



## Activation Documentation for ResOnline™

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### Minimum content requirements on HomeAway

To ensure that all listings meet basic quality standards, all new listings must meet the following requirements:

- Headline must include at least 20 characters (max of 80)
- Description must include at least 400 characters (max of 10,000)
- Each listing provide have at least 6 photos
- Bedroom and bathroom count should be included for each listing
- An accurate address and latitude/longitude are required for each property
- Updated calendar and rates information must be provided
- Registration number must be specified for listings in jurisdictions that require it

Please [click here](#) for full details on the Minimum Content for HomeAway

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### Activating your connection to HomeAway

- **Activate HomeAway as a channel partner.** To activate HomeAway as a channel partner in ResOnline after minimum content requirements are met, go to ResOnline Distribution and accept and connect HomeAway as the channel. Refer to <https://help.resonline.com/support/solutions/folders/8000085916> for more information.

## Activate the connection

- ❑ Once compliance criteria is met, please click on Resonline Distribution > HomeAway
- ❑ You will now be directed to *the Resonline Channel Detail screen*
- ❑ Please ensure set connection status to green and as "Active"
- ❑ Please ensure that you now complete all mandatory\* fields
- ❑ Select a HomeAway Cancellation Policy. [Click here](#) for details
- ❑ Then upload "Rental Agreement PDF" and save
- ❑ Once complete, "Save Channel Settings"

The screenshot shows the ResOnline interface. On the left, a 'Website List' sidebar contains a table of channels, all with a green 'Active' status:

Channel	Status
Orbitz	Active
Discover Australia	Active
Entertainment Book	Active
eTours	Active
Expedia	Active
Flight Centre Travel Group	Active
Hotels	Active
Hotels.com	Active
HomeAway	Active
Hotel Network	Active
HotelsDirect	Active
HotelsCombined	Active
Hotels	Active
Jetsetter	Active
JumpOnOnline	Active
Lido	Active
Travel & More	Active

The main content area is titled 'HomeAway Channel Settings'. It includes tabs for 'Add / Edit Listings', 'Channel Settings', 'HomeAwayConnection Information', 'HomeAway Compliance', and 'DC Fees'. The 'Channel Settings' tab is active, showing a form with the following fields:

- Connection Status:** A toggle switch set to 'Active'.
- \* Property Name:** A text field containing 'Q1 Resort and Spa'.
- Registration Number:** An empty text field.
- \* Property Description:** A text area containing a detailed description of the resort.
- Owner Listing Story:** An empty text area.
- Unique Property Benefits:** An empty text area.
- Why Did You Purchase This Property?:** An empty text area.
- Select a HomeAway Cancellation Policy:** A dropdown menu set to 'Strict'.
- Rental Agreement PDF:** A field showing a file named 'home away booking terms-6b1f3469-7345-457b-85c4-73c3c3351733.pdf' with 'Edit' and 'Delete' buttons.

At the bottom right, there is a 'Save Channel Settings' button and a notification icon.

- **Contact your assigned HomeAway Account Manager or Support.** They will set your account and listing preferences so that you can begin the activation process.
- **Review the activation process with a Pre-implementation Specialist.** A Pre-implementation Specialist will contact you to confirm that your account is ready and set an appointment for your activation project.
- **Begin your project after an Implementation Specialist contacts you.** When it is time for your appointment, an Implementation Specialist will contact you to begin your project. He will send a mapping spreadsheet to you, which enables you to associate your software property IDs to HomeAway listings that you have already published. To find your property IDs within ResOnline, go to **ResOnline Distribution > HomeAway > Edit/Add Listings**. You will now be able to send your listing to HomeAway. Your listing IDs are the same as your property and rate plan IDs in ResOnline Rooms and Rates. For more information, see <https://help.resonline.com/support/solutions/folders/8000085916>.

## Add new listings in Resonline to HomeAway

- ❑ In Resonline Distribution > HomeAway, select the Add /Edit listings tab
- ❑ Select “Connect a new rate Package”
- ❑ From the drop down please select the Resonline package you wish to map. **Note:** You can only map one rate plan per room type.
- ❑ You can add a rate adjustment to mark down or up the rates sent
- ❑ If you do not meet Minimum Content for the listing, you will need to correct before proceeding
- ❑ Once you are happy, click “Save listing”

- **Enable your listings to feed over to HomeAway.** You can do this by saving your listing in ResOnline. To edit existing listings, go to **ResOnline Distribution > Add/Edit listing tab > Rate Packages** and view listings mapped to HomeAway. Then, select **Edit** next to the listing in question. Refer to <https://help.resonline.com/support/solutions/folders/8000085916> for more information.

## Edit listings in Resonline to HomeAway

- ❑ In Resonline Distribution > HomeAway, select the Add /Edit listings tab > Rate Packages mapped to HomeAway
- ❑ Select “Edit” next to the listing
- ❑ You can update the specific content for each listing on HomeAway including listing name, headline, accommodation summary, total listings, Listing Area and Area Type. This can also be done under the HomeAway overrides in ResOnline Room and Rates.
- ❑ Once you are happy, click “Save listing”

- **Complete and return the mapping spreadsheet with the external IDs from ResOnline.** The Implementation Specialist will then set up your Listings and Online Booking (OLB) integrations. If you had existing listings on HomeAway, the Support Team will work with you to transfer reviews to your new listings.

- **Troubleshoot issues and use the HomeAway dashboard.** Your activation is almost complete! Your Implementation Specialist will end the project by explaining how to troubleshoot errors on your nightly audit report and how to navigate your HomeAway dashboard. If you have any questions after your project closes, contact the Support Team for Integrated Property Managers (see bottom of this document).
- **Note:** After you are integrated, ResOnline becomes the system of record for rates, calendars, listing content, and photos. Any listing content entered on the HomeAway dashboard will be overwritten by the feed..

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## Property information that feeds to HomeAway

For more information, refer to <https://help.resonline.com/support/solutions/articles/8000070721-homeaway-minimum-content-requirements>.

### Headline

This is a brief description that uniquely describes the listing. It must contain 80-100 characters. To update your listing headline, go to **ResOnline Distribution > Add/Edit listing tab > Rate Packages** mapped to HomeAway. Then, select **Edit** next to the listing. This also can be updated in ResOnline rooms and rate under the HomeAway channel overrides.

