

SWTE Start Accommodator Guide

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Before We Begin



If you haven't already done so, work through the *SWTE Stayer Pages — Guide for Accommodators* booklet before starting with this one. The stayer pages booklet provides a practical overview of how the system works where you get to book yourself into a bed and then see the system as if you were a stayer in your property.

How This Book is Organised

In *Introducing the Workplace Pages*, we start by taking you on a tour of the accommodators' workplace pages. We show the various bits and pieces and what they do. Then, in *Using the System*, we show you how to use them before moving on to what you need to do before going live and wrapping up with a brief discussion of the upgrade options.

Let's get started!

Some SWTE Terms

You'll come across the following terms throughout the SWTE documentation:

SWTE accommodators are accommodation providers

SWTE stayers are lodgers, tenants or occupants

SWTE name is your system user name that you use to log in to SWTE.

Introducing the Workplace Pages

My Workplace

Log on to the system as staff using your SWTE name and password.

This is what operators see when they log on – their workplace page.

The screenshot shows the 'My Workplace' page for a user named Larry Landlord. The page has a red header with the text 'Shared living that works.' and a group photo of people. Below the header, there's a navigation menu on the left with links like 'My Workplace', 'My Tasks', 'My Messages', 'My Notices', 'Process Requests', 'Manage Stayers', 'Settings', 'Sales', 'Accounting', and 'Support'. The main content area is divided into several sections. At the top, there's a 'Welcome Larry Landlord' message and a date/time stamp: 'Tuesday, September 12, 2006 3:20 PM'. Below this, there's a summary table showing financial and occupancy data. The table has columns for 'Money in', 'Money out', 'Total balance', 'Cash in', 'Cash out', 'Cash balance', 'Arrivals today', 'Departures today', 'Bed change today', 'Total beds', 'Empty beds', and 'Beds for sale'. The data shows all financial values at \$0.00 and occupancy at 0 arrivals, 0 departures, and 0 bed changes, with 6 total beds, 2 empty beds, and 3 beds for sale. Below the summary table, there's a green bar with a search function for 'User nick name' and a 'Go' button. To the right of the search bar are links for 'Create new user' and 'Show floor plan'. Below the green bar, there's a blue section titled 'SWTE's most wanted' which lists stayer information including name, reason, home, bed, billing day, amount due, and deposit. The list includes entries for 'Nellie Monkey' and 'Larry Landlord'. Below this, there's another blue section titled 'Available task pool' which shows a table with columns for 'Priority', 'Description', 'Category', 'Home', 'Due Date', and 'Due Time'. The table currently shows 'No Available Tasks'. At the bottom of the page, there's a footer with links for 'Home', 'About Us', 'Terms and Conditions', and 'Privacy Policy'.

Money in	\$ 0.00	Cash In	\$ 0.00	Arrivals today	0	Total beds	6
Money out	\$ 0.00	Cash out	\$ 0.00	Departures today	0	Empty beds	2
Total balance	\$ 0.00	Cash balance	\$ 0.00	Bed change today	0	Beds for sale	3

User nick name Search

Stayer Name	Reason	Home	Bed	Billing day	Amount due	Deposit
Nellie Monkey	Owes Fines	Bondi Beach view	3		\$ 110.00	\$ 140.00
Larry Landlord	Late Rent	Bondi Beach view	1	Friday	\$ 140.00	\$ 250.00
Nellie Monkey	Late Rent	Bondi Beach view	3	Saturday	\$ 280.00	\$ 140.00

Available task pool

Priority	Description	Category	Home	Due Date	Due Time
No Available Tasks					

On this page you can get a quick look at the state of play in your property. You can see that the screen is in three parts:

- The grey section at the top is a summary of money in and out, the number of arrivals and departures, and bed data.
- The green bar, which we'll talk about later is on every screen and provides quick access to all your stayers' accounts.
- The blue section has items that require your attention:
 - *SWTE's most wanted* has late rent, low deposit and fines owing etc.
 - *Available task pool* shows a list of staff tasks that have not been picked up. In SWTE Start, it's usually departure inspections or maintenance tasks.

The Green Bar

The green bar is on every accommodator screen. It provides easy access to stayer accounts and the floor plan. You can also create a new account for a stayer here.

It also has a search function. If you don't know a stayer's SWTE name, you can type their first name in the text field and click search.

This close-up screenshot shows the green bar search function. It includes a text input field with the name 'chris', a 'Search' button, and a 'Go' button. To the right of the search bar are links for 'Create new user' and 'Show floor plan'.

User nick name Search

We'll have another look at the green bar later. For now, we'll work our way down the menus.

My Tasks

There are two parts to this screen.

- (a) Daily tasks – these have to be rolled out every day and responsibility taken for
- (b) Reminders – these are not accountable, but should be done.

In SWTE Start, tasks are system-generated tasks that come from your stayers that are approved first. If you take one of the upgrade options, you can have staff accounts and allocate these task to your staff members to deal with.

Description	Location	Due Date	Time
<input type="checkbox"/> Departure inspection	Bondi Beach view	09/09/2006	04:05 PM
Perform departure inspection for Bed number in			
<input type="checkbox"/> Departure inspection	Bondi Beach view	10/09/2006	10:00 AM
Perform departure inspection for Bed number 2 in Bondi Beach view			

My Messages

You can see that the messages page is pretty much the same as on the stayer pages with a couple of exceptions

- you can send messages to staff
- you can see how many messages your stayers send and receive in the message log.

