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Owner Management Enhancements

SMS | Host 2023r1

Enhancements to the Owner Management Screens and Workflows
Introduced in SMS | Host 2023r1

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Introduction

With the SMS | Host 2023r1 release, we have continued to focus development on various aspects of Owner management for the purpose of streamlining the existing functionality to be more intuitive to use and easier to train.

The most noticeable enhancement will be the reorganization of the Owner Management Menu in an effort to create a single, central location for practically everything related to servicing your Owners from configuring calendars, token and products to managing unit usage/rotation and postings, from generating statements and processing payments to running reports and administering maintenance utilities.

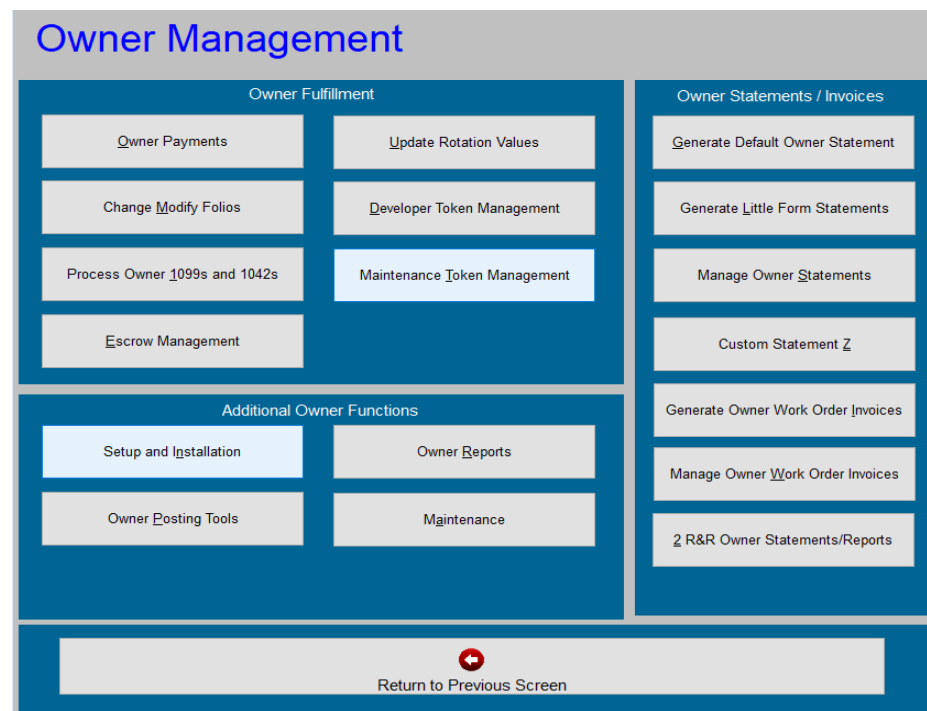
Most of what you see will be familiar though it may have been relocated or, in a few instances, retitled to be more easily understood. Mixed in are a few enhancements that we believe will benefit everyone.

2023r1 Owner Management Enhancements

Reorganization of Owner Management Menus

The scope of functionality within the Owner Management menu system has been expanded and the layout has been rearranged to accommodate more intuitive access to features. The menu and sub-menus have been segmented into functional groupings designed to make it easier for users with appropriate clearance to perform their required tasks from a centralized location.

Note: extraneous buttons related to uninstalled modules or disabled functionality will not appear in your system. Consequently, the appearance of your menus and the button positions within them may appear different from what is described here.



Owner Management Menu

The initial menu has been divided into three sections:

1. Owner Fulfillment

Key functions accessed from here include:

- **Owner Payments** can now be performed from here including running **Checks**, **Generating ACH** files and **Check Reconciliation**. Properties with the old **EFT** module will access it from here, if installed.
- **Change Modify Folios**
- **Processing Owner 1099s and 1042s**
- **Update Rotation Values**, if the unit usage/rotation format is set to one that enables recalculation of future values (e.g. Posted Revenue with Zero Rated Room, Dated Points or Timeshare Dated Points)
- Both **Developer** and **Maintenance Token Management**
- **Escrow Management**, if enabled
- **Owner Pooling Distribution**, if enabled

