



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.

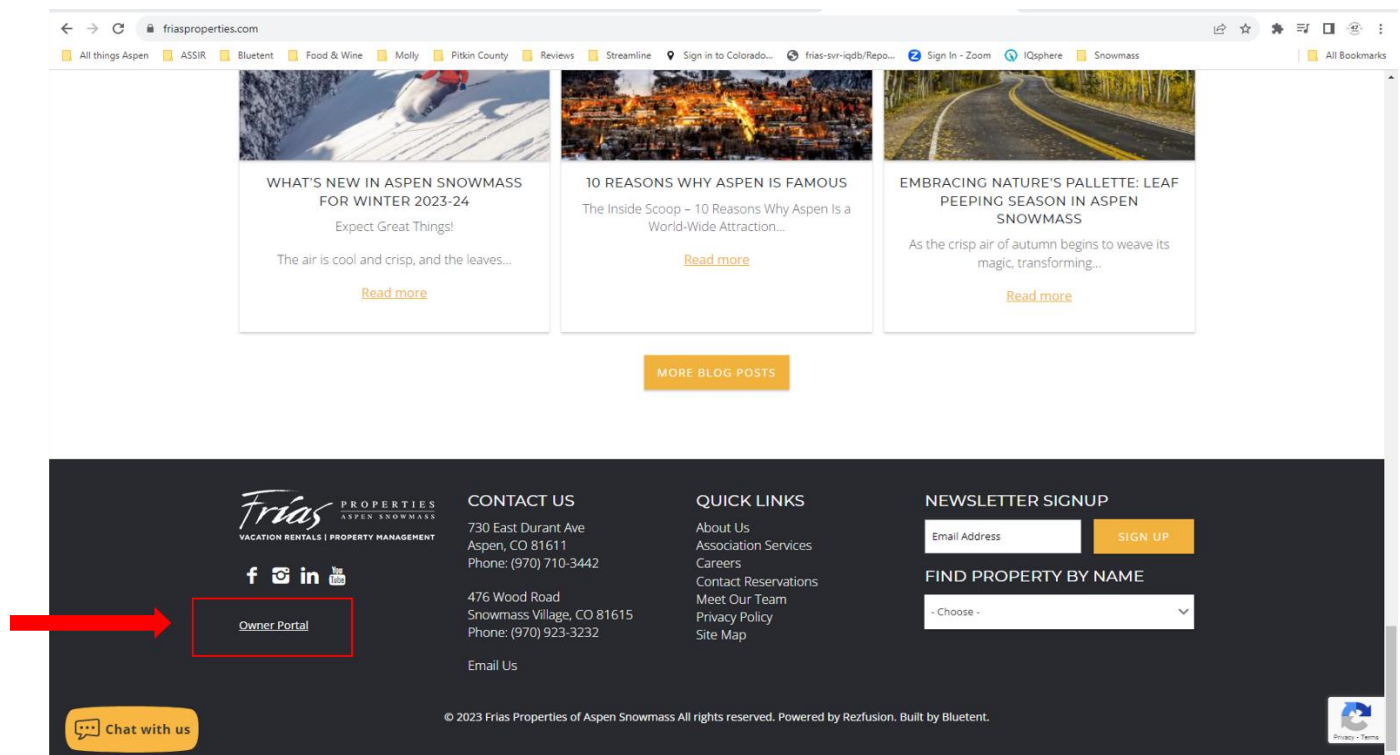


Follow your phone's instructions to install the app.

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 <https://ownerx.streamlinevrs.com/> or by clicking the Owner Portal link on the Frias [website](#). The link is in the footer on the homepage. See image below.



Logging In

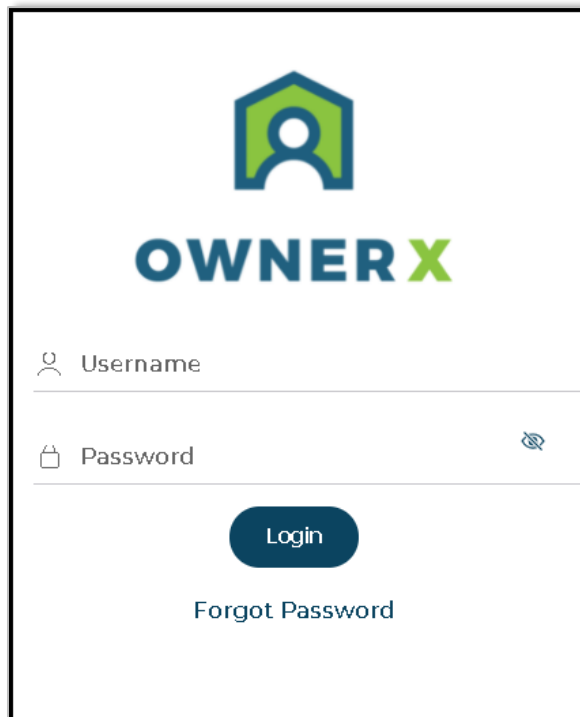
The image shows a login screen for 'OWNERX'. At the top is a logo consisting of a green house-like shape with a white circle inside, and the word 'OWNERX' in blue and green capital letters. Below the logo are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A dark blue 'Login' button is centered below the fields. At the bottom, there is a 'Forgot Password' link.

FIGURE 1: LOGIN SCREEN

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.



