



Implementation Document

RDP IMPLEMENTATION AND TRAINING OVERVIEW

The goal at Resort Data Processing (RDP) is to make every customer successful as soon as possible. The Implementation of a powerful system like RDPWin starts the day you purchase the system and continues through the on-site training and for years afterwards with interaction with RDP support. The process is as follows:

- 1) Please review the RDP Implementation checklist, which can be found at <http://support.resortdata.com/RDPWin/CoreModules/Installation/InstallationChecklist.htm>.
- 2) One of the first installation steps is to complete this Installation Document and return it to your contact at RDP, either as a printed document or an emailed Microsoft Word Document. RDP Implementation Manager will review this data with you to make sure the system is optimized.
- 3) As soon as possible, and well before the on-site training, the RDP Implementation Manager will install an empty system on your server. The Implementation Manager will provide remote training on how to enter the system information provided by you in this Installation Document. RDP support technicians will also train select members of your staff on entering reservations into your system.
- 4) You must enter all system data from the Installation Document and all future reservations prior to the start of on-site training. This allows you to start learning the function and features of the system and allows the on-site training to be much more productive.
- 5) RDP support technicians can also train you in entering additional information such as groups, travel agents, vacation rental owners, and rate packages. The more data you enter prior to your on-site training the better!
- 6) RDP support technicians do not enter any data into your system. We provide extensive training to allow you to enter your data. However, RDP occasionally enters a small amount of data, such as tax rates. RDP makes every attempt to correctly input the information. However, mistakes are possible. **RDP is not liable for any inaccurate information.** Please verify any information entered by RDP.
- 7) If you have purchased on-site training, RDP personnel will arrive at your site with the expectation that all core system data and future reservations have already been entered into the system. Our focus will be on providing training on various aspect of the system, not data entry.
- 8) The system has thousands of features and it is not possible to learn it all in one on-site training session. After on-site training is over you will continue to learn more about the system, and implement additional features, by calling RDP support at 970-845-7108. Many of our customers have now had the system over 20 years and they continue to learn!

We are very eager to start the installation and training process and are looking forward to a long partnership. Please make it a priority to complete and return this Installation Document as soon as possible, and to assign one or more employees to enter all data contained in this document prior to the arrival of an RDP support technician for on-site training. The Implementation of the system begins today, not upon RDP arrival on-site!



GENERAL LEDGER ACCOUNT NUMBERS

The system includes a powerful and integrated general ledger. You may use RDP's standard chart of accounts or create one of your own. Listed below are the minimum accounts used by RDP. If you wish to use your own account numbers please complete this page. When transactions are created in the system you can add additional GL accounts beyond those listed on this page. For example, you may create a "Gift Item Sales" transaction code and have it go to any GL account you wish. RDP is not able to provide training on double entry accounting. Please have your CPA or other accounting professional complete this document.

If you choose to utilize RDP Standard General Ledger Accounts please check this box:

If you wish to use your own General Ledger Account Numbers please complete the table below:

Name of Ledger	RDP GL Account Number	GL Account Number (8 characters maximum)
(B1) Advanced Deposit Ledger	20100	
(B2) In-House Guest Ledger	11200	
(B3) City Ledger – Group Master Accounts	11300	
(B4) Credit Card Company Ledger	11400	
(B5) Activity Vendor Ledger	22000	
(B6) Travel Agent Ledger	11600	
(B7) City Ledger – Owner Billing	11700	
(B8) Work Order Vendor Ledger	20400	
Tax 1	20001	
Tax 2	20002	
Tax 3	20003	
Tax 4	20004	
Revenue – Nightly Room Charges	40200	
Cash in Bank	10002	
Security Deposit Liability	20800	
Management Equity (Trust Accounting only)	30000	
Revenue – Forfeited Deposits & No Shows	40100	
Revenue - Telephone	40280	
Revenue – Forfeited Security Deposit	40900	
Owner Reimbursement of TA Commission	48000	
Owner Reimbursement of Credit Card Fee	49000	
Expense – Travel Agent Commission	50206	
Expense – Owner Portion of Reservation	50701	
Expense – Bad Debt	50799	
Clearing Account	99999	



OWNER PAYCODES (VACATION RENTAL OR CONDO/HOTEL SYSTEM ONLY)

If you are using the optional Owner Accounting module to pay a portion of the rental income to the owner of the condominium or house please complete the Owner Paycode table. If you pay all owners the same percentage you only need to complete the data for the OA paycode. It is possible to pay each owner a different percentage of the rent, in which case please complete the table for each percentage, such as OA=65, OB=60, OC=55. Owner paycode are assigned to each unit to use as the default for reservations made for that unit. You can override the default on a reservation-by-reservation basis if needed.

