# Owner's Manual Resort Pro

1. Enter the link below to access Resort Pro, Stay In Costa Rica's new reservation system. We recommend that you bookmark it.

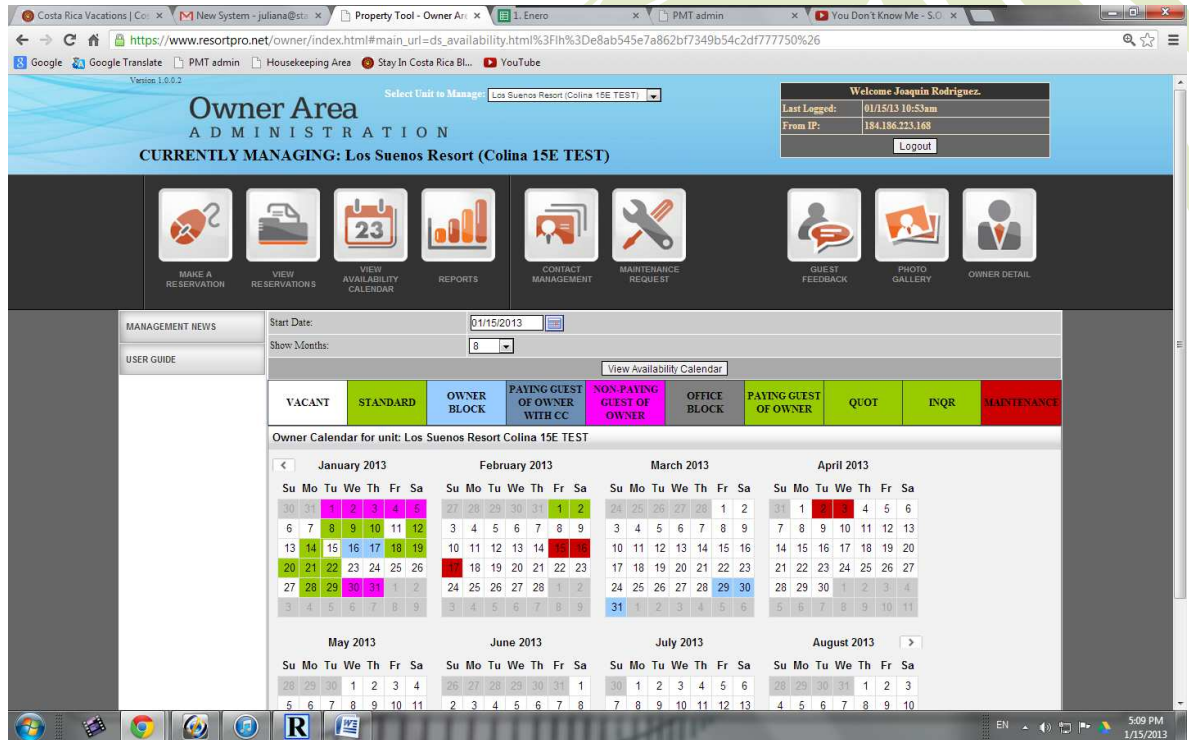https://www.resortpro.net/owner/auth_login.html

