

PMS RentalReady Releases 04.2025 (April)

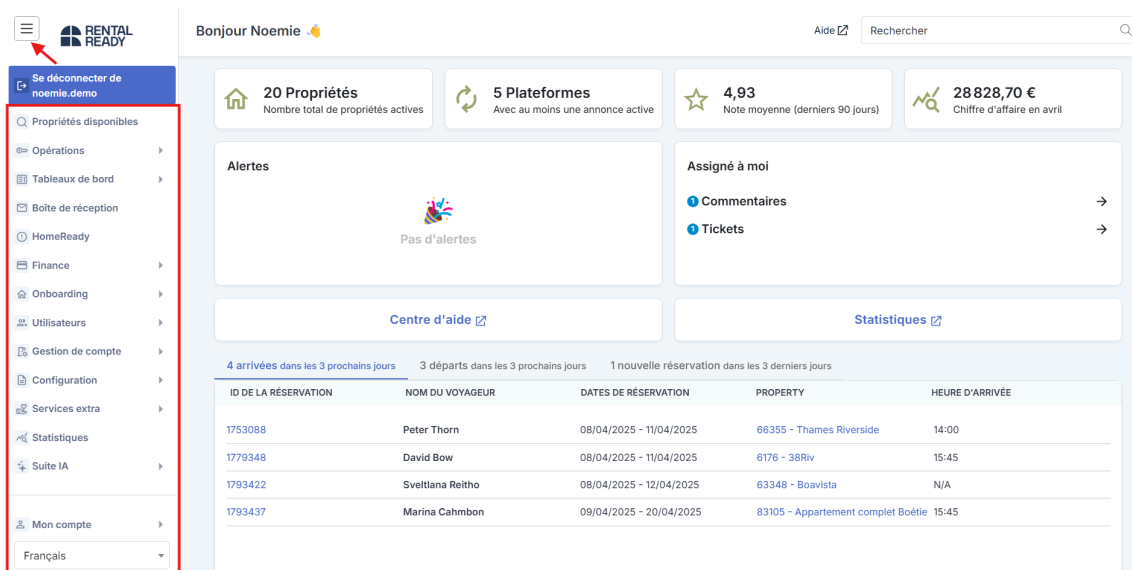
Design

Desktop collapsing sidebar pre-release

We have deployed the new functionality for the RentalReady sidebar.

This update makes the sidebar collapsible on desktop screens, just like it currently is on smaller screens. Please note:

- Default initial state is closed
- User selection is stored and persisted when refreshing or navigating to a different page
- User selection is stored via cookies so if for any reason cookies are deleted it will revert to default initial state

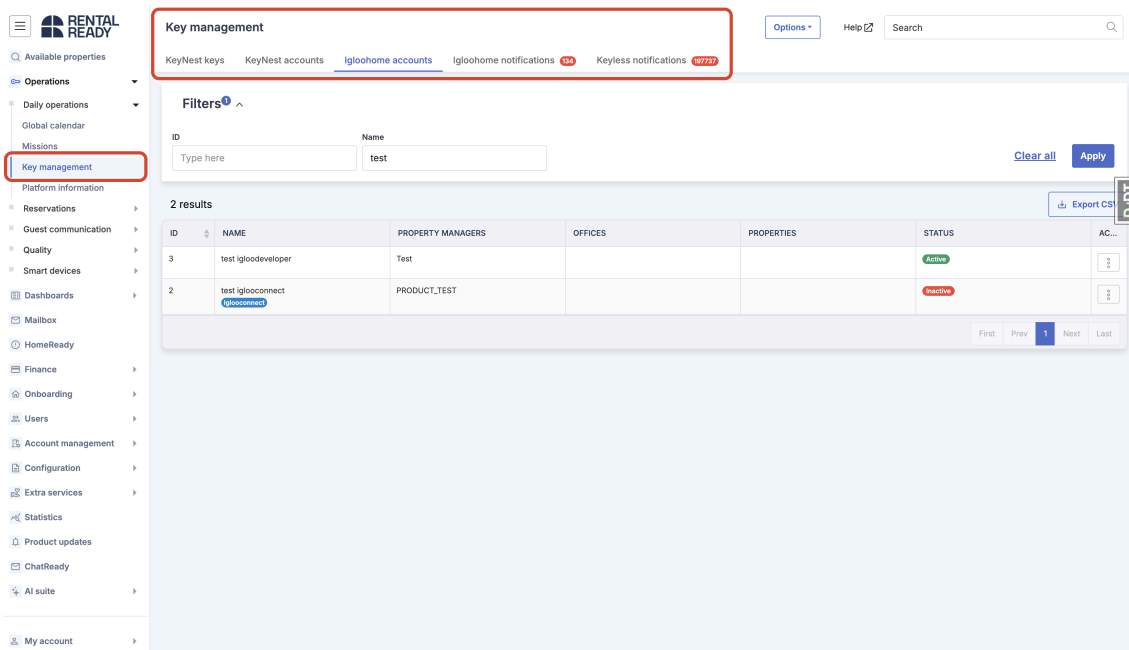


New section "Key management"

We deployed a new section "Key management" under "Operations" > "Daily operations". The following tabs were moved to the tab bar of the new section:

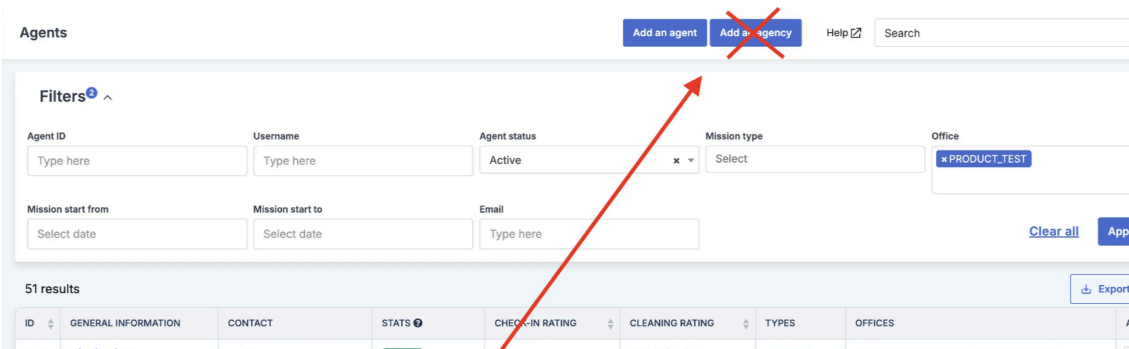
- KeyNest keys
- KeyNest accounts
- Igloohome accounts
- Igloohome notifications
- Keyless notifications

The Igloohome and Keyless notification alerts that were previously visible in the side bar will now be visible in the tab bar instead. They will also still appear on the index page with the rest of the alerts.



