Owner Portal Reference Guide

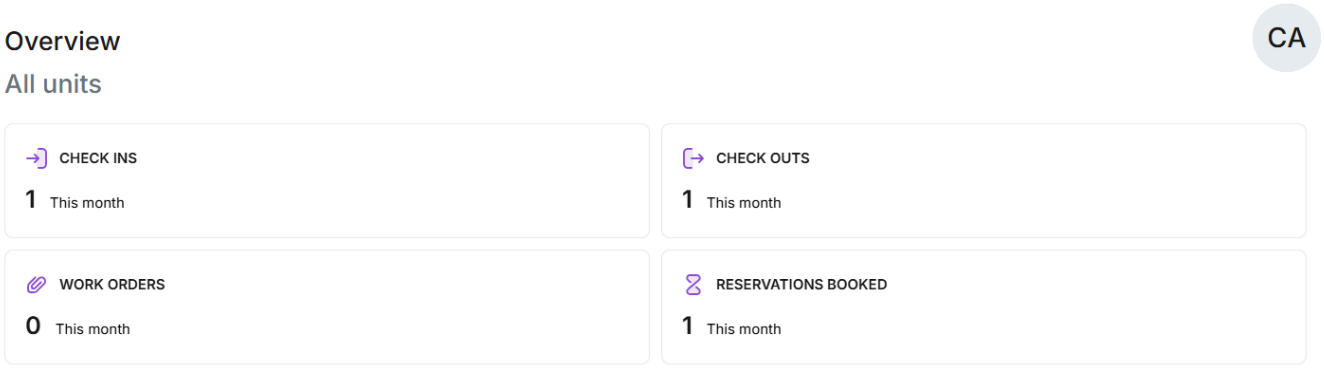
Login for owners: https://[yourdomain].trackhs.com/owners/login

Note: You will not be able to log in until we have launched the Owner Portal. At that time, you will receive an email with instructions.

This document will walk you through your new Owner Portal and its contents, with accompanying screenshots included.



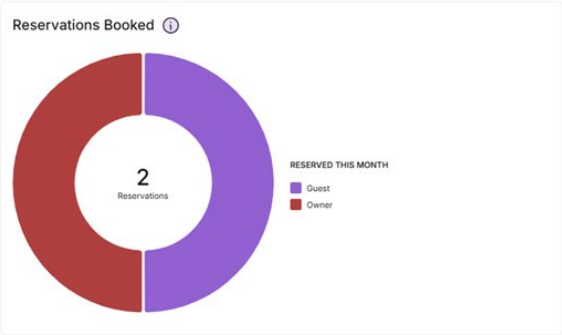
1. Overview

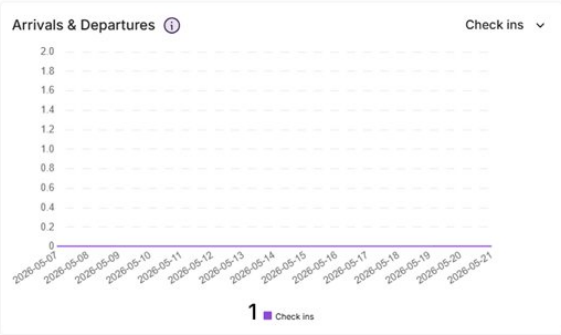


When you first log in to the Owner Portal, you will land on the Overview page. This is your at-a-glance dashboard showing activity across all your units for the current month. The top of the page displays four summary cards:

- Check Ins — the number of guest arrivals occurring in your unit(s) this month.
- Check Outs — the number of guest departures occurring in your unit(s) this month.
- Work Orders — the number of work orders performed in your unit(s) this month.
- Reservations Booked — the number of new bookings made for your unit(s) this month.

Below the summary cards are performance charts:



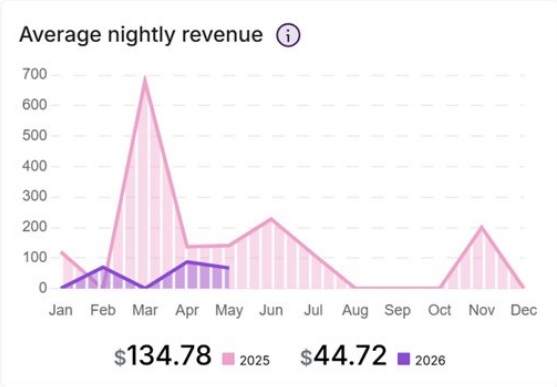












- Reservations Booked — Reservations Booked shows you how many new bookings you've received for your properties during a selected time period, broken down by reservation type. It only includes active reservations that will generate income for you as the owner or partial owner.