2. When you access the system, you will see the image below, and then you have to enter your Username and your Password. If you do not have this please let us know and we will send them to you.
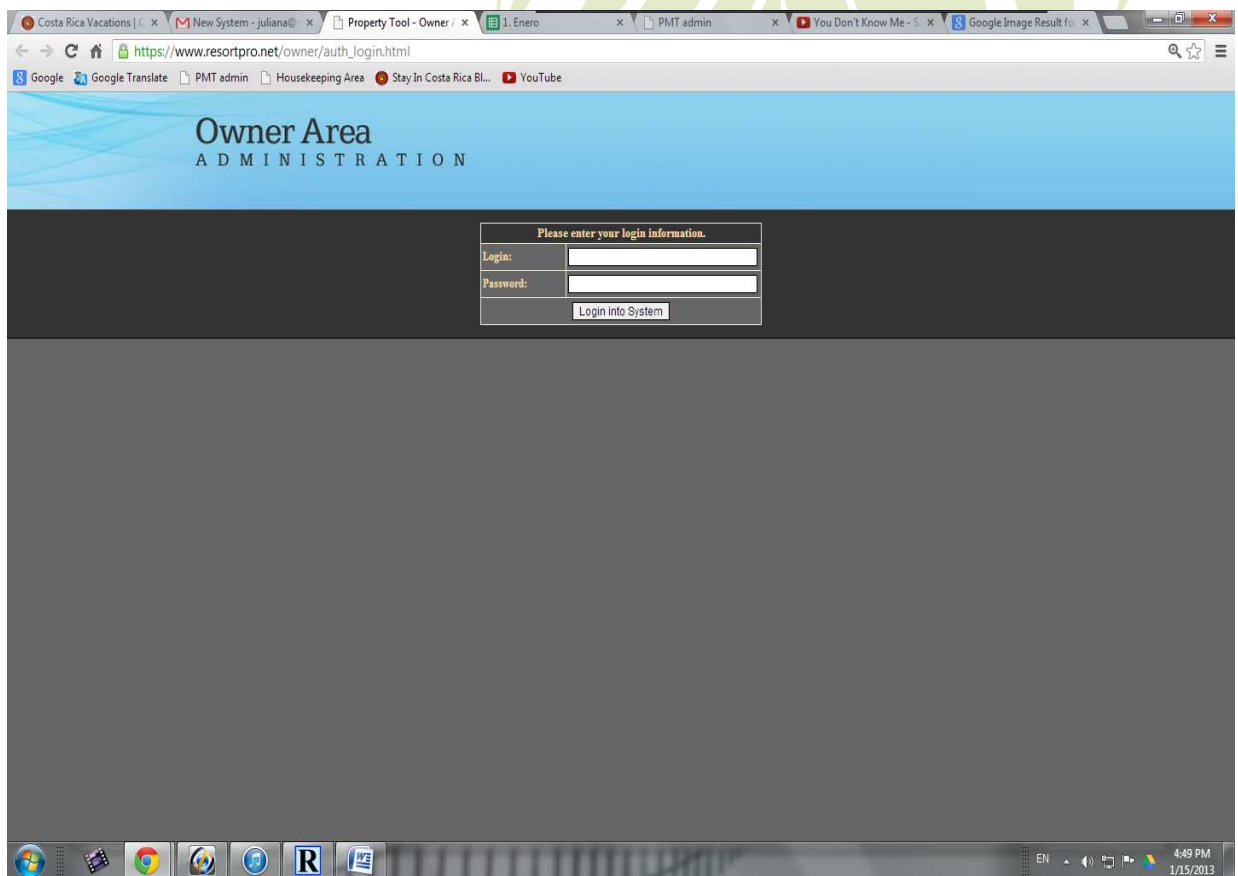
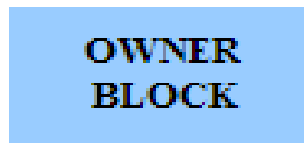3. Once you log in you are going to be able to see your units calendar:

4. The calendar shows the different types of reservations in different colors.

STA: Standard reservation COLOR: Green (The guest who reserve direct with us)

STANDARD

OWN: Owner reservation COLOR: Light Blue (a reservations for yourself)

OWNER BLOCK

PGOOCC: Guest that you booked but is going to pay here in SICR with Credit card COLOR: Blue

PAYING GUEST OF OWNER WITH CC

NPGOO: Non Paying guest of owner, when someone pays you directly with Credit Card COLOR: Purple

NON-PAYING GUEST OF OWNER

Office Block - This is used in special cases when our Office need to block the space. Color Grey

OFFICE BLOCK

PGOO: Guest that you booked but is going to pay here in SICR with Check or Cash COLOR: Green

PAYING GUEST OF OWNER

Quote: Used when our sales is close to sell a trip and need to hold a unit but the reservation is not confirmed. Color: Green.

QUOT

Inquire: Used when our sales is close to sell a trip and need to hold a unit but the reservation is not confirmed. Color: Green.
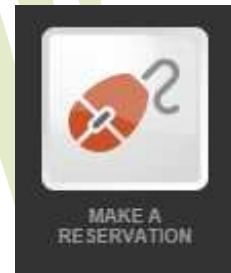
INQR

Maintenance: When we are doing some repairs that prevent us from renting the unit. Color: Red.