From	Date	Message
<input type="checkbox"/> monkey987	09/09/2006	I have heard that your room may require room service, unfortunately their are no maids working in this house ? Have you not noticed ?

My Notices

This works in exactly the same way as it does in the stayer pages. Refer to the stayer pages for more information.

Process Requests

This is where you get to enjoy the new level of control SWTE brings to your business. All of the needs and wants from your stayers flow through this approval portal. When processing requests, you can then assign a task to yourself and it'll be added to your task list. As you grow your business and acquire staff, you will be able to allocate tasks to them.

When you approve or reject a request, the requester receives a message notifying them of the outcome.

Manage Stayers

Everything to do with managing your stayers happens under *Manage Stayers*.

There's quite a lot of functionality here. Let's look at what happens under the links:

- **Current tenants list** gives a list of who's in your house, their contract period, rent and who referred them.
- **Adjust beds** allows you to move a stayer from one bed to another without them having to put in a change bed request.
- **Pending Departures** is a list of stayers who have submitted their notice. You can check them out from this screen.
- **SWTE's most wanted** – is an active list of people who owe you money or could do so very soon if not seen to.

You can deal with individual stayers by typing their SWTE name into the box on the green bar. Try typing your SWTE name and clicking the **Go** button.

You should see something like this:

total balance \$ 0.00 Cash balance \$ 0.00 Beds for sale 0

User nick name Search Go Create new user Show floor plan

Stayer Details

Name	Nellie Monkey	Home	Bondi Beach view, Bed no. 3	
Billing cycle	Saturday	Date of arrival	09/09/2006	Expiry date 04/10/2006
Mobile no.	0912345678	Contract type	Standard	Status Stayer - Departing
Total Fine	\$ 110.00	Cash backs	\$ 0.00	Rewards 0.0

Account details Pay rent Manage Contract Swap beds Give notice Check out Transactions

Adjust rent Contract History

Account details

First name	Nellie	Last name	Monkey
Account type	Working Traveller		
Permanent address	987 Coconut Tree		
City	Monkeys Forest	State	Qld
Country	Australia	Postcode	
Passport no	987582	Gender	Female
Contact no	0912345678	Email address	nellie@mailinator.com
Show contact details	No		
Referral by	AIFS		
Username	monkey987		

Reset Password Proceed to booking House viewing list

Of course you can do this from any screen within the staff pages. Most of the tasks here, stayers can perform for themselves under My Administration in their pages.

A quick rundown on what you can do here:

- **Account details** allows you to edit their details, reset their password if they've forgotten it and book them in
- **Pay rent** is where you can take money off them and issue receipts.
- **Manage Contract** is where you alter the length of a stayer's contract. They can do that themselves.
- **Swap beds** is where you can allow stayers to swap beds.
- Under **Give notice**, you can submit a departure notice on their behalf
- Check stayers out
- View all the **Transactions** for the stayer, filtered by date.
- Adjust rent
- View their **contract history**.

Settings

This is where you control your bed rates. If you choose to upgrade later on, you can control all the settings for your houses and business logic.

User nick name Search Create new user

Contract types Setup houses All House rates

Booking type	Contract period	Deposit amount	Billing	Edit
Casual	1 to 29	\$ 250.00	Weekly	Edit
Standard	30 to 365	\$ 250.00	Weekly	Edit

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Sales

You've already seen how the sales process works. This section allows you monitor your sales, the status of your beds and viewing lists.

User nick name Search Create new user

Sales Register Viewing list Bed status

Ref. No.	Booking Date	Check In Date	Customer Name	Home	Bed	Status
1952	08/09/2006	09/09/2006	Larry Landlord	Bondi Beach view	1	Paid
1954	09/09/2006		Fred Monkey	Bondi Beach view	2	Paid reschedule
1955	09/09/2006	09/09/2006	Fred Monkey	Bondi Beach view	2	Paid
1960	11/09/2006		chris virtue	Bondi Beach view	4	Paid reschedule
1956	09/09/2006	09/09/2006	Nellie Monkey	Bondi Beach view	3	Paid

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Accounting

Here, you can see where your money's coming from and where it's going. You can access a series of useful reports, view invoices, and set up a direct debit authority.

User nick name Search Create new user

Balance report Bed nights report Transactions report SWTE Invoices Direct Debit Authority

House From To Go

Cash balance at COB \$ Card Balance at COB \$

Account Code	Account Description	In	Out	Balance
1	RENT PAYMENT	\$ 1340.00	\$ 0.00	\$ 1340.00
3	KEY DEPOSIT	\$ 1250.00	\$ 1500.00	\$ -250.00
5	DEPOSIT LOAN	\$ 0.00	\$ 0.00	\$ 0.00

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Support

This where you come for training manuals and to upgrade your SWTE licence when it's time to get something with a bit more grunt.

