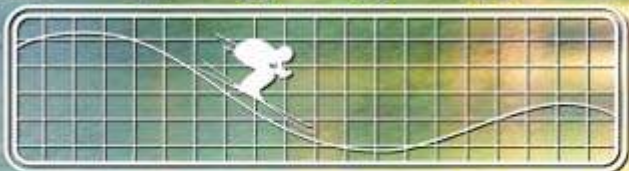


Hotels & Resorts

Property Management Software for Hotels & Resorts designed for managing any sized hotel renting rooms on a short or long term basis

R E S O R T



DATA PROCESSING

www.resortdata.com



———— Company Overview ————

Overview of Resort Data Processing (RDP)

Company Overview:

- Resort Data Processing, Inc. (RDP) operates as a privately owned property management software company founded in 1981 and headquartered in Vail, Colorado
- We are a family operation
- RDP develops, installs and manages proprietary software throughout United States, Canada, and Caribbean
- RDP has sold over 1,000 systems. Annually, over 25,000,000 room nights booked and entrusted to RDP software
- RDP embraces a unique “family” character where we welcome all of our clients to our unique family
- RDP considers our relationship as a partnership



RDP Senior Members

Barry Biegler

*Co-Founder, President
Head of Sales & Marketing
(970) 845-1157
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Bill Csete

*Co-Founder
Head of Product Development
(805) 686-0854
billc@resortdata.com*

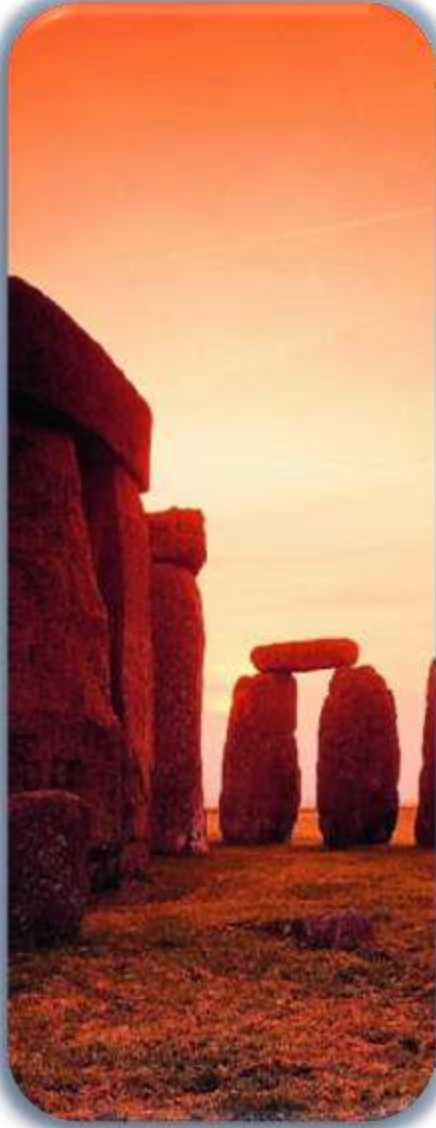
Steve Green

*West Coast Account Manager
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stevegreen@resortdata.com*

Mike Todd

*East Coast Account Manager
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miket@resortdata.com*

Company Stability - Over 25 Years & Solid Financial Position



- Software, like fine wine, gets better with age. RDP has been in business over 25 years
- RDP is fiscally sound with no company debt – greatly reducing the risk of going out of business – we will be here to support your company for years to come
- No Venture Capital – control with Founders (Barry and Bill)
- Our 1000+ sales provide support income to fund product improvements, which you receive with your support contract – the product continues to get better
- The software is only 15% of the solution. The other 85% is 24 hour / 365 day technical support, product updates, onsite training, yearly customer conference, etc.

Software Designed to Help Generate Customer Profits



- RDP Company focus is to generate significant additional income for our customers as follows:
 - Integrated Yield Management - average customer has increased revenue over \$200,000/year
 - Internet Reservation Module (IRM) - seamless integration to your Marketing Website. Optional Application Programmer Interface (API). Allows guests, travel agents, groups, owners, and wholesalers to make reservations 365 days a year, directly into the RDP system
 - Guest Itinerary – Schedule jet ski rentals, boat rentals, miniature golf, real golf, and more
 - Virtual store on Internet – After reservation is made system can sell spa services, golf, souvenirs, etc.
 - Concierge – Add items to guest stay after then register from the store or other locations
 - Additional reservation charges - can be automatically calculated, booking fee, gratuity, Pet charges, etc.

Software Designed to Help Generate Customer Profits



- Guest Packages - increase revenue per reservation – sell rate than includes breakfast, bike rentals, honeymoon package,
- Travel Services Fully Integrated – Earn commissions with Travel Insurance, Security Deposit Waiver
- 2-Way GDS Interfaces - Expedia, Synxis and more – push availability to more channels to increase revenue
- Automatic Email Confirmations with Concierge Link – send confirmations automatically after each reservation with link to “buy more stuff”
- Mass Email Marketing – System allows mass emails to guests, travel agents, groups, owners newsletters, and more
- Guest Rewards Program – track points for all guest visits like an Airline Frequent Flyer program
- Guest Survey / Thank you Letter – track guest requests, add additional things to sell based on feedback

Great people ready to help you, 24/7 support



- Staff based entirely in the USA
- English is first language for everyone
- Customer support available 24/7
- Extremely long employee tenure
 - Many members of the support staff with over 20 years experience

RDP Installation & Support

- ✓ On-site installation and training
- ✓ Personal phone support
- ✓ Product updates as improvements are released, about once per year
- ✓ Support via Terminal Services to allow direct connection to your system
- ✓ Internet support via the RDP website
- ✓ Subscription to RDP newsletters
- ✓ Invitation to the customer conference in Vail, Colorado
- ✓ Updates to integrated help system

