

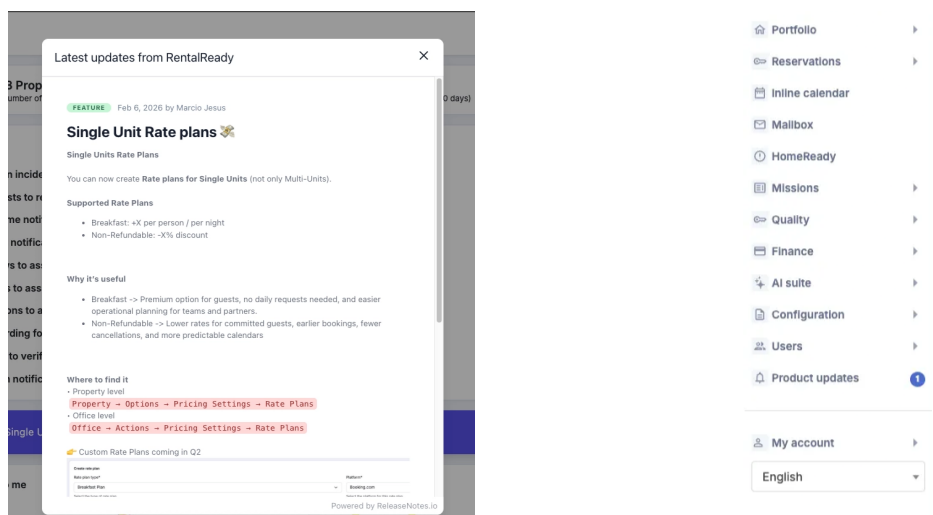
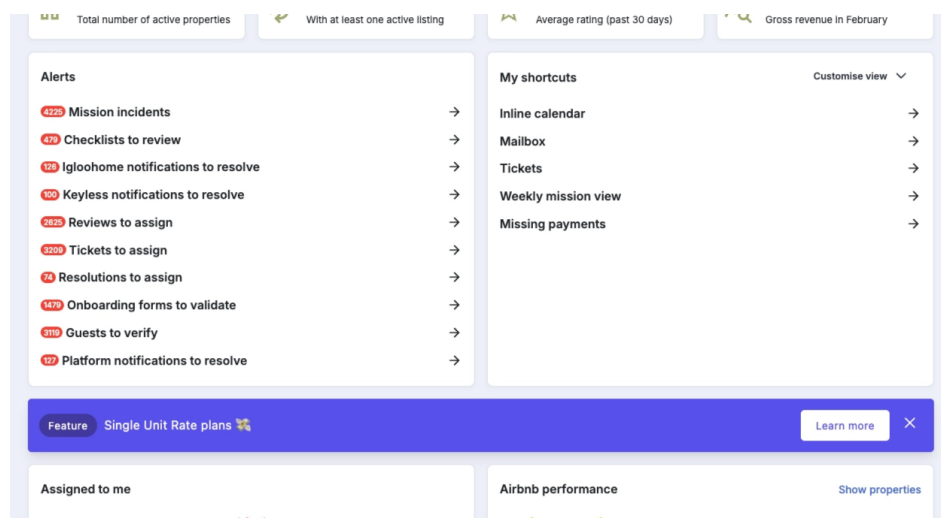
PMS RentalReady Releases 02.2026 (February)

General

Product Updates Visibility & Notifications

What's changed:

- A blue notification badge now appears on the **Product updates** sidebar option when a new release is posted.
- On the RentalReady Home page, the **ReleaseNotes** banner has been moved one level higher to make updates easier to notice.



Reservation

Reservation history small improvement

Before, we did not show the Guest Total to pay and Reporting commission in the history for the reservation. Now, we show it.

Reservation history	
Reservation	Guest reviews
(field:frs_platform in the database)	
Guest booking ID (field:guest_booking_number in the database)	From P1J7CM3CA to 4Q3KX21A
Guest first name (field:guest_first_name in the database)	From -- to Thierry
Guest last name (field:guest_last_name in the database)	From -- to Porret
Guest space pin (field:guest_space_pin in the database)	From 6478 to 4172
Total to pay (field:guest_total_to_pay in the database)	From -- to 897.45
Arrival time (field:heure_arrivee in the database)	From -- to 2 p.m.
Owner net earnings (field:host_net_earnings in the database)	From -- to 506.34
ID (field:id in the database)	From -- to 2363502
Platform ID (field:id_platform in the database)	From -- to HM39TQKM38
modified at (field:modified_at in the database)	From -- to 2 February 2026, 10:42 a.m.
Payment gateway (field:payment_gateway in the database)	From -- to CHANNEL
Phone number (field:phone_number in the database)	From -- to +33649675558
Raw platform ID (field:raw_platform_id in the database)	From -- to HM39TQKM38
reporting commission (field:reporting_commission in the database)	From -- to 126.59
Reservation platform (field:reservation_platform in the database)	From -- to 1

Pricing

1. Single Units Rate Plans

You can now create Rate plans for Single Units (not only Multi-Units).

Supported Rate Plans:

- Breakfast: +X per person / per night
- Non-Refundable: -X% discount

2. Extra Fee invoices now generated at CO+1 - only when split is NOT allowed

Extra Fee invoices are now included in the CO+1 day generation for offices not using our split system, so all invoices appear promptly in the Owner Space.

Now

- All invoices, including Extra Fees, are generated 1 day after check-out
- Invoices are visible immediately in the Owner Space → Transactions tab.

Owner

1. Owner space - Property tab now respects Reviews permission settings

The property reviews tab now enforces the same permissions as the welcome page:

- With only "show guests' ratings and reviews" enabled, owners see ratings and public reviews only.
- Adding "Owners can see replies to reviews" makes the reply section visible.
- Adding "Can see full reviews in host space" shows criteria ratings, private feedback, and the full review modal.

2. Owner Permissions: Calendar & Configuration

We've introduced new permissions to better control what Owners can manage directly from the calendar:

- Block and unblock dates
- See financials details in Inline Calendar
- Edit minimum stay directly from the calendar

Property

1. Property layout form update

We have updated the property layout form to improve room configuration. These updates also apply to Rental Onboarding and Multi-Unit Onboarding.

What's new?

