

INSTALLING & CONFIGURING REZOVATION DESKTOP

April 8, 2005

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ABOUT THIS GUIDE

This Installation & QuickStart Guide is provided to reduce the amount of time required to download, install, and configure RezOvation Desktop. After completing the steps listed below, you will be ready to make reservations in RezOvation Desktop.

The following list summarizes the steps outlined in this guide.

1. Downloading and Installing RezOvation Desktop
2. Launching RezOvation Desktop
3. Completing the Configuration Window
4. Defining Taxes
5. Defining Rates
6. Defining Unit Groups, Amenities, & Units
7. Creating Letters
8. Completing Optional Configuration Steps
 - a. Point of Sale Items
 - b. Packages
 - c. Defining a Deposit Policy
9. Tips & Troubleshooting

CONTACT US

RezOvation Desktop Help Desk:
(512) 322-2777

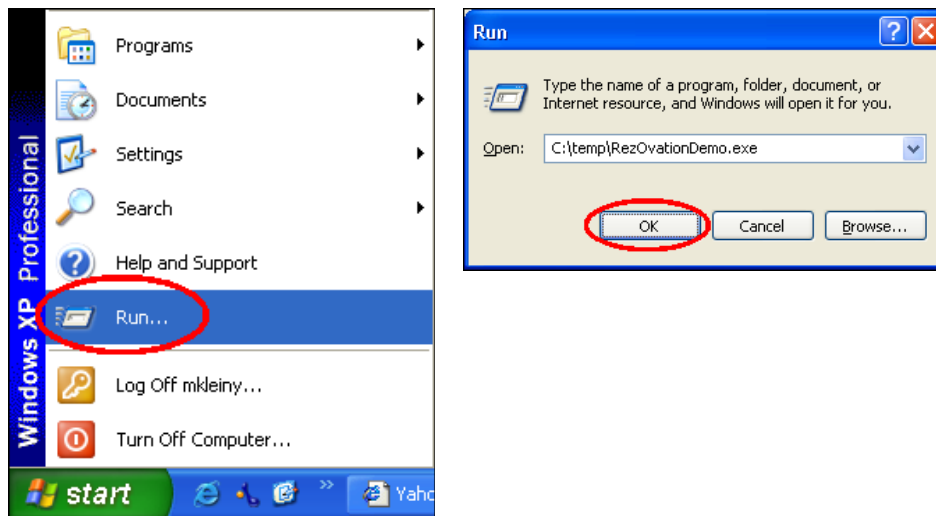
Support Hours: 8:00AM to 5:00PM, Monday through Friday, CST.

1. DOWNLOADING & INSTALLING REZOVATION DESKTOP

Click the following link for downloading a copy of RezOvation Desktop.

<http://www.rezovation.com/downloads/RezOvationDemo.exe>

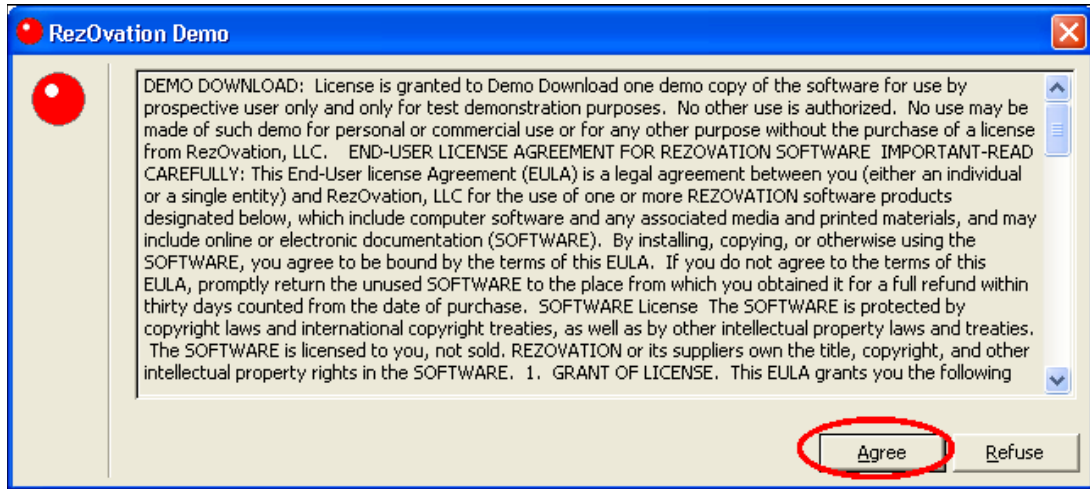
1. After clicking the above link, save the file, RezOvationDemo.exe, to a location on your computer. Once the file is downloaded, click Start > Run and browse to the location where you saved the downloaded file. Click the OK button. In the example below, the file was saved to the C:\Temp folder.



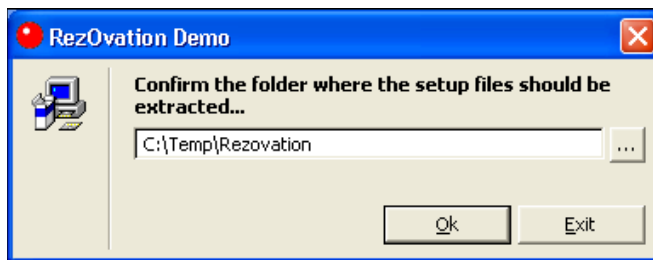
- At the RezOvation Demo screen, click the Continue button.



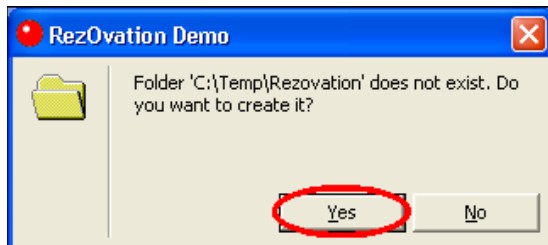
- Next, click the Agree button to accept the Licensing Agreement.



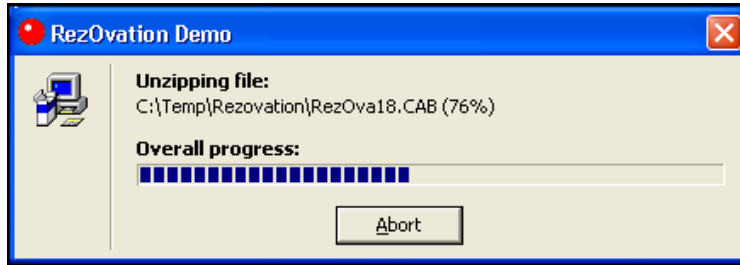
- After accepting the Licensing Agreement, specify a folder where the RezOvation install files will be extracted (copied) to and click the OK button. In the example below, the RezOvation install files are being extracted to a folder labeled C:\Temp\Rezovation.



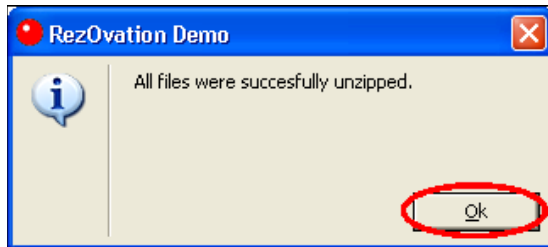
- If the folder specified in step #4 does NOT exist, it will be created by clicking the Yes button at the following prompt.



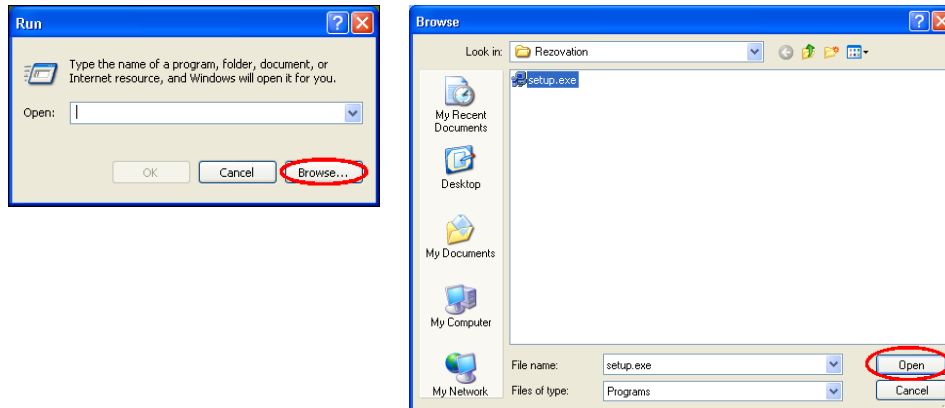
6. Install files are then extracted to the specified folder.



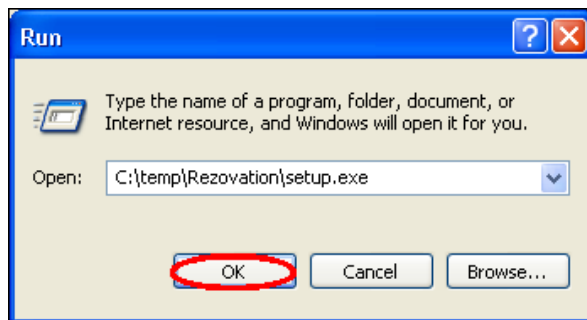
7. Once all files are extracted, a message is displayed confirming that the process of extracting the install files to the specified folder was successful. Click the OK button.



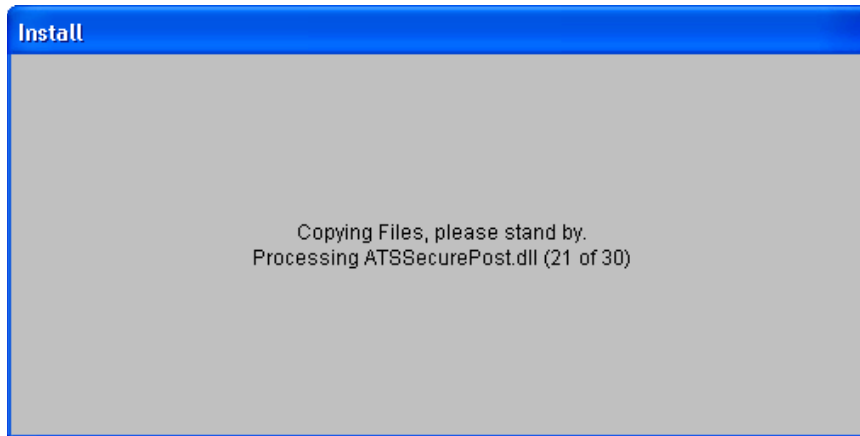
8. Click Start > Run and then click the Browse button to locate the Setup.exe file unzipped in step #7. In this example, the install files, including setup.exe, were extracted to the C:\Temp\Rezovation folder. Highlight setup.exe and click the Open button.



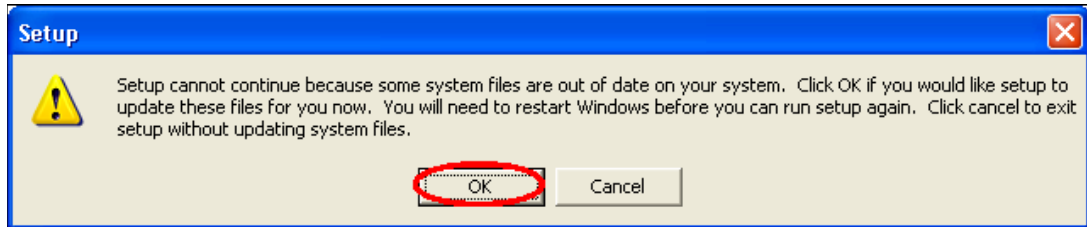
Click OK to launch the RezOvation Desktop Setup Program.



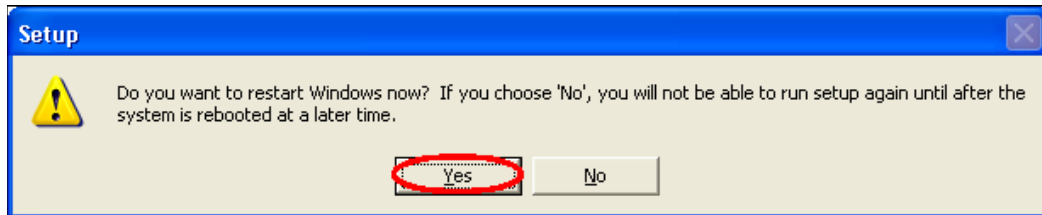
9. After launching the Setup Program, files are copied.



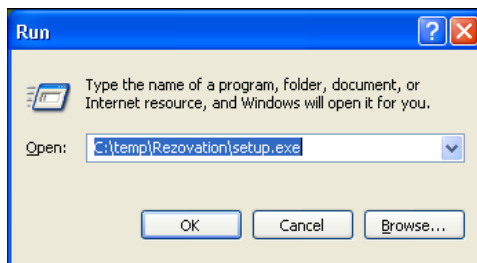
10. If the Setup Program determines that certain Windows operating system files are out of date, the following message is displayed. If this message is displayed, click OK to continue.



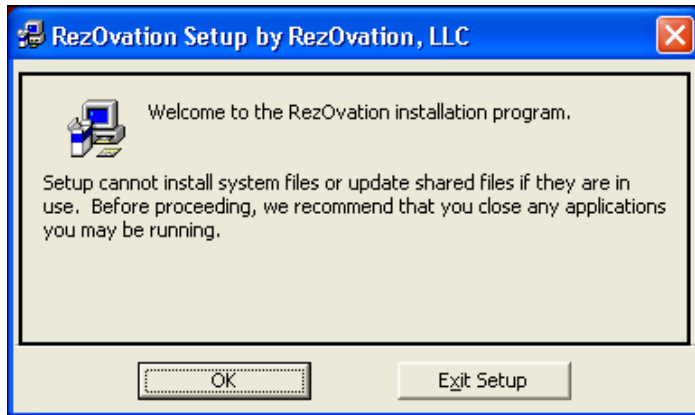
11. Once the required files are copied, the Setup Program prompts for restarting Windows. Save your work in any open applications and click Yes to continue. Your computer will be automatically restarted.



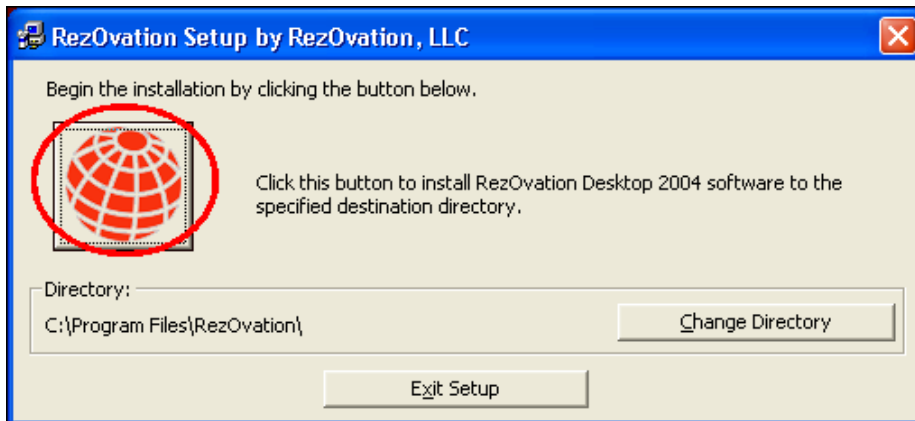
12. After completing the reboot, click Start > Run to launch the RezOvation Setup program. Windows normally remembers the last command run from the Start menu. However, you may have to browse to the Setup.exe file using the steps outlined in #8 above.