The screenshot shows the 'Add / Edit Listings' form in the ResOnline system. The form is titled 'EDIT 1 Bedroom Ocean Spa - 2 nights special'. It has several tabs: 'Add / Edit Listings' (active), 'Channel Settings', 'HomeAwayConnection Information', 'HomeAwayCompliance', and 'DC Fees'. The form contains the following fields:

- Rate Adjustment %:** A text box with the value '-10'.
- \* Listing Name:** A text box with the value '1 Bedroom Ocean Spa Apartment - Ocean View'.
- \* Headline:** A text box with the value 'Ocean View One Bedroom Luxury Apartment with S'.
- \* Accommodation Summary:** A text box with the value '1 Bedroom Ocean Spa Apartment - Ocean View' and a dropdown menu showing 'Self contained Apartment with city & ocean views featuring a designer'.
- \* Total Listings:** A text box with the value '58'.
- \* Listing Area:** A text box with the value '85'.
- \* Listing Area Type:** A dropdown menu with the value 'Square Metres'.

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Listing'. A blue star icon is visible next to the 'Save Listing' button.

### Property Description

You must specify at least 400 characters but no more than 10,000. To update your listing description, go to **ResOnline Distribution > HomeAway > Channel Settings** and update the property description.

The screenshot shows the 'HomeAway Channel Settings' page. On the left is a sidebar with a 'Website List' containing various travel-related categories, all marked as 'Active'. The main content area has tabs for 'Add / Edit Listings', 'Channel Settings' (selected), 'HomeAway Connection Information', 'HomeAway Compliance', and 'DC Fees'. Under 'Channel Settings', there's a 'Connection Status' toggle set to 'Active'. Below this are fields for 'Property Name' (filled with 'Q1 Resort and Spa'), 'Registration Number', 'Owner Listing Story', 'Property Description' (filled with a detailed text about Q1 Resort & Spa), 'Unique Property Benefits', and 'Why Did You Purchase This Property?'. There's also a 'Select a HomeAway Cancellation Policy' dropdown set to 'Strict' and a 'Rental Agreement PDF' field with a file name and 'Edit/Delete' buttons. A 'Save Channel Settings' button is at the bottom right.

## Location

To update your property's address and latitude/longitude, go to the **Property Details > Address** tab. Please ensure that the Geo-Location is populated as per google map geo location.

The screenshot shows the 'Property Details' page with the 'Address' tab selected. The 'Street Address' section is highlighted with a red box and contains fields for 'Address' (9 Hamilton Avenue), 'City / Location' (Surfers Paradise), 'State / Region' (Qld), 'Postal / ZIP Code' (4217), and 'Country' (Australia). Below this is a 'Postal Address (Same as Above)' section with identical fields. At the bottom, another red box highlights the 'Geo-location' section with fields for 'Latitude' (-28.00630490) and 'Longitude' (153.42965720). To the right is a Google Map showing the location in Surfers Paradise, with a red pin marker. A 'Save Changes' button is at the top right.

## Property registration number

This is an optional field but must be provided if the property's jurisdiction requires registration.

To add a property registration number, go to **ResOnline Distribution > HomeAway > Channel Settings** and update the Registration Number.

The screenshot shows the 'HomeAway Channel Settings' page in the ResOnline interface. On the left is a sidebar with a 'Website List' containing various travel partners like Discover Australia, Expedia, and HomeAway, each with an 'Active' status. The main content area has tabs for 'Add / Edit Listings', 'Channel Settings' (selected), 'HomeAwayConnection Information', 'HomeAway Compliance', and 'DC Fees'. The 'Channel Settings' tab contains several sections: 'Connection Status' (Active), 'Property Name' (Q1 Resort and Spa), 'Registration Number' (empty), 'Owner Listing Story' (empty), 'Property Description' (Q1 Resort & Spa apartments offer spacious and dedicated living areas...), 'Unique Property Benefits' (empty), 'Why Did You Purchase This Property?' (empty), 'Select a HomeAway Cancellation Policy' (Strict), and 'Rental Agreement PDF' (home away booking terms-6b1f3469-7345-457b-85c4-73c3c3351733.pdf). At the bottom right is a 'Save Channel Settings' button.

## Bedrooms and bathrooms

To specify the number of bedrooms and bathrooms, go to **ResOnline Rooms and Rate** for each HomeAway listing by selecting the blue icon on the room type for each rate plan. You must update the Room Details and the Maximum Bedding Configuration under Room Details. Then, save your changes.

The screenshot shows the 'Rooms and Rates' page in the ResOnline interface. On the left is a sidebar with a list of room types, including '1 Bedroom, Ocean', which is highlighted with a blue icon. The main content area has tabs for 'Room Details' (selected) and 'New Rate Plan'. The 'Room Details' tab contains sections for 'Room Details' (Name: 1 Bedroom, Ocean, Qty of Bedrooms: 1, Qty of Bathrooms: 1) and 'Maximum Bedding Configuration' (King Bed: 0, Single Bed: 0, King Zip Bed (2 singles): 0, Double Sofa Bed: 0, Queen Bed: 1, Single Sofa Bed: 0, Double Bed: 0, Single Roll Away Bed: 0). At the bottom right is a 'Save changes' button.

## Bedrooms and Bathroom Configurations

[resonline](#)

[Home](#)
[Reports](#)
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Rooms and Rates

Undo changes

Add a new Room Type

403 1 Bedroom Apartment

403 1 Bedroom Apartment

Room Details

Name

403 1 Bedroom Apartment

Qty of Bedrooms

1

Qty of Bathrooms

2

Bedroom Configurations

Bedroom 1

Bathrooms

Bathroom 1

Bathroom Type

Ensuite

Toilet

1

Bath

0

Shower

1

Bathroom 2

Bathroom Type

Bathroom

Toilet

1

Bath

1

Shower


1

Save changes

Delete Room Type

New Rate Plan

To specify the maximum number of guests that a property can accommodate, go to **ResOnline Rooms and Rate** for each HomeAway listing by selecting the yellow icon on the rate type for each listing. Update the Standard Guest included in price, Maximum guest allowed & Extra Adult Charge.



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## Rooms and Rates

Add a new Room Type

1 Bedroom Spa

1 Bedroom Spa Family

1 Bedroom, Ocean

1 Bedroom Ocean Spa - 2 nights special

1 Bedroom Ocean Spa - 1 night special

1 Bedroom Ocean Spa - 1 night Special (No Housekeeping)

1 Bedroom Ocean Spa with Hot Buffet Breakfast and Full Bath on week

2 Bedroom Ocean Spa - 1 night (No Housekeeping)

2 Bedroom Ocean Spa - 1 night (No Housekeeping)

2 Bedroom Ocean Spa - 1 night (No Housekeeping)

1 Bedroom Ocean Spa - 2 nights special

Master Details

HomeAway Overrides

Rate Package Id

136071

Name

1 Bedroom Ocean Spa - 2 nights special

Description

1 Bedroom self contained Apartment with city & ocean views featuring a designer kitchen, unique & private glass enclosed balcony, spa bath with separate shower, wireless internet & laundry facilities plus 1 carpark. NO PARTY POLICY ENFORCED. Rates are for 2 people. Max 4 guests. Resort facilities include 2 oversized lagoon swimming pools, an indoor heated lap pool, male & female steam & sauna rooms, gymnasium BBQ areas & Theatre. Restaurants and retail precinct.