Process Requests


Manage Stayers


Settings

Sales

Accounting

Support

User nick name 

[Product Upgrade](#) [Start training](#) [Operator Terms](#)

Product Upgrade

Current Licence

Current product

SWTE "Start"

Current term

11/09/2006 to 01/01/2007

Search engine listing

Yes, Please list my vacancies

Licensed beds

1

Current licence fee (Paid)

\$ 0.00

Licence anniversary (due)

01/01/2007

Licence upgrade request

Search engine listing

☒ Yes, please list my vacancies

☐ No, do not list my vacancies

Licensed beds

1

(Note: Licenced beds determine how many beds you are able to setup on your system)

Available products

☒ SWTE "Start"

☐ SWTE "landlord"

☐ SWTE "Home"

☐ SWTE "pro"

Using the System

Now that we've had a tour of the system, let's look at how to use it.

Managing Stayers

Creating a New Stayer Account

1. Click **Create new user** on the Green Bar.



2. Complete all the relevant fields on the *Account details* screen. What is entered will influence the results they get from the search engines, so make sure it is accurate.
3. Click **Save** when finished.

Finding an Existing Stayer's Account

1. If you know the stayer's SWTE name, type it in the box in the green bar and go to step 4. If you don't know, type their first name in the box.
2. Click **Search**. A list of matching user names display. Scroll down to the one you want and click on it.

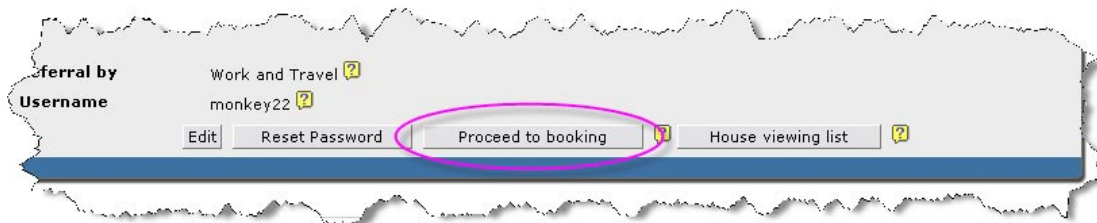


3. With the stayer's user name now in the box, click **Go**.

The stayer's account details displays.

Booking a Stayer into a Bed

1. Locate the stayer's account.
2. Click **Proceed to booking**.



3. Select the house.
4. Select the estimated contract period and click **Go** to update.
5. Click the bed to book.

Bed list

Select house: **Gorrilla Cage** Contract from: **08/06/2006** To: **29/07/2006** Go

Zone	Bed #	Room type	Weekly bed rate	Daily bed rate	Date available
6	Gorrilla Cage - 31	Twin Share	\$ 150.00	\$ 21.43	07/06/2006

* Special bed rates.
 ** This bed is not available for the selected contract duration of 51 Days.
 *** Booking can't be made for later than 7 days from the date the bed is available.

6. If you're taking the deposit, select the payment method; otherwise select No for Payment received. Note that you can override the rate and deposit amounts if you need to.
7. Explain your terms and conditions of stay to the stayer and then click the **Accept** radio button. It is a good idea to have a copy of your terms and conditions for them to sign.
8. Click **Confirm booking**.

Confirm booking

House Name	Bed No.	Name of guest	Operating Hours	Available
Gorrilla Cage	31	Melinda	9 - 11	07/06/2006

Contract

Contract period From: **08/06/2006** To: **29/07/2006** Recalculate

Bed rates (Weekly, Daily) \$ **150.0**, \$ **21.43**

Deposit amount (Refundable) \$ **250.0** Recalculate

Deposit paid (waiting list) \$ **0.0**

Length of contract **51 Days**

Total rent for contract term \$ **1092.86**

Non-refundable ancillary charges \$ **0.00**

Total rent + Deposit \$ **1342.86**

Due now to secure booking (Deposit) \$ **250.00**

Mode of payment **CASH**

Payment received **Yes**

For cases where payment not received

We will hold your booking for a period of 72 hours. If we do not receive your payment of \$ 250.00 at the end of that period we will have to release your booking.

Terms and conditions

The Operators of this accommodation grants to the Resident the licence to occupy their premises upon terms and conditions hereinafter set forth:

Electronic Acceptance
 The resident acknowledges that upon becoming a recognised member of this house they are provided their own

☒ Accept ☐ Do not accept

By Clicking on the confirm button below, you agree to accept the Terms and Conditions and refundable charge of: 250.0

You pay the Balance of \$ 150.00 on arrival at the hostel.

<< Back **Confirm booking!** Cancel

That's it. They will be listed on your arrivals list within *Manage stayers*.

Cancelling a Booking

1. Click **Sales** in the left hand menu.

A list of bookings that are pending payment (i.e. unconfirmed) is displayed.

2. Click the reference number of the booking to cancel.

The screenshot shows the 'Sales Register' interface. On the left is a navigation menu with 'Sales' highlighted. The main area has a search bar and a table of bookings. The first row of the table has the reference number '1691' circled in red.

Ref. No.	Booking Date	Check In Date	Customer Name	Home	Bed	Status
1691	30/08/2006		Micky Monkey	Johnston	8	Pending Payment

3. Click **Cancel Booking**.

Arriving Stayers

1. Click **Manage Stayers**.
2. Click **Arrivals today**.
3. Click **Check In**.

The screenshot shows the 'Arrivals today' interface. On the left is a navigation menu with 'Manage Stayers' highlighted. The main area has a search bar and a table of arrivals. The 'Check In' button at the end of the first row is circled in red.

