

Rental Management IV

Vacation Lodging Software

from

Hawkins Computer Services

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Rental Management IV, or “RM4” is a complete management solution for your vacation lodging or overnight rental company. It can help you manage your units and reservations, as well as help with your accounting. This is not hotel/motel management software. It was written from the ground up to handle the complexities of the vacation lodging industry, and we work closely with your company and others in the industry to make sure it continues to meet your needs. We do our best to write our software to help you run your company the way your want to, and your feature requests directly drive future updates.

Features

RM4 allows you to:

- Take and manage reservations
- Manage rental units and owners
- Manage guest charges and payments
- Track owner and unit-related expenses
- Manage advertising and analyze where your customers are coming from (Advertising add-on)
- Track maintenance requests and service calls (Maintenance add-on)
- View the complete history of a reservation, including any changes made
- Generate powerful reports to help you balance your Escrow account and manage your cash flow
- Automatically generate some taxes and owner chargebacks
- Switch owners in the middle of a month and split the rent revenue accordingly
- Automatically print 1099's for your owners at the end of the year

Add-Ons

- **Advertising Module** – Allows you to keep track all of your advertisements, whether in magazines, newspapers, websites or even TV and radio. You'll be notified of contract expiration dates and ad deadlines automatically, and you can email your designers or account representatives right from the program.
- **Maintenance Module** – Helps you track guest complaints and unit maintenance requests. Generate work orders to give your contractors and maintenance personnel, identify units with repeat problems, and eliminate dropped issues.
- **Online Reservations** – We believe that “one size *does not* fit all” when it comes to your website and taking reservations online. We work with you on a case-by case basis to write an online availability and booking solution that meets your needs and ties in smoothly to both your existing website and our software.
- **Owner Portal** – Your owners can log in to a secure website and see the rental history for their units, print past accounting statements, and view messages or other information you send to them.
- **Secure Server** – In many cases, our software will work on your existing computers, but we can also build a secure, high performance server that will ensure fast, trouble-free operation and minimize the risk of your data being compromised.

Pricing

Base Package **\$6000**

Includes installation, setup, and initial training.

Server (optional) **\$2000**

Custom-built, high performance web application server running a secure UNIX-based operating system.

Note: if you are purchasing the online booking option, we may require you to use one of our servers, for security and performance reasons.

Support and Updates (optional) **\$1200/yr**

Billable monthly or yearly, at your option. This includes full technical support for our software and free upgrades as soon as they're released. If you're running one of our servers, this also includes free hardware support for it and remote monitoring, which alerts us to potential problems so they can be fixed before they turn into costly downtime for your company. This is optional, but without it, tech support is billable at \$40/hr and software updates are only available for an extra charge.

Advertising Module (optional) **\$1500**

Currently under development, this is scheduled for release in January, 2007. It can be added at any time.

Maintenance Module (optional) **\$1500**

Can be added at any time.

Online Reservations (optional) **\$1500+**

Price depends on how you want to implement this option. This also can be added at any time. Due to implementation differences between customers and their websites, after the initial purchase feature additions are billable separately and are not included in the base software support.

Owner Portal (optional) **\$1200**

Currently under development and scheduled for release early in 2007. This can be added at any time.

Requirements

This is web based software. This means you can access and run it right from your web browser—there's nothing additional to install. It also means one computer on your network must be set up as the “server”, which stores the data and handles all the processing. The computers running the software (which can also include the server) are called “clients”.

Server Requirements

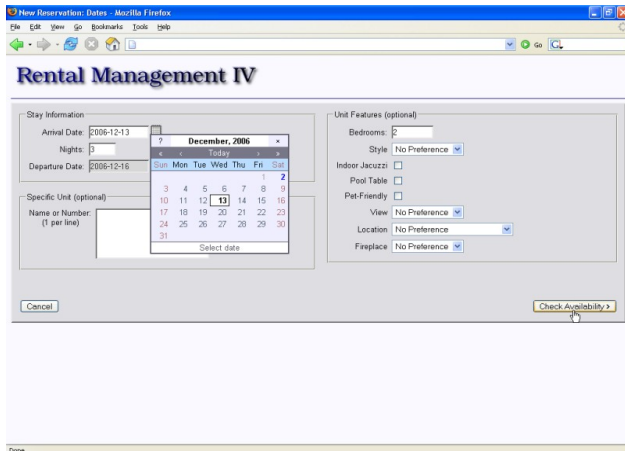
- Windows 2000, XP Professional, Mac OSX or a UNIX-based Operating System. If the server is accessible from the internet (for example, when running online reservations or the owner portal), the only Microsoft operating systems supported are Windows 2000 Server, or Windows 2003. Note: XP Home Edition will **only** work as a server if you have less than 5 computers on your network. This configuration is generally not supported.
- Minimum 512MB of RAM. If also used as a workstation, 1GB minimum.
- Redundant storage. Hardware or software RAID, so you don't lose any data if a hard drive goes bad.
- If running online reservations or the owner portal, a fast internet connection with a static IP address is required.
- If taking credit card numbers over the internet, you will need to purchase a secure certificate for your server. We can direct you to several reputable companies that provide this service, and help you get it installed.

