

PMS RentalReady Releases 06.2025 (June)

Channel Manager

Airbnb API Version Update

We've successfully upgraded to an updated version of the Airbnb API, as the version we were previously using was scheduled for deprecation.

Key Change to Be Aware Of:

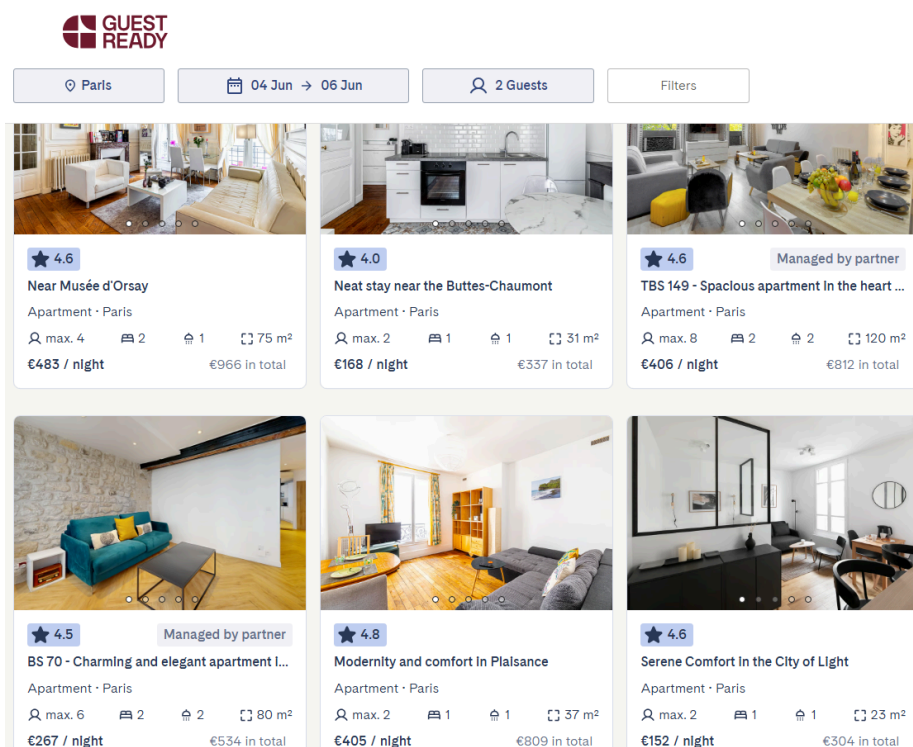
- Partial Sync for Airbnb listings is no longer supported.
- This means updates now require full syncs - partial updates are no longer possible.

Status:

- The critical flows have been tested post-upgrade and are working as expected
- Please monitor for any unexpected behaviors and report them if anything unusual pops up.

UI update on book.guestready.com: "Managed by partner"

To clearly indicate which properties are managed by partners to set guest expectations and improve transparency in the booking experience, "Managed by partner" badge is added to rental card on Search page.



Reservations

Inline calendar - Adjustments

- Properties *pending deactivation* are now displayed in global calendar: previously, we were hiding properties which had an open deactivation request, which was not making sense as property managers were still managing the units. This is now fixed.
- Previously, we had an inconsistency with amounts displayed on property calendar and on inline calendar - we have now aligned both calendars and display *owner net earnings* on both (we have adjusted the inline calendar view to match the property calendar view).
- It's finally possible to extend the "property info" column in the inline calendar. You just need to hover the column and extend it as needed.

The screenshot shows the 'Inline calendar' interface. At the top, there's a search bar and a 'Help' link. Below is a 'Filters' section with various dropdown menus for Office, Premium class, Signed by, Account manager, Neighbourhood, Owners, Default cleaning agent, Number of beds, Number of bedrooms, Property rating, Property, and Multi-unit. A 'Clear all' and 'Apply' button are at the bottom right of the filters. The main area is a calendar grid for July 2025. A red arrow points to the date 27. Below the calendar, there's a table of reservations with columns for ID, Ascending, and reservation details. The table shows several reservations, including '66355 - Thames Rivers', '83102 - Private Court...', '83103 - Private Court...', '83104 - Private Court...', and '84268 - Private Court...'. Some reservations are marked as 'Blocked'.

Notion of *Infants* have been added to reservations

Conditions:

- Value can never be negative
- Value cannot be higher than 5 (Airbnb limitation - we are matching it)
- Value is default to 0

Behavior:

- Contrary to Adult + Children, Infant are never counted as guests in term of bedding or guest capacity. Infants don't use beds and system is not taking them part of the calculation to have them matching (= or lower) to the max capacity of the property
- Infant are always be separated from the notion of Children in the system, and overall from the notion of guests.
- Infants are fully excluded from guest registration, guest ID upload, extra fee per person, city tax, etc. Storing the info is purely informative and is not be associated with any logic.

Reservation pages:

- Reservation details: We now display number of infants, if different from 0, in the reservation page, as we do for Adults, Children
- Reservation creation/edition: Add field to Reservation creation/edition form (not mandatory)

 2 guests (2 adults + 2 infants)

 7 nights

 No review [See details](#)

Payout

€7,438.20

€0.00 paid

Reservation overview

Reservation type*

Classic

Payment gateway

Payout

Status*

New

Reservation start date*

2025-06-04

Reservation end date*

2025-06-11

Number of adults*

2

Number of children*

0

Number of infants*

2

Code to unlock the door

History on blocked calendars

Users can now see the history on personal/owner reservations (calendar blocks).

Mailbox

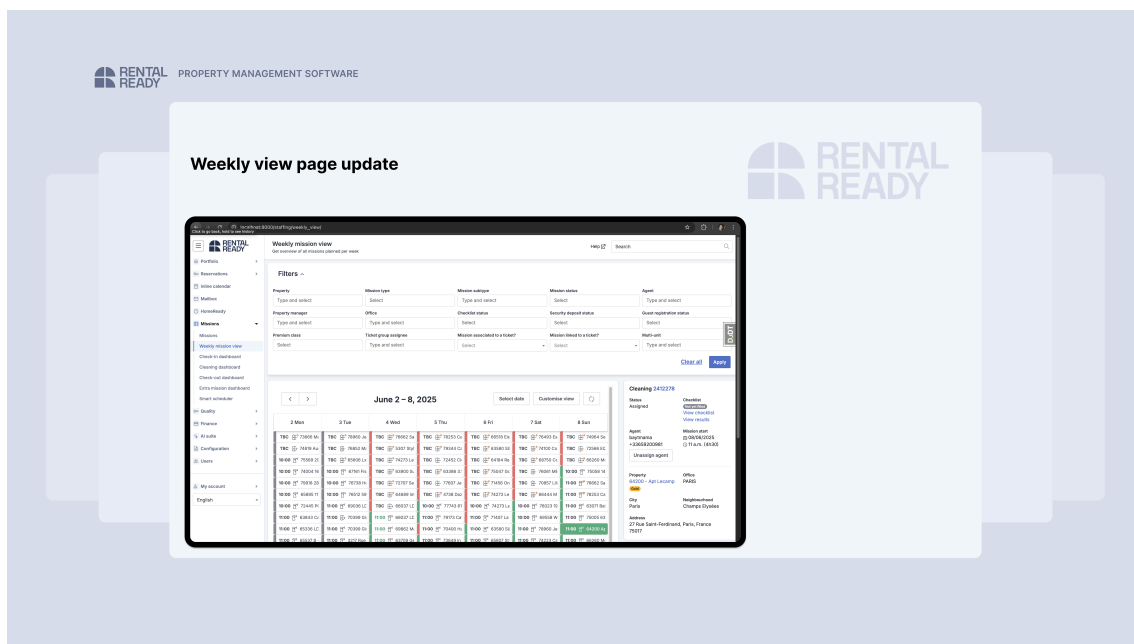
Inquiries - urls in mailbox updated for property managers