Standard Guests Included in Price

2

Maximum Guests Allowed

4

Extra Adult Charge

50

Save changes

Copy

Delete

### Minimum length of stay



To specify a minimum length of stay for a listing, go to **ResOnline Yearly or Monthly Deals > Single Rate Plan Update > Min Nights**. Select the **Minimum night** tab, highlight the dates in blue on the calendar, enter “Change Minimum night to - IE: 2” in the top right header, and then save. If you make a mistake, click the **Clear** button in the header and start again. Ensure that Rates are loading ResOnline prior to updating minimum nights because minimum nights need a rate plan.

**Note:** HomeAway takes up to 720 days worth of inventory from ResOnline. You must have 30% of your availability listed. We highly recommend that you update to the bottom of your yearly deals calendar for each listing.

The screenshot shows the ResOnline Yearly Deals interface. The 'Single Rate Plan Update' tab is active, and the 'Min Nights' sub-tab is selected. The 'Rate Plan' is '1 Bedroom Ocean Spa - 2 nights sq'. The 'Change Min Nights to' field is set to 2. The calendar shows dates from June 19 to January 20, with blue highlights indicating the minimum stay requirement.

### Maximum length of stay

This is an optional setting. To specify a maximum length of stay for a listing, go to **ResOnline Yearly Deals** for each HomeAway listing and update the **Maximum Night** tab. Highlight the dates in blue on the calendar, enter “Change Minimum night to - IE: 28” in the top right header, and then save. To clear the maximum nights, set these to 9999. When you go back into your calendar, you will see that the maximum nights have been removed.

The screenshot shows the ResOnline Yearly Deals interface. The 'Single Rate Plan Update' tab is active, and the 'Max Nights' sub-tab is selected. The 'Rate Plan' is '1 Bedroom Ocean Spa - 2 nights sq'. The 'Change Max Nights to' field is set to 28. The calendar shows dates from June 19 to February 20, with blue highlights indicating the maximum stay requirement.



## Photos

At least six images are required in JPEG format, minimum 1920 x 1080 resolution (3840 x 2160 is recommended), up to 20MB for each image. Only the first 50 photos feed to HomeAway. Images can be loaded with tooltip text and in the **Image** tab under **ResOnline Property Details**. Load the images in the order that you want them to appear in HomeAway. You can then select the images on under the yellow icon for each rate plan in ResOnline Room and Rates for each specific HomeAway listing. Save your changes.

The screenshot shows the 'Rooms and Rates' section of the ResOnline interface. On the left, a sidebar lists various room types, with '1 Bedroom Ocean Spa - 2 nights special' highlighted. The main content area displays the details for this specific rate package, including its name, description, and a gallery of images. A red box highlights the 'Images for this Rate Package' section, and blue arrows point to the 'Save changes' button and the image gallery.

## Advertiser ID

You can locate your advertiser ID in ResOnline Distribution on the Channel Settings tab (**ResOnline >Distribution > Select HomeAway >Channel Settings Tab>Advertiser ID**).

The screenshot shows the 'Website List' section of the ResOnline interface, specifically the 'HomeAway Channel Settings' tab. The 'Advertiser Id' field is highlighted with a red box, showing the value 'G2562'. Other fields include 'Connection Status' (Active), 'Property Name' (Q1 Resort and Spa), 'Registration Number', 'Property Description', and 'Why Did You Purchase This Property?'.

## Check-in and checkout time

To update the check-in and checkout time for a property, go to **ResOnline Property Details > booking policies > Check in and Check Out Policies**. Make sure that check in and checkout policies are updated and changes are saved.

**Note:** HomeAway only takes the check-in and checkout time in 24-hour increments **before Check in Closes**.

**resonline**

Home Reports Yearly Deals Monthly Deals Distribution Log out

Property Details

Property Details Address Descriptions Images Features Resonline Fees Payment Options **Booking Policies** Security Save Changes

Booking Policies

The following Policies apply to the 'Your Website' Booking Page only

**Deposits**

I require a Deposit of  Nights

This deposit is due

☐ at time of booking

☐ 0 Days after booking

☒ 14 Days before arrival

Full payment is due

☒ on arrival

☐ 0 Days after booking

☐ 0 Days before arrival

**Check In and Check Out Policies**

Guests must place their booking at least  hours before Check In closes

Guests may **Check in** between  and

Guests must **Check out** between  and

**Booking Conditions**

Added to payment page and Booking Email sent to Guest

Q1 enforces a strict 'NO PARTY POLICY'. Non-refundable eviction processes are in place 24/7 to evict PARTIES, SCHOOLS or LARGE GATHERINGS. Requests for apartments on the same level cannot be considered, we apologise in advance. Q1 enforces a \$500 NO SMOKING fee, including on all balconies.

PAYMENT 1st night non-refundable deposit will be processed 14 days prior to arrival, full balance due on check in. If deposit declines we will attempt to contact you for 48hrs, thereafter the reservation will be cancelled.

PRESIDENTIAL PENTHOUSE 1st night non-refundable deposit at the time of booking, full non-refundable payment due 14 days prior to arrival.

BOOKING POLICIES Bookings that state 'No Housekeeping' receive a starter pack of amenities but staff will not enter the apartment. Apartments vary in size & layout and a request for a specific apartment cannot be guaranteed. All images shown are examples and indicative only. Q1 Resort

## Custom house rules

Custom house rules are specified by your Rental agreement PDF under **ResOnline Distribution > Channel Settings**

Add / Edit Listings Channel Settings HomeAway Connection Information HomeAway Compliance DC Fees

HomeAway Channel Settings

Connection Status

☒ Active

\* Property Name

Q1 Resort and Spa

Owner Listing Story

Unique Property Benefits

Select a HomeAwayV2 Cancellation Policy \*

Strict

**Rental Agreement PDF \***

home away booking terms-6b1f3469-7345-457b-85c4-73c3c3351733.pdf

Edit Delete

Advertiser Id

G2562

Registration Number

\* Property Description

Q1 Resort & Spa apartments offer spacious and dedicated living areas and modern decor designed to complement breathtaking views of the Gold Coast hinterland to the west, Pacific Ocean to the east and Byron Bay in the south. Set amidst one hectare of tropical landscaped grounds, the resort features lagoon swimming pools and an alfresco

Why Did You Purchase This Property?

