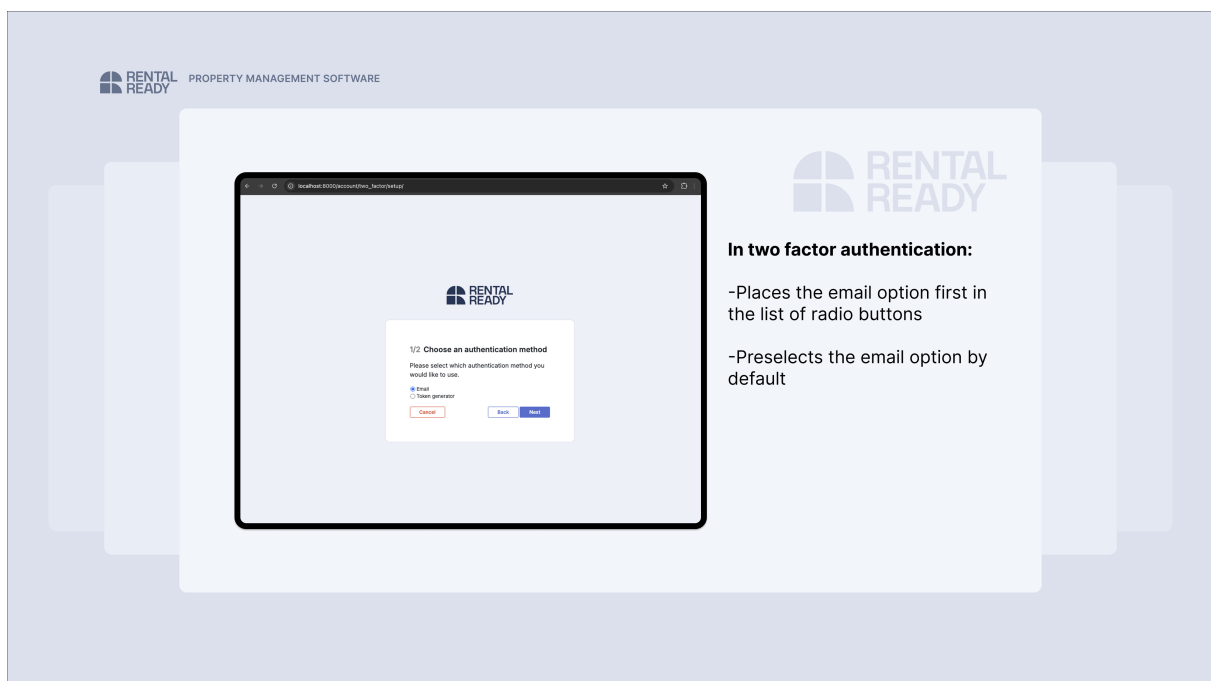


PMS RentalReady Releases 03.2025 (March)

Authentication

Two-Factor Authentication (2FA) Improvement

- The **Email** option is now preselected by default
- Email has been moved to the first position in the order of radio buttons for better usability