- if the property manager has a direct booking website we will link to the payment page on it
- If the property manager has no direct booking website and they have their own reservation platform we will link to the payment page of the booking widget

Missions

Weekly View Page Enhancements

- Sticky mission calendar header keeps dates visible while scrolling
- Time picker new design and now closes properly on outside click
- "Select Date" button replaces "Jump to Date" for better clarity
- Cleaner view mode switch
- Refresh button
- Assistive texts



Checklist - Multi-line descriptions

Checklists now correctly support multi-line descriptions. If you add line breaks in the description of a step in a checklist template, they will be properly displayed in:

- the checklist form for the agent
- the checklist result page

Steps Collapse all

Bathrooms

ENGLISH

FRENCH

PORTUGUESE

SPANISH

ITALIAN

ARABIC

Name

Bathrooms

Description

- Clean the drains and remove any hairs
- Scrub the tiles, grunting and the floor
- Descale all the surfaces(taps, shower head, shower/bath screen)
- Wipe and polish any mirrors and taps
- Check condition of toilet brush/clean it
- Clean bathroom bin inside and outside
- Toilet to be cleaned inside and out
- Walls cleaned from any marks
- Wipe door frame and doors from dust and any marks

Description attachments

+

Bathrooms*

- Clean the drains and remove any hairs
- Scrub the tiles, grunting and the floor
- Descale all the surfaces(taps, shower head, shower/bath screen)
- Wipe and polish any mirrors and taps
- Check condition of toilet brush/clean it
- Clean bathroom bin inside and outside
- Toilet to be cleaned inside and out
- Walls cleaned from any marks
- Wipe door frame and doors from dust and any marks

+

Please upload at least 1 file

Add comment

Checklist - Upload PDF File

It's now possible to request PDF files as part of checklist steps.

- PDF can be set as a field type in checklist templates
- Multiple PDFs can be requested per step
- Once uploaded by the agent, PDFs are:
 - Accessible from the checklist result page (clickable link)
 - Also visible directly within the checklist

PDF report

ENGLISH FRENCH PORTUGUESE SPANISH ITALIAN ARABIC

Name
PDF report

Description
Submit your report (PDF file)

Description attachments

+

Field type
Select...

Number
File
PDF file
Time
Text
Yes/No

Save

PDF file

PDF file

+

Please upload at least 1 file

Add comment

Finish this mission

Checklist - Display issue on thumbnail is fixed

We had an issue with display of checklist files on the checklist result page. Pictures were stored but not displayed correctly (missing from the overview). This is now fixed.

Smart scheduler navigation updates

We have improved the Smart scheduler office selection interface with a more intuitive design. Users can now easily search for offices by property manager or find a specific office directly. Additionally, a link to the Smart scheduler documentation is now available for quick reference. Navigation between setup pages for each office has also been improved through the use of tabs, allowing for seamless access to subpages within the Smart scheduler.

Smart scheduler Help

Smart scheduler

Select office

- DEMO_MAJA_TEST
- RENTALREADY-DONOTUSE
- RENTALREADY-DUB
- RENTALREADY-ES
- RENTALREADY-FR
- RENTALREADY-PT
- RENTALREADY-UK

← [Back](#) Smart scheduler • RENTALREADY-UK Help

[Mission schedule](#) [Mission templates](#) [Recurrence settings](#)

Show 10 entries Quick search: Copy CSV PDF Print

ID	Is active	Initial run	Missions	Schedule	Mission template	Default agent	Rental	Actions
2173	✓	23/05/2025 3:43 p.m.	3197530	Every 1 week(s), 0 day(s)	Weekly cleaning	—	83102 - Private Courtyard House	Disable - One time creation

Showing 1 to 1 of 1 entries First Previous 1 Next Last

Smart scheduler UI changes

Smart scheduler was redesigned, with improved usability and performance:

- The old *Fake initial run* field has been updated to separate date picker and time picker fields, where the time will be filled automatically with the start time of the template. This will be the date and time of the first mission created by the scheduler, instead of being created at initial time + schedule time
- The *custom run* field was changed into a button that opens the form to create a custom mission, which was also updated to a new design
- We have added a button to remove unwanted schedulers from the property
- There is a new button to create a scheduler
- There is a new button with a redirect to the office's smart scheduler settings

To avoid any setup issues, for the rentals where the office is changed, the schedulers will be deleted automatically and will need to be set up based on the new office's setup.

Property 83102 - Private Courtyard House / Edit

Help

Default check-out agent

No default agent

Save

Smart scheduler

Select a schedule

You can create mission templates through Missions/ Smart scheduler/ Mission templates.

Weekly cleaning

Repeat

Every 1 week(s), 0 day(s)

Assign a default agent

Select...

Starting date

05/23/2025

Time

03:43 PM

☒ Enable for this property

Save

Add custom date

+ Schedule recurring mission

Go to smart scheduler settings

Maintenance

Is maintenance allowed on the property?

If disabled, a warning will appear upon ticket creation ar

☒

Save

Unsyncronise smart scheduler missions

From now on, a smart scheduler mission that is unsynchronised will no longer be updated automatically by the smart scheduler.

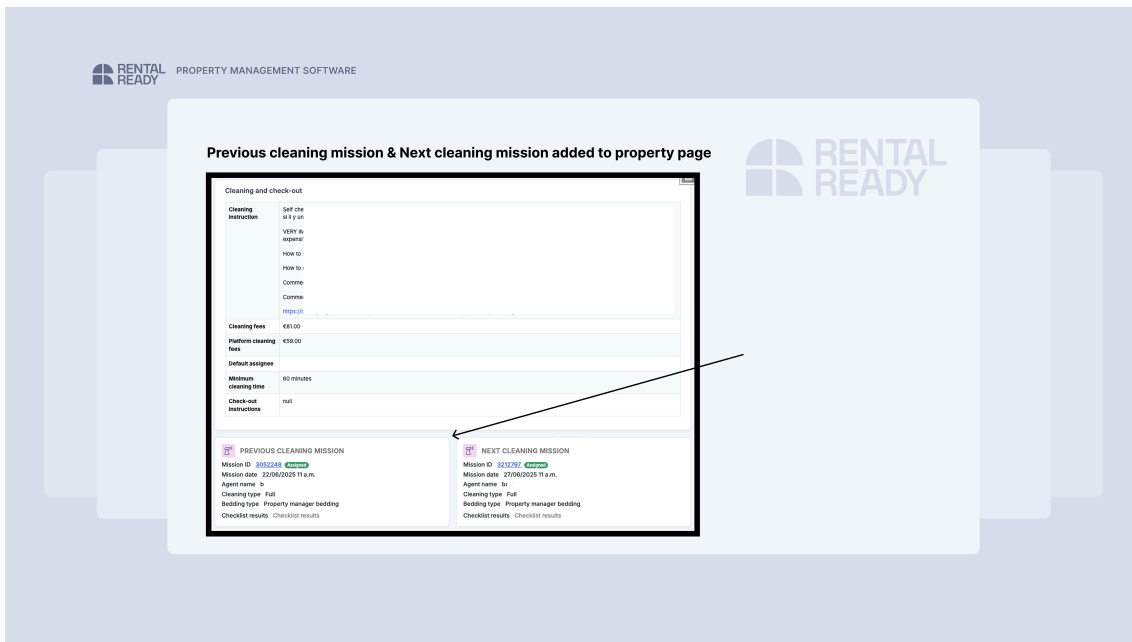
Smart Scheduler - Mission Template

Since missions can now be scheduled outside of guest stays, the mission template has been updated, and the notification template is no longer a mandatory field.

