



GOING LIVE

CONTACT SUPPORT

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Trust & Host Accounting Software for Holiday Rentals

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Things to do Before Going Live

Once you've been given your username and password these are the items to be checked before going live with bookings.

Your Subscription Details

Make sure that you have subscribed to BookingTrust monthly subscription fee:

Profile > My Account Then click on Upgrade my account (green button in the middle of the screen).

For the setup fee, you will receive a separate invoice from us.

Setting up Your Profile

Go to Profile > Profile > Edit details

Please enter your contact details and company details here. If you have a logo you'd like to put on your reports, please email it to support@bookingtrust.com.au and we'll get that set up for you.

Setting up Bank Accounts

Go to Profile > Bank Accounts and update your Trust Account and Trading Account Details. Use the 'edit' button to update these records. Do not delete or add any accounts to this section, please only edit the correct details for your Trust (or Host) account and your Trading account. This will tell BookingTrust which account to use when transferring management funds at the end of the month.

Further Reading [Setting up your Bank Account Details](#)

Global Fees

Global Fees apply to all properties and all bookings. We will assist in setting up your Global fees, so please arrange a time to go through this before going live, or send your fee structure through to support and we'll get the global level set up.

Email your Fee Structure to us support@bookingtrust.com.au

Further Reading [Setting up Global Fees](#)

Override Global Fees on Property/Owner Level

You can modify Global Fees on a Property Level or Owner Level.

For the Property Level - go to **Properties > Active Properties**, open submenu with the + sign and click on the Fee Rates button to edit Fees.

Further Reading [Overriding Global Fees](#).

Property Owners Records

For Stand-Alone Clients

- The property owner's record is created automatically at the time when you create a new property. All you need to do is to add the bank details. Read the article [Add Owner's Bank Details](#) for instructions on how it's done.

For An Integrated PMS (Property Management System)

If your owner's details were imported from your PMS, please double check those records:

- Check that all properties have the correct owner details, remembering that the owner is made unique by their email address. Go to **Properties > Active Properties** and check that each property has the correct owner attached to it.
- To view the owner's details click on the Owner's name attached to the property.
- To edit bank details, access the owner's record and click on the Bank Acc button
Read more about how to [Add Owner's Bank Details](#)
- To edit the owner's email, click on the owner's name and then on the Edit button.
- If there are any owners that have been allocated to a wrong property, please send the Property ID and client Id to support@bookingtrust.com.au so we can adjust the records.

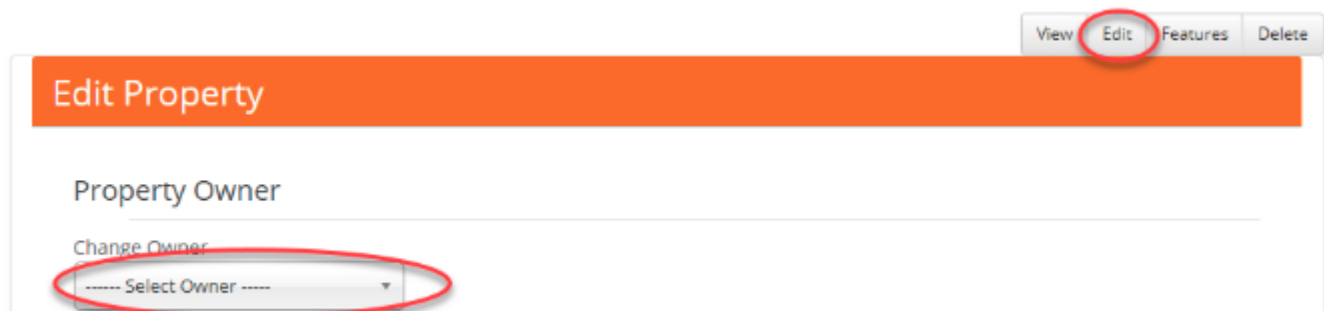
Note: You cannot change owners once they are allocated. If they are incorrect, please email support@bookingtrust.com.au.

If we're not able to import your owner's details from your PMS, all properties will have you as the owner (the property manager).

To add a new Owner/Landlord, go to **Contacts > Add Contact** and Add Profile. Read the instructions on how to [Add Owner's Bank Details](#).

Allocating Properties to the Owners

Next, you'll need to associate this record with the property - click on the property name, then click on the Edit button and select the owner from the drop-down list.



The screenshot shows a web interface for editing a property. At the top right, there are buttons for 'View', 'Edit', 'Features', and 'Delete', with the 'Edit' button circled in red. Below this is a large orange header bar that says 'Edit Property'. Underneath, there is a section titled 'Property Owner'. Below this title is a dropdown menu labeled 'Change Owner' with the text '----- Select Owner -----' and a downward arrow. This dropdown menu is also circled in red.

Add Suppliers/Contractors Records

Add your suppliers' details by creating a new contact and adding their bank details. Read about [Adding Contractors Details \(Companies and Services\)](#) to see how it's done.