Button "Add an agency" removed

The forms to add an agent and add an agency are the same now (with a radio button to choose if you want to create an agent or an agency). Consequently, we have removed the button "Add an agency" from the agent table, you can just use the button "Add an agent" to create an agency.



Alerts removed from the side bar

To decrease the loading time of RentalReady, we have removed a few alert badges from the side bar. The following alerts are now only available on the homepage under "Alerts":

- Guests to verify
- Guest reviews to assign
- Onboarding forms to validate

- Resolutions to assign

The screenshot shows the RentalReady dashboard for user John. The sidebar on the left contains a menu with categories like Available properties, Operations, Dashboards, Mailbox, HomeReady, Finance, Onboarding, Users, Account management, Configuration, and Extra services. The 'Onboarding' category is expanded, and 'Onboarding board' is highlighted with a red box. A red arrow points from this box to the 'Onboarding forms to validate' alert in the main content area. The main content area features a header with 'Hi John' and three summary cards: '6855 Properties' (Total number of active properties), '44 Channels' (With at least one active listing), and '4.45' (Average rating). Below these is an 'Alerts' section with a list of tasks, each with a count and a right arrow. The 'Onboarding forms to validate' alert is highlighted with a red box. To the right of the alerts is a section titled 'Assigned to' showing '2 Tickets'. At the bottom, a blue banner announces a 'Feature' update: 'UK Payments: Goodbye Revolut, Hello Stripe!'.

Hi John 🌟

6855 Properties
Total number of active properties

44 Channels
With at least one active listing

4.45
Average rating

Alerts

- 4600 Mission incidents →
- 365 Checklists to review →
- 134 IglooHome notifications to resolve →
- 197737 Keyless notifications to resolve →
- 630 Reviews to assign →
- 373 Tickets to assign →
- 12 Resolutions to assign →
- 1388 Onboarding forms to validate →
- 944 Guests to verify →
- 13 Platform notifications to resolve →

Assigned to

2 Tickets

Feature UK Payments: Goodbye Revolut, Hello Stripe!

Channel Manager

You can now onboard a Room(Type) in an existing Booking.com Hotel.

Following needs for the upcoming Hotel Management Feature, we now have the ability for you to create a Room in an Existing Hotel (option 3 below). So now; you have to choose one of the following options:

1. I want to **create a new hotel** > We ask for **Legal Entity + Payment Type**
2. I want to **map a RR Property with an Existing Room** on Booking.com → We ask for **RoomID which you want to map**
3. I want to **create a new Room in an existing Hotel** > We ask for **Hotel ID where you want to create Room in**

Onboard a property

1

Connect

2

Match property

3

Match room ID

[← Back](#)

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

Please select one of the following options: *

☐ I want to create a new Booking.com Hotel

☐ I want to map a Property with an Existing Room on Booking.com

☐ I want to create a new Room in an existing Booking.com Hotel

New Validation Checks During Booking.com Onboarding

We've introduced new validation flags at key steps when onboarding on Booking.com. These checks are designed to catch the most common missing information, based on recent patterns.

You'll now be notified immediately if any of the following critical fields are left incomplete:

- Missing Hotel Name
 - When creating a new listing.
- Missing Room Type Name
 - When creating a new listing or adding a room type to an existing one.
- Missing Kitchen/Kitchenette Amenity (*for Apartments, Studios, Houses, and Holiday Homes*)
 - When creating a new listing or adding a room type to an existing one.
- Missing Office Contact Details
 - When creating a new listing or adding a room type to an existing one.

Our goal is to make the process smoother and reduce back-and-forth caused by incomplete submissions.

-  **Missing information:** Make sure to fill the field "Hotel name displayed in Booking.com", located in General tab of Rental Form. [Click here](#) to add it.
-  **Missing information:** Make sure to fill the field "Booking.com Room Type Name", located in General tab of Rental Form. [Click here](#) to add it.
-  **Missing information:** Make sure to add the "Kitchenette" or "Full Equipped Kitchen" amenity in the Amenities tab of Rental Form. [Click here](#) to add it.
-  **Missing information:** Make sure to add a general contact to this property office - Located In Office, edit office → Manage contacts

Please select one of the following options: *

☒ I want to create a new Booking.com Hotel
☐ I want to map a Property with an Existing Room on Booking.com
☐ I want to create a new Room in an existing Booking.com Hotel

Legal Entity ID



This field is required.

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

Payment type



Synchronization category*



Hotel Management is now Live in RentalReady

This new module allows you to scale into hotel operations and improve how you manage reservations across Booking.com. What's Included:

- Hotel Creation: Set up hotel with address, settings, and amenities
- Room Types: Group similar rooms (e.g., Standard, Deluxe) for cleaner OTA listings
- Inventories: Link physical rooms to Room Types (e.g., 5 Standard Rooms, 2 Deluxe Rooms)
- Rate Plans: Create pricing plans (Standard, Breakfast, Non-Refundable)
- Smart Inventory Management : Inventory availability automatically adjusts as bookings or blocks come in from various OTAs.

Unified inbox

Inbox - ALL count is back

We have done several optimisation on inbox - we were able to add back ALL count.

RESERVATION STATUS	
All	25474
Prior approvals	2454
Arrival today	134
Departure today	106
Arrival tomorrow	70
Ongoing bookings	309
Future bookings	2638
Past bookings	19691
Snoozed	60
VIP guests	0
Unknown	12

Conversation Overview

Each conversation now includes a Conversation Overview - a smart summary that helps you understand guest interactions at a glance.

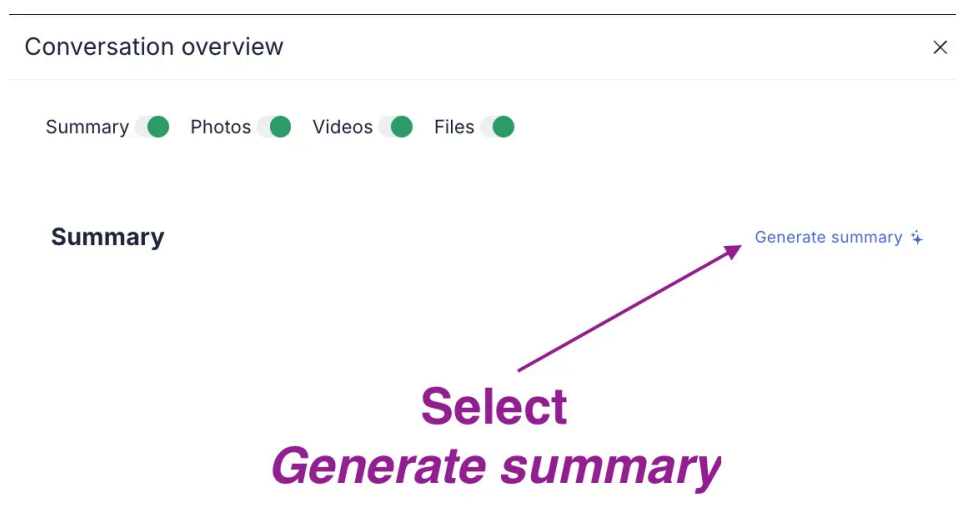
We're storing these summaries so both property managers and MAIA can quickly get context without scrolling through all messages.