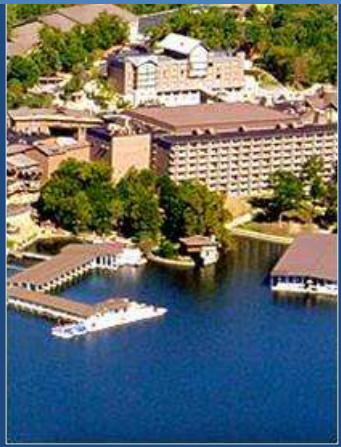


Customer History

Customers can expand into various Markets

We develop, install, and provide support for Vacation Rentals, Condominium-Hotels, Resorts, Hotels, Campgrounds, and Timeshare/Fractional ownership systems with over 1,000 sales worldwide

Hotels & Resorts



Hotel features designed for managing any sized hotels renting rooms for a short or long term basis (daily, weekly, monthly or yearly)

Vacation Rental



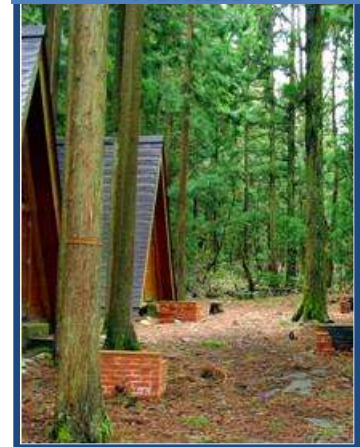
Vacation Rental and Condo-Hotel features designed for managing individually owned homes or condominiums that are rented on a short term an/or long term basis (daily, weekly, monthly or yearly)

Timeshare Fractional



RDP systems manage many variations of fractional ownership like weekly, quarter share, membership and "point based" resorts

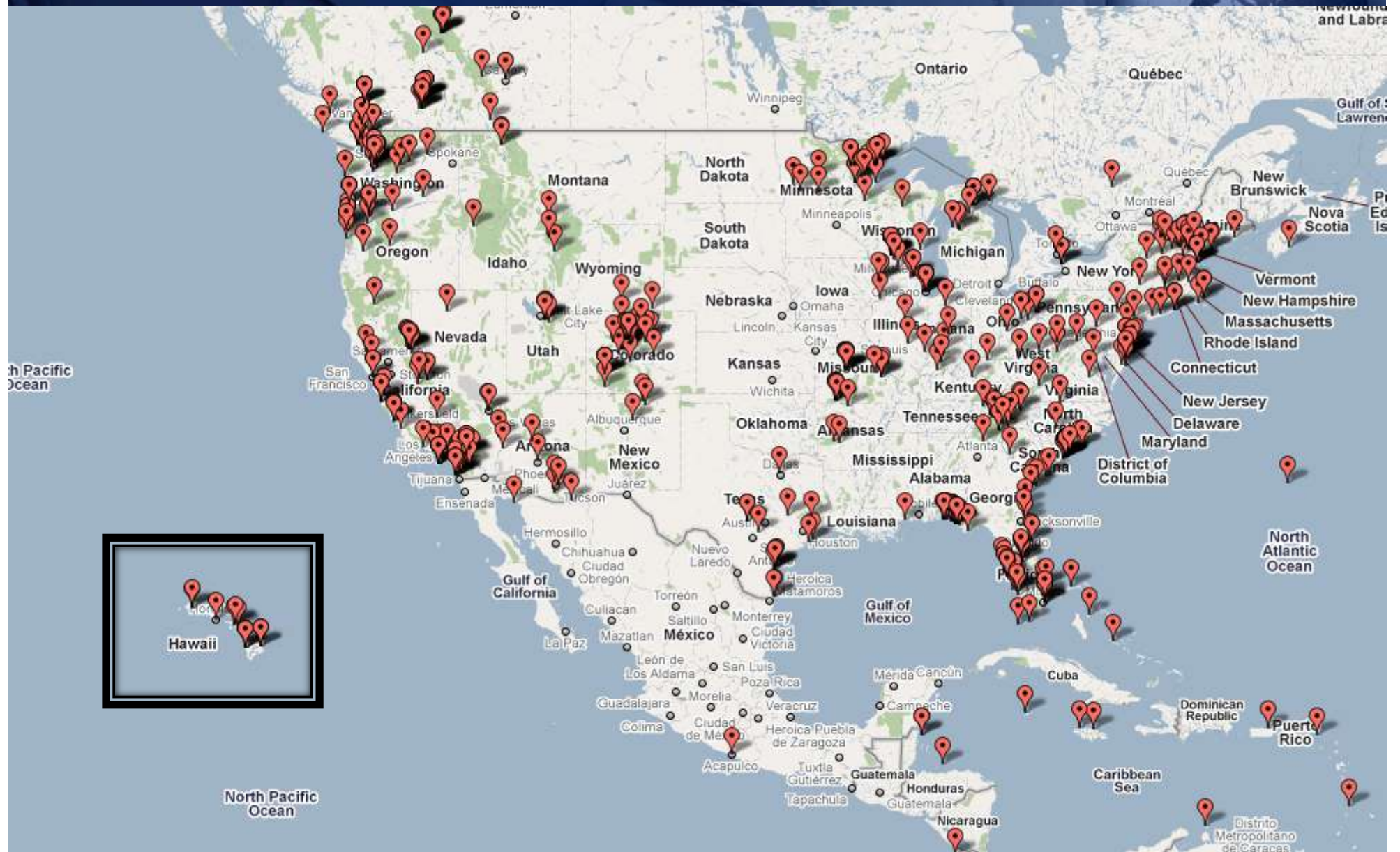
Campground Rentals



RDP understands the unique niche of the Campground Management industry

Over the last 20 years we have developed a customized product for managing multiple property Campground and RV Park resorts that are rented on a short term or long term basis