- The *Layout* tab in property form has been renamed *Property layout*
- Bedrooms are now called *Sleeping arrangements* and can include bedrooms with beds and living-rooms with beds
- Sleeping arrangement and bathroom forms now open in a side panel for a more focused editing
- You can now add additional room types (e.g., office, garage, storage, living room without beds)
- Sleeping arrangements and other room types can have their own amenities
- Sleeping arrangements now include a *Baby crib* toggle and a field for the number of baby cribs. Enabling the toggle automatically adds the baby crib amenity to the room
- Bathrooms now require selecting their privacy, between *Private*, *Shared* and *Ensuite*. If marked as *Ensuite*, the bathroom must be linked to a specific sleeping arrangement

Property 0000 - TEST - PM / Edit

Help
Search

General
Guest instructions
Missions
Property layout
Amenities
Pictures
Descriptions
Platforms
Platform overrides
Price
Listings

Sleeping arrangements (2)

Living room	1× Single	Edit bed	Edit amenities	
Bedroom	2× Single	Edit bed	Edit amenities	

+ Add room

Bathrooms (2)

Bathroom 1	Shower, Toilet	Edit amenities	
Bathroom 2	Toilet	Edit amenities	

+ Add bathroom

Other spaces (1)

Office	Edit amenities	
--------	--------------------------------	--

+ Add spaces

manager/rental_form/0000/#

Property 0000 - TEST - PM / Edit

General
Guest instructions
Missions
Property layout
Amenities
Pictures
Descriptions
Platforms

Sleeping arrangements (2)

Living room	1× Single	Edit
Bedroom	2× Single	Edit

+ Add room

Bathrooms (2)

Bathroom 1	Shower, Toilet
Bathroom 2	Toilet

+ Add bathroom

Other spaces (1)

Office

+ Add spaces

Bedroom

Room type
Bedroom

Bed type
Single

Bed type
Single

+ Add bed

Window coverage
Select...

☐ Baby crib

Save

Property 0000 - TEST - PM / Edit

GeneralGuest instructionsMissionsProperty layoutAmenitiesPicturesDescriptionsPlatforms

Sleeping arrangements (2)

Living room1× SingleEdit

Bedroom2× SingleEdit

+ Add room

Sleeping arrangements (2)

Bathroom 1Shower, Toilet

Bathroom 2Toilet

+ Add bathroom

Other spaces (1)

Office

+ Add spaces

Bedroom

Search amenities

General

☐ 24 Hour Check-in

☐ Alarm clock

☐ Amazon Prime

☐ Backyard

☒ Balcony

☐ Beach essentials

☐ Beach front

☐ Butler

☐ Car Included

☐ Cellar

☐ Coat rack

☐ Concierge

☐ Controlled ventilation

☐ Couch bed

☐ Dehumidifier

☐ Driver

☒ Elevator

☐ Energy-efficient devices

☐ Essentials

☐ Fire pit

☐ Fireplace

☐ Floor

☐ Floor Plan

☐ Free airport transfer

☐ Fuse board

☐ Garage

☐ Garden

☐ Hair Dryer

☐ Hammock

☐ Hand sanitizer

☐ Indoor parking

☐ Information about property

Save

Property 0000 - TEST - PM / Edit

GeneralGuest instructionsMissionsProperty layoutAmenitiesPicturesDescriptionsPlatforms

Sleeping arrangements (2)

Living room1× SingleEdit

Bedroom2× SingleEdit

+ Add room

Sleeping arrangements (2)

Bathroom 1Shower, Toilet

Bathroom 2Toilet

+ Add bathroom

Other spaces (1)

Office

+ Add spaces

Bathroom 1

☒ Dedicated bathroom

☐ Shared bathroom

☐ Private and attached bathroom

Select amenities

Essential

☒ Shower

☐ Bath

☒ Toilet

☐ Hair dryer

Additional

☐ Towel dryer

☐ Waste basket

☐ Mirror

☐ Toothbrush holder

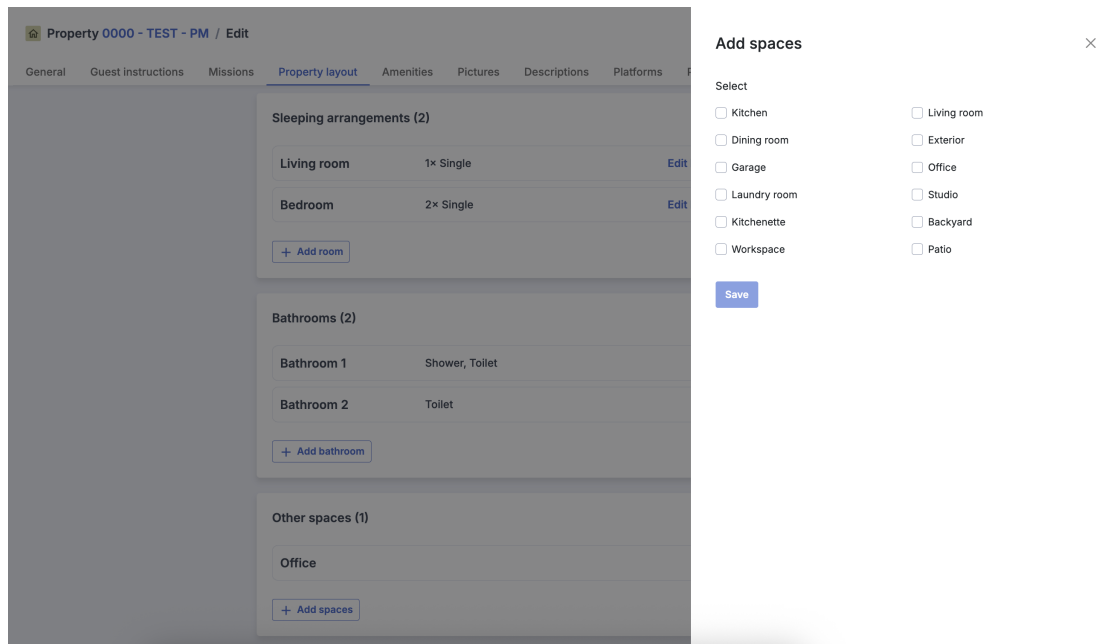
☐ Spa bath

☐ Jacuzzi

Save

PMS RentalReady Releases 02.2026 (February)

5



2. Property quality score

We've made some performance improvements on the property quality score table, it should load more quickly now.

Property quality

Help

Search

Filters

Property

Type and select

Branch

Type and select

Office

Type and select

Account manager

Type and select

Owner

Type and select

Average rating

Select

Quality warning

Select

Distinction

Select

Missing amenities

Type and select

Clear all

Apply

11375 results

Export CSV

PROPERTY					SCORE		OPEN TICKETS	AC...
NAME	DI...	RA...	OFFICE	BRANCH	CRITICAL AMENITIES	SUGGESTED AMENITIES		
0000 - TEST - PM Quality warning	Classic	4.505	PRODUCT_TEST	France	50% - Missing: - Carbon monoxide detector - Cleaning and disinfection - Heating - Hot water - Laptop Friendly Workspace - Smoke detector	10% - Missing: - Clothes Dryer - Coffee Maker - Cooking plate - Cookware - Dishwasher - Fridge - Full Equipped Kitchen - Hair Dryer - Hangers - Vacuum - Ironing equipment - Iron board - Kettle - Microwave - Mirror - Mop - Oven - Social distancing - Stove - Toaster - Tv - Washing Machine	9 25937 51994 92213 93339 108743 113822 124777 142049 145467	

Channel manager

Emojis are not allowed on Airbnb Listing Expectations

To prevent sync issues with Airbnb, emojis are no longer allowed in Listing Expectations.