Here's what you'll find in the overview:

- **Summary:** quick recap of guest messages and interactions with your team
- **Requests:** see if the guest asked for anything specific (e.g. late check-out, invoice...)
- **Photos & videos**
- **Files**

You can select or unselect these categories to show or hide them in the overview. Your preferences will be saved and applied to all conversations

Available on both desktop and mobile.



Conversation overview - improvements

Auto-generated summaries (Pilot): We're testing automatic summary generation for new messages. No more manual click → summary is now auto-generated, after every message

Faster logic: We've addressed slowness issues (*by translating only the summary to the user's language*)

New format: Everything is now presented with heading sections and in bullet points for quicker reading and better clarity.

Heading sections:

- Booking & Pre Check-In
- During the Stay
- Guest Requests
- etc.

Overview includes all system messages:

- Conversation opened at XX
- Flagged at XX
- Snoozed at XX for X time
- etc.

Conversation overview

Summary

Photos

Videos

Files

Summary

Reload summary

Booking & Pre Check-In

The guest communication began with a booking confirmation for Walter, including a request for guest details and arrival time to be provided at least 48 hours before check-in to ensure smooth processing.

Check-In Process

Walter's check-in was set for April 13, 2025, at 3 p.m. He was provided with detailed check-in instructions including codes for property access and WIFI credentials.

During the Stay

Staff offered guest support contacts and encouraged reaching out for assistance during Walter's stay.

Check-Out

Check-out was scheduled for April 14, 2025, at 11 a.m., and guests were requested to close all doors before leaving.

Booking Cancellation

The reservation for Walter was cancelled, and he was notified about the cancellation via email. He was offered a 10% discount for future bookings as compensation.

Overview

● Conversation opened • 27 March 2025, 5:14 p.m.

● Flag removed • 14 April 2025, 3:48 p.m.

● Flagged Pink • 14 April 2025, 10:46 a.m.

● Flag removed • 14 April 2025, 10:47 a.m.

● Flag removed • 14 April 2025, 3:47 p.m.

🔔 Snoozed for 5 hours 59 minutes • Until 14/04/2025 11:58 p.m. • 14 April 2025, 3:58 p.m.

Guest notifications

Resolution Testing Page Redesign

- **Modern RR Design:** The page now follows our **modern RentalReady design language**, bringing it in line with the rest of the platform for a consistent and polished look.
- **New Search Functionality:** A brand new search has been introduced to help users quickly find what they need, improving efficiency and usability.
- **Functional Back Navigation:** Added a proper **back button** to enhance navigation and user flow.
- **Language Navigation:** You can now **switch languages** directly within the page for better accessibility.
- **Clearer Explanations:** Updated and improved explanation texts to make the page more understandable and user-friendly.

← Back Preview a template Help ⓘ Search

Preview any guest email connected to a reservation.

Display preview of a template

Reservation ID*

1797233

Trigger*

CONFIRMED

Display

Template details

Template name

RENTALREADY_CONFIRMED_OTHER

Sending method

platform_email

Resolution

[('Rental: 6211 - Birdland, Office: RENTALREADY-FR, Platform: RENTALREADY PMS', 'KO'), ('Rental: 6211 - Birdland, Office: RENTALREADY-FR, Platform is null', 'KO'), ('Office: RENTALREADY-FR, Platform: RENTALREADY PMS, Rental is null', 'KO'), ('Office: RENTALREADY-FR, Rental is null, Platform is null', 'OK')]

Template content

EN FR

Subject:

Booking confirmation for your stay at Birdland

Content:

Hello Angela

Thank you for your reservation! It's a pleasure to host you!

** Your arrival **

A concierge from RentalReady PMS will be waiting for you in front of the building as soon as you arrive. Please fill your arrival details by following this link : https://pms.rentalready.io/arrival_form/9TCVtF83CU/MaZB8Hvnf/.

If you're planning to arrive by public transport, the nearest station is: Poissonnière (7)

If you arrive by car, there is a parking located -

Guest notification templates - Security Deposit variable fixed

Before: Previously, security deposit variables (like amount and payment link) were only accessible in specific templates, causing some issues with templates with missing variables.

Now: Security deposit variables are now available in all guest notification templates!

We've expanded their availability to function just like other common variables.

Security Deposit Reminder - Flow improved

We've updated the logic for unpaid security deposit reminders.

Before: Reminders sent only 7 or 2 days before check-in. This left a gap of several days with no follow-up, leading to missed payments and staff confusion.

Now: First reminder sent 24h after the Ssecurity deposit is generated (if still unpaid)

- Then, daily reminders are sent until the security deposit is paid
- Applies to both Stripe & Swikly security deposits

Reminder trigger is: `SECURITY_DEPOSIT_REMINDER`

Missions

Automatic Check-Out Mission Rescheduling

Previously, when a reservation's check-out date was changed, the associated check-out mission was automatically cancelled.

Now, instead of cancellation, the system will update the mission accordingly: if a reservation's check-out date is modified, and there is an active check-out mission, the mission will be rescheduled to the new check-out date, using the maximum check-out time.

Deletion of checklist template assignation rules

You can now delete all the rules from a checklist template without deleting the template itself.

Same for creating templates without any assignation rules.

These checklist templates will not be used for the missions since they are not linked to anything, but they will not be deleted, they will appear in the checklist template table from where you can edit them to reactivate it by adding back some rules.

Delete checklist templates

In the checklist table you can now delete checklist templates.

For security reasons, you need to delete all the rules first before being able to delete the template.

Checklist template status

We have added a status badge for the checklist templates in the column "Rules" of the checklist template table.

This is to unify the design between the guest notification templates and the checklist templates: when a template has rules assigned it's considered enabled, and when there are no rules it's considered disabled.

RULES	
Enabled	• DUBAI / Amenities / Reshoot (Extra)
Enabled	• BORDEAUX / Check-in
Enabled	• BORDEAUX / Cleaning
Disabled	
Disabled	
Disabled	
Disabled	
Disabled	
Disabled	
Disabled	

Properties

Bed Size Dimensions Removed

Due to regional differences in bed size dimensions, we have removed the dimensions and will only list bed names. These changes are applied in:

- Property details
- Property edition/creation form > Layout tab
- Direct Booking Websites

Bedrooms (1) After

Sleeping arrangement

Room

Bedroom type

Living room

Window coverings

Curtain

Universal adapter

No

Single

Double

Queen

King

King XL

Single couch bed

✓ Double couch bed

Bunk beds

Air mattress

Double

Property layout After

Number of bathrooms	1
Details of rooms (with beds)	• 1 x Living room • Total: 1
Beds	• 1 x Double couch bed • 1 x Double bed • Total: 2

Agents

Agent notification for Check-Out Missions

We've enhanced the agent notification system for check-out missions!