Selected Customer Locations





Product Features Tailored for Hotels & Resorts

RDP Hotels and Resorts Overview



- Originally founded as a Hotel PMS software company, RDP has developed its beta product over the last 20 years to an industry leading level
- RDP's hotel reservation system features are designed for managing any size hotels or motels, including boutique and independent hotels, resort systems, and renting rooms for a short or long term basis
- Additional modules allow hotel and resort managers a full property management system solution

- ✓ Reservations
- ✓ Internet Reservations
- ✓ Integrated E-mail
- ✓ Owner Statements
- ✓ Housekeeping
- ✓ Guest Itinerary - Sell Additional Services
- ✓ Packages
- ✓ Travel Agents
- ✓ Frequent Guest - Awards
- ✓ Work Orders
- ✓ Yield Management
- ✓ Groups & Wholesalers
- ✓ Customizable Crystal Reporting
- ✓ GDS Channel Reservations (Expedia, InnLink, iHotelier)

Mobile Devices (iPad, iPhone, Tablets, Smart Phones)

- Communicate with your guests and employees via a wide variety of handheld devices, including cell phones, smart phones (iPhone, BlackBerry, Droid, etc.) and tablets (iPad, HP Slate, etc).
 - Mobile Phone Guest Communications (texting through RDP)
 - Work Orders and Maintenance
 - Housekeeping Schedules, Changing Room Status
 - Management with Mobile Devices
- Available on any mobile device with internet access (wireless or cellular)

Mobile Devices Sample Screens



6/2/2011	Current	Proposed
Occupancy	10.64%	31.77%
Avg Rate	1,010.10	853.62
Room/Rev	171.29	337.48
Room Rev	32,203.00	63,447.00
Incidentals	2,334.80	5,903.02
Tax	420.21	2,343.83
Total	34,952.01	71,594.35
# Sold	30	71
# Rooms	188	188
# Guests	36	121



# Res Made	Total Room Rev
85	88,054.15

Res #	Arrival	Room Rev
475	5/15/1000	3,465.15
472	3/3/1000	240.00

Additional Information

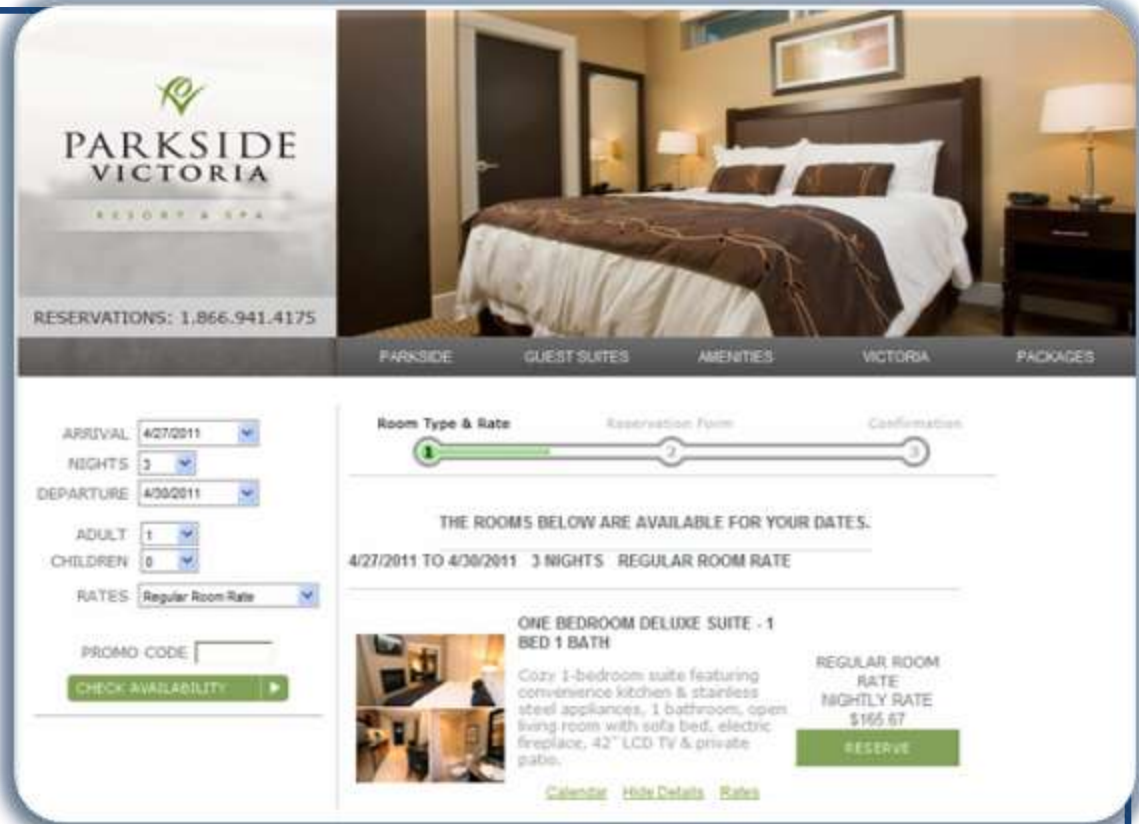
Name: Jansell
 Arrival: 3/3/1000
 Departure: 3/5/1000
 Made By: 808/MS
 Res Type: Phoenix
 Room #: 113
 Type: Two Bedroom Suite



Online Booking Capabilities

Internet Reservation Module (IRM.Net)