MAINTENANCE

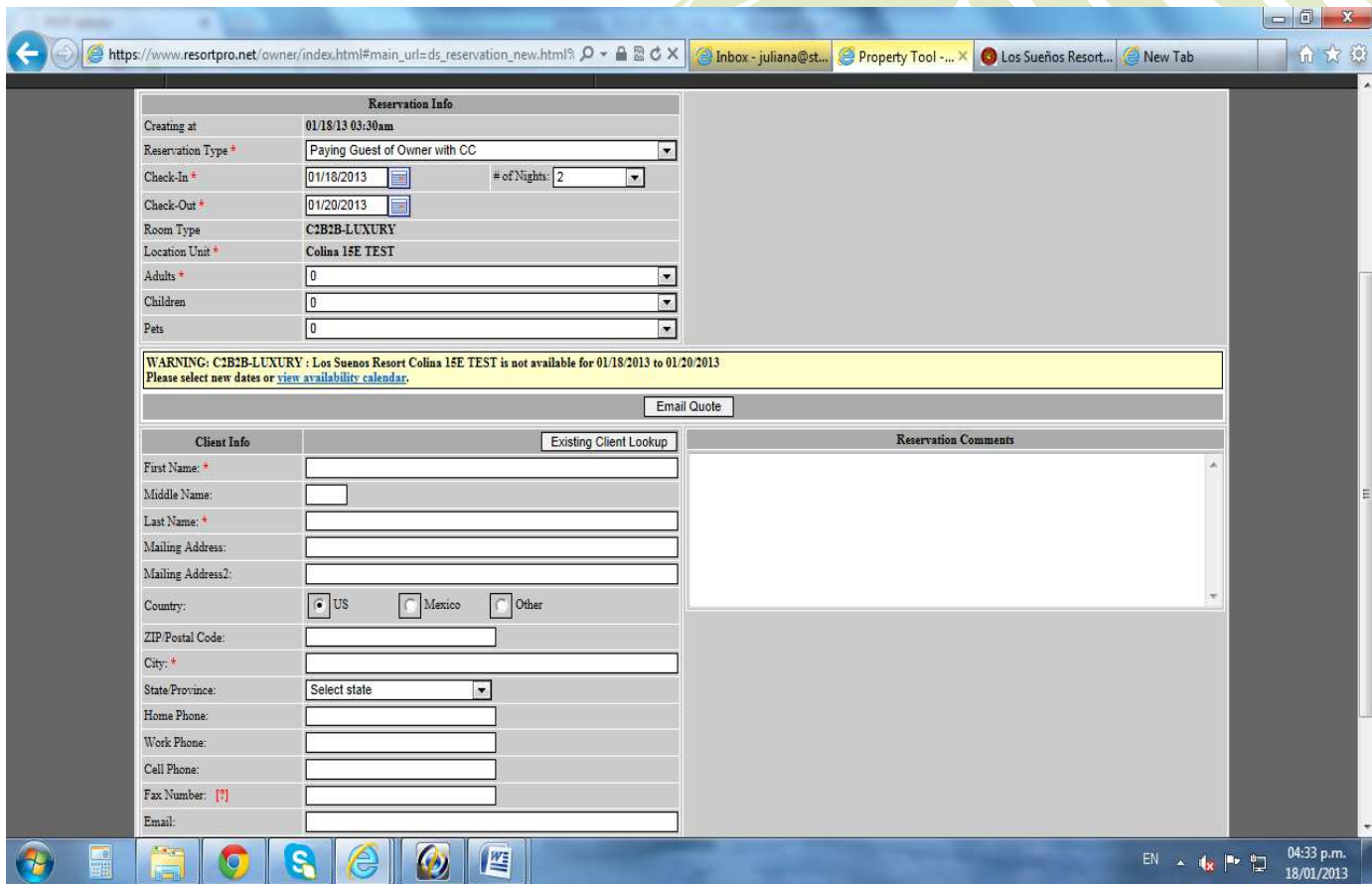5. To make a reservation, click on the **MAKE A RESERVATION** Icon:

6. When you access the reservation form, fill all the information of your guest or click owner block in the space of Reservation Type and the system will fill the spaces with your own information.
    This fields are Mandatory:
    Number of Guests (Adults), Name, Last Name, City and Email.