Now, when a reservation's departure time is changed, the assigned agent will receive a notification allowing them to accept or decline the new time. This works similarly to the existing check-in mission notifications.

This notification can be disabled in the agent edit form under the *Agent assignment* section of email notifications, by toggling the option *Send email when the departure time has been updated*.

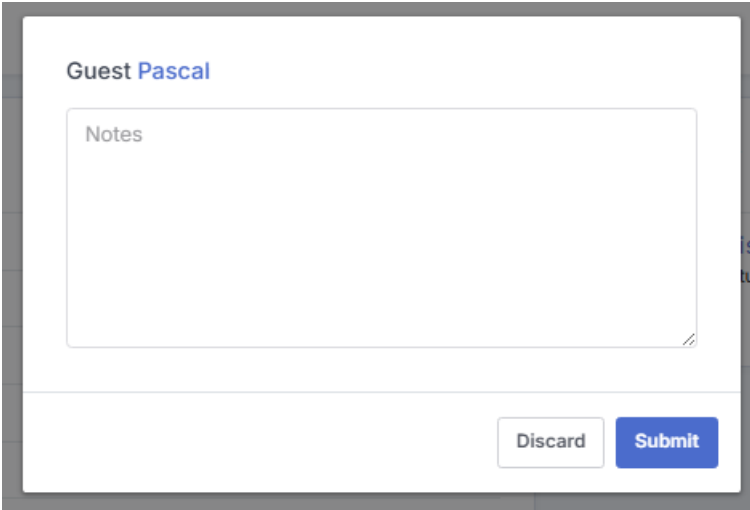
Guests

Add Notes to Guest profile

As a staff user, you now have the ability to add notes at guest level, which are then displayed on the guest detailed page. Click on Options > Add Notes

All changes (including content) are saved in *History*.

This is available for all customers, for their own guest database (notes are not shared from one PM to the other).

A screenshot of a web form titled "Guest Pascal". Inside the form, there is a large text area labeled "Notes" with a small pencil icon in the bottom right corner. At the bottom right of the form, there are two buttons: "Discard" and "Submit".

Owners

New Owner Accounting page

We've fully redesigned the accounting page in the owner space to reduce confusion and support needs, add more transparency and ease accounting for owners. New tab structure for better clarity & reconciliation :

1 Payouts

- Shows what the owner actually received (or will receive)
- Includes reservation earnings, payout adjustments, resolutions
- Mid-term payments now appear *when paid* (not only after check-out)

Options:

- Filters: status (paid/pending), date
- PDF Report: owners can now download a Payout Report for any date range
- Other export options: CSV, ZIP of old individual payout statements, "select & export" only what's needed

2 Transactions

→ All accounting transactions with invoices (reservations, adjustments, resolutions)

→ Invoice link and breakdown shown in a tray

→ Owner balance and total transactions displayed at the top

Options:

- Filters: property, transaction type, status, transaction date
- PDF Report: owners can now download a detailed Transaction Report with split by transaction type
- Other export options: CSV, ZIP with individual invoices, "select & export" options available

⇒ Those 2 tabs should help Reconciliation purposes (*total payout should be equal to total transaction amount*).

3 Top-Ups

→ Not accounting transactions, but shown for full transparency

→ Lists all top-ups (paid / pending / voided) created

Two new reports (Payout + Transaction) are designed to match exactly what's shown in-app.

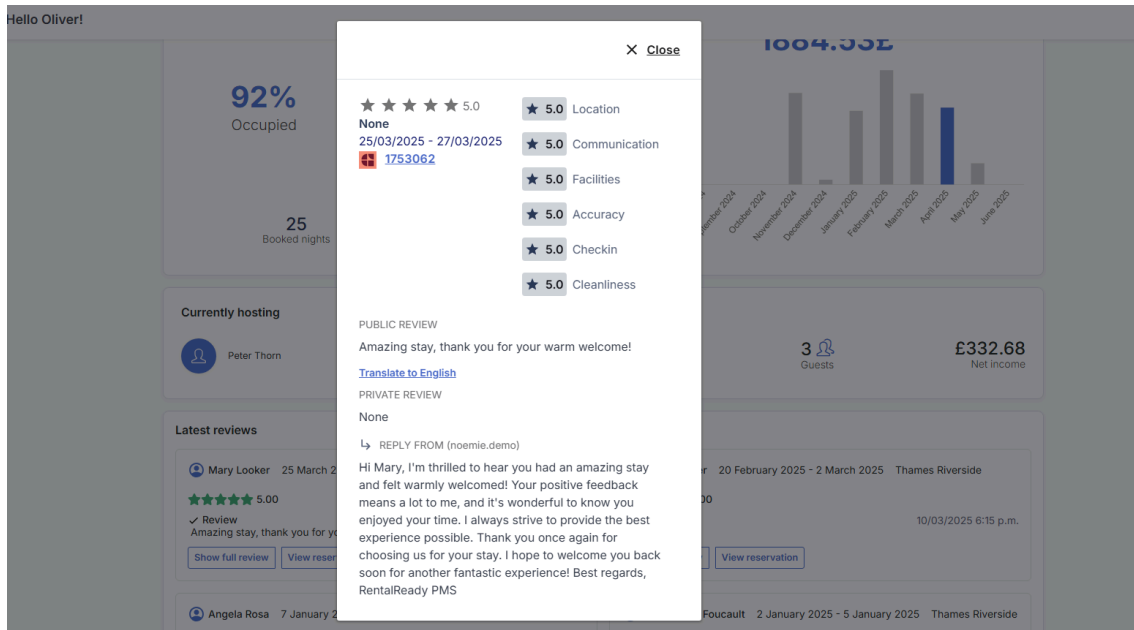
They make exporting, understanding, and sharing accounting data much easier.

The screenshot displays the 'Accounting' section of a software interface. It features three tabs: 'Payouts', 'Transactions', and 'Top-ups'. The 'Transactions' tab is currently selected. A message at the top states, 'You are seeing new beta version of Accounting.' Below this, a warning message indicates, 'A payout can't be processed for internal reasons. Please contact your Account Manager.' The main area shows a list of transactions, including a 'Current balance: £0.00' and several reservations with dates and IDs. A sidebar on the right provides a detailed breakdown for 'Reservation 1793151', listing items such as Net income (£722.54), Rental price (£1,171.17), Cleaning fee (£90.00), Tourist tax (£48.00), and Platform fee (£214.40).