Listing expectations

Stair accessibility ☐

Noise consideration ☐

Pets on property ☐

Amenity limitations ☐

Pool/hot tub accessibility and safety ☐

External Security camera ☒

External Security camera
Specify the exact location of the security camera and its purpose (e.g., monitoring entrances, outside areas, etc). This information helps ensure transparency and compliance with privacy regulations.

Watch out for the 🐞

Please remove any emoji

Noise monitoring ☐

Save

Inline Calendar

1. Inline calendar - bug fixes.

In the last few days, we had some bugs in the inline calendar. All the bugs came from the horizontal scrollbar.

The built-in calendar uses an external library that uses a scrolling method that is not convenient for us. When we tried to adjust the way it scrolled, the smoothness was lost, the timeline often didn't follow the scroll, and in some cases, after using the scrollbar, some reservations shifted out of position on the timeline.

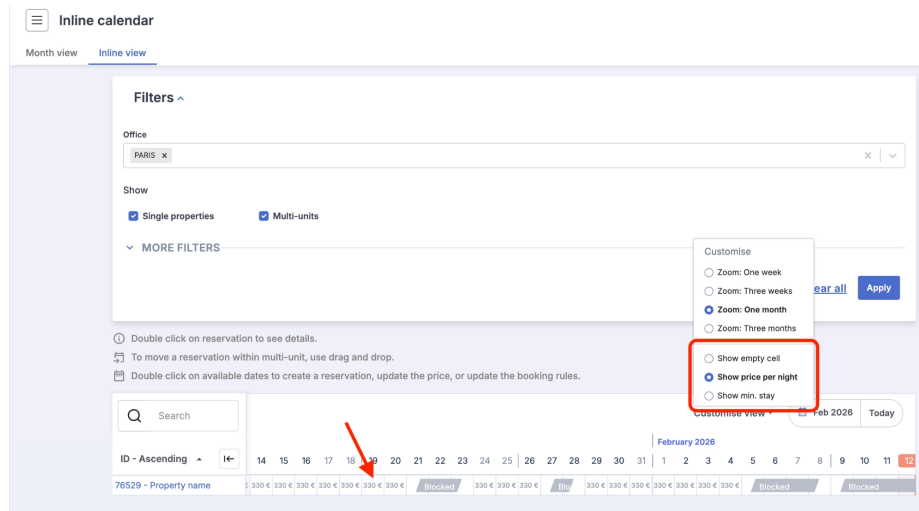
We managed to fix the scrolling so it works properly when using the header (with the dates), dragging the timeline with the mouse, or using the mouse wheel.

Unfortunately, the scrollbar's functionality cannot be changed, so it was decided to hide it (it was hidden in the past too).

If you want to scroll without the mouse wheel, you can drag the timeline or the header!

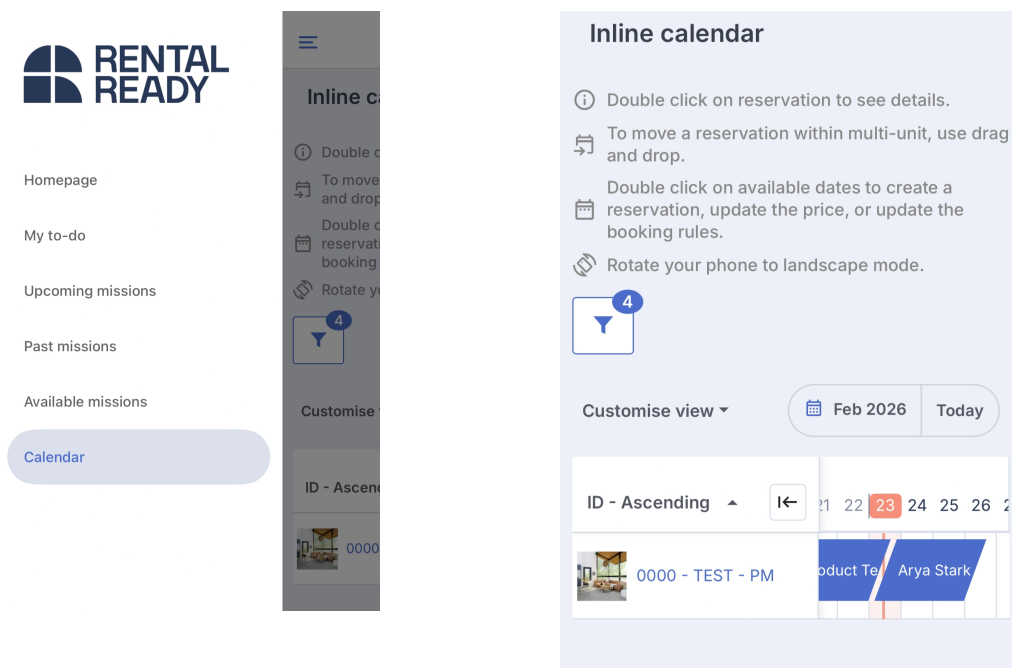
2. Daily price permission for inline calendar

Users without the permission "Can see the daily prices in host space" are no longer able to see daily prices & minimum stay in the inline calendar. The options "Show empty cell" / "Show price per night" and "Show min. stay" are also not displayed for these owners. This change was made to align the behaviour of the inline calendar with the behaviour of the property calendar.



3. Inline calendar in agent mobile app

The inline calendar is now available in the agent mobile app for agents who have the permission "Can see inline calendar"



Artificial Intelligence

1. Maia reply delay

- The delay with which Maia replies to messages can now be set in the mailbox assistant configuration
- Previously, the default delay was 120 seconds and it could be customised via the back-end
- Now, the default delay is 0 seconds and it can be customised by customers themselves

ady.io/guest_messaging/maia_configurations/390/

← Retour Paramètres - Assistant boîte de réception Maia Aide ⓘ Rechercher

☒ Relancer les ventes additionnelles ☐ ☒

Signature Facultatif

Saisir ici

Instructions personnalisées pour les réservations Facultatif

Incluez ceci dans l'invite IA pour personnaliser le contenu lors de l'aide à la réservation.

Sign Marie - GuestReady

Add linebreak in your text to make it really readable!

If the guest ask indications of transportation, be precise and addstep by step instructions

You will always use the same tone as the guest, casual if casual, polite if polite. Be brief, concise and helpful.

Instructions personnalisées pour les pré-approbations Facultatif

Incluez ceci dans l'invite IA pour personnaliser le contenu lors de l'assistance à la pré-approbation.

Sign Marie in France, Maria in Portugal, Mary in UK, Sarah in Dubai - GuestReady if necessary after a newline at the end

Add linebreak in your text to make it really readable!

If the guest ask indications of transportation, be precise and addstep by step instructions

You will always use the same tone as the guest, casual if casual, polite if polite. Be brief, concise and helpful.