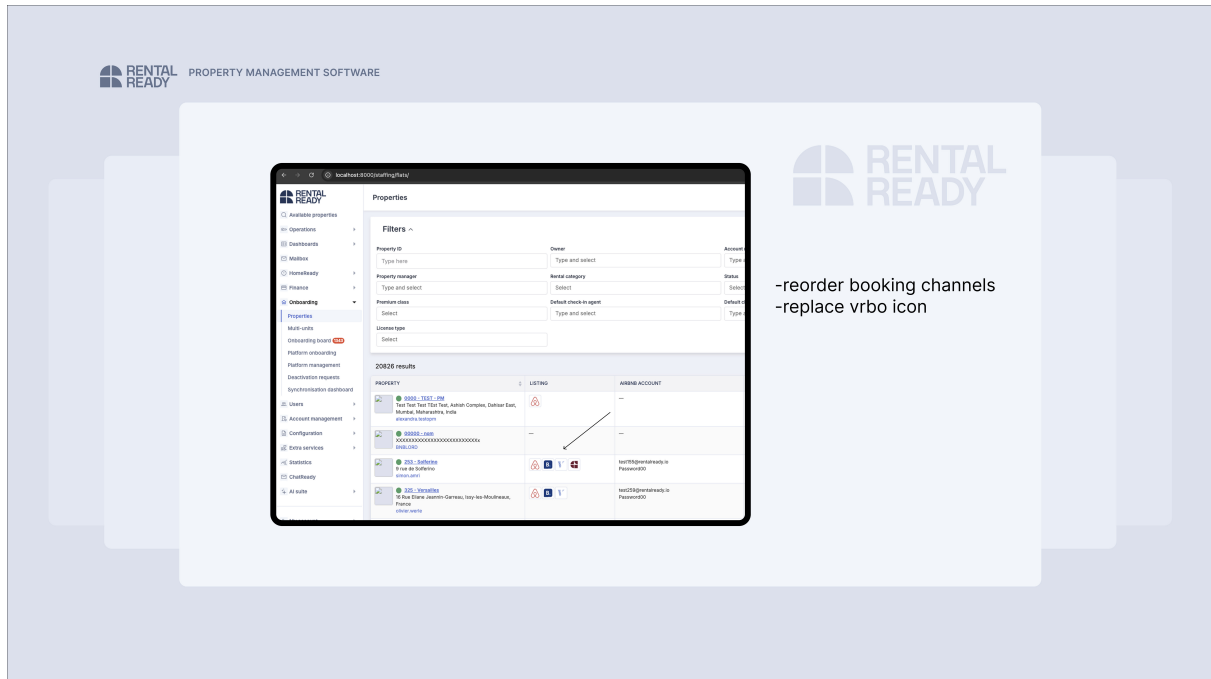


Properties

Booking Channels Reordering

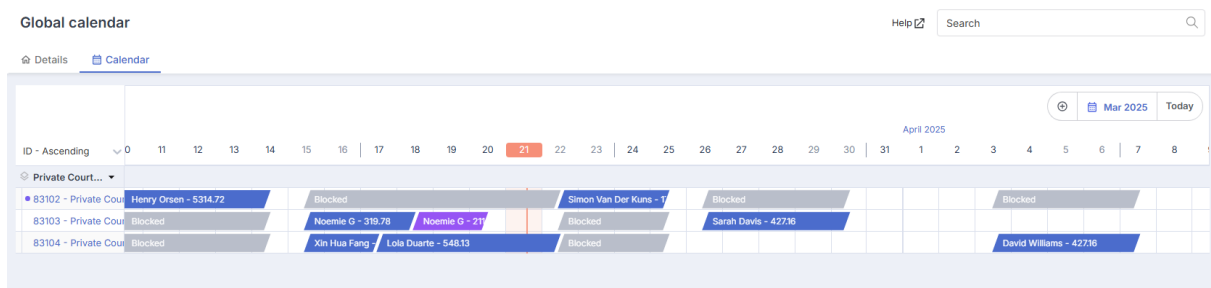
- The booking channels are now displayed in the following order:
 - Airbnb
 - Booking

- Vrbo
- GuestReady has been moved to the last position.
- Replaced the Vrbo icon with an updated version



Dedicated Multi-unit Global Calendar page

- From the Multi-unit page, you can now open a version of the Global Calendar filtered exclusively for that multi-unit!
- This streamlined view helps you focus on relevant properties and simplifies scheduling, blocking, and reservation management.



Private-room RoomTypeName has been replaced

We have added a few PropertyTypes

- **Single Room** (Unit for 1 person.)
- **Double Room** (Unit for 2 persons with Double/Queen/King bed.)
- **Triple Room** (Triple)
- **Quadruple Room**(Unit for 4 persons)
- **Family Room**(Unit with "Family" in the unit name. It must have 2+ occupancy)

Soon to come :

- **Suite** (Only "Suite" units. "Suite" have to be mentioned in the Unit name)

We've also added many RoomTypeNames, such as *Standard Room, Budget Room, Deluxe Room, w/Balcony, King room, Queen room*, and many others.

You're also able to write, per example ' Balcony ' and all the RoomTypeNames with Balcony on it will appear, for an easy find on your expected RoomTypeName

Agents

Agent email alerts now follow the agent language

The email alerts that we send to agents are now translated into the agent language. Previously all the alerts were sent in the default language of the office. Now it's only used as a fallback for agents that do not have a default language set.

Missions

Missions Forms - UI Fixes & Improvements

- Replaced checkboxes with our new standardized switches
- Fixed subheading style

Create and Edit Mission form updates

-we now use our new standardised switches instead of checkboxes in the missions forms



edit form

Mission subtype
.....

Charged to
.....

This will help us to reconcile the payment but this is not an automated flow.

☐ Display a notification badge on the "Checklist" tab when the mission checklist is submitted and until it is reviewed

☐ Mark mission as verified

☒ Mission is urgent

Submit

create form

Other

☒ Mission has been completed

☐ Mission is urgent

Submit

Owner

New fields for contract management

We added some new fields for contract management in the rental form. They will be linked to the HelloSign integration in the future.

- Contract duration
- Minimum availability
- Maximum number of blocked nights per year

Contract terminated at

This field is to be added manually. Do not fill it if the property was created with HelloSign Contract

Contract duration

Please enter the agreed duration of the contract with the owner for this property, in months.

Minimum availability

Please enter the number of minimum nights to be rented per year for this property.

Maximum number of blocked nights per year

Please enter the number of maximum blocked nights agreed with owner per year for this property

HelloSign Custom Template ID

To be filled only if the contract is not the default contract used at office level

Channel Manager

Synchronisation Dashboard

Clicking on a Listing Link will now open in a new tab as the default behaviour

Synchronisation dashboard

Help Search

Filters ^

Property	Office	Property manager	Platform	Has errors?
Type and select	Type and select	Type and select	Type and select	Select
Platform ID	Synchronization	Property status	Listing status	
Type here	Select	Select	Select	Clear all Apply