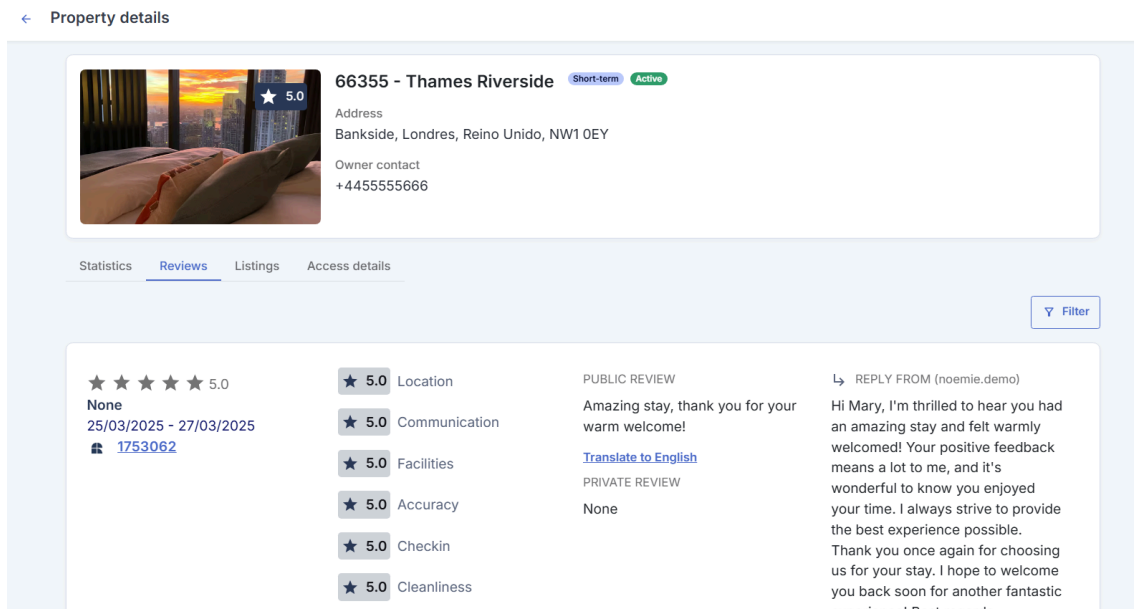
Reservation 1793151	
Net income	£722.54
Rental price (0.2% VAT)	£1,171.17
Check-in - Check-out	21/04/2025 - 23/04/2025
Cleaning fee charged to guest	£90.00
Number of nights	2
Tourist tax	£48.00
Guest	Jin Wang
Pay rate (0.2% VAT)	£0.00
Number of guests	6
Cleaning fee invoiced	-£90.00
Property	83102 - Private Courtyard House
Property manager commission	-£234.23
Platform	Platform fee
	-£214.40
Status	Invoices
New	Invoices.zip

Owner Space Reviews

- From now on, when you press the "Show full review," the button will not redirect you to the review detail page. Instead, it opens in a detailed modal.



- When reviews from the RentalReady review form are displayed in the owner space, the property manager's logo will be displayed (taken from the "Logo (square version)" field on the property manager). If the property manager has no square version of their logo, the RentalReady logo will be displayed



Owner space - "Mid-term" badge

We added the rental category badge on the Owner space pages.

You can find them on the "Properties" and detailed property pages.

Also, we display the "mid-term" badge if the reservation is mid-term on the "Reservation details" page.

← Property details



★ 5.0

66355 - Thames Riverside

Short-term Active

Address
Bankside, Londres, Reino Unido, NW1 0EY

Owner contact
+4455555666

Statistics Reviews Listings Access details



Log out from alexandra.ja.saintdenis

Overview

Calendar

Inline calendar

Accounting

Analytics

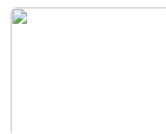
Properties

More

My account

← Back Reservation details

Basics



Reservation ID

1579300 Mid-term

Rating

★ 4.75

Property

65850 - Duplex Henri Rodel

Check-in - Check-out
1 February - 1 May

Number of nights
89

Number of guests
2

Guest
John Doe

Guest e-mail
test1579300@rentalready.io

Phone number
+33659200981

Reservation date
10/11/2024

Platform
Booking.com

Listing
[Go to listing](#)

Owner space - Statistics

We added the new statistics tab for the property.