Save Channel Settings

## Suitability for children

To specify if your property is suitable for children, contact ResOnline support. ResOnline will activate these setting. ResOnline will set the Max Child Age as Zero (0) if children are not accepted at your property. Ensure that it is also specified up by your booking policy and rental agreement PDF.

Max Child Age

0

### Suitability for events

To specify if a property is suitable for events, go to **ResOnline Properties Features tab > Events Allowed**.



Home Reports Yearly Deals Monthly Deals Distribution Log out

#### Property Details

Property Details Address Descriptions Images **Features** Resonline Fees Payment Options Booking Policies Security

#### Property Features

These features will be shown on 'Your Website', Roamfree.com and any OTAs which are capable of receiving this information. Please view the [Distribution](#) area for more details on which OTAs can receive these features

☒ Events Allowed ☐ Events ticket service

Save Changes

Or, for a specific listing, save this in **ResOnline Room & Rates > Room Features (blue icon) > Events Allowed** for each specific listing.

#### Room Features

event

These features will be shown on 'Your Website', Roamfree.com and any OTAs which are capable of receiving this information. Please view the [Distribution](#) area for more details on which OTAs can receive these features

☒ Events Allowed

### Suitability for smoking

To specify if guests are allowed for a specific listing, go to **ResOnline Room & Rates > Room Features (blue icon) > Smoking or Smoking Rooms** for each specific listing, and then save.

#### Room Features

smoking

These features will be shown on 'Your Website', Roamfree.com and any OTAs which are capable of receiving this information. Please view the [Distribution](#) area for more details on which OTAs can receive these features

☐ Non-smoking ☒ Smoking ☒ Smoking rooms

### Suitability for pets

To indicate that a property is pet-friendly, go to **ResOnline Properties Features tab > Pets Allowed**.



Home Reports Yearly Deals Monthly Deals Distribution Log out

#### Property Details

Property Details Address Descriptions Images **Features** Resonline Fees Payment Options Booking Policies Security

#### Property Features

These features will be shown on 'Your Website', Roamfree.com and any OTAs which are capable of receiving this information. Please view the [Distribution](#) area for more details on which OTAs can receive these features

☒ Pets allowed

Or, For a specific listing, go to **ResOnline Room & Rates > Room Features (blue icon) > Pets Allowed** for each specific listing, and then save.

## Multi-unit listings

Multi-unit inventory on HomeAway is integrated as one representative unit. This means that there will be only one listing with one unit type that can have multiple similar bookable units behind it. Below are examples of how your properties can be organized into multi-unit listings:

- **One property with multiple similar units:** An example of this would be a condo/apartment building with 10 one-bedroom rentals of the same size, furnishings, and layout. In this example, there would be **one listing** (the one bedroom rental unit type) that represents **10 bookable units**.
- **One property with multiple rental configurations representing multiple similar units:** An example of this would be an apartment building with 10 one-bedroom rentals and 10 two-bedroom rentals. In this example, the one and two bedroom rentals would be **two separate listings** (one for each unit type) with **10 bookable units** on each listing.

## HomeAway's multi-unit requirements

- Each single unit listing must have the same rate structure
- Calendars are consolidated for bookable units
- You are responsible for making sure your software has correctly allocated incoming booking requests to the appropriate bookable units
- HomeAway needs a credit card on file for your commission payments
- Multi-unit listings must comply with [HomeAway's Marketplace Guidelines](#)
- Each multi-unit listing can have up to 500 photos; HomeAway recommends having 50 photos per listings
- Unit-level description and photos should not be used
- Listings must meet the minimum content requirements

## Multi-unit terminology

ResOnline refers to unit types as room types, and bookable units are the number of available units if one or more max rooms are available to be booked in your yearly or monthly deals calendar.



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### Monthly Deals

All Rate Plans		Single Rate Plans	
Show Items			
<input checked="" type="radio"/> Availability	<input type="radio"/> Rates	<input type="radio"/> Min Nights	<input type="radio"/> Max Nights
<input type="radio"/> Stop Sell	Month	Jun-2019	
Selectable Days		<input checked="" type="checkbox"/> Mon	<input checked="" type="checkbox"/> Tue
<input checked="" type="checkbox"/> Wed	<input checked="" type="checkbox"/> Thu	<input checked="" type="checkbox"/> Fri	<input checked="" type="checkbox"/> Sat
<input checked="" type="checkbox"/> Sun	Clear dates		Clear
Change to:		Save	Save and Clear
Rate Plan	02 Sun	03 Mon	04 Tue
	05 Wed	06 Thu	07 Fri
	08 Sat	09 Sun	10 Mon
	11 Tue	12 Wed	13 Thu
	14 Fri	15 Sat	16 Sun
	17 Mon	18 Tue	19 Wed
	20 Thu	21 Fri	22 Sat
	23 Sun	24 Mon	25 Tue
	26 Wed	27 Thu	28 Fri
	29 Sat	30 Sun	01 Mon
	02 Tue	03 Wed	04 Thu
1 Bedroom Spa	0	2	1
	8	13	3
	0	18	20
	20	17	25
	12	18	31
	30	22	34
	32	28	23
	38	35	38
	46	36	24
	19	32	41
	47		
1 Bedroom Spa Family	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
1 Bedroom, Ocean	0	1	0
	9	7	8
	2	5	12
	9	17	17
	16	20	25
	30	28	34
	33	33	28
	36	34	39
	41	36	29
	28	33	39
	42		

## Bookable unit-level IDs

You can find IDs for the individual bookable units in ResOnline for each listing under the yellow icon under the Rate package ID in ResOnline Room and Rates.