2. Owner Statements / Invoices

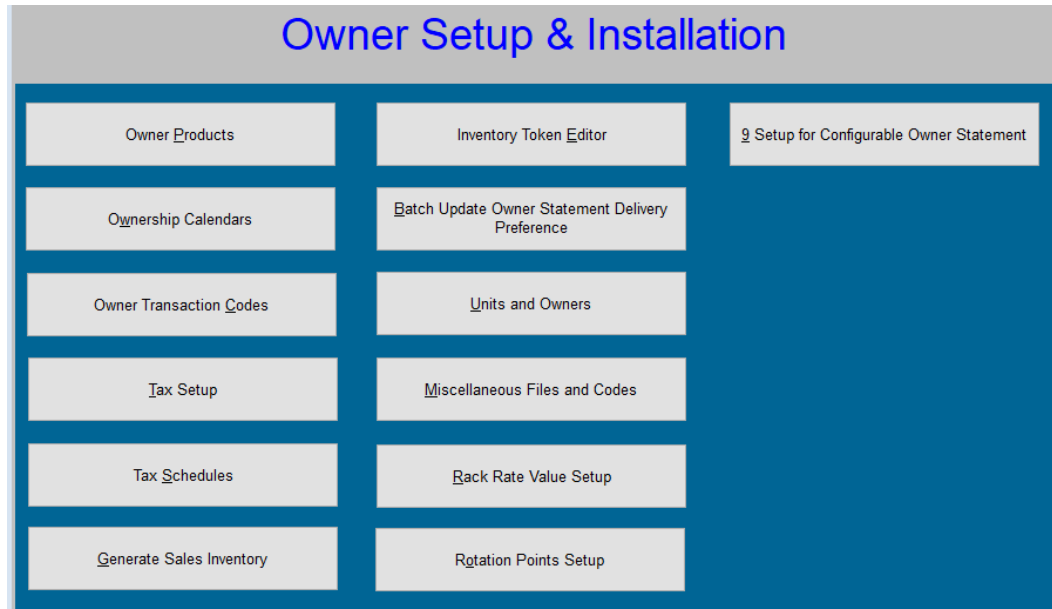
Key functions accessed from here include:

- **Generate Default Owner Statement** – This is a new feature that enables you to launch the particular SMS Owner statement that is used by your property. The first time you access it, a prompt will direct you to a new field in *Owner Settings 4* (char path: F-L-R-4) to store the statement program name as seen on the Reports menu under Statements (R-R-3-A) (e.g. OA-OST9A). Once you have identified your statement code, this button will launch it thereafter.
- **Generate Little Form Statements** – This concise format statement can be useful to some properties when sending an invoice for singular charges that need to be paid directly such as HOA Dues or an assessment.
- **Manage Owner Statements** – This is where you Publish, Print and/or eMail your PDF statement batches for archiving with Owner Contracts and accessing from the WorldNXT Owner Portal.
- **Custom Statement Z** – This function replaces the Z – Custom Report access option from the old character I – Owner Options menu. Any custom reports or programs you previously ran from that location will now be performed here.
- **Generate and Manage Work Order Invoices**, if the module is installed. (Note: these were previously generated from the R&R Owner Statements submenu)
- **R&R Owner Statements/Reports** - This submenu offers a selection of R&R templates that can be modified by experienced users. (Note: copies of customized template programs must be stored directly with SMS in order to avoid their being overwritten by future updates.)

3. Additional Owner Functions

Key functions accessed from here include:

- **Setup and Installation**



The items accessed from this location are still here but there are a few additions

- **Rack Rate Value Setup**
- **Rotation Points Setup**
- **Setup for the OA-OST9A Configurable Owner Statement** (previously run as a custom program)
- **Setup Pooling Defaults**, if enabled
- **Year Begin Dates**, if Owner Activity is installed
- **Usage Plans**, if Owner Activity is installed

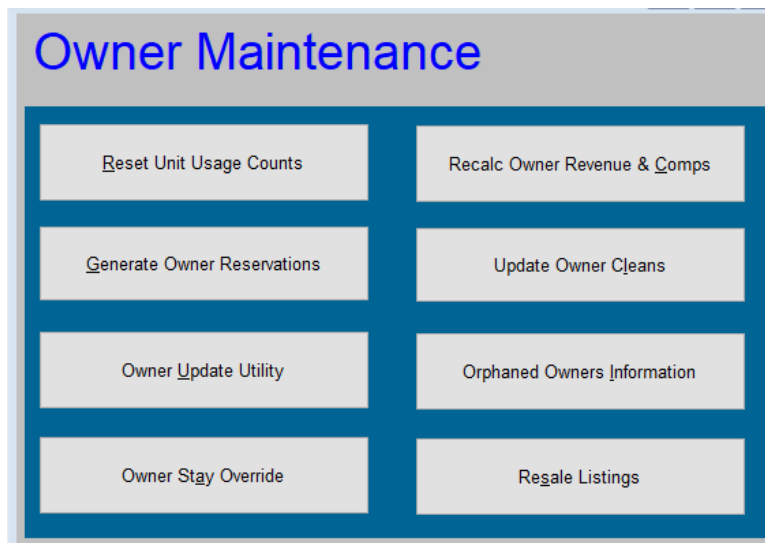
- **Owner Reports**



Rather than relocating these reports from their **Reports Menu 3** position, we have added an additional access point here. The reports listed include:

- **Owner Statements (1 thru 8)**
- **Enhanced and Standard Transaction Analysis**

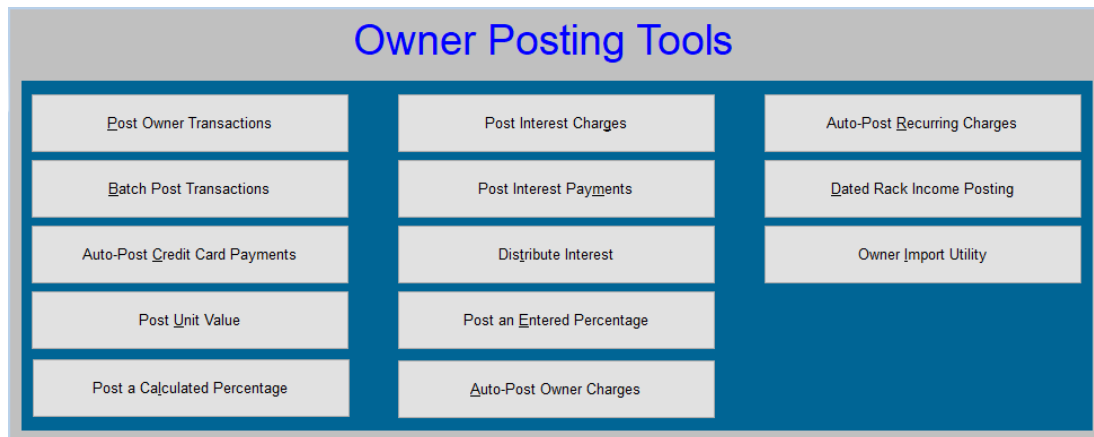
- **Owner Revenue Summary**
 - **Owner Aged Receivables**
 - **Enhanced and Standard Owner Balances**
 - **Annual and Standard Summaries**
 - The full set of existing **Miscellaneous Owner Reports**
 - **Owner Availability Report**
 - **Rental Unit Reservations**
 - **Owner Lease Override**
 - **Owner Availability Notes**
 - **Owner Listing**
 - **Owner Date Link Listing**
 - **Rack Value Discrepancies**
 - **Owner Stay List**
 - **Check Register**
- **Maintenance**



The following functions have been pulled from their prior locations and collected as a set of tools for managing Owner information. These include:

- **Reset Unit Usage Count** (previously accessed via char path G-U)
- **Generate Owner Reservations** (used by some Fixed Fractional properties)
- **Owner Update Utility** (used in changing House Commission settings)
- **Owner Stay Override** (used to modify some system-generated counters)
- **Recalculate Owner Revenue & Comps** (used to modify some revenue counters)
- **Update Owner Cleans** (used to adjust some cleaning counters)
- **Orphaned Owners Information** (generates a report of orphan record data)
- **Resale Listings**, if enabled

- **Owner Posting Tools**



The set of posting tools remains as previously displayed following the relocation of the R&R Owner Statements. Two other things to note:

- The *poorly named* **Fast-Post Transactions** function has been removed from general distribution as being inadequate for the task. While this can be reactivated for your property by calling Customer Support, SMS feels that other posting options offer a better (and speedier) experience and encourage you to explore the menu.
- The **Owner Import Utility** will be accessed from this menu, if the module is installed.

- **Trust Accounting**

This submenu feature is only available to properties in Australia

New Sort Option for Printing Owner Correspondence Labels

A third sorting order has been added when generating Owner mailing labels. In addition to organizing the labels in Alphabetical or Zip Code order, you may now choose for them to be listed in Unit Number order.

```
sms|Host (32-Bit Character Version)
-----
GENERATE OWNER MAILING LABELS / ENVELOPES
-----
Number of labels across : 1
Enter width of labels   : 35
Enter height of labels  : 6(Enter 'E' for page eject after each label)
Enter left margin      : 1
Enter top margin       : 0
How many of each label? : 1
Put Unit# on Label (Y/N) : N
Put Country on Label(Y/N) : N
<Esc> to Exit

Do you want labels in (A)lphabetical, (Z)ip or (Unit) order (A/Z/U)? U
Labels for (A)ll Owners (P)rietary Owners only (A/P)? P
```

