Anne	WA	United States	
Nearest Airport (code)	<input checked="" type="checkbox"/> Default Location		Category 1 Move Up Category 2 Move Dn Category 3 Open
SEATAC			

Cancel Save

NOTE:

Verify that there is a checkmark in the **Default Location** box. This will help ensure that **Units** will be visible on your website later on.

Location Categories

When you first login, you will have three undefined **Location Categories**, located to the far right of the Open Location window. These will be used as search filters on your website and on the Reservation Grid.

Categories can be used to indicate specific features of a property or area. These are fields that your guests and reservationists will use to perform searches. Each of the three **Categories** can have infinite **Category Options** associated with them. **Categories** are more generic (ex. View), while **Category Options** allow you to drill down into specific details (ex. Ocean view).

NOTE:

It is important that you finalize **Location Categories** before moving on to enter **Units** into EscapiaVRS. You will be required, during the **Unit** setup, to select one **Option** for each of the three **Categories**, per unit -- so, each unit must use one selection from each of Categories 1, 2, and 3.

To create a **Category**: click on the name of the **Category** to select it, then click the **Open** button.

Open Location

Location Name	Description		Categories
ABZ Rental Agency	ABZ Rental Agency		
City	State/Province/Region	Country	
Queen Anne	WA	United States	
Nearest Airport (code)	<input checked="" type="checkbox"/> Default Location		Category 1 Move Up Category 2 Move Dn Category 3 Open
SEATAC			

Cancel Save

This will take you to the **Open Category** screen where you can update the **Category Name** and add **Options**, as per the example below.

To create new Options click on the **+ New Option** button at the upper right of the Option List.

Here is an example of some commonly used Categories, and examples of potential Options for each:

Category 1: Area	Category 2: View	Category 3: Hot Tub/Pool
Option: West Beach	Option: Water	Option: Hot Tub: Yes
Option: North Shore	Option: Mountains	Option: Pool: Yes
Option: East Ridge	Option: City	Option: Both
		Option: None

You can use the above sample Categories, or define your own based on common questions asked by your guests.

Part 3. Owner Contact Records

There are two ways to enter **Owner Contact** records: Individually, and by using the **Bulk Upload Tool**. Both methods are discussed below.

- Adding Individual Owner Contacts:** The following steps will walk you through adding owner contacts one at a time.
 Go to: **Contacts > New Contacts > New Owner**
 Follow the Steps in the **Setup Wizard** to create the contact record.

Step 1: Enter the Owner's Name and click **Search**.

Contacts > New Contacts > New Owner

New Owner Wizard - Step 1 of 3

First Name **Last Name**

E-mail address **Phone Number** U.S. number

Step 2: If no matching owner record exists, you will be taken to Step 2 of the **New Owner Wizard**. Here you will enter the owner's contact information. Required fields are in bold.

New Owner Wizard - Step 2 of 3

Contact Details

Contact Name

Title First M. Last Suffix

Primary e-mail

Secondary e-mail

Phone Numbers

Home U.S. number

Business U.S. number

Mobile U.S. number

Fax U.S. number

(Reset Owner Password on Owner Tab) **Office**

Contact Mailing Address

Company

Address Line 1

Address Line 2

City **State/Province/Region**

ZIP/Postal Code

Country

Contact is on our Mailing List

Contact has rented here in the past

Contact is on our Customer Blacklist

Notes

Once you have entered all required information, click the **Next** button at the bottom of the window.

Step 3: In Step 3, you have the opportunity to enter financial details for the owner, such as Working Capital, Tax ID, etc.

New Owner Wizard - Step 3 of 3

Owner Details		Tax Details	
Pay checks to the order of (overrides Contact Name)	Working Capital	Print on 1099 As	
A. <input type="text"/>	B. 0.00	<input type="text"/>	
Correspondence Set	Hold Statements	Tax ID	
C. Owner Statements	D. No	<input type="text"/>	
F. Ownerweb Access		Previous 1099, Box 1 - Rents	Previous 1099, Box 3 - Other
<p>Checking this checkbox may result in an additional monthly fee per the terms of your Escapia Service Agreement. You may pass all or a portion of this fee along to this owner on the monthly owner statement by adding a Recurring Charge Template.</p> <input type="checkbox"/> Enable access to OwnerWeb		0.00	0.00

cancel back save and complete

- A. **Pay checks to the order of:** If checks will be printed with a different name than the name on the Contact Record, enter the name that will display on checks here.
- B. **Working Capital:** The amount withheld from revenue each month to cover expenses.
- C. **Correspondence Set:** Determines which correspondence will be used to generate Owner Statements. In general, it is best to keep the default setting.
- D. **Hold Statements:** Allows you to withhold statements from an owner. If **Yes** is selected, the owner will not receive Owner Statements.
- E. **Tax Details:** If you send owners 1099s, you can enter their Tax ID here, as well as their name as it should be printed on 1099s. If nothing is entered in this field, 1099s will automatically use the name on the Contact record.
- F. **OwnerWeb Access:** This is where you enable access to OwnerWeb.

Note:

OwnerWeb is an additional website where your owners can login and access published statements, view reservations in their unit(s), and generate reports. You can set up access now, during your initial setup if desired. However, we generally recommend waiting to enable OwnerWeb until you have entered all existing Reservations into the Escapia software, so that owners can view accurate data when they first login.

[CLICK HERE](#) for more detailed information on enabling and accessing OwnerWeb.

- **Bulk Owner Upload:** The following steps will guide you through uploading multiple owner contacts at one time.


Go to: **Contacts> Upload Contacts> Upload Owners**

Step 1: Download the Template by clicking on the Download Template button.

Contacts > Upload Contacts > Upload Owners

Bulk Upload

Download the Excel spreadsheet template and use this to enter details of your owners. Once complete browse to this spreadsheet and upload, your owners will be processed and displayed on the Owners List.

 Download Template

Spreadsheet:

Note:

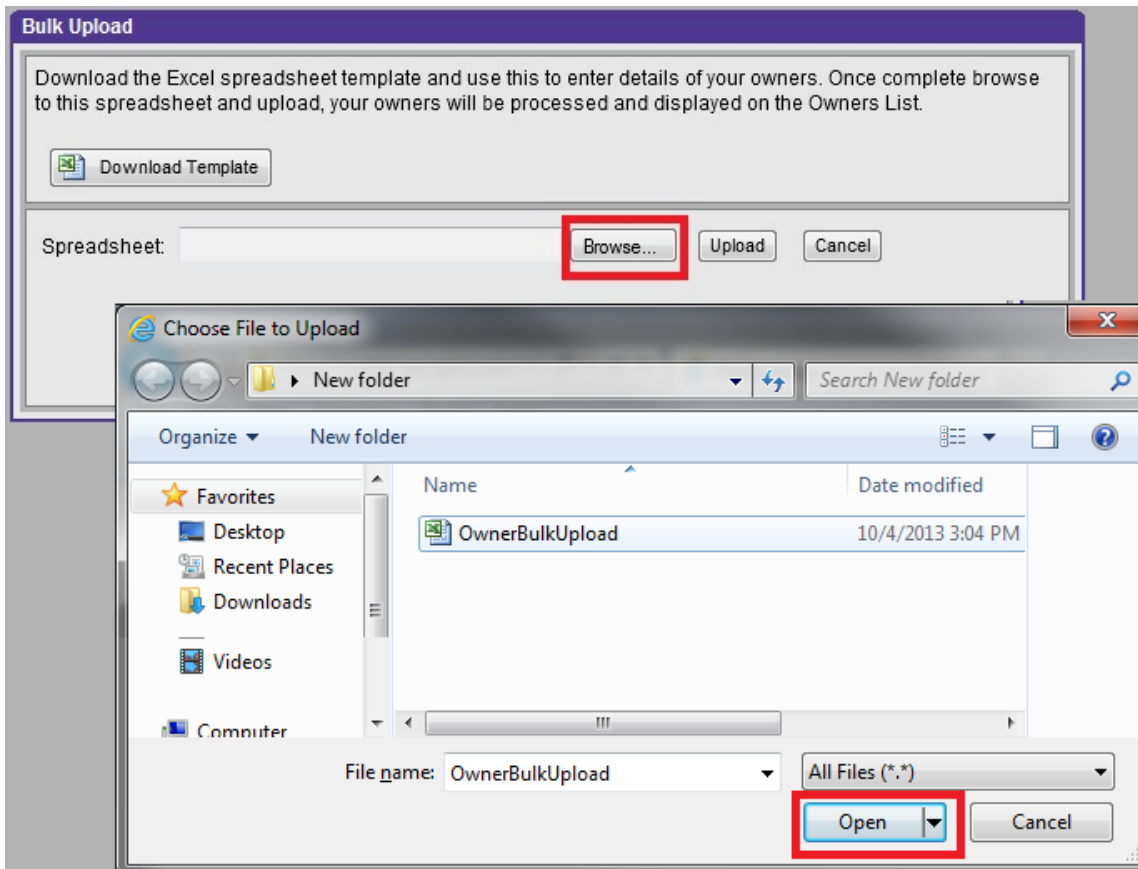
Save the spreadsheet to a location on your computer that is easily accessible such as your Desktop, or the My Documents folder. When you download the spreadsheet, it will be named "OwnerBulkUpload.xls." It is important that you do not change the name of the document when you save it as this is how the uploader recognizes the file. It is also important that all columns on the spreadsheet are left intact.

Step 2: Fill out the spreadsheet downloaded in the previous step - remember to save often. Only the information in the **bold** fields is required. We have included an example in the first row to help with proper formatting. You will want to delete this row prior to uploading the completed spreadsheet into Escapia. We have also included a Help tab to assist you with allowed abbreviations and formatting.

	A	B	C	D	E	F
1	Title	First Name	Middle Initial	Last Name	Suffix	Primary e-mail
2	Dr.	XXXXXX	o.	XXXXXX	III	bulkupload17@yahoo.com
3						
4						
5						
6						
7						
8						
9						
10						
11						

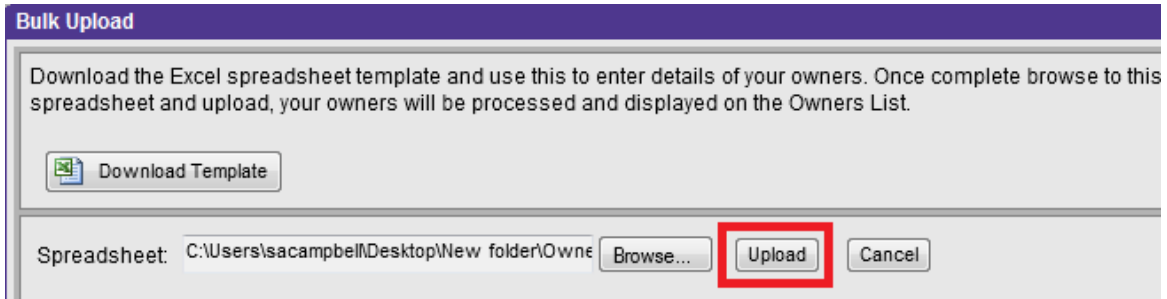
Step 3: Upload the spreadsheet after it is completely filled out. There is no cap to how many contacts you can include, however, for optimum performance, we recommend uploading no more than 500 contacts in one file.

To upload the spreadsheet, return to: **Contacts> Upload Contacts> Upload Owners**



Click the Browse button, locate the saved file and click Open

Then, click the Upload Button



If there are any errors in the information or formatting of the spreadsheet, the uploader will detect them, and tell you exactly which cell has an error. If errors are found during the import, none of the information will be imported - this is to help minimize duplicate records.

There are errors in your spreadsheet. Please make corrections and upload again.

First Name	Last Name	Cell	Errors
John	Smith	V:2	Office must be one of the following values ('Main Office')
John	Smith	V:3	Office must be one of the following values ('Main Office')
John	Smith	B:3, D:3, O:3	Customer with similar value of First Name, Last Name & Phone 1 already exists in spreadsheet
Jane	Doe	F:4	Primary e-mail value has invalid email format
Jane	Doe	N:4	Phone 1 Type must be one of the following values ('Business', 'Home', 'Mobile', 'Other', 'Fax', 'Pager')
Jane	Doe	O:4	"" is not a valid phone number
Jane	Doe	V:4	Office must be one of the following values ('Main Office')
Jim	Beam	F:5	Primary e-mail value has invalid email format
Jim	Beam	M:5	Country must be valid code or name
Jim	Beam	N:5	Phone 1 Type must be one of the following values ('Business', 'Home', 'Mobile', 'Other', 'Fax', 'Pager')
Jim	Beam	V:5	Office must be one of the following values ('Main Office')

Once you have updated the spreadsheet to correct the errors, upload it again. A successful upload will result in the following message:

Spreadsheet:

Congratulations! Your file has been processed. Please review the imported owners for more details.

You can then preview the information that has been uploaded, if you wish.

Part 4a. Unit Setup

As with adding Owners, there are two ways to enter Units into Escapia: Individually and via the Bulk Unit Uploader.

- **Adding Units Individually:** The following steps will take you through adding units one at a time. There are 5 steps to setup a new unit.

Go to: **Units > Units**

Click on the **+New Unit** button at right. Follow the Steps in the Setup Wizard to create a new unit.

Units > Units

Manage Units

Unit Code Location Address 1 City Category 1 Category 2 Category 3

Office Only show active units Only show Units with no active contract Show pictures Show detailed information

Action

Step 1: Enter the Unit and Location Information. Again, all fields in **bold** are required.