Name	Stayer Id	Home	Bed	Booked date	Arrival date	
Fred Monkey	1690	Johnston	5	30/08/2006	30/08/2006	Check In

4. Confirm the details on the screen and click **Check In**.
5. That's it. Hand them the keys; show them to their room.

Accepting Rent Payments

To enter a rent payment from a late payer:

1. In SWTE's most wanted, click Late Rent next to the stayer's name. The rent payment screen will display.

The screenshot shows the 'SWTE's most wanted' interface. On the left is a navigation menu with 'My Workplace' highlighted. The main area has a summary table and a table of stayers. The 'Late Rent' button next to 'Micky Monkey' is circled in red.

Money in	Cash In
\$ 14043.00	\$ 14043.00

Money out	Cash out
\$ 840.00	\$ 840.00

Total balance	Cash balance
\$ 13203.00	\$ 13203.00

Stayer Name	Reason	Home	Bed	Bit
Micky Monkey	Late Rent	Johnston	3	Th
Michelle Monkey	Late Rent	Johnston	4	Tk
christopher monkey	Late Rent	Johnston	7	Th

2. Type in the amount received.
3. Select the payment method.
4. Click **Submit Payment**.

The screenshot shows a payment summary and a form to enter payment details. Callout 2 points to the 'Cash received' input field where '150' is entered. Callout 3 points to the 'Type' dropdown menu which is set to 'EFT POS'. Callout 4 points to the 'Submit payment' button.

Total Contract due this week	
Contract Deposit	\$ 250.00
Contract liability	\$ 1307.15
Amount paid	\$ 300.00
Contract owing	\$ 1007.15
Rent paid till	07/06/2006
Rent period due	08/06/2006 - 15/06/2006
Amount due	\$ 150.00
Partially paid	\$ 0.00
Outstanding	\$ 150.00

[View history of payments made](#)

Outstanding rent	Due date	Latest payable by	Late rent fine
\$ 150.00	08/06/2006	09/06/2006	\$ 0.00

Total discount on payment amount is 0.0

Cash received Type

Note :- Fine amounts will be automatically deducted from deposit amount.

To enter an on-time or early payment:

1. Locate the stayer's account.
2. On the Account holder screen, click **Rent Payment**.

The screenshot shows the 'Account holder' screen for Michelle Monkey. The 'Pay rent' link in the account details section is highlighted with a red circle.

Account holder				
Name	Michelle Monkey	Home	Johnston, Bed no. 4	
Billing cycle	Thursday	Date of arrival	24/08/2006	Expiry date
Mobile no.	789456123	Contract type	Standard	Status
Total Fine	\$ 10.00	Cash backs	\$ 0.00	Rewards
Account details Pay rent Manage Contract Swap beds Top up deposit Pay off fines Give notice				
Check out Transactions Adjust rent Contract History				

3. Type in the amount received.
4. Select the payment method.
5. Click **Submit Payment**.

Departing Stayers

1. Locate the stayer's account
2. Click **Give notice**.

A screenshot of a web interface showing a stayer's account details. The page has a blue header with the text 'Wednesday, 19/04/2006'. Below the header, there are several fields: 'Mobile no.' (0423 110 242), 'ON VARIABLE RATE', 'Status' (Stayer), 'Total Fine' (\$ 100.00), 'Cash backs' (\$ 0.00), and 'Rewards' (500.0). Below these fields, there is a navigation bar with links: 'Account details', 'Pay rent', 'Manage Contract', 'Swap beds', 'Top up deposit', 'Pay off fines', and 'Give notice'. The 'Give notice' link is circled in red. Below the navigation bar, there is a section titled 'Account details' with a question mark icon.

3. Enter the departure date.
4. Click **Submit**.

A screenshot of a web interface showing a 'Departure notice' form. The form has a blue header with the text 'Departure notice'. Below the header, there is a paragraph of text: 'Your current contract is coming to a close on 19/05/2006. A notice of 7 days is Please enter the date on which you want to leave the house below. If the date you enter is later than 19/05/2006, your contract will be automatically If you enter a date earlier than 19/05/2006, you will be charged a Contract br Please issue notice only if you are really intending to leave. Once we receive y not be able to stay longer once your bed is sold.' Below the text, there is a field labeled 'Departure date' with a calendar icon. The date '19/05/2006' is entered in the field. The field is circled in red. To the right of the field, there is a 'submit' button and a 'cancel' button. The 'submit' button is circled in red. The number '3' is written in red next to the date field, and the number '4' is written in red next to the submit button. At the bottom of the page, there is a navigation bar with links: 'Home', 'About Us', 'Terms and Conditions', and 'Privacy Po'.

An acknowledgement of the notice is displayed. Make sure that the stayer knows to keep the reference number.

5. This bed will automatically become listed within the SWTE search engines for thousands of SWTE members to see and then book to view it.