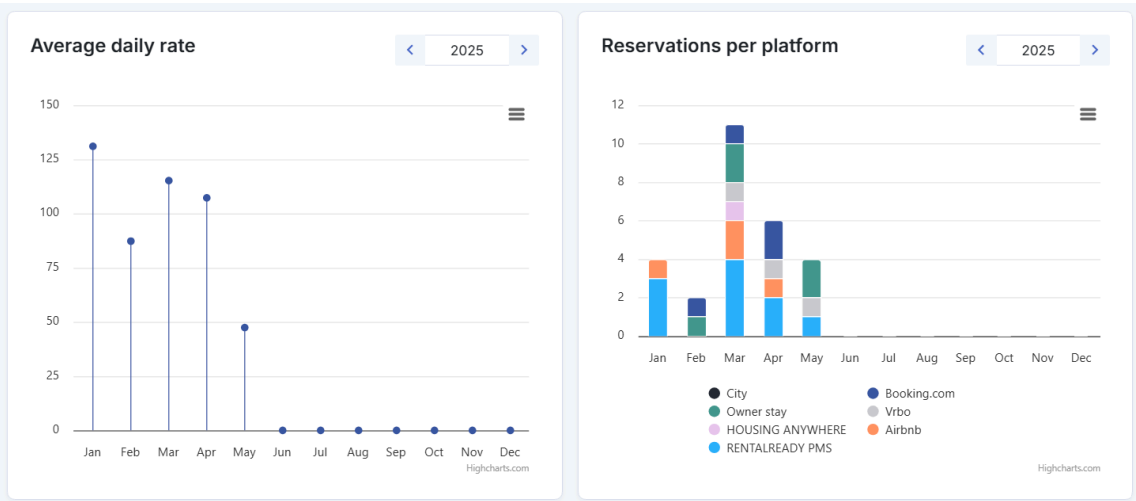
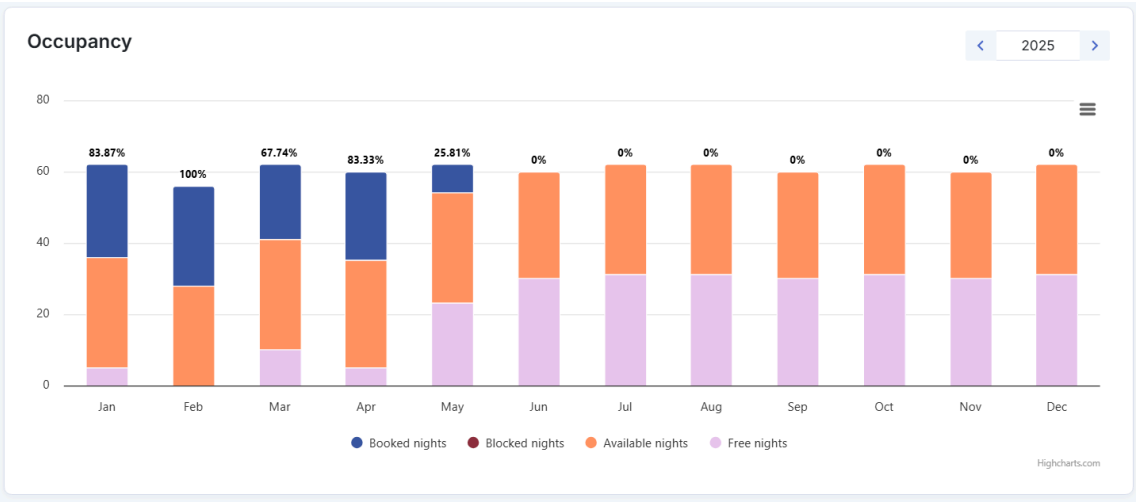
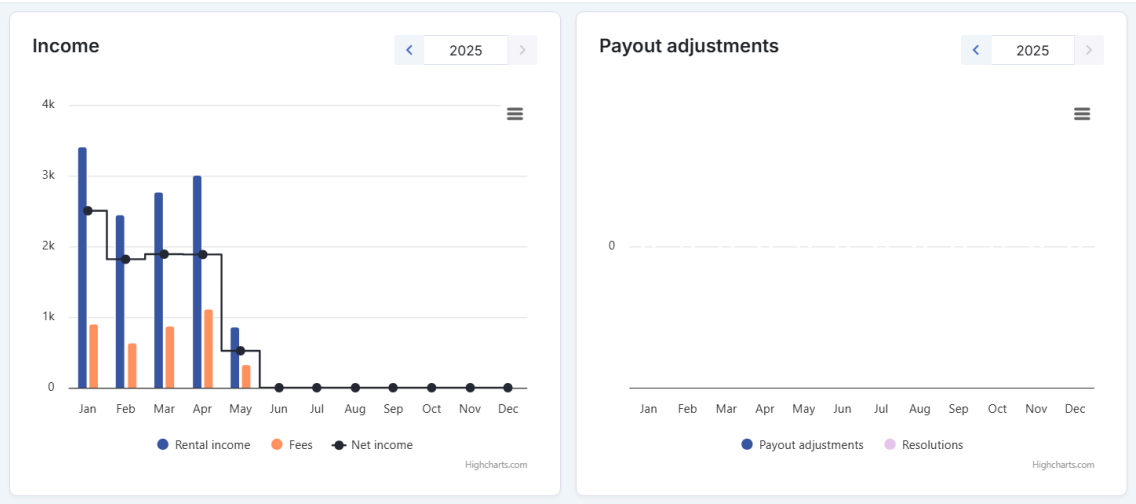
You can find it on the detail property page.

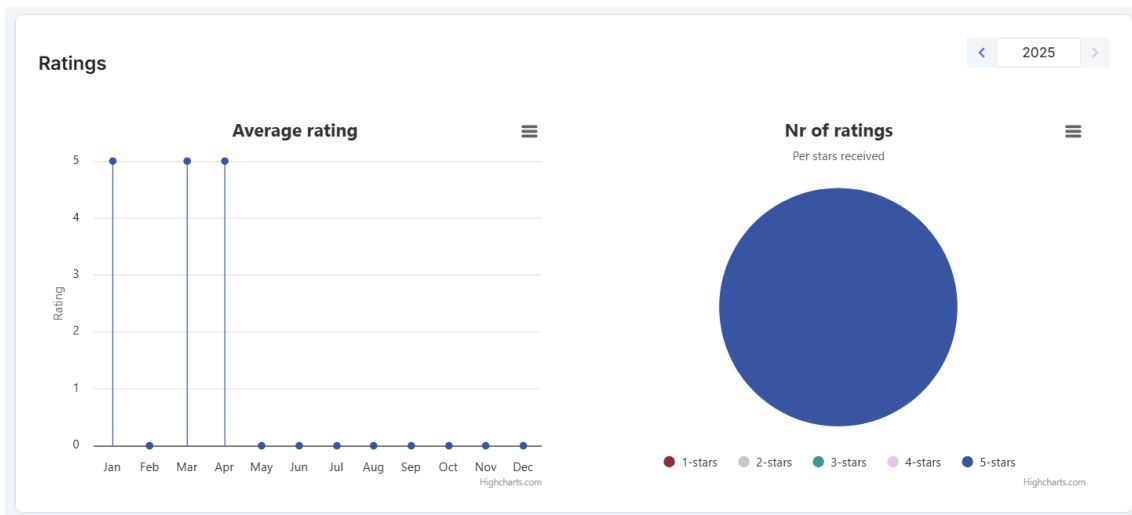
← Property details

Statistics Reviews Listings Access details

Select dates 

ADR £31.19	Net income £25,760.05	Occupancy 0%	Available nights 1465	Blocked nights 0	Booked nights 277	Free nights 1189
Avg. rating 5.00	Reviews 6					





Property deactivation email

Previously we were only sending the email notification to the owner if their property was going from "active" status to "inactive" status.

From now on, we will also trigger this email notification to the owner if their property goes from status "pending deactivation" to status "inactive".

HomeReady

Ticket origin - Courtesy call

-New origin has been added to the ticket creation form: Courtesy call

Origin

Select...

- Property check
- Overuse
- Unknown
- Reported by cleaning team
- Guest review
- Created from inbox thread
- Reported by agent through mission incident
- Courtesy call

The new Issue index page

We released the new revamped Tickets (issues) index page:

- We removed the "My assigned tickets" page. To be able to see your assigned tickets, there is a new filter on the Issue index page "Assigned to me"
- The "Checklists" and "Mission incidents" pages have been moved to the new Issue page as Tab options. Therefore, we removed the sidebar options:
 - Operations → Daily operations → Mission incidents
 - Operations → Daily operations → Checklists
- Now, we display the paginator at the bottom of the table, even if there is only one result, so you can see the total number of the results.
- We added the "Created at" column to sort the results by the ticket creation day

Issues filters

We changed the layout of the filters on the Issue index page.

In addition to the basic filters, we have 3 more groups of filters that are collapsed by default.

Some extra filters have been added:

- Assigned to me
- Hide sub-tickets
- Due (has due date)
- Ticket is assigned

We also changed the options in the "Ticket warning" filter.