Home Reports Yearly Deals Monthly Deals Distribution Log out

Rooms and Rates



Undo changes Save changes

Add a new Room Type +

- 1 Bedroom Spa
- 1 Bedroom Spa Family
- 1 Bedroom Ocean
  - 1 Bedroom Ocean Spa
  - 1 Bedroom Ocean Spa - 2 nights special**
  - 1 Bedroom Ocean Spa - 2 nights special
  - 1 Bedroom Ocean Spa - 2 nights special (No Pets)
  - 1 Bedroom Ocean Spa - 2 nights special (No Pets)
  - 1 Bedroom Ocean Spa - 2 nights special (No Pets)
  - 1 Bedroom Ocean Spa - 2 nights special (No Pets)
  - 1 Bedroom Ocean Spa - 2 nights special (No Pets)

**1 Bedroom Ocean Spa - 2 nights special** Copy Delete

Master Details HomeAway Overrides

Rate Package Id 136071

Name 1 Bedroom Ocean Spa - 2 nights special

Description 1 Bedroom self contained Apartment with city & ocean views featuring a designer kitchen, unique & private glass enclosed balcony, spa bath with separate shower, wireless internet & laundry facilities plus 1 carpark. NO PARTY POLICY ENFORCED. Rates are for 2 people. Max 4 guests. Resort facilities include 2 oversized lagoon swimming pools, an indoor heated lap pool, male & female steam & sauna rooms, gymnasium BBQ areas & Theatre. Restaurants and retail precinct.

Standard Guests Included in Price 2

Maximum Guests Allowed 4

Extra Adult Charge 50

### Bookable unit-level content

You can enter listing content information in ResOnline by updating your listing description in ResOnline Distribution for HomeAway. To update your listing content in ResOnline Distribution for HomeAway, select the **Add/Edit listing tab> Rate Packages** mapped to HomeAway. Then, select **Edit** next to the listing. This also can be updated in ResOnline rooms and rate under the HomeAway channel overrides.



Add / Edit Listings Channel Settings HomeAwayConnection Information HomeAwayCompliance DC Fees

**EDIT 1 Bedroom Ocean Spa - 2 nights special**

Rate Adjustment %  
-10

\* Listing Name  
1 Bedroom Ocean Spa Apartment - Ocean View

\* Headline  
Ocean View One Bedroom Luxury Apartment with S

\* Accommodation Summary  
1 Bedroom Ocean Spa Apartment - Ocean View  
Self contained Apartment with city & ocean views featuring a designer

\* Total Listings  
58

\* Listing Area  
85

\* Listing Area Type  
Square Metres

Cancel Save Listing



## Rates in ResOnline

To update rates for a specific listing, go to ResOnline Yearly or Monthly Deals and update the Rates tab for each HomeAway listing. Select Rates tab, highlight the dates in blue on the calendar, enter "Change Rate to - ie: 200" in the top right header, and then save. If you make a mistake, clear dates in the header and start again. Ensure that rates are loading ResOnline prior to updating minimum nights because minimum nights need a rate plan.

**Note:** HomeAway takes up to 720 days worth of inventory from ResOnline. You must have 30% of your availability listed. We highly recommend that you update your inventory to the bottom of your yearly deals calendar for each listing. See <https://help.resonline.com/support/solutions/articles/8000078186-yearly-deals>.

## Default base rate

To enter a default base rate in ResOnline, go to **ResOnline Room and Rates** under each of the Rate package (yellow icon). You must specify a "standard rate" for each specific HomeAway listing.

## Nightly rates

To specify nightly rates in ResOnline, go to ResOnline Yearly or Monthly Deals and update the Rates tab for each HomeAway listing. Select the Rates tab, highlight the dates in blue on the calendar, enter "Change Rate to - ie: 200" in the top right header, and then save. If you make a mistake, clear dates in the header and start again. Ensure that Rates are loading ResOnline prior to updating minimum nights because minimum nights need a rate plan. Refer to <https://help.resonline.com/support/solutions/articles/8000078186-yearly-deals> for more information.

## Payment schedule

To define a payment schedule for the traveler in ResOnline, go to **Booking Policy Tab > Deposits in ResOnline Property Details**. Because HomeAway cannot accept a deposit of X nights, this setting defaults to 100% at the time of booking. Dollar and percent values are accepted by HomeAway.

**Note:** Properties must take payment for all HomeAway bookings accordint to the property's booking policy. Credit card details are located in the ResOnline Credit Card Vault. CCV will be emailed separately.

The screenshot shows the ResOnline interface. At the top, there's a navigation bar with links: Home, Reports, Yearly Deals, Monthly Deals, Distribution, and Log out. Below this is the 'Property Details' section with tabs: Property Details, Address, Descriptions, Images, Features, Resonline Fees, Payment Options, **Booking Policies** (highlighted with a red box and a red arrow), and Security. A 'Save Changes' button is on the right. The 'Booking Policies' tab is active, showing 'Booking Policies' and 'Booking Conditions'. Under 'Booking Policies', it states 'The following Policies apply to the 'Your Website' Booking Page only'. The 'Deposits' section has two parts: 'I require a Deposit of' with a dropdown set to 'Nights' and a value of '1', and 'This deposit is due' with radio buttons for 'at time of booking' (selected), '0 Days before arrival', and '0 Days after booking'. The 'Full payment is due' section has radio buttons for 'on arrival' (selected), '0 Days before arrival', and '0 Days after booking'. The 'Booking Conditions' section has a text area with a scroll bar containing detailed policy text.

## Fees



To define HomeAway fees in ResOnline, go to **ResOnline Distribution > DC Fees tab** and add the applicable fee.

The screenshot shows the ResOnline interface. At the top, the 'resonline' logo is on the left, and navigation tabs for 'Home', 'Reports', 'Yearly Deals', 'Monthly Deals', 'Distribution', and 'Log out' are on the right. Below the logo is a 'Website List' section with a table of active websites. The main content area has tabs for 'Add / Edit Listings', 'Channel Settings', 'HomeAway Connection Information', 'HomeAway Compliance', and 'DC Fees' (which is highlighted with a red box). Under the 'DC Fees' tab, there is a section for 'HomeAway Fees & Deposits' with sub-sections for 'Fee & Deposit Types' and 'Mapped HomeAway Fees & Deposits'. The 'Fee & Deposit Types' section lists various fees like Administration Fee, Management Fee, Guest Fees, Flat Refundable Damage Deposits, Cleaning fee desc, and Percent of Rent Refundable Damage Deposit Fees. The 'Mapped HomeAway Fees & Deposits' section has a 'Save Changes' button. To the right of this section is an 'Actions' box with an 'Add' button, which is also highlighted with a red box.

Website	Status
Agoda	Active
Airbnb	Active
Bookeasy	Active
Booking.com	Active
Ctrip	Active
Discover Australia	Active
Entertainment Book	Active
eTourism	Active
Expedia	Active
Flight Centre Travel Group	Active
GTA	Active
Helloworld Travel Limited /AOT	Active
HomeAway/V2	Active

**HomeAway Fees & Deposits**

**Fee & Deposit Types**

- Administration Fee
- Management Fee
- Guest Fees
- Flat Refundable Damage Deposits are deposits that are expected to be refunded back to the traveler if no damage was sustained to the property during the stay.
- Cleaning fee desc
- Percent of Rent Refundable Damage Deposit Fees are deposits that are expected to be refunded back to the traveler if no damage was sustained to the property during the stay.