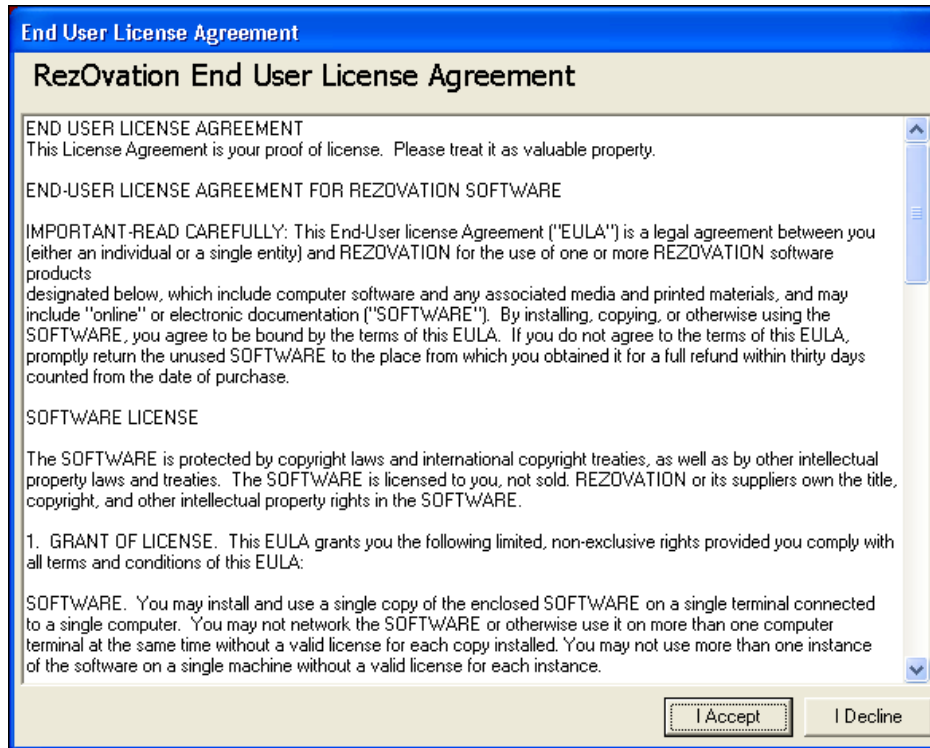
13. At the Welcome screen, click the OK button.



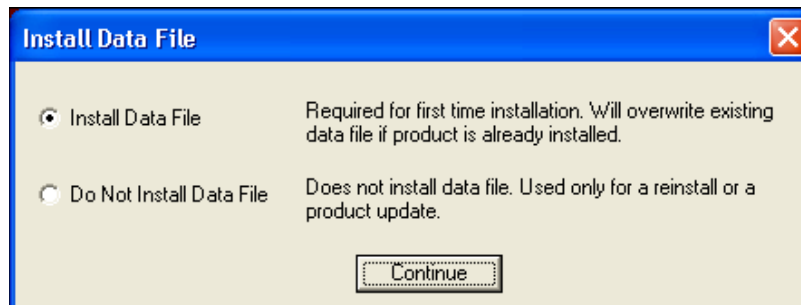
14. Click the RezOvation logo button to begin the installation to the specified folder, C:\Program Files\RezOvation in this example. If necessary, the destination install folder can be changed by clicking the "Change Directory" button and browsing to a new location.



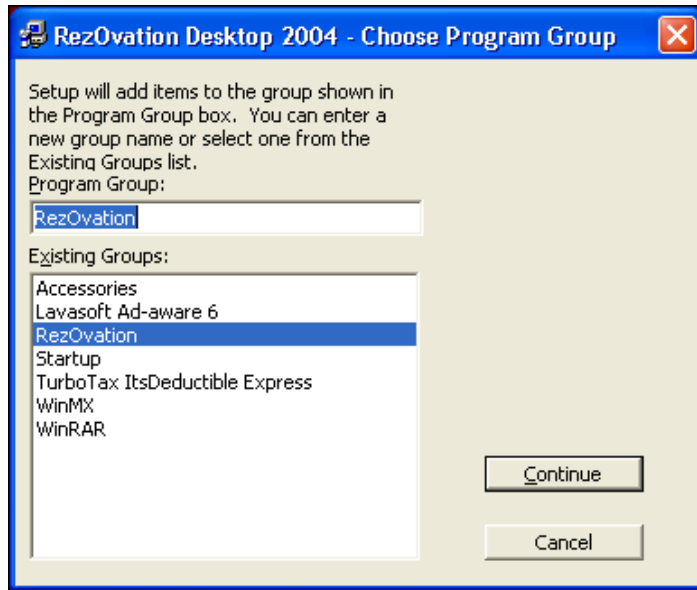
15. After reading the RezOvation End User License Agreement, click the "I Accept" button.



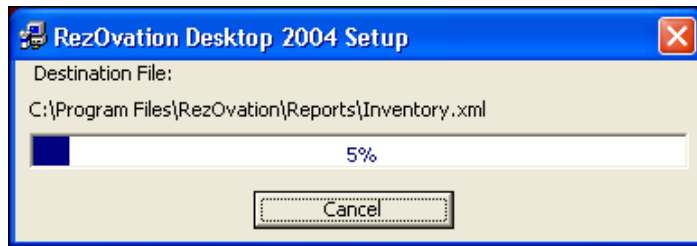
16. For new installations, select the radio button for "Install Data File" and click the Continue button. The second option, "Do Not Install Data File," is only used for properties updating or maintaining their RezOvation Desktop installation.



17. Specify a Windows Program Group. The default Program Group is RezOvation. Click the Continue button.



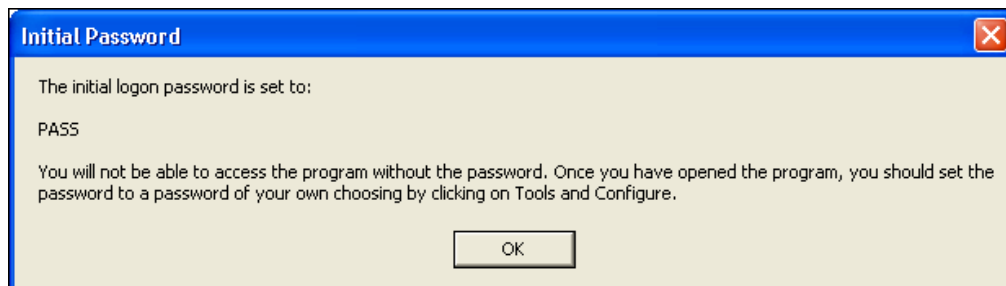
18. The installation program begins copying files to the specified RezOvation folder.



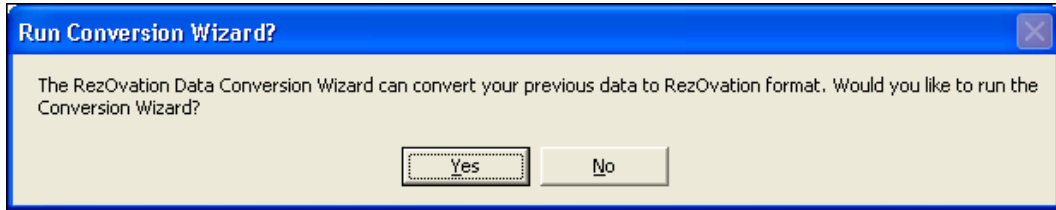
The following message displays once all files are successfully copied.



Note that the initial system login password is set to "PASS." Login passwords are not case sensitive.



19. If you are converting from an existing Property Management System, the RezOvation Data Conversion Wizard can move existing data into RezOvation format.



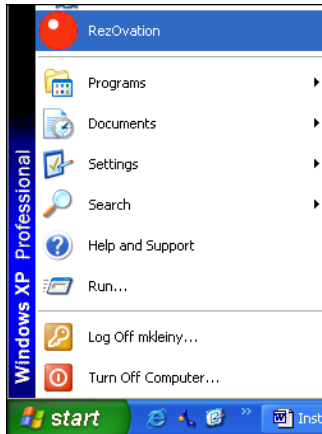
A list of existing data conversion formats is shown below.



If you are converting data from an existing Property Management System, select the appropriate radio button and click the Next button. Use the instructions in the RezOvation Conversion Wizard to complete the data import.

2. LAUNCHING REZOvation DESKTOP

After completing the installation steps listed above, click Start > RezOvation to launch RezOvation Desktop.



At the User Sign On window, enter the default Administrator password, PASS.



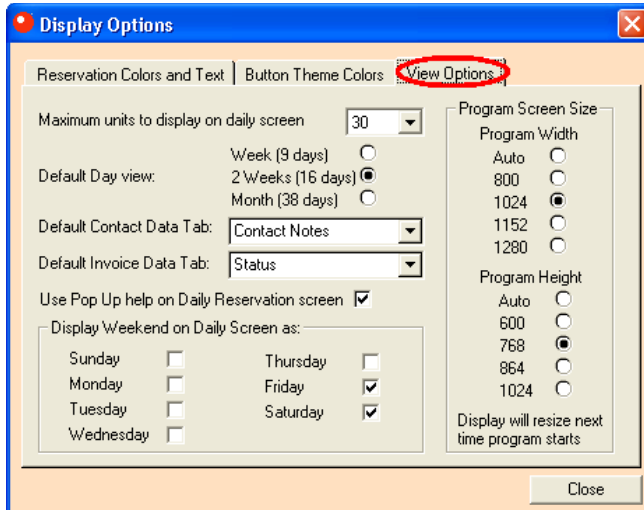
The login password is NOT case sensitive.

After logging into RezOvation Desktop, complete the following basic setup tasks.

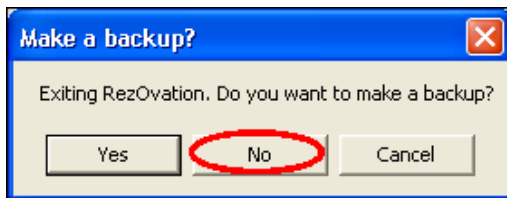
1. Set the default screen size.
2. Change the Administrator password.

SET THE DEFAULT SCREEN SIZE

In order to resize the RezOvation Desktop interface to fit your screen, click Tools > Display Options and select the View Options tab. Use the radio buttons to select the appropriate screen size (resolution). After selecting the appropriate screen size, click the Close button.



In order for the program screen size to update, click File > Exit and click the No button when prompted for making a system backup.

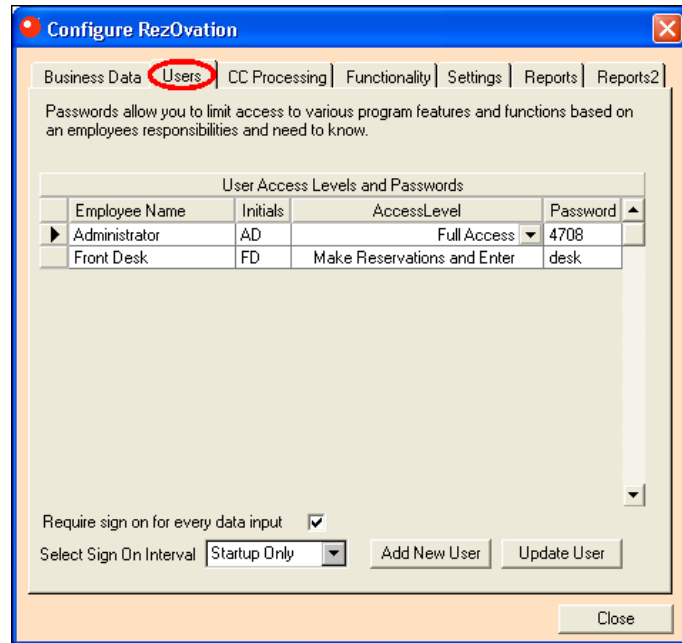
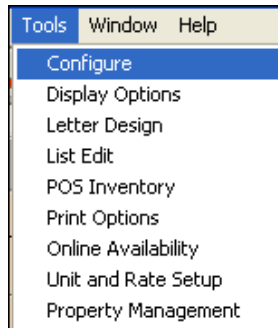


Restart RezOvation Desktop by clicking Start > RezOvation.

CHANGE THE ADMINISTRATOR PASSWORD

The default Administrator password, PASS, was set during installation. Use the following steps for updating the default password.

1. Click Tools > Configure and select the Users tab.



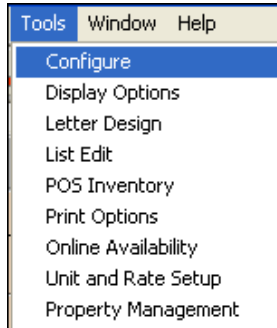
2. The default users, Administrator and Front Desk, are listed in the User Access and Levels table.
3. Left-click the mouse in the Password column for the Administrator user name and enter a four character alpha-numeric password.
4. Click the Close button.
5. Use the new password the next time you login to RezOvation Desktop.

3. THE REZOvation CONFIGURATION UTILITY

The RezOvation Configuration Utility is used to define basic business data such as your address and contact information, usernames and passwords, settings for credit card processing, and defaults for how RezOvation Desktop should react in certain situations. After clicking Tools > Configure, the RezOvation Configuration Utility is displayed along with the Configure RezOvation screen. This section contains information on completing the fields listed under each tab, Business Data, Users, CC Processing, Functionality, Settings, Reports, and Reports 2.

BUSINESS DATA

The Business Data tab, displayed below, is used to define your business address and other contact information, for example e-mail and website address. For customers taking advantage of online reservations via the RezOvation Booking Engine, this information is transferred directly to the Booking Engine's Online Administrative Interface. For additional information about online reservations, please contact RezOvation Sales toll-free at 866-565-1800.



Configure RezOvation

Business Data Users CC Processing Functionality Settings Reports Reports2

Business Name: The Cliffhanger

Address 1: 700 Highway 1

Address 2:

City, State Zip: Yachats OR 97498

Country/Fax: United States of America 512-322-2777

Phone/Phone2: 541-888-2525 877-669-1201

Email: reservations@thecliffhanger.com

Web Address: www.cliffhangerinn.com

Close

USERS

Username, access levels, and passwords are defined under the Tools > Configure > Users tab.

Configure RezOvation

Business Data Users CC Processing Functionality Settings Reports Reports2

Passwords allow you to limit access to various program features and functions based on an employees responsibilities and need to know.