Temps de réponse*

La réponse sera envoyée X secondes après l'envoi du message par le voyageur.

20

2. Maia UI Update — “Training” Renamed to “Testing”

We’ve updated the terminology used in Maia to reduce confusion and better reflect how the system actually works.

What changed

- All instances of “Training” have been renamed to “Testing”
- Applied across:
 - Mailbox Assistant Maia
 - Ticket Assistant Maia
 - Audit tabs (where applicable)
- A few other small UI improvements

Assist in the following message categories

	Testing	Direct message
☒ Pre-approvals	☐	☒
☒ Ongoing reservations	☐	☒
☒ Future reservations	☐	☒
☒ Departures today	☐	☒
☒ Arrivals today	☐	☒
☒ Past reservations	☐	☒
☒ Chase inquiries	☐	☒
☒ Chase upsells	☐	☒

3. Maia — Preapprove and Reply to Inquiries Based on Minimum Advance Time

We've updated Maia's inquiry handling logic to align with the configured minimum advance time at rental level.

Before

- Maia would not reply to inquiries if the check-in was the same day and the inquiry was not already pre-approved
- Maia would not pre-approve inquiries for same-day or next-day check-ins (hardcoded logic)

Now

- Maia evaluates inquiries based on the configured minimum advance time (at rental level)
- Maia can respond to and pre-approve inquiries (even if not previously pre-approved) as long as they respect the defined advance time
- If an inquiry does not meet the minimum advance time requirement, Maia skips processing it entirely

Example

If the minimum advance time is 24h and an inquiry is not pre-approved:

- If the guest reaches out 24h or more before check-in → Maia can reply and pre-approve
- If the guest reaches out less than 24h before check-in → Maia leaves it to staff

Note: If the inquiry is already pre-approved, Maia can reply without restrictions.

Property 0000 - TEST - PM / Edit

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

Reservation parameters

Minimum advance time (in hours)
It will define how many hours minimum we should have between booking date and check-in date. Only supports 0 to 24, 48, 72, 96h hours.
2

Minimum arrival time
Enter a natural number and valid hour format, eg. 12 for 12h
15

Maximum arrival time
Enter a natural number and valid hour format, eg. 23 for 23h. Maximum arrival time must be greater than minimum arrival time
Eg. 23
23

Maximum check out time
Enter a natural number and valid hour format, eg. 12 for 12h
11

Check-in price (including VAT)
Enter the price of a check-in
0.00

Check-out price (including VAT)
Enter the price of a check-out
0

City tax (including VAT)
City tax rules should be configured per city and applied to each rental. Check the [city tax rules page](#). Learn more: [City Tax Documentation](#)
0

Cleaning fees charged to the owner (including VAT)
Enter the cleaning fees that will be charged to the owner
0

Platform cleaning fees charged on the guest on platforms (including VAT)
Cleaning fees applied for the platforms that will be charged to the guest
0

Airbnb parameters

Hide Airbnb pre-approvals
Select "Yes" if you do not want the Back Office team to manage Airbnb pre-approval
No

Pre-approval instructions
Instructions displayed in pre-approval Mailbox
Write instructions here

Mailbox instructions (BO)
Instructions displayed in the mailbox (except for pre-approval)
Write instructions here

You can set up the review template through Configuration/Template.
☒ **Enable automatic reviews from host to guest**

☒ Allow booking request past **minimum advance time**

Listing expectations

Stair accessibility
☒

Must climb stairs
Describe the stairs (for example, how many stairs, steps, etc)
test123

Noise consideration
☐

Pets on property
☐

Amenity limitations
☐

Pool/hot tub accessibility and safety
☐

External Security camera
☐

Offices

Offices action button improvements

We have updated the action buttons from the Offices index page. The buttons are reordered and some of them have been renamed:

- *Manage pricing algorithms* → *Pricing tool*

- *Price settings → Pricing*
- *Manage extra fees rules → Extra fee rules*
- *Property onboarding form configuration → Property onboarding form*
- *Set highly suggested amenities → Highly suggested amenities*
- *Set mandatory amenities → Mandatory amenities*
- *Edit conversation flags → Conversation flags*
- *Maia Configuration → Mailbox assistant Maia*
- *Edit custom reservation risk criteria weights/Manage custom reservation risk criteria weights → Reservation risk criteria*

Missions

1. Default Settings for Extra Missions in Rental Form

What's changed:

- A new "Extra missions" section is now available in the Rental Form (Property Edit → Missions tab), displayed after the "Check-out missions" section.
- Users can configure optional default values for Extra missions:
 - Permanent internal comment
 - Permanent external comment
 - Default agent
- These defaults behave exactly like the existing defaults for Cleaning and Check-in missions and are automatically applied to all future Extra missions created for the rental.

The screenshot shows the 'Missions' tab in the Rental Form. The 'Extra missions' section is expanded, showing three configuration options:

- Permanent external extra mission comment:** A text input field with a 'Test' button. Below it, a note states: 'Indicate if there is any comment you want to be displayed for EVERY extra mission at the property. This comment will be displayed in extra mission dashboard and for extra mission agents.'
- Permanent internal extra mission comment:** A text input field with a 'Test' button. Below it, a note states: 'Indicate if there is any internal comment you want to be displayed for EVERY extra mission at the property. It will be displayed in extra mission dashboard. It won't be displayed to agents.'
- Default extra mission agent:** A dropdown menu currently showing 'John Doe'.

A 'Save' button is located at the bottom of the 'Extra missions' section. Below this section, the 'Upselling' section is partially visible, showing an 'Upselling configuration' note.

2. Weekly Mission View: Redesigned & Refined

We've overhauled the Weekly Mission View to give you a sleeker, more intuitive experience.

Here's what's new: Enhanced Mission Cells

- **Information Hierarchy:** We've reordered the data within cells for better readability.
- **Fresh Design:** A modern look and feel for every mission block.
- **Completion Tracking:** A new Checkmark Icon now clearly indicates when a mission is done.