Paycode	Owner%	Management%		Paycode	Owner%	Management%
OA	65%	35%		OE		
OA				OF		
OB				OG		
OC				OH		
OD				OI		

TRAVEL AGENT COMMISSION

The system can calculate commission payable to travel agents on room rates, package components, and specific items sold to guests. You may add one, two, or three travel agents to a single reservation, each with a different commission level. The system is delivered with five commission levels shown below. If you would like to add a different commission level, please add it to the table below. Travel Agent paycode are assigned to each agent to use as the default for reservations made for that agent. You can override the default on a reservation-by-reservation basis if needed. The four default travel agent paycodes, CA, CB, CC, and CD pay a percentage of the room charge only to the agent. The agent is not paid on additional charges to the guest, such as a restaurant charge. With packages, it is possible to pay the agent on just the room charge portion of the package, or the entire portion.

Complete the Travel Agent Commissions table

Paycode	Commission Percentage of Room Charge	Paycode	Commission Percentage of Room Charge
CA	10%	CI	
CB	5%	CJ	
CC	15%	CK	
CD	20%	CL	
CZ	0%	CM	
CE		CN	
CF		CO	
CG		CP	
CH		CQ	



TAXES

The system can calculate taxes on room rates, package components, and specific items sold to guests. Each item can have a different tax percentage. Additionally, non-taxable reservations are allowed that can override the tax rate on a given item. Up to four different taxes can be applied to each item. In the example below three taxes are used and are applied to Room Revenue: 5% City Tax, 2% County Tax and 7% State Tax. The 3.5% Sales tax only applies to items sold to guests and not considered Room Revenue.

Sample Tax Percentage/GL Account Table			
	Description	General Ledger#	Percent
Tax-1	5% City Tax	20001	5%
Tax-2	2% County Tax	20002	2%
Tax-3	7% State Tax	20003	7%
Tax-4	3.5% Sales Tax	20004	3.5%

Complete this Tax Percentage/GL Account Table			
	Description	General Ledger#	Percent
Tax-1			
Tax-2			
Tax-3			
Tax-4			

The system allows you to set up different tax liabilities to be applied to each reservation. For example a transient guest may pay the entire 14% tax, while a state employee on business may only pay the 3.5% Sales Tax, and a church group may be exempt from all taxes. The appropriate tax code is set on the individual reservation.

Sample Tax Category Table						
Code	Code Description	Total Tax%	Tax-1%	Tax-2%	Tax-3%	Tax-4%
TA	Standard Tax	17.5%	5%	2%	7%	3.5%
TB	Sales Tax Only	3.5%	0%	0%	0%	3.5%
TZ	Tax Exempt	0%	0%	0%	0%	0%

Complete this Tax Category Table						
Code	Code Description	Total Tax%	Tax-1%	Tax-2%	Tax-3%	Tax-4%
TA	Standard Tax					
TB	Sales Tax Only					
TC						
TZ	Tax Exempt	0%	0%	0%	0%	0%

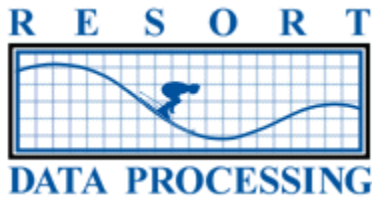


PEOPLE CLASSIFICATIONS

There are four possible “people classifications” that can be defined and activated in the system. The system can calculate rates and packages for each combination of people. For example, you may wish to collect the number of adults and children, or adults, children, and pets.

Category	Explanation
People Classification	Defined as 1, 2, 3, or 4 ~ These are used in the Rate Plan Pricing section below. Common uses are Adult, Child and Infant.
Full Name	The full name of the people classification, such as Adult, Children, Pets. Maximum of 12 characters are allowed.
Abbreviate Name	On some screens there is only room for an abbreviated name, 4 characters maximum. For example, ADLT instead of ADULT.
Count in Min/Max	Each room type must have a maximum number of people. For example, a King room type may have a maximum of 2 people. If this field for a given people classification is set to YES, it is counted in the maximum. For example, you may set up 3 people classifications, Adult, Child, and Infants. You want Adults and Children to count in the maximum, but not Infants. So you would set Adults and Children to “YES” to count in Min/Max, and Pets to “NO”, to not count. Then if the maximum for a King room is 2, you could, for example, have two adults and 1 Infant, or one adult and one child.