NOTE: The same user id and password will work with the Owner App and desktop access. Get in touch with us if you have any by calling **970-920-2000**.

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.

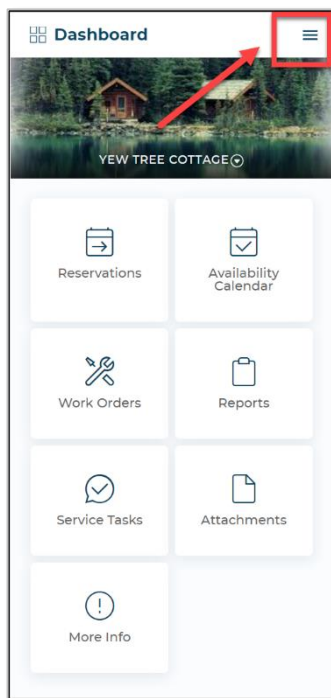


FIGURE 2: APP VIEW

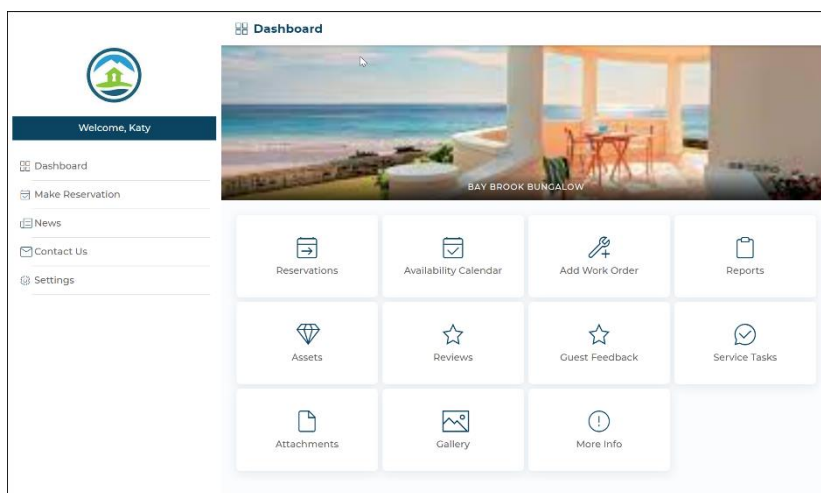


FIGURE 3: DESKTOP MODULE VIEW

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.

Dashboard Menu Options



Reservations

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

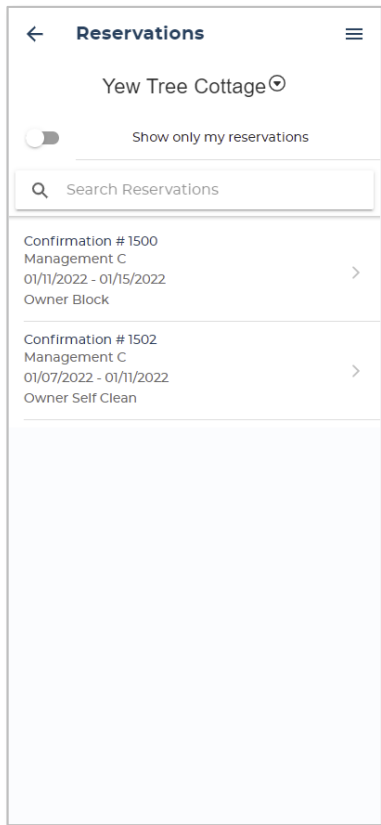


FIGURE 4: DASHBOARD RESERVATIONS

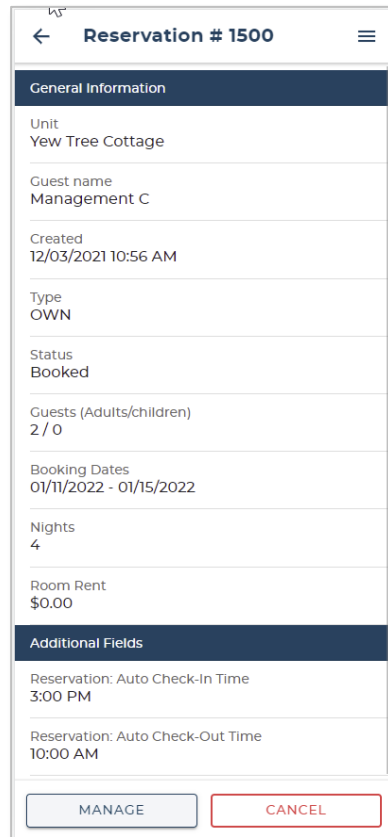


FIGURE 5: RESERVATION DETAILS

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.