Previous cleaning mission & next cleaning mission

Their cards now added to the property page. These new components provide a clear overview of recent and upcoming cleanings, including:

- Mission ID and real-time status
- Date & time of the mission
- Assigned agent
- Cleaning type and bedding type
- Direct checklist result links, if available



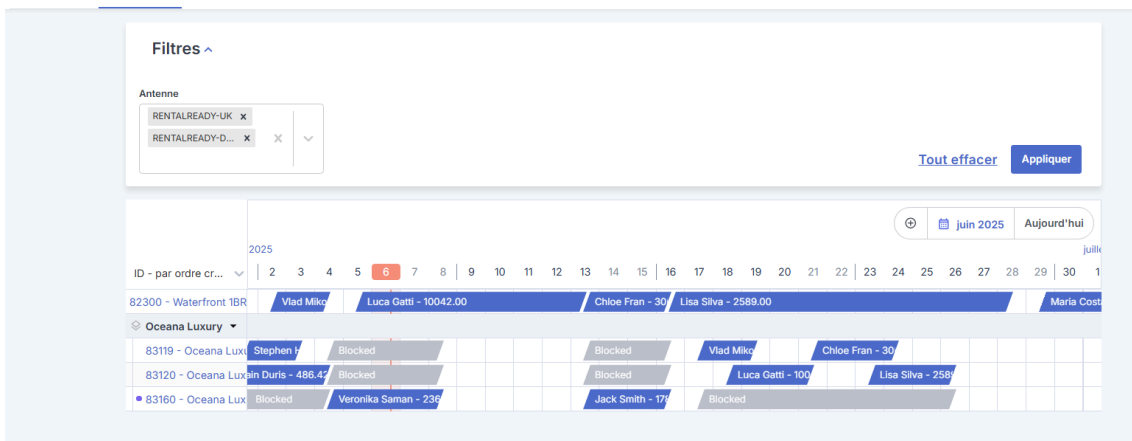
Owners

Owner space - Inline calendar update

- *Calendar* tab has been renamed *Calendars*
- Property calendar(s) and inline calendar have been moved to this new section, with two different tabs: "Month view" (with property selector) and Inline view.
- *Inline calendar* has been totally removed from the navigation bar
- The access to the inline calendar (from this new tab or from the Multi-Unit tab, if applicable) is always linked to the Owner permission "can see inline calendar in owner space", so is the warning mentioned just below.
- We added a warning on the landing page, informing owners that the inline calendar has been moved to the *Calendars* tab.

Calendrier linéaire

Month view **Inline view**

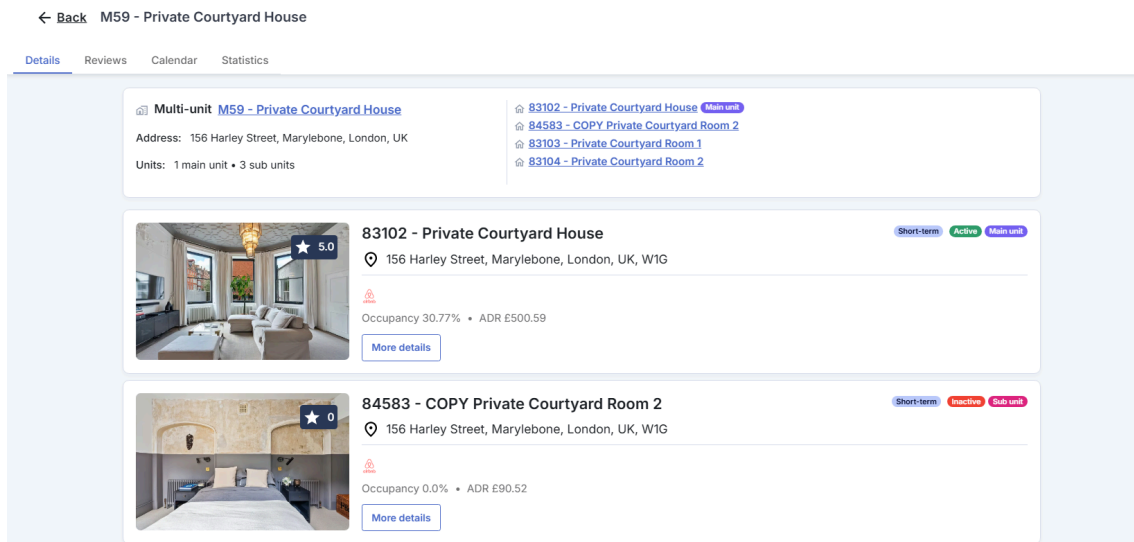


Owner space - Multi-Unit overview and statistics

In *Properties*, owners with multi-unit properties can have access to MU or Hotels overview.

If they also have single properties, they will have access to them in a separate tab.

In the Multi-Units section, they will see Multi-Unit (Parent/Child aka Main unit/sub unit) and Hotels, with a similar overview as on the staff side (with less access).



Owner Space - Transaction tab improvements

1/ Transaction details enhancements, you'll now see:

- Guest name if the transaction is a reservation
- Payout adjustment category (e.g., Maintenance)
- Resolution category (e.g., Damages)
- Payment status dots (like in the payout tab):
 -  Green = Paid
 -  Orange = Pending

with hover to see "paid" or "pending"

Note:: As for the Payout tab, the payment status dot is only displayed if you subscribed to RentalReady payment system.

2/ Reservation Filtering Fix

Some reservations were missing in the transaction tab, especially for Portuguese owners.

We've updated the filtering logic to now include the following categories:

- COMMISSION
- COMMISSION_AND_PAYMENT_FEE

- STAY
- SINGLE_DOCUMENT

This ensures all invoices linked to a reservation are now displayed in the tray.

Contabilidade

Pagamentos **Transações** Top-ups

You are seeing new beta version of Accounting. [Show old version](#)

Saldo atual: 0,00 €

NEW Payment status dot « Paid » or « Pending »

NEW Guest name or PA/resolution category

05/06/2025	Reserva 1861349 - Maria Ait Malek Zahid	70,45 €
04/06/2025	Ajuste de pagamento 210676 - Manutenção	-30,75 €
	Reserva 1885936 - Yuen Ching Yeung	13,61 €
03/06/2025	Reserva 1853241 - Jasmin Minarik	154,30 €
02/06/2025	Reserva 1842335 - Isabella Rigüero Cardenal	136,05 €
30/05/2025	Ajuste de pagamento 209435 - Manutenção	-30,75 €
	Reserva 1845245 - Shannon Hayes	101,06 €
	Reserva 1849996 - Florencia Gomez	71,78 €

Owner Space - 2 new columns in the Transaction PDF

We've added 2 new columns to the PDF export from the Transactions tab in the Accounting page:

- invoiced cleaning fees
- city tax

These now appear between Platform Fees and Net Income in the exported table.