4 results Export

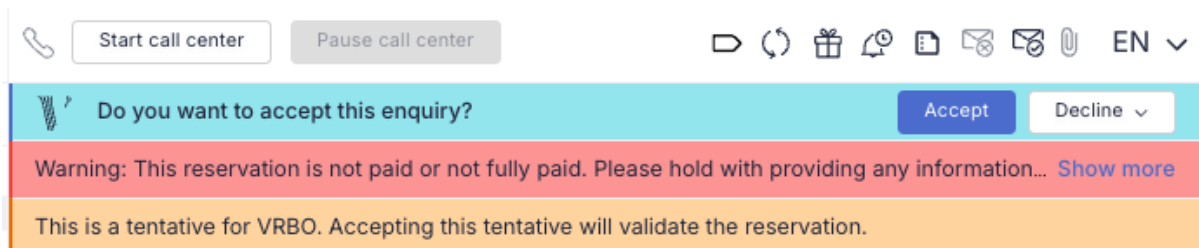
ID	PROPERTY	PROPERTY CHANNELMANAGER ID	PM & OFFICE	PLATFORM DETAILS	LISTING STATUS	CREATED	MODIFIED	SYNC TYPE	ACTIONS
27058	27568 - T2 proche Tour Eiffel	b4b2c6b1-d198-d68a-bc42-22c4edec7581	RentalReady PMS RENTALREADY-FR	AIRBNB None Listing link	New	12 March 2024, 1:24 p.m.	12 March 2024, 1:24 p.m.	full_sync	Switch to partial synchronization
27102 Unfixed errors	27568 - T2 proche Tour Eiffel	b4b2c6b1-d198-d68a-bc42-22c4edec7581	RentalReady PMS RENTALREADY-FR	BOOKING 1170495001 Listing link	Linked	13 March 2024, 9:03 a.m.	13 March 2024, 9:03 a.m.	full_sync	Switch to partial synchronization
36803	80779 - Modern Studio in Paris	91624bef-8503-434e-bd75-28d6ec90b9d4	RentalReady PMS RENTALREADY-PT	AIRBNB 1248377279382401567 Listing link	Unlinked	18 September 2024, 10:40 a.m.	18 September 2024, 10:40 a.m.	full_sync	Switch to partial synchronization
36918	80773 - Andres Test Property	4ba73b98-94ab-45e8-afc6-df9833cf1821	RentalReady PMS RENTALREADY-ES	AIRBNB 1294885901319682354 Listing link	Unlinked	23 September 2024, 12:53 p.m.	23 September 2024, 12:53 p.m.	full_sync	Switch to partial synchronization

First Prev 1 Next Last

Vrbo booking requests in Mailbox

We have updated the Mailbox to handle booking requests coming from Vrbo. Instead of displaying the old banner, now we have two cases:

- Vrbo pending reservations - when the guest has initiated a booking request, but it is waiting for the host's approval
- Vrbo inquiries - this is a message from a potential guest before they book. There's no obligation to accept or decline since it is not a booking request.



Platform Homelike was removed from RentalReady

As Homelike discontinued its operations, we have disabled onboarding on the platform Homelike to avoid possible issues.

Payment By Booking.com set up

You can now select If you'll request Payment By Booking.com (PBB) directly on Booking.com extranet, or if you want to accept Credit Cards.

During Booking.com listing creation via RentalReady, it's now presented a choice to you:

- **PBB** (with the alert that it must be set directly on Booking.com, after Listing is created - as

it's not possible to set via API, on our side, we send ' Cash Only ' so you can add PBB on the extranet)

or

- **Credit Card** (with the alert that after choosing Credit Card, you won't be able to set your Listing as PBB.

Onboard a property

1

Connect

2

Match property

3

Match room ID

[← Back](#)

Property to which you will connect the listing: **6211 - Birdland**

Please choose whether you'd like to create a new hotel or map an existing room to an existing hotel.

Do you want to create a new hotel?*

☒ Yes ☐ No

Legal Entity ID

The identifier for the legal entity that owns or manages the property in Booking.com

Payment type

Payments By Booking (PBB) ▼

Credit Card

Payments By Booking (PBB)

full_sync ▼

Submit

Refresh

Unified Inbox

Mailbox search by guest full name

You can now search by guest full name in the mailbox. Previously you could only search by first name or last name but not both at once.

The screenshot shows the RentalReady interface. On the left, there is a sidebar with a 'RESERVATION STATUS' section. The main area displays a search bar with 'alexandra jourdan' entered, highlighted by a red box. Below the search bar, a dropdown menu shows 'Oldest first' with a downward arrow. A red arrow points from the search bar area to the dropdown menu. The main content area lists reservation statuses and their counts:

RESERVATION STATUS	Count
All	–
Pre-approvals	1907
Arrival today	38
Departure today	48
Arrival tomorrow	27
Ongoing bookings	285
Future bookings	1979
Past bookings	63504
Snoozed	120