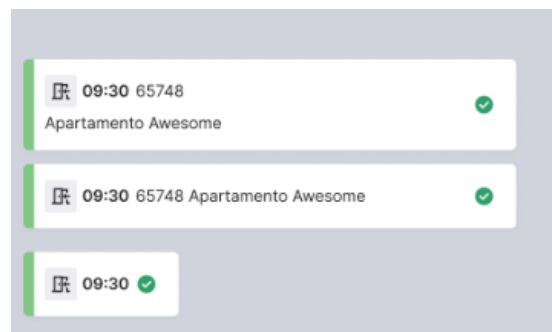
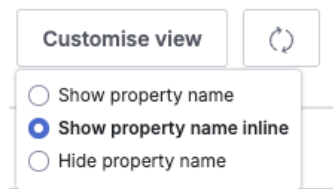
Customize view

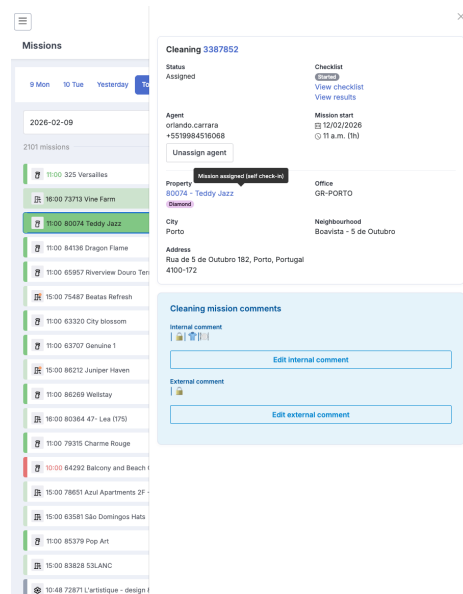
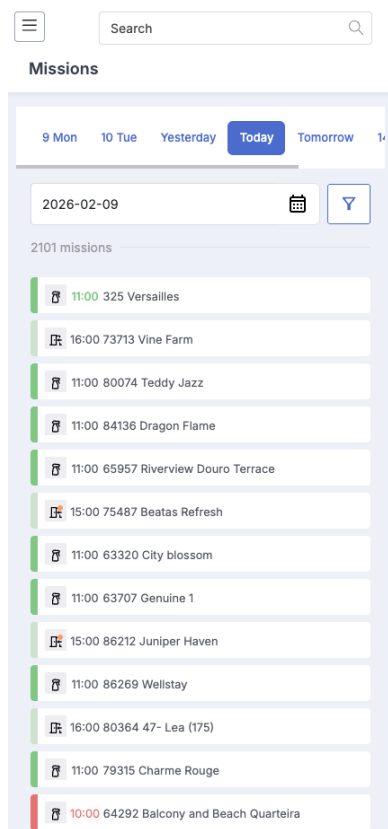
- **Hide property name:** You now have the option to completely hide property names for a more minimal interface.
- **Updated Labels:** We've renamed the previous views to be more descriptive, though the core functionality remains exactly as you know it.

Superior Responsiveness

The experience is now fully optimized for small and medium screens with a mobile-first approach:

- **Smart Filters:** The filter button has been redesigned, and filters now open in a convenient off-canvas menu.
- **Tabbed Layout:** Say goodbye to cramped tables! Missions are now organized into daily tabs for easy navigation.
- **Focused Details:** Selecting a cell opens mission details in a smooth off-canvas tray.
- **Simplified Experience:** To ensure a clutter-free experience on smaller screens, the layout is set to a single Cell View (view switching is disabled on mobile).

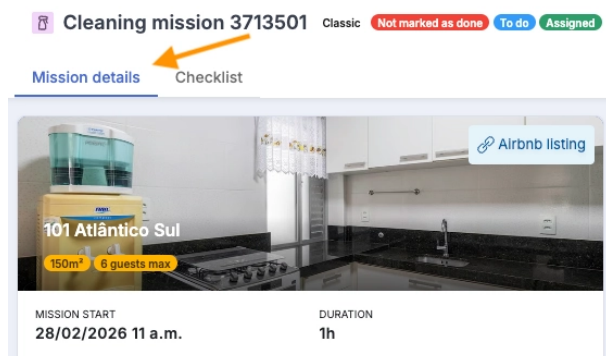
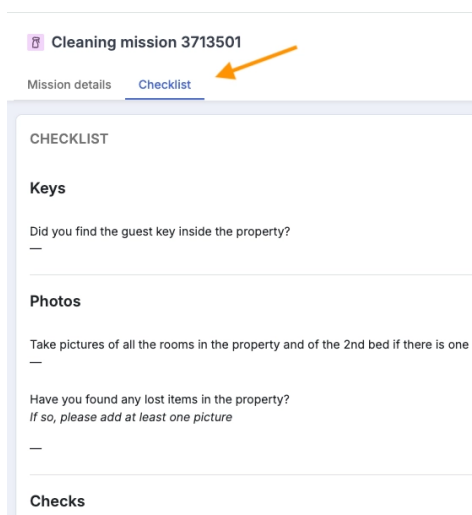




3. Mission Navigation Tab

What's changed:

- Introduced tab navigation on the Mission Details page, which now includes Mission Details and Checklist tabs.
- The Checklist tab contains the Checklist Result page.

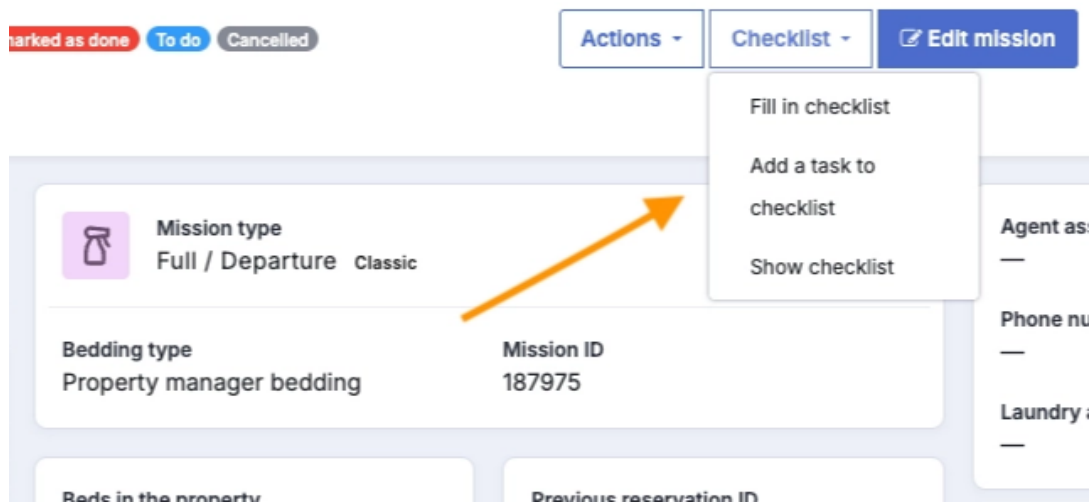


4. Renamed Options in the Nested Checklist Button on the Mission Details Page

What's changed:

The options within the nested Checklist button on the Mission Details page have been renamed for better clarity:

- View checklist → Fill in checklist
- Add extra checklist steps → Add a task to checklist
- Checklist results → Show checklist



5. Checklist Result Page – Design Update

We've updated the design and layout of the Checklist Result page to improve clarity, structure, and overall user experience.

What changed?

Layout Improvements

- Checklist metadata has been moved from the right panel to the top section.
- A new Checklist/Mission summary is now displayed at the top.
- Mission incidents are visible in the top section and the right panel.
- Categories and their answers are now better visually separated.

Button & Navigation Updates

- Removed the "Checklist" button from the top section on the Mission Details page.
- All related actions are now located on the Checklist page in the Actions section.
- Some buttons were renamed for clarity: **View checklist** → Fill in checklist **Add extra checklist steps** → Edit checklist tasks **Open a ticket** → Create a ticket **Copy to property pictures** → Duplicate pictures to property

- The submission date and username are now shown in a tooltip under the badge at the end of each step.