People Classification	Full Name (12 Char. Max.)	Abbreviated Name (4 Char. Max)	Count in Min/Max?
Sample P1	Adult	ADLT	YES
Sample P2	Child	CHLD	YES
Sample P3	Infant	INFT	NO
P1			
P2			
P3			
P4			



PROPERTY CODE DESCRIPTIONS

Unit types can be grouped into properties by a two-character property code. Property codes can be a powerful feature but are very complex. If you think this feature will be useful in your system, please discuss with your RDP contact.

2 Character Property Code	Description 40 characters Max		2 Character Property Code	Description
01	Wildflower Condominiums			
02	Summit Ridge Townhomes			

MAID ZONES

The system has the ability to group rooms into housekeeping zones to assist in the organized generation of housekeeping reports. When defining your Maid Zones imagine that your property is at full capacity, how would you break out the workload? Please complete the table below indicating the maid zone number (beginning with 01, 02, 03, etc), a description (1st Floor, 2nd Floor, 3rd Floor), and list the rooms that will be included in that zone.

Maid Zone	Description	Rooms Included
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		



ROOM/UNIT NUMBERS

Each room must be assigned a room number and room type with the following characteristics:

Room Number	Enter a unique number for each room/unit at your property. The room/unit number may be numbers and/or letters and may be a maximum of 6 characters. For proper sorting, you should use leading zeros. Example: rooms range from 10 to 120 in the property. Rooms 10-99 should be entered as 010, 011, 012, 013, etc. so that rooms 100-120 display after room 099.																
Room Type	The room type is critical for availability, group blocks, guest requests, and much more. Please read the following article on our website and then call RDP to discuss this issue prior to completion of the room type. http://support.resortdata.com/customers/knowledge/KB-RDPWin/KWin0005.htm																
Guest Requests	<p>Please see the article above regarding guest requests. Some possible examples are below.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Heading</th> <th style="text-align: center;">Meaning</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">FLR</td> <td>Floor on which the room is located</td> </tr> <tr> <td style="text-align: center;">NSK</td> <td>Non-smoking room (NSK or Blank)</td> </tr> <tr> <td style="text-align: center;">PET</td> <td>Pets are allowed (PET or Blank)</td> </tr> <tr> <td style="text-align: center;">KIT</td> <td>Kitchen in the room (KIT or Blank)</td> </tr> <tr> <td style="text-align: center;">VEW</td> <td>View from the room</td> </tr> <tr> <td style="text-align: center;">HDC</td> <td>Handicap accessible (HDC or Blank)</td> </tr> <tr> <td style="text-align: center;">JAC</td> <td>Jacuzzi tub in the room (JAC or Blank)</td> </tr> </tbody> </table>	Heading	Meaning	FLR	Floor on which the room is located	NSK	Non-smoking room (NSK or Blank)	PET	Pets are allowed (PET or Blank)	KIT	Kitchen in the room (KIT or Blank)	VEW	View from the room	HDC	Handicap accessible (HDC or Blank)	JAC	Jacuzzi tub in the room (JAC or Blank)
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Whole Owners (Whl)	<p>If you have individual owners for the rooms/units, then distinguish if they are whole owners with a W, or only own part of the unit, as in timeshares or fractional ownership with a T.</p> <p>If all units are Whole Owned please check the box: <input type="checkbox"/></p> <p>If all units are Timeshare or Fractionally owned please check the box: <input type="checkbox"/></p>																
Travel Agent Split	<p>If you have individual owners for the rooms/units, then distinguish who is responsible for paying Travel Agent commission as follows:</p> <ul style="list-style-type: none"> O Owner pays 100% of the commission S Owner and Management split commission according to paycode split. So if the owner gets 60% of the room revenue they pay 60% of the travel agent commission. E Owner and Management split commission 50/50 M Management pays 100% of the commission <p>If all units pay the Travel Agent Commission the same way, please indicate that here with the commission percentage: _____</p>																
Owner Paycode	<p>If you have individual owners enter the owner paycode for this unit.</p> <p>If the Owner Paycode is the same for all Owners please indicate that here with the Percentage: _____</p>																

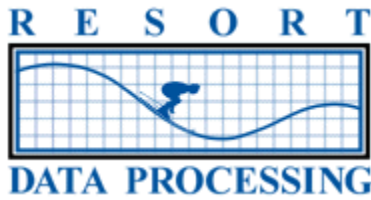


RATE PLANS AND PACKAGES

Many properties have various rate schedules including RACK, AAA Discount, Corporate Rates, etc. All of these rate schedules may be defined as rate plans in the system.

