

# How Do You Run Your Vacation Rental Business?

However You Do It, Here's How to Get It Set Up in Bookerville...

Let's face it; there are many ways to run your vacation rental business. You can take credit cards or not, collect security deposits or not, hire a cleaner or clean it yourself. Use this guide to see how Bookerville provides features that work for you and where to find these in Bookerville.

	<b>1. How Many Properties (Units) Do You Have?</b>		<b>2. What Forms of Payment Do You Accept?</b>
	<b>3. When Do You Collect Payments? (What is Your Payment Schedule?)</b>		<b>4. Do You Use Listing Sites to Get Bookings?</b>
	<b>5. Do You Get Inquiry Emails from Listing Sites?</b>		<b>6. Do You Offer Upgraded Items to Your Guests During Booking?</b>
	<b>7. Do You Have Your Own Website?</b>		<b>8. Do You Require Guests to Agree to a Contract Before Booking?</b>
	<b>9. Do You Have Customized Emails that You Send to Guests at Specific Times?</b>		<b>10. Do You Want to Talk To Each Potential Guest Before They Book?</b>

## 1a. How Many Properties (Units) Do You Have?



**Properties Vs. Units:** In Bookerville, we use the term Property to mean the “thing you are renting out” – it could be a whole house, a condo unit, a room in a house or B&B, the glamorous camper in your side yard, etc.

- **More Than One Property:** Managing two to 200 properties? Awesome! We have two features – Clone this Property and Copy To... that allow you to get properties set up fairly quickly. The first property takes the longest, let’s be honest. You’re getting to know the software, making decisions, looking things up, etc. That may take several hours. But, once you have one set, you can use Clone this Property and Copy To tools to make the next 199 a breeze. For example, set up one type of property, and Clone it to get an exact copy instantly. Change the name and a few other settings to make it unique. Set your rates in one property, and use Copy Rates to apply it to others. Create your custom email templates in one, and Copy To all the other properties when you’re ready.
- **One Property:** With one property, you won’t need our Clone This Property or Copy To tools. But if you ever decide to add to your collection, know that it’s easy to create a second one once you have the first one fully setup.

## 1b. How Many Properties (Units) Do You Have? - WHERE TO FIND

**To Add a New Property:** To add a new property, go to the **My Properties** tab, and click **Add New Property** button (bottom of screen).

Property Name	Calendar Status	Account Status	Display	Delete
<input checked="" type="checkbox"/> April Elevnth	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> Be Happy Go to The Beach	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> Beach House Bash	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> Pandoras Box	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> Cindy's Test Property	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> My Sweet Beach House	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> Panama Apartment (Long Term Rentals)	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>
<input checked="" type="checkbox"/> April Showers	Calendar is <b>ONLINE</b> Switch to Offline...	Active (Free Account, You Lucky Dog)	<input checked="" type="checkbox"/> Master Calendar	<input type="checkbox"/>

[Add New Property/Unit](#)

**Clone a Property:** To Clone a Property, look for the **Clone this Property** button at the top right when in Edit Property mode.

Return to Dashboard

**Edit Cindy's Test Property (Professional Account)**

[Clone this Property...](#)

Key completions: This is just a rough gauge of how "complete" your property setup is. All settings in Bookerville are optional, so don't let a red (or orange) item concern you if you're not using that feature. Click the ? icons to learn about each item.

Payment Processor 
  Pre-Payment 
  Rates 
  Occupancy 
  ASE Policy 
  Photos 
  Features/Amenities 
  Tax Rates 
  Users w/ Permissions

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Property Setup [Save](#) [Copy Property Setup...](#)

**Copy To Other Properties:** To Copy settings to other properties, look for the **Copy To...** Button inside each tab in Edit Property Mode. In each tab, it's on the far right side of the screen.

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Property Setup [Save](#) [Copy Property Setup...](#)

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Rates Weekly/Monthly Rates Policy: Pro-Rated [What's This?](#) [Copy Rates...](#)

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Guest Options [What's This?](#) [Copy Guest Options...](#)

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Email Templates & Automatic Emails [Copy Email Settings...](#)

## 2a. What Forms of Payments Do You Accept?



- **Option 1: Credit Cards:** You can integrate your merchant account with Bookerville, as long as your merchant account interface's with Authorize.net as their "Online Payment Gateway." (Call them and ask.) If you don't yet have your own merchant account, want to switch to one that interfaces with Authorize.net, or just want to see if you have the lowest rates possible, check out LynnBrook Group.
- **Option 2: PayPal:** You can use PayPal to accept payments as well. You need your own PayPal account in order to set Bookerville up to accept PayPal payments.
- **Option 3: Checks:** You can accept checks for any of the payments as well. If the guest chooses to pay you by check for the initial payment from your website, then the booking is not placed on your calendar until you enter the payment information into that booking. Be sure to include your company name and your business address in your account settings so we can tell the guest where to mail checks. You can also add custom "Check Instructions" in the Emails & Templates tab.
- **Option 4: Bank Wire Transfers:** You can accept Bank Wire Transfers for payments, but understand that this, along with checks, are manual forms of payment. The booking will not appear on your calendar until you save the payment received information in the booking. Be sure to enter your custom "Bank Wire Instructions" information on the Emails & Templates tab.
- **All of the Above or Some Combination:** You can choose to use any combination of these payment types, and you can determine for which payment the guest can use which one. For example, you can indicate that checks can be used only for Refundable Security Deposits but for no other payments.

**Payments with Channel Managers:** If you are partnering with one of our channel managers, sometimes payments are already collect through the listing site. For these bookings, you would not be collecting any payments through Bookerville.

## 2b. What Forms of Payment Do You Accept? - WHERE TO FIND


**Accepted Forms of Payment:** To locate where you make your Payment Option selections, go to the **Property Setup tab**, and scroll down to the **Accepted Forms of Payment** box (bottom right).

Set it up once and use the Copy Property Settings feature to copy to other properties that use the same payment options (probably all of them).

### Accepted Forms of Payment

Determine How You Want to Receive Your Payments


For Refundable Security Deposits, I accept:  [? What's This?](#)

 **Receiving Checks** [? What's This?](#)

Allow guests to choose to pay pre-payment by **check** and convert these bookings into Booking Requests

Accept **checks** for subsequent payments

*Customers will be instructed to send checks to the name and address specified in your [Account Settings](#).*

 **Bank Wire Transfers** [? What's This?](#)


Allow guests to choose to pay pre-payment by **bank wire transfer** and convert these bookings into Booking Requests

Accept **bank wire transfers** for subsequent payments

*Customers will be instructed to wire funds to your bank account, using the instructions in your [Bank Wire Instructions \(Email Templates tab\)](#).*

**Receiving Online Payments** [? What's This?](#)


Online Payment Processing Fee \$

 **Authorize.Net** I want guests to pay me directly into my own Authorize.net account

My Authorize.net **API Login Id** is:

My Authorize.net **Transaction Key** is:

**IMPORTANT!** You must copy & paste the URL below into the "**Silent Post URL**" in your Authorize.net account:


 **PayPal** I want guests to pay me directly into my own PayPal account

My PayPal **Email Address** is:

How Do You Run Your Vacation Rental and How to Get it Setup in Bookerville

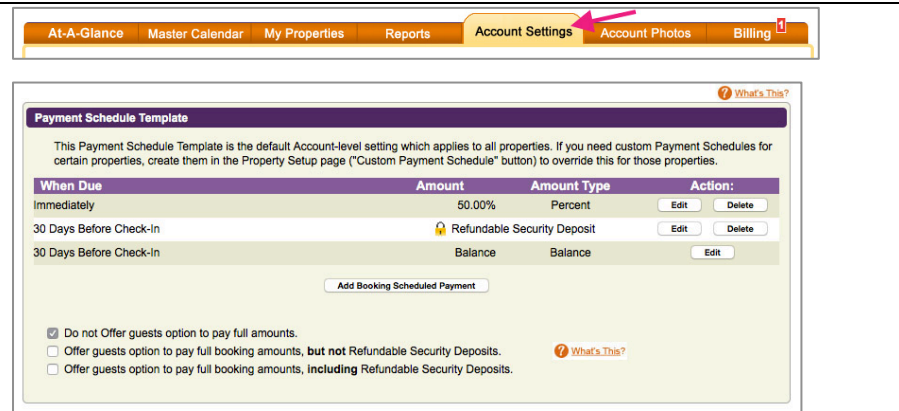
5

### 3a. When Do You Collect Payments? (What is Your Payment Schedule?)

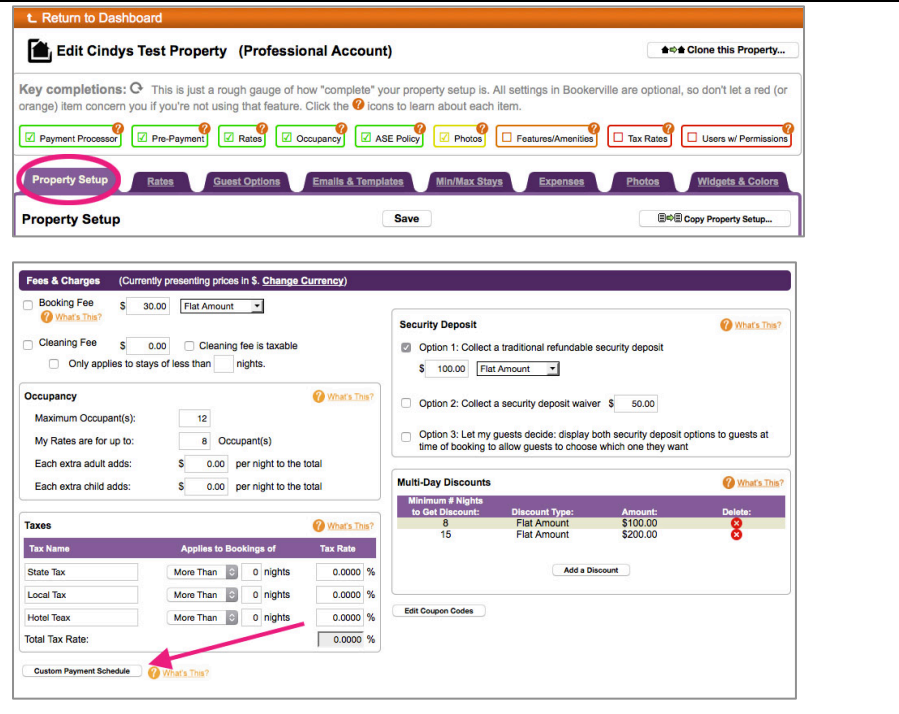
	<p><b>Do you collect payment all up front? Half now and half at check-in?</b> However you do it, you can set up a custom payment schedule in Bookerville to be anything you want. For example, you can collect 50% at time of booking, and the remainder 30 days before check-in (probably our most popular setting). You can set up multiple payments; you can collect it all up front. This is done at the account level so it applies to all of your properties. But, you can set up a custom payment schedule at the property level, if you have, for example, a more expensive property or a guest staying for several months and you want to collect several payments instead of just one or two.</p>
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### 3b. When Do You Collect Payments? (Payment Schedule) – WHERE TO FIND

**Payment Schedule Template:** To locate where to set your Payment Schedule Template for all of your properties, go to **Account Settings** tab, and scroll down to **Payment Schedule Template** box.

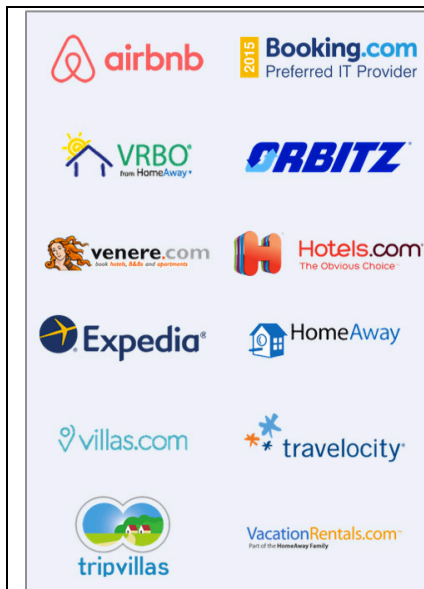


**Custom Payment Schedule:** To locate where to set the custom Payment Schedule at the property level, go into that property, and look for the **Custom Payment Schedule** button in the Fees and Charges section (mid left).





## 4a. Do You Use Listing Sites to Get Bookings?



(This image is an example of listing sites that may or be offered by the channel managers. This is not a guarantee that a listing site is available.)

**Most likely that answer is Yes.** Maybe you list on just one, or maybe you're interested in listing on several. It can get a little chaotic at times, trying to manage all the bookings and dealing with all the different rules.

Here's how to use Bookerville to manage all those bookings coming in from the various listing sites.

- **Option 1: iCal Synchronization:** You can set up our iCal synching with VRBO/HomeAway and AirBnb. With iCal synching, we can get "booking" information like check-in and check-out dates, guest name and where the booking came from, and it will automatically sync with your Bookerville calendar. The synching is not instant, but we do have an Update Button to instantly update your calendar. You can open the bookings that appear on your Bookerville calendar that came over from these listing sites and add additional booking information.
- **Option 2: Channel Managers:** We partner with two different channel managers (MyBookingPal and Rentals United). They provide the "heavy lifting" when it comes to getting your property listed on several listing sites, keeping on top of availability across all the channels, and the booking data we receive is robust and contains all the booking data. They are both outside companies from us, and require anywhere from one week to four weeks to get setup (depends on number of properties you have, which listing sites you want to use, (they all have different rules – go figure – this is the vacation rental industry!)) and if you currently have listing sites or want new ones.) They both charge a commission per booking, but no other fees. There are many features you get for those commissions: You can turn on and off your listing sites as you wish, you can share the extra commission with the guest, you can change your rates and other settings in Bookerville and it will automatically get changed in all your listing sites, and most importantly it provides instant availability updates and robust integration.



## 4b. Do You Use One or More Listing Sites? - WHERE TO FIND

**iCal Settings:** To locate the iCal settings in Bookerville, go to the **Property Setup** tab, and scroll down to the **APIs, Calendar Sync and Integration** box. Follow the instructions on screen and in the links.

Return to Dashboard

Edit Cindys Test Property (Professional Account) Clone this Property...

Key completions: This is just a rough gauge of how "complete" your property setup is. All settings in Bookerville are optional, so don't let a red (or orange) item concern you if you're not using that feature. Click the ? icons to learn about each item.

Payment Processor Pre-Payment Rates Occupancy ASE Policy Photos Features/Amenities Tax Rates Users w/ Permissions

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Property Setup Save Copy Property Setup...

APIs, Calendar Sync, and Integration

</API> Bookerville's API:

myBookingPal Allow MyBookingPal to access this property through the Bookerville API What's This? NOTE: The "Bookerville account id" you need to send to BookingPal is: 2

RENTALS UNITED Allow Rentals United to access this property through the Bookerville API What's This? NOTE: The "Bookerville account id" you need to send to Rentals United is: 2

airbnb Allow Bookerville to block dates on your Bookerville calendar from AirBnB's iCal feed What's This? iCal Feed URL: Update Now How do I find my AirBnB iCal URL?

VRBO Allow Bookerville to block dates on your Bookerville calendar from VRBO's iCal feed What's This? iCal Feed URL: Update Now How do I find my VRBO iCal URL?

List this property on Bookerville's listing pages. What's This?

**Channel Managers:** To get started with partnering with either one of our channel managers, go to the **APIs, Calendar Sync and Integration** box, and click the What's This link next to each one for more information.

There are monthly webinars given by each company to help you learn more. To get started, contact the channel manager you are interested in working with. They will lead you through the steps to get started.

APIs, Calendar Sync, and Integration

</API> Bookerville's API:

myBookingPal Allow MyBookingPal to access this property through the Bookerville API What's This? NOTE: The "Bookerville account id" you need to send to BookingPal is: 2

RENTALS UNITED Allow Rentals United to access this property through the Bookerville API What's This? NOTE: The "Bookerville account id" you need to send to Rentals United is: 2

airbnb Allow Bookerville to block dates on your Bookerville calendar from AirBnB's iCal feed What's This? iCal Feed URL: Update Now How do I find my AirBnB iCal URL?

VRBO Allow Bookerville to block dates on your Bookerville calendar from VRBO's iCal feed What's This? iCal Feed URL: Update Now How do I find my VRBO iCal URL?

List this property on Bookerville's listing pages. What's This?

## 5a. Do You Get Inquiry Emails from Listing Sites?



- **Yes, I get inquiries from listing sites:** If you often get inquiry emails from listing sites, Bookerville offers a feature that allows you to either automatically reply, build an inquiry inside Bookerville or both. The Inquiry Auto-Responder email will automatically respond to your inquiries and can show availability and a link to book for one to ten properties. Sometimes the guest is just asking a question, but showing availability can sometimes prompt them to research further. The link to go book on your own website or to a Bookerville booking calendar page can entice the guest to just make that next step and price-out a stay. Another option is to set it up so it just builds an inquiry in Bookerville using the information in the inquiry email, but not auto-respond to the email. (Sometimes this is the better solution especially in the cases where the listing site is masking the guest's email address or they insert the Bookerville Auto-Responder email "inside" their own email, and it can look funky/crammed in those cases.)
- **No:** If you don't typically get inquiries from you listing sites, you may want to set it up so you do. Being able to auto-reply with availability data, especially with the property they asked about and maybe other properties that also meet their criteria might be a nice way to move that guest along to the next step in booking.

## 5b. Do You Get Inquiry Emails from Listing Sites? – WHERE TO FIND

**Where to Find:** To set up the Inquiry Auto-Responder, go to the **Property Setup** tab and scroll down to the **Bookerville Auto-Responder** box. This box shows all the inquiry sites we can auto-respond to, as well as the specific instructions for how to set it up.

**Important:** There are four main things that must be done to get it setup properly: enter property number, decide on policy, forward emails, and customize your email template.) See the <http://www.bookerville.com/AutoResponderDetails> page for detailed instructions.

**Auto-Responder Not Working?** Did you check that you did all the steps listed above? That's usually the reason why it's not working at first.

The screenshot shows the 'Edit Cindys Test Property (Professional Account)' page in the Bookerville dashboard. The 'Property Setup' tab is selected and circled in red. Below the navigation tabs, the 'Bookerville's Auto-Responder' section is visible. It contains a warning message: 'Please carefully read the Inquiry Auto-Responder Details page before making any of these settings.' Below this, there is a table of settings for various listing sites:

Listing Site	Property Number	Inquiry Auto-Respond
VRBO	<input type="text"/>	Do not auto-respond
HomeAway	<input type="text"/>	Do not auto-respond
FLIPKEY	<input type="text"/>	Do not auto-respond
airbnb	<input type="text"/>	Do not auto-respond
holidaylettings	<input type="text"/>	Do not auto-respond
stoyz	<input type="text"/>	Do not auto-respond
VacationHomeRentals.com	<input type="text"/>	Do not auto-respond

## 6a. Do You Offer Upgraded Items to Your Guests During Booking?



“Do you want fries with that?”

- **Yes, I offer additional items that guests can purchase at time of booking:** Great, then we have a feature you can use for this. It’s called a Guest Option. You can set up numerous Guest Options, write your own text, set the price as a flat amount or percentage, even declare that it is taxed or not. These are things like heat the pool, bring your pet, romantic wine and cheese platter, fresh local flowers. You can use Guest Options to even provide a discount (Guest brings their own sheets for example) by making the price a negative number (it will subtract it from the total instead of adding it in). You can also set Guest Options as Mandatory. Yep you read that right. If there is something “extra” that must be purchased at time of booking, and there is no other way to show it in the software, sometimes this is the place. Example: If your condo requires the purchase of a \$25 parking pass.
- **No, I don’t yet offer items to upsell at time of booking:** If you don’t typically offer guest options, you may want to consider some items. These can be great concierge type items that the guest wouldn’t have known about otherwise. You become a valuable resource to the guest by offering local-specific options.

## 6b. Do You Offer Upgraded Items to Your Guests During Booking? - WHERE TO FIND

**Guest Options:** To locate where to set up your guest options, go to the Guest Options tab.

Return to Dashboard

Edit Cindys Test Property (Professional Account) Clone this Property...

Key completions: This is just a rough gauge of how "complete" your property setup is. All settings in Bookerville are optional, so don't let a red (or orange) item concern you if you're not using that feature. Click the ? icons to learn about each item.

Payment Processor  Pre-Payment  Rates  Occupancy  ASE Policy  Photos  Features/Amenities  Tax Rates  Users w/ Permissions

Property Setup Rates **Guest Options** Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

Guest Options What's This? Copy Guest Options...

Title:	Description:	Price:	
Extra Bed	Need more sleeping options? Choose this Guest Option and we'll include a hide-away bed for a very small fee.	\$100.00 (Flat Fee)	<input type="button" value="Edit"/>
		<input type="checkbox"/> Taxable	<input type="button" value="Delete"/>
		<input type="checkbox"/> Mandatory	

## 7a. Do You Have Your Own Website?

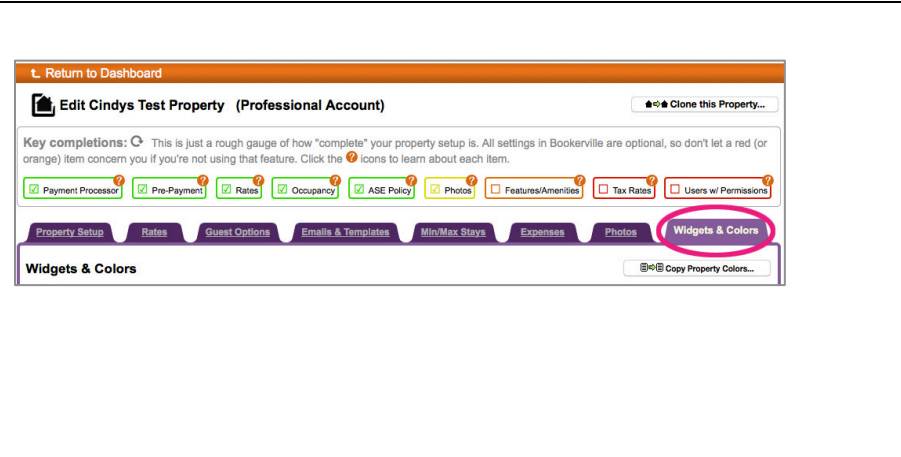


- **Yes, I have my own website:** Great, then we have a several widgets that you can embed into your website or link directly to. You can use “iframe” code to embed widgets like Availability and Booking Calendar, Multi-Property Search, Read-Only Availability Calendars, Inquiry Forms, and Review Widgets. Of if you prefer, you can provide a link directly to a Bookerville page that shows these widgets.
- **No, I don't have my own website:** If you don't have your own website, you can still link to your public availability and booking calendar from any social media site or even in your emails.

## 7b. Do You Have Your Own Website? – WHERE TO FIND

**Widgets and Custom Colors:** To locate where are the widgets are, and how to customize your calendar and rate table, go to the Widgets and Colors tab. This entire tab shows all the things that can be embedded or linked to from your website or social media pages.

**API:** Bookerville also offers the ability to automatically show Bookerville information (properties, photos, rates, availability, etc) on your website using our API. This is a bit technical and usually requires a technical website developer. Let us know if you are interested in this option.



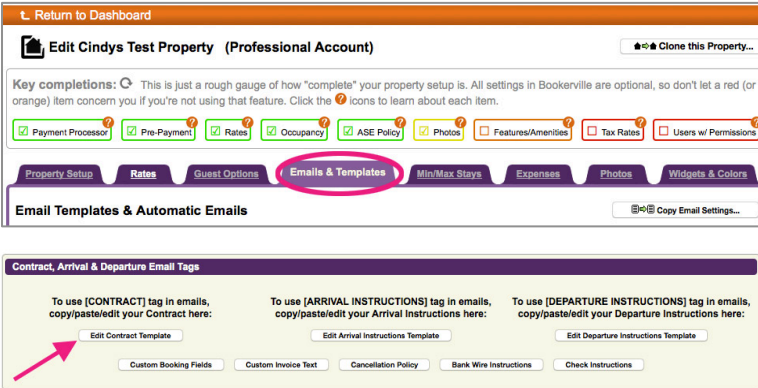
## 8a. Do You Require Guests to Agree to a Contract Before Booking?



- **Yes, I have my own custom contract and guests are required to agree to it before booking:** Most, if not all property managers / owners do have a custom contract. Bookerville offers customized contracts for each booking; the software automatically takes the data from the booking and inserts it into your contract for each booking. You no longer have to build a contract for each booking! Guests can be required to agree to the contract when they book. We can capture the date and time and IP address used when they agreed to the contract. Guests can view and even print the contract, and if necessary, sign and send it back. Set up your contract for one property and when it's ready, you can copy it to all the other properties. When you have an edit to your contract, edit it in one property and apply it to all the other properties. Changes to contracts do not change or affect contracts already created for past bookings, unless you purposefully apply the changes to that booking.
- **No, I don't have a custom contract or make my guests agree to one before booking.**

## 8b. Do You Require Guests to Agree to a Contract Before Booking? - WHERE TO FIND

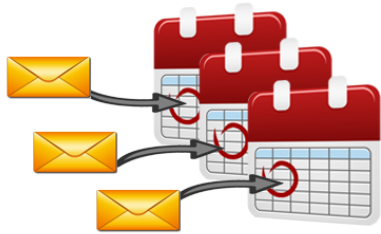
**Where to Find:** To locate where to edit your contract template, go to the **Emails & Templates** tab for any one of your properties. Scroll down to the **Contract, Arrivals & Departure Emails Tags** section. Click **Contracts** button.



The screenshot displays the 'Edit Cindys Test Property (Professional Account)' interface. At the top, there is a 'Return to Dashboard' link and a 'Clone this Property...' button. Below this is a 'Key completions' section with a progress bar showing various settings like Payment Processor, Pre-Payment, Rates, Occupancy, ASE Policy, Photos, Features/Amenities, Tax Rates, and Users w/ Permissions. The 'Emails & Templates' tab is highlighted in the navigation bar. Underneath, there is a section for 'Email Templates & Automatic Emails' with a 'Copy Email Settings...' button. The main content area is titled 'Contract, Arrival & Departure Email Tags' and contains three columns of instructions for using tags in emails. Each column has an 'Edit' button: 'Edit Contract Template', 'Edit Arrival Instructions Template', and 'Edit Departure Instructions Template'. A pink arrow points to the 'Edit Contract Template' button. At the bottom, there are buttons for 'Custom Booking Fields', 'Custom Invoice Text', 'Cancellation Policy', 'Bank Wire Instructions', and 'Check Instructions'.



## 9a. Do You Have Customized Emails that You Send to Guests?



- **Yes, I have custom emails that I send to guests:** Most, if not all property managers / owners do have a collection of customized emails they send out to guests for each booking at specific times. You can set up any number of custom emails, and/or use the templates we provide. Use the email tags to have Bookerville automatically include data from each booking. You can add a custom header to the top of each email, a custom signature at the bottom of each one, and can edit the text in most of the templates provided. Set up the templates in one property, and then when you are happy with them, copy them to all the other properties as needed. After your templates are set up, you can use the Automatic Scheduled Email tool to send them at our pre-determined times.
- **No, I don't have custom emails that I send to guests.** Maybe you would like to try them out? They are quick and easy, once you get them set up. They can save you a lot of time.

## 9b. Do You Have Customized Emails that You Send to Guests? – WHERE TO FIND

**Customize Email Templates:** To find out where to customize your email templates, select a property and go to the **Emails & Templates** tab. The email templates are shown on the left side. Click to open and start editing. The **Email Templates** box is located at the top left of the page.

Return to Dashboard

Edit Cindys Test Property (Professional Account) Clone this Property...

Key completions: This is just a rough gauge of how "complete" your property setup is. All settings in Bookerville are optional, so don't let a red (or orange) item concern you if you're not using that feature. Click the ? icons to learn about each item.

Payment Processor Pre-Payment Rates Occupancy ASE Policy Photos Featured/Amenities Tax Rates Users w/ Permissions

Property Setup Rates Guest Options **Emails & Templates** Min/Max Stays Expenses Photos Widgets & Colors

Email Templates & Automatic Emails Copy Email Settings...

Property Setup Rates Guest Options **Emails & Templates** Min/Max Stays Expenses Photos Widgets & Colors

Email Templates & Automatic Emails Copy Email Settings...

**Email Templates** What's This?

- Agree to Contract
- Arrival Instructions
- Cleaning Crew
- Confirm Quote Paying Manually
- Final Payment Received
- Guest Confirmation
- Inquiry Auto-Responder
- Key Status Office
- Outstanding Booking Request
- Past Due Notice
- Payment Receipt
- Payment Reminder
- Pending Request
- Pre-Payment Paying Manually
- Quote
- Security Deposit Refund

**Automatic Scheduled Emails (Based on your Payment Due Dates and Check-In/Out Dates)** What's This?

Automatic Scheduled Emails (ASEs) Policy: On - Automatic Send What's This?

Email Template	# of Days	When	Date	Action:
Payment Reminder	2 Days	Before	Payment Due Date(s)	Edit
Past Due Notice	2 Days	After	Payment Due Date(s)	Edit
Arrival Instructions	3 Days	Before	Check-in Date	Edit
Cleaning Crew	4 Days	Before	Check-Out Date	Edit
Security Deposit Refund	5 Days	After	Check-Out Date	Edit

Add Scheduled Email...

Ready to apply these settings to bookings already in the system?  
 Apply Scheduled Emails to Existing Bookings...  What's This?

**Automatic Scheduled Emails:** To locate the Automatic Scheduled Emails area, go to the **Emails & Templates** tab.

**Do a fake booking to see:** To see the email templates in action, create a fake booking with a second email address (not required, but this allows you to pretend to be the guests AND to see what emails the manager gets as well.)

Guest Options **Emails & Templates** Min/Max Stays Expenses Photos Widgets & Colors

**Emails** Copy Email Settings...

**Automatic Scheduled Emails (Based on your Payment Due Dates and Check-In/Out Dates)** What's This?

Automatic Scheduled Emails (ASEs) Policy: On - Automatic Send What's This?

Email Template	# of Days	When	Date	Action:
Payment Reminder	2 Days	Before	Payment Due Date(s)	Edit
Past Due Notice	2 Days	After	Payment Due Date(s)	Edit
Arrival Instructions	3 Days	Before	Check-in Date	Edit
Cleaning Crew	4 Days	Before	Check-Out Date	Edit
Security Deposit Refund	5 Days	After	Check-Out Date	Edit

Add Scheduled Email...

Ready to apply these settings to bookings already in the system?  
 Apply Scheduled Emails to Existing Bookings...  What's This?

## 10a. Do You Want to Talk To Each Potential Guest Before They Book?



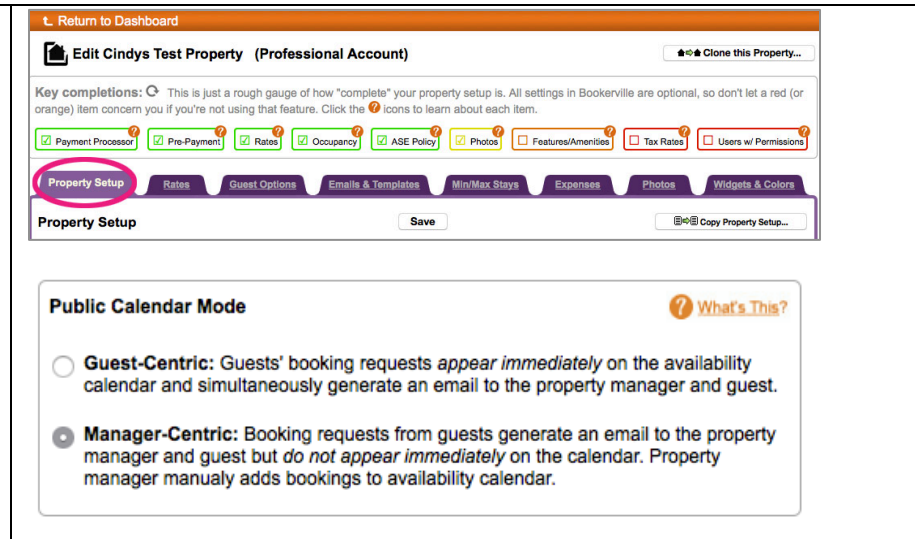
- **Yes, I like to talk or at least email each potential guest before they stay at my place:** If you like to vet each potential guest before they book on your calendar, you will want to run your calendar in “Manager-Centric” mode. This allows guests to make a Booking Request on your calendar, as opposed to an actual Booking. They are in a sense asking you if they can book. These will appear as Booking Requests in Bookerville.
- **No, I don’t need to talk to or email each guest before they book. They can book directly on my calendar as long as they pay an initial payment.** If you’re okay with guests booking directly on your calendar, then you will want to set your Public Availability and Booking Calendar to Guest-Centric mode. This will allow a guest to look at availability, and book as long as they pay the required pre-payment.

**Notes:** If the guest chooses to pay the first payment by check, even if you are running in Guest-Centric mode, the booking will not appear on your calendar. Bookerville automatically converts it to a Booking Request, and you get notified that a guest has chosen to do this.

**Using a Channel Manager?:** If you use one of our channel managers, often times they run in the equivalent of “Guest-Centric” mode, like Book It, or Book it Now. So for bookings that come from these sites, it would depend on the specific settings from those listing sites.

## 10b. Do You Want to Talk To Each Potential Guest Before They Book? - WHERE TO FIND

**Public Calendar Mode:** To find out where to set your public calendar mode, select a property, go to the **Property Setup** tab. Scroll down to the **Public Calendar Mode** box on the right side.



Return to Dashboard

Edit Cindys Test Property (Professional Account) Clone this Property...

Key completions: This is just a rough gauge of how "complete" your property setup is. All settings in Bookerville are optional, so don't let a red (or orange) item concern you if you're not using that feature. Click the ? icons to learn about each item.

Payment Processor Pre-Payment Rates Occupancy ASE Policy Photos Features/Amenities Tax Rates Users w/ Permissions

Property Setup Rates Guest Options Emails & Templates Min/Max Stays Expenses Photos Widgets & Colors

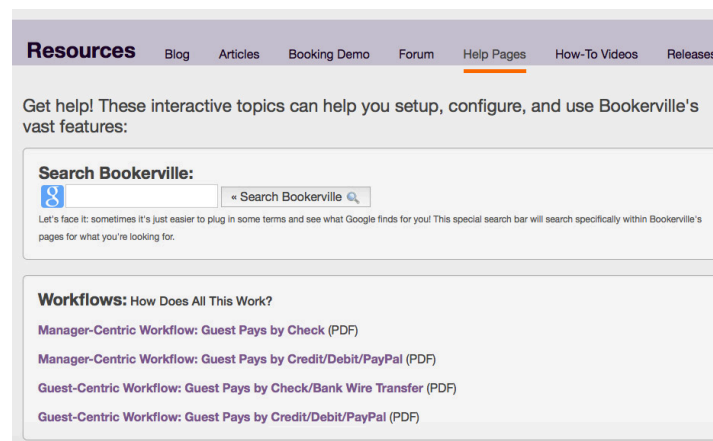
Property Setup Save Copy Property Setup...

**Public Calendar Mode** ? What's This?

- Guest-Centric:** Guests' booking requests *appear immediately* on the availability calendar and simultaneously generate an email to the property manager and guest.
- Manager-Centric:** Booking requests from guests generate an email to the property manager and guest but *do not appear immediately* on the calendar. Property manager manually adds bookings to availability calendar.



To find out more... Go to our **Help** pages to see **Workflows, Property Setup instructions, videos, forums, etc.**



Resources Blog Articles Booking Demo Forum Help Pages How-To Videos Releases

Get help! These interactive topics can help you setup, configure, and use Bookerville's vast features:

**Search Bookerville:**

Let's face it: sometimes it's just easier to plug in some terms and see what Google finds for you! This special search bar will search specifically within Bookerville's pages for what you're looking for.

**Workflows: How Does All This Work?**

- Manager-Centric Workflow: Guest Pays by Check (PDF)
- Manager-Centric Workflow: Guest Pays by Credit/Debit/PayPal (PDF)
- Guest-Centric Workflow: Guest Pays by Check/Bank Wire Transfer (PDF)
- Guest-Centric Workflow: Guest Pays by Credit/Debit/PayPal (PDF)