The screenshot shows the 'New Unit Wizard - Step 1 of 4' interface. The top navigation bar includes 'Reservations', 'Front Desk', 'Contacts', 'Housekeeping', 'Units', 'Service', 'Accounting', and 'Admin'. The 'Units > New Unit' breadcrumb is visible. The main form is split into two columns: 'Information' and 'Location'. The 'Information' column contains fields for 'Unit Code', 'Friendly Unit Name', 'Rental Agent' (with a dropdown), 'Default Housekeeper' (with a dropdown), 'Marketing Headline' (with a character limit), 'Short Description' (with a character limit), 'Long Description' (with a character limit), and 'Driving Directions'. The 'Location' column contains dropdowns for 'Location', 'Office', and 'Tax District', text boxes for 'Address Line 1' and 'Address Line 2', a checkbox for 'Address Verified', text boxes for 'City' and 'State/Province/Region', a text box for 'ZIP/Postal Code', a dropdown for 'Country', text boxes for 'Latitude' and 'Longitude', and two rows for 'Unit Phone - Line 1' and 'Unit Phone - Line 2', each with a checkbox for 'U.S. number'. At the bottom, there is a 'Unit Notes (for internal use only)' section and 'cancel' and 'next' buttons.

Definitions:

- **Unit Code:** This is an internal field used primarily for reporting, and on the reservation grid to identify units. If you have an Escapia website, this field will also be visible on your website.
- **Friendly Name:** This will be the Unit's name on Guest Correspondence and online.
- **Marketing Headline:** A short, 77 character tagline for the unit. This will be visible on EscapiaNET partner sites. You can also choose to show the Marketing Headline rather than the Friendly name in the Property List on your website, if you have an Escapia Website.
- **Short Description:** A brief description of the unit. If you have an Escapia website, this will be visible on the Property List page. Some EscapiaNET partners will also use this field in the list of properties.
- **Long Description:** The full description of the property. This will be visible on your website, and on partner websites as the description of the property.
Important! *You must have at least ten characters entered in the Long and/or Short Description field in order for your units to be able to pass through the API (EscapiaNET).*
- **Driving Directions:** Directions to the unit. These will be available for use with Correspondence. You can use this field in your guest correspondence.
- **Unit Notes:** This field is for internal use only. You can use it to enter any notes that are specific to the property, that are for internal use.
- **Location:** This will be the Location setup in Part 1 of this document.
- **Office:** Choose an office. Offices are setup under Admin> Setup> Offices, and are mainly used for reporting, to separate groups of units.

Once all required fields are filled in, click the Next button at the bottom of the page.

Step 2: Enter Unit Details.

Only the fields designated in **bold** are required. Once the required information has been entered, click the Next button to continue.

New Unit Wizard - Step 2 of 4 (Unit Newest)

Details				Accommodations		
Bedrooms Studio	Lofts 0	Bathrooms 0	Unit Type [select]	King Beds 0	Queen Beds 0	Double/Full Beds 0
Room Description (less than 256 characters)				Single/Twin Beds 0	Bunk Beds 0	Sleeper Sofas 0
Stories unspecified				Other Beds 0	Square Feet	Maximum Occupancy
Garage Size unspecified	Year Built	Key Code	Lockbox Code	Dining Seats	Amenity String	Housekeeping Notes
Other Code	Import Code					

Utility Accounts

Telephone Account (Line 1)	Telephone Account (Line 2)	Electricity Account	Water Account	Natural Gas Account
Cable Account	Satellite Account	Internet Account	Garbage Account	Heating Oil Account
Other Account 1	Other Account 2			

Custom Fields

Custom1	Custom2	Custom3	Custom4	Custom5
Custom6	Custom7	Custom8	Custom9	Custom10
Media Link (should be sized at 350x287 pixels or smaller)		Property URL for Guests (max characters 1024)		

Categories

Area [Select Value]	View [Select Value]	Hot Tub [Select Value]	<input type="checkbox"/> Unit is available for Monthly Lease
			<input type="checkbox"/> Unit is For Sale

Property Information for Guests

--

Step 3: Enter Display Rate and any rules that are specific to this unit (in other words, any rules that differ from your Global settings under Reservations> Setup> Reservations).

The **Display Rate** is visible to potential guests. It will show on the Property List page if you have an Escapia website. It is also used by some EscapiaNET partner websites. This is not where you set a rate, but it is where you can advertise a starting rate, or a rate range.

The **Policies** section is determined by the data under **Reservations > Setup > Reservations**, and global changes can be made there. If you would like to make a change regarding items in the **Policies** section for specific units, you can change the dropdown box next to each item from “Inherit from Business” to “Use This Entry” and then enter the appropriate information. When complete, click **Next**.

Step 4: Add Amenities.

Amenities describe features of the unit. These are visible online, and can be used by your reservationists to search for units when making a reservation via the New Reservation Wizard (The New Reservation Wizard will be covered in Session 3).

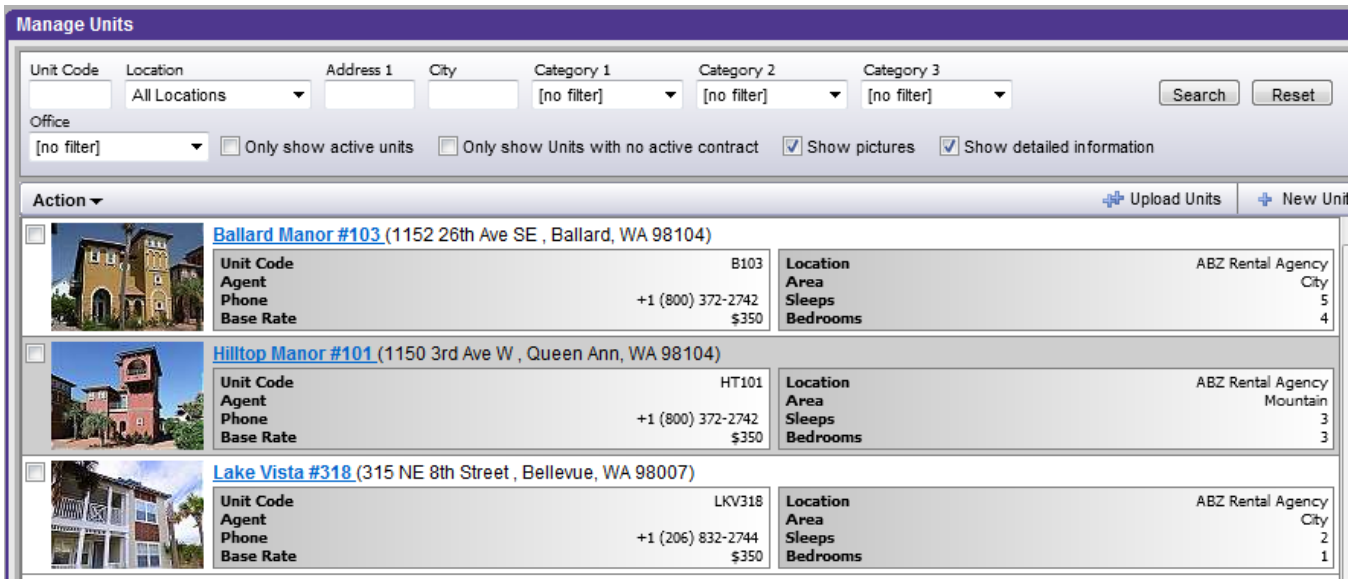
If an amenity you wish to use is not available in the Amenity List, simply type the name of the Amenity in the box that says “Add the following new ___ Amenity,” then click Add. The new Amenity will be available as an option for all units.