- Overview: Your marketing website can be integrated with the RDP database to display rates and availability and complete the reservation process without any 3rd party commissions
 - Integrates with your marketing website automatically linked to RDP database
 - IRM.Net displays rates and availability, collects the guest information, processes the credit card, makes the reservation and e-mails a confirmation
 - Easily translate into many other languages
 - Steps: 1) Guest browses to your marketing site → 2) IRM.Net displays live rates and availability → 3) Guest books directly into RDP system
- Commission-Free Reservations 24 Hours a Day, 365 Days a year
 - The average RDP Customer Generates over \$200,000/year in Internet Bookings
- Customization: IRM can be altered to with the look and feel of your marketing site
- API (Application Programming Interface): direct access to all the functionality of the IRM.Net in accessing your RDP data using Microsoft's Web Services
- Owners: Direct Access for Guests, Owners, Travel Agents, Groups & Wholesalers



Live example of IRM.Net:
www.parksidevictoria.com/

RDP's API and RDP.Net

- Overview: The RDP API provides access to a subset RDP's database via Microsoft's Web Services (SOAP)
 - The API Provides a fully customizable interface for an online booking system that can read and write directly into your RDP System
 - With the Full API, the marketing site handles all the user interface with the methods mentioned in the above two sections. IRM.Net pages never show. The additional methods allow the marketing site to make the reservation and process the credit card deposit
 - Owner Access - Reservations, Work Orders, Statements, Etc.
 - Availability & Rates Methods, Virtual Store Methods (Includes Availability & Rates)

Live example of RDP API: www.rosemarybeach.com

PROPERTY RESULTS
182 SEARCH RESULTS FOUND FOR:
All available properties
Switch To Map View

PROPERTY LOCATION

Home / Vacation Rentals / Find A Vacation Rental / Vacation Rental Search Results

VACATION RENTAL RESULTS

1-8 of 182 show

1 SOMERSET COTTAGE
3 Bed / 2 Bath(s)
1,710 Square Feet
View Details

2 DUNESBURY CARRIAGE HOUSE
1 Bed / 1 Bath(s)
View Details

3 WALTERS COTTAGE
3 Bed / 2 Bath(s)
View Details

4 ZOEY'S AT BARRETT PLACE
2 Bed / 2 Bath(s)
View Details

5 KATZ FLAT
2 Bed / 2 Bath(s)
View Details

6 DEL SPRING LOFT
1 Bed / 2 Bath(s)
View Details

7 OASIS COTTAGE
2 Bed / 2.5 Bath(s)
1,840 Square Feet
View Details

8 THYRA'S AT BARRETT PLACE
2 Bed / 2 Bath(s)
1,256 Square Feet
View Details

Home / Vacation Rentals / Find A Vacation Rental / Vacation Rental Property Detail

VACATION RENTAL PROPERTY DETAILS

PROPERTY DETAIL:

DEL SPRING LOFT

General Info & Amenities

Property Photos

Locate on Map

Add to Favorites

Email to a Friend

Return to Search Results

Edit Search

Email Us

BOOK ONLINE

1-5 of 5 shown [Enlarge Photo]

Online Virtual Store



- **RDP's Virtual Store – Guest Activities:**

- Increases functionality of the IRM to sell the Internet guest additional items during the reservation process
- All third-party commissions are bypassed
- Displays all items that can be purchased and takes into consideration the number of nights and the number people on each reservation
- Virtual Store reports can be generated daily
- Works in conjunction with the IRM.Net and RDPWin's Itinerary & Concierge (RP) module to provide a seamless interface between the online guest and your staff

Sell Various Items Online:

- ✓ Lift Tickets
- ✓ Ski Lessons
- ✓ Ski Rentals
- ✓ Massages
- ✓ Boat Rentals
- ✓ Golf Tee Times
- ✓ Water Park Tickets
- ✓ Lots of other stuff!

Reservation Summary
 Arrival: Monday, March 25, 1996
 Departure: Wednesday, March 28, 1996
 Nights: 2
 Adults: 2 Teens: 1 Children: 0 Pets: 0
 Combs: 112, Ted Bedroom Combs

Rate Plan - Low Rates for IRM

Combs	170.00
Security Deposit	80.00
Cleaning Fee	40.00
Service Fee	62.00
Booking Fee	21.00
Tax	18.28
Total for Stay 3	570.28

Search Other [X]
 Vendor Search Other [X]

Keep Shopping Reserve

Cart Summary

Price	Qty	Cost	Tax	Total	
2 HR GROUP LESSON 1 DAY					
3/25/1996	40.00	3	120.00	8.40	128.40

Activities Total: 128.40

You can save time and money by purchasing attraction tickets on-line and have them waiting for you at check-in!

Please click the image of any item that may interest you.

You will not have the opportunity to select additional activities while you participate in the final reservation booking screen.

Equipment Rental Ski Lessons Lift Tickets

Select Room & Rate Additional Services Personal Information Confirmation

1 2 3 4

Reservation Summary
 Arrival: Thursday, March 26, 1996
 Departure: Saturday, March 28, 1996
 Nights: 2
 Adults: 2
 Room: Double Double

Room Charges: 194.00
 Car: 130.00
 Tax: 29.34
 Total for Stay 9: 353.34

Category: Equipment Rental
 Vendor: Kariya Double Demand

Keep Shopping Reserve

Cart Summary

Price	Qty	Cost	Tax	Total	
ADULT SKI RENTAL 1 DAY					
3/26/1996	72.00	1	72.00	8.64	77.64
ADULT SKI RENTAL ADD'L DAYS					
3/27/1996	54.00	1	54.00	3.78	57.78
ADULT SNOWBOARD 1 DAY					
3/26/1996	72.00	1	72.00	8.64	77.64
ADULT SNOWBOARD 2 DAYS					
3/26/1996	136.00	1	136.00	13.82	150.82
ADULT SNOWBOARD ADD'L DAYS					
3/26/1996	54.00	1	54.00	3.78	57.78

