

Vacation Rental & Condo Hotel Property Management Software

*Vacation Rental and Condo Hotel Features Designed to
Manage Individually Owned Homes or Condos that are Rented*



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 **financially 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 Vacation Rental & Condo Hotel Software

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

- 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



Vacation Rental System Customization

Data Flow From Reservations, Work Orders, and Housekeeping to Owner Statements

Information flows automatically from Reservations, Work Orders and Housekeeping to the Owner Statement and Trust Accounting system as follows:

1. **General Ledger Chart of Accounts and Transactions**—Trust Accounting, G/L account numbers are assigned to transaction codes. Transactions are posted to reservations, owners, travel agents, groups, work orders, and other RDP system entities.
2. **Add Rooms**
3. **Assign Owners**—Each owner can be paid a different percentage or room revenue, the same owner can own more than one unit, and a unit can be owned by more than one owner.
4. **Reservations**—Reservations can be made for both owned and not owned units. The system can equalize owner rental revenue. Owners can reserve units and view calendars on the Internet. All charges, deposits, and payments on reservations automatically flow to the owner statement and trust accounting system.
5. **Guest History**—Guest history and reservation history is stored forever.
6. **Owner Reservations**—Owners can reserve their unit for themselves or guests using the Internet. They can also inquire on their calendar and other information.
7. **Integrated Email**
8. **Guest Internet Reservations**
9. **Additional Reservations Charges**
6. **Trust Account and General Ledger**
7. **Pay Bills for Owners**—Bills can be paid for owners such as cable, electric, gas, etc/ The system can print checks to the vendors and bill owners on owner statement.
8. **Owner Statements and Checks**—Owner statement created each month. It can be printed and mailed to owner. All past statements are available for owners via the Internet.
9. **IRS 1099s**—Owner 1099 Statements can be printed each year or distributed on magnetic media.
10. **Owner History**—Owner history is maintained forever and is only limited by available disk space. For example, reprint an owner statement from last month, last year, or five years ago. All work orders and housekeeping information is available for historical inquiry and on various reports.
11. **Track Sold Units**—When a unit is sold, assign the new owner to the unit while keeping the old owner's information and history in the system.

Custom Owner Statements

A wide variety of data flows automatically into the owner statement, as represented by the diagram below.

Features include:

- Statement cycles can be monthly, quarterly, or other
- All data automatically flows from work orders, housekeeping, and reservations to the statements
- Adjustments to owner revenue and management fee charges are quick and easy
- Owner statements can be printed and mailed or e-mailed as an Adobe PDF file
- Additional owner specific attachments can be e-mailed with the statement such as a copy of an invoice, work order notification or utility bill
- Checks can be printed and mailed
- Owners can use the Internet to view or print current and past statements with proper password
- Owners can make reservations and check their calendar via the Internet



Equalize Rental Revenue For Owners

RDP software helps equalize rental revenue for all owners and takes into account reservation length, seasons, property type, property location, owner use, guest of owner, and reservation cancellations. Various reports are available to show revenue per unit each month and year-to-date. Available units are displayed in "turn to be rented order" but still allow reservationists to select any available unit based on guest preferences to keep guests happy.

The RDP rental equalization logic is time tested, as it has now been in use for 26 years. Long standing RDP customers have analyzed the results and determined rental revenues fall within a few percentage points for similar units, while still allowing flexibility to select units based on guest preferences.

Other Charges on Reservations

Increase revenue beyond the management fee with additional reservation charges that are automatically calculated. These fees can be shared with the owner based on a unique percentage per owner or held 100% by the management company. Examples of Additional Reservation charges include:

- Booking fees
- Security deposits
- Travel insurance
- Cleaning fees
- Cancellation charges
- Gift items
- Guest activities (golf, skiing, boat rentals, etc) - See Guest Activities and Itinerary



Short and Long Term Rentals

The system is designed for either short-term or long-term rentals or a combination of both. Reservations can range from one day to several years.