Steps to make Reservation

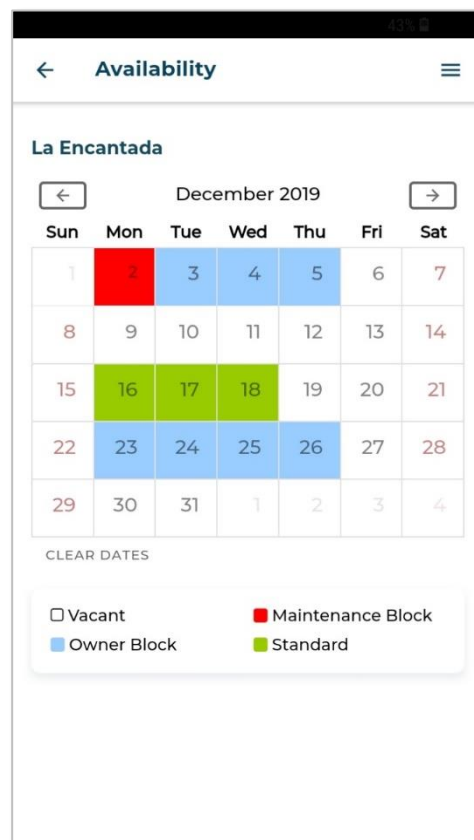


FIGURE 6: AVAILABILITY CALENDAR

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

3:44

< Back Availability Casa de Iguana

December 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

CLEAR DATES

☐ Vacant ☐ Owner Block
☐ Standard ☐ Non-Paying Guest of Owner
☐ SC-ABnB ☐ Paying Guest of Owner

BOOK DATES

3:44

< Back New Reservation Casa de Iguana

RESERVATION INFO

Reservation Type *
Owner Block

Check In: 12/22/2021 Check Out: 12/25/2021

Adults * 2 Children 0

CLIENT INFO

First Name: Javier

Last Name: Coronado

Email: javier@noemail.com

MAKE RESERVATION

3:49

Congratulations, reservation has been completed with confirmation # 1976 Close

December 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

☐ Vacant ☐ Owner Block
☐ Standard ☐ Non-Paying Guest of Owner
☐ SC-ABnB ☐ Paying Guest of Owner

FIGURE 7: CHECK-IN AND CHECK-OUT DATES

FIGURE 8: RESERVATION DETAILS

FIGURE 9: CONFIRM RESERVATION

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.

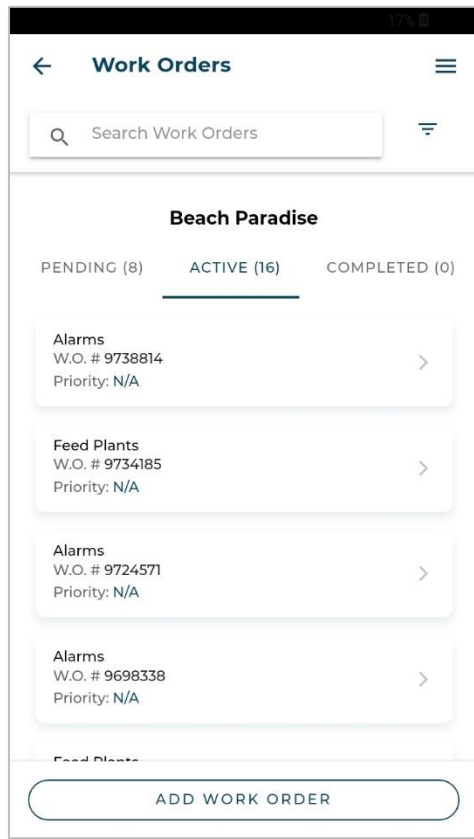


FIGURE 10: WORK ORDERS

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.

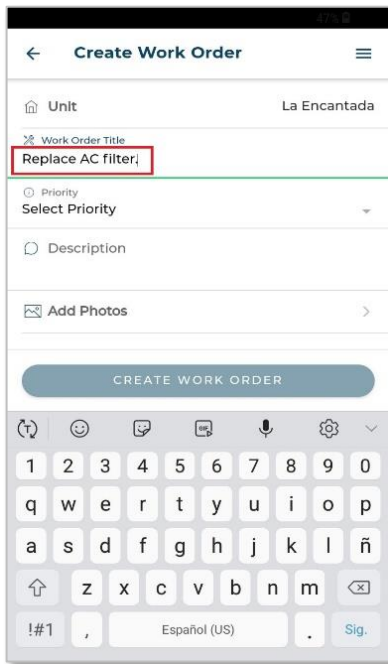


FIGURE 11: ENTER TITLE

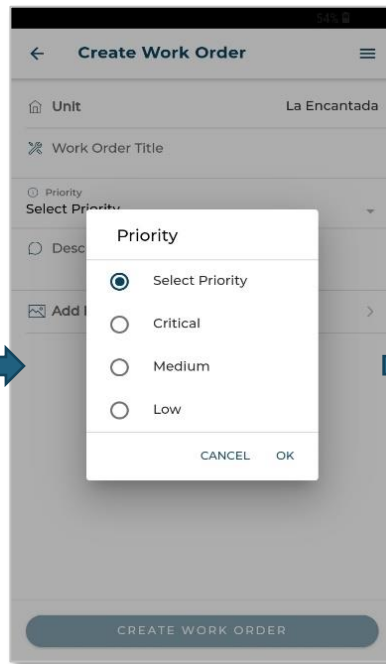


FIGURE 12: SELECT PRIORITY

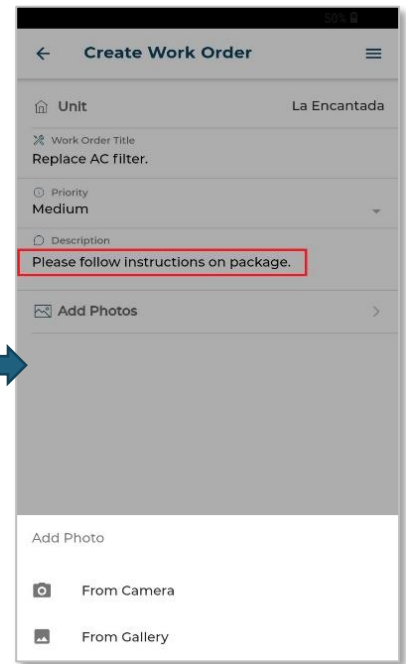


FIGURE 13: ADD DESCRIPTION

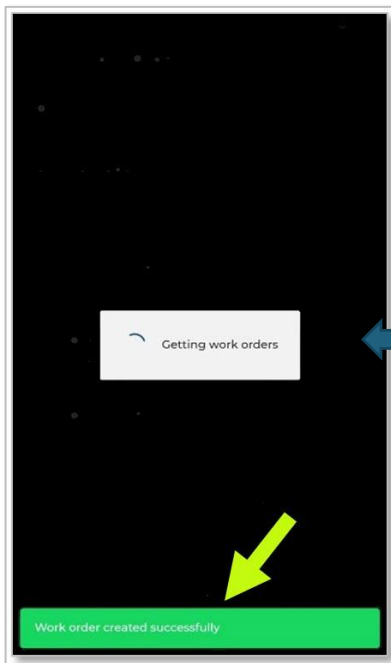


FIGURE 146: VIEW CONFIRMATION

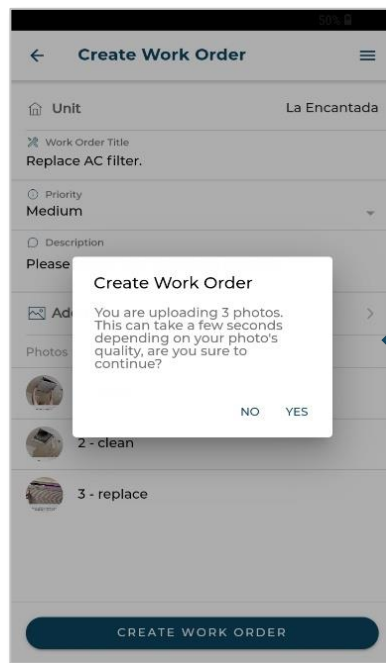


FIGURE 15: CONFIRM DETAILS

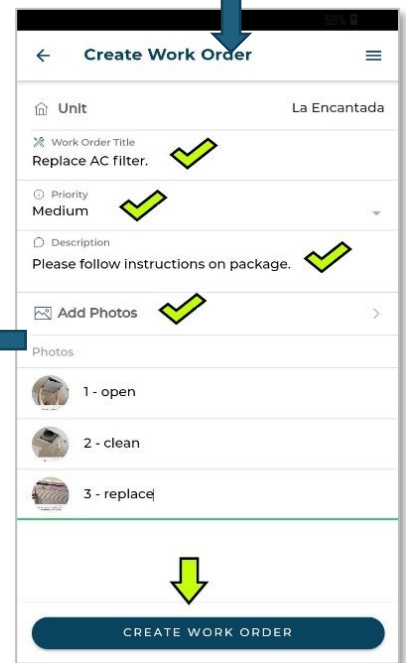


FIGURE 14: CREATE WORK ORDER

Reports

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

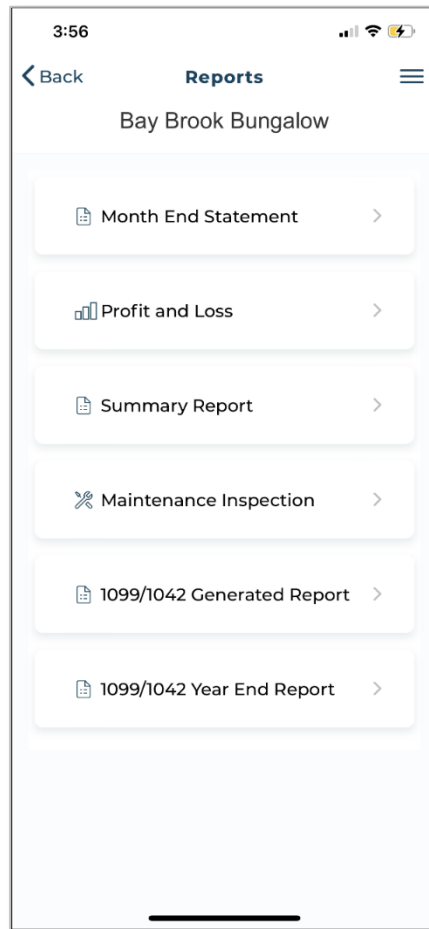


FIGURE 16: REPORTS MENU



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)..

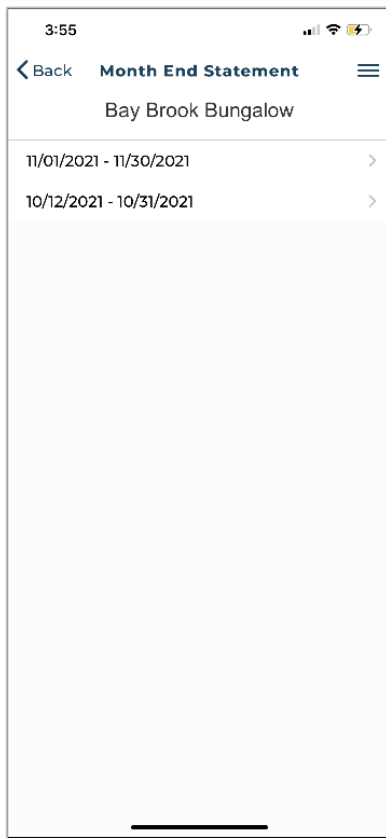


FIGURE 17: MONTH END STATEMENT SCREEN



Your account summary		Period	YTD
Rental Activity: From 09/01/2019 to 09/30/2019			
Balance as of 09/01/2019		\$0.00	
Payment Received		\$0.00	\$0.00
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.

Res #	Type	Guest	Start	End	Nights	Gross Rent	Mgmt Comm	Net Amount
1547	OWN	Block C	09/24/2019	09/27/2019	3	\$0.00	\$0.00	\$0.00
TOTAL					3	\$0.00	\$0.00	\$0.00

Owner Payments/Additional Owner Income

Date	Description	Amount
TOTAL		\$0.00

Owner Charges/Expenses

Posted Date	Type	Description	W O #	Expense
TOTAL				\$0.00
PAID OWNER				\$0.00
SCHEDULED PAYMENTS				\$0.00

Owner Held

Posted Date	Description	Vendor	Invoice #	Amount
TOTAL				\$0.00

Owner Reserve (Recommended Balance \$0.00)

Date	Type	Description	Amount
BALANCE AS OF 09/01/2019			\$0.00
Balance as of 09/30/2019			\$0.00

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.

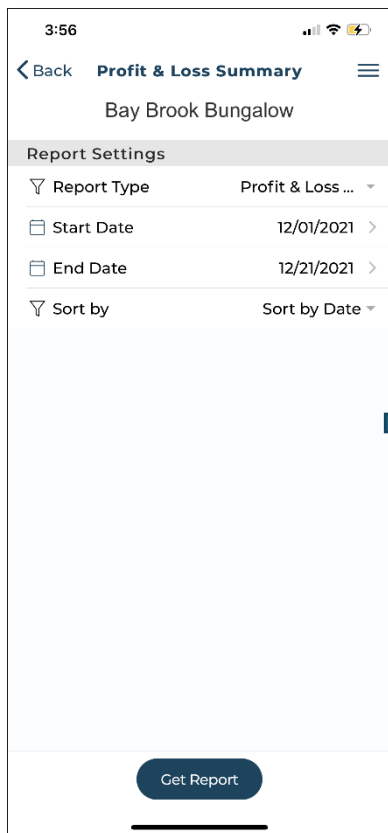


FIGURE 19: PROFIT AND LOSS SCREEN

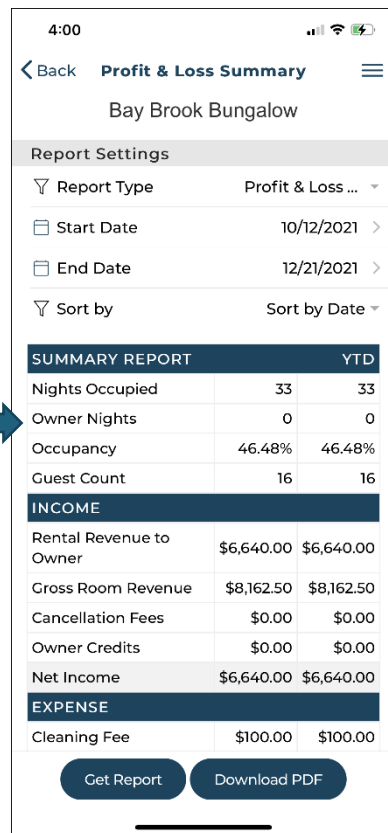


FIGURE 20: PROFIT AND LOSS SUMMARY

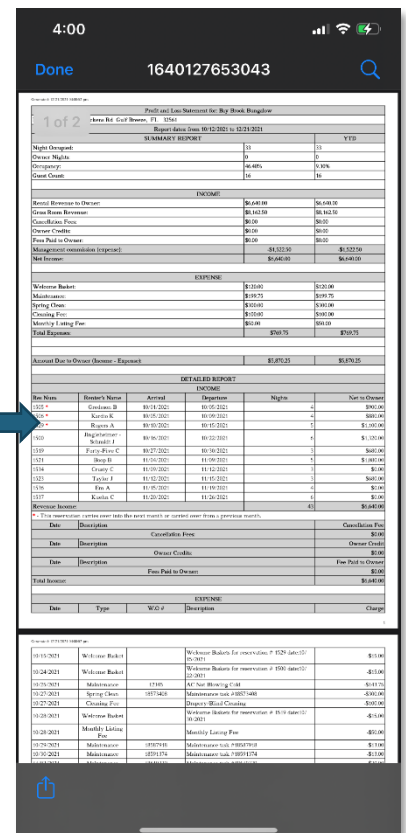


FIGURE 21: PROFIT AND LOSS REPORT

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.

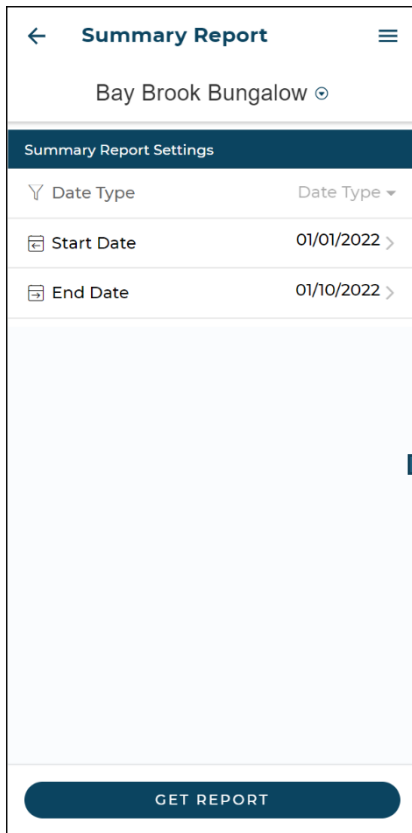


FIGURE 22: SUMMARY REPORT SCREEN

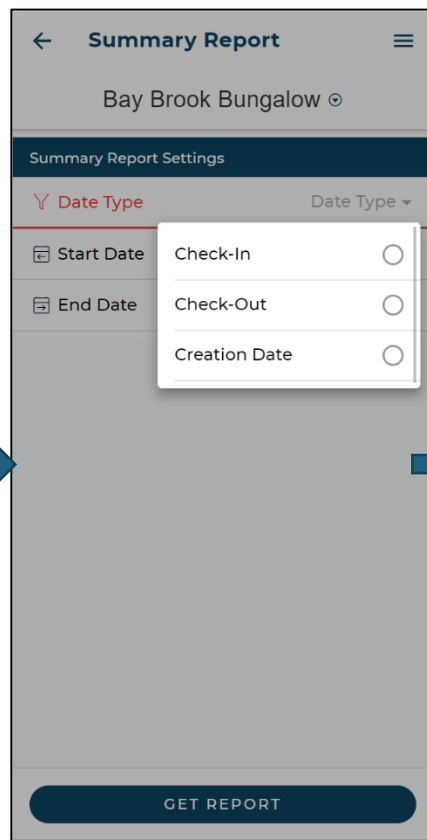


FIGURE 23: SUMMARY REPORT SETTINGS

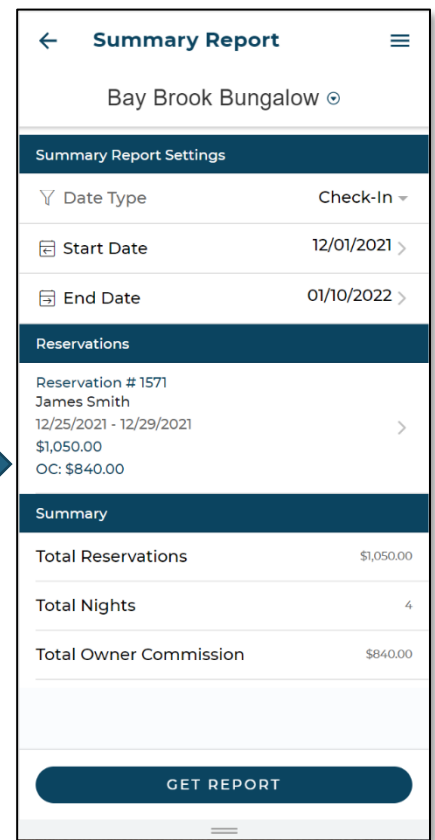


FIGURE 24: SUMMARY REPORT

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).

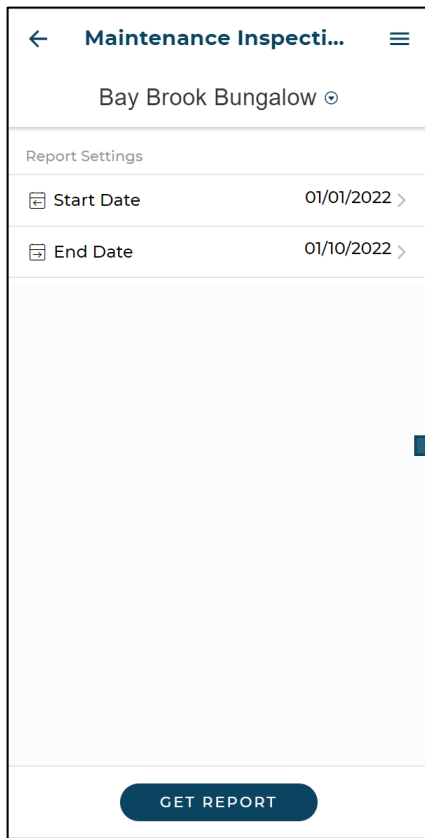


FIGURE 25: MAINTENANCE INSPECTION SCREEN



FIGURE 26: MAINTENANCE INSPECTION REPORT SUMMARY

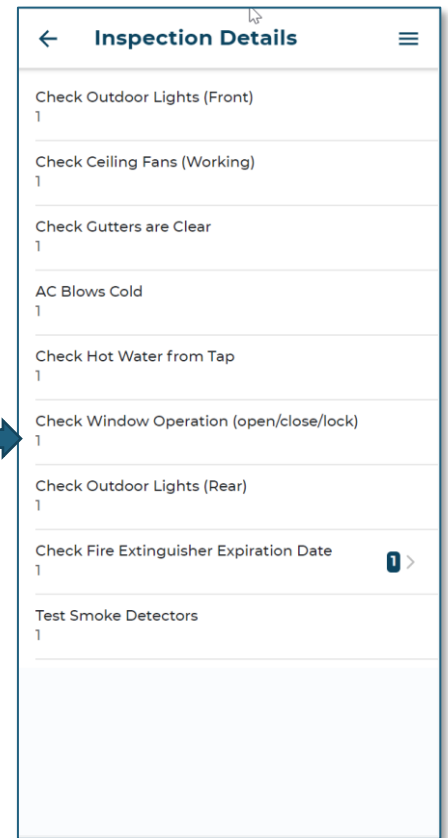


FIGURE 27: MAINTENANCE INSPECTION REPORT DETAILS

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.

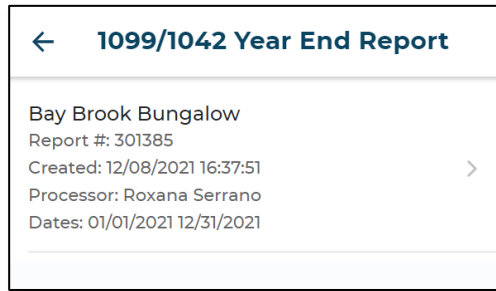


FIGURE 29: 1099/1042 YEAR-END REPORT

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).

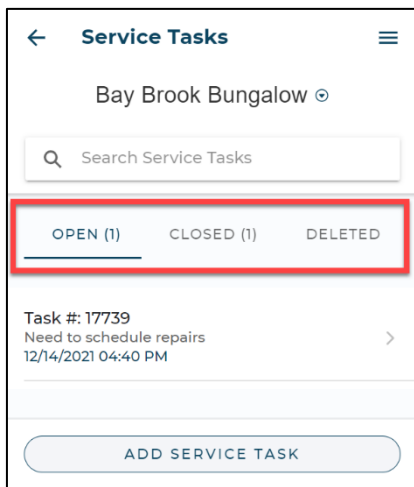


FIGURE 30: SERVICE TASKS TOGGLE OPTIONS

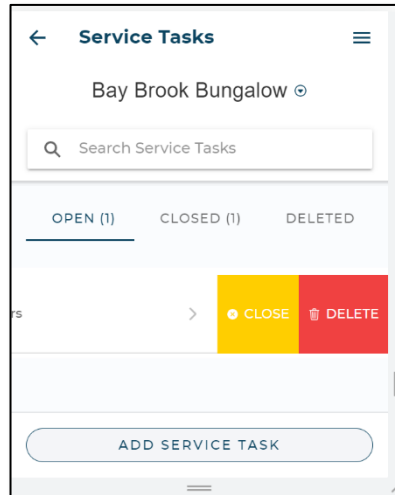


FIGURE 31: OPEN TASKS SLIDE OPTIONS

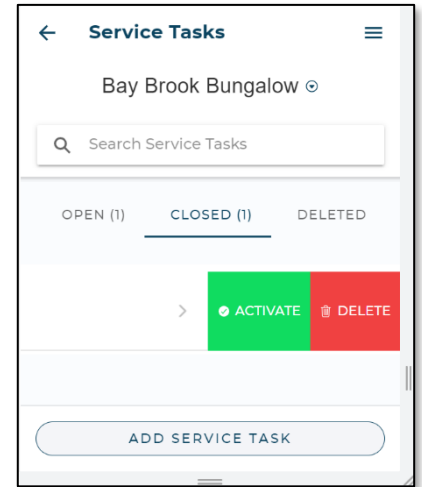


FIGURE 32: CLOSED TASKS SLIDE OPTIONS

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.

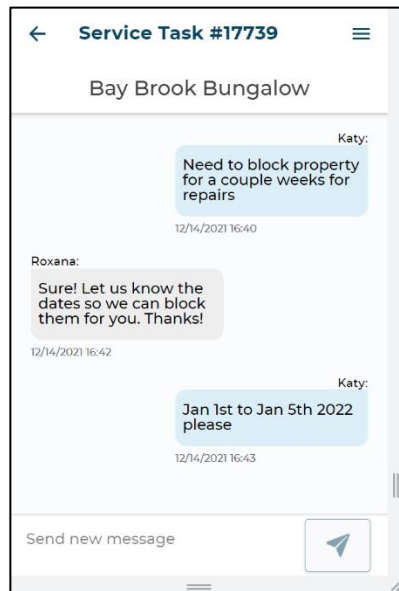


FIGURE 33: MESSAGES AND RESPONSE

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]

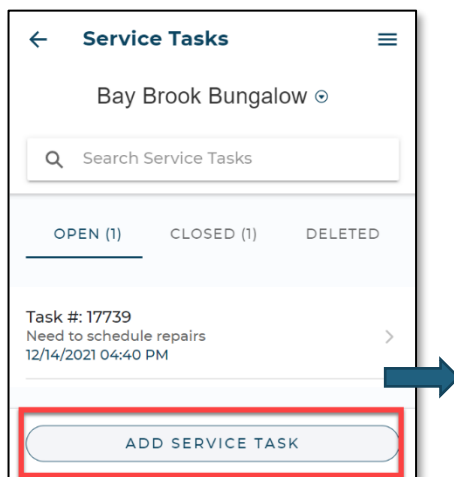


FIGURE 34: SERVICE TASK SCREEN

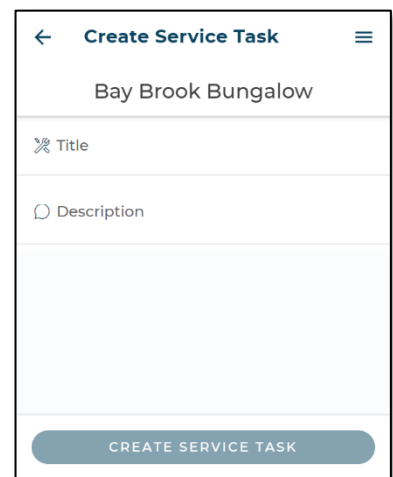


FIGURE 35: ADDING A SERVICE TASK

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.

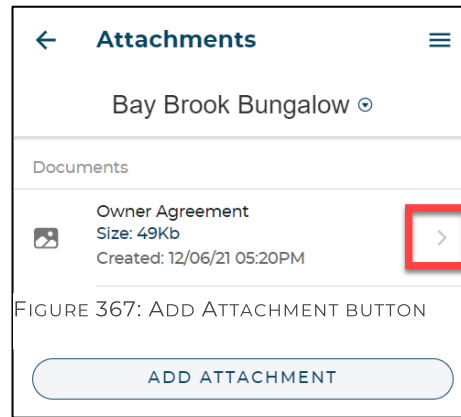


FIGURE 367: ADD ATTACHMENT BUTTON

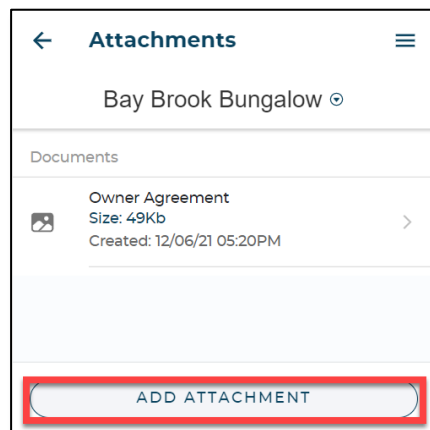


FIGURE 378: ADD ATTACHMENT SCREEN

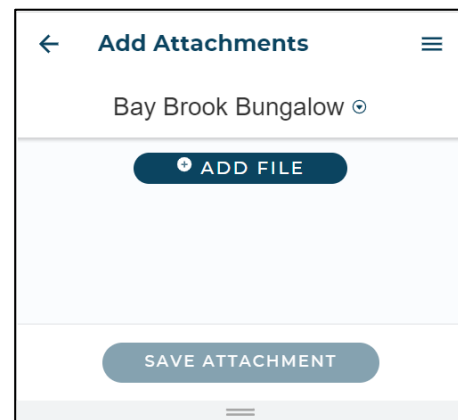


FIGURE 389: UPLOAD FILE

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.

Central Park Apartment ⓘ

Reservation Info

Reservation Type *

Paying Guest of Owner

Check In

4/1/2023

Check Out

4/29/2023

Adults *

2

Children

0

Coupons and Discounts

Select

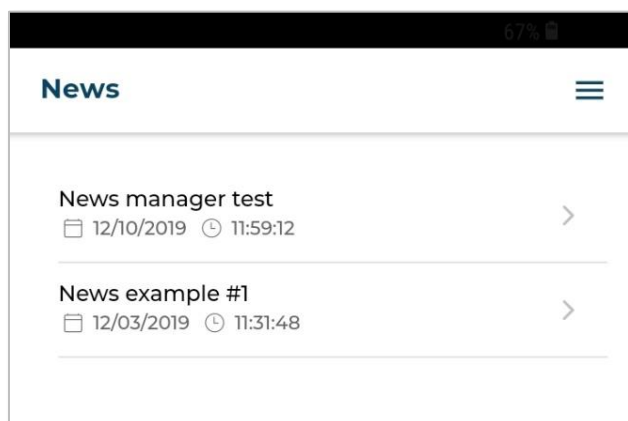
10% OFF

Pricing Matrix

Date	Season	Rate
04/01/2023	Regular Season	\$500.00
04/02/2023	Regular Season	\$500.00
04/03/2023	Regular Season	\$500.00
04/04/2023	Regular Season	\$500.00
04/05/2023	Regular Season	\$500.00
04/06/2023	Regular Season	\$500.00
04/07/2023	Regular Season	\$500.00
04/08/2023	Regular Season	\$500.00
04/09/2023	Regular Season	\$500.00
04/10/2023	Regular Season	\$500.00

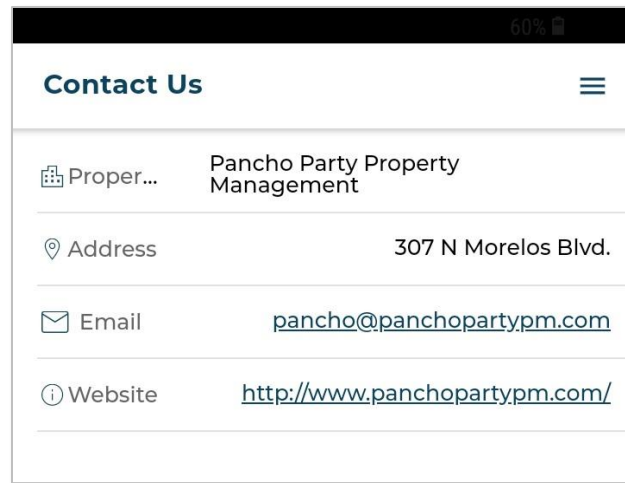
NEWS

The News area presents important information from us.



CONTACT US

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



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.