Activities Total: 211.36

(Virtual Store)

Select a time for the Activity:
 Thursday, March 26, 1996

Price	Tax	Total	Quantity		
ADULT SKI RENTAL 1 DAY	72.00	8.64	77.64	1	Add
ADULT SKI RENTAL 2 DAYS	136.00	13.82	150.82	1	Add
ADULT SKI RENTAL ADD'L DAYS	54.00	3.78	57.78	1	Add
ADULT SNOWBOARD 1 DAY	72.00	8.64	77.64	1	Add
ADULT SNOWBOARD 2 DAYS	136.00	13.82	150.82	1	Add
ADULT SNOWBOARD ADD'L DAYS	54.00	3.78	57.78	1	Add

Extranet Abilities – GDS Abilities

- Overview: Reservations made via the Global Distribution System using one of RDP's 2-way interfaces

IRM Net

- Least expensive reservation channel, your marketing website
- Directly integrated with the RDP database to display rates and availability and complete the reservation process without any commissions to travel agents, GDS, or other third parties

HomeAway

- Full two way interface for rates and availability

Inntopia

- Full two way interface for rates and availability
- Inntopia can distribute your inventory to traditional and online travel agents such as: Expedia, Travelocity, Orbitz, etc., as well as via their website booking engine
- Also offer an interface to local Central Reservations organizations

Expedia

- Full two-way interface for rates and availability using Expedia QuickConnect

synXis

- Full two way interface for rates and availability
- Can distribute your inventory to traditional and online travel agents

iHotelier

- Full two way interface for rates and availability
- Can distribute your inventory to traditional and online travel agents

InnLink

- Full two way interface for rates and availability
- Can distribute your inventory to traditional and online travel agents

packlate.com

- Full two way interface for rates and availability (*currently in development*)



Front of House

PMS Features - Availability

1) Make Reservation

- Available Rooms Screen
- From new res screen, button to view availability
- Filter availability by group, room type, group status



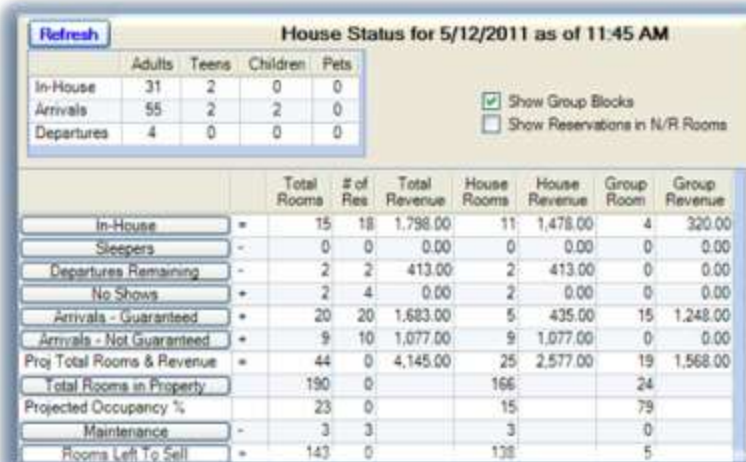
1) Yield Management

- All availability information available from Yield Management screen
- Guest name, travel agent and/or group information, the default tax code, reservation dates, and the number of people

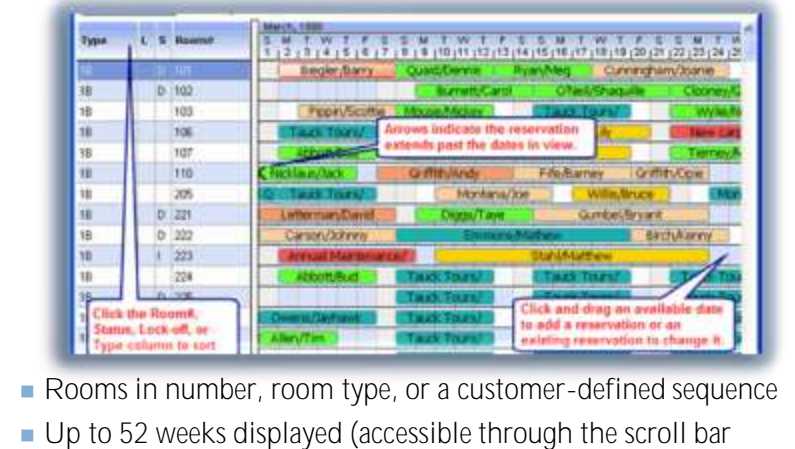


3) Interactive House Status Screen

- Summary of arrivals, departures, in-house and guest count
- Each line can be divided into management and groups sub-totals
- View available rooms for walk-in reservations from the Rooms Left to Sell button



4) Interactive Tape Chart



- Rooms in number, room type, or a customer-defined sequence
- Up to 52 weeks displayed (accessible through the scroll bar)

PMS Features - Rates

- Rates and Packages: Can establish a variety of "rules" for packages, including:
 - Starting and ending dates
 - Minimum & maximum nights
 - Required starting day of the week (i.e. - must start on Friday, with a 2 day minimum)
 - Minimum and maximum people
- Rate Patterns: Set a rate for specific days of a guest's stay in a pattern form
 - Can be set up for special promotions such as Stay 3 Nights Get the 4th Night Free
 - Eliminate need to manually change rates and do not require any pro-rating.
 - System automatically changes rates when a new rate is scheduled in the pattern
- Best Available Rate: Best published rate (specific rate for a specific date)
- Advance Purchase Rates: Set a specific number of days in advance of the guest's arrival that a discount is applicable
- Discount Rate Plans: Single rate plan with multiple discount amounts