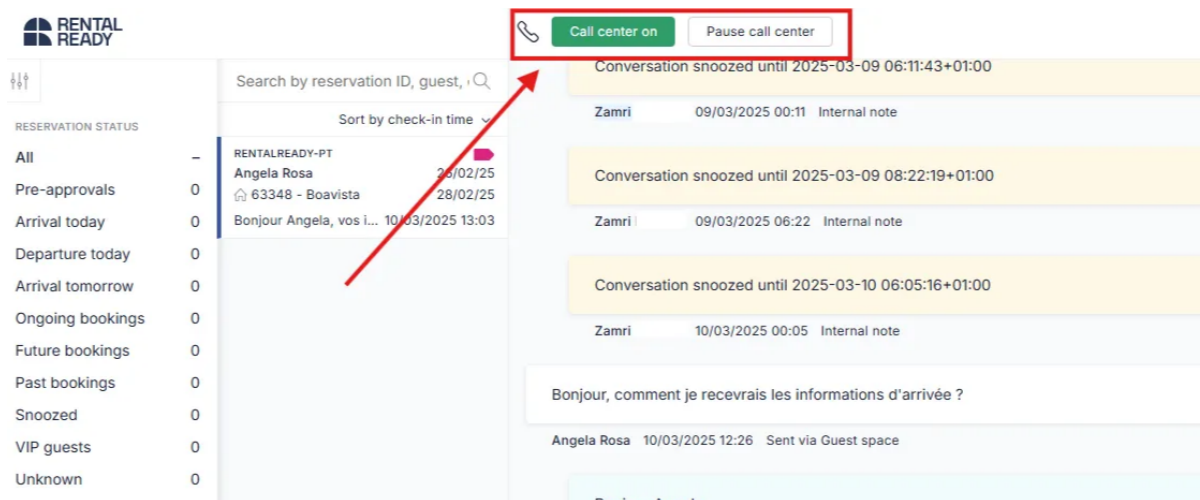
On the right side of the interface, there is a 'Start c' button and a phone icon. The search results for 'alexandra jourdan' are displayed below the search bar, showing a list of reservations with details like 'TEST', 'Alexandra Jourdan-Astruc', '05/08/22', '711 - Petit Cocon Te...', '06/08/22', and 'Thank you' with a timestamp '04/02/2025 23:30'.

Call centre

We have slightly changed our Twilio integration and we are supporting the call centre feature for customers with their own Twilio account.

We have two new pages in RentalReady:

- Call centre agents dashboard (under *Users* tab in the navigation) where you can add a new call centre agent, change the phone numbers, categories or language skills and deactivate it. Adding a new call centre agent should be done from here by the managers, instead of requesting it
- Call centre phone numbers dashboard, under *Operations > Guest communications* where you can add or change a phone number



Quality

Auto-reviews in RentalReady

After an Airbnb reservation, the owner/property manager can rate and review the guests. In RentalReady, these reviews are automated and were previously referenced as *Auto-reviews*. However, until now they were managed in admin.

What's new?

- We renamed these templates to *Airbnb host reviews*, and these changes are reflected in rental form, the reservation details page, the review details modal and the mailbox *Automations* tab
- There is a new page in RentalReady where users can view, create, edit or remove these templates. It can be found under Configuration > Templates > Airbnb host reviews
- A user will be able to see the templates from which they have access to at least one office, but will be able to edit or remove the ones from which they have access to all the offices
- The notification template context variables are now available for these templates

Templates Help

Checklists Guest notifications Quick replies in mailbox **Airbnb host reviews**

Automatic review from host to guest [Create new](#)

Submitted through Host account via Airbnb. Templates will be selected randomly if there is more than one per office.

Filters ^

Property manager: Office: Language: Status: Title:

[Clear all](#) [Apply](#)

Thank you - Arabic [More](#)

شكرا لك على كل شيء.
أتمنى أن تكون إقامتك على قدر توقعاتك وأن تعود قريباً.
[Show more](#)

Active • Arabic

Office

RENTALREADY-DUB

Thank you [More](#)

Thank you for everything.
I hope your stay lived up to your expectations and that you'll come back soon!
[Show more](#)

Active • English

Office

RENTALREADY-DUB RENTALREADY-ES RENTALREADY-FR + 2 more

Gracias [More](#)

Gracias por todo.
¡Espero que su estancia haya estado a la altura de sus expectativas y que vuelva pronto!
[Show more](#)

Active • Spanish

Office

RENTALREADY-DUB RENTALREADY-ES RENTALREADY-FR + 2 more

Obrigado [More](#)

Obrigado por tudo.
Espero que a sua estadia tenha correspondido às suas expectativas e que regresse em breve!
[Show more](#)

Active • Portuguese

Office

RENTALREADY-DUB RENTALREADY-ES RENTALREADY-FR + 2 more

Reviews

Enhanced Review System & Airbnb Tag Integration

We've improved the visibility and usability of reviews across the platform, making it easier to access detailed insights. These enhancements also ensure compliance with our Airbnb partnership requirements:

- **Review Index** – Added a "More Info" button with a popover displaying detailed review tags and comments.
- **Property Reviews Page** – Improved review insights with the same "More Info" popover for clarity.
- **Individual Review View** – Introduced a detailed rating breakdown for a clearer understanding of guest feedback.
- **Review Modal Window** – Enhanced rating display for a better user experience.



New version of reservation internal review form

The new version of the reservation review form can now be enabled at the office level

- The form has been split into 2 sections, in an effort to increase response rates. The review is considered submitted once the guest adds an overall rating and a comment, but after submission they will see a second page where they can leave a rating for different aspects of their stay
- As with the previous version of the form, guests will see different criteria on the second page depending on whether their stay is ongoing or finished.
 - For ongoing stays, guests can leave an overall rating + public and private comments, and review the check-in, cleanliness & facilities
 - For finished stays, guests can leave an overall rating + public and private comments, and review the check-in, cleanliness, facilities, communication, value for money and location
- As with the previous version, the review form is available for 72 days after the guest checks out of the property