Employee Name	Initials	AccessLevel	Password
Administrator	AD	Full Access	4708
Front Desk	FD	Make Reservations and Enter	FD01

Require sign on for every data input

Select Sign On Interval: Startup Only

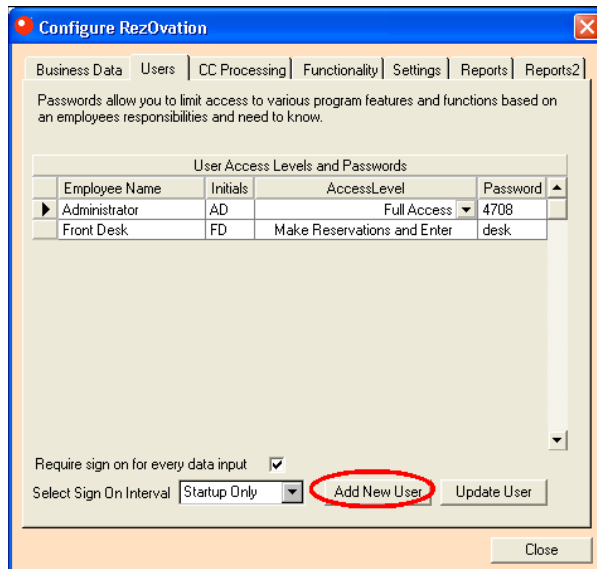
Add New User Update User

Close

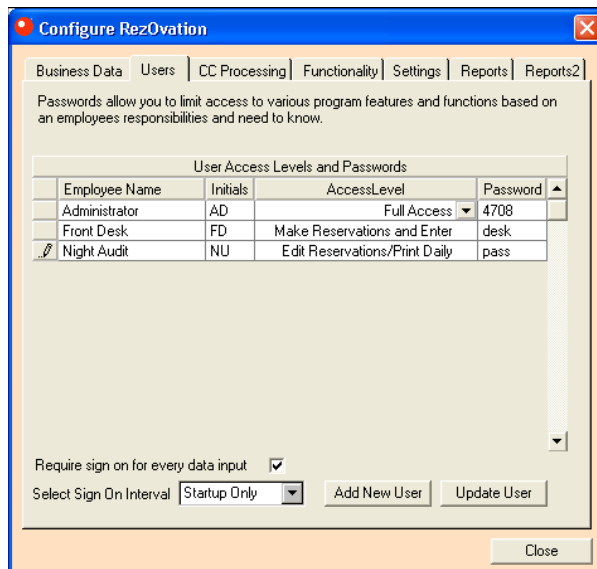
CREATING A NEW USER

Use the following steps for creating a new RezOvation Desktop User.

1. Click the Add New User button.



2. In the Employee Name column, enter a username.



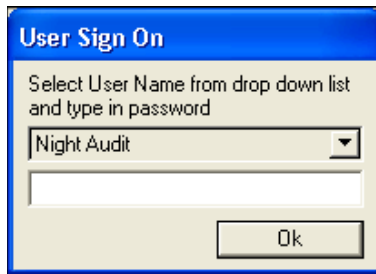
3. In the Initials column, enter the employee's initials. The initials will be used for tracking transactions processed under this username's login.

4. Select an Access Level from the drop-down list which is displayed automatically when moving the cursor to the AccessLevel field.

Level	Description
1	View Reservations and Guest Data
2	Edit Guest Data
3	Make Reservations and Enter Payments
4	Edit Reservations/Print Daily Reports
5	Delete Reservations
6	Gift Certificates
7	Multi-day Financial Reports
8	Modify Unit Setup

5. Enter the user's password.

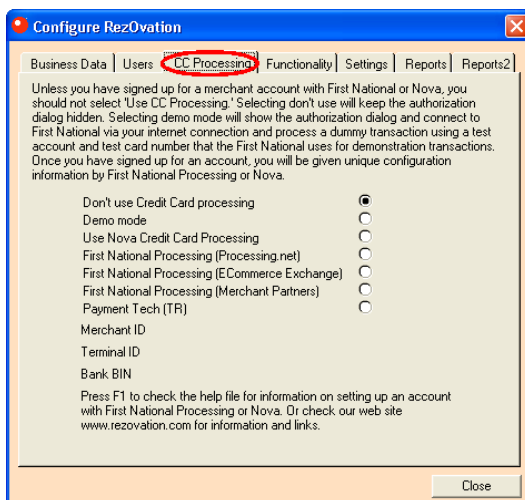
The checkbox for "Require sign on for every data input" displays the login prompt every time a user is entering information in RezOvation Desktop.



Prompting for a username and password every time data is saved in RezOvation Desktop can be beneficial when several people are sharing one computer. Prompting for this information can help pinpoint which employee made a reservation, cancelled a reservation, or processed a deposit/refund.

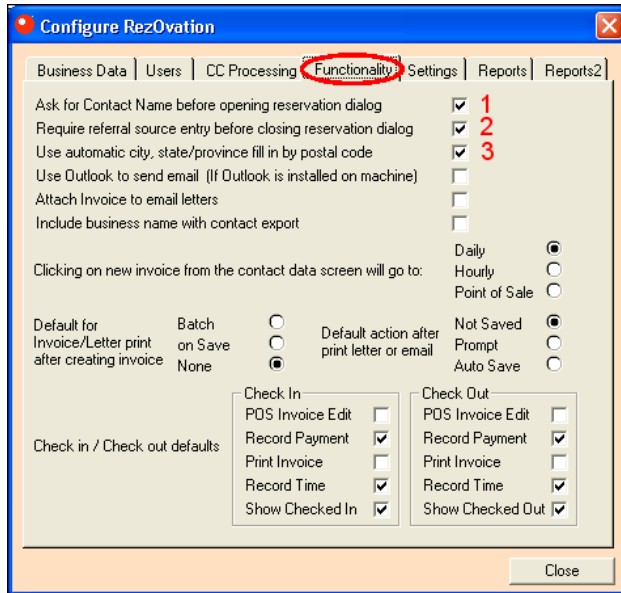
CREDIT CARD PROCESSING

The CC Processing tab is used for selecting your credit card processor. Please read the paragraph above the radio buttons carefully. If you have questions about selecting your processor or taking real-time payments in RezOvation Desktop, please contact RezOvation Support at 512-322-2777. If you are not using real-time credit card processing in RezOvation Desktop, no action is required under the CC Processing tab.



FUNCTIONALITY

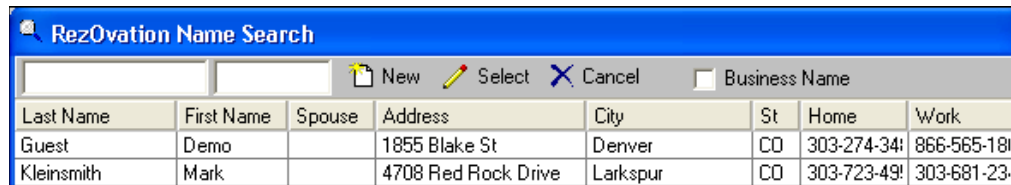
The Functionality tab controls how RezOvation Desktop reacts in certain situations.



The default Functionality settings that RezOvation recommends are described below.

1. Ask for Contact Name before opening reservation dialog.

With this switch turned on, the RezOvation Name Search dialog is displayed when entering a new reservation.



With this switch turned off, the system goes directly to the “by the Day Reservation Dialog” when making a new reservation. In this scenario, the guest name defaults to the last name used when making a reservation.

In order to avoid confusion and to remind reservationists to collect guest names and contact information, RezOvation recommends leaving this switch turned on.

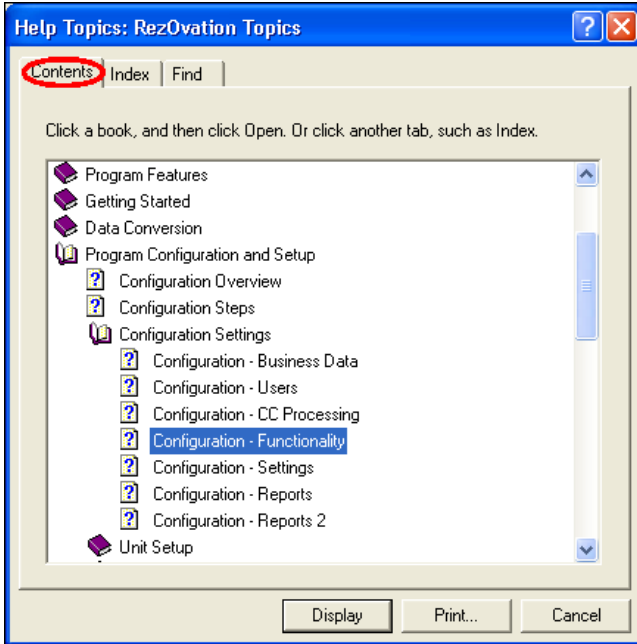
2. Require referral source entry before opening reservation dialog.

With this switch turned on, the reservationist cannot click the OK button in the "by the Day Reservation Dialog" displayed above, until a Referral Source is selected from the drop-down list. Requiring a Referral Source can help track marketing expenditures and identify successful marketing campaigns.

3. Use automatic city, state/province fill in by postal code.

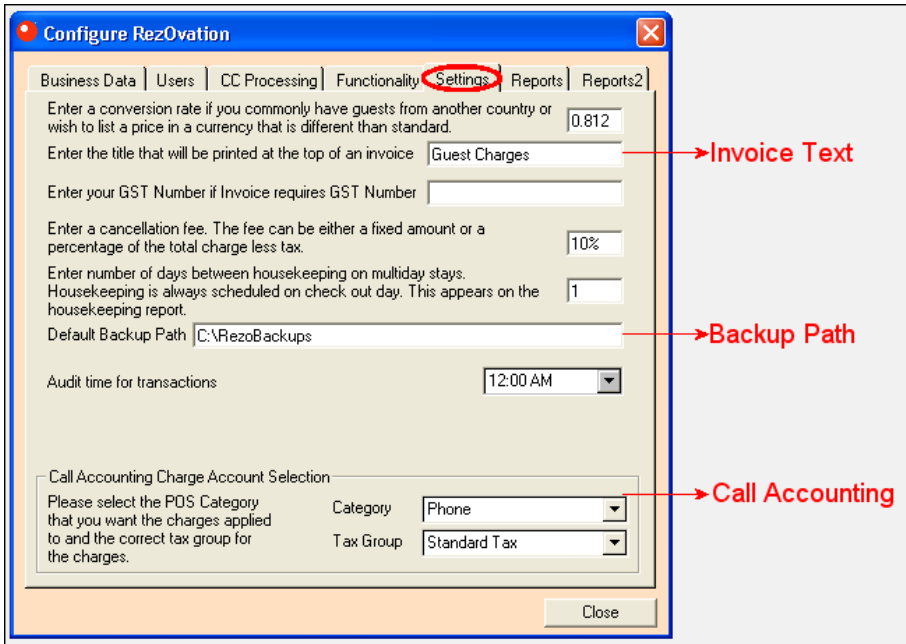
With this switch turned on, the system bypasses the city and state (province) fields when making a new reservation. Instead, the system prompts for a zip (postal) code. After entering the zip code, the system automatically fills in the city and state fields.

For additional information about settings in the Functionality window, click Help > Help and under the Contents tab, select Program Configuration and Setup > Configuration Settings > Configuration - Functionality.



SETTINGS

The Tools > Configure > Settings tab is used to define conversion rates, enter a title for printed invoices and receipts, specify a cancellation fee, set the time for sheet changes for housekeeping, and change the default backup file location.



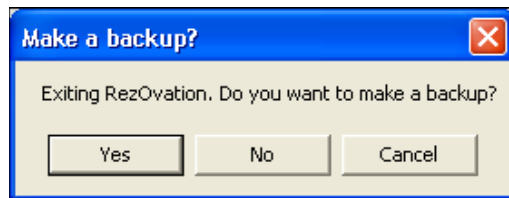
INVOICE TEXT

In Tools > Configure > Settings, the text specified in the “Enter the title that will be printed at the top of an invoice” field is displayed when printing a guest invoice (folio). A sample folio with the specified text, Guest Charges, is displayed below.

The Cliffhanger					
700 Highway 1					
Yachats, OR 97498					
541-888-2525 / 877-669-1201 / Fax:512-322-2777					
Guest Charges					
Name	Mark Kleinsmith	Arr - Dep	4/4/2005 - 4/10/2005	Charges	\$660.00
Address	4708 Red Rock Drive	Recorded	4/3/2005	Tax	\$24.68
City	Larkspur	Confirmation	1	Total	\$684.68
State	CO	Party	2 / 0	Paid	\$0.00
Postal Code	80118	Credit Card		Due	\$684.68
Telephone	303-723-4954				

BACKUP PATH

In Tools > Configure > Settings, the Default Backup Path controls the default location for RezOvation backups. Every time you exit RezOvation Desktop, the following prompt is displayed.



Clicking the Yes button creates a .zip file in the specified folder.

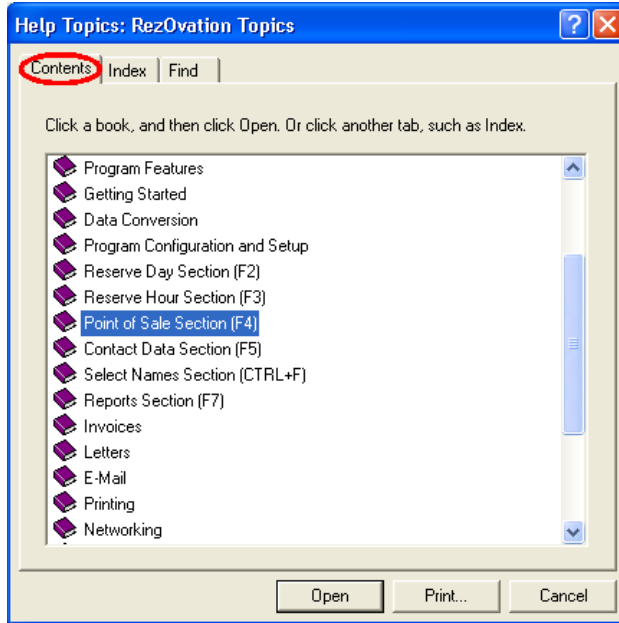
CALL ACCOUNTING

Call Accounting is a system interface that posts guest phone calls directly to their folio or invoice. To learn more about automatically posting charges to the guest folio, please contact RezOvation Sales toll-free at 866-565-1800.

In Tools > Configure > Settings, the Call Accounting section is used for specifying a Point of Sale Category and Tax Group for all phone revenue.

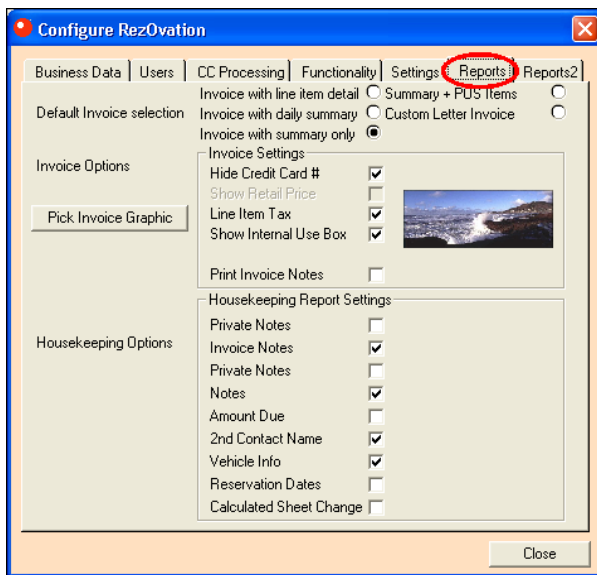
Call Accounting Charge Account Selection					
Please select the POS Category that you want the charges applied to and the correct tax group for the charges.	<table> <tr> <td>Category</td> <td>Phone</td> </tr> <tr> <td>Tax Group</td> <td>Standard</td> </tr> </table>	Category	Phone	Tax Group	Standard
Category	Phone				
Tax Group	Standard				

For additional information about defining POS Categories and Tax Groups, please see section 8 – Completing Optional Configuration Steps or click Help > Help, select the Contents tab, and then click the Point of Sale Section link for a list of Point of Sale topics.