In Detail: Packages



- Overview: RDP has developed a powerful rate and package system that is included with our core system at no additional charge
 - All rates can be calculated by season, room type, and number of guests. In addition to room only rates and packages, RDP has the ability to create Discount Rates, Rate Plan Patterns, and Best Available Rates
 - The system has the capacity to have thousands of different packages, each with up to 99 components
 - Automatic package calculation by Season, Unit Type, etc
 - Manual Override of Package Price and Tax
 - Fully Compatible with the Internet Reservation Module
 - One Item Appears on Guest Folio
 - Fast & Easy Setup with package component pool
 - Four People Classifications
 - Different Packages allowed each day
 - Components by Unit Type or Unit Number

Day	Package	Cost
1	Rack Rate	\$100
2	Golf Package	\$150
3	Golf Package	\$150
4	Golf Package	\$190
5	10% Discount	\$90

Package Component	Number	Season 1	Season 2	Season 52	GL Account#
Adult Breakfast	1	\$8.00	\$8.00	\$8.00	42001
Child Breakfast	2	\$5.00	\$5.00	\$5.00	42001
Adult Lunch	3	\$14.00	\$14.00	\$14.00	42002
Child Lunch	4	\$7.00	\$7.00	\$7.00	42002
Adult Golf	5	\$30.00	\$50.00	\$80.00	48001
Child Golf	6	\$15.00	\$25.00	\$40.00	48001
Adult Ski Ticket	7	\$60.00	\$80.00	\$90.00	49001
Child Ski Ticket	8	\$30.00	\$40.00	\$45.00	49001
Bottle of Inexpensive Wine	9	\$10.00	\$10.00	\$10.00	46001
Bottle of Great Wine	10	\$50.00	\$50.00	\$50.00	46002

Work Orders



- Overview: designed to automate the process of entering and completing a work order or maintenance request, as well as track all fixed assets
 - Displays the current status of all work orders, and auto-refreshes as work orders are added, edited or closed
 - Fully integrated into the RDP property management system
- Monitor Work Orders: used by the Maintenance Department to view the status of work orders
 - Work order options: new, open, closed, high-priority sorting, all or one vendor sorting, by contact within vendor sorting
- Asset Tracking: Track all assets at the property
 - I.E. track all mini-refrigerators in all rooms, along with the make, model, serial number, and vendor to call for repair
- Notification via E-Mail or Wireless PDA: Track all assets at the property
- Monitor Tasks for Non-Maintenance Personnel
- Integrated with Owner Billing System To Charge Owner for Repair

Find Description Find Now

Refresh Open Work Orders as of 3/1/1998 at 10:22 AM

Drag a column header here to group by that column.

Requested Start Date	Requested Start Time	VendorNumber	Room#	Task	Description
02/29/08	09:00 AM	Tah Electric Company	104	N	Damage to walls, magic marker stre...
03/01/98	11:10 AM	Bob's Plumbing	104	Y	Drain clogged
03/01/98	09:00 AM	Maintenance Depart..	900	N	Jacuzzi drain cap is cracked
03/01/98	08:00 AM	Tah Electric Company	209	N	Outlet by desk does not work.
03/01/98	05:38 AM	Accurate Electric	101	N	Outlet in bathroom has no power.
03/01/98	03:00 PM	Maintenance Depart..	500	Y	Refill flower arrangement on dining t...
03/01/98	03:00 PM	Maintenance Depart..	201	N	Refrigerator broken
03/01/98	04:30 PM	Mission Audio Video	102	Y	TV in living room has a fuzzy picture
03/01/98	12:45 PM	Maintenance Depart..	104	Y	TV remote needs new batteries

Detail for work order # 15

Cost/Charge Summary **Details** Time Charges/Payments Comments Notes

Status: Open Billing Method: Time & Materials Location: 201-Room

Res # 300 Guest Name Schlifer/Claudia

Description Refrigerator broken

Vendor Cost Summary

Vendor Maintenance Department

Time Spent 00:00

Labor Cost 0.00

Asset Cost 0.00

Total 0.00

Markup % 0%

Markup Amount 0.00

Amount 0.00

Amount Charged 0.00

Balance To Be Charged 0.00

The monitor can be grouped, sorted, and columns with a thumbtack can be pinned to stay on the left while other columns scroll. Customize the Monitor to display as you need it.

Integrated Guest Survey



- Overview: Create an unlimited number of guest surveys, each with a wide variety of questions and free form comments
 - Guests access these surveys using their web browser
 - Results automatically integrated into RDPWin screens.
- Survey Results: results automatically stored in the RDP database on your data server upon completion
 - Results automatically integrated into RDPWin screens.
 - All surveys completed by any guest can be viewed
 - You can search all surveys that indicated the front desk service was poor
 - Surveys can also be created for owners and Private Residence Club Members
- Automatically send thank you e-mails for completion of surveys
 - Email can include a copy of their folio, as well as an option to take a survey, make a new reservation, join your e-mail list, opt-out of future e-mails, and more
- Link Surveys to Reservation, Guest History and Customer Relationship Management (CRM)

In Detail: Integrated Golf Features



- **RDP's Integrated Golf Features:**

- Create multiple different golf packages
- Schedule golf for future dates
- Unlimited historical golf data available in RDP
- Golf charges and itinerary appears on guest folio
- System includes extensive capabilities for booking golf tee-times
- RDP Tracks:
 - Which courses are included in the package
 - The unique price for each higher quality course for each different season of each course
 - Pricing for golf cart rentals
 - How many rounds were actually played by each guest (did they exceed the package limits?)
- The system also prints vouchers for the guest to take to the golf course and an itinerary for each guest showing when and where they will play each day