Client Requirements

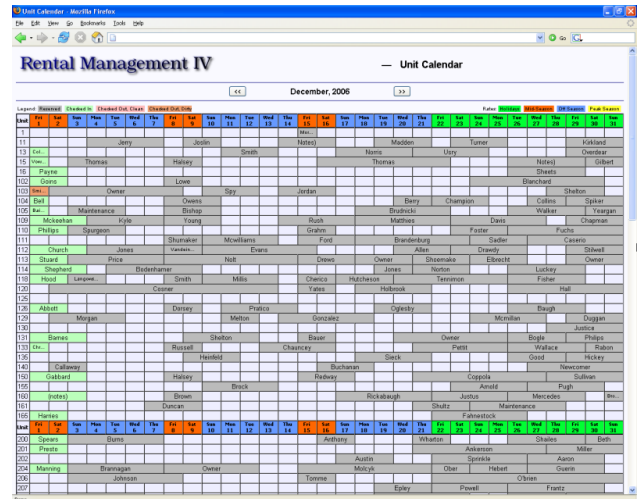
- Microsoft Windows, Mac OSX, and most UNIX-based operating systems supported.
- Firefox web browser. (<http://www.mozilla.com/>) This requirement only applies to the main software, and we hope to eventually remove this requirement and support Internet Explorer and other browsers.

You will be entering potentially sensitive information with this software like guest names, addresses, credit card information, owner tax ID numbers, etc. Any computers on your network should be made as secure as possible, and any computers running Windows must have some sort of virus/spyware protection installed and kept up to date.

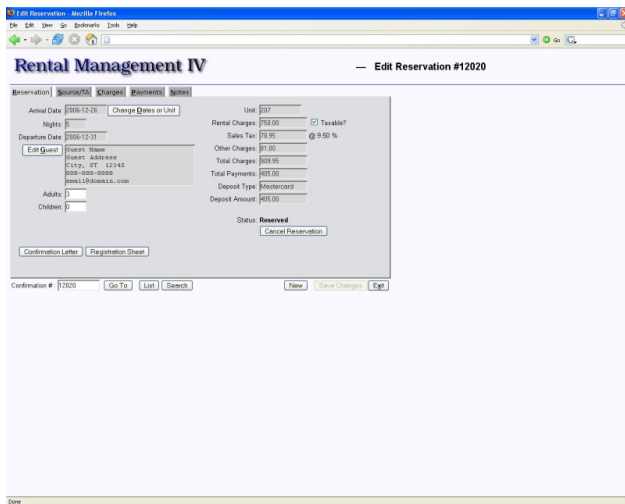
Previews



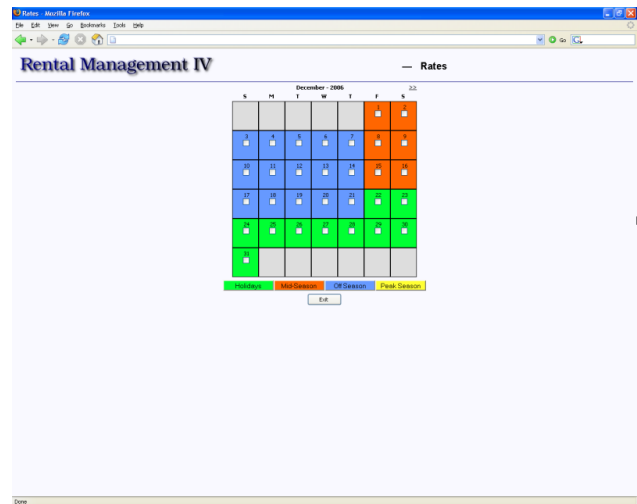
Just enter an arrival date and the number of nights to search for available units. You can also see if specific units are open, or filter your search results by the number of bedrooms or other features.