- Arrivals & Departures — Arrivals/Departures displays the count of non-canceled reservations with check-in dates (Arrivals) and check-out dates (Departures) occurring within a specified time period. Use the dropdown in the top-right of this chart to toggle between Check ins and Check outs.

- Occupied Nights — Occupied nights displays the total number of nights units are reserved within a specified time frame, counting from check-in to the day before check-out for each booking.

- Average length of stay — Average Length of Stay shows you the typical number of nights guests stay in your units by dividing the total booked nights by the number of unique reservations for a specific month or year, not counting the check-out dates.

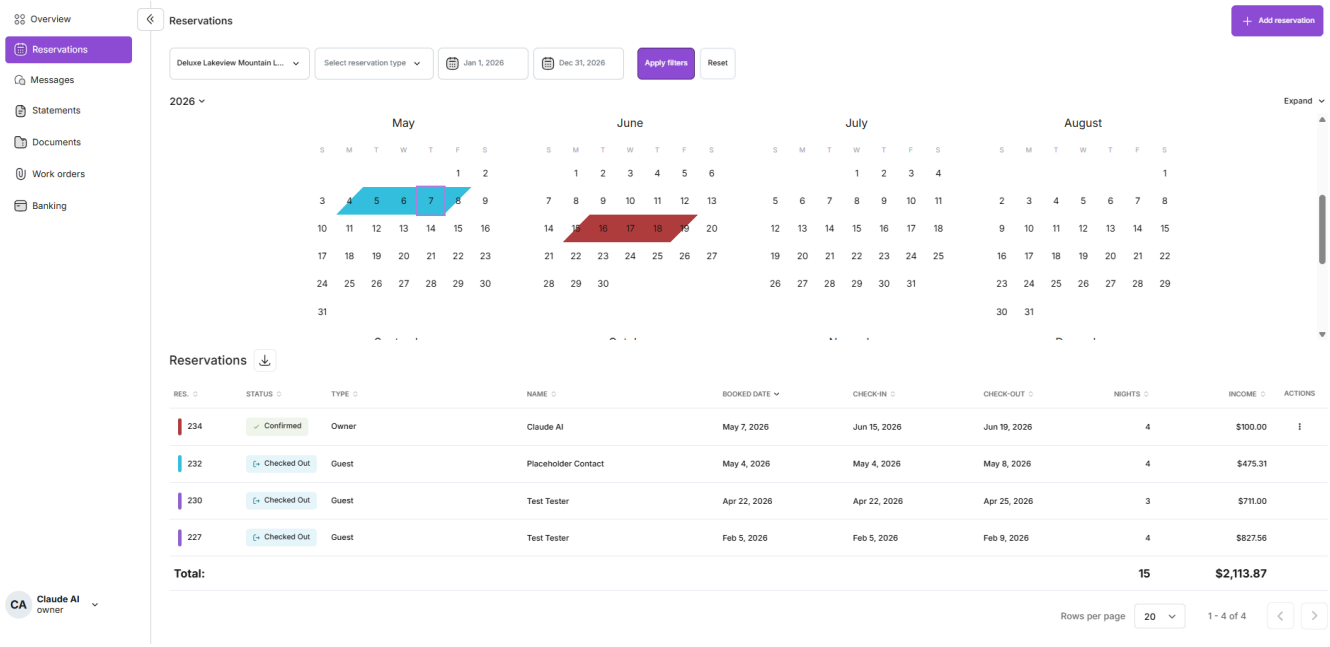
- Revenue — Revenue shows you the overall income generated from guest bookings during a chosen month or year. It includes all confirmed reservations and payments, leaving out canceled bookings, commissions paid out, and personal stays, to give you a clear picture of your actual earnings from rentals.

- Average daily rate — Average Daily Rate (ADR) shows you how much you're typically earning per night for your rental properties during a chosen month or year. It's calculated by taking your total income from guest stays (including taxes and extra fees) and dividing it by the number of nights booked, giving you a clear view of your pricing performance without factoring in cancellations, voided transactions, commissions paid out, or personal use.

- Average nightly revenue — Average Nightly Revenue (ANR) is the total net room revenue generated from valid reservations divided by the number of nights in a given period (month or year). This excludes canceled bookings and personal use, and any commissions paid out to property manager and/or travel agents. ANR focuses solely on actual guest stays and their associated revenue entries.