REPORTS

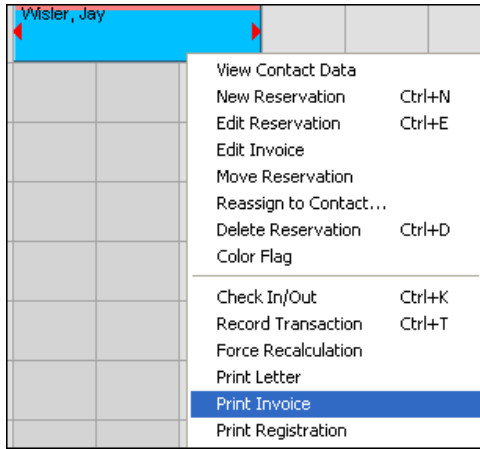
Use the Tools > Configure > Reports tab for defining the default guest invoice or folio. In addition, fields in this tab can be used for customizing both the guest invoice and the housekeeping report.



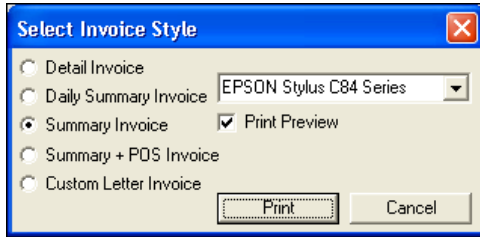
CUSTOMIZING THE GUEST INVOICE

The radio button selected in the “Default Invoice selection” section is the default invoice type when printing a guest invoice. In the example above, the default invoice type is set to “Invoice with summary only.” With this radio button selected, the type of invoice that will be printed is the “Summary Invoice” folio.


To print a guest invoice, right-click on a reservation from the “Reserve Day” screen and select the option for “Print Invoice.”



After clicking "Print Invoice," the "Select Invoice Style" window is displayed. The invoice type in this dialog box defaults to the type selected in the Tools > Configure > Reports window.




A sample Summary Invoice is displayed below.

The Cliffhanger					
700 Highway 1					
Yachats, OR 97498					
541-888-2525 / 877-669-1201 / Fax:512-322-2777					
Guest Charges -					
Name	Jay Wisler	Arr - Dep	4/8/2005 - 4/11/2005	Charges	\$325.00
Address		Recorded	4/7/2005	Tax	\$36.44
City		Confirmation	6	Total	\$360.44
State		Party	2 / 0	Paid	\$0.00
Postal Code		Credit Card		Due	\$360.44
Telephone		/			
Date	Description	Amount	Tax	Total	
4/10/2005	Purchases	\$325.00	\$36.44	\$360.44	
Tax and Gratuity Detail:		Resort	\$3.25	Total	\$360.44
		City	\$11.70	Paid	\$0.00
		State	\$20.49	Due	\$360.44
Our Policies: This is your folio policy. Change it by clicking on Tools>Print Options					




The five radio buttons in the "Select Invoice Style" dialog box correspond to the five radio buttons in the "Default Invoice selection" section of the Tools > Configure > Reports tab

Use the checkboxes in the Invoice Options section to control the information that is printed on the guest invoice. The guest invoice can also be customized by selecting a graphic that displays on the invoice. Click the Pick Invoice Graphic button to browse for a graphic that will be used on the invoice.

Invoice Options <input type="button" value="Pick Invoice Graphic"/>	Invoice Settings		
	Hide Credit Card #	<input checked="" type="checkbox"/>	
	Show Retail Price	<input type="checkbox"/>	
	Line Item Tax	<input checked="" type="checkbox"/>	
	Show Internal Use Box	<input checked="" type="checkbox"/>	
	Print Invoice Notes	<input type="checkbox"/>	

A sample invoice, with a graphic, is displayed below.

<p>The Cliffhanger 700 Highway 1 Yachats, OR 97498 541-888-2525 / 877-669-1201 / Fax:512-322-2777</p> <p>Guest Charges</p>	
---	---



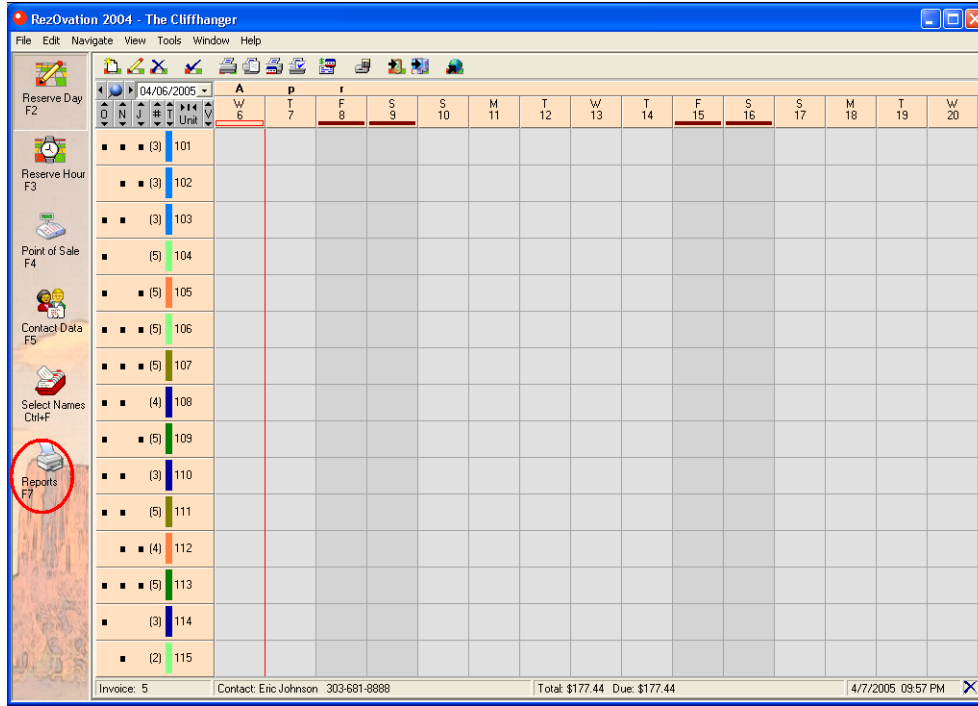
The optimum graphic size is 520 pixels wide x 400 pixels tall. The graphic you select will be saved to these dimensions.

CUSTOMIZING THE HOUSEKEEPING REPORT

The Housekeeping Options section of the Reports tab controls the fields that are included on the Housekeeping Report.

Housekeeping Options	Housekeeping Report Settings	
	Private Notes	<input type="checkbox"/>
	Invoice Notes	<input checked="" type="checkbox"/>
	Private Notes	<input type="checkbox"/>
	Notes	<input checked="" type="checkbox"/>
	Amount Due	<input type="checkbox"/>
	2nd Contact Name	<input checked="" type="checkbox"/>
	Vehicle Info	<input checked="" type="checkbox"/>
	Reservation Dates	<input type="checkbox"/>
Calculated Sheet Change	<input type="checkbox"/>	

The Housekeeping Report is run by selecting the Reports icon on the main RezOvation Desktop toolbar or pressing the <F7> key on the keyboard.

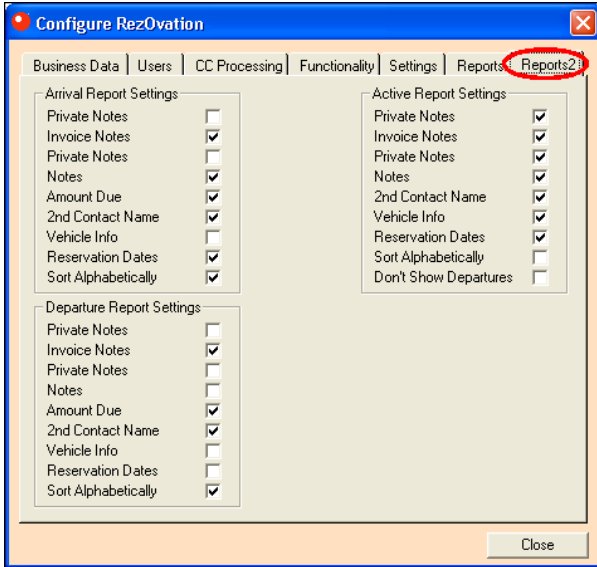


After accessing the RezOvation Reports, expand the Occupancy Reports by clicking the “+” to the left of the heading and then highlighting the Housekeeping Report (A) and pressing the Print button (B).

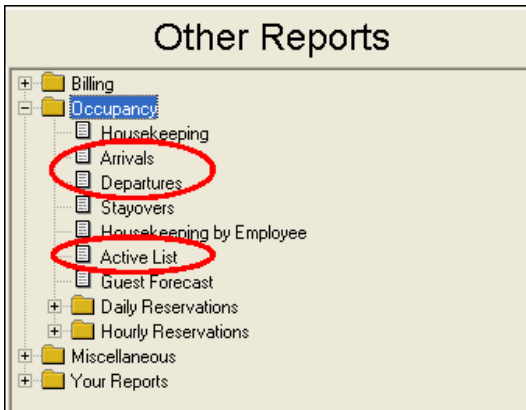


REPORTS 2

The settings in the Reports2 tab control the fields that are displayed on the Arrival, Departure, and Active (guests currently in-house) Reports.



These reports are run by clicking the Reports icon on the main RezOvation Desktop toolbar and then expanding the Occupancy heading.



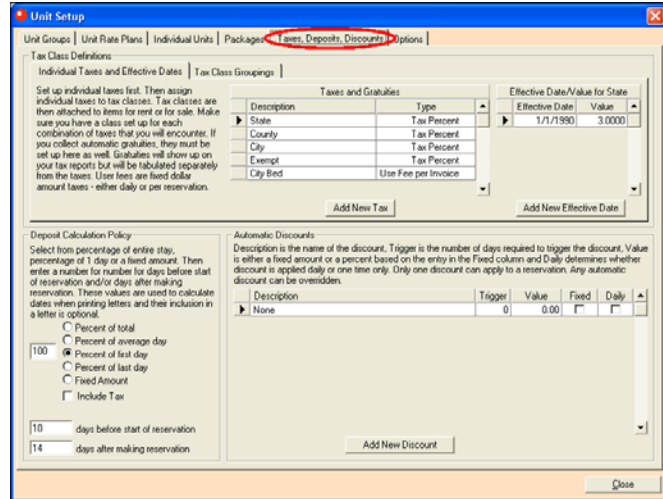
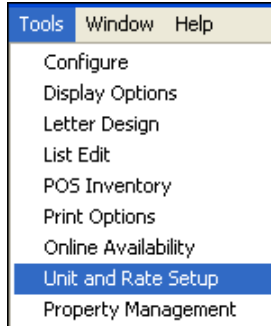
In the sample Active List Report displayed below, Private Notes have been added to the report.

Active							For: 04/04/2005	
Name	Stays/Night	Ext	Status	Unit	Notes	Party	Amount Due	
Kleinsmith, Mark *1/8		Arr	1du-Demo	Unit 1	04/04/2005-04/09/2005	2 /0	\$0.00	
Wislser, Jay *1/8		Sta	3du-Demo	Unit 3	Jay is here on his honeymoon 04/03/2005-04/09/2005	2 /0	\$0.00	
Units not including departures						2		
						4 /0	\$0.00	

Private Notes

4. DEFINING TAXES

To define taxes at your property, click Tools > Unit and Rate Setup and select the Taxes, Deposits, Discounts tab.



In RezOvation, there are two facets of taxes to define:

1. Individual Taxes and Effective Dates
2. Tax Class Groupings

Individual Taxes are the standard taxes charged at most properties, for example, City, State, and Resort Taxes.

Tax Class Groupings are collections of Individual Taxes that are grouped together so that specific guest charges, for example lodging, breakfast, or festival tickets, are taxed at the correct rate. This section walks you through creating the following Individual Taxes and Tax Class Groups.

INDIVIDUAL TAXES	TAX CLASS GROUPINGS
State Tax – 6.3%	Lodging (State, City, and Resort Tax)
City Tax – 3.6%	Restaurant (State and City Tax)
Resort Tax – 1%	Excursions (State and Resort Tax)
Exempt Tax – 0%	Exempt (Exempt Tax)

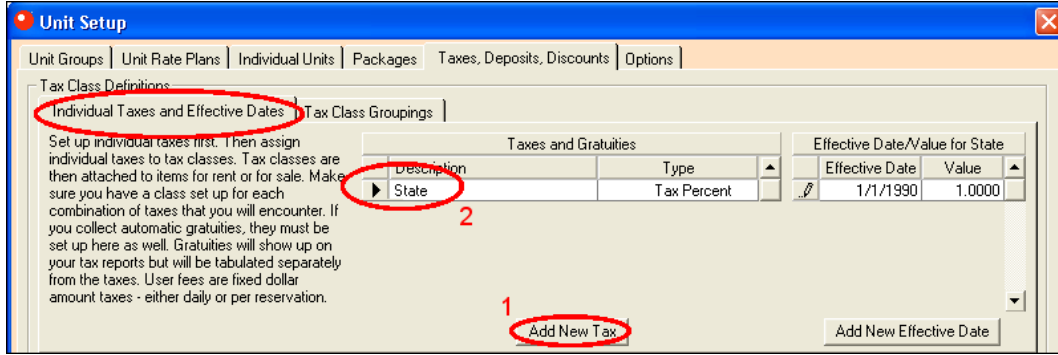


When creating Individual Taxes, it is a good idea to include an Individual Tax called “Exempt” with a value of 0 for use in possible tax-exempt situations.

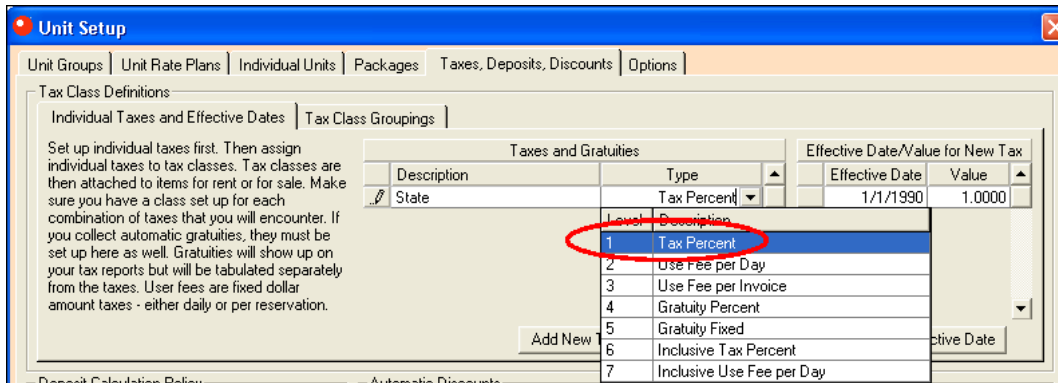
CREATING INDIVIDUAL TAXES

Use the following steps for creating the State Individual Tax.