New owner notifications for relocations and moved reservations

We added 2 new fields in the owner details:

- "Relocated reservation notification"
- "Moved reservation notification"

Enabling "Relocated reservation notification" will trigger email notifications to the owner when a reservation is:

- relocated from another owner's property, to one of their properties (i.e. new reservation for the owner)
- relocated away from one of their properties, to a property that belongs to another owner (i.e. reservation cancelled for the owner)

Enabling "Moved reservation notification" will trigger email notifications to the owner if a reservation is moved between 2 properties belonging linked to their owner account.

Owner details
Options
Log in as owner
Help
Search

Owner information
3 Active

Username	
Last name	
First name	
Phone	
WhatsApp number	
Email	
Address line 1	
Address line 2	
Postcode	
City	
Country	France
Special instruction	test note
Date of birth	
ID/SSN last 4	
Account manager	

Owner configuration

Notifications for:

Property validation	Yes
Property deactivation	Yes
New reservation notification	Yes
Cancelled reservation notification	Yes
Changed reservation notification	Yes
Relocated reservation notification	Yes
Moved reservation notification	Yes
Open dates reminders	Yes

Permissions

Owner can see guest phone number in their owner space	Yes
Owner can see guest personal email in their owner space	Yes
Owner can see global calendar in their owner space	Yes
Can see checklist results	Yes
Owner can see mid-term contract with guests in owner space	No

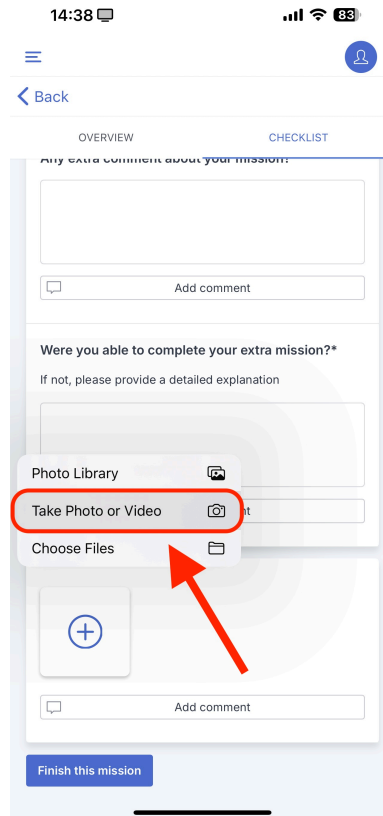
Other configurations

Can access their Airbnb account	Yes
Terms of service accepted	Yes
Last connection	26/06/2025 10:13 p.m.
B2B member	No
Display guest invoice?	Yes

Agents

Take videos for agent checklists on iOS

On the new version of the mobile app RentalReady Agents that was released on 03/06/2025 on the App Store, it's now possible to take videos directly from the checklist form. Previously this feature was only available on Android.



Agent space - "Report a problem" revamp

Following recurring feedback from agents and agencies, we have introduced the notion of "tabs" in the *agent space > missions*, allowing users to easily navigate between the mission details, the checklist and the *report a problem* action.

It means that from now on, it will be possible for them to report an incident in the property *while* filling the checklist. Note that the checklist steps already filled will be saved and not data or file will be lost while switching tabs.

← [Back](#)  **Extra mission** 25/06/2025 10 a.m.

[Details](#) [Checklist](#) [Report a problem](#)

▼ **Extra mission**

4 steps

Have you followed the instructions for your extra mission?*

Yes

No

 Add comment

Please provide pictures of what you have done*



Please upload at least 3 files

 Add comment

Any extra comment about your mission?*

 Add comment

Were you able to complete your extra mission?*

If not, please provide a detailed explanation

 Add comment

[Finish this mission](#)

Guests

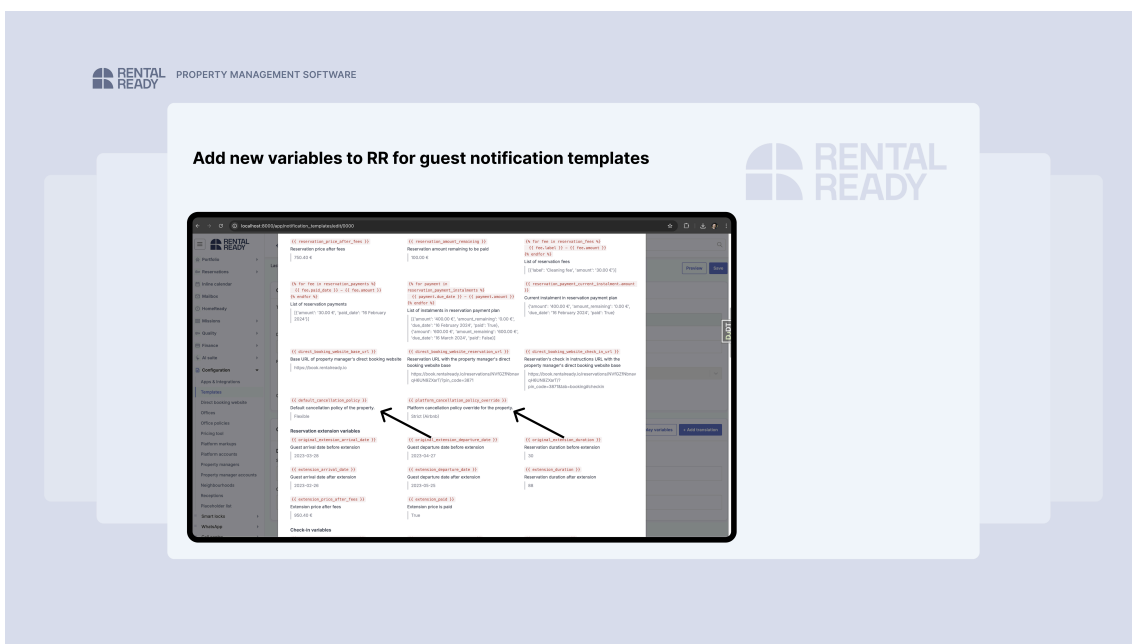
Guest Notification - New Variables Added

We've introduced two new variables for guest messaging:

- Default Cancellation Policy

- Set in: *Property form > Platforms > Cancellation policy (default)*
- Displays the property's default cancellation policy
- Platform Cancellation Policy Override
 - Set in: *Property form > Platform overrides > Cancellation policy*
 - Displays a platform-specific cancellation policy
- Has a check-out mission
 - To be able to check if the reservation has an active (non-cancelled) check-out mission or not
 - Example use:

```
{% if has_a_check_out_mission %}
Our check-out agent will meet you at the property at {{ property_max_check_out_time }}
{% else %}
You can leave the keys on the table and close the door behind you.
{% endif %}
```



Properties

Multi-Unit - Reservation page: Room type display fix

We have fixed the incorrect display on room type at reservation level.

Multi-Unit - Property page: New property section

For Multi-Unit properties, we have reworked the top *main info* section of the property page and added the RoomType.