Get a clear picture of all your reservations from month-to-month for all units on one easy screen. You can just click on a reservation to edit it.



Edit guest information, charges, payments, and other reservation information, or print out/email confirmation letters all from one screen.



Setting up rental rates and specials is a snap. Just enter descriptive names, and enter your dates in a quick and easy calendar view.

Overnight Rental Company

Rental Calendar December, 2006

Unit: 207 - "CREEKSIDE"
 Owner: Owner Name
 Owner Address
 City, ST 12345

December - 2006						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					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	Rented	Rented	Rented	Rented	Rented
Rented	Rented	Rented	Rented	Rented	Rented	Rented
31						

12 Days Rented
 0 Days Blocked for Owner
 0 Days Blocked for Maintenance

Saturday, December 2, 2006 10:54 pm

Simple Rental Calendar report shows your owners how many days their cabin has been rented, without compromising private guest information.

Arrivals for 12/02/2006

Conf. #	Guest Name	#	Arrive	Depart	Unit
13088	(Owner Stay)	-	12/02/2006	12/09/2006	103
12947	[REDACTED]	2	12/02/2006	12/14/2006	120
13317	[REDACTED]	2	12/02/2006	12/06/2006	129
11961	[REDACTED]	2	12/02/2006	12/04/2006	140
12710	[REDACTED]	2	12/02/2006	12/06/2006	253
13625	(Maintenance Block)	-	12/02/2006	12/04/2006	370

6 Arrivals

Saturday, December 2, 2006 10:53 pm Page 1 of 1

Arrivals and Departures reports help you manage your check-ins and check-outs.

Daily Report For 12/01/2006

Non-Credit-Card Receipts

Confirmation #	Guest Name	Type	Amount
Total:			\$0.00

Credit-Card Receipts

Confirmation #	Guest Name	Type	Amount
9962	[REDACTED]	Visa	\$650.51
13586	[REDACTED]	Visa	\$321.00
13587	[REDACTED]	Visa	\$321.00
13588	[REDACTED]	Visa	\$321.00
13613	[REDACTED]	Visa	\$400.76
13618	[REDACTED]	Visa	\$562.21
13619	[REDACTED]	Visa	\$712.86
13620	[REDACTED]	Visa	\$510.28
13622	[REDACTED]	Visa	\$155.00
13626	[REDACTED]	Visa	\$180.00
12871	[REDACTED]	Mastercard	\$225.50
13615	[REDACTED]	Mastercard	\$198.20
13621	[REDACTED]	Mastercard	\$250.00
13623	[REDACTED]	Mastercard	\$160.00
13627	[REDACTED]	Mastercard	\$351.50
11019	[REDACTED]	American Express	\$445.88
Total:			\$5,766.52

Total Receipts

	Visa: \$4,134.64
	Mastercard: \$1,185.00
	American Express: \$445.88
Total: \$5,766.52	

Refunds

Confirmation #	Guest Name	Type	Amount
Total Refunds:			\$0.00

Sunday, December 2, 2006 11:00 pm Page 1 of 1

The Daily Report helps you track the money you take in each day to help balance your cash register and credit card machine.