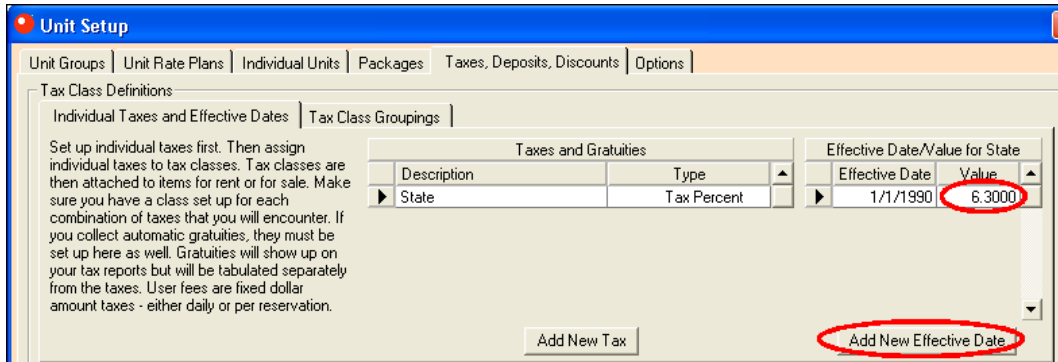
1. From the Individual Taxes and Effective Dates tab, click the “Add New Tax” button.
2. Move the cursor to the Description column and enter a name for the Individual Tax.



3. In the Type field, select a Tax Type from the drop-down menu. Most taxes fall into the Tax Percent category.



4. Click the Add New Effective Date button. The Effective Date defaults to 1/1/1990. Move the cursor to the Value field and enter the tax percentage.



5. Repeat steps 1 - 4 until all Individual Taxes have been added. The Exempt tax in the sample below exists for Tax Exempt reservations and Point of Sale items that are not taxed.

Taxes and Gratuities			Effective Date/Value for City	
Description	Type		Effective Date	Value
State	Tax Percent		1/1/1990	3.6000
▶ City	Tax Percent			
Resort	Tax Percent			
Exempt	Tax Percent			

Taxes and Gratuities			Effective Date/Value for Resort	
Description	Type		Effective Date	Value
State	Tax Percent		1/1/1990	1.0000
City	Tax Percent			
▶ Resort	Tax Percent			
Exempt	Tax Percent			

Taxes and Gratuities			Effective Date/Value for Exempt	
Description	Type		Effective Date	Value
State	Tax Percent		1/1/1990	0.0000
City	Tax Percent			
Resort	Tax Percent			
▶ Exempt	Tax Percent			

CREATING TAX CLASS GROUPINGS

Once Individual Taxes have been defined, Tax Class Groupings are created and then later assigned to individual items. For example, assume a property sells the following items that are taxed according to the specifics in the table listed below.

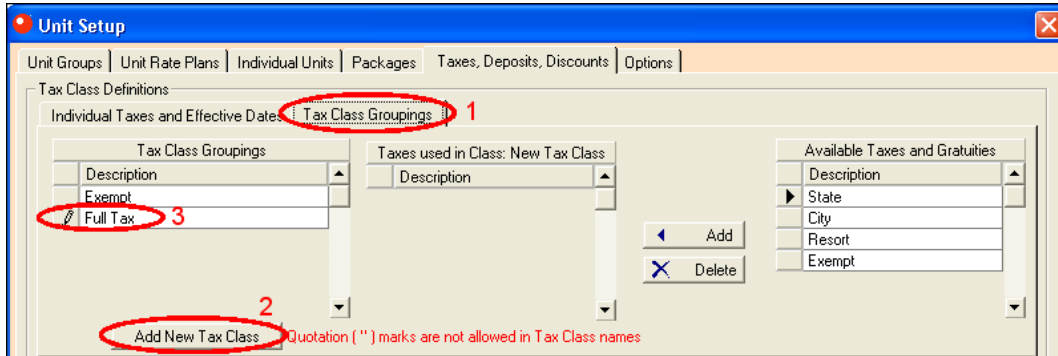
INDIVIDUAL ITEMS	APPLICABLE TAXES
Lodging	State, City, and Resort
Restaurant Charges	State and City
Wine Festival Tickets	City
Hot Air Balloon Rides	State and City
Phone Calls	State, City, and Resort
Gift Shop Items	State and City

The sample property would define four Tax Groups:

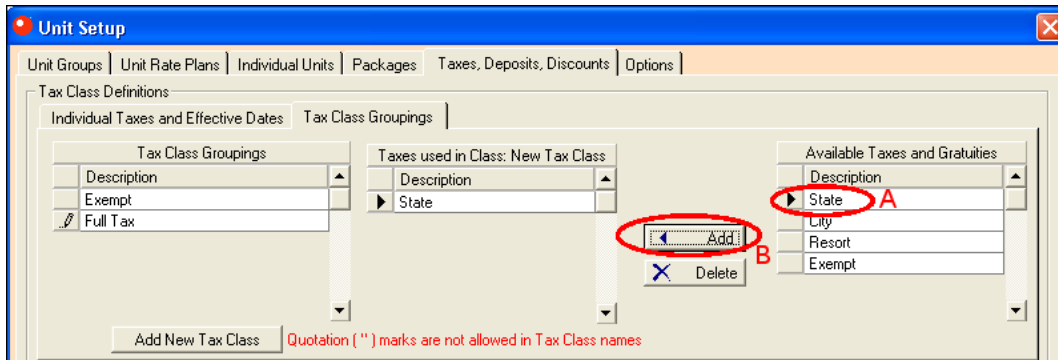
1. Full Tax (State, City, and Resort)
2. Standard Tax (State and City)
3. Local (City Only)
4. Exempt (Exempt Only)

Use the following steps for creating the four Tax Groups listed above.

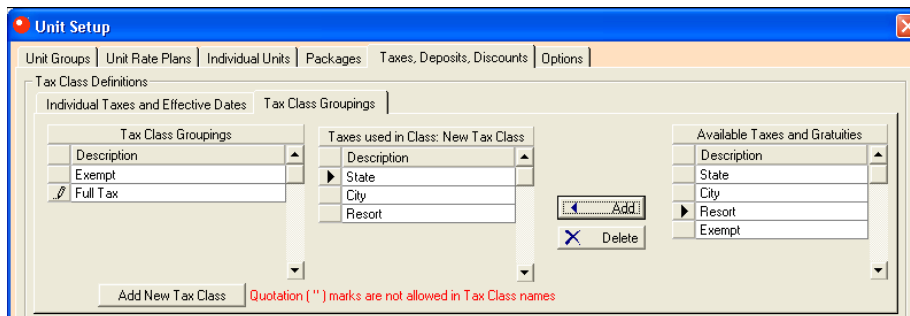
1. Click the Tax Class Groupings tab.
2. Click the Add New Tax Class button.
3. Assign a Name to the new Tax Group. In the example below, the name is Full Tax.



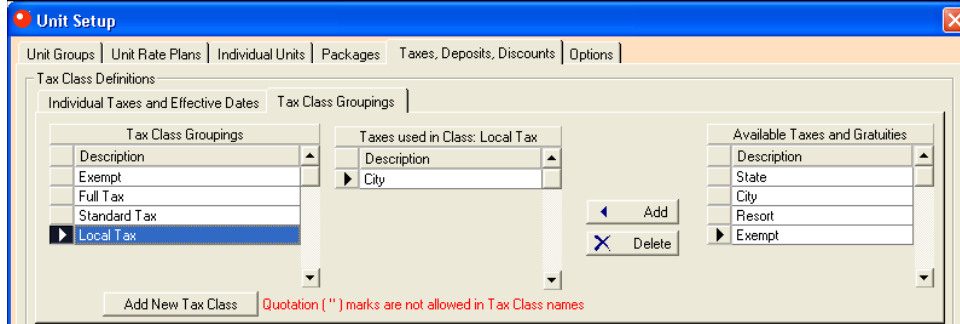
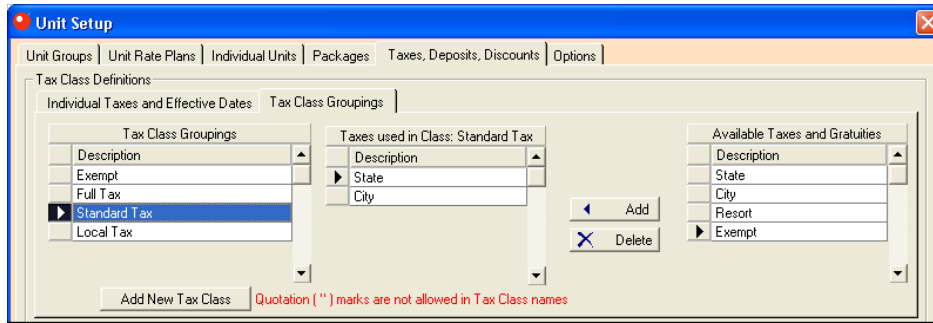
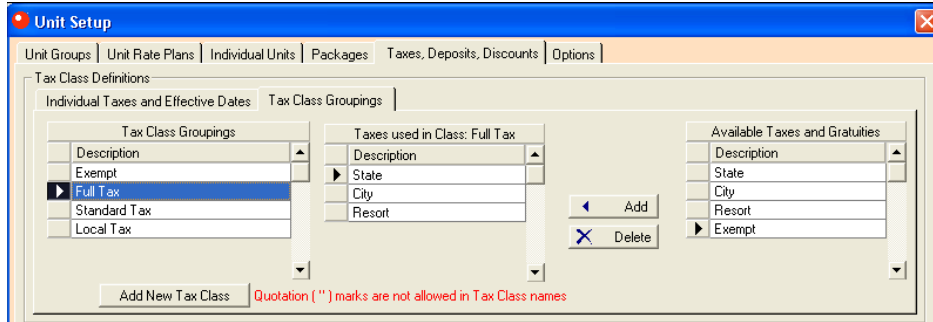
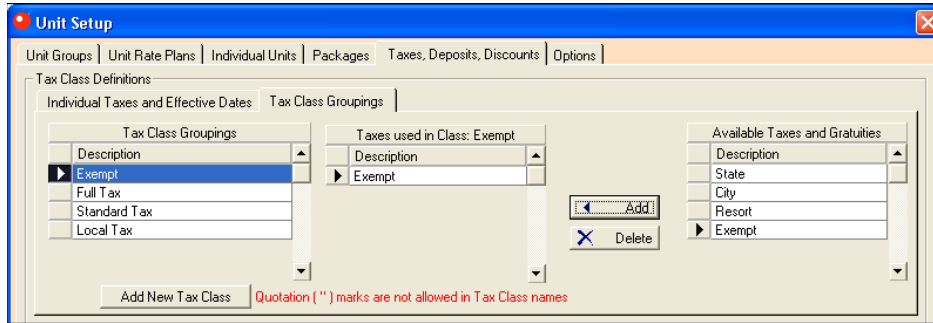
4. In the Available Taxes and Gratuities table, highlight an Individual Tax that is applicable to this Tax Group (A) and click the Add button (B).



5. Repeat step #4 for each applicable Individual Tax that is applicable to the Tax Group being defined. In the "Full Tax" example, the State, City, and Resort Individual Taxes are added.



- 6. For our sample property, the completed Tax Class Grouping tables appear similar to the following images.



5. DEFINING RATES

The Tools > Configure > Unit and Rate Setup > Unit Rate Plans tab is used to define "Room Only" rates. A Room Only rate is one that only includes lodging. Rates that include Point of Sale items, for example breakfast, are defined using the Packages tab. For additional information about configuring Packages, please see section 8 – Completing Optional Configuration Steps.

As an example, assume a property has three types of rooms, King, Queen-Queen, and Suite. In addition, this sample property has two rate names or classes; the first is called "Rack" and is offered as the walk-in rate. The property also offers a AAA discount of 10% off the Rack rate. In addition, the Rack and AAA rates fluctuate based on different seasons. The following table summarizes our sample property's rate setup.

SEASON	RACK RATES (WEEKDAY)			AAA RATES (WEEKDAY)		
	Queen-Queen	King	Suite	Queen-Queen	King	Suite
03/31/05 - 05/25/05	95	150	125	80	95	110
05/26/05 - 07/01/05	145	150	165	130	135	150
07/07/05 - 08/27/05	165	175	200	150	160	185
09/03/05 - 03/31/06	95	150	125	80	95	110
	RACK RATES (WEEKEND)			AAA RATES (WEEKEND)		
03/31/05 - 05/25/05	115	130	145	100	115	130
05/26/05 - 07/01/05	165	170	185	150	155	170
07/07/05 - 08/27/05	205	215	240	185	195	220
09/03/05 - 03/31/06	115	130	145	100	115	130
	EXTRA PERSON CHARGES					
	(Applied when there are more than two guests in the room)					
			Adults	20		
			Children	10		

UNIT TYPE/RATE PLANS

The first step in defining Rates is to add your property's Units Types in section 1 of the Unit Rate Plans tab. Our sample property has three Unit Types, Queen-Queen, King, and Suite. Use the following steps for adding a Unit Type.

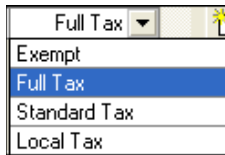


In RezOvation Desktop, the term Unit Type is synonymous with the term Rate Plan.

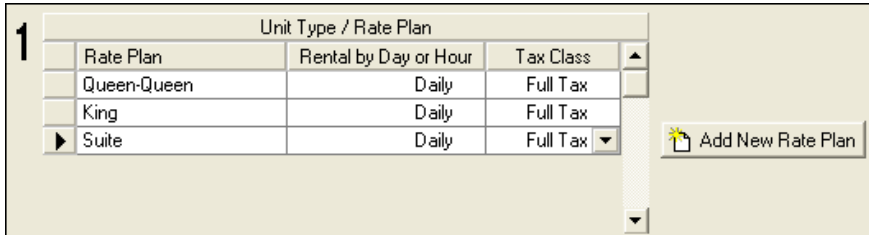
1. In Tools > Configure > Unit and Rate Setup > Unit Rate Plans, click the Add New Rate Plan button.
2. Move the cursor to the Rate Plan field and enter the name of the first Unit Type (Queen-Queen in this example).
3. Set the Rental by Day or Hour field accordingly by selecting an option from the drop-down menu.



4. Select a Tax Class from the drop-down menu. Tax Classes were defined in step #4 – Defining Taxes.



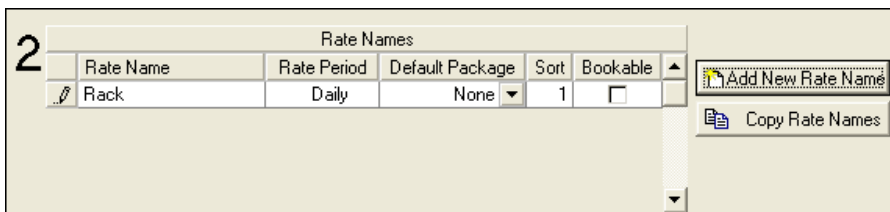
5. Repeat steps 1 – 4 until all Unit Types/Rate Plans have been added.



RATE NAMES

The second step in defining your property's rates is to define any applicable Rate Names. In our sample property, there are two Rate Names, Rack and AAA. Use the following steps to define a Rate Name.

1. In Tools > Configure > Unit and Rate Setup > Unit Rate Plans, click the Add New Rate Name button.
2. Move the cursor to the Rate Name field and enter a description for the Rate Name.



3. Select a Rate Period from the drop-down menu. Our sample property's Rack and AAA rates are both Daily rates.

Rate Period	
Daily	▼
Daily	
Weekly	
Monthly	
Yearly	
Hourly	

4. At this point, no packages have been defined. Therefore, the Default Package is set to None.
5. The Sort field is used to determine the order in which rates display. Normally, properties set the most expensive Rate Name as 1.
6. The Bookable flag means that the Rate Name is transferred to the RezOvation Booking Engine as a valid Internet Rate. For additional information about online reservations via the RezOvation Booking Engine, please contact RezOvation Sales toll-free at 866-565-1800.
7. Repeat steps 1 – 6 for each Rate Name. After completing steps 1 – 6 for both the Rack and AAA Rate Names, our sample property's Rate Name table appears similar to the following image.