The screenshot shows the HomeReady interface for task management. At the top, there's a navigation bar with "Tickets", "Checklists 672", and "Incidents 4540". A "+ New ticket" button, "Help" link, and a search bar are on the right. The main content area is titled "Filters ^" and contains several filter groups:

- Status:** A dropdown menu with "Select" as the placeholder.
- Priority:** A dropdown menu with "Select" as the placeholder.
- Property:** A dropdown menu with "Type and select" as the placeholder.
- Assignee:** A dropdown menu with "Type and select" as the placeholder.
- Group assignee:** A dropdown menu with "Type and select" as the placeholder.
- Assignee status:** A dropdown menu with "Select" as the placeholder.
- Mission attached to a ticket:** A dropdown menu with "Select" as the placeholder.
- Ticket warning:** A group of checkboxes: "Due tomorrow", "Due today", "Overdue", "Ticket open for more than 5 days", and "Ongoing or upcoming reservation".
- Other:** A group of checkboxes: "Assigned to me" and "Hide sub-tickets".
- More filters:** A section with three expandable filter groups: "MISSION", "TICKET", and "PROPERTY". The "PROPERTY" group is expanded, showing "Maintenance is allowed" (dropdown with "Select"), "Owner" (dropdown with "Type and select"), and "Property manager" (dropdown with "Type and select").

Pricing

Markups for all reservation platforms added to markup page

We have added and migrated all Direct Booking Websites markups to the markup page, so it can be managed as any other platform.

Markups

Help  Search 

Filters 

Property: Type and select

Platform: **RENTALREADY PMS** ×

Office: Type and select

Property manager: **RentalReady PMS** ×

Internal offices?: Select

Is custom?: Select

Property status: Select

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

35 results [Export CSV](#)

PROPERTY	PLATFORM	PLATFORM...	RENTAL M...	OFFICE	PROPERTY MANAGER	IS CUSTOM?	PROPERTY STATUS
83623 - test	RENTALREADY PMS	17.0%	17.0%	RENTALREADY-DUB	RentalReady PMS	No	Pending onboarding form
83160 - Oceana Luxury	RENTALREADY PMS	17.0%	17.0%	RENTALREADY-DUB	RentalReady PMS	No	Active
83120 - Oceana Luxury Room 2	RENTALREADY PMS	17.0%	17.0%	RENTALREADY-DUB	RentalReady PMS	No	Active
83119 - Oceana Luxury Room 1	RENTALREADY PMS	17.0%	17.0%	RENTALREADY-DUB	RentalReady PMS	No	Active
83118 - OLD	RENTALREADY PMS	17.0%	17.0%	RENTALREADY-DUB	RentalReady PMS	No	Onboarding in progress
83104 - Private Courtyard Room 2	RENTALREADY PMS	17.0%	17.0%	RENTALREADY-UK	RentalReady PMS	No	Active

Finance

Stay Extensions - Security Deposit management improvements

Security deposit payment link

- The automatic release is now postponed to the new check-out date in case of a post-stay extension
- Ensures coverage for the entire stay
- Works only for pre-authorized security deposits that have automatic release

Extension reservation page

- We now display the security deposit message from the original reservation on the extension page
- Users can now see whether the security deposit was already paid, canceled, or not requested
- No message will appear if no security deposit was requested

The security deposit message for the extension still appears but will be removed soon

RentalReady payment links table

- The check-in/check-out dates for extended stays are automatically updated in the payment link table
- We've added a new comment clarifying whether the reservation was extended before or after check-in

Payment links

Create new payment link Help Search

Filters **Extension new CI/CO date** **New comment about the extension** Clear all

2 rows [Export CSV](#)

PAYMENT LINK DETAILS	RESERVATION	FINANCIALS	PAYMENT DATE	EXPIRATION DATE	STATUS	INTERNAL COMMENT	EXTERNAL COMMENT	ACTIONS
ID: 6 Security deposit	179 24 March 2025 - 5 April 2025 New 78 Cf Dc	Total: €200.00 Captured: - Reimbursed to guest: - Distributed funds: -			Not paid	Automatic deposit request because the property requires mandatory depo ... See full comment	This reservation was extended from 2025-03-24. Security deposit for re ... See full comment	
ID: 9 Security deposit	17 10 March 2025 - 17 March 2025 New 8: Ti Vi	Total: €250.00 Captured: - Reimbursed to guest: - Distributed funds: -			Voided	Automatic deposit request because the property requires mandatory depo ... See full comment	This reservation was extended from 2025-03-10. Security deposit for re ... See full comment	

First Prev 1 Next Last

Security deposit sending now every 20 minutes

Previously, security deposits were sent every 6 hours

We've now reduced the delay to 20 minutes

This means:

- Guests will receive the security deposit request faster
- Last-minute bookings are smoother for everyone

This change is especially helpful for last-minute bookings, where waiting for hours to send the link was frustrating.

Payment Link invoices – now using the guest details from the form

Until now, even though the guest filled in their details in the form, we were still using the reservation info to create the invoice. This caused issues, especially when there were multiple guests or missing emails.

Now:

- We now save the guest details entered in the Payment Link form (first name, last name, address, etc.)
- These details are used to create the invoice (*when category = Extra services*) or statement (*for all others categories*)
- The form is always shown, and all fields are now required (except for the Tax ID)
- We've also added an optional Company field

Bonus:

- The form is pre-filled when possible using info from the reservation
- We also fixed a few bugs and added more tests to make sure everything runs smoothly

The screenshot shows a payment form with the following sections and annotations:

- Payment description:** Early check-in 12h, £50.00
- Personal information:**
 - Name*: Don Diego de La Vega
 - Email*: diego10@hotmail.co.uk
 - Address*: 48 Cross Street, Earby, Barnoldswick
 - ZIP*: BT20 6XW
 - City*: Lancashire
 - Country*: United Kingdom
 - Company name: Bariana
 - Tax number: XS 387329K
- Card details:** Card number, Autofill link
- Confirmation:** Confirm and pay £50.00

Annotations on the right side:

- Pre-filled fields based on reservation informations:** Points to the Name, Email, Address, ZIP, City, and Country fields.
- Fields now used to create the invoice:** Points to the Company name and Tax number fields.

Additional information on the right:

- Your reservation:** Check-in 17 April 2025, Check-out 20 April 2025

Resolution Statements – Now using the new model

- Resolution documents now follow the same format as owner invoices, payment link, etc.
- They include all key details
- They use the same templates and rules as other invoices

This change only applies to new documents generated from 01/04/2025.

City Tax Rules - PER_ROOM logic is now using RR number of rooms

When **PER_ROOM** / **PER_NIGHT** is selected, it will calculate as:

number of rooms * nights * fixed or percentage amount

using the RR property layout to determine the number of rooms

This means the city tax will now be accurately calculated based on the RR number of rooms in the property.