Rate Plan Code	Each rate plan has a 4-character code, which may be letters or numbers. Examples: RACK, 3AAA, or CORP. One, two, or three character codes are not permitted as well as the use of characters such as #, *, \$, etc.
Rate Plan Description	Enter a rate plan description (18 characters maximum), which prints on various statistical reports. Examples: Rack Rates, AAA Discount, Corporate Discount, etc.
Sequence#	The sequence number determines what order the system displays the rate plans on the availability screen. Rack rate usually displays first and Comp rate displays last so the reservationist quotes the rates from highest to lowest. The sequence is a 4-digit number. Rack is usually assigned to 0005 and Comp is assigned to 0500. Other rate plans should have a sequence number in between, which allows for new rate plans to be inserted as needed. If you don't know what sequence to use, number the rate plans in the order they should be displayed, leaving a gap between the numbers (ie - 0010, 0015, 0020, etc).
Market Code	If the market code is specific to this rate plan, enter the code here. Market codes were defined on page 5. If the market code is assigned to the rate plan, the system automatically uses that market code on the reservation. This field should be left blank if the market code can vary, which allows you to enter a market code on the reservation.
Group Only	Enter a YES if this rate plan is for guests that are part of a group or company. These rate plans do NOT display for individual guests. Enter a NO if this rate set may be assigned to individual guests that are not part of a group. All rates plans with a NO in this field display on the yield management screen when a reservation is being entered
Allow Override	Enter a YES if reservationists are able to override the standard rate plan price. Enter NO if you would like to have the reservationist select another Rate Plan vs. overriding the existing value.
On IRM	If you are installing RDP's Internet Reservations Module (IRM), then you must designate which rate plans you will have available for booking over the internet. You may also have rate plans that show ONLY on the IRM. Please mark Y or N

Rate Plan Code	Rate Set Description (18 characters maximum)	Sequence#	Market Code	Group Only (YES or NO)	Allow Override (YES or NO)	On IRM
RACK	Rack Rates	0005		NO	YES	YES
CORP	Corporate Discount	0010	CP	YES	NO	NO
3AAA	AAA Discount	0015	AA	NO	NO	YES



TRANSACTION CODES (CHARGES FOR GUESTS, GROUPS, AND OWNERS)

Two-character transaction codes should be defined for all charges posted to guest folios, group master accounts, and owner accounts. Transaction codes are alphanumeric and range from code 21-ZZ except for codes that begin with "D" and "S" which are reserved for system use. For example, codes 21, 33, A1, AB and B3 are all valid, but codes 00, 20, D1, S1, etc. are reserved for system use and cannot be used.

Transaction Code Components:

Type of Charge	Indicate whether the transaction code is posted to a guest folio (F), group master account (G), owner account (O), or all 3. Each category has its own ledger in the system. The same transaction code may be defined for 1 or more ledgers.
Transaction Code	Enter the two-character code for each transaction. The system displays numeric codes before alphanumeric codes.
Description	Enter the description that will print on the guest folio or group or owner statement. The description may be up to 28 characters.
Price	If the price for the transaction code is always the same, enter the price. If the price varies each time the code is posted, leave the price blank and the clerk enters the price each time the code is used.
GL Account	Enter the general ledger account number for this transaction. General ledger account numbers were listed in the first section of the pre-installation kit. Example: Transaction code 25 – Restaurant Charge uses GL account number 40400 - Revenue – Food & Beverage.
Total Tax	Enter the total tax percentage for this transaction code. Example: Restaurant charges have a total tax of 7.0% which is broken down into 5% City Tax and 2% County Tax.
Tax-1	Enter the percentage for the first tax (refer to your tax table on page10). If there is no tax for the transaction code, leave this field blank. Example: 5%
Tax-2	Enter the percentage for the second tax (refer to your tax table on page10). If there is no second tax for this transaction code, leave the field blank. Example: 2%.
Tax-3	Enter the percentage for the third tax (refer to your tax table on page10). If there is no third tax for the transaction, leave this field blank: Example 7%
Tax-4	Enter the percentage for the third tax (refer to your tax table on page10). If there is no fourth tax for the transaction code, leave this field blank: Example 3.5%
	The sum of Taxes 1 - 4 must equal the Total Tax entered.
Commissionable (Cmn)	You can pay commission to either your room/unit owners or travel agents for charges other than room revenue. If you have charges for which you would like to pay commission, enter O for Owners to T for Travel Agents in this field.