2

Rate Names					
Rate Name	Rate Period	Default Package	Sort	Bookable	
Rack	Daily	None	1	<input checked="" type="checkbox"/>	
AAA	Daily	None	2	<input checked="" type="checkbox"/>	

SEASONAL RATES

The final step in defining rates is to add Seasonal Rates for each Rate Plan. Our sample property's Seasonal Rates are based on the following table.

SEASON	RACK RATES (WEEKDAY)			AAA RATES (WEEKDAY)		
	Queen-Queen	King	Suite	Queen-Queen	King	Suite
03/31/05 - 05/25/05	95	150	125	80	95	110
05/26/05 - 07/01/05	145	150	165	130	135	150
07/07/05 - 08/27/05	165	175	200	150	160	185
09/03/05 - 03/31/06	95	150	125	80	95	110
	RACK RATES (WEEKEND)			AAA RATES (WEEKEND)		
	WEEKEND = FRIDAY & SATURDAY			WEEKEND = FRIDAY & SATURDAY		
03/31/05 - 05/25/05	115	130	145	100	115	130
05/26/05 - 07/01/05	165	170	185	150	155	170
07/07/05 - 08/27/05	205	215	240	185	195	220
09/03/05 - 03/31/06	115	130	145	100	115	130
	EXTRA PERSON CHARGES					
	(Applied when there are more than two guests in the room)					
			Adults	20		
			Children	10		

Use the following steps for adding Seasonal Rates.

1. In Tools > Configure > Unit and Rate Setup > Unit Rate Plans, click the Add New Season button.
2. Move the cursor to the Start Date field and enter the first seasonal Start Date.

Seasonal Rates																
Standard Settings							Weekend Settings (Select days that apply)									
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
3/31/2005	\$0.00	2	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	0		

3. Enter the dollar amount charged (\$95.00) for the highlighted Unit Type (Queen-Queen) and Rate Name (Rack) for the selected season.

4. Complete the Ex. Adult, Ex. Child, Weekend Settings, and Weekend Rate fields.

Seasonal Rates																
Standard Settings							Weekend Settings (Select days that apply)									
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
03/31/2005	\$95.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0	

5. Click the Add New Season button and enter the applicable rates for the next season.
6. After entering the Rack Rates for the Queen-Queen Unit Type, our sample property's Seasonal Rates appear similar to the following image.

Seasonal Rates																
Standard Settings							Weekend Settings (Select days that apply)									
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
03/31/2005	\$95.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0		
05/26/2005	\$145.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0		
07/07/2005	\$165.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0		
09/03/2005	\$95.00	2	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0		



To delete a season, rate name, or rate plan, click the left side of the row to highlight it. With the line selected, press the <Delete> key on the keyboard.

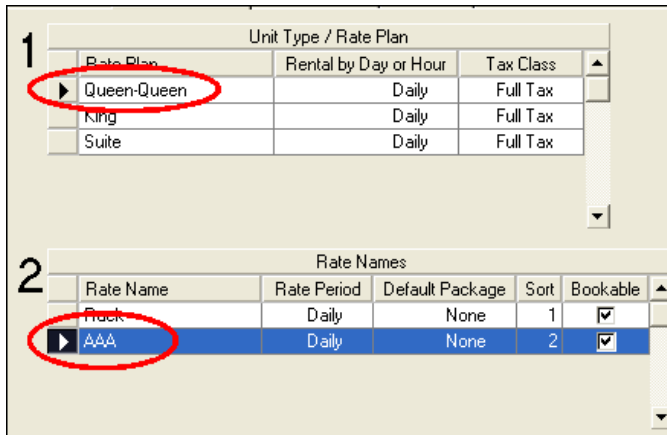
COPYING SEASONS

After defining seasonal rates for the Rack Rate Name and the Queen-Queen Unit Type, the seasons can be copied to the remaining Unit Types and Rate Names using the following steps. In our example, we will copy the seasons defined in the Rack Rate Name to the AAA Rate Name for the Queen-Queen Unit Type.

1. Click the Copy All Seasons button.



2. Highlight the AAA Rate Name and the Queen-Queen Unit Type.



3. Click the Paste Seasons button.



4. Update the Seasonal Rates for the AAA Rate Name and the Queen-Queen Unit Type (based on the table on page 33).

Seasonal Rates														
Standard Settings							Weekend Settings (Select days that apply)							
Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
03/31/2005	\$80.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$100.00	0
05/26/2005	\$130.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$150.00	0
07/07/2005	\$150.00	2	\$20.00	\$10.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$185.00	0
09/03/2005	\$80.00	2	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100.00	0

5. Complete steps 1 – 4 to copy seasons to Unit Type/Rate Plan.

6. DEFINING UNIT GROUPS, AMENITIES, & UNITS

RezOvation Desktop allows companies to operate multiple rental properties in one software package. For companies operating multiple rental entities, each property can be defined as a Unit Group. Financial data for Unit Groups can be viewed separately on system reports. If you are using RezOvation Desktop to manage a single property, only one Unit Group is required. Use the following steps for updating the default Unit Group.

1. Click Tools > Unit and Rate Setup and select the Unit Groups tab.
2. Highlight the default Unit Group and update the fields listed on the right-hand side of the window.

Unit Setup

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Deposits, Discounts | Options

If you operate from more than one location or wish to keep revenue streams separate, adding additional unit groups will allow you to view separate financial data for the groups. For instance if you operate an Inn and a bicycle rental business and wish to keep their books separately you would need two groups.

Quotation (") marks are not allowed in Unit group names

Unit Groups	
Group Description	
▶ The Cliffhanger	

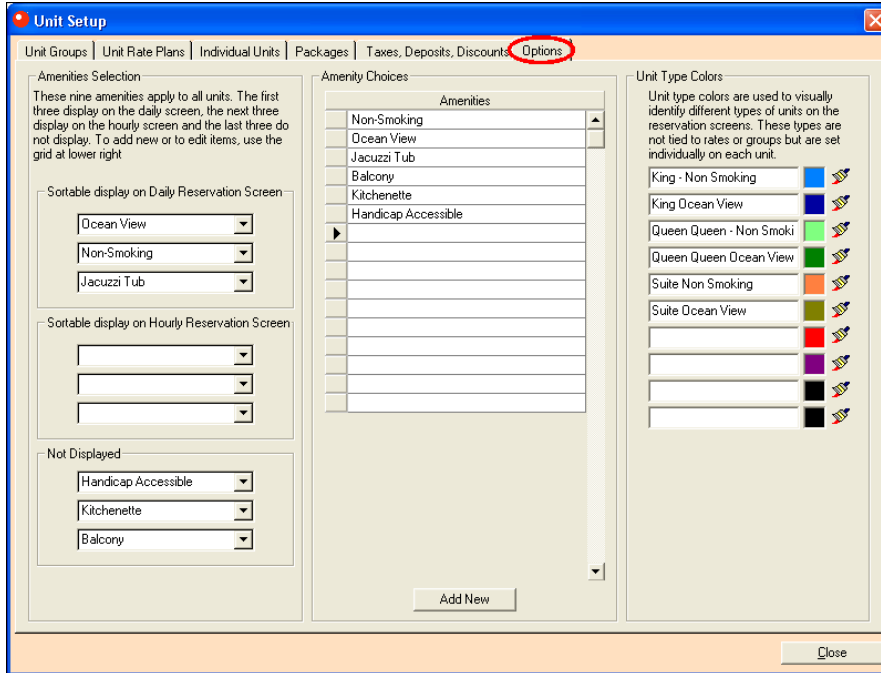
Description: The Cliffhanger
 Address 1: 700 Highway 1
 Address 2:
 City: Yachats
 State / Zip: OR 97498
 Phone 1: 541-322-7777
 Phone 2: 541-888-2525
 Fax: 877-669-1201
 Website: www.cliffhangerinn.com
 Email: reservations@cliffhangerinn.com
 Booking Engine Property Id:
 Booking Engine Bookable Property:



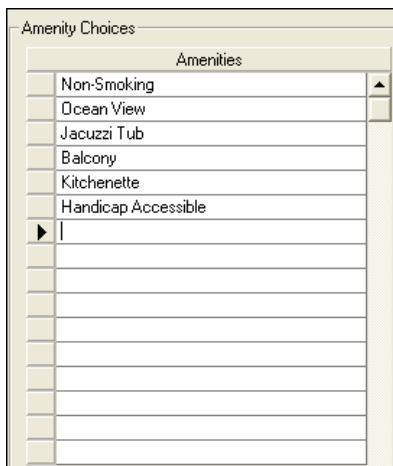
Companies operating multiple properties can define multiple Unit Groups by clicking the “Add New Group” button and completing the fields to the right for subsequent Unit Groups.

DEFINING AMENITIES

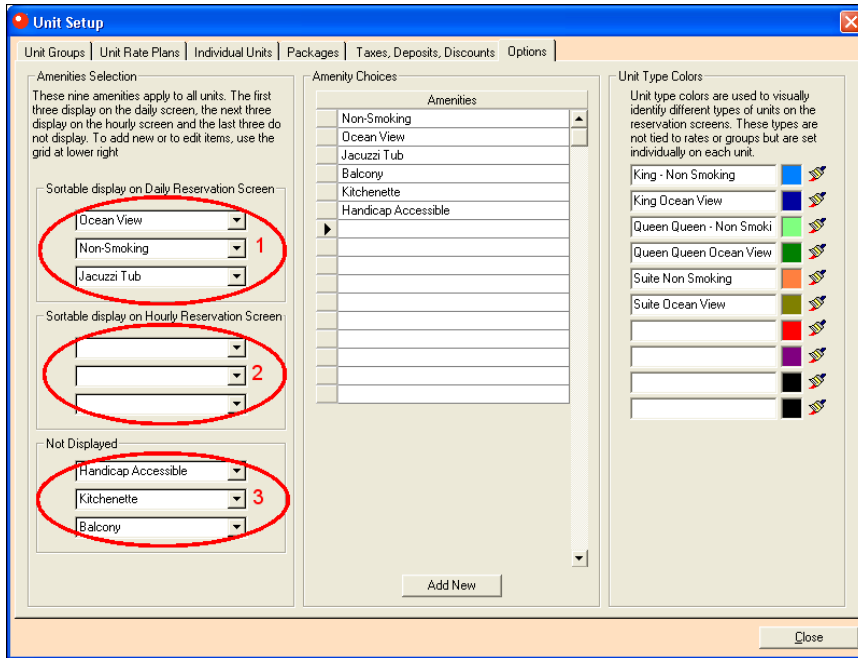
Click Tools > Unit and Rate Setup and select the Options tab to define unit amenities and to assign colors to unit types on the Reserve Daily screen.



Amenities describe units at your property. To define amenities from the Options tab, position the cursor in an existing amenity field and enter an amenity that describes your property. In the example below, six amenities have been defined for our sample property.

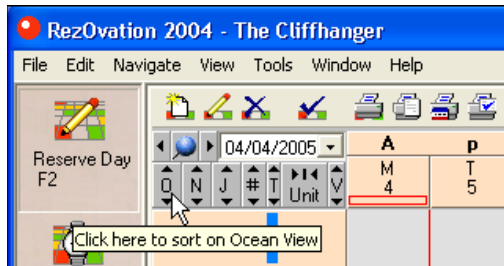


Once amenities have been defined, they can be flagged as sortable using the drop-down lists on the left-hand side of the Options window.



There are three categories for sortable amenities, described below.

1. Sortable display on Daily Reservation Screen – amenities specified in these three drop-down fields are listed on the Reserve by Day screen.



Clicking a sortable amenity sorts units based on whether or not the specified amenity has been assigned to the unit.

2. Sortable display on Hourly Reservation Screen – amenities specified in these three drop-down fields are listed on the Reserve by Hour screen. Units on the Hourly screen can be sorted based on these three amenity listings, if used.

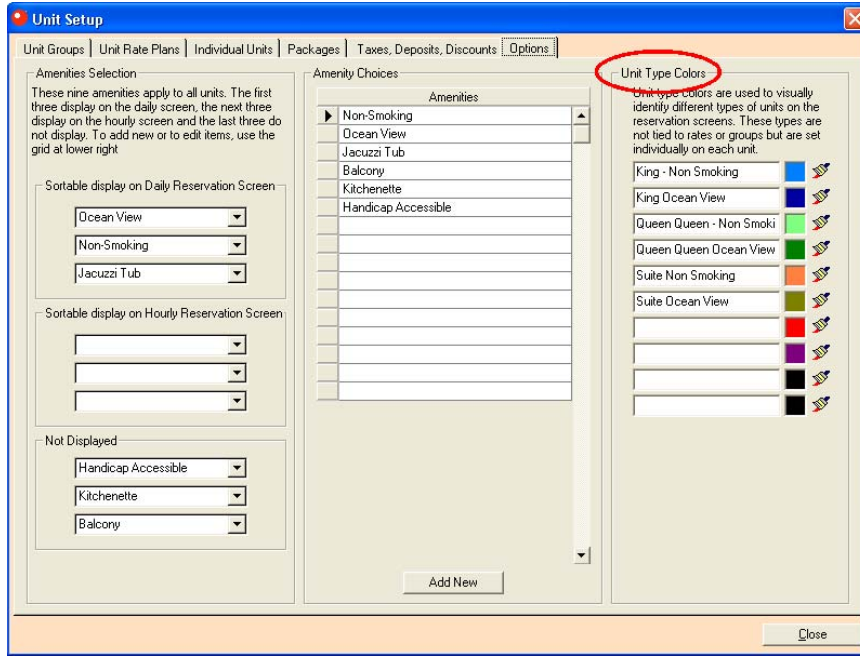


There is no need to define hourly sortable amenities if you do not use the Hourly Reservation Screen.

3. Not Displayed – these amenities are displayed when assigning amenities to individual units. Please see the following section, Defining Units, for additional information.

UNIT TYPE COLORS

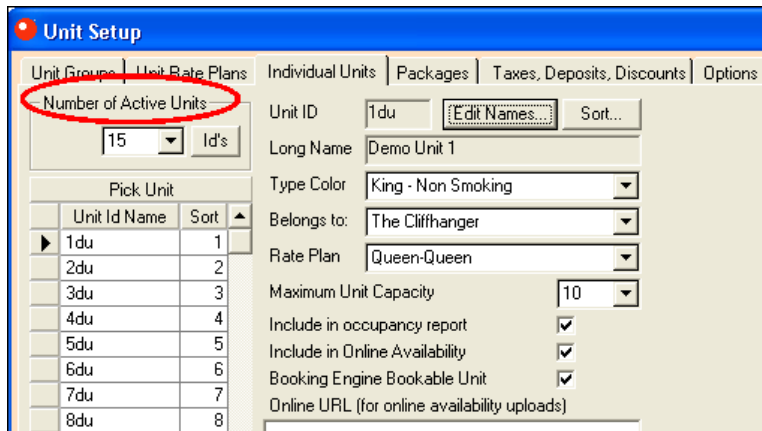
Unit Type colors can be assigned to individual units to make them easier to identify on the Reserve by Day screen. The colors and unit types defined in the Options tab are not tied to rates or groups, instead they are assigned to each unit individually. In the following example, our sample property has defined six Unit Type Colors that will help reservationists identify specific room types on the Reserve by Day screen.



