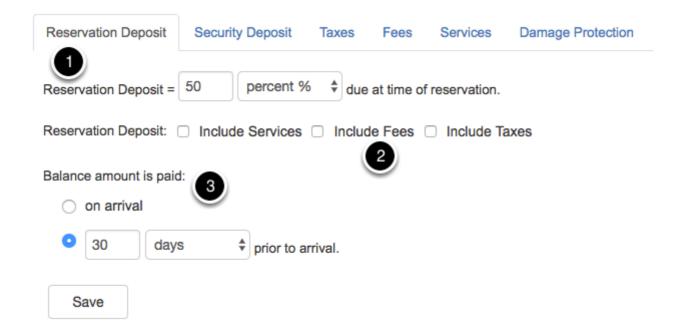
Setup Deposits, Fees, Services, and Taxes

Your reservation and security deposits, fees, services, and taxes are all setup using our Universal Property Template. This is located under Settings > Deposit / Fees / Services / Taxes.

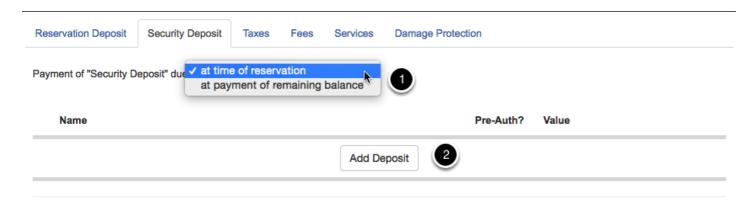
Reservation Deposit



Your reservation deposit settings are global and will apply to all properties in your Lodgix account.

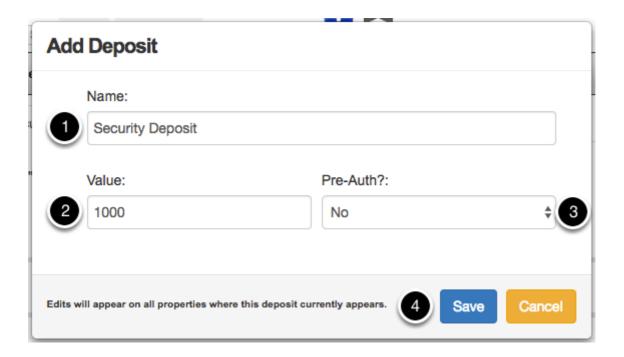
- 1. The amount (fixed or percentage based) that is due at the time of reservation.
- 2. Select whether to include Services, Fees, and Taxes when calculating the percentage
- 3. Select date that remaining balance is due

Security Deposits



- 1. Choose when to collect the security deposit.
- 2. Click "Add Deposit"

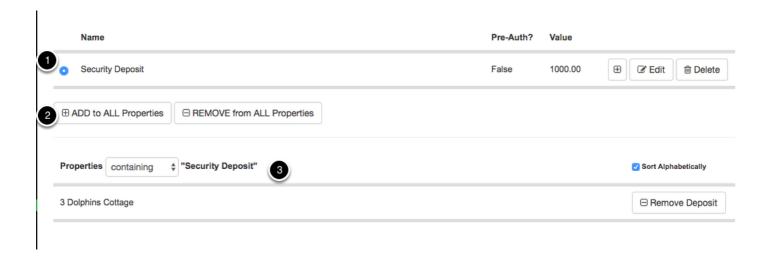
Add Security Deposit



- 1. Enter a name like "Security Deposit"
- 2. Enter the amount of the security deposit
- 3. Choose whether the deposit is a pre-auth or not. A pre-auth means that the security deposit is never actually collected. A pre-auth means that a pre-authorization is run on the guest credit card for the amount of the security deposit. This places a hold on the guest credit card in the amount of the security deposit, usually for seven (7) days, at which times the pre-auth will expire. Note: pre-auths typically aren't a real good mechanism for protecting the property as many times the pre-auth will expire before the guest checks out, leaving little protection for the property manager.