“Calculate Future Usage” Button Relabeled

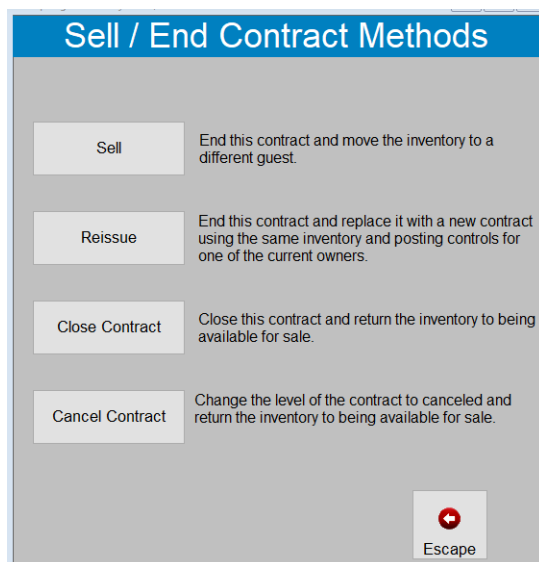
Two of the unit usage/rotation formats available in SMS|Host selected in Owner Accounting Settings 2 (char path F-L-R-2) offer the ability to supplement the automatic nightly rotation value calculations by taking future hard-blocked reservations into account. For properties with that capability, SMS encourages they exercise the function nightly by adding it as a Task into their Automated Night Audit. These two formats, **Posted Revenue with (Z)ero Rated Room** and **(D)ated Points**, employ different basis for determining rotational value but the process of recalculation is the same for both.

In addition to setting up an automated Task, the process can be run manually from the Owner Management menu. The button to launch the process, previously called “Calculate Future Usage”, has been relabeled in this release as **Update Rotation Values** and will only be available when an eligible format has been selected. The descriptive text accompanying the process has also been updated for clarity. The relabeling also applies to the available Task for inclusion in the Automated Night Audit.

A third format, **(T)imeshare Dated Points**, approaches usage/rotation in a very different manner for properties with fixed fractional ownership. The process is launched manually from the same button but is not yet an available Task for automation. It should be noted that this approach also offers the ability to recalculate usage/rotation values from past stays but SMS strongly advises it not be done except in extremely unusual circumstances and then by an experienced user. Please contact a Support specialist first to learn more about the ramifications if you are considering exercising this option.

“No Reversal” Warning Added to Contract Closure

The <Sell / End Contract> button was a new feature added to the redesigned Owner Contract in release 2022r1 that brought together the various actions that can be applied to the ownership of a Contract. Each of these actions will only appear if they can be performed at the time the button is pressed.



Each option, though, is irreversible once it is selected leaving no room for error. To address this, a warning has been added to the screen when the button for any of these actions is pressed providing an opportunity to abandon the process if it has been chosen in error:

This action is NOT reversible. Do you want to or ? (C/A)?

Button to Generate Owner Work Order Invoices Relocated

The button to **Generate Owner Work Order Invoices** is now accessed directly from the main Owner Management menu in the Owner Statements / Invoices section immediately next to the **Manage Owner Work Order Invoices button**. It was previously positioned within the Print Owner Statements submenu that was located under Owner Posting Tools. This new placement offers greater visibility from a more logical set of similar functions.

Improvements to the Appearance of the OA-OST9A Owner Statement

As a follow-up to the redesigned process for generating the OA-OST9A Owner Statement (Configurable Format), a number of upgrades have been made with regard to it's appearance. Improvements address such factors as alignment of columns, logical breaks in pagination and expanded length of descriptions. Several other small enhancements are worth noting:

- Subtotals by Transaction Category have been added to the optional Selected Transaction Detail section.
- The Token Type description (e.g. Whole Ownership, Quartershare 3, etc.) has been added to the header for single-inventory Contracts which will be particularly helpful in distinguishing between fractional ownership of the same room number.
- A share indicator has been added to the optional Rental Activity section which can help to explain the presence of zero-value reservations when rates are not split.
- A left margin adjustment prompt, similar to those for top and bottom, has been added when generating statements. Properties that have previously saved parameters for the statement should update them.

Rewrite the Nights-by-Unit Report for Expanded Functionality

The *Nights-by-Unit* report, used most commonly by properties with the Owner Fulfillment module to calculate individual unit usage by market segment, is an existing R&R report that can be added to the (Z)Custom menu. However, organizations running SMS|Host in a SQL environment have been unable to take advantage of its benefits. It has now been re-written, renamed as **Market Segment Nights-by-Unit** and made available by selecting Reports menu path R-R-4-V-N. In addition to receiving a permanent menu location, a number of changes were made to enhance the filtering and sorting capabilities, expanding its power and appeal to types of properties.