The Unit Types defined above will be assigned to individual units in the next section, Defining Units.

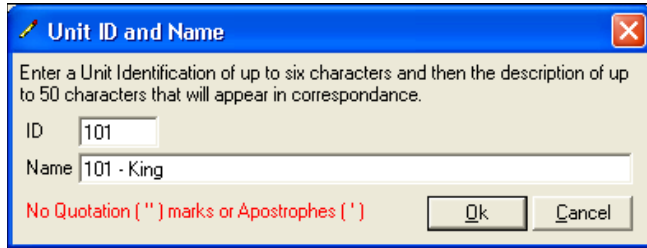
DEFINING UNITS

Define units at your property by clicking Tools > Unit and Rate Setup and select the Individual Units tab. The first step in defining individual units is to enter the "Number of Active Units" at your property.



After defining the number of active rooms at your property, select the first demo room in the Pick Unit list, 1du, and complete the following steps.

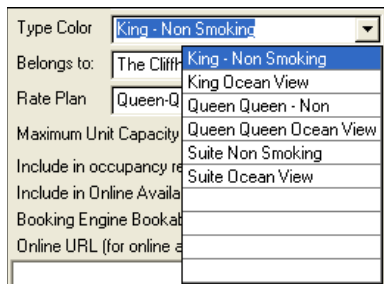
1. Click the Edit Names button and enter a Unit ID used on the Reserve by Day screen, and a Unit Long Name – a more descriptive name used on system reports, guest correspondence, and in the RezOvation Booking Engine. Because the Unit Long Name is displayed to Internet guests when displaying availability in the RezOvation Booking Engine, we recommend appending the Unit Type to the room number. In the example below, room 101 is classified as a King room.



2. Click the Sort button and specify the unit's sort position on the Reserve by Day screen.



3. Specify the Unit Type Color. Unit Type Colors were defined in the previous section, Defining Amenities.



4. Enter the appropriate Unit Group in the "Belongs to:" field.
5. Assign a Rate Plan to the unit.



6. Enter the unit's maximum capacity.
7. Enter checkmarks, where applicable, in the Include in Occupancy Report, Include in Online Availability, and Booking Engine Bookable Unit fields.

- Select amenities that describe the unit.

Amenities

- Ocean View
- Non-Smoking
- Jacuzzi Tub
-
-
- Handicap Accessible
- Kitchenette
- Balcony

- Complete steps 1 – 8 for each additional unit.



Properties that are taking advantage of the RezOvation Booking Engine for capturing real-time online reservations should enter a Standard Description for each unit. This description is uploaded to the RezOvation Booking Engine and displayed to Internet guests.

The screenshot shows the 'Unit Setup' dialog box with the following details:

- Number of Active Units:** 15
- Unit ID:** 101
- Long Name:** 101 - King
- Type Color:** King - Non Smoking
- Belongs to:** The Cliffhanger
- Rate Plan:** King
- Maximum Unit Capacity:** 3
- Include in occupancy report:**
- Include in Online Availability:**
- Booking Engine Bookable Unit:**
- Online URL (for online availability uploads):** (empty)
- Phone extension:** (empty)
- Housekeeping Assignment (Group #1):** (empty)
- Amenities:** Ocean View, Non-Smoking, Jacuzzi Tub, Balcony (checked).
- Standard Description:** (circled in red, currently empty)
- Alternative Description:** (empty)
- WorldRes Unit Type Id (type only):** 1

7. LETTER DESIGN

An unlimited number of guest correspondence letters can be added to RezOvation Desktop. In order to begin using RezOvation Desktop, the following confirmation letters should be updated to reflect your property's deposit and cancellation rules.

1. No Payment
2. Deposit Paid
3. Paid in Full
4. Cancellation

Letters 1 – 3 are all confirmation letters in RezOvation Desktop. If your property uses just one confirmation letter, it is only necessary to update the letter that will be used. For example, if your property requires full payment prior to booking a reservation, the only confirmation letter that would have to be updated is the Paid in Full Confirmation.

Use the following steps for updating guest correspondence letters.

1. Click Tools > Letter Design. The Letter Template Design window is displayed. Here, text is displayed along with letter Codes. Letter Codes are variables that merge data into the letter. For example, in the sample letter displayed below, the Code <FIRST> represents the guest's first name.

```

<SAL> <NAME>
<ADDRESS1>
<ADDRESS2>

<DATE>

Dear <FIRST>,
Thank you for your reservation with <BNAME>, we look forward to your visit and want
you to know that we will do everything possible to make your stay pleasant and
enjoyable. Our pool is open from 8am to 8 pm and the hot tub is available for adults only
from 8pm to 12pm. If you desire any special items such as flowers or champagne in
your room on arrival, we request that you notify us at least one week in advance.

```

When the letter is actually printed, letter Codes are replaced with actual data. A sample letter is displayed below where letter Codes are replaced with data.

```

Eric Johnson
44 W. 3rd Avenue
Denver, CO 80233

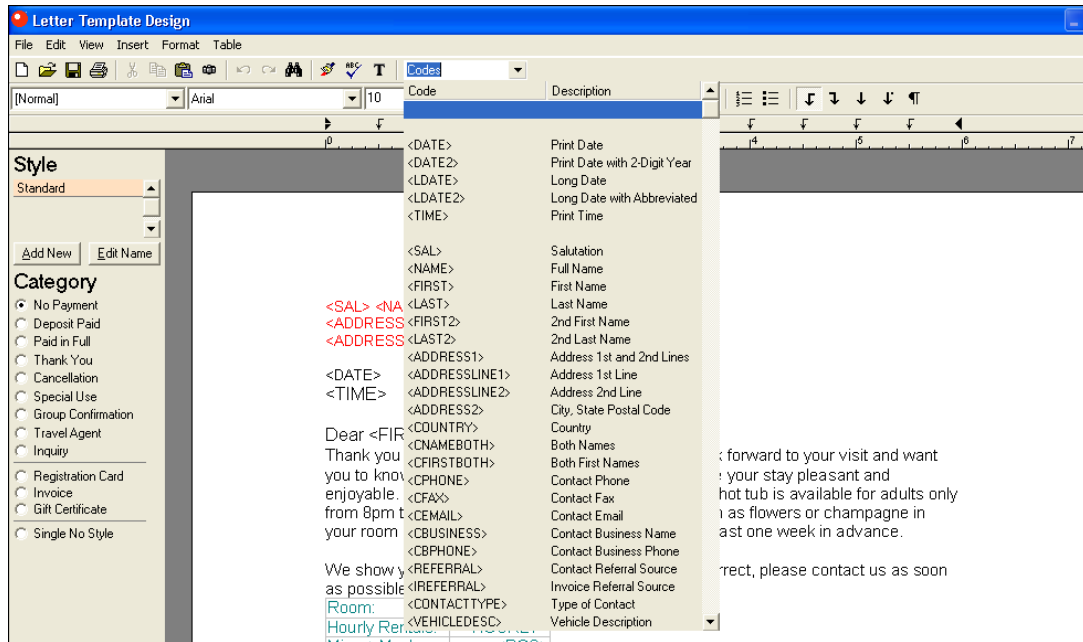
04/05/2005

Dear Eric,
Thank you for your reservation with The Cliffhanger, we look forward to your visit and
want you to know that we will do everything possible to make your stay pleasant and
enjoyable. Our pool is open from 8am to 8 pm and the hot tub is available for adults only
from 8pm to 12pm. If you desire any special items such as flowers or champagne in
your room on arrival, we request that you notify us at least one week in advance.

```

2. To update text in an existing guest correspondence letter, simply type over the text as you would in any word processing program.

- To add a new letter Code, position the cursor at the point in the letter where the Code should be inserted, click the Codes drop-down list located on the toolbar, and highlight the appropriate code.



- Utilize the various choices on the toolbars for customizing your guest correspondence letters.
- Close the Letter Template Design window.

8. COMPLETING OPTIONAL CONFIGURATION STEPS

After completing steps 1 – 7, the following optional configuration steps can be completed.

- Defining Point of Sale Items
- Defining Packages
- Defining a Deposit Policy

The first two optional configuration steps should be completed by properties that sell Packages. A Package is any room rate that includes items in addition to lodging. For example, an Inn on the Oregon Coast could sell a "Yachats Music Festival Package" that includes:

- A Bottle of Wine
- Inn Monogrammed Wine Glasses
- Breakfast
- Tickets to the Music Festival

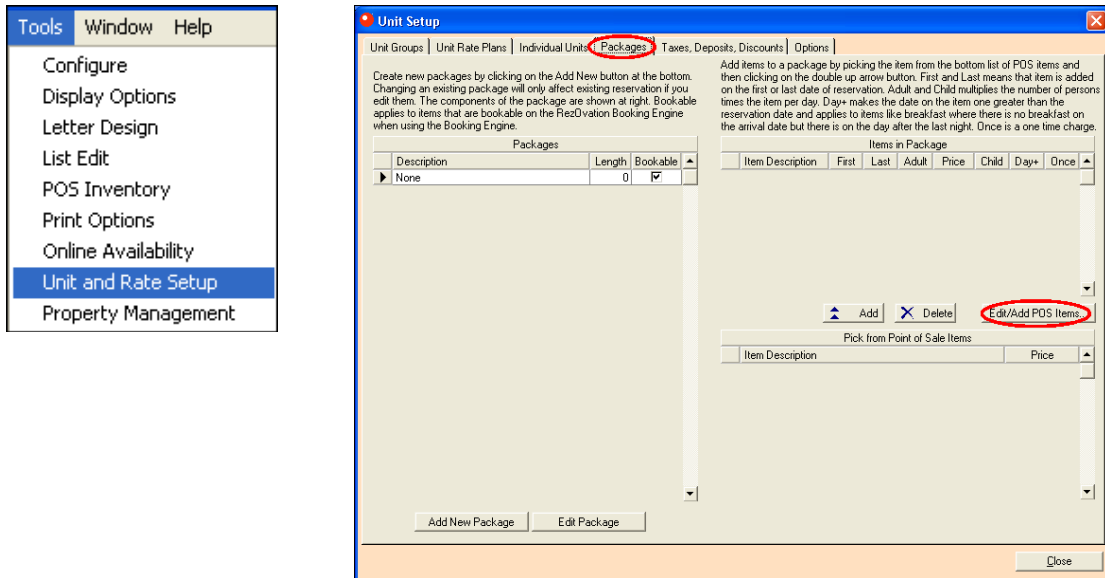
DEFINING POINT OF SALE ITEMS

Point of Sale items (POS) are miscellaneous sales items that can be sold individually or as part of a package. Examples of Point of Sale items include:

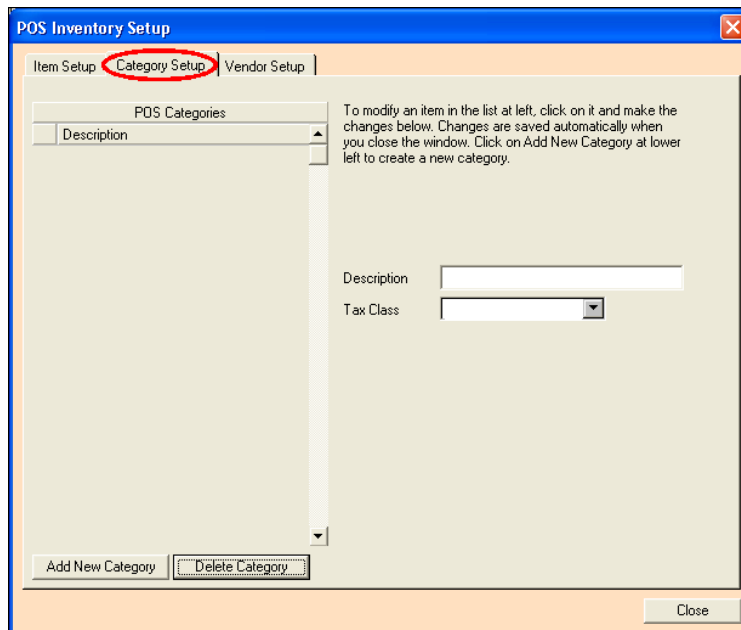
- A bottle of wine
- Tickets to a local festival
- Gift shop items
- Meals

Use the following steps for adding POS Items to RezOvation Desktop.

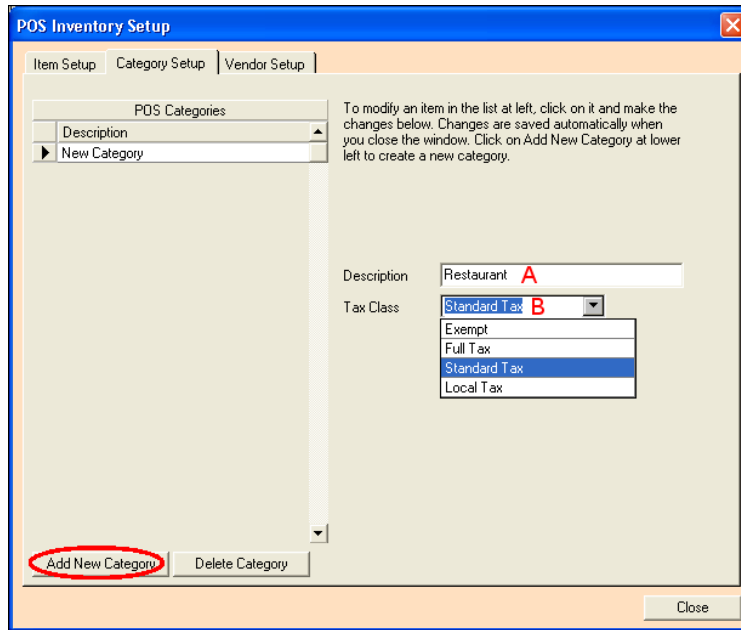
1. Point of Sale items are defined by clicking Tools > Unit and Rate Setup and selecting the Packages tab.



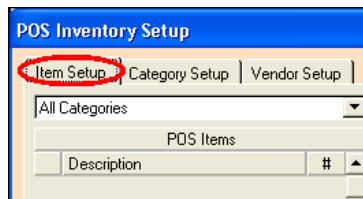
2. From the Packages tab, click the Edit/Add POS Items button to define POS Categories and POS Items.
3. Click the Category Setup tab.



4. Point of Sale items that are similar in nature and that are taxed at the same rate are grouped together into POS Categories. Add POS Categories by clicking the Add New Category button and then updating the Description (A) and selecting a Tax Class (B) from the drop-down menu.



5. After adding all POS Categories, click the Item Setup tab.



6. Click the Add New Item button and complete the POS Item fields on the right-hand side of the window. With a checkmark next to the "Booking Engine Bookable Item" field, the POS Item is automatically uploaded to the RezOvation Booking Engine where it can be sold as part of an online package. For additional information about generating online revenue with the RezOvation Booking Engine, please contact RezOvation Sales toll-free at 866-565-1800.

POS Inventory Setup

Item Setup | Category Setup | Vendor Setup

All Categories

Description	#
Adult Breakfast	0

To modify an item in the list at left, click on it and make the changes below. Changes are saved automatically when you close the window. Click on Add New Item at lower left to create a new item.

Description: Adult Breakfast

Category: Restaurant

Tax Class: Standard Tax

Price: 9

Bar Code Data: Scan Bar Code...