4. Save

Assign Security Deposit to Properties



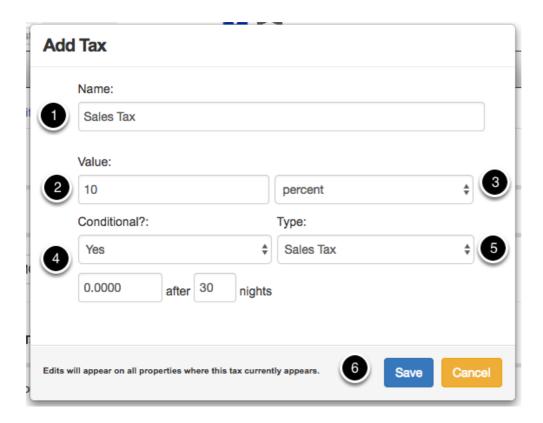
- 1. Select the security deposit.
- 2. Add to ALL properties or
- 3. Add to individual properties

The arrow shows how the table can be manipulated to show which properties contain (or don't contain) the security deposit.

Taxes

The process of adding a Tax, Fee, or Service is very similar to adding Deposits. You will create the item, select it, and add it to whichever properties it applies.

Adding a Tax

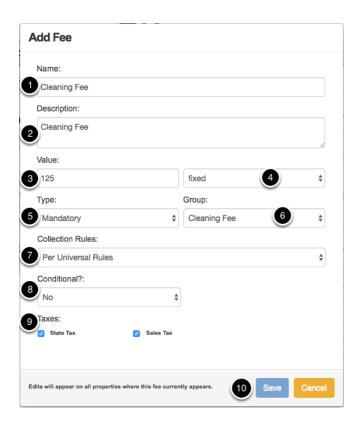


- 1. Name the tax
- 2. Assign a value
- 3. Choose percent or fixed
- 4. If conditional, then choose the rate of the tax, after X of nights. For example, for many areas, when a stay exceeds 30 days the tax is no longer collected.
- 5. Important! Choose the type of tax as this will be used in reporting, quickbooks, etc.
- 6. Save

Fees

Fees are items like cleaning fees, booking fees, processing fees, etc. They are typically mandatory but can also be set as optional.

Adding a Fee

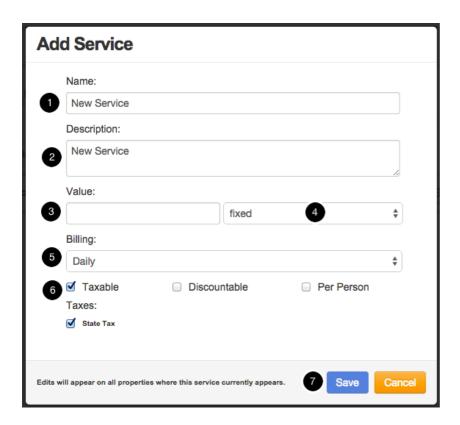


- 1. Name the fee
- 2. Describe the fee
- 3. Assign a value
- 4. Choose percent or fixed
- 5. Mandatory or optional
- 6. Group the fee into the correct category
- 7. You can collect the fee according to the rules set for your reservation deposit, or override them and collect the fee at the time of booking.
- 8. If conditional, then choose the rate of the fee, after X of nights. For example, a cleaning fee might be \$100 for shorter stays but when a stay exceeds 30 nights the fee is no longer collected.
- 9. Important! If the fee is taxed make sure to choose which taxes are to be collected on the fee.
- 10. Save

Services

A service can be items like bike rentals, mid-stay cleanings, etc. Services are optional and can be added by the guest during the booking process.

Adding a Service



- 1. Name the Service
- 2. Describe the Service
- 3. Assign a value
- 4. Choose percent or fixed
- 5. Choose how the Service is billed (One Time, Daily, Weekly, or Monthly)
- 6. Important! If the Service is taxed make sure to choose which taxes are to be collected on the Service. Also select if the Service is discountable, and if it is a per person charge.
- 7. Save

Damage Protection Waivers

Most property managers no longer use security deposits for many reasons:

- 1. Time required to collect / refund the security deposit.
- 2. Possible loss of discount rate as most merchant accounts will not refund the discount rate.
- 3. Possible damage to online reputation when a guest disputes the retention of the security deposit and complains in the many forums and review sites online.

Most property managers now mandate Damage Protection. <u>Learn more about damage</u> protection and how to set it up within Lodgix.