- If a step was not required and no answer was submitted, "Skipped" will be displayed at the end of that step.
- Yes/No answers are now displayed at the end of each step in a colored badge: Green/Red.

Extra mission 3999383 / 83090 - New Comics / Mission subtype: OTHER (EXTRA) Created from ticket 271370

Help Search

Mission details Checklist

Submitted

Extra - Other

Checklist submitted but not reviewed

Mission done by Bernardo Alves, 17 February 2026

83090 - New Comics

Mission planned from 17 February 2026, 9 a.m.

Mission planned to 17 February 2026, 10 a.m.

Duration 1h

Checklist started 17 February 2026, 12:13 p.m.

Checklist submitted 17 February 2026, 12:17 p.m.

Checklist completed in 0h4

Filled by bernardo.alves

Submitted by bernardo.alves

Checklist template Portugal extra

Extra mission

Extra

ACTIONS

Mark as reviewed

Fill in checklist

Create a ticket

More actions

MISSION

Extra mission 3999383 Done

Agent Bernardo Alves

Date 17 February 2026, 9 a.m.

Duration 1h

Property 83090

Ticket 271370

Extra mission 3999383 / 83090 - New Comics / Mission subtype: OTHER (EXTRA) Created from ticket 271370

Help Search

Mission details Checklist

Submitted

Extra - Other

Checklist submitted but not reviewed

Mission done by Bernardo Alves, 17 February 2026

83090 - New Comics

Mission planned from 17 February 2026, 9 a.m.

Mission planned to 17 February 2026, 10 a.m.

Duration 1h

Checklist started 17 February 2026, 12:13 p.m.

Checklist submitted 17 February 2026, 12:17 p.m.

Checklist completed in 0h4

Filled by bernardo.alves

Submitted by bernardo.alves

Checklist template Portugal extra

Extra mission

Please provide pictures of what you have done

bernardo.alves, 17/02/2026 at 12:17 p.m.

ACTIONS

Mark as reviewed

Fill in checklist

Create a ticket

More actions

Download all pictures

Duplicate pictures to property

Edit checklist tasks

MISSION

Extra mission 3999383 Done

Agent Bernardo Alves

Date 17 February 2026, 9 a.m.

Duration 1h

Property 83090

Ticket 271370

^ Mission checks

Have you hoovered and mopped the property?	✓ Yes	i
Have you taken out the garbage?	✓ Yes	i
Have you turned off the lights?	✓ Yes	i
Have you closed all the windows?	✓ Yes	i
Have you locked the door with the key?	✓ Yes	i
Any items lost?	✗ No	i
Is there an owner's locked storage area present?	✗ No	i
Is the owner's cabinet lock tampered with or damaged?	Skipped	

6. Weekly Mission View Updates

We've refreshed the design of the detail cards in the Weekly Mission View:

- The overall design is now more modern.
- Internal and external comments are now integrated directly into the Mission Details card.
- The Platform Details card has been merged with the Reservation Details card.
- In Check-in and Check-out missions (where reservation details are shown), we've added tabs so you can quickly choose which details to view—without needing to scroll down.

7. Checklist Result Page – Functional Changes Important functional updates to the Checklist Result page

This release introduces behavioral changes that may affect how you use the page. Detailed Step Instructions Removed

- We no longer display detailed step instructions on the Checklist Result page.
- Only the main question title is now shown.

Detailed step instructions are still available when you click "Fill in checklist". Please keep this in mind when reviewing checklist results. Dynamic Actions Based on Status The right-side Actions panel now displays available actions dynamically, depending on the Mission and Checklist status:

- Mission: To Do + Checklist: Not yet filled → Edit checklist tasks, Fill in checklist
- Mission: In Progress + Checklist: Started → Edit checklist tasks (disabled), Fill in checklist
- Mission: Done + Checklist: Submitted → Mark as reviewed, Fill in checklist, Create a ticket, Download all pictures, Duplicate pictures to property, Edit checklist tasks (disabled)

- Mission: Done + Checklist: Reviewed → Fill in checklist, Create a ticket, Download all pictures, Duplicate pictures to property, Edit checklist tasks (disabled) New "More actions" Menu We added a new "More actions" button, which includes:

- Download all pictures
- Duplicate pictures to property
- Edit checklist tasks

Conditional Display in Mission Section (Right Panel)

- Agent, Ticket, and Reservation are now displayed in the Mission section (right panel) only if they exist.

If they are not linked to the mission, they will not be shown. Please review these changes carefully, especially if you regularly work with checklist results. If anything is unclear or behaves unexpectedly, please let us know

The screenshot shows the 'Cleaning mission 4002221' interface. The top bar includes the mission ID and a search bar. The main content area is divided into two panels. The left panel, titled 'Checklist', shows a list of amenities with checkboxes and 'Yes' buttons. The right panel, titled 'ACTIONS', contains buttons for 'Fill in checklist', 'Create a ticket', and 'More actions'. Below the actions, the 'MISSION' section displays details: 'Cleaning mission 4002221', 'Agent Hannah whatmess', 'Date 19 February 2026, 10 a.m.', 'Duration 1h', 'Property 74288', and 'Reservation 2378025'.

8. Checklist Result Page – PDF Export

You can now export the Checklist Result as a PDF. A new "Export PDF" button has been added to the Actions section on the Checklist Result page.

File Naming: The downloaded file will follow this format: **DD_MM_YYYY_Property PropertyID_MissionType MissionID.pdf** Example: **22_02_2026_Property 3544_Cleaning 243214.pdf**

What the PDF Includes:

- PM logo
- Property link
- Property address
- Incident (if reported):
 - Displayed in the top section
 - Included again in a separate Incident section at the end of the file

- Categories with their steps and answers: displayed in the same structure as on the web page

What the PDF Does NOT Include

- Submission details (who submitted and when)
- Checklist metadata (when started, who filled it in, duration)
- Connection to a ticket
- Checklist status

How It Works: When you click the "Export PDF" button, a request is sent to generate the PDF. You will see a confirmation message in the bottom-right corner of the screen. The PDF is generated asynchronously. Within a few seconds (or minutes, depending on the number of attachments in the checklist result), you will receive an email with a link to download the prepared PDF. AvailabilityPDF export is available only for Missions with:

- Mission status: Done
- Checklist status: Submitted or Reviewed

The "Export PDF" button will only be visible for missions that meet these conditions.

9. Checklist Results page - Bulk PDF Export

You can now export multiple Checklist results in a single export.

How it works: On the Checklist Results page, you can select multiple checklists using the checkbox at the beginning of each row. Once at least one checklist is selected, the "Export checklist PDFs" button will appear next to the "Export CSV" button. After clicking "Export checklist PDFs", a request to generate the PDFs will be sent, and you'll see a confirmation message.