Golf Totals	
Golfers on this reservation	2
Reservation golf days x	7
Extra rounds per package +	0
Rounds included for this res	14
Rounds booked at package price -	2
Number of package rounds left =	12
Total Extra Rounds Booked	0

Close

In Detail: Concierge & Groups Modules

Groups



- RDP Group Capabilities:
 - Groups, Wholesalers, Companies
 - Group Res using Internet
 - Unique Rate Plan for Each Group
 - Email Marketing to Groups
 - Room Blocks for Groups
 - Group Confirmations/Deposits
 - Split Charges Individual & Group
 - Master and Each Individual Folios
 - Print up to Three Individual Folios at Checkout
 - Quickly Assign Rooming Lists
 - One Step Group Check-in/Checkout
 - Pickup from Group Block
 - Small Group & Family Reservations



- Itinerary & Concierge Capabilities:
 - Groups
 - Concierge & Guest Services
 - Tour Operators
 - Itinerary Integrated to Packages
 - Various Types of Activities
 - Itinerary Detail on Guest Confirmation
 - Surcharge Calculation
 - Complete Activity Description
 - Charge Guest Folio for Any Activity
 - Print Coupons for Each Activity
 - Print Schedules for Vendors
 - Related Screens & Reports



Back of House

Integrated General Ledger Overview

- **RDP's Integrated General Ledger Overview:**

- Data flow from RDP to your back office system
 - Interface our G/L sub-ledger to the back-office system of your choice (QuickBooks, Peachtree, MAS90, etc.)
- RDP transactions and your General Ledger account numbers (Chart of Accounts)
 - Transaction based
 - The balance due from any entity (reservations, guest folios, travel agents, groups, etc.) can only be increased or decreased by the application of a transaction
 - The current balance due on any entity is always equal to the sum of the transactions
- General Ledger detail is stored forever in RDP
 - Ledger detail is stored forever in the RDP database and limited only by available disk space
- Advance Deposit Ledger, Guest Ledger, City Ledger (A/R), and more
- Hospitality Ledgers Tracked
 - Advance Deposit Ledger - City Ledger
 - Guest Ledger - Travel Agent Ledger
 - Owner Ledger - Credit Card
 - Work Orders

No Account Type						
Account	Description	Prior Year End Bal	Σ	Current Year	Σ	Balance
99999	Clearing Account	0.00		0.00		0.00
99999999	RDP Verification Account	0.00		0.00		0.00
49999	Adjusting Entry Account	0.00		0.00		0.00

Assets						
Account	Description	Prior Year End Bal	Σ	Current Year	Σ	Balance
10001	Undeposited Credit Card Transactions	1,492.24		3,246.43		4,738.67
10002	Asset - Funds not Deposited	4,994.23		18,918.51		23,912.74
10003	Asset - Cash - Trust Checking Account	-1,942.40		-6,533.21		-8,475.61
10004	Asset - Cash - Trust Money Mkt Account	0.00		0.00		0.00
11200	Asset - In House Guest Receivables	841.04		6,237.72		7,078.76
11300	Asset - Group Master Receivables	1,369.60		14,689.96		16,059.56
11400	Credit Card Receivables	0.00		0.00		0.00

Liabilities						
Account	Description	Prior Year End Bal	Σ	Current Year	Σ	Balance
20100	Liability - Advance Deposits Ledger	-100.00		-2,484.63		-2,584.63
20200	Liability - Travel Agent Ledger	0.00		0.00		0.00
20300	Liability - Owner Ledger	0.00		2,165.26		2,165.26
20309	Liability - Gratuities Payable	0.00		0.00		0.00
20400	Liability - Vendor Ledger	0.00		-1,563.60		-1,563.60
20800	Liability - Security Deposits	0.00		-910.00		-910.00
21001	Liability - State Occupancy Tax Payable	-411.72		-1,576.36		-1,988.08
21002	Liability - State Sales Tax Payable	-148.16		-652.54		-800.70
22000	Activity Vendor Ledger	0.00		0.00		0.00

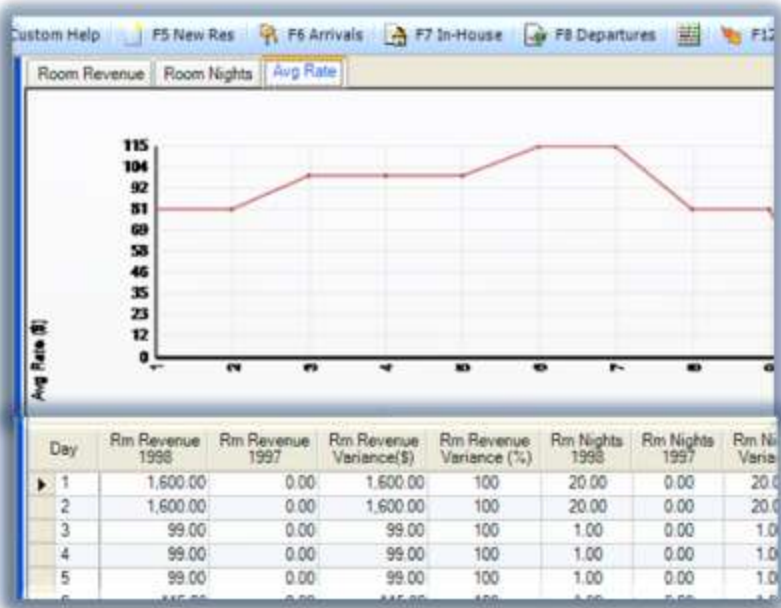
Revenue						
Account	Description	Prior Year End Bal	Σ	Current Year	Σ	Balance

1998 totals for: 99999 - Clearing Account

Monthly January February March April May June July August September October November December

