

Owner X User Guide: Mobile and Desktop Versions

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GETTING STARTED

App download and installation

The app is available for download for Apple and Android devices under the name **Owner X**.

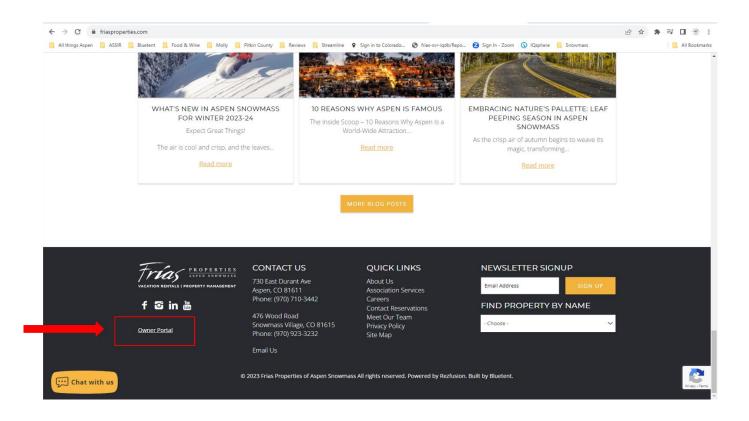
Download on the App Store Google Play

Follow your phone's instructions to install the app.

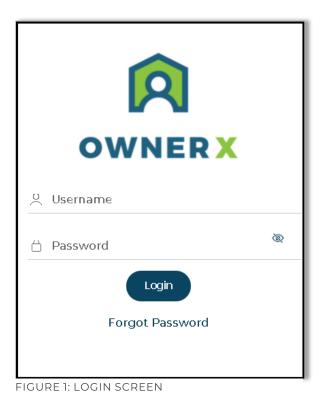
Get in touch with Frias Properties if you experience any issues during the process by calling 970-920-2000.

Owner desktop access

In addition to managing your property through your mobile device, you may also login from a desktop by navigating to <u>https://ownerx.streamlinevrs.com/</u> or by clicking the Owner Portal link on the Frias <u>website</u>. The link is in the footer on the homepage. See image below.

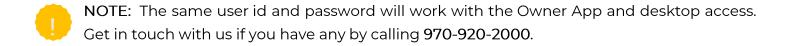


Logging In



The Login Now screen is the first screen you will see.

You will use your **Streamline Login/Username and password** to log in, as provided in the access email.



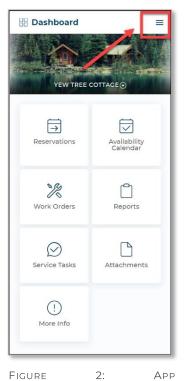
DASHBOARD

The Dashboard is the first screen you will see after logging in.

It presents a drop-down menu where you can select the Property you want to work with as well as the unit's management tools.



Note: Only your Active units will show in this area. Reach out to us if you notice a property is missing.



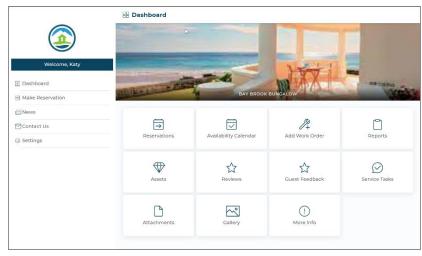


FIGURE 3: DESKTOP MODULE VIEW

Figure 2: App view

In the App, clicking on the Menu icon on any of the screens will open the Main Menu:

- 1. View your **Reservations** for the unit
- 2. Check and block that unit. Availability Calendar.
- 3. View and add Work Orders.
- 4. Access some unit Reports.
- 5. View any attachments added to the unit
- 6. View and add unit Service Task.

Note: Not all the management tools shown above may be available, as these depend on our system setup. Reach out to us if you have any questions.



Reservations

In this area you will be able to view reservations and modify or cancel your future Reservations.