Once you have assigned Amenities, click Save and Complete.

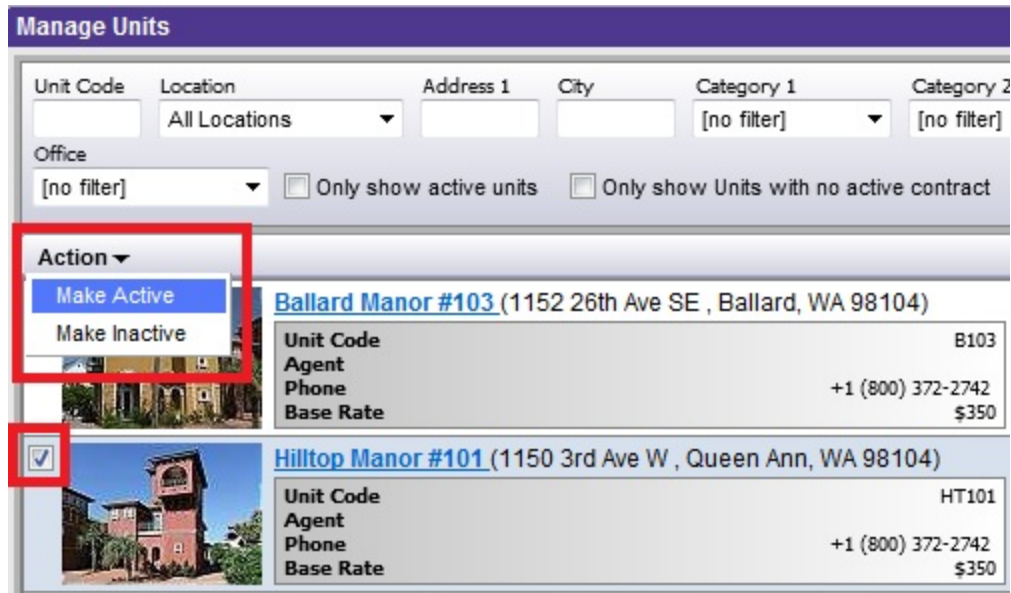
Step 5: Activate the Unit.

Go to: **Units> Units** to return to the Manage Units screen.

Uncheck the box that says “Only show active units” and click Search.



Units that are highlighted in gray are inactive. To activate a unit, place a checkmark next to it, then click **Action> Make Active**.



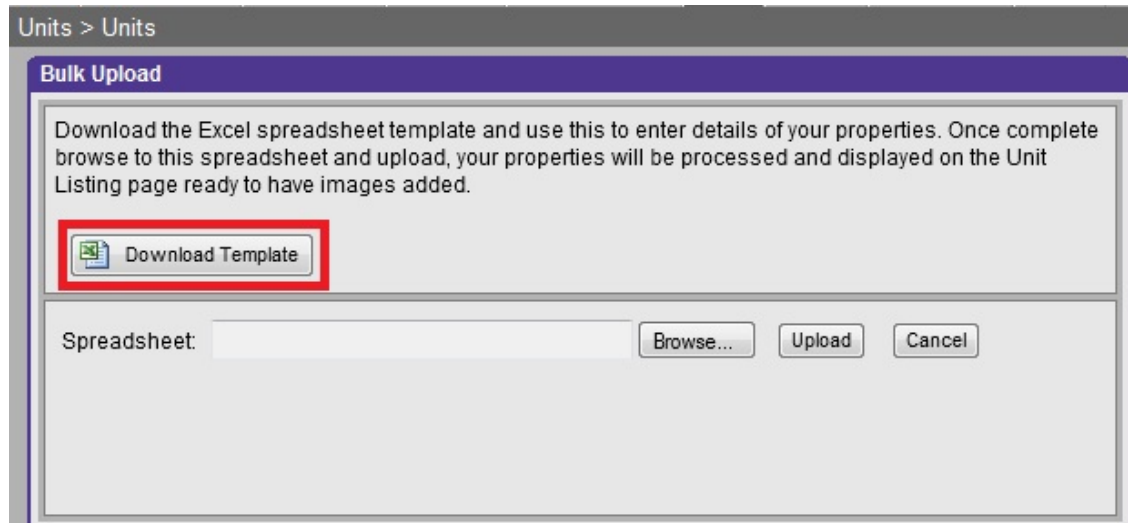
Once you have completed the New Unit setup, you are ready to add photos. Skip ahead to Part 3b. of this document to learn more about uploading photos.

Note:

Escapia will not automatically notify you if you have reached your contracted number of Units. If you exceed the number of Units in your Escapia contract, your Relationship Manager will contact you to notify you and discuss how to move forward.

- **Bulk Unit Upload:** Follow the steps below to upload multiple units at one time. We recommend using the Bulk Unit Upload only if you have 100 Units or more.

Step 1: Download the Template and complete all required fields. Go to: **Units> Units**
Click on the **++ Upload Units** button and on the next page, click **Download Template**.



This will generate a spreadsheet with fields that correspond to the various fields required in order to create a unit - explanations of the fields are above in the “Adding Units Individually” section.

Note: *You will want to save the spreadsheet to a location on your computer that is easily accessible such as your Desktop, or the My Documents folder. When you download the spreadsheet, it will be named “PropertyBulkUpload.xls.” It is important that you do not change the name of the document when you save it as this is how the uploader recognizes the file. It is also important that all columns on the spreadsheet remain intact.*

Step 2: Complete the spreadsheet.

Fill out the spreadsheet downloaded in the previous step - remember to save often.