Within a few seconds (or minutes, depending on the number of selected checklists and their attachments), you will receive an email with a download link. The download link will contain a ZIP file with separate PDF files for each checklist result (just like exporting a single checklist result).

Please note:

- The "Export checklist PDFs" button appears only after at least one checklist is selected.
- Only checklists with status Submitted or Reviewed will be exported (others will be ignored).
- Export is limited to a single page of the table at a time — up to 10 checklists per export.

HomeReady
Tool for task management

Tickets Checklists 420 Incidents 609

Filters

Mission ID: Type here
Mission start date: From - To
Mission type: Select
Mission subtype: Type and select
Property: Type and select
Office: Type and select
Property manager: x Rentalready PMS
Reservation ID: Type here
Agent: Type and select
Filled by: Type here
Status: x Submitted
Review needed?: Select
Includes duplicated files?: Select
Clear all Apply

Your request for an export is being processed. You will receive the information requested on the email address vitalina.malynovska@guestready.com. It may take up to a few minutes.

23 results

Export CSV Export checklist PDFs

MIS...	MISSION...	MISSION TY...	PROPERTY	OFFICE	RES...	AGENT	FILLED BY	REVIEWED BY	START	END	INCIDENTS	STATUS
3917672	10/02/2026 11 a.m.	Cleaning	83102 - Private Courtyard House	RENTALREADY-UK	2313705	cecil.taylor	cecil.taylor	—	10/02/2026 11:16 a.m.	10/02/2026 11:55 a.m.	—	Submitted
3692781	05/01/2026 11 a.m.	Cleaning	84447 - Aline Hotel - Room 1	RENTALREADY-FR	2161443	lafee.dulogis	aline.mostachetti	—	09/01/2026 10:24 a.m.	09/01/2026 10:24 a.m.	—	Submitted
3692899	24/11/2025 11 a.m.	Cleaning	64430 - Casa Rosa	RENTALREADY-ES	2161592	noemie.agent	noemie.gourdon	—	25/11/2025 5:14 p.m.	25/11/2025 5:15 p.m.	—	Submitted
3331844	08/07/2025 11 a.m.	Cleaning	84313 - T3 RUE PERRAULT	RENTALREADY-FR	1944921		noemie.gourdon	—	08/07/2025 4:21 p.m.	08/07/2025 4:22 p.m.	—	Submitted
3210228	04/06/2025 11 a.m.	Cleaning	83105 - Appartement Boetie	RENTALREADY-FR	1879688	cecil.taylor	theophile.wagner	—	10/06/2025 3:14 p.m.	10/06/2025 3:14 p.m.	—	Submitted

Guest Space

Guest Space, Pre-check-in form and guest registration form configuration

We have added some new pages for property managers to set up and manage their Guest Space, pre-check-in form and guest registration form for their offices.

The new pages can be accessed from the offices index page → Actions → *Guest space & Guest forms* The Guest registration form is available here only for the offices where *Activate direct booking website guest registration form* is enabled.

Office PRODUCT_TEST / Guest space & Guest forms

Help Search

Guest space Pre-check-in form Guest registration form

Guest space

Save

- ☒ Display check-in instructions
If enabled, guests can see check-in instructions in their guest space X days before arrival (office setup) and during arrival day.
- ☒ Display amenities before arrival day
If enabled, guests can see a list of amenities with their instructions in their guest space once reservation is confirmed.
- ☐ Display property guide PDF before arrival day
If enabled, guests can see a property guide PDF in their guest space once reservation is confirmed.
- ☒ Display payment receipt
If enabled, guests can see RentalReady payment receipt in their guest space.
- ☒ Display Stripe payment receipt
If enabled, guests can see Stripe payment receipt in their guest space, if available in RentalReady.

Save

Finance

1. New VAT flow setup available for Platform fees

You can now automatically calculate and apply VAT on OTA platform fees

Context: In some markets, OTA platform fee invoices are issued under the property manager's VAT number instead of the owner. VAT has to be paid by the property manager and consistently charged back to owners. If not, it causes revenue leakage and reconciliation issues.

Now: A market-specific setup allows VAT to be correctly applied and recovered on OTA platform fees.

To enable the feature, please contact your RentalReady account manager

Once enabled, the system automatically:

- Calculates VAT on top of platform fees
- Applies the VAT impact in owner and property manager splits
- Generates platform fee invoices with VAT
- Makes all invoices available to owners in the Owner Space

2. Agent Payout Statement Available in Agent Space

Agents can now download their payout documents directly from the Agent Space, making it easier to track payments and keep records.

Before: We've recently added the new Payout statement for agent - It was only available in the RR staff user UI, under > *Finance* > *Financial transactions table*.

Now: Agents can now also view and download their payout statement !

Path: Agent Space > Missions statements > Statement column > Payout statement

- The new document appears below the existing mission statement document.
- Document name: "Payout statement"
- ----Important notes The Missions statements page is not available on mobile. Agents must use a desktop browser.

ID	Property	Mission start	Earnings
3921635		05/02/2028 noon	12.50 Mission statement Payout statement
3935567		08/02/2026 noon	12.50 Mission statement Payout statement
3962705		07/02/2026 11 a.m.	12.50 Mission statement Payout statement
3965157		06/02/2026 11 a.m.	12.50 Mission statement Payout statement
3992079		09/02/2026 10 a.m.	15.00 Mission statement Payout statement

FROM

Company number:
VAT number:

TO
F H
@gmail.com
Bank details
IBAN:

PAYOUTS STATEMENT

Date
9 February 2026

Property

Payout 09/02/2026

Transaction	Amount	Transaction date
Mission cleaning 05/02/2026 	€17.50	05/02/2026
Mission cleaning 06/02/2026 	€17.50	06/02/2026
Total	€35.00	

3. Agent split KYC - Add business type selection (company/individual) for agent connected accounts

Before: Only "company" option was allowed by default for the Agent's stripe account.

Agent connected accounts are currently created with business_type set to company by default. This means Stripe requests company-specific documents during KYC verification (CRN, VAT registration, etc.).

This blocks agents who are sole traders or self-employed individuals, as they don't have these documents. For example, sole traders in the UK use a UTR instead of a CRN and are typically not VAT-registered.

Now: It is possible to select the Company/Individual business type for the agent stripe account. It is mandatory when split is enabled for the agent.

4. Triple split logic update: agent split now based on mission earnings

Before

- Agent payments in the triple/agent split were based on the invoiced cleaning fee only ⇒ and only cleaning missions were considered

- If the mission was done and the agent was eligible, the full invoiced cleaning fee was paid to the agent
- For mid-term reservations, payment happened on the first split only, even if new missions were added later
- Extra missions added after the first split or differences between mission earnings and invoiced fee were not handled

Now

Agent payments are more accurate and fair, calculated based on mission earnings. All mission types are included: Cleaning, Check-in, Check-out, Extras.

How it works ?