Key Item:

Inventory Item:

Reorder at:

Reorder to:

Quantity: 0 Adjust Inventory...

Last Cost:

Last Vendor:

Adjustment History

Add New Item Delete Item

Close

7. After creating the Point of Sale items that will be included in your property's Packages, create a special Point of Sale item called "Rate" (with the "R" capitalized). The Rate Point of Sale item should reflect an overall rate for the room portion of your Package. For example, if the Package is for two days and the Package room rate is \$125/night (before tax), your Rate Point of Sale Item would be defined for \$250. When this item is added to your Package it appears as a daily charge for \$125.00 and is considered room revenue for reporting purposes.

POS Inventory Setup

Item Setup | Category Setup | Vendor Setup

All Categories

Description	#
Adult Breakfast	0
Bottle of Wine	0
Monogrammed Wine Glasses	0
New Item	0
Yachats Music Festival	0

To modify an item in the list at left, click on it and make the changes below. Changes are saved automatically when you close the window. Click on Add New Item at lower left to create a new item.

Description: Rate

Category: Rate

Tax Class: Full Tax

Price: 250.00

Bar Code Data: Scan Bar Code...

Key Item:

Inventory Item:

Reorder at:

Reorder to:

Quantity: 0 Adjust Inventory...

Last Cost:

Last Vendor:

Adjustment History

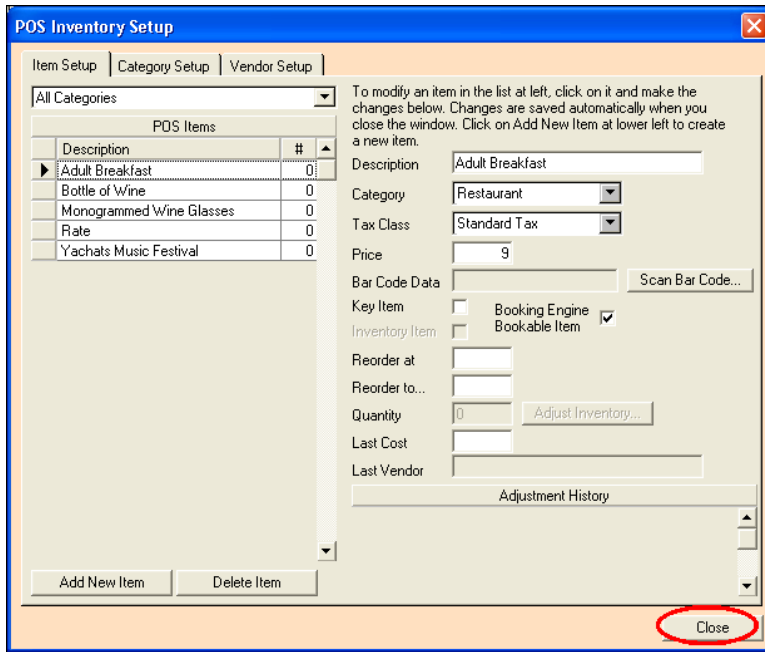
Add New Item Delete Item

Close



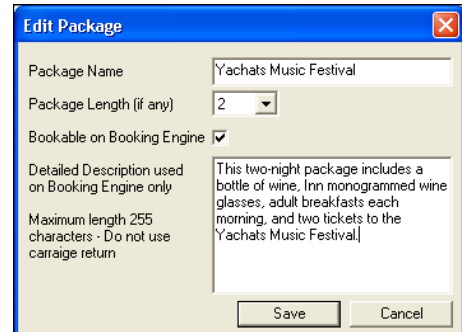
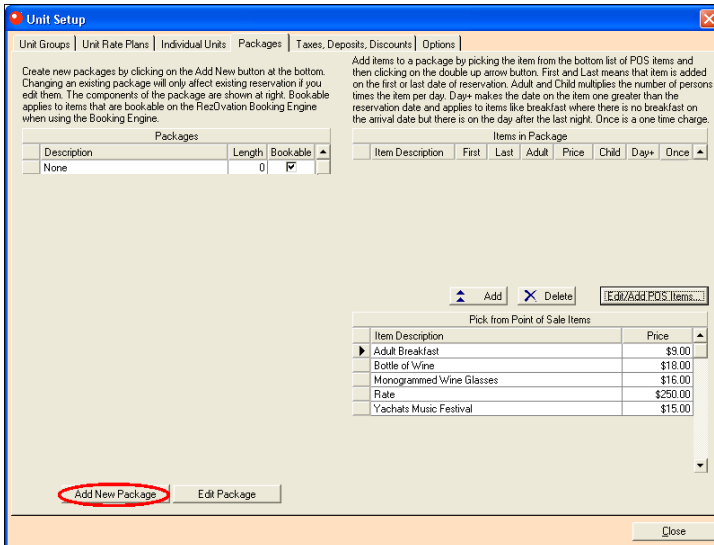
If room rate varies for a given package, it may be easier to define Unit Rates and then simply choose the appropriate Package, which includes Point of Sale Items only, when the room is booked

8. Add additional POS Items by clicking the Add New Item button. Once you are finished adding POS Items, click the Close button.



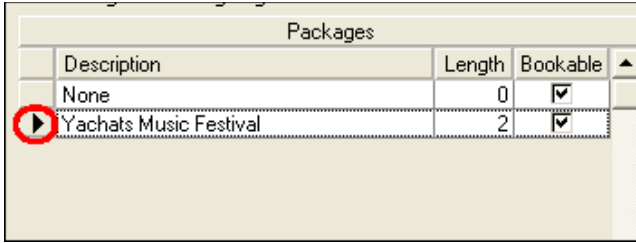
DEFINING PACKAGES

Once Point of Sale items are defined, Packages can be added by clicking the Add New Package button and completing the Edit Package window under Tools > Unit and Rate Setup > Packages.

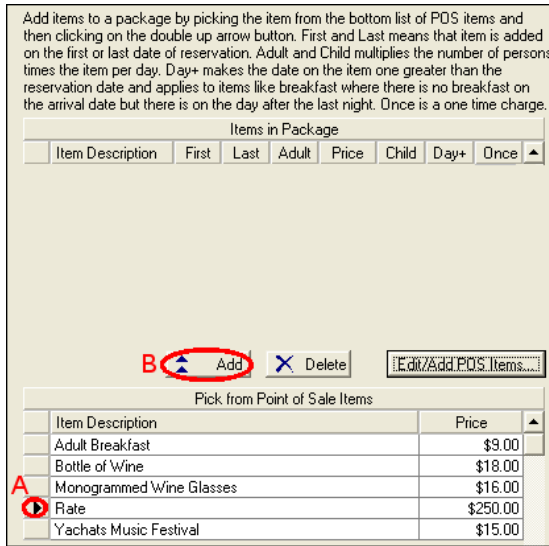


The “Detailed Description used on Booking Engine only” field is the description Internet guests see when booking the Package via the RezOvation Booking Engine. This description does not display in RezOvation Desktop. After completing the Edit Package window, click the Save button.

Highlight the Package name in the Packages table and complete the following steps.



1. Highlight a Point of Sale Item in the list (A) and click the Add button (B).



2. After adding a Point of Sale item to a Package, it is displayed under the Items in Package table. Use the checkboxes to define when and how the Point of Sale item is applied in the Package.

Items in Package							
Item Description	First	Last	Adult	Price	Child	Day+	Once
▶ Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$250.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The checkboxes in this table are described below.

Once	The Point of Sale item is charged once during the package length.
First	The Point of Sale item is charged on the first night of the stay.
Last	The Point of Sale Item is charged on the last night of the stay.
First and Last	Entering a checkmark in both the First and Last fields means the Point of Sale item will appear on the first night of the stay, the last night of the stay, AND every day in between.
Adult	Multiply the price of the Point of Sale item by the number of adults on the reservation.
Child	Multiply the price of the Point of Sale item by the number of children on the reservation.
Day+	The charge for the Point of Sale item begins on the second day of the reservation. A good example of a Day+ charge is breakfast. A Day+ charge is applied on the checkout date.



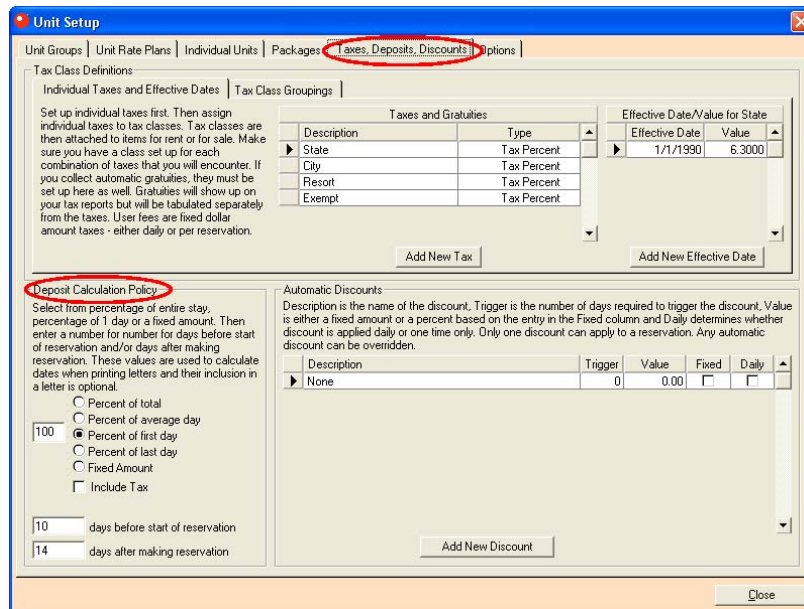
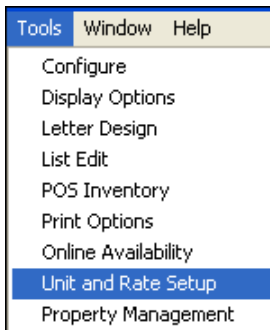
By default, the Rate Point of Sale item will be divided by the number of nights of the reservation and then applied to each night of the Package. There is no need to check any boxes for this item.

3. Continue adding Point of Sale items to the Package.

Items in Package									
	Item Description	First	Last	Adult	Price	Child	Day+	Once	▲
	Adult Breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$9.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Yachats Music	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$15.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Bottle of Wine	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$18.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Monogrammed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$16.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$250.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

DEFINING A DEPOSIT POLICY

Click Tools > Unit and Rate Setup and select the Taxes, Deposits, Discounts tab to define your property's Deposit Policy.



Here, use the radio buttons to specify how your property calculates deposit amounts. Enter the percentage of the deposit amount in the text field to the left of the radio buttons. In the example below, the property requires 50% of the total reservation amount.

Deposit Calculation Policy

Select from percentage of entire stay, percentage of 1 day or a fixed amount. Then enter a number for number for days before start of reservation and/or days after making reservation. These values are used to calculate dates when printing letters and their inclusion in a letter is optional.

Percent of total
 Percent of average day
 Percent of first day
 Percent of last day
 Fixed Amount

Include Tax
 Calculate single day at 100%

days before start of reservation
 days after making reservation
 days after making reservation

The “days” fields below the radio buttons are used to specify when a deposit is due. There are two methods for defining deposit due dates.

1. Define a number of days prior to check-in.
2. Define a number of days after making the reservation.

Only one of the above methods is required. The calculated deposit due date may then be added to guest confirmation letters.

TIPS AND TROUBLESHOOTING

Use this section for tips on configuring RezOvation Desktop. Common troubleshooting questions have also been included.

TIPS

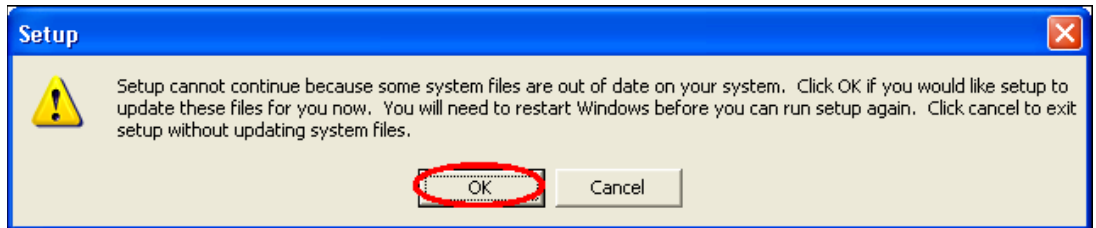
1. Do not use commas, quotation marks, or apostrophes when entering customer names, Point of Sale items, or other data. These characters are used for processing data in the RezOvation Desktop database and can cause problems when encountered in text fields.
2. RezOvation Desktop is an auto-save program. You do not have to click a Save button to save data in the program. The exception to this rule is that certain windows and dialog boxes have a Close or Update button. When encountered, click these buttons to save your changes.
3. If you convert data from another software program into RezOvation Desktop, you will still have to complete the setup steps described in this document. Unit rates are not converted from other software programs.
4. Click Tools > Print Options to define a default printer for each type of output generated from RezOvation Desktop.
5. Property Management is an optional add-on to RezOvation Desktop and allows condominium properties to track individual owner revenue. For additional information on RezOvation Desktop's Property Management features, please contact RezOvation Sales toll-free at 866-565-1800.
6. RezOvation offers greater e-mail functionality when used with Microsoft Outlook (not Outlook Express). Microsoft Outlook is included with Microsoft Office. To set Microsoft Outlook as your default mail program, go to Start > Control Panel > Internet Options > Programs and set the e-mail option to Outlook.

7. RezOvation cannot e-mail guest correspondence letters if you use AOL as your default mail program. This is due to the fact that the Windows operating system does not recognize AOL e-mail when creating and sending messages from RezOvation Desktop. However, you may copy and paste letters from RezOvation into AOL.
8. You can receive program updates from RezOvation by downloading them from within the program. Make sure that you are connected to the Internet and that no other programs are running besides RezOvation. Click Help > Support > Download Update and follow the on-screen instructions. The next time you open the program you will have the latest programming enhancements!

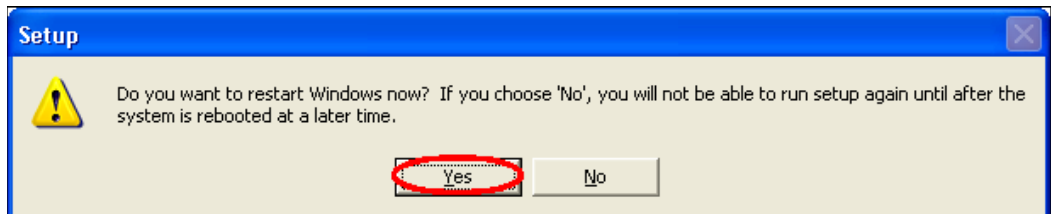
TROUBLESHOOTING

INSTALLATION – COPYING SYSTEM FILES

1. During installation, if the Setup Program determines that certain Windows operating system files are out of date, the following message is displayed. If this message is displayed, click OK to continue.



2. After clicking OK, the RezOvation installation program attempts to copy updated operating system files to your PC. Once the required files are copied, the Setup Program prompts for restarting Windows. Save your work in any open applications and click Yes to continue. Your computer will be automatically restarted.



3. After restarting your computer and launching the Setup program, the system may again identify that certain operating system files are out of date. When this happens, RezOvation recommends performing all critical Windows system updates. Windows system updates can be downloaded from Microsoft at:

<http://windowsupdate.microsoft.com>