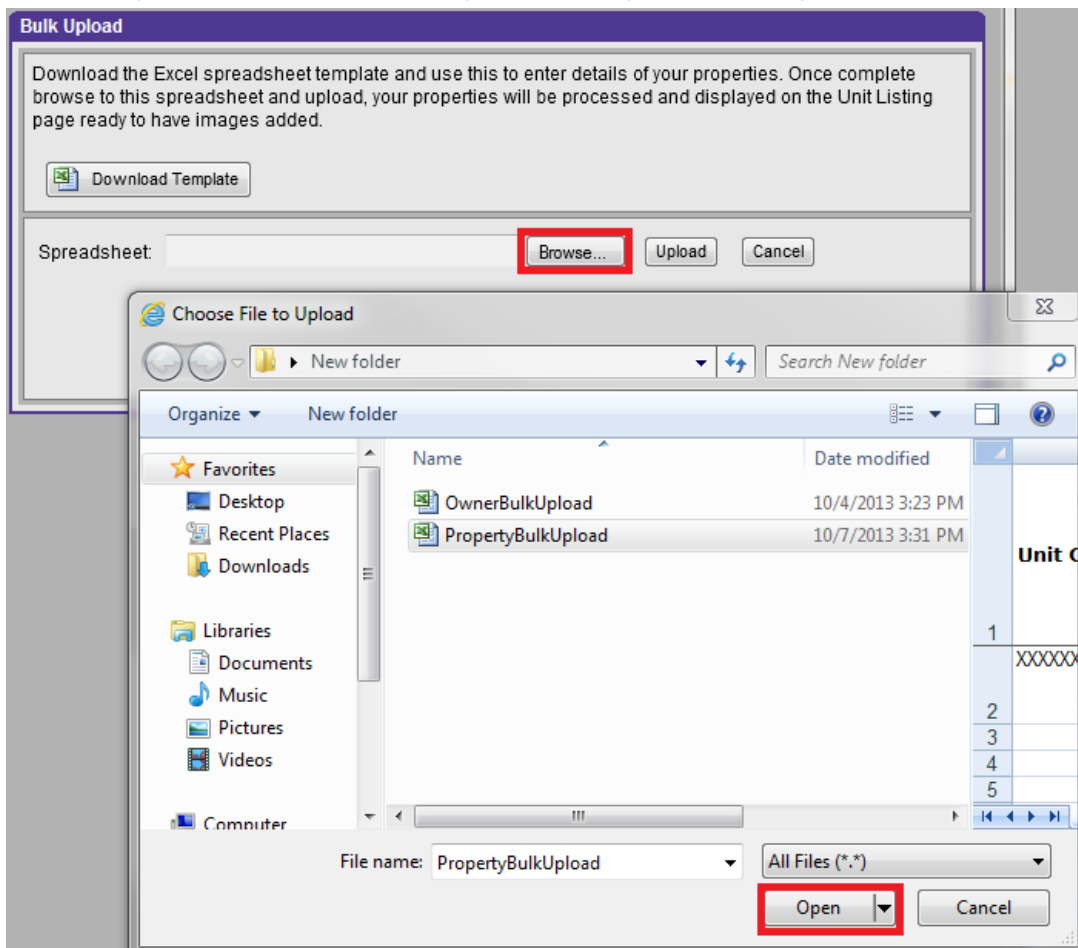
Only the information in the **bold** fields is required. We have included an example in the first row to help with proper formatting. You will want to delete this row prior to uploading the completed spreadsheet into Escapia. We have also included a Help tab to assist you with allowed abbreviations and formatting.

	A	B	C	D	
	Unit Code	Unit Name	Marketing Headline	Short Description	Long
1					
2	XXXXXX	Example Only	Example Only	A comfortable and charming home away from home in the foothills of the beautiful Derbyshire Peak District.	A co from beau
3					

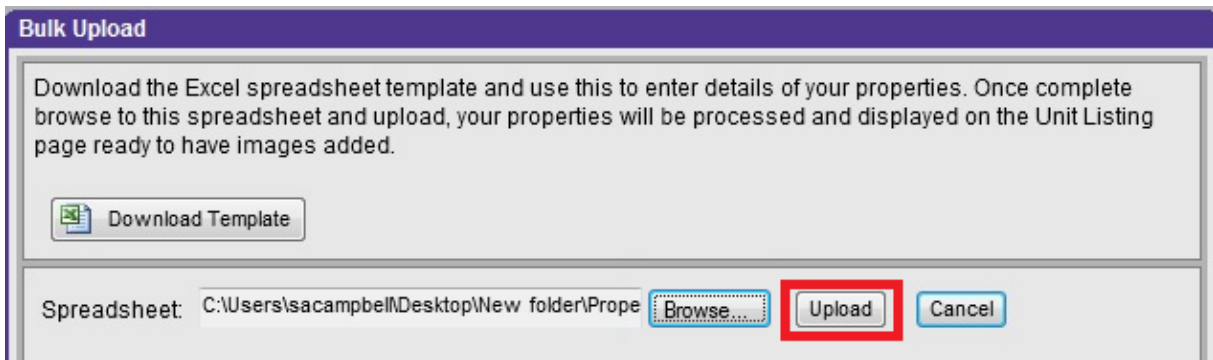
Step 3: Upload the spreadsheet.

There is no cap to the number of units you can upload at one time. However, for optimum performance, we recommend uploading no more than 500 units in one file.

To upload the spreadsheet, return to: **Units> Units> ++Upload Units**. Click Browse
Locate the spreadsheet saved in the previous step and click Open.



Once you have opened the file, click the Upload button.



If any fields in the spreadsheet were not entered in the correct format, you will receive an error with a list of cells with incorrect information and what needs to be corrected (see Part 2 of this document on Uploading Owner Contacts for an example of what the errors will look like). Make the required updates and Upload again.

Step 4: Activate the Units.

For detailed instructions, see Step 5 of the previous section, on Adding Individual Units.

Once you have uploaded units, you are ready to add Pictures.

Part 4b. Adding Unit Photos

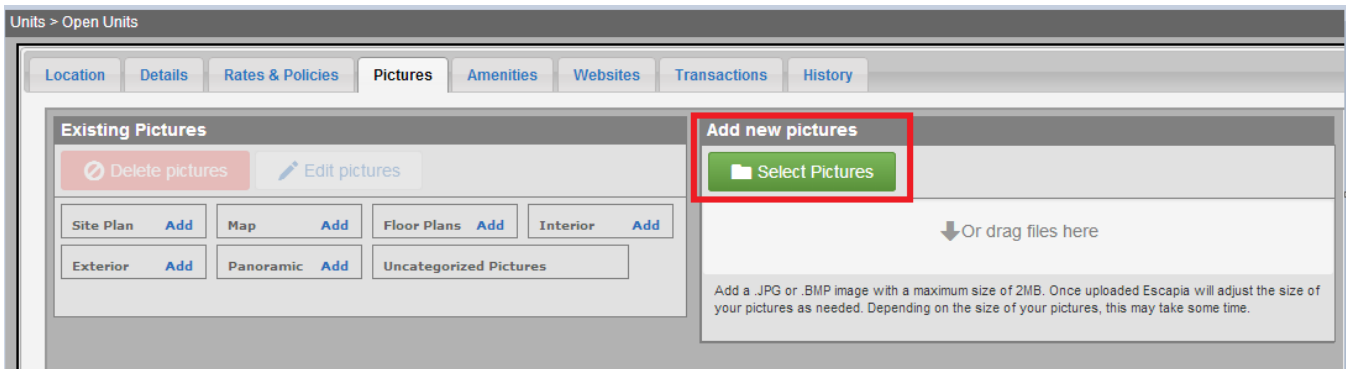
Add photos to your units to enhance listing quality and give potential guests an idea of the look of your property. You can add photos for several different categories including site plan, map, floor plans, interior, exterior, and panoramic. You can only upload .jpg and .bmp image types with a maximum size of 2MB.