**Mapped HomeAway Fees & Deposits**

Save Changes

**Actions**

Add

## Discounts

To add discounts in ResOnline, set [rate adjustment](#) or [channel override](#) in ResOnline for HomeAway.

## Managing bookings in ResOnline



# Booking Process

- ❑ Properties must take payment for all HomeAway bookings as per the property's booking policy. Credit card details are able to be located in the ResOnline Credit Card Vault. CCV will be emailed separately.
- ❑ HomeAway takes up to 30 days long stay any extended stay past this point must be extended with the property directly.
- ❑ Cancellations for HomeAway Bookings must be cancelled in ResOnline reports >> Booking list by using selecting "Cancelled" in the drop down for the booking in question. This will restore availability and send a booking cancellation to HomeAway only. It should also be cancelled in your connected PMS.
- ❑ HomeAway Cancellation policies apply for HomeAway booking at the time of cancellation.



## Payment

Because ResOnline does not process payments, properties must take payment directly for all HomeAway bookings according to the property's booking policy. Credit card details are located in the ResOnline Credit Card Vault. Because ResOnline is PCI compliant, CCV will be emailed separately to your reservation email address under ResOnline property details.

## Rental agreement

To upload a PDF of your rental agreement in ResOnline Distribution for HomeAway, select **Channel Settings** and upload the rental agreement.

The screenshot shows the ResOnline interface. At the top, there's a navigation bar with links: Home, Reports, Yearly Deals, Monthly Deals, Distribution, and Log out. The 'Distribution' link is highlighted. Below this, the 'Website List' section shows a list of websites with 'HomeAway' selected and marked as 'Active'. The main content area is titled 'HomeAway Channel Settings' and includes tabs for 'Add / Edit Listings', 'Channel Settings' (selected), 'HomeAwayConnection Information', 'HomeAway Compliance', and 'DC Fees'. The 'Channel Settings' tab contains several sections: 'Connection Status' (Active), 'Property Name' (Q1 Resort and Spa), 'Registration Number' (empty), 'Owner Listing Story' (empty), 'Property Description' (Q1 Resort & Spa apartments offer spacious and dedicated living areas...), 'Unique Property Benefits' (empty), 'Why Did You Purchase This Property?' (empty), 'Select a HomeAway Cancellation Policy' (Strict), and 'Rental Agreement PDF' (home away booking terms-6b1f3469-7345-457b-85c4-73c3c3351733.pdf). The 'Rental Agreement PDF' section is highlighted with a red box and includes 'Edit' and 'Delete' buttons. A 'Save Channel Settings' button is at the bottom right.

resonline

Home Reports Yearly Deals Monthly Deals Distribution Log out

Website List

Channel Settings

HomeAway Channel Settings

Connection Status  
Active

\* Property Name  
Q1 Resort and Spa

Registration Number

Owner Listing Story

\* Property Description  
Q1 Resort & Spa apartments offer spacious and dedicated living areas and modern decor designed to complement breathtaking views of the Gold Coast hinterland to the west, Pacific Ocean to the east and Byron Bay in the south. Set amidst one hectare of tropical landscaped grounds, the resort features lagoon swimming pools

Unique Property Benefits

Why Did You Purchase This Property?

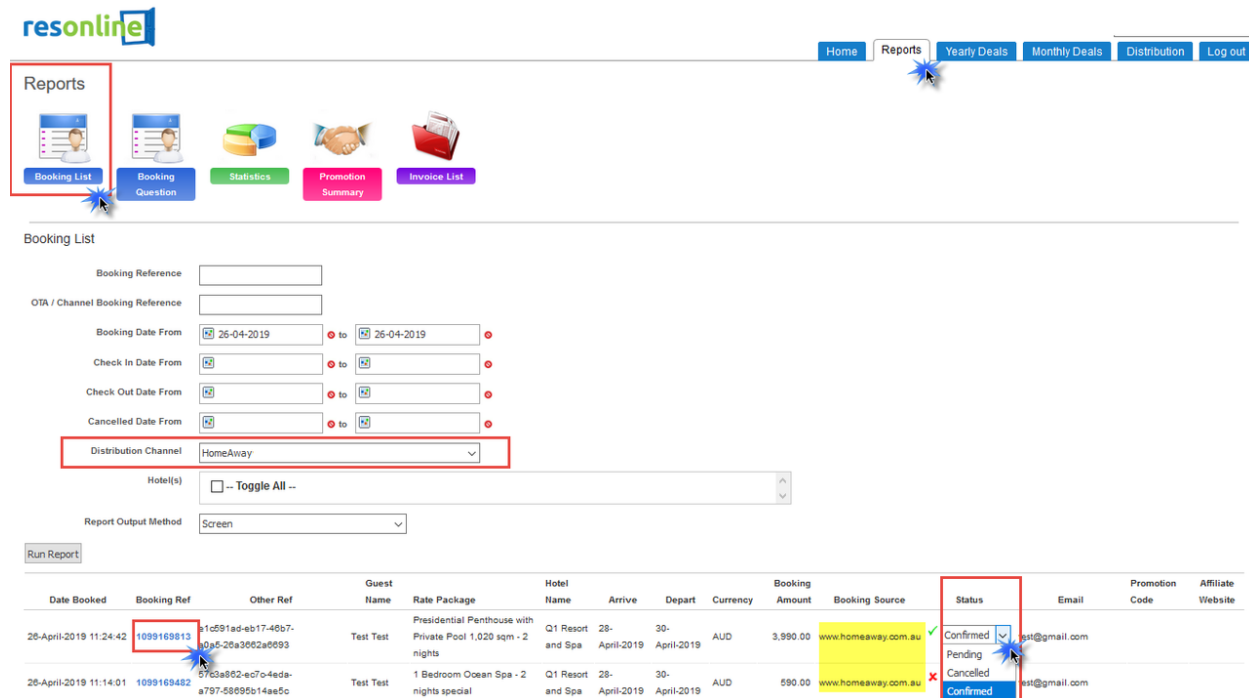
Select a HomeAway Cancellation Policy \*  
Strict

Rental Agreement PDF \*  
home away booking terms-6b1f3469-7345-457b-85c4-73c3c3351733.pdf Edit Delete

Save Channel Settings

## HomeAway bookings

To locate bookings in ResOnline, go to **Reports > Booking list** from the ResOnline Home page. If a booking is from HomeAway, the booking source will be tagged as [www.homeaway.com](http://www.homeaway.com).