If you are making a reservation for a PAYING GUEST OF OWNER and you need us to collect on your behalf, you can Adjust the Rate you negotiated by using Coupons. If you can't get the desired rate you can put it in the Reservation Comments and we will adjust it for you.

***IMPORTANT: If your condo is not available the dates that you want to book the system will show the next message:
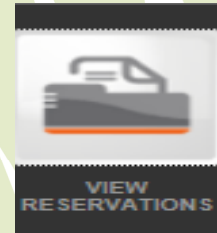
WARNING: C2B2B-LUXURY : Los Suenos Resort Colina 15E TEST is not available for 01/20/2013 to 04/22/2013
Please select new dates or view availability calendar.

And you are not going to be able to book your unit.

7. If you want to see all of you reservations, click the icon VIEW RESERVATIONS and the software will create a list of all your bookings:

Example of the list of bookings:

Tube 📄 PMT admin 📄 Housekeeping Area

MANAGEMENT NEWS

USER GUIDE

* Please click on any column to sort by that column

| ALL | PAYING GUEST RES. | NON-PAYING GUEST | OWNER BLOCK | STANDARD PAYING | | GO |

Reservations (23) |<< |< page 1 ▾ of 1 >| >>| Show All

Name	Res#	Created Date	Type	Arrive	Nts	Depart	Guests	Room Rent	Action
Rodriguez Joaquin	3237	01/15/2013 09:26:55	OWN2	03/29/2013	3	04/01/2013	1/0	$0.00	MANAGE
Last Name Test	3297	01/16/2013 14:56:05	PGOCC2	02/07/2013	2	02/09/2013	2/0	$790.00	
Rodriguez Joaquin	2974	01/07/2013 15:34:36	STA2	02/01/2013	2	02/03/2013	2/0	$790.00	
Test Test	3046	01/08/2013 16:18:36	NPG2	01/30/2013	2	02/01/2013	2/0	$0.00	MANAGE
Test Test	3219	01/14/2013 14:30:39	WHL2	01/28/2013	2	01/30/2013	2/0	$503.62	
Teteo Test	2941	01/04/2013 21:11:54	STA5	01/18/2013	5	01/23/2013	5/0	$1,975.00	
Rodriguez Joaquin	3045	01/08/2013 16:16:19	OWN5	01/16/2013	2	01/18/2013	1/0	$0.00	MANAGE
Corzo Carlos	2634	12/12/2012 15:30:51	STA8	01/14/2013	2	01/16/2013	2/0	$790.00	
Test Test	2942	01/04/2013 21:26:07	STA8	01/12/2013	1	01/13/2013	2/0	$395.00	
Teteo Test	2943	01/04/2013 21:31:09	STA8	01/10/2013	1	01/11/2013	3/0	$395.00	
Test Test	2924	01/03/2013 21:15:25	STA8	01/08/2013	2	01/10/2013	2/0	$790.00	
Teteo Test	2635	12/12/2012 15:47:13	NPG8	12/31/2012	6	01/06/2013	2/0	$0.00	
Rodriguez Joaquin	2633	12/12/2012 14:00:28	OWN8	12/25/2012	4	12/29/2012	2/0	$0.00	

8. The following icons are not ready to use at this time, we are working on them, we let you know whenever we have all them active.
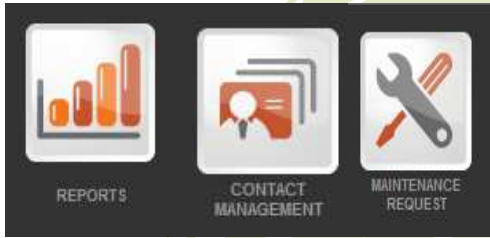
9. When we have clients comments about your unit, we are going to update this information and you're going to be able to check them by accessing the icon below: GUEST FEEDBACK
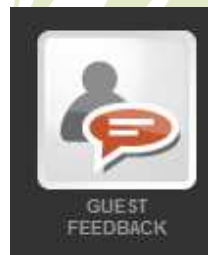
10. To upload photos and add captions, click the image that is show next:

11. To access and update all your information, please click the owner detail icon that is show next: