

Resort Management System

A Product of AMS, Inc.

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Winter

2008

RMS

Travel Insurance

A Great Service for You and Your Guests!



RMS users can offer their guests protection for their travel investment with travel insurance. RMS automates the process so that reservationists simply click a button to tell RMS whether or not to add travel insurance during the booking process. The rates and premiums are automatically calculated.

Travel insurance can just as easily be removed from the reservation within the cancellation period set in the system. Reports can be generated and e-mailed to the insurer. The management company using RMS eliminates cancellation headaches and makes money while guests feel assured that their travel investment is being protected.

And don't forget that collecting the money by credit card is easier than ever with the SLIM CD credit card module. SLIM CD has partnered with RMS to allow credit and debit card transactions to be processed using your own computer and an internet connection. Receive automatic authorizations using your familiar RMS. Go online for end of day reports and Batch Settlement Reports. It's so easy with RMS!

If you are interested in offering these services to your guests please contact David 800-366-5152 ext # 250, or e-mail RMSSales@ResortManagementSystem.com.



RMS Automatic Updates

One of the many benefits of being an

AdvancedCare member is the ability to get automatic updates within your system.

Updates are released regularly from the programming department and include improvements, fixes and many times your programming suggestions from the AdvancedCare members wish list. The last update was released November 17, 2008.

To activate updates, go to the Help menu from the RMS Main Menu and choose "About RMS". Click the "Check for Updates" link. Multi-user systems should have other users logged out

during the update

Details about the changes included in updates are always posted on the AdvancedCare Members Support Suite website: resortpilot.com. A member login is required to access the website. You'll find an article about the latest program update in the Support Suite Knowledgebase.



**Newsletters Available Now
in SupportSuite**



Go to <http://resortpilot.com> and log in to SupportSuite or go to ResortManagementSystem.com and click the AdvancedCare Support tab. Next, go to *News* and find the latest newsletter and links to the old ones!

Inside this issue:

Travel Insurance	1
Update Notes	1
Vacation Rental Trends	2
RMS Hot Tip: Year End Tasks	2

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Vacation Rental Trends

Global competition and consumer demand changes are among the most obvious vacation rental trends for property managers.

The Internet has allowed for guests to choose from vacation rentals around the world. This growing global market creates more competition for property managers to get bookings for their rentals. Competitive pricing can be handled a number of ways including unbundling services and making previously included benefits charged separately.

RMS allows for other charges to be priced seasonally with rates or to be handled as a set amount. Charges and Amenities can be added as individual items or as a package. Housekeeping, linens, and equipment rentals are a few examples of ways to create new profit centers. RMS has no limit to the number of other charges that can be entered into the system and automatically calculates items when added to a reservation.

The slowdown of the real estate market has impacted consumer demand resulting in lower rental prices in some areas,

shorter stays and more homes on the rental market.

Since vacation stays are trending shorter for guests, with more weekend stays being booked, property managers may want to consider less restrictions on check-in days. The season supplement file in RMS often handles these restrictions. Many guests want activities to do such as golfing, skiing, beachcombing or events to attend. Promoting local events and transferring property owners club memberships are some of the ways property managers are responding to these changes.

Overall these trends benefit the short-term renter. When the guest is happy, they are more likely to come back, and that makes the property manager very happy.

Visit us on the Web!

www.ResortManagementSystem.com



RMS Hot Tip

Getting ready to close out the year in RMS

How was your year? Santa is not the only one who should be making a list this time of year.

It is recommended that you follow a list of end of month procedures before you begin to close out your year.

Monthly items to do include printing owner statements and the monthly sales tax report. Finalizing owner statements and paying owners should be completed. Printing your Trial Balance, posting transactions, printing the final month's Income Statement, printing your Balance Sheet and finally, Closing the Accounting Period. Whew! But you do that monthly right? How about your year-end to do list?

RMS provides you with your end-of-year totals. In house reports and reports for the owner should be printed along with owner 1099's and vendor 1099's. These reports are available in detail and summary format under Owner Reports on the Main Reports Menu. Also see Management Reports, Unit Gross Rental.



Some end of year utilities are available but not required. These include upgrading your mailing list. This allows you to delete very old mail entries by entering in a cut off date. You can also archive maintenance work

One important utility to run if you are not a hosted RMS user is Upgrade Unit's Date File. This utility adds a new year to the system and the first year tracked no longer displays. You will want to be sure you have finished up with the first

year you are tracking and are ready to add a new year. Old reservations in the archive file can still be accessed but calendars in RMS will only display the three years the system is tracking. You always want to make sure all your reports are done before beginning this utility. As always, before any upgrade, back up your system first. **HAPPY NEW YEAR!**

Questions? Contact Us

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