 **Property 83102 - Private Courtyard House** / **Multi-unit M59 - Private Courtyard House**

Options ▾

Edit

 Details

 Calendar

 Amenities

 Logs

 Statistics

 Reservations

 Major e



RENTALREADY-UK
Private Courtyard House

Address
156 Harley Street, Marylebone, London, UK

Multi-unit
[M59 - Private Courtyard House](#)

Main unit
[83102 - Private Courtyard House](#)

Property ID
83102

Rating
★ 5.00

 **Property 84447 - 40 Riv** / **Multi-unit H122 - ALine test 2** Diamond Mid-term Self check-in 

Details

Calendar

Amenities

Logs

Statistics

Reservations

Major e



RENTALREADY-FR
40 Riv

Address
38 Rue de Rivoli, Paris, France

Multi-unit
[H122 - ALine test 2](#)

Room type
[84550 - ALine test 2 - One-Bedroom Villa](#)

Property ID
84447

Rating
☆ —

Multi-Unit: Reviews and Reservations tabs

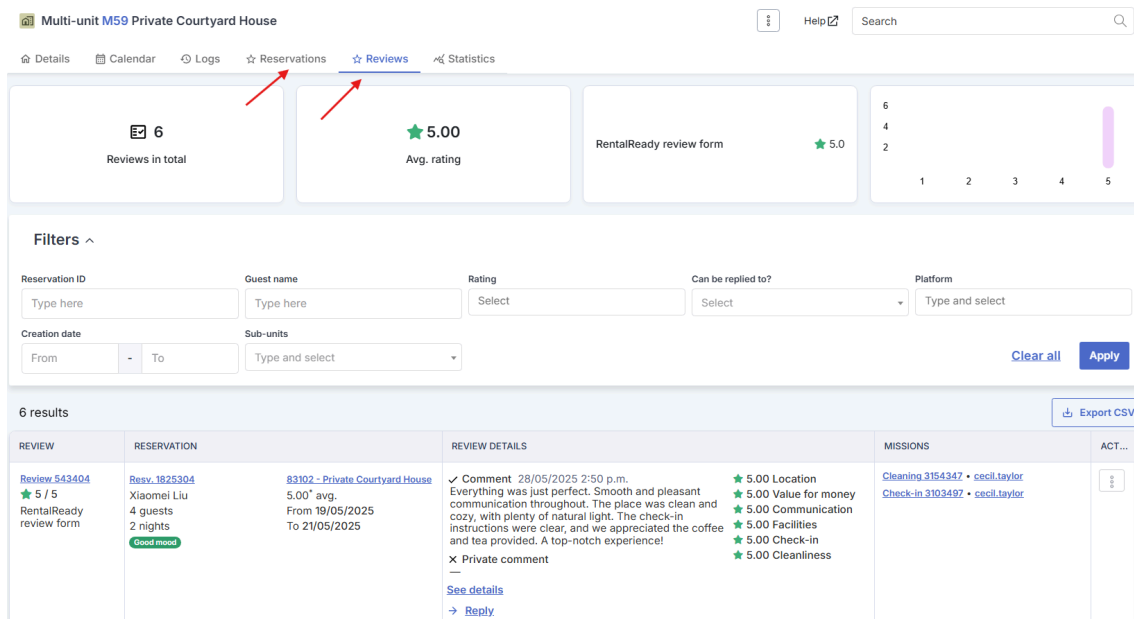
Two new tabs have been added to the Multi-Units and Hotels staff overview.

1/ Reservations: Same as property level, we now have a Multi-Units overview of all reservations of the properties part of the Multi-Units.

Filters are pre-set to all properties part of the Multi-Units to access this view.

2/ Reviews: All reviews of the properties part of the Multi-Units are gathered here, with an extra filter to select one or some of the Multi-Units properties.

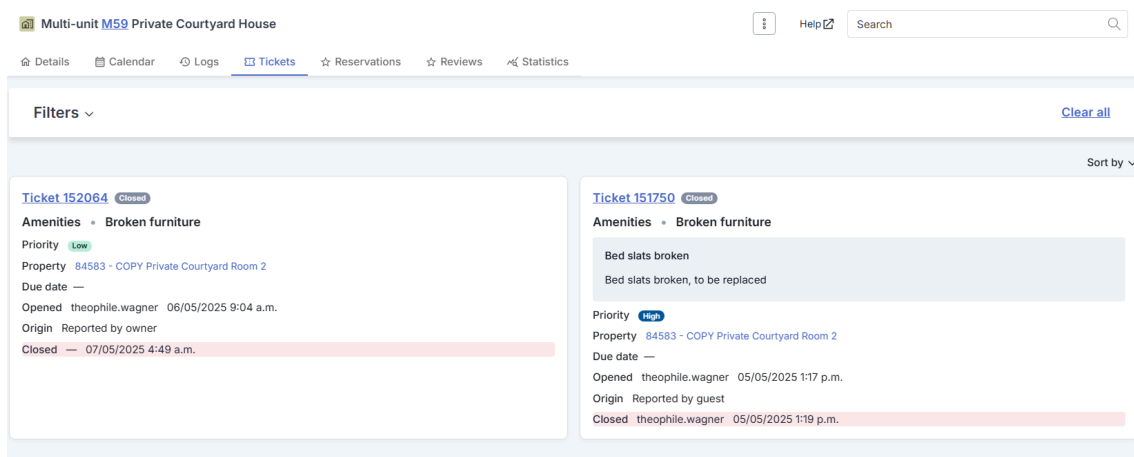
The average rating is calculated based on all the reviews of the Multi-Units.



Multi-Unit: New Tickets tab!

We have gathered all tickets within within one multi-unit on a new tab "Tickets" (following same logic as the current one at property level, but for all the properties within the same multi-unit).

- We have added Property ID and property name on top of the ticket
- We have added an extra filter "Sub unit" (allowing multiselect). By default, all tickets of all properties within the MU are displayed.
- New option to sort per status, priority and property. By default, tickets are sorted per status.

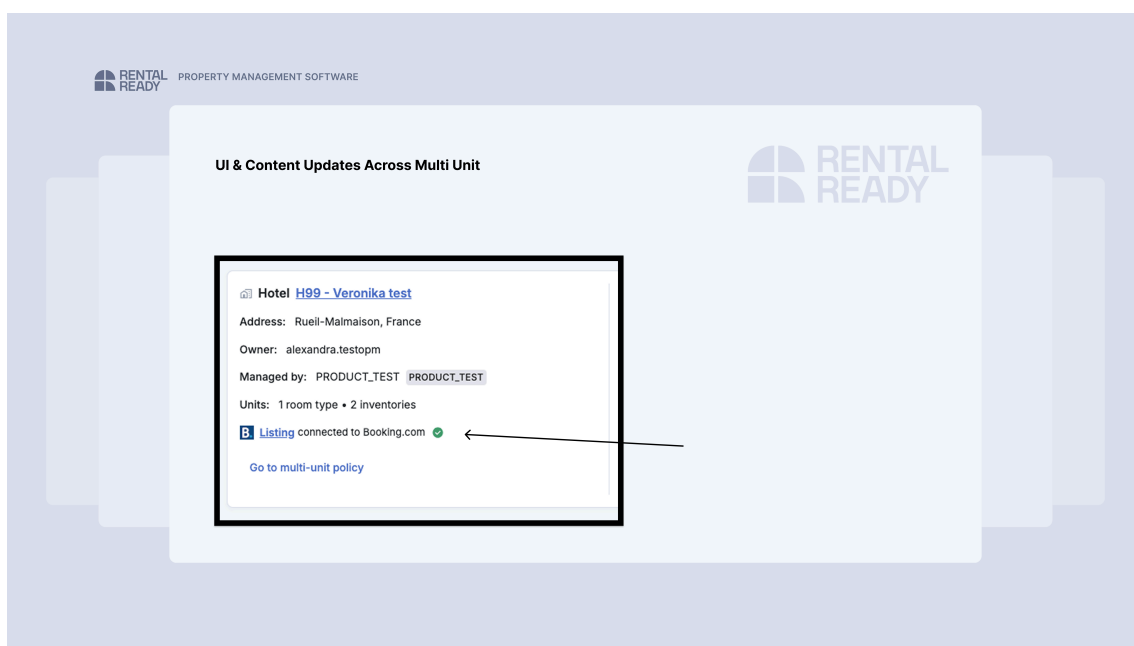


UI & Content Updates Across Multi Unit

We've implemented several interface improvements across Multi Unit:

- Booking.com Integration: Once a Hotel type Multi-unit is published on Booking.com, a listing link is now shown

- Calendar Update: Added helpful supportive text
- Text & Label Fixes: Tab bar label updated from "Groups" to "Property groups"
- Link Styling Enhancements: All clickable names (Hotel, Property, Room type, Reservation) now use the correct style also for mobile
- Topbar Updates on Property & Room Type Pages:
 - Displays only Hotel ID across all breakpoints
 - For Room Type pages, label updated from "Property" to "Room type"
 - Breadcrumbs enhancements
- Mobile Design Adjustments: Truncated Property name now correctly aligns with the Property icon and minor style updates



New "Hotel information" section

We added a new section "Hotel information" on the hotel detail page where you can add information about:

- Access
- Cleaning and arrival
- Invoice details
- Building systems and contacts
- Documents

There is no logic linked to these fields, they are only made to store information in RentalReady.

Multi-unit settings • H99

Save Help Search

> ACCESS
Information is not shared with guests. Empty fields will be hidden.

> CLEANING AND ARRIVAL
Information is not shared with guests. Empty fields will be hidden.

> INVOICE DETAILS

> BUILDING SYSTEMS
Information is not shared with guests. Empty fields will be hidden.

▼ OTHER DETAILS

Internal comment

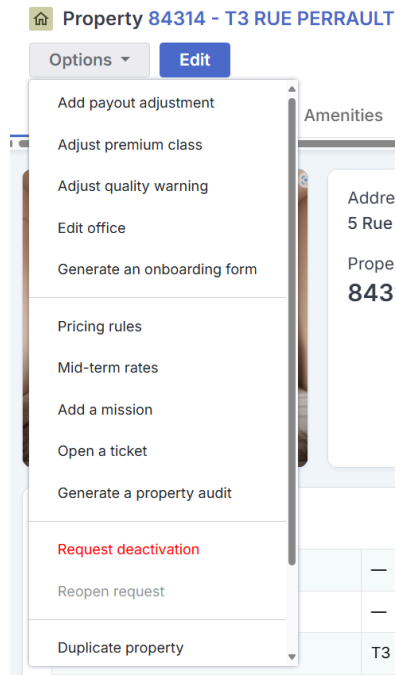
> DOCUMENTS

Statistic page - fixes in calculation

- ADR calculation is now correct (previously it was taking into account all the nights where we had daily prices, including blocked nights). It is now fixed and is taking into consideration only days with daily prices set and booked
- Default occupancy rate was always set to 0. It is now calculating correct one even on the default view
- Blocked night not counted correctly: we had a logic counting only blocked nights blocked by owner, excluding other blocked dates. This is now fixed and we make sure to count all blocked nights as such

Property page - "Options" menu is now scrollable

Before, when using the property page, "Options" menu on smaller devices, some options were unreachable. The menu is now scrollable.



Global default amenity logic removed

We have removed deprecated logic that allowed setting amenities as "default" globally for all property managers.

Instead we now always rely on the default / mandatory amenity configurations at office level.

"Kids friendly" amenity

The amenity "Kids friendly" was not synchronised with any amenity in RentalReady and has been totally deleted from everywhere (amenity list, direct booking website amenity list and filter, office mandatory amenity set up, etc).

As a reminder, the infant and children policy and details are to be set through rental form > platforms > guest control.

Guest control

General

Smoking allowed
Is smoking allowed in the property?
☐

Infants allowed
Is listing suitable for infants (under 2 years)? If you selected false, this field is required to provide details about why the place is not suitable for infants. Infants only work for Airbnb and Homelike.
☒

Children allowed
Is listing suitable for children (2-12 years)? If you selected false, this field is required to provide details about why the place is not suitable for children. Details will only be sent to Airbnb and Vrbo.
☒

Pets allowed
Are pets allowed in the property?
☒

Events allowed
Are parties or events allowed?
☐

Airbnb only

Why are children/infants not allowed?
Why the place is not suitable for children/infants?

Rental form navigation updates

We've made some improvements to the rental form navigation to make it more polished and efficient.

- The sub pages navigation is now part of the top bar
- We added anchors to the tabs, so reloading the page keeps you on the same sub page and you can share links to specific sub pages
- The *Logistics* tab is now called *Missions* and its layout has been updated to match the design used in *Platform overrides*

Property 6211 - Birdland / Edit Help Search

General **Missions** Layout Amenities Pictures Descriptions Platforms Platform overrides Price Listings

✓ Check-in missions
 > Cleaning missions
 > Check-out missions
 > Upselling beta
 ✓ Smart scheduler
 + Schedule recurring mission [Go to smart scheduler settings](#)
 > Maintenance

Artificial Intelligence

Guest Mood logic improved : 1 BAD message = BAD reservation

Before: A reservation was flagged as BAD only when the number of BAD guest messages reached a certain threshold. This sometimes missed early warning signs or isolated complaints.

Now: As soon as 1 guest message, is flagged as BAD by our AI, the entire reservation is now marked as BAD.

This ensures we catch issues earlier and can take action faster.

Maia now prioritizes Multi-Unit over Office policies

Before: Maia always used standard office policies when replying to guests. Even if a rental belonged to a Multi-Unit, the specific policies set for that unit were ignored - leading to inconsistent replies for hotel-like setups.

Now: Maia now checks whether the booking is linked to a Multi-Unit:

- If yes → it uses the Multi-Unit policies, including the *Refund policy*
- If no → it falls back to the standard office policies

This logic now applies to all Multi-Units types (parent-child setups, hotel-style rooms, etc.).

Maia v2

Over the past few weeks, we built Maia v2 to improve the response rate and the quality of Maia's answers. It also fixes some of the bugs and confusing replies we were seeing.

This change only affects automatic answering of messages, starting from June 25.

The "Generate with AI" and "Improve with AI" buttons still use Maia v1.

We'll upgrade those too soon.

Maia new automation : follow-up after pre-approvals

Maia now automatically follows up with guests who received a pre-approval but haven't booked yet

Before: Maia replied to pre-approvals, but didn't follow up if the guest didn't book.

Now: Maia now chase the guest up to 2 times if they haven't booked, as long as some basic rules are met

Timing:

- Chaser 1 → 6h after pre-approval
- Chaser 2 → 24h after Chaser 1

(no more than 2 total!)

