

How Owners Access their OA Statements

The following article explains how the Owner's Monthly Statements can be made viewable and accessible online.

All Owners will need to register in order to view their Statements, or reserve/request their unit online. Owner's can only register if they have been assigned an email address in OA under **Configuration Settings > Owners**.

OWNERS

Michelle's Resort and Spa

Edit Owner Use Company Name

First Name

Last Name

Street Address

City

Country

State/Province

Zip/Postal Code

Phone1

Phone2

Fax

Email

NOTE: Two Owners can share the same email address. When the Owner goes to login, they will have an option of which Owner Account they wish to enter. To register, Owners will go to one of the websites below depending on which server your PMS is located (if you are unsure please contact PMS Support):

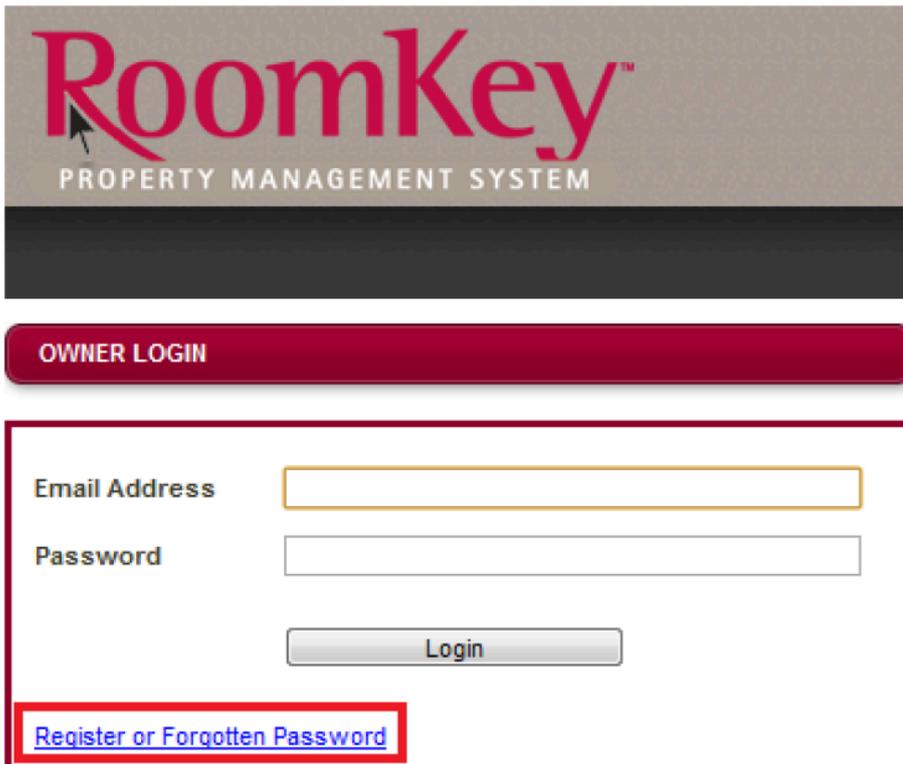
https://www.welcometorsi.net/east/HOA_Owner/owner_login.aspx (East Server)

https://www.welcometorsi.net/west/HOA_Owner/owner_login.aspx (West Server)

Owner Login Screen

On the first visit to the web-page the Owner must register to gain access to their owner information. Under the user name and password fields they must click on the **Register or Forgotten Password** link below.

i When an Owner uses the Register or Forgotten Password buttons, RoomKeyPMS sends an email to the Owner but the email will come from the property management's email as the sender or "From" address (the email address saved in the [Property Detail](#)). If the email is not delivering to the Owner's email address, the email service provider of the owner may be flagging the property management's email as Spam/junk. In this case, we suggest the Owner contact their email provider to whitelist the property management's email and/or add it as a safe sender, so they deliver.



RoomKey™
PROPERTY MANAGEMENT SYSTEM

OWNER LOGIN

Email Address

Password

Login

[Register or Forgotten Password](#)

Requesting a Password

The Owner must then enter their email address into field below and select **Request Password**. A password that corresponds with their email address will be sent to the email account.