IMPORTANT:

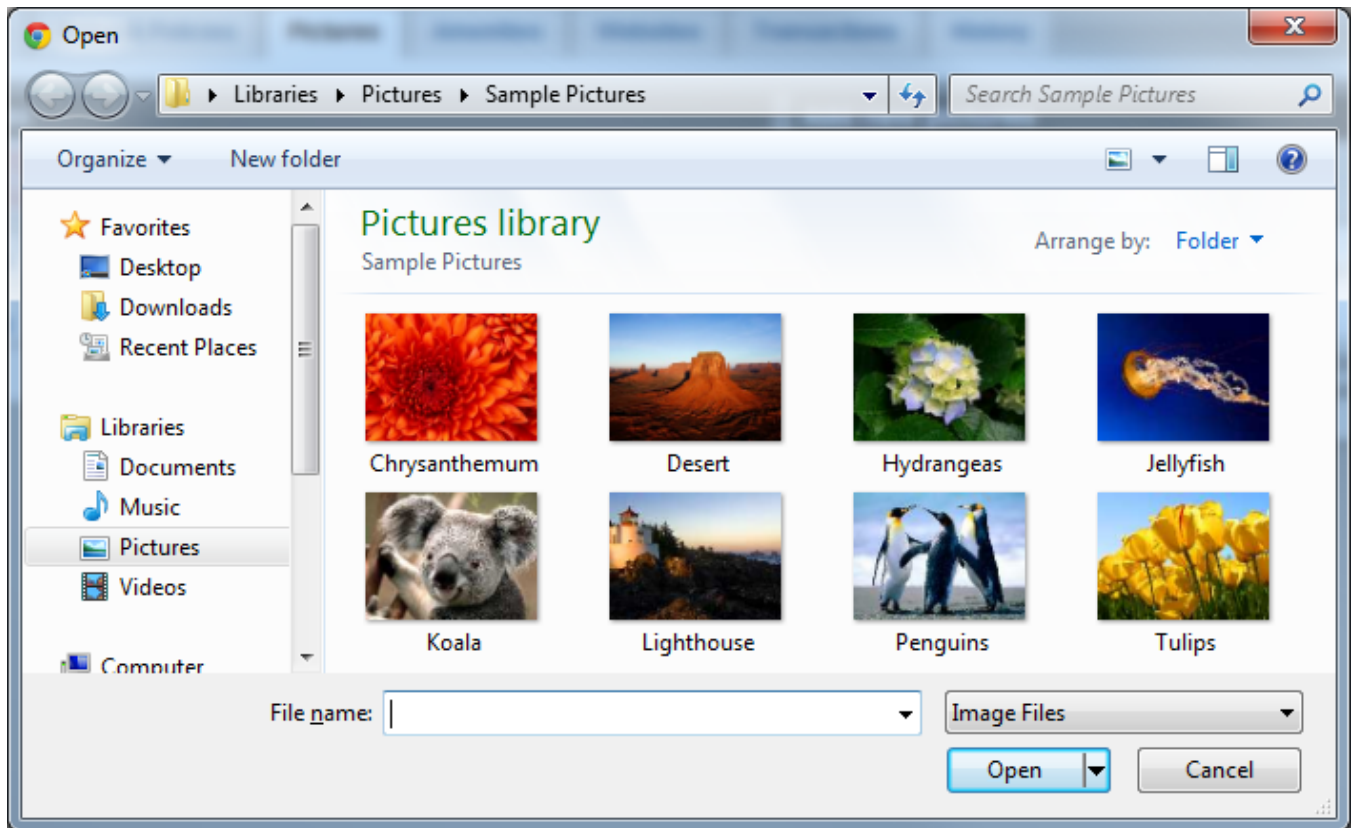
In order to have the ability to display a unit on your website, one Default Exterior Photo is required. You will need to assign a Default Exterior Photo for each unit you wish to display online.

Go to: **Units> Units** and open a Unit. Navigate to the Pictures Tab.

Click **Select Pictures** in the Add new pictures section



This will open a new window prompting you to select and open Pictures saved to your computer.



- Locate the photos you wish to upload.
- Click on a photo to select it.




You can select multiple photos at one time by holding down the **CTRL** key on either side of your keyboard while you select photos.

- Once you have selected all of the photos you wish to upload in this batch, click on **Open**. You will then see all of the selected pictures in the Add new pictures pane.

Add new pictures

📁 Select Pictures

Preview Pictures

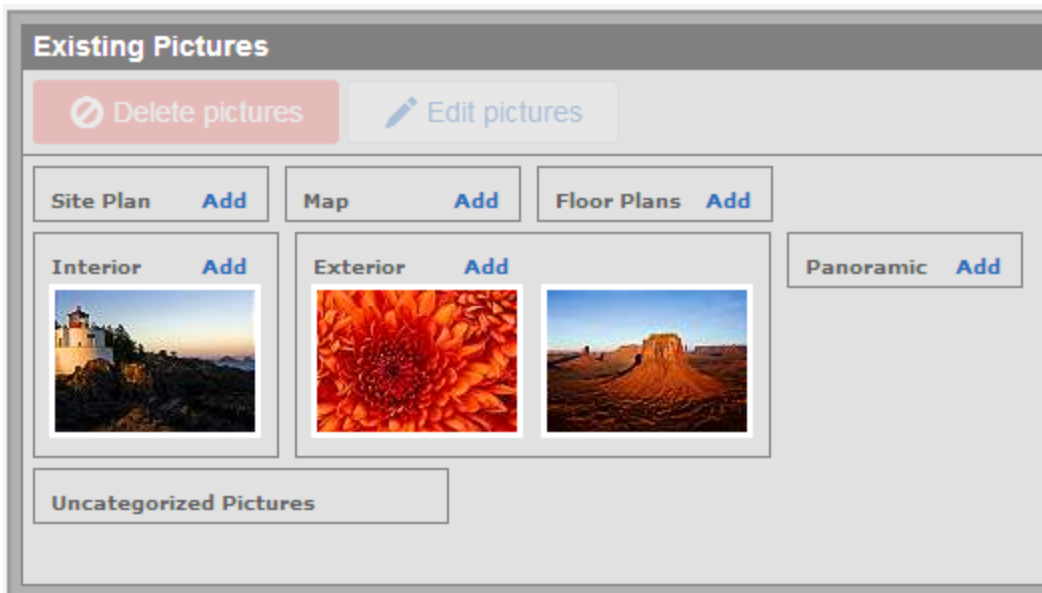
	Chrysanthemum.jpg 879.39 KB ✕
	<input type="text" value="Chrysanthemum"/> Add description...
	<input type="text" value="Exterior"/>
	Desert.jpg 845.94 KB ✕
	<input type="text" value="Mesa"/> Add description...
	<input type="text" value="Uncategorized"/>
	Lighthouse.jpg 561.28 KB ✕
	<input type="text" value="Picture Name"/> Add description...
	<input type="text" value="Uncategorized"/>

↓ Or drag files here

↑ Add pictures to unit

- Type in the name of each photo in the **Picture Name** field, and select a **Category** for each.
- Add photo descriptions if desired, by clicking on **Add description**
- To complete, click on **Add pictures to unit**

This will move all photos from the **Add new pictures** column to the **Existing Pictures** column. They will be grouped according to the categories chosen in the prior step.