We only chase if:

- Request wasn't declined
- Property is still available
- Conversation isn't escalated
- Guest isn't blacklisted

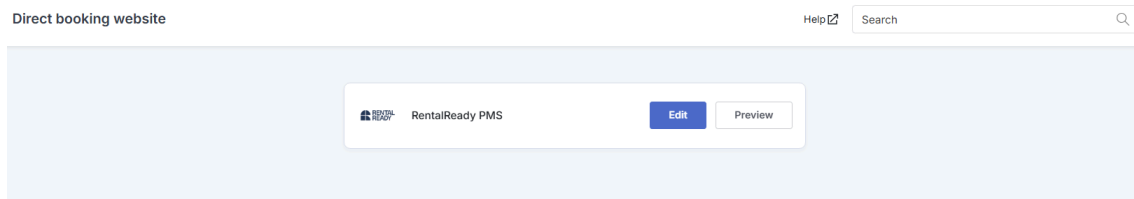
- No disqualifying red flags (party, underage, etc.)

Direct booking website

Configuration Index Page revamp

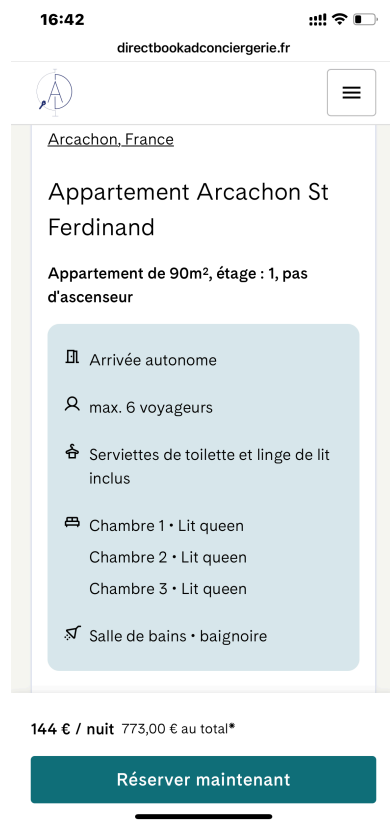
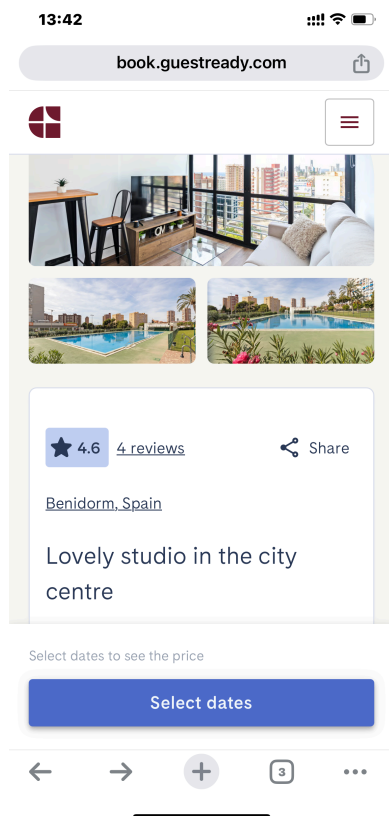
We've rolled out improvements to the Direct Booking Website config index page. Key changes:

- Simplified headline
- Export function removed
- Number of results removed (all results now display on one page)
- Entries reworked into clean, user-friendly cards
- Each card includes two buttons:
 - Edit – quickly jump to config editing
 - Preview – opens the PM's Direct Booking Website



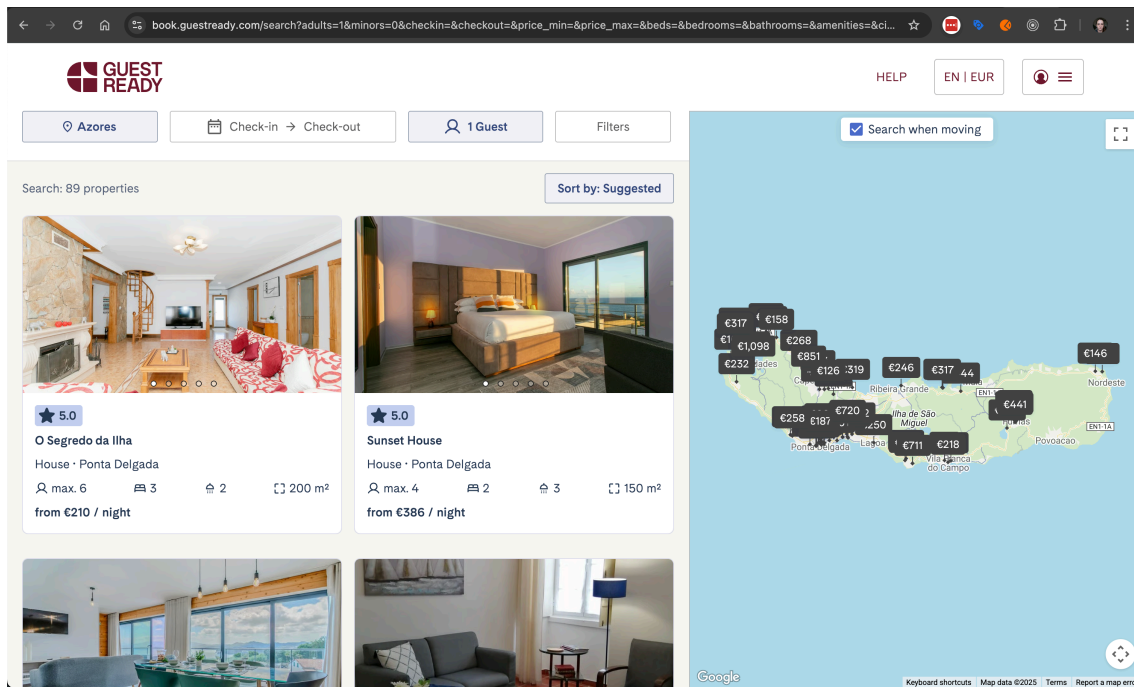
Booking widget on mobile

On mobile, a sticky booking widget has been added as a bottom bar for easier access and improved conversion.



Search updates

- We have added custom search locations, which allows us to combine multiple cities under one item in the destination search. Now it's possible for users to search for "Azores" and "Madeira", instead of having to search for "Ponta Delgada", "Riberia Grande" etc.
- We have added translations for city & country names to the destination search field, instead of always showing destinations in English



Pricing

Pricing Tool Table Fixes and Improvements

We've released a round of updates to improve the stability and reliability of the Pricing Tool:

- Improved data synchronization – tables now better handle updates to keep data consistent
- Row handling improved – adding or deleting rows is now smoother
- Cleaner performance – optimized rendering and reduced risk of UI glitches
- Better state management – updates are now handled in a more consistent and safe way under the hood

Finance

Stay Extension - Fees now recalculated automatically

Before: When creating a booking extension manually, any changes to financial data (like rental price) didn't trigger an automatic recalculation of related payment and platform fees.

This made it inconsistent with the create/edit reservation forms.

Now: The system now automatically recalculates payment and platform fees when any financial is edited in the booking extension form. We've applied the same logic and fee calculators as in the main create/edit reservation forms, ensuring consistency and reducing manual work.

Apple Pay and Google pay available on RentalReady!

You can now accept Apple Pay and Google Pay on all key payment features:

- Payment Page (both the one available on reservation payment page and the one on Direct Booking Website/Booking Widget)
- Payment Link
- Top-up payment link

If you subscribed to RentalReady payment system, Apple Pay and Google Pay are already active.

If you did not subscribed to RentalReady payment system and have your own Stripe account, you must add the domain to your Stripe account directly to activate them.

