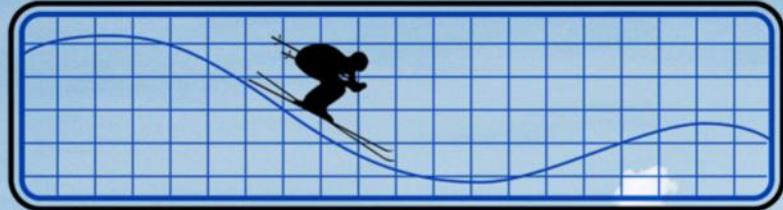


# Timeshare & Fractional Property Management Software

*Timeshare Systems Designed to Manage Many Variations  
of Timeshare/Fractional Ownership Resorts Since 1981*

R E S O R T



**DATA PROCESSING**

*www.resortdata.com*



# Who is Resort Data Processing (“RDP”)?



Resort Data Processing, Inc. (RDP) is a Reservation & Property Management Software company founded in 1981 and headquartered in Vail, Colorado. More than 800 businesses worldwide rely on the RDP system every day. Our staff is based entirely in the USA with support available 24 hours a day / 365 days a year.

RDP provides quality software systems to Hotels, Resorts, Vacation Rental Companies, Condo-Hotels, Timeshare Resorts, Fractional Companies, Private Residence Clubs, and Campground / RV Resorts.

## 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 **1,000+** sales provide support income to fund product improvements, which you receive with your support contract – the product continues to get better



## 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. Allows guests, travel agents, groups, owners, and wholesalers to make reservations 365 days a year, directly into the RDP system. Optional Application Programmer Interface (API) available
- **Guest Itinerary** – Schedule boat rentals, spa treatments, golf tee times, lift tickets and more
- **Virtual Store on the Internet** – Sell additional items with the reservation such as show tickets or lift tickets
- **Concierge** – Add items to a guest’s itinerary then register from the store or other locations
- **Additional Reservation Charges** - Charges automatically calculated based on a percent of room charge or a flat amount for items such as a booking fee, gratuity, pet charges, etc.
- **Guest Packages** - Increase revenue per reservation – sell rate that includes breakfast, bike rentals, wine, etc.
- **Travel Services Fully Integrated** – Earn commissions with Travel Insurance or Security Deposit Protection
- **2-Way GDS Interfaces - Expedia, SynXis and more** – Push availability to more channels to increase revenue
- **Automatic E-mail Confirmations with Concierge/Survey Link** – Send confirmations automatically after each reservation with link to “buy more stuff” or a survey. Track guest requests or add additional items to sell based on feedback
- **Mass Email Marketing** – System allows mass e-mails to guests, travel agents, groups, owners, and more
- **Guest Rewards Program** – Track points for all guest visits like an Airline Frequent Flyer program



# Small Corporate Culture, Accessible Top Management

RDP believes software should adapt to the needs of the individual customer instead of forcing the customer to adapt to the software. While this seems like a self-evident truth, you may find that many of our competitors believe otherwise and have a "take it or leave it attitude."

Your business is very important to us. If this means we have to change our software to close the deal, then we will. More than half of our 1000 customers have a unique feature that was added just for them. Our software is designed so you can configure it to operate the way your business works.

- RDP remains a small company with **direct contact** between top management and customers
- We have become friends with our customers over the years – **Personal Treatment**
- We believe our #1 job is to talk to customers and prospects to learn how to improve the product to help them make more money

**Barry Biegler**  
Tenure: 28 yrs  
Experience: 30 yrs



- Graduated Saint Olaf 1975
- MBA from MIT in 1978
- Hewlett-Packard Computer Sales 6 years
- Founded RDP in 1981
- 25 years coaching youth hockey
- Created RDP customer driven culture – treat customers and employees right with all USA based staff.

**Bill Csete**  
Tenure: 28 yrs  
Experience: 30 yrs



- Bill earned his undergraduate degree from Northwestern University
- Hewlett-Packard technical support 1979-1984
- Became RDP partner 1983
- Bill has led the programming efforts of the Company and manages the California offices

**Steve Green**  
Tenure: 16 yrs  
Experience: 25 yrs



- Employed by RDP since 1994
- Steve began his RDP career with 7 years in the RDP Support & Installation department. During that time Steve conducted over 100 onsite customer installations and training trips. Steve has also spent 4 years in Programming and is currently in his 5th year in Sales
- Steve earned his undergraduate degree from Ohio University in 1992

**Mike Todd**  
Tenure: 10 yrs  
Experience: 10 yrs



- Joined RDP in 2000
- From 2000-2003 Mike was a Support Technician and has been a Sales Representative/Account Manager for RDP from 2003 - Present
- His 10 years experience with RDP has been vital to Mike's knowledge of all aspects of RDP Software, Services, and the Hospitality/Property Management Industry
- In 2007 Mike moved to Sarasota, FL, to open the Eastern Sales Office

## Where are RDP Customers Located?



# RDP's Timeshare and Fractional Software

## Various Supported Property Types

The system handles a wide variety of timeshare and/or interval ownership concepts including:

- Contracts
- Point-based
- Fixed week
- Float week
- Quarter-share
- Eight-share
- Custom
- Variety of other ownership situations

RDPWin can handle annual, biennial, right-to-use, and split use weeks. Combinations of these methods are possible, and combining timeshare, whole ownership, and hotel rooms into one system is easy.