- Once you have filled in all fields as desired, click the **Save** button at the bottom of the screen.

IMPORTANT:

After you are done editing and saving the newly uploaded photos, it is important that you click Save the bottom of the Pictures tab so that you do not lose your work.

Part 5. Owner Contracts

Once you have entered Owners and Units, you are ready to create Owner Contracts. Owner contracts tie the Unit(s) and Owner(s) together for Accounting purposes. A Unit must have an active Contract in order to be bookable, as well. The Owner Contract contains important information such as the Contract Start and End dates, Rental Dates, Management Fee charge templates, etc.

To create a new Owner Contract, go to: **Units> Setup> Owner Contracts**

Click on **+New Contract**



This will take you to Step 1 of the New Contract Wizard. There are 3 Steps in all.

New Contract Wizard - Step 1 of 3

Contract and Rental Dates

Contract Type: Short Term Exclusive

Contract Start Date: [Calendar Icon]

Contract End Date: [Calendar Icon]

Rental Start Date: [Calendar Icon]

Rental End Date: [Calendar Icon]

cancel next ▶

Step 1: Choose a Contract Type, and Contract Start and End Dates.

The start and end dates are meant to indicate when the Unit will be available for booking. The Unit will not be bookable outside of the selected Contract and Rental dates.

Once you have entered a Contract Start and End date, click Next.

Step 2: Select the Unit(s) and Owner(s). In Step 2 of the New Contract Wizard, you will tie the Unit and Owner together. Click the Add Unit to Contract button to select a Unit, or multiple Units that will be tied to this Contract.

New Contract Wizard - Step 2 of 3

Units

Unit Code	Location	Address	Status
No Units have been added to this contract. You must specify at least one unit before proceeding.			

Add Unit to Contract

Owners

Name	Percentage Ownership	Primary Financial Owner	Hold Payments
No Owners have been added to this contract. You must specify at least one contact as an owner before proceeding.			

Add Owner to Contract

cancel ◀ back next ▶

After selecting Units, click on Add Selected Units.

Next, click on Add Owner to Contract, select an Owner, or Owners in the pop-up window, and click Add Selected Owners.

Once you have chosen at least one Unit and Owner, click Next to go to Step 3.

Step 3: Add Contract Details

In this step you will choose a Processing Method and enter Contract Charge Templates (such as Management Fees).

New Contract Wizard - Step 3 of 3

Details

Processing Method: Last Night | Tax Posting Period: Prorated | TAC Posting Period: Prorated | Maximum Service Order Amount: 0.00

Note: Posting Period settings here and on Contract Charge Templates are ignored for Processing Methods First Night, Last Night, and Departure Day because there is only one Revenue Processing Cycle. Posting Period applies only to Partial Period and Payment.

Note: If there is a contract split due to ownership change during a Booking, Contract Charges are always prorated to both contracts.

Limit to 100 % of rent until Revenue Processing Date is 0 Days prior to Arrival

Do not process any revenue until 0 % of rent is received.

Contract Charge Templates

+ New Contract Charge Template

Name	Order	Doc. Template	Amt. Calculated	Net	Posting Period	Min/Max Stay	Start Date	End Date
No Charge Templates have been added to this contract.								

cancel ← back save and complete

The revenue processing method you choose will determine when revenue from booking can be processed and attributed to an owner, and when the money collected for your management fees and other contract charges, as well as fees for cleaning and other items, can be moved to the correct ledgers in Escapia.

The **5 types of revenue processing** are:

- **First Night** – Revenue available for processing on the first night of the booking.
- **Last Night** – Revenue available for processing on the last night of the booking.
- **Departure Day** – Revenue available for processing on the date of departure.
- **Partial Period** - Generally used when you wish to split revenue across accounting periods. Any time a reservation crosses a monthly boundary, it will prorate revenue for the number of nights in the current period being processed and create another Journal Document for the remaining balance of the next month(s).
Partial period, however, is not always the best option for multi-month bookings, especially when you wish to post a fixed rent amount per month (e.g. \$1000 per month). This is because it prorates based on the actual number of days in the month and months vary in length.
- **Payment** – For use ONLY when revenue needs to be processed as it comes in (each time the guest makes a payment).

We recommend using either First Night, Last Night, or Departure Day for everyday operations. If you are considering Partial Period or Payment for your business, please consult your trainer or Escapia Support prior to selecting one of these options.

Depending on the Processing Method you choose, the section highlighted below may be available to you. We recommend, at least for your initial setup, leaving the settings for this area at their default. If you

feel is it critical that you limit processing times based on amount paid, please contact Escapia Support.

New Contract Wizard - Step 3 of 3

Details

Processing Method: Last Night | Tax Posting Period: Prorated | TAC Posting Period: Prorated | Maximum Service Order Amount: 0.00

Note: Posting Period settings here and on Contract Charge Templates are ignored for Processing Methods First Night, Last Night, and Departure Day because there is only one Revenue Processing Cycle. Posting Period applies only to Partial Period and Payment.

Note: If there is a contract split due to ownership change during a Booking, Contract Charges are always prorated to both contracts.

Limit to 100 % of rent until Revenue Processing Date is 0 Days prior to Arrival

Do not process any revenue until 0 % of rent is received.

Contract Charge Templates

Name	Order	Doc. Template	Amt Calculated	Net
No Charge Templates have been added to this contract.				

cancel | back | save and complete

Once you have chosen a Processing Method, the final step is to add **Contract Charges**. This is where you define your Management Commission and any of the fees that are paid by the Owner on a per Booking basis.

Click on **+New Contract charge** to begin.

Details

Processing Method: Last Night | Tax Posting Period: Prorated | TAC Posting Period: Prorated | Maximum Service Order Amount: 0.00

Note: Posting Period settings here and on Contract Charge Templates are ignored for Processing Methods First Night, Last Night, and Departure Day because there is only one Revenue Processing Cycle. Posting Period applies only to Partial Period and Payment.

Note: If there is a contract split due to ownership change during a Booking, Contract Charges are always prorated to both contracts.

Limit to 100 % of rent until Revenue Processing Date is 0 Days prior to Arrival

Do not process any revenue until 0 % of rent is received.

Contract Charge Templates

Name	Order	Doc. Template	Amt Calculated	Net	Posting Period	Min/Max Stay	Start Date	End Date
No Charge Templates have been added to this contract.								

+ New Contract Charge Template

cancel | back | save and complete

The New Contract Charge Window will pop-up.

As before, only the fields in **bold** are required.

Definitions / Descriptions:

Charge Name: This will be visible to the Owner, on the Owner's Statement once you Process Booking Revenue.

Reservation Type: Determines which types of Reservations this charge applies to.

Upon Cancellation: You have the option to Keep the charge if a guest cancels, or Remove the charge.

Length of Stay: You have the option to determine when a charge applies based on length of stay. If this field is left blank, the fee will apply to all bookings regardless of length.

Effective Start / End: Defaults automatically to the Contract Dates chosen in Step 1. The charge will not apply to Bookings that occur after the End Date, or prior to the Start Date. In general, we recommend setting the Charge End Date far into the future, to avoid the charge expiring unexpectedly.

Amount: Determines the amount of the charge. Depending on the Calculation Method, this will either be a dollar amount or a percent.

Calculation: This is the basis for the charge. The Calculation Method determines what the fee is based on. For example, a Management Fee would likely be based on Percent of Rent (Example below).

Journal Document Template: Journal Document Templates determine which Account to move the funds to. A Management Fee JDT already exists. If you need a JDT that is not supplied, please contact Escapia Support or speak to your trainer to request help setting up a new Journal Document Template.

Posting Period: Determines when funds are allocated for the particular charge.

Part 6. General Accounting Setup Overview

The General Accounting setup is where you will define default templates and general ledger account numbers used for various accounting processes. These values are normally pre-set and are the recommended templates and account numbers. When first setting up your Escapia accounting system, the only entries you will need to make are the Checks to Business Payable To, Minimum 1099 Reporting Amount, and Business Federal Tax ID fields, each of which is located in the Accounts Payable column. We recommend that you retain the pre-set templates and account numbers on the General Account Setup page.

To access the General Account Setup go to: **Accounting> Setup> General Accounting Setup**

Accounting > Setup > General Accounting Setup

General Accounting Setup

Transaction Processing Unit Owner Income Allocation JDT Allocate Unit Income to Owner [AutoAllocIncome] ▼ Unit Owner Expense Allocation JDT Allocate Unit Expense to Owner [AutoAllocExpense] ▼ Journal Document Update Method Delete ▼ Default Revenue Processing Method Last Night ▼	Accounts Receivable Trust Account Number 1010 Trust A/R Account Number 1200 Cash on Hand Account Number 1000 Folio Account Number 2000 Security Deposit Holding Account Number 2100	Accounts Payable Checks To Business Payable To ABC Rentals Minimum 1099 Reporting Amount 0.00 Business Federal Tax ID Bill Discount Account Number 2300.1400 Business A/P Liability Account Number 2300.9000 Vendor A/P Liability Account Number 2600 Customer A/P Liability Account Number 2750 Owner A/P Liability Account Number 2400 Owner Payment Accrual Account Number 2450 Legacy A/P Account Number Legacy A/P Functions Disabled ▼ <input type="button" value="Verify Legacy Balances"/> Force Legacy A/P Behavior Disabled ▼ <input type="button" value="Verify Template Setup"/>
Travel Agents Travel Agent Commission JDT T.A. To Be Paid by Business [AutoTAC-PMPay] ▼ Pre-Deducted Travel Agent Commission JDT T.A. Preeduct from Business [AutoTAC-PMPd] ▼	Service Order Accounting Service Order Clearing Account Number 2299 Service Order Markup Account Number 2300.1060 Service Order Unit Billing Account Number 3000.2300 Show 0\$ Service Orders on Owner Statements Yes ▼	
Close Accounting Period Accounting Reservations Service Orders Transactions Open for ? days Res Pymts Refunds Res Charges Credits Service Orders Acctg: Auto close ? Months in arrears on this day of month Res/SO: Auto close prior month on this day of month		

- **Check to Business Payable To:** Your business name as it should appear on checks generated that are payable to the business.
- **Minimum 1099 Reporting Amount:** The minimum amount of revenue for which you are required to issue 1099s.
- **Business Federal Tax ID:** Your Employer Identification Number (EIN) as issued by the IRS.
- All other fields should be left as they are at this time. These will be covered in more depth in later sessions.

Part 7. Check Stock

What check stock is compatible with EscapiaVRS?

There are two basic types of checks that are compatible with VRS. Both types are Microsoft Quick Books VOUCHER STYLE checks.

For both types of checks there must be 1 check per page with two stubs

Type 1: 8 ½ x 11 check on top with two stubs (check stub stub)

Type 2: 8 ½ x 11 check in the middle with two stubs (stub check stub)

The check must already have the MICR micro-encoding preprinted on it along with all Payer and Bank Information.

NOTE:

EscapiaVRS does print the check number on the check for you, so it is a good idea to purchase un-numbered check stock - or to match up the check number in your Trust Bank Account with the numbers on the check.

Check Settings in EscapiaVRS

To manage check settings, go to:

Accounting> Chart of Accounts and open the Trust Bank Account (Usually account # 1010)

Accounting > Open Account : Trust Bank Account			
General		Transactions	
Account Number	Account Name	Subledger Type	<input checked="" type="checkbox"/> Active
1010	Trust Bank Account	[none]	
Parent Account	Account Type		
[none]	Bank		
Last Check Number	Check Format	Top Margin (inches)	Left Margin
47	Top and Bottom Stubs	0.00	0.00
cancel		delete	save

From here you can enter the number of the last check printed (Last Check Number), select a Check Format, and adjust Check Margins.

Where can I purchase check stock?

If you do not currently have a check supplier, or are not sure where to purchase check stock, **Dynamic Systems** has everything you need. Click on the following link to access their website and search for check stock, 1099 supplies, etc:

<http://www.four51.com/UI/Custom.aspx?autologonid=b4bb8ba2-0ede-4ba6-bea3-71a3c5a1110f>

This concludes the steps covered in Training Session 1: Units, Owners and Contracts. If you have questions please contact Escapia Support at 1-877-238-2287 ext. 2, or email support@escapia.com.

Once you have attended training session 1, completed all tasks outlined below, and are ready to schedule your next training session please contact implementation@escapia.com

Completion Tasks for Session 1: Units, Owners & Contracts:

Prior to scheduling your next training session, it is essential that you complete all of the following items covered in this document:

- Finish setting up Location and Location Categories
- Finish entering Owner Contacts
- Add Units
- Create Owner Contracts.

Resources:

- For access to an online database of frequently asked questions, technical support articles, tutorials, and videos, the **Escapia Support Home** is available via the Escapia Customer Home page or directly at:
<http://support.homeawaysoftware.com/escapia>
- The Escapia Support Team can be reached by phone or electronically using the **Contact Us** button at the bottom of the Support Home page above.