Non-Rental House or Condominium Management

Many of RDP's customers use the system to manage homes or condominiums that are not in the rental pool. Features include:

Easily place a unit into or remove from the rental pool. Include a unit in the rental pool for only part of the year. Owners of non-rental units can still use the Internet Reservation Module to indicate use for themselves or guests. RDP's Work Orders & Asset Management Module can be used to schedule and track all maintenance of rental or non-rental units as well as any assets in the units themselves.

Lock-off Rooms Supported

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

E-mail Integration for Guests, Owners, Travel Agents, etc.



E-mail is one of the most powerful and least expensive marketing tools available and has been fully incorporated into the RDP system at no additional charge. E-mails can be sent to all owners in a matter of minutes with either a hand-typed message or an attachment (such as a Word or Adobe document). E-mail features included:

- Automatically send guest confirmations using RDPWin E-mail Monitor in Adobe and other formats.
- E-mail Owner Statements. Owners can also print statements directly from the Internet.
- E-mail marketing databases are created for guests, travel agents, groups, wholesalers, and condo/timeshare owners.
- Mass e-mails can be sent directly from the RDP System with no third-party software required.
- Reservationists can easily e-mail guests pictures of the property, directions, maps, and other attachments.
- RDP abides by all current regulations for anti-SPAM by allowing guests to "opt out" of mass e-mails.
- Crystal Reports can be created and distributed by e-mail.
- Reservations made by the Internet Reservation Module (IRM) generate and send e-mail confirmations.
- Owner newsletters can be automatically sent via e-mail.

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.



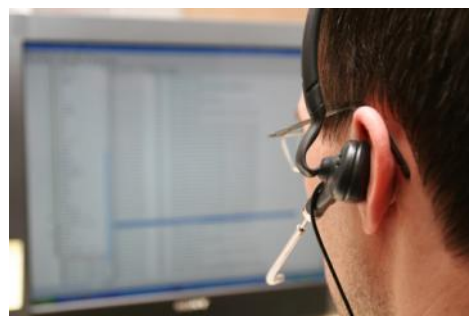
Mix of Rental Types

RDPWin can make reservations for a wide variety of rental units in the same system. For example, its possible to manage rental condominiums, non-rental units, hotel rooms, houses, timeshare units, campsites, and rental boats all in the same system. The reservationists simply make reservations for the various rental units, and the system tracks the owner payment on individually owned units. All features in RDP's hotel/resort system are available for use to our vacation / condo rental customers.

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. Extremely long employee tenure with many members of the support staff with

- 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



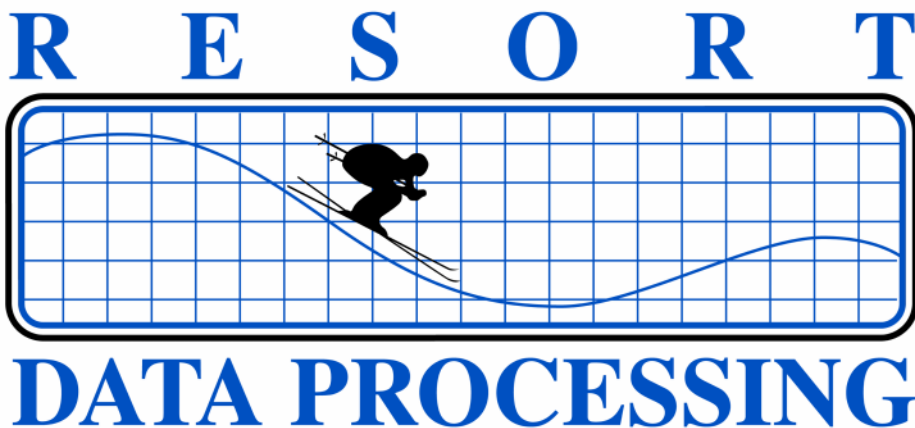
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