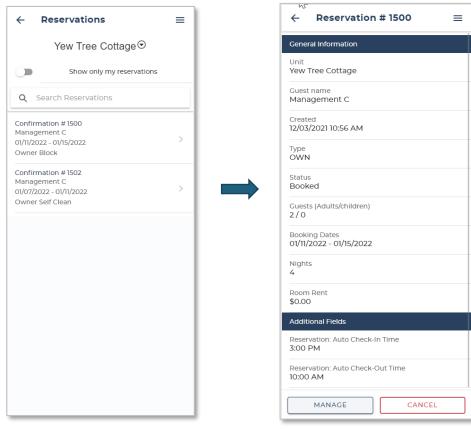


FIGURE 4: DASHBOARD RESERVATIONS

FIGURE 5: RESERVATION DETAILS

Availability Calendar

Use the Availability Calendar to easily view the unit's availability, make reservations or create Owner Blocks. This interactive calendar with simple data gathering process enables easy unit management.

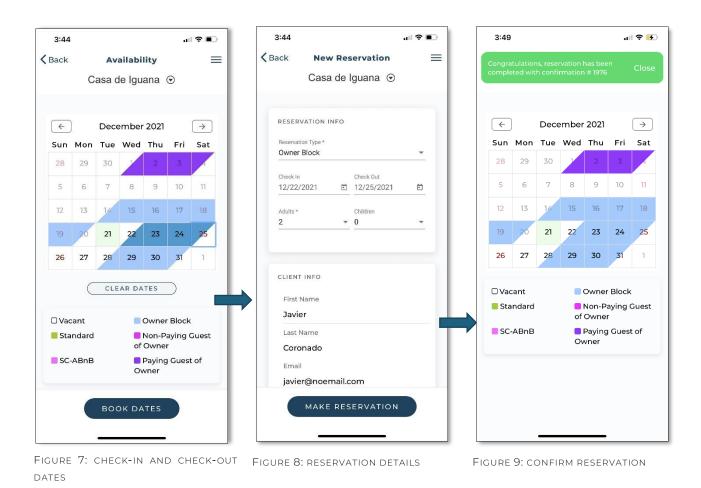
You can scroll through monthly calendars to view the unit's occupancy.

Availability 4 = La Encantada (÷) \rightarrow December 2019 Sun Mon Tue Wed Thu Fri Sat 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 24 23 25 26 27 28 22 29 30 31 CLEAR DATES □ Vacant Maintenance Block Owner Block Standard

Steps to make Reservation

FIGURE 6: AVAILABILITY CALENDAR

- 1. Select the reservation type.
- 2. Select [Check In]. and [Check Out] dates in the Calendar.
- 3. Enter the remaining reservation information.
- 4. Select [Make Reservation]
- 5. View confirmation screen



Work Orders

In this area, you will be able to view the unit's Work Orders as well as add new ones:

The unit's Work Orders will be sorted in **Pending, Active** and **Completed** status. The main view will be **Active**. Work Orders marked as **Critical** will be positioned at the **top** of the list.



Note: You will not be able to modify the unit's Work Orders from this screen. Once added, work orders will be "closed" to modification. setup. Reach out to us if you have any questions.

- Work O	rders		=
Q Search We	ork Orders		Ŧ
	Beach Paradis	se	
PENDING (8)	ACTIVE (16)	COMPLE	TED (0)
Alarms W.O. # 9738814 Priority: N/A			>
Feed Plants W.O. # 9734185 Priority: N/A			>
Alarms W.O. # 9724571 Priority: N/A			>
Alarms W.O. # 9698338 Priority: N/A			>
Food Dianto			
A	DD WORK ORD	FR	

FIGURE 10: WORK ORDERS

Add Work Order

You can also add work orders.

The process to Add a Work Order is simple (Figures 11 – 16)

- 1. Enter a Title.
- 2. Select a Priority.
- 3. Enter a Description.
- 4. Add photos if required.
- 5. Select [Create Work Order] and confirm.

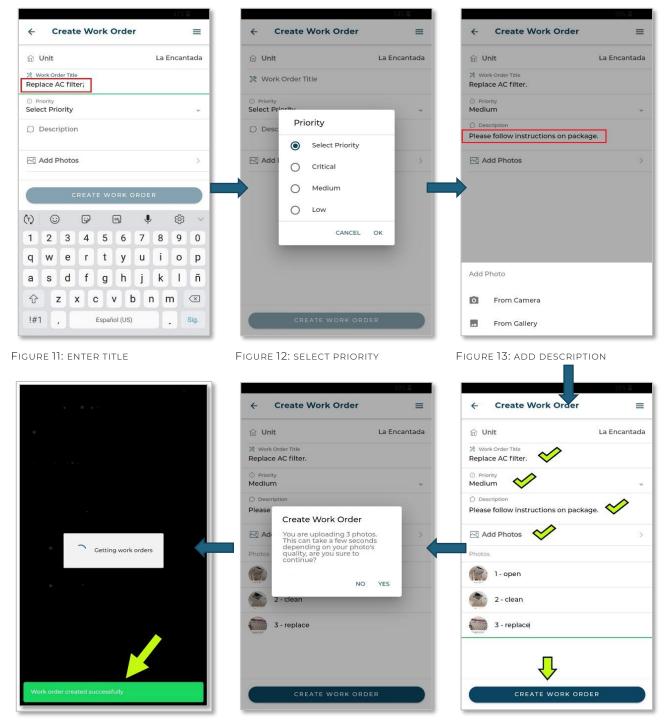


FIGURE 146: VIEW CONFIRMATION

FIGURE 15: CONFIRM DETAILS

FIGURE 14: CREATE WORK ORDER

Reports

By accessing the Reports area, you will have access to the following:

〈 Back	Reports	
		=
	Bay Brook Bungalow	
	B Month End Statement	>
	Profit and Loss	>
[Summary Report	>
2	% Maintenance Inspection	>
[1099/1042 Generated Repor	t >
[1099/1042 Year End Report	>

FIGURE 16: REPORTS MENU

Note: The Month End Statement will always show in this area. Depending on our system setup, other reports may not be available.

Month End Statement

- 1. Selecting this tab will show all the month end statements available for the unit
- 2. Select a statement to view (Figure 18 & 19)..

		ul 🗢 🐼		
				AMLINE
ont	h End Statement	=	Daniel Technologies CACATION HEN	THE BUR I WARE
	Des els Dese els se			Happy Steps - Miguel 555 Scotte delle, AZ 85251
ay Brook	k Bungalow		Deer Valley Lookout 18	APPROVED
17	1/30/2021	>	Your account summary Rental Activity: From 09/01/2019 to 09/08/2019 Period	YTE
			Balance as of 09/01/2019 \$0.00	
10/31/2021		>	Payment Received \$0.00	\$0.00
10/01/202.			Gross Reservation Revenue \$0.00	\$0.00
			Less Management Commission \$0.00	\$0.00
			Owner Charges/Expenses \$0.00	\$0.00
			Owner Held \$0.00	
			Owner Account Balance \$0.00	
			Balance Due to Owner \$0.00	\$0.00
			Payments To Owner \$0.00	\$0.00
			Balance as of 09/30/2019 \$0.00	
			Your Payment of \$0.00 has been processed.	
			Reservations	
			Res #Type Guest Start End Nights Gross Rent Mgmt Com	
			1547 OWN Block O 09/24/2019 09/27/2019 3 \$0.00 \$0.0 TOTAL 3 \$0.00 \$0.0	100
			TOTAL 3 \$0.00 \$0.0	00 \$0.00
			Owner Payments/Additional Owner Income	
			Date Description	Amoun
			TOTAL	\$0.00
			Owner Charges/Expenses	
			Posted Date Type Description	W.O # Expense
			TOTAL	\$0.0
			PAID OWNER	\$0.00
			SCHEDULED PAYMENTS	\$0.00
			Owner Held Posted Date Description Vendor Invoice #	Amoun
			TOTAL	\$0.00
			Owner Reserve (Recommended Balance \$0.00)	
			Date Type Description	Amoun
			BALANCE AS OF 09/01/2019	\$0.00
			Balance as of 09/09/2019	\$0.00

Figure 17: month end statement screen

FIGURE 18: MONTH END STATEMENT DETAILS

Profit and Loss

This report shows income and expenses by unit, by date range (Figures 20 – 22).

- 1. Select the [Get Report] to generate the report.
- 2. Select the [Download Pdf] to download the report in pdf format.

The report will include reservation data, gross room revenue, management commission, and the date, type, description, and amount of expenses. Also considered as Net Income.

3:56	ul 🗢 (4 0	4:00		ull 🗢 🕪	4:0	0			.al 🗢 🗺
Back Profit & Los	ss Summary	=	Kack Profit & Los	s Summar	у ≡	Done		1640	127653043	
Bay Brook	Bungalow		Bay Brook	Bungalow		1 of	nora. 2 rhena Rei Gair Ib	wepe, FL 32561	atement för: Bry Brok Bangelow Jone 10/12/2021 to 12/21/2021	
Report Settings			Report Settings			- Night Oosquid Owner Nights Occupanys		SUMMARY RE		33 0 9.00%
igvee Report Type	Profit & Loss	. -	√ Report Type	Profit	& Loss 🔻	Guest Count:			16 INCOME Sc.40.00	5.57% 16 56.680.00
🗎 Start Date	12/01/202	\rightarrow	🗎 Start Date	10	/12/2021 >	Rental Revenue Grane Room Re- Cancellation: For Owner Credition From Plaid to Ow	inter: K		\$0,142,50 \$0,20 \$0,20 \$0,20 \$0,20	58, 142,50 58:00 58:00 58:00
📋 End Date	12/21/2021	- ×	🗎 End Date	12	/21/2021 >	Net Income:	nmission (crpesse):			-\$1,522.50 \$6,540.00
iggrigarrow Sort by	Sort by Dat	e -	iggrigation Sort by	Sor	t by Date 🔻	Welcerse Basis Mainteanne Spring Ones Coming Fee: Monthly Loning Fotal Expense:	For		\$12600 \$1592.5 \$300.00 \$5000 \$50.00 \$769.75	\$120.00 \$129.75 \$300.00 \$500.00 \$50.00 \$50.00
			SUMMARY REPORT		YTD	Amount Day to	Dwner (lassing - Eapon		\$5,870.25	\$5,870,25
			Nights Occupied	33	33	Ren Norm	Renter's Name	Arrival	INCOME Departure Nights	Net to 0
			Owner Nights	0	0	100 ·	Grednon B Kardio K Rigers A	93/14/2021 93/15/2021 93/50/2021	10/05/2121 10/09/2121 10/15/2121	4 9 4 8 1 81
			Occupancy	46.48%	46.48%	1520	Jingleheimer - Schmidt J Forty-Five C	89/16/2021 99/27/2021	10:22/2021 10:30/2021	6 \$1) 3 \$
			Guest Count	16	16	1521 1534 1523	Boop B Cruaty C Taylor J	11/14/2021 11/10/2021 11/12/2021	11/06/2021 11/12/2021 11/15/2021	5 \$1) 3 3 \$
			INCOME			1516 1527 Revenue Incom	Em A Kusta C	11/15/2021 11/20/2021	10/19/2121 11/26/2121	43 \$5)
			Rental Revenue to Owner	\$6,640.00	\$6,640.00	* - Thit reserved Date Date	Description Description Description	Cancellation F Owner Crodi	its.	Canochain Owner Fire Paid to C
			Gross Room Revenue	\$8,162.50	\$8,162.50	Total Income:		Fees Paid to 0 v		\$5,
			Cancellation Fees	\$0.00	\$0.00	Date	Type	W/O Ø	EXPENSE Description	
			Owner Credits	\$0.00	\$0.00	0.wakit 0713011	Welcome Backert		Welcome Bakets for reservation # 1529 date	×107
			Net Income	\$6,640.00	\$6,640.00	9/15/021	Welcome Baket Malatraatee		IS-0021 Welcome Balasta for reservation ≠ 1500 date 22-0021	
			EXPENSE			93/27/2021 93/27/2021	Spring Clean Counting For	18573408	AC Not Blowing Cold Maintenance task 2000/2400 Dispery-Blad Cesaring	4
			Cleaning Fee	\$100.00	\$100.00	03-28-2021 03-28-2021	Welcone Boket Monthly Listing For		Welcome Balance for reservation # 1519 date in 2021 Monthly Listing For	
Get F	Report		Get Report	Download I	PDF	9) 24 504 30 70 5021	Maistenace Maistenace	12107940 38291374 39291374	Maintennes tait 9804748 Maintennes tait 9804174 Maintennes tait 4804178	3

FIGURE 19: PROFIT AND LOSS SCREEN FIGURE 20: PROFIT AND LOSS SUMMARY FIGURE 21: PROFIT AND LOSS REPORT

Summary Report

- 1. Selecting this tab will show options to generate the report.
- 2. Choose to generate a summary report by reservation check-in, check-out, or creation date (Figure 24).
- 3. Select the date range and [Get Report] (Figure 25).

This report will include the details of reservation type, date of arrival, number of nights, number of guests, rent, and owner commission.

← Summary Report	=	← Summ	ary Report	≡	← Summary Repor	t ≡
Bay Brook Bunga	Bay Brook Bungalow ⊙			Bay Brook Bung	alow ⊙	
Summary Report Settings		Summary Report	Settings		Summary Report Settings	
∑ Date Туре	Date Type 👻	∑ Date Type		Date Type 👻	∑ Date Type	Check-In 👻
🗟 Start Date	01/01/2022 >	🖶 Start Date	Check-In	0	🕞 Start Date	12/01/2021 >
∋ End Date	01/10/2022 >	∃ End Date	Check-Out	0	∋ End Date	01/10/2022 >
		_	Creation Date	0	Reservations	
					Reservation # 1571 James Smith 12/25/2021 - 12/29/2021 \$1,050.00 OC: \$840.00	>
					Summary	
					Total Reservations	\$1,050.00
					Total Nights	4
					Total Owner Commission	\$840.00
GET REPORT			GET REPORT		GET REPOR	т

Figure 22: summary report screen

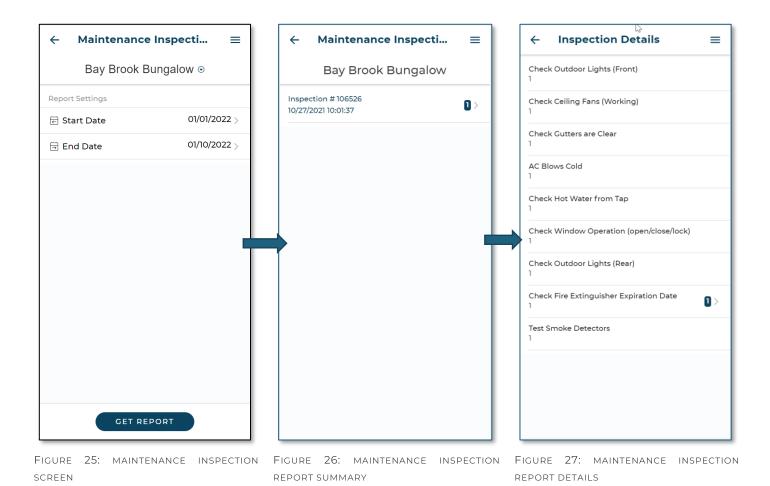
FIGURE 23: SUMMARY REPORT SETTINGS

FIGURE 24: SUMMARY REPORT

Maintenance Inspection

Maintenance inspections can be generated for a specific date range.

- 1. Selecting [Get Report] will show details of maintenance inspections created within that date range for the unit (Figure 26).
- 2. Select the download icon to generate and view the details of the maintenance inspection (Figure 27).



1099/1042 Generated Report

Select this tab to generate the 1099/1042 report



FIGURE 28: 1099/1042 GENERATED REPORT

1099/1042 Year End Report

Select this tab to generate the 1099/1042 year-end report.



FIGURE 29: 1099/1042 YEAR-END REPORT

Service Tasks

Selecting this tab will show options to toggle and view [Open], [Closed] and [Deleted] (Figure 31) service tasks. You can also slide an Open task to choose the Close or Delete options (Figure 32). Slide a Closed task to choose Activate or Delete options (Figure 33).

← Service Tasks =	\leftarrow Service Tasks \equiv	← Service Tasks =
Bay Brook Bungalow	Bay Brook Bungalow ⊚	Bay Brook Bungalow ⊚
Q Search Service Tasks	Q Search Service Tasks	Q Search Service Tasks
OPEN (1) CLOSED (1) DELETED	OPEN (1) CLOSED (1) DELETED	OPEN (1) CLOSED (1) DELETED
Task #: 17739 Need to schedule repairs > 12/14/2021 04:40 PM		
ADD SERVICE TASK	ADD SERVICE TASK	ADD SERVICE TASK
gure 30 : service tasks toggle options	Figure 31 : open tasks slide options	FIGURE 32: CLOSED TASKS SLIDE OPTIONS

Steps to Communicate with Frias Properties for a Service Task

- 1. Select the task to view the history and details of communications with Frias Properties regarding this task.
- 2. Send response using the message window at the bottom.

← Service Ta	ask #17739 ≡	
Bay Bro	ok Bungalow	
	Katy:	
	Need to block property for a couple weeks for repairs	
	12/14/2021 16:40	
Roxana:		
Sure! Let us know dates so we can b them for you. Tha	lock	
12/14/2021 16:42		
	Katy:	
	Jan 1st to Jan 5th 2022 please	
	12/14/2021 16:43	
Send new message	1	
	_	11

FIGURE 33: MESSAGES AND RESPONSE

Steps to Add a Service Task

- 1. Select the [Add Service Task] button (Figure 34)
- 2. Enter a Title for the task (Figure 35).
- 3. Enter a Description for the task.
- 4. Select [Create Service Task]

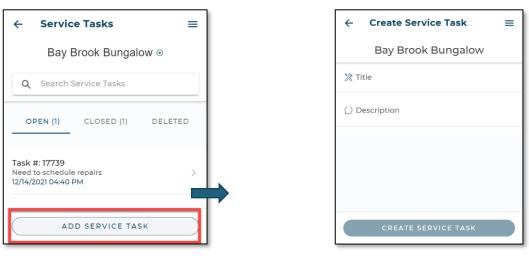


FIGURE **34**: SERVICE TASK SCREEN

FIGURE 35: ADDING A SERVICE TASK

Attachments

This tab provides an easy method to share property documents with Frias Properties.

Steps to Add Attachments

- 1. Select the [Add Attachment] button
- 2. Select [Add File] to upload the document.
- 3. Select the [Save Attachment] to save the document.

		←	Attachment	ts	≡		
			Bay Brook	Bungalow			
		Docur	ments				
			Owner Agreemer Size: 49Kb Created: 12/06/21 (>		
		Figuri	5 367: Add Att	ACHMENT BUT	TON		
			ADD ATT.	ACHMENT			
÷	Attachme	nts	=		←	Add Attachments	≡
	Bay Broo	k Bung	alow			Bay Brook Bungalow ⊙	- 1
Docur	ments					• ADD FILE	
	Owner Agreen Size: 49Kb Created: 12/06/		< <				
	ADD A	ТТАСНМ				SAVE ATTACHMENT	

FIGURE 378: ADD ATTACHMENT SCREEN

Figure 389: upload file

Steps to Download Attachments

- 1. Select the arrow [>] next to the document details.
- 2. Save the document.

More info

The More Info area presents an overview of the unit's enabled Additional Property Fields.

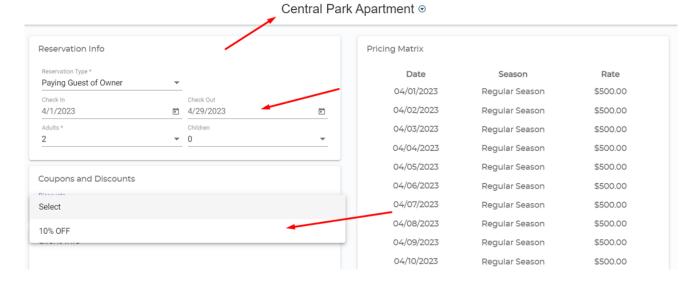
MAKE RESERVATION

This option follows the same steps as provided under the section Steps to make Reservation (CTRL + Click the highlighted text to follow the link)

APPLY COUPONS AND DISCOUNTS

Follow these steps to apply coupons and discounts when making a reservation.

- 1. Select [Make a Reservation].
- 2. Select the unit.
- 3. Select the reservation dates.
- 4. Click on the dropdown menu under Coupons and Discounts tab.
- 5. Apply the coupon/discount.



NEWS

The News area presents important information from us.



CONTACT US

In the Contact Us area you will be able to view our contact information:

Contact U	ls ≡
品 Proper	Pancho Party Property Management
Ø Address	307 N Morelos Blvd.
🖄 Email	pancho@panchopartypm.com
() Website	http://www.panchopartypm.com/

SETTINGS

In the SETTINGS area you will be able to

- 1. View your own account information.
- 2. Choose to view your taxes electronically. Toggle on [Enable this to opt in to see your taxes electronically]
- 3. Log Out of the App.

③ Settings
Honeysuckle Cottage ©
Hame Phone Home Phone
Business Phone Business Phone
Mabile Phane Mabile Phane
Local Phone Local Phone
Enable this to opt in to see your taxes electronically
SUBMIT OWNER DETAILS
LOC OUT
REFRESH VARIABLES
Owner X Version 2.59 build 25900 © Copyright Streamline Vacation Rental Software