Unit Rental Summary Report

Unit	Days	Stays	Gross	Credit Card	Travel Agent	Cleaning	Other	Management	Owner
101	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11	20	6	2,125.00	46.54	0.00	0.00	32.76	831.30	1,164.32
12	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13	19	6	1,705.00	37.37	0.00	0.00	56.24	667.46	945.94
14	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15	16	4	1,880.00	0.00	0.00	0.00	116.28	752.00	1,008.72
16	15	6	1,440.00	31.55	0.00	0.00	28.64	663.39	819.42
102	15	4	1,642.50	35.66	0.00	0.00	46.98	642.62	914.04
103	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
103.01	18	4	1,358.00	29.75	0.00	0.00	125.60	531.30	871.05
104	26	10	2,382.00	46.18	0.00	41.00	4.29	633.53	1,365.00
105	24	6	2,440.00	53.43	0.00	0.00	-37.38	694.63	1,469.65
106	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
106.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
107	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
107.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
108	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
109	22	7	1,228.00	26.86	0.00	41.00	382.28	476.65	376.23
100.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
110	14	5	1,310.00	29.28	0.00	0.00	46.78	512.20	721.87
111	27	8	3,160.00	0.00	0.00	41.00	62.07	156.25	2,913.68
112	24	7	2,188.28	45.13	0.00	0.00	465.02	854.05	1,347.20
113	28	7	2,540.00	55.62	0.00	0.00	85.24	693.74	1,405.40
114	21	7	2,406.00	46.69	0.00	0.00	247.69	642.13	1,165.19
114.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
116	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
116.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
118	27	9	2,992.50	66.54	0.00	0.00	138.66	1,170.79	1,627.21
119	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
119.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
120	23	6	2,856.00	62.54	0.00	0.00	77.13	1,116.68	1,568.35
121	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
121.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
123	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
123.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
125	19	6	1,378.00	30.07	0.00	0.00	-6.78	537.18	812.51
125.03	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
126	17	7	2,172.00	45.66	0.00	0.00	122.03	850.55	1,153.76
126.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
129	21	7	2,070.00	45.95	0.00	0.00	168.61	809.65	1,107.99
129.01	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
130	13	4	1,326.00	0.00	0.00	0.00	47.95	530.00	747.05
131	20	6	1,607.00	35.21	0.00	41.00	14.84	625.70	957.45
133	17	6	2,105.00	46.09	0.00	0.00	32.63	823.57	1,202.71
135	16	5	1,670.00	0.00	0.00	0.00	136.02	668.00	865.98
140	21	7	2,456.00	0.00	0.00	0.00	272.63	862.00	1,200.07
141	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
150	17	5	1,767.00	0.00	0.00	0.00	-9.40	706.80	1,066.80
155	12	4	1,340.00	0.00	0.00	0.00	6.04	536.00	796.96
160	18	6	2,180.00	47.74	0.00	0.00	-1.92	852.91	1,281.27
161	18	4	1,660.00	40.73	0.00	0.00	51.16	727.71	1,040.40
165	20	5	2,113.00	0.00	0.00	0.00	-117.32	845.20	1,365.12
200	24	7	4,085.00	0.00	0.00	0.00	44.61	1,634.00	2,400.49

[200611-016] Sunday, December 2, 2006 10:39 pm Page 1 of 3

The Rental Summary Report gives you a complete summary of your revenue and the net income for your company and the owner of each of your units. All the information on this report is backed up by individual reports showing where the numbers come from.

ESCROW BANK ACCOUNT RECONCILIATION

Month-end balance per bank statement	_____
Deposits in transit at month-end	+ _____
Credit card fees to be repaid from operating account	+ _____
Disbursements outstanding at month-end	- _____
Other current reconciling items	+/- _____
Adjusted/Reconciled escrow bank account balance	=====

TOTAL OF EACH COMPONENT PART OF THE ESCROW ACCOUNT BALANCE

Deposits for future occupancy at month-end	166,403.23
Deposits for current occupants at month-end	23,952.31
Payments due owners for month just ended	113,353.86
Minimum required escrow bank account total	<u>303,709.40</u>
Amount due firm for month just ended	_____
Earned commission undischursed at month-end	73,293.62
Expenses paid for owners, reimbursable to firm	7,852.13
Other amounts payable from escrow at month-end	_____
Sales and/or H&M Taxes	_____
Other items	_____
Maximum required total on deposit/available in escrow account	=====

COMPARISON OF TOTALS FROM STEPS 1 AND 2

Adjusted/Reconciled escrow account balance (Step 1 Total)	_____
Maximum Required Total (Step 2 Total)	- _____
COMPARISON OF STEP 1 AND 2 TOTALS	=====

Saturday, December 2, 2006 10:58 pm

Overnight Rental Company

Guest Name _____ Company Address _____ Confirmation #
 Guest Address _____
 City, ST 12345 _____ 800-888-8888

Dear Guest Name,

Thank you for choosing Overnight Rental Company as your vacation resort. Your reservation is confirmed for the following dates. Please check this information for accuracy and notify us if any corrections are necessary. Your party of 6 will be arriving on Friday, July 7, 2006, and departing on Thursday, July 13, 2006, for a stay of 6 nights. ** CHECK IN time is 3:00 pm and ** CHECK OUT time is by 11:00 am.

Your \$100.00 deposit will go towards your balance upon checkin. You will be required to give an imprint of your Visa or MasterCard for a security deposit or pay a cash deposit which will be determined by the size of cabin or chalet. Imprints will be voided and cash deposits will be returned within ten (10) days after your departure, providing there are no damages or missing items. You are responsible for all damages incurred by your party.

Absolutely no pets of any kind may occupy the chalets, except in pet friendly chalets! No house party groups! No personal checks accepted! Guests disregarding the Rules and Regulations of Overnight Rental Company will be asked to vacate the premises and forfeit all remaining rent.

If you need to cancel your reservation for any reason, you must do so 14 days prior to your date of arrival, and we will refund 50% of your deposit, or you may re-book up to 6 months. No rebookings allowed for a one night stay. All rebookings must pay cash in full 30 days prior to arrival. No-shows will be charged first night's rent.

All group bookings must pay cash in full 30 days prior to arrival (3 or more chalets, sometimes 2 chalets). No rebookings on groups allowed see any refunds. MONEY IS NOT REFUNDED FOR ANY REASON. See attached regulations for group bookings.

Again, thank you for choosing Overnight Rental Company. For your convenience, our check in office is located at Company Address in City, ST 12345.

Unit and Other Charges	Quantity	Charges
2 BR unit, #975 'GNARLED OAK'	6 occupants	\$650.00
Cleaning Fee	1	\$40.00
Processing Fee	1	\$20.00
	Subtotal:	\$720.00
	Sales Tax:	\$84.80
	Total Charges:	\$804.80

Thank you for your Visa deposit of \$100.00
 Your balance due is \$704.80 upon arrival.

OVERNIGHT RENTAL COMPANY RESERVES THE RIGHT TO ASSIGN SIMILAR ACCOMMODATIONS. THIS CONFIRMATION IS SUBJECT TO ALL RULES AND REGULATIONS OF OVERNIGHT RENTAL COMPANY

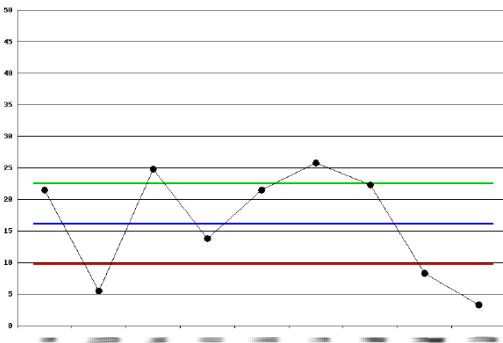
Saturday, December 2, 2006

The Escrow Reconciliation Report will help you balance your escrow account as required by the Tennessee Real Estate Commission. The Confirmation letter you email or send to your guests prior to arrival is customizable

Reservationist Analysis Report, April 2006

Name	Weekly Totals				Reservations	User Average	Standard Deviation
	1	2	3	4			
_____	23	30	12	21	661	21.50	7.42
_____	0	11	4	7	22	5.50	4.85
_____	32	25	22	20	99	24.75	5.25
_____	23	23	9	0	55	13.75	11.30
_____	25	18	13	30	86	21.50	7.51
_____	31	22	24	26	103	25.75	3.86
_____	21	15	27	26	89	22.25	5.50
_____	0	0	18	15	33	8.25	9.60
_____	7	0	2	4	13	3.25	2.99
Totals:	162	144	131	149	586		

Overall Weekly Average: 16.28
 Standard Deviation: 6.45
 Lower Control Limit: 9.82
 Upper Control Limit: 22.73



Saturday, December 2, 2006 11:20 pm

Business owners can analyze both their employees performance, and detect monthly and yearly trends in the number of reservations taken using analysis reports.

Overnight Rental Company

Owner's Statement October, 2006

Unit: 207 - "CREEKSIDE"
 Owner: Owner Name
 Owner Address
 City, ST 12345

Income Summary

	This Month	Year to Date
Stays	6	49
Days Rented	25	173
Days Booked for Maintenance	0	4
Rent Received	3,400.00	21,385.00
Management Fees	-170.00	-1,143.77
Other Expenses/Credits		
Credits	160.00	
Hot tub services	-35.24	
Pest Control	-20.00	
Taxes	-32.30	
Total	72.46	-1,502.33
Net Income	\$3,302.46	\$18,738.90
Check Amount	\$3,302.46	

Itemized Expenses/Credits

Charge Date	Description	Amount
09/11/2006	Parts for hot tub quick drain	35.24
10/03/2006	Svc call, hot tub out of chemicals	0.00
10/22/2006	Credit for pet fee	-40.00
10/24/2006	pest control	20.00
10/25/2006	Credit for pet fee	-80.00
10/30/2006	Credit for pet fee	-40.00
10/31/2006	Gross Receipts Tax	32.30
	Total:	\$-72.46

Monday, December 4, 2006 5:23 pm

Owner Statement show owners exactly what their income and expenses were for a given month.