Note: Your stayers can give departure notice for themselves on-line. Once submitted they will be listed under pending inspections for the day they depart

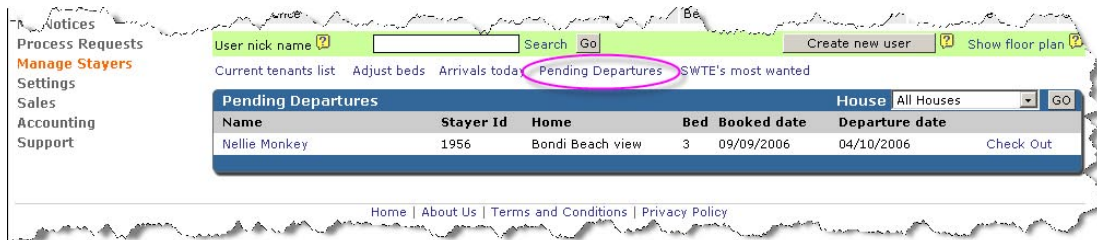
They would have to agree to the following terms before they can submit a departure notice:

- I will arrange a departure inspection time with my accommodation provider.
- I will present my bedroom clean and clear of my belongings at my departure inspection.
- I will present the common living areas of the property to a standard requested by my accommodation provider.
- I accept that my deposit will be refunded after my departure inspection is deemed satisfactory by my accommodation provider.

Checking Stayers Out

To see a list of inspections due:

1. Click **Manage Stayers**.
2. Click **Pending Departures**. A list of all the departures pending is displayed.



To check a stayer out after you've completed your inspection:

1. Click **Check Out** next to the stayer's name.



2. The total balance and how it is made up is shown. All the fields with boxes around them are editable, so you can make adjustments if you need to.

Note: If the total balance figure is negative, it means that the stayer owes you money.

3. If they haven't passed the inspection and you want to fine them or charge them for damages, type the amount in the Other charges field. Click **Recalculate** if you do.
4. If you need to collect any cash from them, don't forget the payment method.
5. Click **Check out** when finished.

Name	Stayer Id	Home	Bed	Booked date	Departure date
Nellie Monkey	1956	Bondi Beach view	3	09/09/2006	04/10/2006

Billing cycle	Date of arrival	Expiry date
Saturday	09/09/2006	04/10/2006

Mobile no.	Contract type	Status
0912345678	Standard	Stayer - Departing

Total Fine	Cash backs	Rewards
\$ 110.00	\$ 0.00	0.0

Deposit Paid	Deposit Balance
\$ 250.0	\$ 250.0

Rent Payable	Rent Paid	Rent Balance
\$ 1000.0	\$ 0.0	\$ -1000.00

Fines charged	Fines Paid	Charges Balance
\$ 110.0	\$ 0.0	\$ -110.00

Other charges	Cash backs earned	Cash backs Balance
\$ 0.0	\$ 0.0	\$ 0.00

Cash backs spent	Total Balance
\$ 0.0	\$ -860.00

Payment type: CASH

Recalculate Checkout

Grab the keys from them and show them the door. They will receive a "goodbye" email and you can then arrive your incoming stayer.

All About Sales

Checking the Viewing list

To check the viewing list:

1. Click **Sales** in the left menu.
2. Click **Viewing List**.

The screenshot shows a web interface titled 'Viewing list'. At the top, there's a 'Select house' dropdown set to 'All House'. Below it are date pickers for 'From Date' (15/05/2006) and 'To Date' (15/05/2006), with a 'Go' button. The main area is a table with columns: Visitor Name, Telephone, e-Mail, Houses, Viewing Date, and SWTE Score. There are four rows of data, each with a checkbox in the first column. The first row is for 'Jimmy Monkey' with a checked checkbox and a 'Remarks' field containing 'Nice bloke'. The second row is for 'Michelle Monkey' with a checked checkbox and a 'Remarks' field containing 'Well presented, friendly'. The third row is for 'Billy Monkey' with an unchecked checkbox and a 'Remarks' field containing 'Very aggro, wouldn't fit in'. The fourth row is for 'Merril Monkey' with a checked checkbox and a 'Remarks' field containing 'Bit shy, but should be OK'. At the bottom of the table are four buttons: 'Save Comments', 'Mark as viewed', 'Reschedule', and 'Delete'. The 'Mark as viewed' button is circled in pink.

Visitor Name	Telephone	e-Mail	Houses	Viewing Date	SWTE Score
<input checked="" type="checkbox"/> Jimmy Monkey	04321245	jimmy@mailinator.com	Monkey cage	15/05/2006	0.0
<input checked="" type="checkbox"/> Michelle Monkey	789456123	cvlists@inhouse.com.au	Monkey cage	15/05/2006	0.0
<input type="checkbox"/> Billy Monkey	75351595	cvlists@inhouse.com.au	Monkey cage	15/05/2006	0.0
<input checked="" type="checkbox"/> Merrill Monkey	96327412	cvlists@inhouse.com.au	Monkey cage	15/05/2006	0.0

There is a list of people (and their contact details) who have seen your property listed within the search engine and have booked to come and view it. They will be coming to your address at the times you put on your SWTE Start form. It's a good idea to call them to confirm.

3. As you confirm that they are welcome to book a bed in your property, mark them as "Viewed". You can add useful comments about each prospective stayer for your records or a follow up call:
 - (a) Make sure the box next to the stayer is ticked.
 - (b) Type your comment.
 - (c) Click **Mark as Viewed**.

Note: Stayers who you do not mark as viewed will not be able to book a bed in your place. The "marked as viewed" function is your security to ensure that people cannot book into your house without you welcoming them.