**resonline**

Home Reports Yearly Deals Monthly Deals Distribution Log out

**Reports**

Booking List Booking Question Statistics Promotion Summary Invoice List

**Booking List**

Booking Reference:

OTA / Channel Booking Reference:

Booking Date From: 25-04-2019 to 25-04-2019

Check In Date From:  to

Check Out Date From:  to

Cancelled Date From:  to

Distribution Channel: HomeAway

Hotel(s):

Report Output Method: Screen

Run Report

Date Booked	Booking Ref	Other Ref	Guest Name	Rate Package	Hotel Name	Arrive	Depart	Currency	Booking Amount	Booking Source	Status	Email	Promotion Code	Affiliate Website
26-April-2019 11:24:42	1099169813	1c0591ad-eb17-46b7-0a5-26a3662a6093	Test Test	Presidential Penthouse with Private Pool 1,020 sqm - 2 nights	Q1 Resort and Spa	28-April-2019	30-April-2019	AUD	3,990.00	www.homeaway.com.au	Confirmed	test@gmail.com		
26-April-2019 11:14:01	1099169482	6763a862-ec70-4eda-a797-58095b14ae5c	Test Test	1 Bedroom Ocean Spa - 2 nights special	Q1 Resort and Spa	28-April-2019	30-April-2019	AUD	590.00	www.homeaway.com.au	Pending	test@gmail.com		
											Cancelled	test@gmail.com		
											Confirmed	test@gmail.com		

## Booking creation

You may receive a booking through an inquiry or phone call from a traveler who found the listing on HomeAway. Properly attributing these off-platform bookings to HomeAway in your software factors into your listing's overall performance that is reported through the HomeAway Booking update service (BUS). Performance factors into where listings are displayed in HomeAway search results. To manually create a booking in ResOnline, insert it through your connected property management system (PMS) or by entering a manual booking in ResOnline.

## Instant booking

All bookings from HomeAway will be instantly confirmed. You can change the status of a booking in ResOnline reports.

## Booking confirmation emails

To enable confirmation emails to go out to travelers once their bookings are confirmed, ensure that these are sent from your connected PMS.

## Booking cancellation

To cancel a booking in ResOnline, change the status of a booking to "cancelled" in ResOnline reports. This will restore availability and send a booking cancellation to HomeAway only. It should also be cancelled in your connected PMS.

## Cancellation policy

To select a cancellation policy for a property, select **Channel Settings** and the HomeAway cancellation policy that you wish to apply for the property. This will be applied to each booking. Refer to <https://help.homeaway.com.au/articles/What-are-the-cancellation-policy-options>.

resonline

Home Reports Yearly Deals Monthly Deals Distribution Log out

Website List

Channel Settings

HomeAwayChannel Settings

Connection Status

Active

\* Property Name

Q1 Resort and Spa

Registration Number

\* Property Description

Q1 Resort & Spa apartments offer spacious and dedicated living areas and modern decor designed to complement breathtaking views of the Gold Coast hinterland to the west, Pacific Ocean to the east and Byron Bay in the south. Set amidst one hectare of tropical landscaped grounds, the resort features lagoon swimming pools

Owner Listing Story

Unique Property Benefits

Why Did You Purchase This Property?

Select a HomeAway Cancellation Policy \*

Strict

Rental Agreement PDF \*

home\_away\_booking\_terms-6b1f3469-7345-457b-85c4-73c3c3351733.pdf

Edit

Delete

Save Channel Settings

Or, for a specific listing, save the policy in **ResOnline Room & Rates > Room Details (blue icon) > HomeAway Cancellation Policy** for each specific listing. Note that the default cancellation policy will be stated, so this functionality allows you to override the default for a specific rate plan.

1 Bedroom. Ocean

Delete Room Type

Room Details

New Rate Plan

Name

1 Bedroom. Ocean

Qty of Bedrooms

1

Qty of Bathrooms

1

Maximum Bedding Configuration

King Bed

0

King Zip Bed (2 singles)

0

Queen Bed

1

Double Bed

0

Single Bed

0

Double Sofa Bed

0

Single Sofa Bed

0

Single Roll Away Bed

0

Room Cancellation Policy Overrides

Room level overrides for cancellation policies can be set here. Room level overrides allow you to pass specific cancellation policies for a room. If no policy is selected the default policy chosen within the Distribution screen will be used.

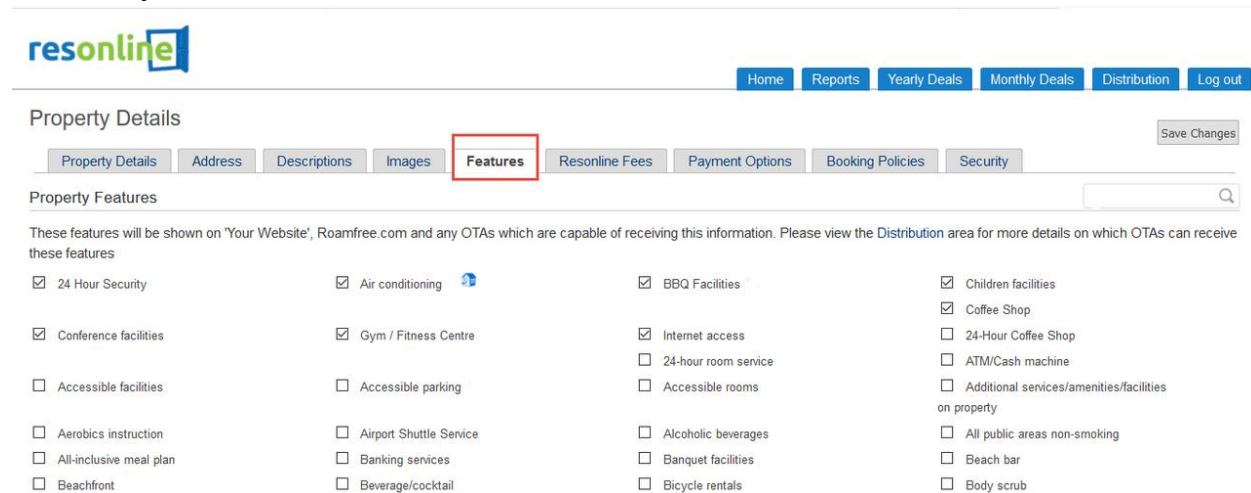
HomeAway cancellation policy

Default Policy: Strict

-- Please Select a Cancellation Policy--

## Amenities/Features in ResOnline

You can save HomeAway property amenities in the ResOnline Properties Features tab. These will be marked by a HomeAway icon.