For Example:

<u>Units</u>	<u>Ownership Type</u>
100-140	Fixed week timeshare, Friday to Friday
141-159	Fixed week timeshare, Saturday to Saturday
160-231	Floating week timeshare
232-291	Whole ownership
292-390	Hotel rooms
391-450	Quarter-share plus owner bonus time
451-600	Timeshare points
601-649	28 days per year, based on seasonal restrictions

## Private Residence Clubs

RDP has been installed at many Private Residence Clubs (PRC). The system can handle various complex membership rules including allowing members to make reservations over the Internet based on your priority allocation system. For example, one customer uses RDP's Internet Reservation Module IRM.Net to allow members of "Type A" to book first each year, then "Type B", etc. The priority rotates every season so that if type "A" picked first in the first season, then they pick last the next season. RDP's concierge system is often used by PRCs to provide additional services for their members either via the internet or while onsite. Our Member Survey System can be used to create and track surveys and comments.



## Timeshare System Customization

### Timeshare Weeks Analysis Screens

Use the Timeshare Weeks Analysis screen to review all timeshare week entries. The grid can be filtered by year and week number, as well as type of week. Weeks can also be changed and deleted from this screen.

The Analysis screen is easy to modify in order to produce the data needed, with many of the same sorting and filtering functions that are incorporated into programs like Excel. Use the All Weeks radio button to display both rental weeks (owner weeks with the Rent box checked on the Week Maintenance screen) and owner weeks (owner weeks without the Rent box checked). The Rental Weeks radio button or the Owner Weeks radio button can be used to display only those week types in the grid. There are many ways to manipulate the grid to display only the information desired using the advanced filtering functions. All grids can be printed or exported to an Excel or PDF file.



## Configure Timeshare Weeks

Timeshare week assignments and reservations are fully customizable:

- When a week is added, the system can automatically prompt to add a reservation for the week.
- Owner Weeks can be set to rotate from year to year.
- Exchange reservations can be made from the owner's week.
- Restrictions for Exchange Week stay length can be set.
- Banking weeks can be disallowed if desired.
- When dates are required before owners can mark their week as rental, then the system assigns dates to a floating room, floating week contract so the dates can be maintained and revenue allocated appropriately for the contract/owner that originally booked the week and then marked his week for rental.
- Owners can be given access to future years' weeks to use during the current system year.

## Rotate Weeks from Year to Year

Weeks owned can be automatically rotated from year to year. Rotating weeks can move ahead in the calendar some years and backwards in others. The rotation occurs between all timeshare owners. Various configurations are possible, such as:

<u>Rotate Type</u>	<u>Explanation</u>
Odd/Even Year	Week owned every odd year, or every even year. For example, week #12 in 2008, 2010, 2012
Triennial	Week owned every third year. For example, Week 14 in 2008, 2011, 2014, etc
Quartershare Rotating	Quartershare have four owners and the weeks can rotate each year.

## Weeks to Sell

The system tracks available weeks left to sell and any weeks (or time periods) available for resale. Various reports are available showing week number, room number, room type, sale price, etc.

## Use Contracts to Control Weeks

When the Condominium Owner and Timeshare & Interval Ownership modules are installed, configuration for timeshare properties can be set to use contracts to control the ownership.

- When most contracts are split-use, set up the system to default to split weeks when creating contracts.
- Customize the system to update weeks, reservations, and the cross-reference file based on a certain number of years.
- Weeks are created based on contracts and can be created from a particular start date.

# Full PMS Features and Complete Front Desk Functionality

RDP's software features are designed for managing any size Timeshare Resort with a full property management system solution

- Direct Reservations
- Work Orders and Asset Mgmt.
- Housekeeping
- Yield Management
- Packages "on the Fly"
- Groups & Wholesalers
- Travel Agent Billing
- Guest Itinerary
- PCI Compliant Credit Card System
- Night Audit
- Guest History & Rewards Programs
- Reservation Tape Chart
- Fast Registration and Easy Check-out
- Multiple Sharewiths
- Cashier Balancing
- Reservation Change Tracking
- Extensive Reporting Capabilities
- Custom Programming Available



## Owner Internet Access

The goal of RDP's owner internet portal is to provide all owner account information in one location, helping to eliminate the need for owners to contact the management company. Owner Internet access capabilities include:

- Secure, commission-free owner Internet access 24 hours a day, 365 days a year, direct to your database.
- Owners can pay their annual dues using a credit card on the Internet, which includes the ability for the management company to charge a fee for all online credit card payments.
- Owner and guest of owner Internet reservations.
- Owner calendars can be reviewed, changed, and printed up to four years into the future.
- View or print all past owner statements on Internet in Adobe PDF format.
- Owners can enter or review work orders for their units in complete detail.
- Owners can request housekeeping and specify requests using the Internet.
- Send owner mass e-mails and newsletters.
- Review complete property descriptions with pictures.
- Make commission-free Internet reservations for paying guests, groups, travel agents.
- Sell additional guest services (packages, golf, gift items, etc.).
- All owner Internet access flows automatically to the Trust Accounting System.



## Sell Owner/Guest Activities & Services

The Itinerary and Concierge Module (RP) provides the ability to produce a complete and unique itinerary for each guest or group leader. Coupons or tickets can be printed and reconciled for every activity. It is an ideal solution for properties who utilize group itineraries, a concierge and guest services, and/or tour operators. The system can track if a given activity is available. For example, you can view availability for a bike rental from 10:00 a.m. to 2:00 p.m. for a guest.

### Itinerary & Concierge Capabilities

Groups	Surcharge Calculation
Concierge & Guest Services	Complete Activity Description
Tour Operators	Charge Guest Folio for Any Activity
Itinerary Integrated to Packages	Print Coupons for Each Activity
Various Types of Activities	Print Schedules for Vendors
Itinerary Detail on Guest Confirmation	Track Direct Activities Costs and Revenue

## Rent Owner Time/Weeks and Pay Owners

The system includes the ability for management to rent all or part of the owner's time regardless of whether or not the owner is fixed week, float week, or any other ownership type. An owner statement is generated to pay the owner their portion of rental income. If a reservation spans two or more owners, the system automatically pays the correct share of the reservation to each owner using only one reservation.

The owner statement includes rental payments to the owner; less management fees, owner dues, and any direct owner charges. Overdue amounts from previous statements can be deducted from current rental revenue. Travel agent commissions and credit card fees can be automatically deducted. Checks can be automatically printed to be included with the statement.

## Interfaces to Phone, POS, GDS, Internet and More

RDP interfaces with a wide variety of third-party devices. However, this does not guarantee an interface to your property's particular model. Please contact RDP Sales to determine compatibility between your property's peripheral systems and the RDP system. In addition, these peripheral interfaces often require a dedicated interface bridge computer.

- Call Accounting
- Point of Sale (POS)
- In-room Video Checkout
- Phone Housekeeping
- Voicemail
- Room Key Card Interfaces
- Wireless Internet Billing
- PCI Compliant Credit Card
- Room Key (Ving Card, etc.)
- RDP Partners and Alliances
- High Speed Credit Card Authorization
- Guest Direct Internet Bookings (IRM.Net)
- Central Reservations
- Back-Office Accounting

### Supported GDS Providers



IRM Net



InnLink

synXis



iHotelier™

## 600 Customizable Crystal Reports

RDP uses Crystal Reports as the basis for over 600 reports. Customers can modify any of these reports or create new reports. Crystal Reports is one of the most widely used report writing tools and allows the use of graphics, colors, charts and fonts to make great looking internal reports and guest correspondence. RDP will create custom reports and confirmations as time permits, as well as modify existing reports for customers.



## E-mail Marketing & Confirmations

RDPWin and the Internet Reservation Module (IRM) can automatically send e-mails to all guests, owners, travel agents and groups who make reservations. These confirmations can be completely customized for the desired information and appearance.



## On-Site Installation and 24/Hr/365 Day Direct Support

Our staff is based entirely in the USA; English is the first language for everyone. Customer support is available 24/7.

- On-site installation and training
- Personal phone support
- Product updates as improvements are released
- Support via WebEx 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



# New Features: 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



## Your RDP Team - Contact Us any Time

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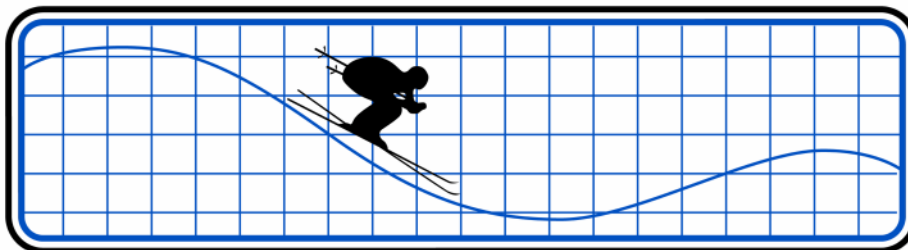
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# R E S O R T



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