Payout period - Weekly payout option

We've just added a new **"Per week"** payout frequency.

This sits between the existing per day and per month options, giving more flexibility to users.

How it works:

- Select Per week under **payout_period**
- A new field "payout_weekday" will appear (choose a day from 1-7)

Please note this new payout period is available for owners and property managers.

Flexible type of commission calculation

Before: We only supported 3 predefined methods for Property Manager commission calculations, set at the office level:

- Gross commission

- Net commission
- Net commission including cleaning fees

These fixed options didn't cover all need and lacked of flexibility

Now: We support custom formula. Users can now define their own commission formula.

Build your formula using:

- Any of the available variables (listed below)
- Standard math operators ($+$, $-$, $*$, $/$)
- Parentheses $()$ for grouping

Available variables

```
rental_price
platform_fees
payment_fees
platform_cleaning_fees
invoiced_cleaning_fees
commission_rate
office_vat
```

Direct Booking Website / Booking Widget

Down payment to direct booking website - Set up

- New section at the end: "Payment management"
- New field " Enable down payment" + help text "If enabled, guests will be able to make a down payment on their reservations according to the office setup."
- If enabled, down payment is enabled on Direct Booking Website and booking widget, according to office set up

Third-party services

Google Tag Manager ID

Google Tag Manager lets you configure and deploy tags from Google products and third parties.

Payment management

☒ Enable down payment

If enabled, guests will be able to make a down payment on their reservations according to the office setup.

Save

Discount Voucher wording change

To be consistent with our feature vouchers, we changed the naming from “promo code” to “discount voucher” during the checkout process. This applies to Direct Booking Website and Booking Widget.

€116 / night

Free cancellation policy up to 5 days before check-in date.

04 Jul → 10 Jul

1 Guest

Book now

All fees are included. No registration required

Price for 6 nights	€694.10
Cleaning fee	€40.00
Total price	€734.10

[+ Add discount voucher](#)

[Message us](#)

Mid-term properties tag wording change

The tag has been changed from “min 30 nights” to “ideal for longer stays” to clarify that while suitable for mid-term stays, these properties may also accommodate shorter bookings, reducing guests confusion.

This applies to Direct Booking Website only.

Midterm bookings only - this property is ideal for longer stays

4.7 [9 reviews](#) Share

[Vila Nova de Gaia, Portugal](#) • [Hosted by GuestReady Portugal](#)

Comfort and Culture near Morro Garden

Apartment of 98m², ground floor

Guest Space

Link on reservation page

Guest space link will be displayed on reservation page if the PM of the property has a guest space configured, **no matter guest user is created or not**.

Previously, the link only appeared when a guest user was created.

Guest and communication

✉ **Notifications** [Pre check-in form to be filled by guest](#)

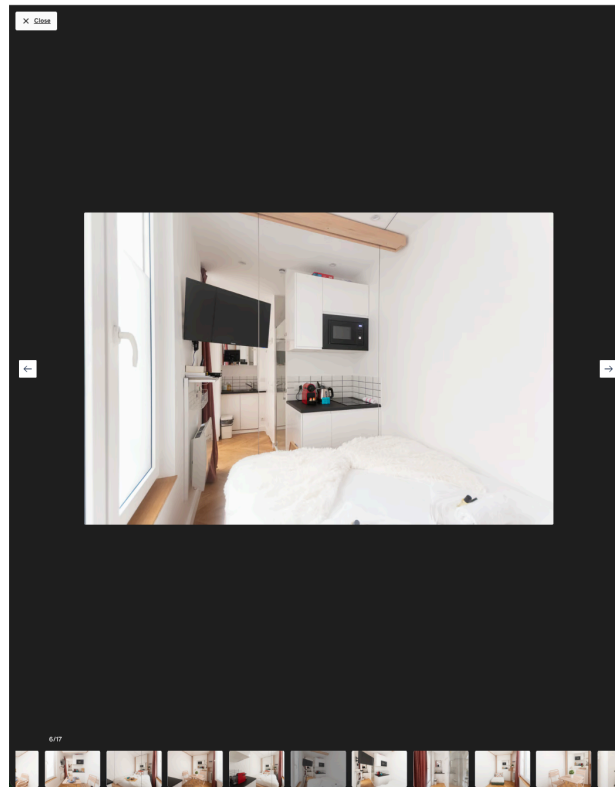
Memorable Place guest space	Guest space public link access
Email	—
Personal email	morliomelisa@gmail.com
REVIEW_CHASER_LAST	Sent
REVIEW_CHASER	Sent
DEPARTURE	Sent
SELF_CHECK_IN	Sent
CONFIRMED	Sent

Minor improvements

- Bug fix: Reservation details page was still displaying link to old review form even if new review form was enabled
- Clicking on *rate your stay* was directing user to reservation page instead of review form directly
- New Date of Birth formatting on profile card (before we displayed YYYY-MM-DD)

Reservation page

Now when guest clicks on the main property photo in his guest space, reservation page, a gallery will open with all the photos from the property. No need to go back to the listing page to access all the property pictures.



RentalReady API

API Improvements

Reservations

- Security deposit now triggers updates
 - The `/api/v3/reservations/` endpoint now properly reflects changes when a security deposit is paid - even when using the `modified_after` parameter
 - New webhook: `payment_link.updated` (includes `reservation_id` in body)
 - No more workarounds needed like changing descriptions!
- Checkout filters added
 - You can now filter reservations by: `checkout_date_after` and `checkout_date_before`
- New financial fields added
 - `branch` (country) ; `net income` (owner net earnings) ; `amount received` (total amount paid on the reservation) ; `expected payment amount` (total expected for the booking) ; `payment amount` (e.g. down payment made) ; `month` (when the reservation was created) ; `year` (when the reservation was created)

Rentals

- New field: `average_rating`

- New filter: `status`
 - You can now filter by rental status (`active` , `inactive` , `onboarding` , etc.)

Reviews

- Review ordering clarified
 - Data is now ordered by default by the creation date
 - It can be changed to descending or ascending using the ordering parameter

Payment Links & Swikly security deposits

- New filters on `/api/v3/payment_links/`
 - You can now use `reservation` and `modified_after` as filters
 - `category` and `status` filters also added
- New endpoint: `/api/v3/swikly_deposits/`
 - Supports `reservation` and `modified_after` filters

The following fields are now deprecated (warnings added to Swagger):

- `payment_links_deposits` , `swikly_deposit` → please use the new endpoints above instead

Webhooks

- New webhook documentation added to Swagger
 - Direct link to the Notion documentation now included in Swagger
 - → Covers implementation, payload, and usage best practices
- Endpoint description added
 - `/api/v3/generate_portal_link/` now includes a clearer description in Swagger explaining its use to generate webhook portals