Helpful tip: *If you own more than one unit, all data on the Overview page reflects the combined totals across all your units. Use the unit selector at the top of other pages to filter by a specific unit.*

2. Reservations



The Reservations page shows all bookings associated with your unit(s). By default, it displays reservations for the current year, but you can adjust the date range and filter by reservation type using the controls at the top of the page.

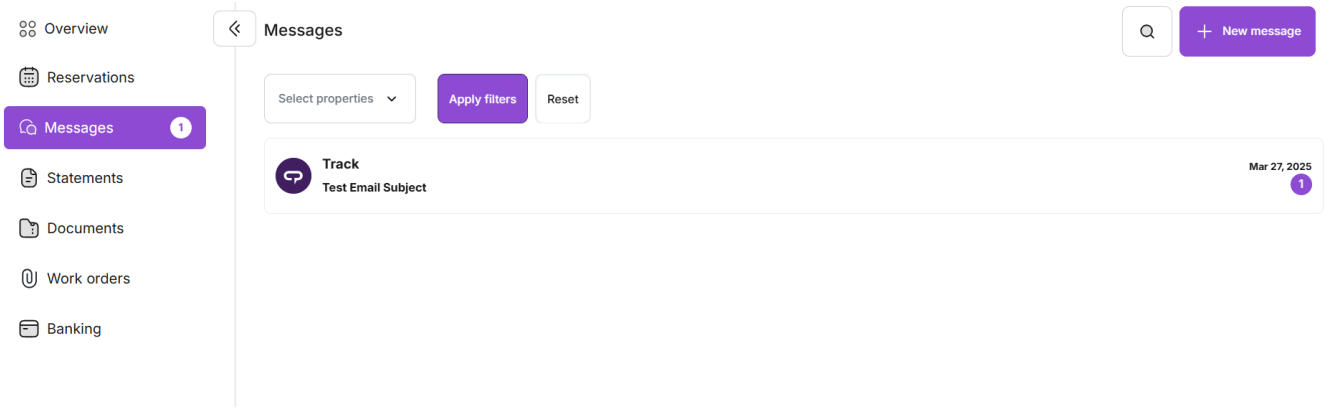
Each row in the Reservations list displays:

- Res. # — the reservation number.
- Status — the current status of the reservation (e.g., Confirmed, Checked In, Checked Out).
- Type — the reservation type (e.g., Guest, Owner).
- Name — the name of the guest.
- Booked Date — the date the reservation was made.
- Check-In / Check-Out — arrival and departure dates.
- Nights — total number of nights.
- Income — the revenue associated with the reservation.
- Actions — the ability for the owner to edit or cancel an owner or owner guest reservation.

To create a new owner reservation in your unit, click the purple "+ Add reservation" button in the top-right corner.

Helpful tip: *Use the unit dropdown filter at the top of the page to view reservations for a specific unit if you own multiple properties.*