What happens next?

You have two choices:

- i. Book them into your bed yourself by finding the stayers account and book them directly into an available bed.
- ii. Marked off the stayer as "viewed", then instruct them book your available bed themselves on-line once they decide they want to move in. They can do this from their own SWTE stayer account.

If you accept on-line payments, stayers can make their booking and pay their deposit on-line to confirm. After they have done that, they will be on your arrivals list for that day.

Confirming Bookings

If a stayer has booked a bed on-line and you don't accept on-line payments, they have 24 hours to pay you directly to confirm the booking before it is automatically cancelled. The stayer will have received a reference number when they book. Get that number off them. All bookings that are pending payment are listed under *Sales*.

To confirm a booking, pending payment:

1. Click **Sales** in the left-hand menu.
2. Click the booking Ref No.

The screenshot shows a web application interface with a left-hand menu containing 'Notice Board', 'Settings', 'Sales', 'Accounting', and 'Support'. The 'Sales' menu item is highlighted. The main content area is titled 'Sales Register' and includes a search bar and a table of bookings. The table has columns: Ref. No., Booking Date, Check In Date, Customer Name, Home, Bed, and Status. The first row of the table is highlighted with a red circle around the Ref. No. 1692.

Ref. No.	Booking Date	Check In Date	Customer Name	Home	Bed	Status
1692	30/08/2006		Billy Monkey	Oxford	1	Pending Payment

3. The amount to collect is shown.
4. Choose the payment method from the drop-down list.
5. Click **Confirm Booking**.

The screenshot shows a 'Booking details' page with the following information:

- Home: Monkey cage Bed No. 21
- Request Number: 1596
- Customer Name: Michelle Monkey
- Booked for: 17/05/2006 on 17/05/2006
- Check In Date:
- Check Out Date:
- Deposit payable: \$ 250.00
- Deposit paid: \$ 0.00
- Ancillary charges: \$ 0.00
- Balance payable: \$ 250.00
- Deposit payable: \$ 250.00 (with a red circle around the input field)
- Booking Status: Pending Payment and its an Active Booking
- Payment Mode: CASH (with a red circle around the dropdown menu)
- The refundable amount is \$ 0.00

At the bottom, there are three buttons: 'Confirm Booking' (highlighted with a red circle), 'Cancel Booking', and 'Cancel'.

Accounting

Click the Accounting link for accommodation, transaction and balance reports, and bed-nights report. You can also view security deposits held, revoke fines and register for on-line payments.

We won't go through everything here, because it's pretty straight-forward.

The bed-nights report lists all bed-nights for your property for accounts created by you (i.e. operator bed-nights) and all bed-nights by existing SWTE accounts holders (i.e. enterprise bed-nights). Use this report to reconcile your SWTE invoice.

To run the bed nights report:

1. Click **Accounting** then **Bed nights report**.
2. Select the houses that you want to view.
3. Select the range of dates.
4. Click **Go**.

The screenshot shows the SWTE Accounting interface. On the left is a navigation menu with links: My Tasks, My Messages, My Notices, Process Requests, Manage Stayers, Settings, Sales, Accounting (highlighted), and Support. The main content area displays financial summary statistics: Money in (\$0.00), Cash In (\$0.00), is today (0), Total Beds (6); Money out (\$0.00), Cash out (\$0.00), Departures today (0), Empty beds (2); Total balance (\$0.00), Cash balance (\$0.00), Bed change today (0), Beds for sale (3). Below this is a search bar for 'User nick name' and a 'Go' button. A row of links includes 'Balance report', 'Bed nights report' (circled in pink), 'Transactions report', 'SWTE Invoices', and 'Direct Debit Authority'. The 'Bed Nights Report' section is expanded, showing a 'House' dropdown set to 'All houses', 'Start Date' (01/08/2006), 'End Date' (31/08/2006), and a 'Go' button. At the bottom are links for Home, About Us, Terms and Conditions, and Privacy Policy.

5. A brief report displays. To see more detail about a particular house, click **Click for details**. The details display in a new window.

The screenshot shows the 'Bed Nights Report' results. At the top, it has the same filters as the previous screen: House (All houses), Start Date (01/08/2006), End Date (31/08/2006), and a Go button. Below the filters is a table with the following data:

House	Enterprise bed nights	Rate	Total	
Oxford	20	1.00	20.00	Click for details
Johnston	31	1.00	31.00	Click for details
The Ranch	0	1.00	0.00	Click for details


At the bottom are links for Home, About Us, Terms and Conditions, and Privacy Policy.

On the first day of each month, you will be invoiced a small booking fee per enterprise bed-night for the previous month. Your SWTE invoice will be listed in your accounting pages on the first day of each month.

You can pay the invoice by credit card using our on-line credit card facility within the SWTE application or by direct deposit into our bank account by filling out a direct debit authorization form within your accounting pages.

System Set-up

Throughout the settings pages, there is help everywhere. Rather than go through all the details and ins and outs of the settings, the best way for you to learn how configure your system is to get in there and look for yourself.

Next to every field is a question mark the looks like this: . Click it and you'll get a pop-up that will tell you exactly what that setting does and the likely impact it will have on your stayers and your business.

