

GTL Owner Usage

Process of Booking Owner Weeks

Winter & Summer Online Reservation System (Annual Reservation System)

- Is a 3 – 4 week long online booking request window
 - Opens at 9 a.m. on first day. Closes at 5 p.m. on last day. Very strict, not flexible.
- Must put a minimum of 15 check-in day requests if they own a 2bedroom and 10 requests if they own a 3 bedroom.
 - Why?:
- Can choose to Use, Deposit, or Rent their week through the system.
 - Doesn't affect priority, just allows better customer service. (Interval requires verbal permission for deposits)
- Weighted Priority System (considers owners' top choices + past 4 years of match history)
- Owner will be randomly assigned to any remaining week if they can't be matched into any of their preferred requests
- Unique request rules found on the blog page for Annual Res System (Partial, Combo, F&F)
- 4 bed owners will have a call-in day where they can book any aspect of the 4bed. Must be deeded to 815/817 or 825/827

Spring/Fall Booking Day

- Generally the first Saturday of the Spring season the year prior ☐ Phones open at 9 a.m.
- They can call and book all spring and fall weeks beginning that day.

Booking the Week:

Keep in mind the following:

- As you pull up each owner, be sure to look at Active contracts to determine what they own. Pay attention to unit size, season, if they own bi-annually or annually, and when their first year of usage is. They can only book what they own.
- Owner Usage MUST be booked into Main General inventory.
- When booking an Owner Week for an owner, be mindful of the check-in days for the 8 different buildings at Grand Timber Lodge.
- Owners cannot be booked into any unit ending with an "X".

TSW NOTES:

- All Owner Weeks are booked with the following:
 - Reservation Type = Owner ◦ Sub-Type = Float
- You will need to apply day usage to complete the booking.
 - If it is 2 or more units you will need to "split suite for rental" to use all days
- There is 1 required note for Owner Weeks at Grand Timber Lodge: Owner Week
- We send an email confirmation for Owner Week Reservations

Partial Stays

Keep in mind the following:

- As you pull up each owner, be sure to look at Active contracts to determine what they own. Pay attention to unit size, season, if they own bi-annually or annually, and when their first year of usage is.
- Can be booked once their owner week is eligible to be booked, and it must be in the season and unit size they own. Must be booked into __MainGen__ inventory.
- You will be booking two stays; a __3__ and a __4__ night stay.
- Each stay must check-in or out on a __Sunday__ and be in building(s) __5 – 6__.
- Second Partial Stays have a __full clean fee__ that will be charged at the time of booking.
- Please refer to the blog to see Partial Stay rules under Annual Reservation System for summer/winter
- Partial Stays are booked with the following:
 - o Reservation Type = Owner o
 - Sub-Type = 1st PS or 2ndPS
- There is only one required note for first Partial Stays at Grand Timber Lodge __Partial Stay__
- There is 1 note for second Partial Stays at Grand Timber Lodge __Partial Stay__
- We send an email confirmation for Partial Stay Reservations – Please review how this is done.

Cancellation and Reschedule Policy: No cost or penalty for rescheduling any GTL owner week or partial stay. You may reschedule where you see availability while following all rules previously described.

Use this page as a checklist for each reservation you book.

1. Add Rate to Rate Builder

Reservation Rates Notes User Fields Travel Agents Events Personnel

☐ Lock Rate Builder

Transaction Code	Amount	Begin Date	Days	Applied

Apply Rates Visit Costs Packages **Insert** Edit Delete

Credit Card
Name
Folios
Number

Base Balance

Rate

Room Type	Reservation Type	Reservation Subtype	In Date	Out Date	Adults	Children
☒ Master	Owner	Float GTL	2/26/2022	3/5/2022	0	0
☐ Studio	Owner	Float GTL	2/26/2022	3/5/2022	0	0

Transaction Code: Admin Fee Amount: 100.00

Date Charge Begins: 2/26/2022 Date of Last Charge: 2/26/2022

☒ Room Charge
☐ Summary Item
☒ Printable Item

Save Cancel

2. If necessary, "Click New" in the Folio box and name it "Guest" and then save.

Reservation Rates Notes User Fields Travel Agents Events Personnel

Site: Grand Timber Lodge

Reservation Number: 4902376

Creation Date: 1/12/2021 12:00:00 AM

External Source: <No Selection>

External Reservation Number:

Guests

First Name	Last Name	Entity	Room	Primary	Folio
James	Ludwig		124S	☒	

New Edit Delete Detail

Contact Information

Home: 117 Phelps Lake Ct
Hertford, NC 27944
United States of America

Cell: 2523965005
Home: jimbiz@kinglud.com

Credit Cards

Name	Type	Card Number	Expiration
John Smith	VS	****1111	MM/yyyy

New Edit Delete

Folios

Number	Description	Balance	Confidential
791856	Guest	0.00	☐

Base Balance: 0.00 New Edit Transfer Delete

3. Click "Insert" in the credit card section to input the credit card

Reservation	Rates	Notes	User Fields	Travel Agents	Events	Personnel														
Site: Grand Timber Lodge Reservation Number: 4902376 Creation Date: 1/12/2021 12:00:00 AM External Source: <No Selection> External Reservation Number:																				
Guests <table border="1"> <thead> <tr> <th>First Name</th> <th>Last Name</th> <th>Entity</th> <th>Room</th> <th>Primary</th> <th>Folio</th> <th></th> </tr> </thead> <tbody> <tr> <td>James</td> <td>Ludwig</td> <td></td> <td>124S</td> <td>☒</td> <td></td> <td></td> </tr> </tbody> </table>							First Name	Last Name	Entity	Room	Primary	Folio		James	Ludwig		124S	☒		
First Name	Last Name	Entity	Room	Primary	Folio															
James	Ludwig		124S	☒																
Contact Information Home: 117 Phelps Lake Ct Hertford, NC 27944 United States of America Cell: 2523965005 Home: jimbiz@kinglud.com																				
Credit Cards <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Card Number</th> <th>Expiration</th> <th></th> </tr> </thead> <tbody> <tr> <td colspan="5"> New Edit Delete </td> </tr> </tbody> </table>							Name	Type	Card Number	Expiration		New Edit Delete								
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Number	Description	Balance	Confidential																	
New Edit Transfer Delete																				
Base Balance: 0.00																				

Details Confirmation

4. Click "New"
5. Click "New Card"

Reservation Credit Card

Card Number:

New Card

Card Type:

Expiration:

Name On Card:

Street Address:

Postal Code:

Folios

Number	Description	Balance	Use	Confidential
Save Cancel				

Insert all the credit card information



Cardholder Name

Address

Postal Code

Credit Card Number

Expiration Date

Cancel

Submit

“Submit” and “Close Window”

Reservation Credit Card

Card Number: ****1111

Card Type: VS

Expiration: MM/yyyy

Name On Card: John Smith

Street Address:

Postal Code: 80424

Folios

Number	Description	Balance	Use	Confidential
791856	Guest	0.00	☒	☐

After you insert the credit card you will want to select “Use” this will attach the credit card to the folio.

6. Taking payment

Folio

Guest: Ludwig, James

Visit: 1/22/2022 thru 1/29/2022

Res Number: 4902376

Folio Number: 791856

Folio Description: Guest

Credit Limit Balance: 0.00 Pre-Auth

Confidential: ☐ Direct Bill

Inactive: ☐ Direct Bill Account: ... Clear Account

Date Billed: ... Post To Direct Bill

Line Items Rooms Guests Credit Card Transactions

☐ Include Non-Printables

☐	Date	Transaction Code	Description	Amount	Reference	Posted	Printable
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Balance: 0.00

New Edit/View Transfer Delete Payment Advance Deposit

Print Save Close

Double click on "Guest Folio" to open folio, then go to "Advance Deposit"

1. Type 100% for
“Amount of

2. Under “Transaction Code”
select the type of payment.

3. If paying with credit card you will
need to click on the credit card
button

The screenshot shows the 'Advance Deposit' form. A red arrow points from instruction 1 to the 'Amount of Deposit' field where 'Percentage' is selected and '100.00' is entered. Another red arrow points from instruction 2 to the 'Transaction Code' dropdown menu, which is set to 'Credit Card Transaction'. A third red arrow points from instruction 3 to the 'Credit Card' button at the bottom of the form. The form includes fields for Description, Amount, Reference, Transaction Date, G/L, User, Pre-tax Rate, Taxes, Folio Balance, and Total.

Advance Deposit	
Amount of Deposit	
☒ Percentage	100.00
☐ Nights	1
☐ Other Amount	0.00
Pre-tax Rate:	100.00
☐ Include Taxes:	0.00
☐ Include Folio Balance:	0.00
Total: 100.00	

Transaction Code: Credit Card Transaction	
Description:	Credit Card Transaction
Amount:	100.00
Reference:	
Transaction Date:	12/14/2021
G/L:	117500
User:	mitchells

Buttons: Credit Card, Save, Cancel

Once you click the credit card
button you will need to click
on approve.

The screenshot shows the 'Credit Card' form. A red arrow points from the instruction box to the 'Approve' button at the bottom of the form. The form contains a table with transaction details and buttons for 'Print Receipt', 'Add Card', 'Approve', 'Manual', and 'Close'.

Transaction Code	Amount	Card Number	Card Type	Expiration Date	Approval Code
Credit Card - TEST	100.00 USD	****1111	VS	6/30/2023	

Buttons: Print Receipt, Add Card, Approve, Manual, Close