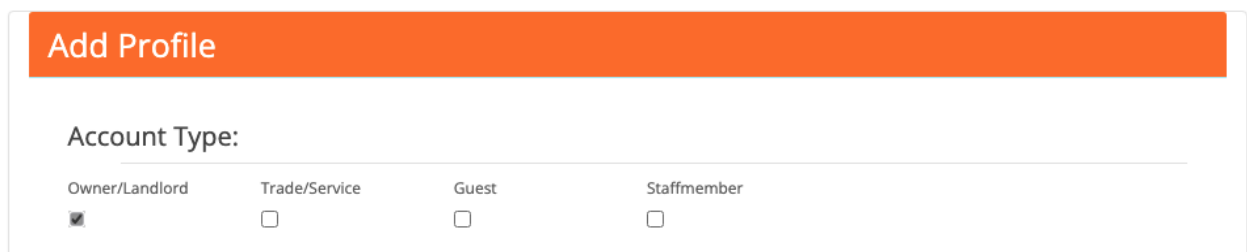
This will ensure that you can select a supplier when creating an invoice and that the supplier record will be added to the ABA file for batch payment.

If you are interfacing with a PMS such as Guesty, YesBookit, NewBook or IBM, please let us know via support@bookingtrust.com.au once these items have been completed and we will download your data for you to check.

Add Owner's Records

If you're using a PMS that doesn't share owner's records with BookingTrust, you will see that all properties will have your details (the property manager's) set as the owner.

1. To add the owner's record for each property you will need to Add Profile.
Go to **Contacts > Add Contact** check the Owner/Landlord box for Account Type



Add Profile

Account Type:

Owner/Landlord ☒ Trade/Service ☐ Guest ☐ Staffmember ☐

2. Add email address - each owner record will have a unique email address, the same email address cannot be used twice.
3. The "Don't invite" checkbox is automatically selected - it refers to sending invites to the owners' console giving owners access to all information about their property. Leave this box as is (selected) if you don't want to send an invite.

Please contact us if you want your owners to have access to the owner console

User Details


Please enter the email of the contact, we will send them a link to confirm their details and allow them access to their records.



Email:

Don't Invite ☒

4. Fill in other contact details and click Save.
5. Click on the View Profile link to view or edit owner's record or to add Bank Details
6. Next, add the owner's bank details. From the Profile Details screen, select the Bank button on the top of the page.



Profile Bank Properties (2) Bookings Messages Notes



Profile Details

NOTE: If you've moved away from the Profile Details screen, find the owner's profile by going to **Contacts > Owners** then select the owner

Owner Listing					
<div>Search CSV Print Download</div>					
CUST NO	NAME	EMAIL	BANK	TYPE	STATUS
210000000	Owner - 4998	Company Name -4998	00-000 07987	Owner	Not invited
<div>Send Invite Messages Notes Properties Bank Acc Invoices Bookings Preferences Annual</div>					

7. Click on the green Add Bank Account button and fill out all the details.

Bank Details					
Owner - 4998					
<div> <div>Add Bank Account</div> <div>Search CSV Print Download</div> </div>					
BSB	ACCOUNT NO	ACCOUNT NAME	TYPE	ACTION	OWNER NAME
11-145	00-000 07987	Account Name - 4998	Bank Acc	Make Default	

8. Save changes.

Further Reading [Add Owner's Bank Details](#)



Overriding Global Fees

Global Fees that you set up in **Profile > Global Fees** will apply to all properties and all bookings.

1. **Properties > Active Properties** > choose the property in question or look it up using "Search" button. Open up booking menu by clicking on a plus sign

ID : 4318 House	Property 4318	STATUS	RENTAL/MTH
Owner : Owner 15593	  	8 Bookings	\$ 14,520.00

2. Click on Fee Rates menu item
The list of current fees for that property will be visible here.

ID: 225 (92884)	Property - 225	STATUS	RENTAL/MTH		
Owner: Owner - 4973	 	1 Booking	\$		
Manager : Manager - 4947					
Income	Expenses	Balance	Income (YTD)	Expenses (YTD)	Balance (YTD)
\$	\$	\$ 0.00	\$	\$	\$ 0.00
<div><div>More Details</div><div>Bookings</div><div>Fee Rates</div><div>Charges Map</div><div>Statement</div><div>Calendar</div><div>Disbursements</div><div>Transfer</div><div>Fees</div><div>Charges</div><div>FF&E</div><div>Notes</div><div>Files</div></div>					

- To modify the Global Fee entry add a new Fee (Add Fee button) and select the same options that the Global Fee entry has. Saving details will override the Global fee set previously, it will be marked as modified on the Property Level.



(to double check what options are selected for the Global Fee entry go to **Profile > Global Fees** and click Edit button on the right-hand side of the screen).

You can make further changes to that entry by clicking Edit button

Ready to start your BookingTrust Training?

A BookingTrust staff member will take you through how to use the software and can answer any questions you may have. Please book in a time via our online calendar <https://app.hubspot.com/meetings/craig102>.

Please read our [Support Policy](#) for details on your free training.

For any other questions, please email support@bookingtrust.com.au



[Things to do Before Going Live](#)