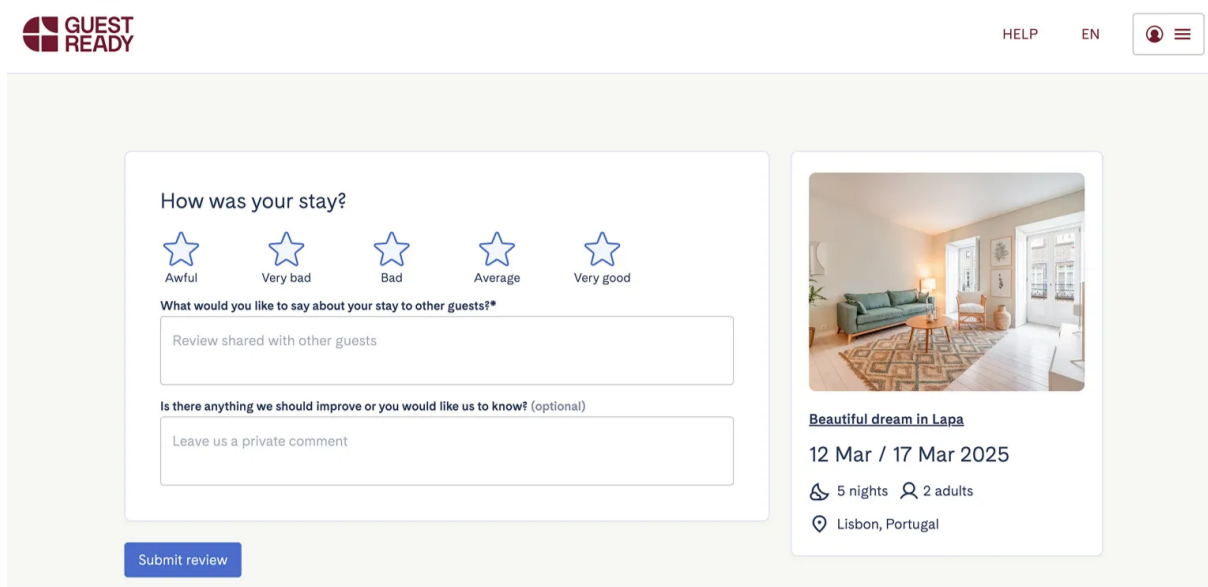
For customers with direct booking websites

- Until the new review form is activated on office level, guests will continue to be redirected to the old form in RentalReady

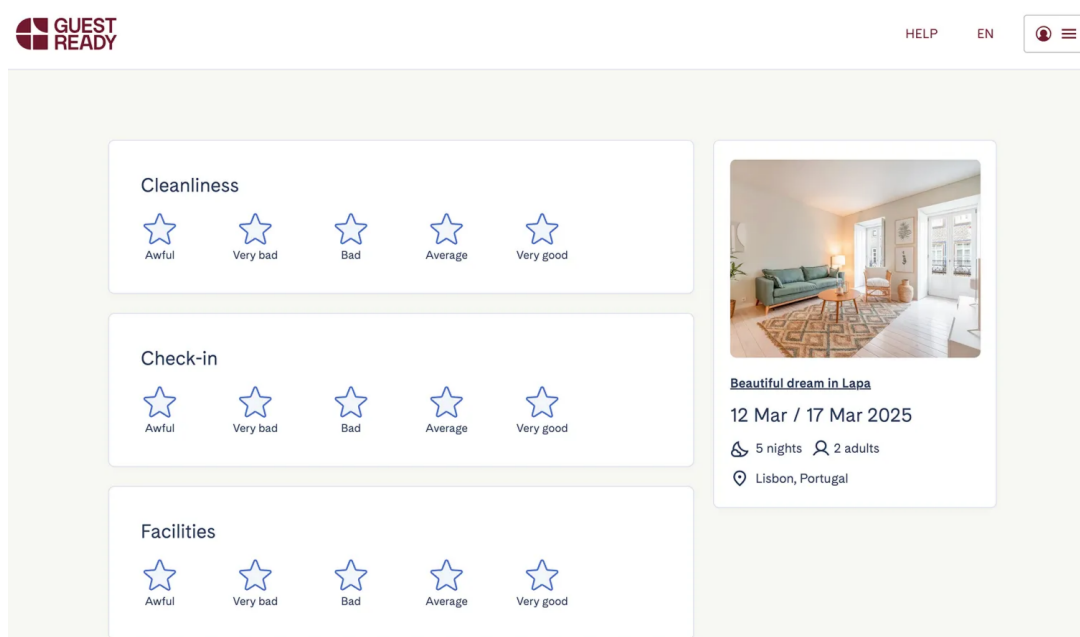
- The review form is available for all customers with a direct booking website, regardless of which features you have enabled (guest space, booking feature, etc.)

For customers without direct booking websites

- The new review form will also be available for property managers without a direct booking website, at [\[pm\]- guest.rentalready.io](#) . A standard theme will be used, and the property manager logo will be displayed in the nav bar
- **Note:** For now, the site [\[pm\]- guest.rentalready.io](#) is not available by default, so please let us know if you want to have this new form



The screenshot shows the Guest Ready review interface. At the top left is the 'GUEST READY' logo. At the top right are links for 'HELP' and 'EN', and a user profile icon. The main content area is divided into two columns. The left column contains a review form with the heading 'How was your stay?'. Below this heading are five star icons labeled 'Awful', 'Very bad', 'Bad', 'Average', and 'Very good'. Below the stars is a text input field with the placeholder 'Review shared with other guests'. Below that is another text input field with the placeholder 'Leave us a private comment'. At the bottom of the form is a blue 'Submit review' button. The right column displays a property card for 'Beautiful dream in Lapa'. It features a photo of a living room, the property name, the dates '12 Mar / 17 Mar 2025', and details: '5 nights', '2 adults', and 'Lisbon, Portugal'.