11:02

RENTAL READY

EN

Booking summary

Complete payment

Price for 1 night €2.00

Total price €2.00

Card Apple Pay Bank transfer

Card number

1234 1234 1234 1234

Expiration date Security code

MM / YY CVC

Country

Pay €2.00

Payment Links - VAT removed from statements for Security Deposit & City Tax

Before: VAT was incorrectly shown in statement documents when the Payment Link category was Security Deposit or City Tax. This was misleading since these categories should not include VAT

Now: If the payment link category is Security Deposit or City Tax:

- Taxable value = 0
- VAT rate = 0.0%
- VAT amount = 0

This applies only to NEW documents generated after June 16th.

Missing Payment Dashboard

Before: Tracking unpaid bookings was messy. The old "Missing Payments" page was outdated, hard to use, lacked the filters and actions teams actually needed, and didn't support mid-term logic or partially paid bookings.

Now: The Missing Payment Dashboard, a new go-to place to track unpaid bookings clearly and take action fast.

2 tabs are live today:

- Short-term: easily track unpaid reservations before check-in
- Mid-term: monitor overdue and upcoming instalments for longer stays

Missing payments

Help [?](#) Search

Short-term **top** Mid-term **top**

Filters ¹ ^

Reservation ID: Type here
 Property: Type and select
 Office: Type and select
 Property manager: Type and select
 Platform: Type and select

Check-in date: 2025-06-01 - To
 Check-out date: From - To
 Due: Select

Take actions directly from this page [Clear all](#) [Apply](#)

285 results [Export CSV](#)

DUE	RESERVATION	DATES	PLATFORM	PROPERTY	TOTAL TO PAY	PAYMENT GATEWAY	PAYMENT	ACTION
Due today	1923773 Future	From 26 June 2025 To 28 June 2025	Booking.com Created: 24 June 2025	B R	SAR1,379.01	STRIPE	Payment request	Resend payment request to guest Open in mailbox Open financial details
Due today	1925149 Future	From 26 June 2025 To 29 June 2025	GuestReady Created: 25 June 2025	Z	€256.00	STRIPE	Payment request	
Overdue	1897780 Paid	From 11 June 2025 To 13 June 2025	GuestReady Created: 6 June 2025	B	€254.50	STRIPE	Payment request	
Overdue	1844765 Paid	From 15 June 2025 To 19 June 2025	Booking.com Created: 5 May 2025	B	€488.00	STRIPE	Payment request	
Overdue	1902998 Paid	From 12 June 2025 To 22 June 2025	GuestReady Dubai Created: 10 June 2025	B 2	AED2,455.00	STRIPE	Payment request	
Overdue	1901552 Outgoing	From 14 June 2025 To 13 July 2025	GuestReady Dubai Created: 9 June 2025	B	AED6,200.00	STRIPE	Payment request	
Overdue	1838954 Paid	From 6 June 2025 To 9 June 2025	Booking.com Created: 30 April 2025	B	€384.00	STRIPE	Payment request	
Overdue	1896242 Paid	From 5 June 2025 To 6 June 2025	GuestReady Created: 5 June 2025	B	€190.00	STRIPE	Payment request	

Missing payments

Help [?](#) Search

Short-term **top** Mid-term **top**

Filters ¹ ^

Reservation ID: Type here
 Property: Type and select
 Office: Type and select
 Property manager: Type and select
 Platform: Type and select

Check-in date: 2025-01-01 - To
 Check-out date: From - To
 Due: Select

Take direct actions! [Clear all](#) [Apply](#)

57 results [Export CSV](#)

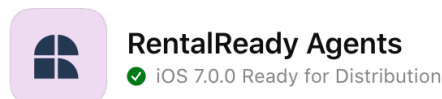
DUE	RESERVATION	DATES	PLATFORM	PROPERTY	CHARGES	TOTAL TO PAY	PAYMENT GATEWAY	PAYMENT	ACTION
Overdue	1919668 Future	From 30 June 2025 To 31 July 2025	GuestReady Dubai Created: 21 June 2025	B L	3105 AED8,336.00	AED8,336.00	STRIPE	Payment request	Resend payment request to guest Open in mailbox Open financial details
Overdue	1611447 Outgoing	From 15 February 2025 To 31 December 2024	GuestReady Created: 3 December 2024	Z M	20/02 €710.00 09/04 €1,420.00 14/04 €1,420.00 22/05 €1,420.00 06/06 €1,420.00 15/06 €710.35 15/07 €1,420.07 14/08 €1,420.07 13/09 €1,420.07 13/10 €1,420.07 12/11 €1,420.07 12/12 €699.30	€15,100.00	STRIPE		
Overdue	1916749 Outgoing	From 20 June 2025 To 31 August 2025	GuestReady Dubai Created: 19 June 2025	B I	18/06 AED5,953.00 21/05 AED1,487.84 20/06 AED10,417.16	AED17,858.00	STRIPE	Payment request	
Overdue	1905463 Outgoing	From 15 June 2025 To 15 September 2025	GuestReady Dubai Created: 11 June 2025	Z I	11/06 AED5,380.00 15/06 AED4,650.44 15/07 AED5,349.56	AED15,380.00	STRIPE	Payment request	
Overdue	1913718 Future	From 7 July 2025 To 7 August 2025	GuestReady Dubai Created: 17 June 2025	B A	07/06 AED9,847.00	AED9,847.00	STRIPE	Payment request	

Design

New icons for the RentalReady mobile apps

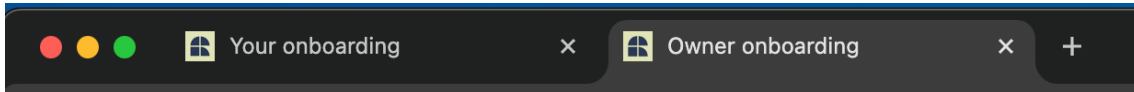
Ahead of the release of the new staff mobile app (RentalReady PMS), we have updated the icons of our existing RentalReady apps for agents and owners.

The new app versions were released on 03/06/2025 on the App Store and the Play Store.



Updated Favicons with RentalReady Branding

- We've updated the favicons for RentalReady Onboarding and Owner Onboarding forms to use the RentalReady logo
- Additionally, we're now using high-resolution SVG favicons for sharper icons on Retina and high-DPI displays, ensuring a more polished experience in modern browsers



RentalReady API

Update to allow files upload on tickets

Here you can find the endpoint's documentation:

https://pms.rentalready.io/api/v3/schema/swagger-ui/#/issue_files/issue_files_create

The **title** and **tag** fields are not mandatory and the choices for the **tag** field are the following:

- **BEFORE** - Before the incident
- **DURING** - During the incident
- **AFTER** - After the incident
- **QUOTE** - Quote (cost estimation)
- **INVOICE** - Invoice
- **REPORT** - Report

Here is an example request with all the fields, using a file from Alex's computer and a ticket(issue) from a property the PM account has access to:


```
curl --location 'https://pms.rentalready.io/api/v3/issue_files/' \  
--header 'Authorization: Bearer UtdO2XMfqfCmV5Cf9cRH5A5XngeV71' \  
--form 'issue="156600" \  
--form 'tag="BEFORE" \  
--form 'title="Test file" \  
--form 'file=@"/Users/alexzdrafcu/Downloads/rentalready-logo.jpeg"'
```

Using the agent API account, you will have access only to create files.