3. Messages



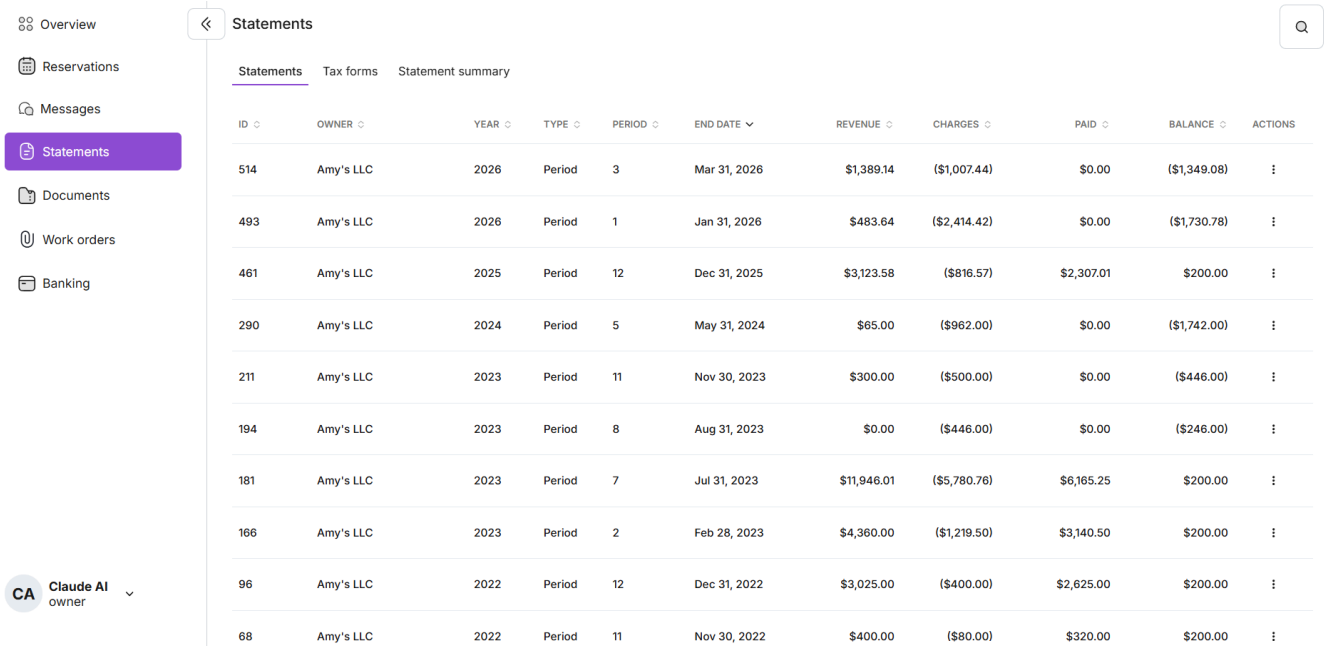
The Messages page allows you to communicate directly with the property management team. You can view any messages that have been sent to you, as well as compose a new message.

To send a new message, click the "+ New message" button in the top-right corner. You can also filter messages by property using the "Select properties" dropdown.

Helpful tip: *If you have no messages yet, you will see a prompt to create your first message. Messages are a great way to ask questions or flag any concerns about your unit.*

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4. Statements



The Statements page gives you access to your owner financial statements. It is organized into three tabs:

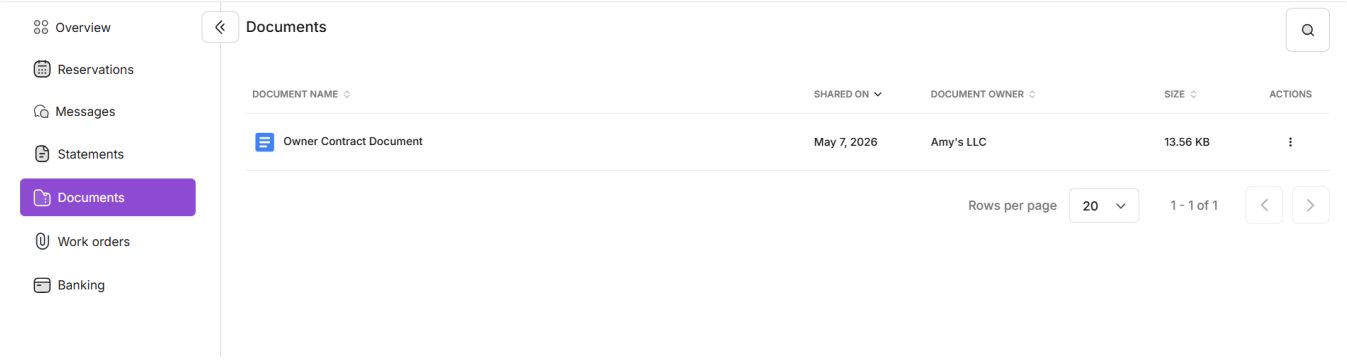
- Statements — your monthly or period owner statements showing revenue, charges, payments, and balance.
- Tax Forms — year-end tax documents when available.
- Statement Summary — an at-a-glance financial summary view.

Each row in the Statements list shows the Statement ID, Owner, Year, Type, Period number, End Date, Revenue, Charges, Paid amount, and Balance. To download a statement as a PDF, click the Actions button on the right side of the relevant row and select ‘See PDF’.