OWNER LOGIN

Email Address

kmaclean@welcometorsi.com

Request Password

Return to Login

The Owner will then be notified that their registration was successful and to check their email account for their password.

The image shows a sequence of two screenshots. The top screenshot is the 'OWNER LOGIN' page with the email 'kmaclean@welcometorsi.com' entered and the 'Request Password' button highlighted. The bottom screenshot shows a confirmation message: 'Password Request was Successful. Please check your email for your password.' with a 'Return to Login' button. An arrow points from this message to an email notification titled 'Your Password Request' from 'smacphail@welcometorsi.com' to 'me', received at 5:09 PM. The email content states: 'Your request to receive access to the -Owner Login- site has been accepted. Your user name is: kmaclean@welcometorsi.com Your password is: 7adf&9a* If you have any difficulties logging onto the site please contact your property managers. Thank You, RSI International'.

NOTE: If Owner registration is unsuccessful they will be asked to contact the Property Manager. A registration may be unsuccessful if the email address entered into OA has a spelling error. Ensure correct entries are made into OA before contacting support.

Error



Email address was not found. Please contact property managers.

Ok

Below is an example of what an owner will see when they login to OA. Along the top are the Statement view screens which we will now review.

RoomKey
PROPERTY MANAGEMENT SYSTEM

Statement Info Book Reservation Change Address Change Password Logout **View Screens**

STATEMENT FOR UNIT # 309 - MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Unit # 309 [Change Property/Owner](#) [Print Owner Statement](#)

November 2010

Revenue

	November	Year to Date
Room Revenue	0.00	1869.55
	0.00	1869.55

Expenses

	November	Year to Date
CC Commission	0.00	-7.71
Management Fees	0.00	-278.99
Satellite TV	0.00	-45.00
Guest Housekeeping Fee	-90.00	-360.00
Maintenance Fee	-20.00	-156.00
	-110.00	-847.70

Balance for November : -170.95
Balance forwarded from previous month: -60.95

Statement Info:

The Statement Info view screen will show the Owner Statement. From this screen:

- If the owner has several Units, they may use the unit drop down menu in the top left to view the Statement for their other units.
- The month/year drop down menus in the top left can be used to view Statements from past months/years
- The [Change Property/Owner](#) link can be used for Owners who have Multiple Properties tied to an email address, or Multiple Owners tied to an email address. Click this link allows you to switch between Owners and Properties.

- The [Print Owner Statement](#) link in the top right of the screen can be used to print the owner statement.

Statement Info Book Reservation Change Address Change Password Logout

STATEMENT FOR UNIT # 309 - MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Unit # 309 [Change Property/Owner](#) [Print Owner Statement](#)

November 2010

Revenue	November	Year to Date
Room Revenue	0.00	1869.55
	<u>0.00</u>	<u>1869.55</u>
Expenses	November	Year to Date

Book Reservation:

NOTE: The Book Reservation section is only active if **Yes** was selected to **Allow Owner Bookings** in the OA **Configuration Settings** menu.

Miscellaneous Owner & Statement Settings

Min. Cheque Amount 0.00

Allow Owner Bookings? Yes

Reservation Type Reservation Max per Month 1

Show Reservation Info? Yes

When in the Book Reservation section, Owners may select their desired arrival & departure date and then click on **Get Availability** so they can see if their unit will be available for their selected dates.

BOOK RESERVATION FOR MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Unit #

To view availability select an arrival date and click "Get Availability"

Available
 UnAvailable
 Departure Only

Room Number	12	13	14	15	16	17	18	19	20	21	22	23	24	25
309	Available	Available	Available	Available	Available	Available	UnAvailable	UnAvailable	Available	Available	Available	Available	Available	Available

Book

Arrival Date:
 Nights:

Adults:
 Children:

Reservation Type: Owner
 Guest of Owner

IMPORTANT NOTE

If the PMS room setup is a 1:1 ratio (i.e: one guest room number per room type) then the Availability Calendar will update as reservations are booked (it is not necessary to assign a Room Number to the reservation at the time of booking).