This screenshot shows a more detailed version of the Guest Ready review interface. The top navigation bar is identical to the previous screenshot. The main content area is divided into two columns. The left column contains three separate rating sections: 'Cleanliness', 'Check-in', and 'Facilities'. Each section has five star icons labeled 'Awful', 'Very bad', 'Bad', 'Average', and 'Very good'. The right column displays the same property card for 'Beautiful dream in Lapa' as in the previous screenshot, including the photo, name, dates, and booking details.

Thank you for your feedback!

★★★★★

What would you like to say about your stay to other guests?

If this is the standard set by GuestReady, then sign me up for future stays. The apartment was clean, centrally located and private. Upon arrival, the person responsible for the upkeep noticed me outside at the set arrival time, brought me in and made sure I had everything needed for my stay. She was great.

[Explore our properties](#)
[About GuestReady](#)

4.6

Beautiful dream in Lapa

17 Mar / 22 Mar 2025

5 nights 1 adult

Lisbon, Portugal

HomeReady

Tickets of the property page

We have updated the tickets displayed in the tickets tab on the property page.

Tickets - Closed

Ticket 112371 Closed

Property access - Keys

no key on the lockbox

Priority Urgent

Due date —

Opened juliana.ferreira 02/01/2025 3:11 p.m.

Origin Created from inbox thread

Closed francisca.figueiredo 02/01/2025 3:18 p.m.

Ticket 23533 Closed

External - Maintenance

Hóspedes disseram que rebentou um tubo de água, os hóspedes de cima do Hybrid theory estão sem água. Podem verificar por favor? caso não seja possível de resolver, temos de realojar os hóspedes do Hybrid? Obrigada

Priority Urgent

Due date —

Opened bernardo.mouta 03/01/2023 11:15 a.m.

Origin Reported by agent

Assigned to silvano.moura

Closed silvano.moura 07/01/2023 12:43 p.m.

Tickets - Opened

Ticket 114421 Open

Claims - Claims

test

There is a leaking from upstairs. Might be from the hot water tank upstairs.

Priority Low

Due date —

Opened nick.tepetzidis 05/02/2025 1:38 p.m.

Origin Unknown

Assigned to Operations Porto alexandra.aguiar@tr

Finance

RentalReady payment page improvements

- Responsiveness has been improved and bugs on mobile have been fixed
- Language selector has been added
- Google Pay and Apple Pay have been added

RENTAL
READY

EN

Complete payment



Booking IWTVABHGQ

new test

18 September 2025 / 19 September 2025

1 night 1 adult, 1 child

Paris, France

Price for 1 night

€2.00

Total price

€2.00

Powered by stripe

Card

Bank transfer

Google Pay

Card number

1234 1234 1234 1234

Expiration date

MM / YY

Security code

CVC

Country

Portugal

Pay €2.00

Reservation is securely handled through RentalReady

Payment Resolution Status Update

We migrated old payment resolution status badges to our new badge system for a more consistent look and better UI clarity.

RENTAL
READY

PROPERTY MANAGEMENT SOFTWARE

RENTAL
READY

Payment resolutions

Filter

Type and select

Assign status

Select

Check out date

From To

15263 results

ID	PLATFORM	AMOUNT	ASSIGNED	STATUS
Channel at 35 August 2024, 4:17 0-1%				
09824	BOOKING	+€181.07	N/A	
Channel at 35 August 2024, 4:18 0-1%				
05833	BOOKING	+€11.92	N/A	
Channel at 35 August 2024, 4:43 0-1%				
09832	BOOKING	+€11.92	N/A	
Channel at 35 August 2024, 4:48 0-1%				
09831	BOOKING	+€11.94	N/A	
Channel at 35 August 2024, 4:53 0-1%				
09830	BOOKING	+€188.03	9 am, sent	
Channel at 35 August 2024, 4:52 0-1%				

Payment resolution status badges

-status tags now visible in RR design

PMS RentalReady Releases 03.2025 (March)

14

Direct Booking Website / Booking Widget

Booking widget reservations now use the configured language

Reservations made through the standalone booking widget will now have the guest's language set to the language configured in the widget. For example, if the booking widget is displayed in French, reservations created from it will automatically have the guest language set to French.

Direct booking website - Improvement

Headline Good to know renamed to : *Arrival*

— Arrival

About the check-in

You will need to fill in **online check-in form** with guest details, and expected arrival time. Then you will receive the **check-in instructions** X hours before your arrival **by email**.

Type of check-in: **Check-in in GuestReady Welcome Center** ⓘ

Check-in: **from X:00** ⓘ

Check-out: **X:00**

Security deposit of X.00 € may be requested in advance. ⓘ

Arriving early and need to store your luggage? ⓘ

Do you have a question about your reservation?

Sign in through your email and contact us through the [Inbox](#).