Data Mining, Statistics and SQL

- Overview: Statistics module designed to assist management with the process of reviewing statistics for particular time periods
 - Graphic and detail information for current or historical information
 - Room revenue
 - Room nights
 - Average rate
 - Categories
 - RDP Ledger totals
 - General Ledger Totals
 - Grand Totals
 - Package Component Totals
- Unlimited Custom Crystal Reporting: RDP provides over 300 standard reports with the Report Writer module.
 - Can be used as is and also serve as a template for custom reports
 - Export reports to a wide variety of standard formats (excel, PDF, word, ect.)
 - Create mailing labels for guests, travel agents, groups, and companies
- Full Custom SQL Queries



484 Records - 00:00:00.1875120

Customer	CTS	IRMNet	Date	Module
101 Great Escapes	3247	IRM.Net for Reservations	06/30/09	SB
101 Great Escapes	3247	IRM.Net for Owners	06/30/09	SC
AB Sea Sales & Rentals	1702	IRM.Net for Reservations	04/12/10	SB
AB Sea Sales & Rentals	1702	IRM.Net for Owners	04/12/10	SC
Alpine Village McCall	3234	IRM.Net for Reservations	03/12/09	SB
Altman Real Estate	2456	IRM.Net for Owners	06/04/10	SC

Change Tracking

- Change Tracking: View and track changes made to reservations and masters with both the original record and updated record
 - Determining the "who," "what," and "when" of any change in the system
 - Has a date ever been changed? If so, what was it before? Has it been changed more than once?
 - Which user made the change and when? If the date change caused a rate change, what was the rate before?
 - You can display the reservation detail before and after every change
 - Track Changes Analysis screen to review all changes to all reservations or masters for a given date range or by a given person

Guest: Kenny Bach - Res# 195 - Room 413 (P4: Preassign - Future)

Date Changed	Changed By	Name	Arrive	Nts	Depart	Room	Type	Plan	Rate	Sharewth	Leader	Group	Folio	Fok
03/01/1998 12:30 PM	ADMIN	Bach,Kenny	03/01/98	7	03/05/98	717	18	8250	172.00				1,362.26	
03/01/1998 12:18 PM	ADMIN	Bach,Kenny	03/01/98	7	03/05/98	413	18	8250	172.00				1,317.88	
01/18/1998 12:00 AM	(Original Record)	Bach,Kenny	03/01/98	3	03/04/98	413							689.42	

The grid on the Change tab displays one line for the original reservation and one line for each change saved. In the example above, the original reservations was from 3/1/98 to 3/4/98, and it was changed by the Administrator to be 3/1/98 to 3/8/98.

The room number was changed from 413 to 717 by Administrator.

Guest: Kenny Bach - Res# 195 - Room 413 (P4: Preassign - Future)

Field	Original Value	New Value
Nights	3	7
Departure Date	3/4/1998	3/8/1998
Individual Portion	689.42	1317.88
Room Charge	270	640
Other Charge 1	156	364
Total Tax	34.02	74.48
Total Charge	689.42	1317.88
Balance Due	689.42	1317.88
Guest Portion	326.7	712.4
Guest Plan	413	
Other Charge 30 vendor	Y	
Other Charge 40 vendor	Y	
Other Charge 50 vendor	Y	
Other Charge 60 vendor	Y	
Other Charge 70 vendor	Y	
Sec Dep 0 vendor	Y	

Denial Tracking

- Denial Tracking: Denial tracking allows internal reservationists to determine why a guest did not book a room
 - Proper analysis of denied reservations can lead to changing rates or policies to increase future bookings
 - Record information when a new reservation is begun, a quote made, and the guest decides not to book the reservation
 - A reason must be selected to describe why the guest did not book before cancelling the reservation request
 - If a quote is not made, users can close the New Reservation screen without entering the denial details
 - Reasons can be added if necessary based on the user's logon access fence levels

Key	Reason
▶ NOBCH	No Beach Access
NOCONF	No Conference Facilities
NODISC	No Discount Available
NOREST	No Restaurant
NDTAVL	Not Available
TEST	test
TOOEXP	Too Expensive

Denial Reason: Too Expensive
Source of Business: 10 - Internet
Market Code: 10 - Internet

Denial Reason: |



Reporting

Customized Confirmations

- RDPWin and the Internet Reservation Module (IRM) can automatically send e-mails to all guests, owners, travel agents and groups
 - Completely customized for the appearance as desired
 - Any system report can be sent via e-mail to any person our group in your address book
 - Fully incorporated into the core RDP system at no additional charge

RDP Email Capabilities

- ✓ Guest Survey, IRM.Net Analytics and Campaign Management
- ✓ E-mail databases for guests, travel agents, groups, wholesalers, and condo/timeshare owners
- ✓ Automatically send any email with attachments
- ✓ Mass e-mails can be sent directly from the RDP System

Email Owner Reports, Statements, and Confirmations from RDP



- RDPWin and the Internet Reservation Module (IRM) can automatically send e-mails to all guests, owners, travel agents and groups
 - Completely customized for the appearance as desired
 - Any system report can be sent via e-mail to any person our group in your address book
 - Fully incorporated into the core RDP system at no additional charge

RDP Email Capabilities

- ✓ Guest Survey, IRM.Net Analytics and Campaign Management
- ✓ E-mail databases for guests, travel agents, groups, wholesalers, and condo/timeshare owners
- ✓ Automatically send any email with attachments
- ✓ Mass e-mails can be sent directly from the RDP System
- ✓ RDP abides by all current regulations
- ✓ Crystal Reports can be created and distributed by e-mail
- ✓ IRM can automatically send e-mail confirmations
- ✓ Newsletters can be sent via e-mail



Please contact us with any questions or to schedule a free demo!

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