Example:

Room Type SPB-DD > Room Number 101

Room Type STK-K > Room Number 102

If a SPB-DD room type is booked, since there is only one Room Number assigned to this Room Type (101), then HOA will automatically note Unit 101 as being Unavailable for the dates booked.

Room Type	Sleeps	Avg Rate	Inv	Mon Jan 19	Tue Jan 20	Wed Jan 21	Thu Jan 22	Fri Jan 23	Sat Jan 24	Sun Jan 25	Mon Jan 26	Tue Jan 27	Wed Jan 28	Thu Jan 29	Fri Jan 30	Sat Jan 31	Sun Feb 01
2QNL5-QQ	5	\$160.00	7	2	-1	4	5	6	7	7	7	7	7	7	7	7	7
Cabot Suite-DD/PC	6	\$275.00	1	1	1	0	0								1	1	0
Deluxe Lofts-QQ	7	\$200.00	6	2	2	5	5								1	2	2
Family Suite-KK/PC	8	\$200.00	5	2	2	3	3								5	5	5
KND-K	4	\$180.00	6	4	2	5	5								6	6	6
Signature Suites-KK	5	\$200.00	5	5	5	5	5								5	5	5
Wilderness Suite-KK	8	\$355.00	1	1	1	1	1								1	1	1
SPB-DD	2	\$200.00	1	1	1	1	1								1	1	1
STD-DD	4	\$105.00	2	1	1	1	1								2	2	2
STK-K	3	\$105.00	1	1	1	1	1								1	1	1

All of these room types have a 1:1 ratio (i.e.: One Room Number per Room Type)

However, if the PMS setup is greater than a 1:1 ratio (multiple rooms per room type) then Room Numbers *MUST* be assigned at the time of booking in order for the Availability Calendar to update appropriately.

Example:

Room Type 2QNLQ-QQ > Room Numbers 101, 102, 103, 104, etc...

Room Type KNL-K > Room Numbers 201, 202, 203, 204

If a 2QNLQ-QQ room type is booked but no room number is assigned, then HOA will not know which unit (101, 102, 103, 104, etc....) is to be marked as Unavailable on the Availability Calendar. Since no room number is assigned, as long as there are rooms available in the 2QNLQ-QQ room category, then all units will appear as Available on the Availability Calendar.

Room Type	Sleeps	Avg Rate	Inv	Mon Jan 19	Tue Jan 20	Wed Jan 21	Thu Jan 22	Fri Jan 23	Sat Jan 24	Sun Jan 25	Mon Jan 26	Tue Jan 27	Wed Jan 28	Thu Jan 29	Fri Jan 30	Sat Jan 31	Sun Feb 01
2QNLQ-QQ	5	\$160.00	7	2	-1	4	5	6	7	7	7	7	7	7	7	7	7
Cabot Suite-DD/PT	6	\$225.00	1	1	1	0	0								1	1	0
Deluxe Lofts-QQ	7	\$200.00	6	2	2	5	5							1	2	2	
Family Suite-KK/PQ	8	\$200.00	5	2	2	3								5	5	5	
KND-K	4	\$180.00	6	4	2	5	5							6	6	6	
Signature Suites-KK	5	\$200.00	5	5	5	5	5							5	5	5	
Wilderness Suite-KK	8	\$355.00	1	1	1	1	1							1	1	1	
SPR-DD	2	\$200.00	1	1	1	1	1							1	1	1	
STD-DD	4	\$105.00	2	1	1	1	1	2	2	2	2	2	2	2	2	2	2
STK-K	3	\$105.00	1	1	1	1	1	1	1	1	0	0	1	1	1	1	1

All of these room types have a ratio greater than 1:1 (i.e.: more than one room number exists for each room type)

If the Owner decides to create a Reservation (or request a Reservation), they must finish filling out the information below, then select the **Book** button at the top of the screen to proceed with the booking reservation/request.