Transaction Code Example

Type (F, G, O)	Code	Description	Price	GL Acct	Total Tax	TAX 1	TAX 2	TAX 3	TAX 4	Cmn
F	RC	Restaurant Charge		40400	3.5%	0%	0%	0%	3.5%	
F	HK	Housekeeping	25.00	41200	0%	0%	0%	0%	0%	O
F	LT	Lift Tickets		43500	3.5%	0%	0%	0%	3.5%	T



INTERFACES

The system has the capability to interface with many of the computer regulated systems at your property including, Telephone, Environment, Key Card, Movies, GDS, Credit Cards, Point of Sale, etc.

Your sales representative will have discussed available interfaces and included them in your sales proposal. Below please indicate which systems you are planning to interface with RDP and complete the chart regarding purchased interfaces. Complete information will greatly assist your installer in making contacts with your vendors and preparing for a smooth installation.

Bridge computers are needed to communicate between The system and the interfaced system. Only a limited number of interfaces can connect to a single bridge computer. The number of interfaces that can connect will be determined by the number of connections available on the bridge workstation. Below please indicate which bridge computer you envision connecting to each interfaced system. For example, if Call Accounting and SDC are on the same bridge computer, mark "A" for both. If Movie Billing and Internet Billing are on the same computer bridge computer, mark "B" for both, etc.

Interface Type	3 rd Party Vendor	Vendor Contact Name	Vendor Contact Phone Number	Vendor Contact email
Call Accounting				
Phone Actuator				
Maid Telephone				
Point of Sale				
Voicemail				
Movie Billing				
Internet Billing				
In Room Checkout				
Room Key Cards				
Environmental				
GDS				
Accounting Upload				



ADDITIONAL DATA TO ENTER

After inputting the data in the previous sections you are ready to start entering reservations and other critical data. The more data you enter prior to the arrival of the RDP trainer, the better! Keep in mind that the RDP support technician does not enter any data while on site.

Reservation Listing

All current (in-house and future) reservations must be entered into the RDP system prior to the arrival of an RDP support technician on-site. Before going "live" with the system (generating daily activity), the total paid deposits initially entered into the RDP system must be balanced with a source outside the system to ensure the initial starting number in RDP is correct.

City Ledger Accounts

A complete list of all city ledger accounts and balance due amounts should be prepared. The total of city ledger accounts entered into RDP must be verified to a source outside the system before going live with the RDP system.

The city ledger accounts include any groups with direct bill accounts or individuals with a balance due.

Advanced Deposits

A current list of all reservations with advanced deposits, or at the very least, a total balance of all advanced deposits will be necessary at the time the system is taken "live". You will need to balance the total of your existing advanced deposits against the total entered into RDP.

In-House Guest Ledger

A list of all in-house reservations with their balances will be necessary at the time the system is taken "live". All in-house reservations must be entered into the system along with those balances on the final day your prior system is closed. You will need to balance the total of your existing in-house reservations against the total entered into RDP.

Package Plans

If your property uses package plans, a detailed breakdown of all packages by room type must be provided prior to installation. If packages are currently in use, then they must be entered into the system before reservations can be entered. Please alert your RDP support technician that you will need to enter packages for existing future reservations. Please provide a list including the total package price and each component (room charge, meals, activities, gratuities, taxes, etc.) including the price and general ledger account number. If your property has a large number of package plans, please alert your installer so that adequate time for entering packages can be allocated in the training schedule.

Owner Listing

If your property has owners of individual rooms/units (condominiums/timeshare), please compile a current name and address list. Each owner has a separate account in the system that contains his or her name, owner number, owner type, address, taxpayer ID, telephone numbers, and miscellaneous remarks. If an owner owns more than one unit, then they will have more than one account. For timeshare owners, you will also need to enter whether the ownership is fixed or floating, the week owned, and the starting day of the week. This owner information is entered before or during installation. Please contact your installer for scheduling the input of owner data.

Travel Agents and Wholesalers

If your property utilizes Travel Agents and Wholesalers, please put together a list of those Agents and Wholesalers with complete address and contact information as well as their IATA number (if applicable) and percentage of commission.