Good to know

This property is suitable for **children**.

This property is suitable for **infants**.

This property is **pet friendly**.

We thoroughly clean and disinfect each property before and after every stay.

Towels and bedlinen are provided.

Parking is available at the property.

Extra services: Store your luggage, Book a private driver, equipment for children, fun activities and much more.

Downpayment & monthly payment options on direct booking websites

Guests are now able to pay for reservations on direct booking websites in instalments, with the option of making an initial downpayment and paying the rest later, or paying in monthly instalments.

Downpayment

- For downpayment to be available to guests, the rental platform settings for the direct booking website platform must define a downpayment amount of less than 1. This can be set from the "Edit property" form > "Price" tab
- Downpayment is not available for mid-term reservations

Monthly payment

- For monthly payment to be available to guests, the reservation must be longer than the "Mid-term payment period in days" + "Mid-term payment minimum period in days" (ie. it must be possible to break the reservation into at least 2 monthly instalments). These values are set on the office level

2. Choose how to pay

☒ **Pay in full**
Pay the full amount (£5,467.70).

☐ **Pay part now, part later**
£2,733.85 due today, £2,733.85 on 1 April 2025. No extra fees. [More info](#)

3. Add payment details

Email

you@example.com

Card

Revolut Pay

Powered by stripe



Stylish Apartment | Sleeps 5 + Free Parking

1 May / 30 May 2025

29 nights 1 adult

Royal Leamington Spa, United Kingdom

Price for 29 nights	£5,402.70
Cleaning fee	£65.00
Total price	£5,467.70

[+ Add promo code](#)

Free cancellation is possible until 19 March 2025, 23:59 GMT

1. Add guest details

First name

Andrea

Last name

Crawford

Phone number

+33 1 09 76 53 21

2. Choose how to pay

☒ **Pay in full**
Pay the full amount (£9,007.40).

☐ **Pay monthly**
£5,629.63 due today, £3,377.77 on 24 May 2025. [More info](#)



Stylish Apartment | Sleeps 5 + Free Parking

1 May / 18 Jun 2025

48 nights 1 adult

Royal Leamington Spa, United Kingdom

Price for 48 nights	£8,942.40
Cleaning fee	£65.00
Total price	£9,007.40

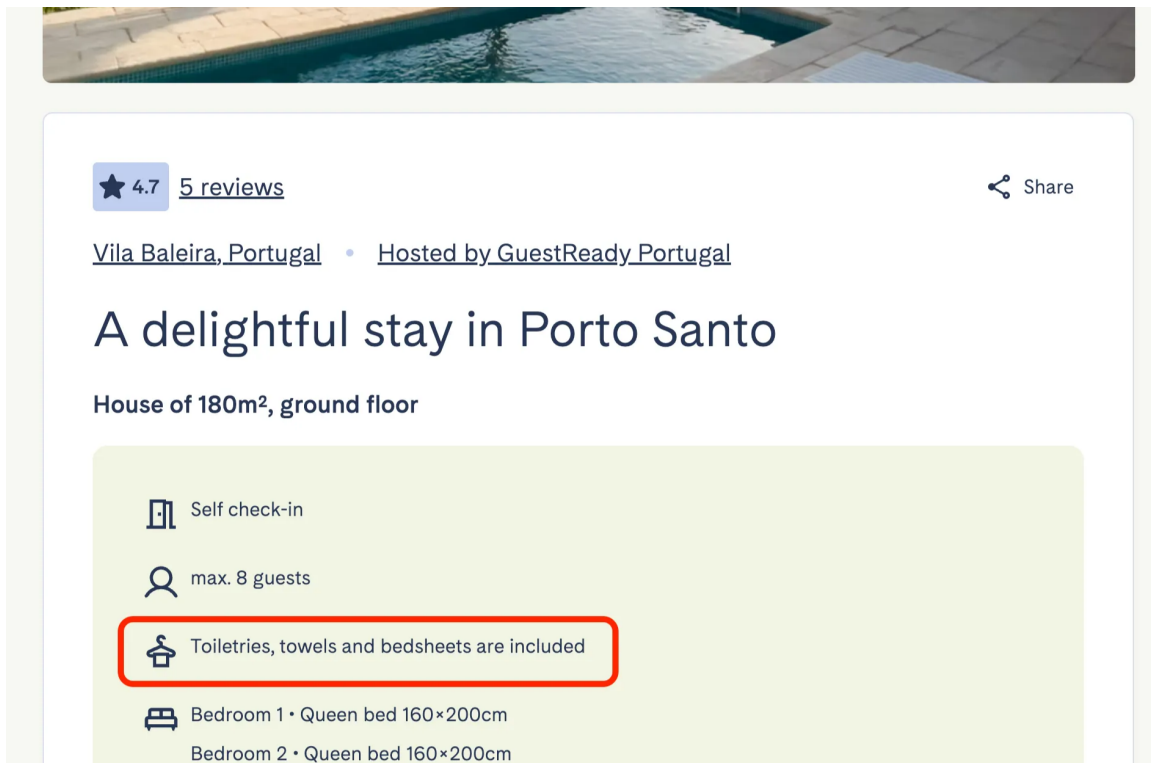
[+ Add promo code](#)