BOOK RESERVATION FOR MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Unit #

To view availability select an arrival date and click "Get Availability"

■ Available

■ UnAvailable

▾ Departure Only

January 12, 2011 to January 25, 2011

Room Number	12	13	14	15	16	17	18	19	20	21	22	23	24	25
309														

Arrival Date

Nights

Adults

Children

Reservation Type
 Owner
 Guest of Owner

NOTE: If the Owner selects to make a **Guest of Owner** booking, they will be prompted to enter the name of their guest. This name will then appear on the reservation when it flows into the PMS.

BOOK RESERVATION FOR MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Get Availability

Unit # 309

To view availability select an arrival date and click "Get Availability"

Available UnAvailable Departure Only

January 12, 2011 to January 25, 2011														
Room Number	12	13	14	15	16	17	18	19	20	21	22	23	24	25
309	Available	Available	Available	Available	Available	Available	Departure Only	UnAvailable	Available	Available	Available	Available	Available	Available

Book

Arrival Date Jan 12, 2011 Nights 3

Adults 2 Children 0

Reservation Type Owner Guest of Owner

First Name Bob Last Name Smith

After an Owner has booked their reservation one of two things will occur:

1. If OA is set up for reservation requests, the reservation status of an owner booking will appear as **PENDING** when they first make their reservation (see below). This reservation will then flow through to the PMS and will appear under the **WAITLIST** section.

Get Availability

Unit #

To view availability select an arrival date and click "Get Availability"

Available
 UnAvailable
 Departure Only

January 15, 2011 to January 28, 2011														
Room Number	15	16	17	18	19	20	21	22	23	24	25	26	27	28
309														

Book

Arrival Date:
 Nights:

Adults:
 Children:

Reservation Type: Owner
 Guest of Owner

Unit #	Res ID	Arrival Date	Departure Date	Reservation Type	Reservation Date	Status
309	5710	Jan 15, 2011	Jan 17, 2011	Owner	Jan 11, 2011	Pending...

Once the reservation has been moved from the **WAITLIST** status in the PMS to an actual reservation, then the Status of the Owner Booking in OA will change to **CONFIRMED**.

Unit #	Res ID	Arrival Date	Departure Date	Reservation Type	Reservation Date	Status
309	5710	Jan 15, 2011	Jan 17, 2011	Owner	Jan 11, 2011	Confirmed

2. If OA is set up for reservations, then the reservation will be automatically created in the **Reservations** section of the PMS, and will appear under Owner Bookings as being **CONFIRMED**.

Unit #	Res ID	Arrival Date	Departure Date	Reservation Type	Reservation Date	Status
309	5709	Jan 12, 2011	Jan 15, 2011	Owner	Jan 11, 2011	Confirmed

Change Address:

The Change Address section allows the owner to update their contact information online.

CHANGE ADDRESS FOR MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Save Changes

First Name	<input type="text" value="Katie"/>	
Last Name	<input type="text" value="MacLean"/>	
Street Address	<input type="text" value="74 Coastal Highway"/>	
City	<input type="text" value="Sydney"/>	
Country	<input type="text" value="Andorra"/>	
State/Province	<input type="text" value="NA"/>	
Zip/Postal Code	<input type="text" value="B1K 2Y8"/>	
Phone 1	<input type="text" value="9022223333"/>	<input type="text" value="Home"/>
Phone 2	<input type="text"/>	<input type="text" value="Home"/>
Fax	<input type="text"/>	
Email	<input type="text" value="kmaclean@welcometorsi.com"/>	

Change Password:

The Change Password area allows the Owner to change their password.

CHANGE PASSWORD FOR MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Save Changes

Old Password	<input type="text"/>
New Password	<input type="text"/>
Confirm Password	<input type="text"/>

Logout:

The Logout area allows the Owner to Logout of their Owner Account.

Statement Info

Book Reservation

Change Address

Change Password

Logout

STATEMENT FOR UNIT # 310 - MACLEAN, KATIE @ KATIE'S COASTAL COTTAGES

Unit #

[Change Property/Owner](#)

[Print Owner Statement](#)