The report was originally created to enable properties using the Owner Fulfillment module to monitor the number of nights a specific unit was occupied and by which market segments. Often, properties have limitations on the number of complimentary nights permitted in individual units while some rental programs restrict Owner usage over holidays or high-occupancy periods. While providing the necessary counts to track usage, the report had a few limitations of its own, most notably when deployed with fixed fractional ownership, as it could not provide an accurate record of nights within specific ownership intervals.

As part of this conversion, options to filter by Ownership Interval, Rental Program, Unit Category, Unit Type and Unit Number have been added to those previously offered for Multi-Property and Market Segment. Both minimum and maximum nights of occupancy can be applied to filter with greater granularity. Sort options have also been expanded to allow for primary and secondary selections and, particularly notable, the ability to sort by "Unit + Interval", as needed in fixed fractional ownership environments. Additionally, an option to export the contents in CSV format is now available.

The report can be run for any date range including historical (actual) and/or future (reservations on the books.) You can choose between Summary or Detail format with the latter displaying a list of the individual reservations. Note that only reservation levels NEW, CNF, INH and OUT are included.

While critical for properties with Owners, this report can be used by any property looking to monitor their market occupancy by accommodation within specific timeframes.

Sample Report Output – Whole Owned Units - Summary

Market Segment Nights-		Springer Lodge 09/01/23 17:36:07 RD Page-1	
Primary Sort : Unit		Secondary Sort : Market	
Period : 08/01/23 - 08/31/23			
Multi-Prop : B			
Market Segments : All			
=====			
UnitNum	Market Seg	Nights	

B101	O	2	
B101	T	15	
Total for B101		17	

B102	O	3	
B102	T	15	
Total for B102		18	

Sample Report Output – Quartershare Unit - Detail

```

Market Segment Nights-           Springer Lodge  09/01/23 17:28:23  RD  Page-1
Primary Sort : Unit + Interval
Period : 08/01/23 - 08/31/23
Multi-Prop : D
Market Segments : All
=====
MK Unit   UType  Int Contract# Res#   RP Ct Lev OccBegin OccEnd   Night
-----
T  D104  D1KL  QT1 10000H   1000CH Q  K  OUT 08/01/23 08/04/23   3
T  D104  D1KL  QT1 10000H   1000AQ Q  K  OUT 08/25/23 08/27/23   2
T  D104  D1KL  QT1 10000H   1000EU Q  K  INH 08/27/23 09/01/23   5
-----
Total for D104  QT1                                     10
-----
T  D104  D1KL  QT2 10000P   1000CH Q  K  OUT 08/04/23 08/06/23   2
-----
Total for D104  QT2                                     2
-----
G  D104  D1KL  QT3 10000X   10009Q Q  K  OUT 08/11/23 08/14/23   3
T  D104  D1KL  QT3 10000X   1000BI Q  K  OUT 08/14/23 08/18/23   4
-----
Total for D104  QT3                                     7
-----
T  D104  D1KL  QT4 100015   1000BI Q  K  OUT 08/18/23 08/19/23   1
T  D104  D1KL  QT4 100015   1000AN Q  K  OUT 08/19/23 08/21/23   2
-----
Total for D104  QT4                                     3
    
```

Note: Nights are counted for the period specified in the report and not based on arrival and departure of the reservation, so for reservations that overlap the period begin and end dates, only the nights inside of those dates are counted.

The last page of the report provides a detailed list of all the filter conditions selected.

Sample Report Footer

```

Market Segment Nights-           Springer Lodge  09/01/23 17:28:23  RD  Page-2
Primary Sort : Unit + Interval
Period : 08/01/23 - 08/31/23
Multi-Prop : D
Market Segments : All
=====
Additional Filter Conditions :

Minimum Nights used for inclusion : 0
Maximum Nights used for inclusion : 999
Rental Program Codes               : Q
Include Rental, Non Rental or All  : R
Room Category Codes                : KQ
Room Types : D1KL ,D1QL ,
Room Number : D104 ,
Intervals : QT1,QT2,QT3,QT4,
    
```

Rates & Packages “Owner Contract” Checkbox Relocated

Properties configured with Owner Activity Processing functionality should be aware that the Owner Contract checkbox in Rates & Packages has been moved from the **Rate Controls** tab in Rate Settings to the **Other Settings** tab.