 Free cancellation is possible until 19 March 2025, 23:59 GMT

Linen/toiletries information on direct booking websites

We have updated the logic for displaying "toiletries included" / "towels and bedsheets included" on direct booking websites:

- If the property has the amenity "Shampoo", we will display "Toiletries are included" in the property summary
- If the property has the amenity "Bed linens/towels", we will display "Towels and bedsheets are included"
- If the property has both amenities, we will display "Toiletries, towels and bedsheets are included"



Guest Space

Guest space - Improvements

- Pre check-in form, section *Plan your stay* "Is this a business trip?" is not set to "No" by default anymore
- Stay extension in guest space: Breadcrumbs added to Stay extension
- Stay extension text changed from *There are available dates for you to stay longer* to *There are available days to extend your stay*

[GuestReady](#) / [My bookings](#) / [Booking 6GP0IXPPV](#) / [Extend your stay](#)

Extend your stay

Original dates
12 Apr / 15 Apr 2025

There are available days to extend your stay

← April 2025

May 2025 →

M	T	W	T	F	S	S	M	T	W	T	F	S	S	
		1	2	3	4	5	6				1	2	3	4
7	8	9	10	11	12	13	5	6	7	8	9	10	11	
14	15	16	17	18	19	20	12	13	14	15	16	17	18	
21	22	23	24	25	26	27	19	20	21	22	23	24	25	
28	29	30					26	27	28	29	30	31		

[Clear dates](#)

New dates
12 Apr / 16 Apr 2025

Super central ministudio self-checkin...

12 Apr / 16 Apr 2025

4 nights 2 adults

228 Rue Saint-Denis, Paris, France

Monthly payment breakdown on guest space reservation details page

Guests who are making monthly payments for their reservation will now see a breakdown of all instalments in their guest space, and can click on the "Pay" link to make payment via the existing reservation payment page

Booking	Property	Extras
MONTHLY PAYMENT Due 23 March 2025	£3,358.70	Pay
MONTHLY PAYMENT Due 22 April 2025	£3,582.60	
RESERVATION PAYMENT	£3,358.70	See receipt
SECURITY DEPOSIT	£1,000.00	See receipt

Complete payment



Booking **V64UFSRBI**
Beach Garden Home Stay
📅 28 February 2025 / 31 May 2025
👤 92 nights 🧑 2 adults, 2 children
📍 Bournemouth, United Kingdom

Price for 92 nights	£10,300.00
Total price	£10,300.00

First payment	✅ £3,358.70
🕒 Due 23 March 2025	£3,358.70
🕒 Due 22 April 2025	£3,582.60

Powered by stripe

Card

Google Pay

Card number

1234 1234 1234 1234

Expiration date

MM / YY

Security code

CVC

Country

France

Pay £3,358.70

🔒 Reservation is securely handled through RentalReady

Guest space improvements

- **Guest registration:** once all adults are filled, we now close the registration instead of keeping it open (when *failed* because of missing or incorrect set up, it was confusing for guests)
- **Guest space inbox:** now, when user enters Inbox through a reservation (Reservation detail page, Confirmation page, button on PCI feedback page), it opens the conversation directly (previously, it opened inbox (list of messages), but no conversation was selected)
- **PCI form bug:** when property photos are missing, we now have a placeholder to prevent the form to crash
- **Guest registration - Bug fix:** When guests are filled in at the same time, users could not close the form - this is now solved
- **Reservation list:** we added button to copy property address and removed the pin
- **Stay extension:** we now display the maximum stay when set on the stay extension page
- **Guest profile:** Improves feedback on account details update (such as "changes were saved")
- **DBW and GS:** Various minor technical improvements

Integrations

KeyNest keys display improvements

We have implemented a new look of our KeyNest keys display in property page and added some missing information.

- The key details and their collection codes are merged into one paper, which is moved between *Owner information* and *Invoice details*
- We added some new badges for the key status and category, which can be found in KeyNest keys page too
- The key notes are now displayed in property page too
- We added the distance between the key's store and the property (which is now 0 for all keys but will be synchronised)

The screenshot displays the 'Property 711 - Petit Cocon Test Property' page. The left sidebar contains a 'Details' tab with a table of property information. The main content area on the right shows the 'KeyNest keys' section, which has been integrated into the property page layout. A red arrow points from the 'Property access (local language)' field in the sidebar to the 'KeyNest keys' section.

Property Details Table:

Temporary comment	—
Comment	PROPERTY IS INACTIVE - ONLY USED FOR TECH INTERNAL TESTS
Property name	Petit Cocon Test Property
Office	TEST
City	Paris
Neighbourhood	—
Size (sq meters)	27
Address	41 Rue Paris, France
Postcode	75018
Property access (local language)	après les boîtes aux lettres/la porte d'immeuble intérieure
Property access (English)	after the second building door)
Self check-in indication (local language)	prenez une clé puis appuyez sur le symbole clé pour récupérer la clé. Ceci est un test pour tester le paragraphing.

KeyNest keys section:

Emergency 19523

711.4 In Use (110)

Status In Use (110)

Store Paris - Principal

Address 32 Rue Paris, France

Property distance 0 km

Open hours Every day : Open 24 hours

Additional time -

Temporary time -

Other notes 4 - pas de badge - la clé ouvre la deuxième porte aussi

[Collection codes](#) [Generate code](#)

Invoice details

VAT number	—
Business name	—