> ***Helpful tip:*** *Statements are published by your property manager. If you do not see a statement for a recent period, it may not have been published yet — contact your manager for more information.*

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5. Documents



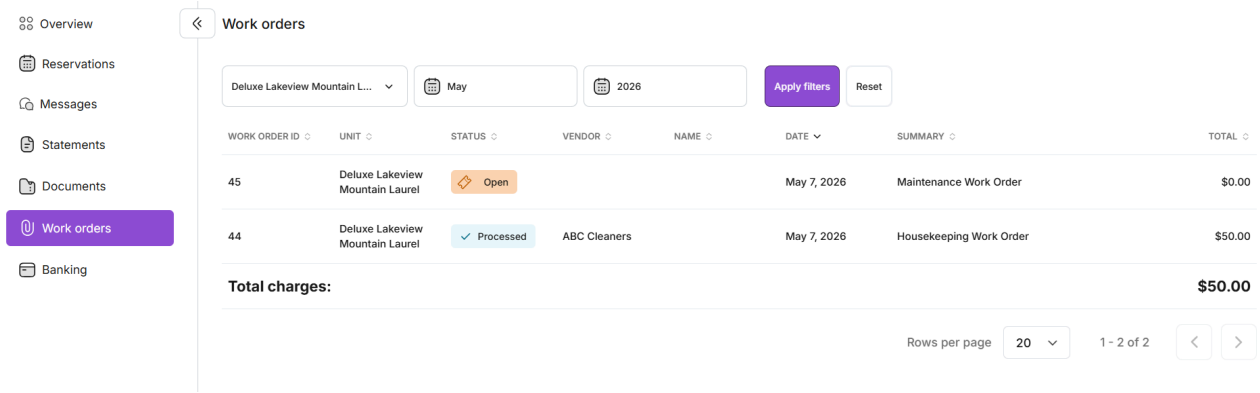
The Documents page provides access to any files that have been shared with you by the property management team. These may include maintenance invoices, contracts, inspection reports, or other relevant documents.

If documents are available, they will be listed with their date, associated company, and file name. Click the Actions button and select ‘View’ on any document to open it.

> ***Helpful tip:*** *If you see the message "Looks like you don't have any documents available," no documents have been shared with your account yet. Check back later or reach out to your property manager.*

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6. Work Orders



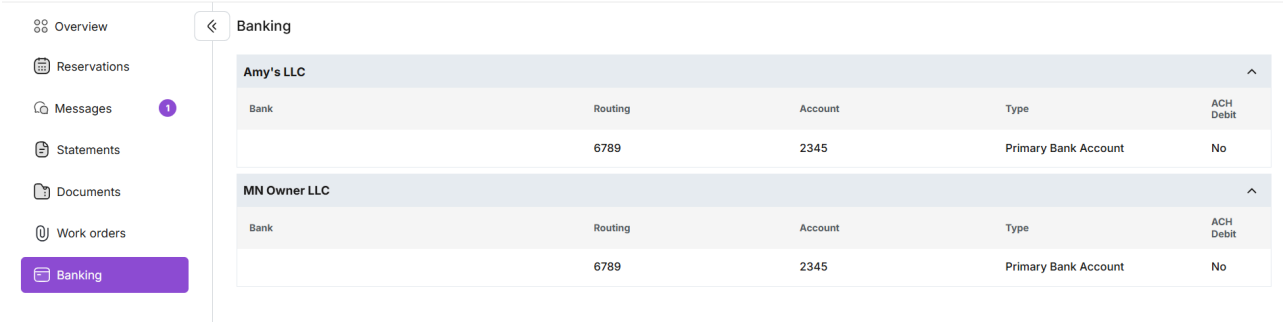
The Work Orders page shows maintenance and housekeeping work orders that have been completed in your unit(s). Use the unit dropdown and the month/year selectors at the top of the page to filter the results by property and time period, then click "Apply filters" to refresh the view.

Each work order entry shows the associated unit, status, vendor, description, date, and any charges incurred. This helps you stay informed about maintenance activity and associated costs at your property.

> ***Helpful tip:*** *Work order charges that appear here may also be reflected on your owner statement as deductions from your revenue.*

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7. Banking



The Banking page allows you to securely view and manage the banking information associated with your owner account and company.

Your company name (e.g., Claude LLC) will appear as an expandable section. Limited banking details reveal the last four digits of the routing number, account number, the account type, and if ACH Debit is enabled

- ACH debit — Automated Clearing House (ACH) payments are electronic payments that **pull** funds directly **from** a personal or business checking or savings account; meaning, this will debit an owner's account if enabled and the owner is in the negative when processing an ACH batch. It is highly recommended, and the responsibility of the property management company, to have a documented process for verifying an owner's participation in ACH debiting.

Helpful tip: *If you need to update your banking information, please contact your property manager directly. Changes to payment details typically require verification before taking effect.*

For additional assistance, please contact your property management team.