A word of warning: if you don't feel confident about changing something, then don't. You'll probably find that most of the default settings will suit your business just fine. If you do make changes, you can always come back and undo things. So before you make a change, write down what the settings were before the change so that if it doesn't work the way you want it to, you can come back and put it back to the way it was.


And don't forget, you can always get help from your SWTE facilitator.

Managing Contracts and Rates

To edit an existing contract or add a new one:

1. Click **Settings**.
2. Click **Contract types**.
3. To add a new contract, click **New Contract Type**. To edit an existing contract, click **Edit**.




4. Everything you need to know about the contract is in the help pop-ups. Click the question marks  next to the fields and read the instructions/explanations so you fully understand the consequences of any changes before you make any.

To edit or add your bed type rack rates:

1. Click **Settings**.
2. Click **All house rates**.
3. To edit an existing rate, click Edit. To add a new one, click Add new rack rates.



4. Everything you need to know about the contract is in the help pop-ups. Click the question marks  next to the fields. Make sure you click Save when finished.

Uploading Pictures

To make your listing more appealing within our search engine, you should load some pictures into it for prospective stayers to see what they're getting into.

To upload a picture:

1. Click **Settings**.
2. Click **Set up houses**.
3. Click **Pictures** next to the house that you want to upload for.

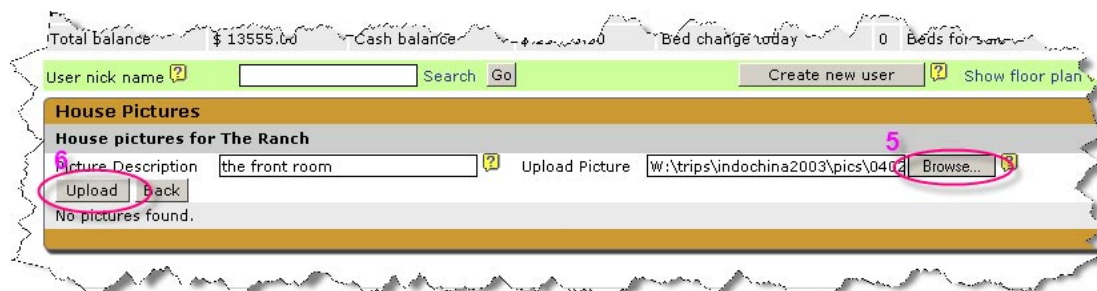


4. Type in a Picture Description.
5. Click **Browse**.

What you have to do here will vary according to the operating system that you use. Browse to and select the picture file. The full file name will display in the Upload Picture field.

Note: Photos must be GIF or JPG format and we recommend 640X480 resolution in landscape for best results.

6. Click **Upload**.



7. A thumbnail view of the picture will be shown.

Support

Inside your application you will see a Support link at the bottom of your left hand navigational bar. Inside these pages you will find the following:

- A full SWTE Start training manual.
- SWTE product upgrade pages.
- Your SWTE Facilitator's ("SWTE fa") contact details for support, and product upgrade assistance
- Service request forms (e.g. book a trainer)
- On-line payment processing application wizard for on-line payment of deposits and rent into your account.

Going Live

When you feel that you know the SWTE system well enough to run your business, then it's time to go live.

Before you can go live, you need to ensure that the system matches the way you currently run your property. For instance, if your rent cycle is Friday to Friday, then you need to ensure that each of your stayers is booked onto the system to arrive on a Friday. You must arrive them on a Friday to be sure their rent cycle on the new system matches their current cycle.

Similarly, make sure that when you book your existing stayers into the system that you enter a deposit amount that is the same as their existing deposit balance to ensure when these stayers depart, their deposit balance is accurate.

Oh — don't forget to book yourself out!

You'll find a going live check list at the back of this booklet.

Upgrading Your System

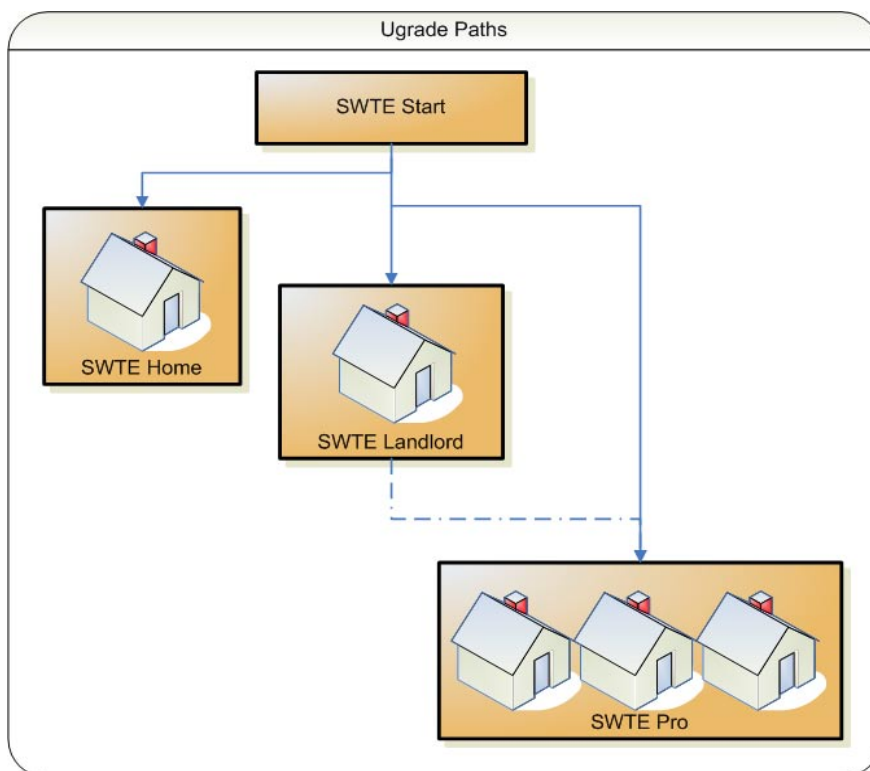
There's a whole lot more to the SWTE system than SWTE Start. Upgrading allows you to implement community and reward tasks, manage more than one property, manage staff tasks and generally have a lot more control.