**resonline**


Home Reports Yearly Deals Monthly Deals Distribution Log out

Property Details

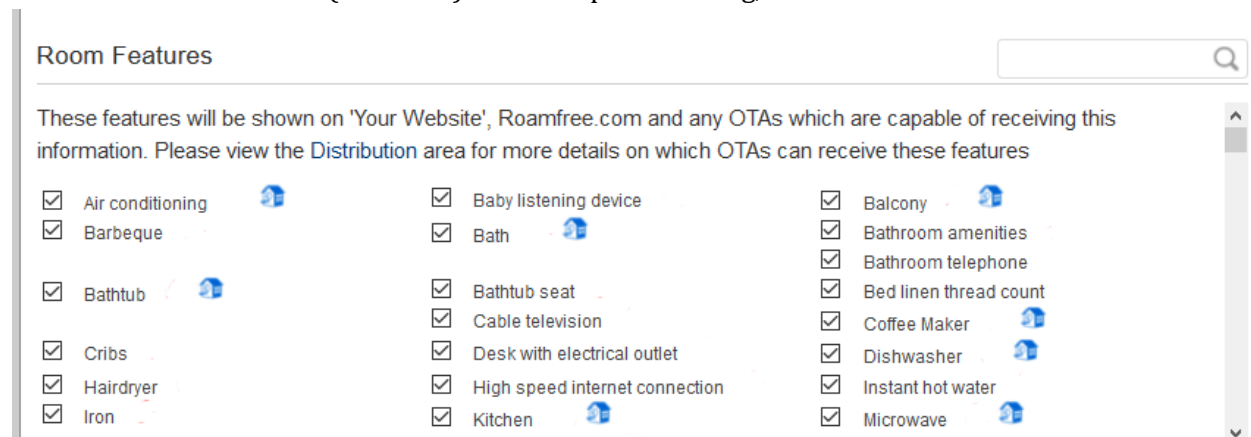
Property Details Address Descriptions Images **Features** Resonline Fees Payment Options Booking Policies Security Save Changes

Property Features Q

These features will be shown on 'Your Website', Roamfree.com and any OTAs which are capable of receiving this information. Please view the [Distribution](#) area for more details on which OTAs can receive these features









<input checked="" type="checkbox"/> 24 Hour Security	<input checked="" type="checkbox"/> Air conditioning 	<input checked="" type="checkbox"/> BBQ Facilities	<input checked="" type="checkbox"/> Children facilities
<input checked="" type="checkbox"/> Conference facilities	<input checked="" type="checkbox"/> Gym / Fitness Centre	<input checked="" type="checkbox"/> Internet access	<input checked="" type="checkbox"/> Coffee Shop
<input type="checkbox"/> Accessible facilities	<input type="checkbox"/> Accessible parking	<input type="checkbox"/> 24-hour room service	<input type="checkbox"/> 24-Hour Coffee Shop
<input type="checkbox"/> Aerobics instruction	<input type="checkbox"/> Airport Shuttle Service	<input type="checkbox"/> Accessible rooms	<input type="checkbox"/> ATM/Cash machine
<input type="checkbox"/> All-inclusive meal plan	<input type="checkbox"/> Banking services	<input type="checkbox"/> Alcoholic beverages	<input type="checkbox"/> Additional services/amenities/facilities on property
<input type="checkbox"/> Beachfront	<input type="checkbox"/> Beverage/cocktail	<input type="checkbox"/> Banquet facilities	<input type="checkbox"/> All public areas non-smoking
		<input type="checkbox"/> Bicycle rentals	<input type="checkbox"/> Beach bar
			<input type="checkbox"/> Body scrub

Or, for a specific listing/unit, save the amenities/features (marked by a HomeAway icon) in **Resonline Room & Rates > Room Features** (blue icon) for each specific listing, and then save.



Room Features Q

These features will be shown on 'Your Website', Roamfree.com and any OTAs which are capable of receiving this information. Please view the [Distribution](#) area for more details on which OTAs can receive these features

<input checked="" type="checkbox"/> Air conditioning 	<input checked="" type="checkbox"/> Baby listening device	<input checked="" type="checkbox"/> Balcony 
<input checked="" type="checkbox"/> Barbeque	<input checked="" type="checkbox"/> Bath 	<input checked="" type="checkbox"/> Bathroom amenities
<input checked="" type="checkbox"/> Bathtub 	<input checked="" type="checkbox"/> Bathtub seat	<input checked="" type="checkbox"/> Bathroom telephone
<input checked="" type="checkbox"/> Cribs	<input checked="" type="checkbox"/> Cable television	<input checked="" type="checkbox"/> Bed linen thread count
<input checked="" type="checkbox"/> Hairdryer	<input checked="" type="checkbox"/> Desk with electrical outlet	<input checked="" type="checkbox"/> Coffee Maker 
<input checked="" type="checkbox"/> Iron	<input checked="" type="checkbox"/> High speed internet connection	<input checked="" type="checkbox"/> Dishwasher 
	<input checked="" type="checkbox"/> Kitchen 	<input checked="" type="checkbox"/> Instant hot water
		<input checked="" type="checkbox"/> Microwave 

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## HomeAway support for integrated property managers

After your software is activated, you can contact the HomeAway Support Team using the contact information below. If you have questions about billing, adding properties, and so on, please contact your assigned HomeAway Account Manager.

- US: 1-877-239-2592 | <http://help.homeaway.com/contact>
- DE: +49 69 2573 78892 | <http://hilfe.fewo-direkt.de/contact>
- UK: +44 203 514 5512 | <http://help.homeaway.co.uk/contact>
- FR: +33 4 13 68 10 44 | <http://aide.abritel.fr/contact>
- ES: +34 911 238 313 | <http://ayuda.homeaway.es/contact>
- IT: +39 06 94 80 21 25 | <http://aiuto.homeaway.it/contact>
- PT: +351 308804358 | <https://ajuda.homeaway.pt/contact>
- AU: +61 1800 422 276 | [pm-support@homeaway.com.au](mailto:pm-support@homeaway.com.au)
- NZ: | [pm-support@homeaway.co.nz](mailto:pm-support@homeaway.co.nz)

## ResOnline support

You can contact the ResOnline support team by [help.resonline.com](http://help.resonline.com) or <https://www.resonline.com/contact-us>.

ResOnline Support:

T: 07 5668 2540

E: [support@resonline.com](mailto:support@resonline.com)

ResOnline Sales:

T: 07 5668 2531

E: [sales@resonline.com](mailto:sales@resonline.com)

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