There are three upgrade paths that you can take:

SWTE Home: for live-in managers, home-stay families hosting stayers or head tenants sub-renting. It allows the person managing the place to be a part of it amongst fellow stayers.

SWTE Landlord: for those managing multiple smaller properties from outside the property, not as one of the stayers living in it.

SWTE Pro: the all-singing, all-dancing solution to the accommodation management nightmare for larger landlords with staff and is suitable for management companies, universities and managing agents.



You can find out about all of these options from the www.swte.biz web site. Just follow the Products link or talk to your SWTE facilitator. Once you've decided which product is best for you, upgrading is easy.

To upgrade:

1. Click **Support**.
2. Click **Product Upgrade**. The product that you're currently on is shown.
3. If you want your beds listed in the search engines, click **Yes**, otherwise click **No**.
4. Enter the number of beds that you want to set up on the system
5. Click the product that you want to upgrade to.
6. Click **Proceed**.

The screenshot shows the SWTE web interface. On the left is a navigation menu with 'Support' highlighted. The main content area has a header with financial and occupancy statistics. Below this is a 'Product Upgrade' section. A pink arrow labeled '2' points to the 'Product Upgrade' link in the top navigation bar. The 'Current Licence' section shows 'Current product' as 'SWTE "Start"'. The 'Product upgrade request' section has 'Search engine listing' with radio buttons for 'Yes, please list my vacancies' (selected, labeled '3') and 'No, do not list my vacancies'. The 'Licenced beds' field is a text box containing '20' (labeled '4'). Below this is a note: '(Note: Licenced beds determine how many beds you are able to setup on your system)'. The 'Available products' section has four radio buttons: 'SWTE "Start"' (selected, labeled '5'), 'SWTE "Home"', 'SWTE "landlord"', and 'SWTE "pro"'. At the bottom of this section is a 'Proceed' button (labeled '6').

My Workplace	Money in	\$ 0.00	Cash In	\$ 0.00	Arrivals today	0	Total beds	23
My Messages	Money out	\$ 0.00	Cash out	\$ 0.00	Departures today	1	Empty beds	12
My Notices	Total balance	\$ 0.00	Cash balance	\$ 0.00	Bed change today	0	Beds for sale	12

User nick name Search

Product Upgrade Start training Register online payments Operator Terms

Current Licence

Current product SWTE "Start"

Current term 01/01/2006 to 01/01/2007

Search engine listing Yes, Please list my vacancies

Licensed beds 20

Product upgrade request

Search engine listing ☒ Yes, please list my vacancies ☐ No, do not list my vacancies

Licensed beds

(Note: Licenced beds determine how many beds you are able to setup on your system)

Available products ☒ SWTE "Start" ☐ SWTE "Home" ☐ SWTE "landlord" ☐ SWTE "pro"

7. Review all the details on the next screen and if all is OK, click **Confirm Upgrade**.

Going Live Checklist

- | | | |
|---|--|--------------------------|
| 1 | Plan to go live.
Pick a date and write it in your diary. | <input type="checkbox"/> |
| 2 | Notify your stayers.
Be sure to do this before you start creating accounts for them all as they will be sent an e-mail notifying them of their new account.

Download the template letter from www.swte.biz/support/downloads . Edit it to suit your requirements (e.g. you may or may not have a web interface, so delete the paragraphs that don't apply). Use this as an opportunity to update your stayers' contact details, such as email address, mobile number.

If any of your stayers don't have an email address, encourage them to get a hotmail or yahoo address. | <input type="checkbox"/> |
| 3 | Check all your settings to make sure that they reflect how you want the house to run. | <input type="checkbox"/> |
| 4 | Check any practice stayers out of your system and cancel any unconfirmed bookings.
Do this if you have booked yourself a bed while you were getting to know the system. | <input type="checkbox"/> |
| 5 | Create accounts for your existing stayers, using the updated contact details that you obtained in step 2. | <input type="checkbox"/> |
| 6 | Book your stayers in for the next rent due day making sure you book each lodger in to arrive on the system the same day their rent is currently due each week. Be sure when making each lodger's booking on the system that their deposit amount is the same as you are currently holding for them. ? | <input type="checkbox"/> |
| 7 | On the day each stayers rent is due, check those stayers into the house from your arrivals today list, then collect their first rent on the system for the week in advance.

If you don't collect the rent, stayers will start appearing in SWTE's Most Wanted as being late with rent. | <input type="checkbox"/> |