- If a mission is done, not canceled, and the agent is eligible, the split uses mission earnings, not the total invoiced cleaning fee
- For mid-term reservations, splits happen on every split, supporting cases when new missions are added later
 - In the final split, PM_CLEANING receives: *Invoiced cleaning fee – total mission earnings already paid to agents.*

Important notes

- If total mission earnings for a split are higher than the invoiced cleaning fee, the split will fail
- If a mission is split but later canceled, nothing changes automatically for now
- Misconfigurations may surface faster, so review agent eligibility carefully

Technical notes

- Split calculation now relies on mission-level earnings instead of invoiced cleaning fees-level amounts.
- Added validation to prevent overpaying agents beyond the invoiced cleaning fee.
- Logic applies to both short-term and mid-term reservations.
- Tested for the last 2 weeks

5. Triple split goes global: GBP Agents split is live!

Agents can now get paid in both GBP and EUR currencies automatically, making payouts faster and simpler than ever!

Before

- Only EUR agents could receive automated splits.
- Stripe bank accounts were created using IBAN only.

Now

GBP agents can now get automated splits!

- The Agent form has new fields:
 - Bank account currency

- Bank account number
- Sort code / routing number

How it works ?

- EUR agents continue using IBAN
- GBP agents use account number + sort code for Stripe setup.

Important notes

- Bank fields are not mandatory, but without them:
 - No Stripe account is created
 - KYC cannot be completed
 - Payouts will be stuck
- Works the same way as the Owner bank account setup.

Technical notes

- Stripe account creation now adapts to currency: EUR → IBAN, GBP → account + sort code.
- KYC and validation rules remain the same.

Access

- Update agent bank info in RR: *Users > Agents > select agent > Edit > Payment info*

6. Agent split - Payment Status at Mission level updates automatically

Before: The **Payment Status** on Edit mission had to be always updated manually. Splits to agents did not change the status.

Now: When a split to an agent happens, the mission is automatically marked as Paid

Important notes

- Only missions linked to a split are updated
- Missions already marked as Paid remain unchanged

7. Agent split KYC - Add business type selection (company/individual) for agent connected accounts

Before: Only "company" option was allowed by default for the Agent's stripe account.

Agent connected accounts are currently created with business_type set to company by default. This means Stripe requests company-specific documents during KYC verification (CRN, VAT registration, etc.).

This blocks agents who are sole traders or self-employed individuals, as they don't have these documents. For example, sole traders in the UK use a UTR instead of a CRN and are typically not VAT-registered.

Now: It is possible to select the Company/Individual business type for the agent stripe account. It is mandatory when split is enabled for the agent.

8. Agent split toggle - remove PM-level split_allowed check

Removed the Property Manager split_allowed check from the agent form

Before: The Enable payment split input was disabled if Property Manager had not split allowed.

Now: We don't disable the input anymore if PM has no split allowed. This allows to enable split for agent for PM that has some offices allowed for split and some not.

9. Owner commission calculation option

We introduce a new option to calculate Owner commission / earnings

Before: Until now, commission calculations in RR only assumed Property Manager commission.

Now: You can choose how commissions are calculated:

- Property Manager commission (status quo)
- Owner commission/earnings

This choice is available at both office and property level. The system will apply the commission formula to the selected option. PM earnings are calculated accordingly if Owner commission is selected.

Important notes

- Selecting a commission type is mandatory when setting up or updating a property/office.
 - If Property Manager commission is selected, behavior remains unchanged.
 - If Owner commission is selected, the system calculates owner earnings using the formula, and adjusts PM earnings as needed.
- Variables:
 - newly added: `owner_vat_rate` (*see release below*) ; `extra_fees`
 - renamed: `commission_rate` to → `property_manager_commission_rate`
 - to have `owner_commission_rate`, use → $(1 - \text{property_manager_commission_rate})$

Property 0000 - TEST - PM / Edit

General Guest instructions Missions Layout Amenities Pictures Descriptions Platforms Platform overrides Price Listings

New type of calculation: Owner commission

Owner and contract [Save]

Owner
Who is the owner of this property?
alexandra.hestegem ✓

Commission calculation
Choose whether to calculate Property Manager or Owner commission.
☐ Property Manager commission ☒ Owner commission

Owner commission formula
The following variables are available in the formula: rental_price, platform_fees, payment_fees, platform_creating_fees, invoice_creating_fees, property_manager_commission_rate, office_vat, owner_vat_rate, extra_fees, city_tax. Examples: Gross comm = property_manager_commission_rate * rental_price or Net comm = property_manager_commission_rate * (rental_price - platform_fees - payment_fees)
 $(1 - \text{property_manager_commission_rate}) * (\text{rental_price} - \text{platform_fees}) / (1 + \text{owner_vat_rate})$ ✓

Short-term commission rate
Enter the short-term commission for this property
0,2000 ✓

Short-term commission rate valid from
If the short-term commission rate is changed, then all short-term reservations starting after the specified date will have their commission rate overwritten.
16/01/2020

Mid-term commission rate
Enter the mid-term commission for this property. This mid-term commission will be applied to bookings with more than 11 days.
0,0100 ✓

Mid-term commission rate valid from
If the mid-term commission rate is changed, then all mid-term reservations starting after the specified date will have their commission rate overwritten.
01/11/2023

Contract
This field is to be added manually. Do not fill it if the property was created with Dropbox Sign Contract
PDF file

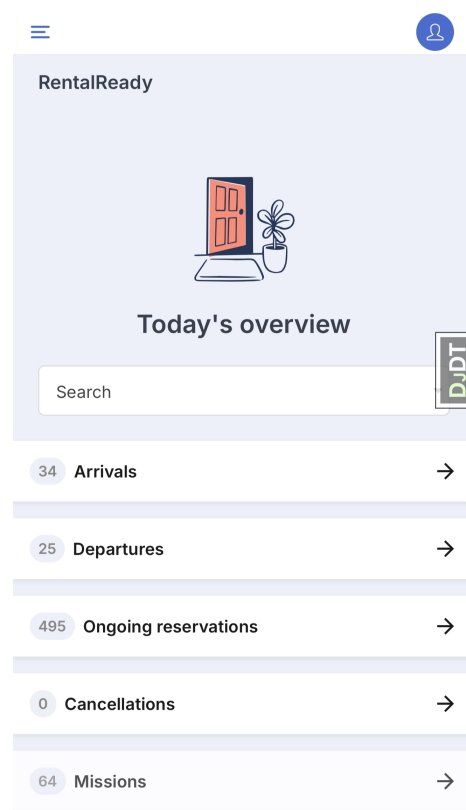
RentalReady Apps

1. Weekly Mission View: Now on RR Staff App!

We are excited to announce that the Weekly Mission View has officially arrived on the RR Staff App! Managing your schedule on the go has never been easier.

What's New on Your Homepage?

- Missions Overview: A brand-new mission bar has been added to your Overview/Homepage, showing you exactly what's on the agenda for today at a glance.
- Instant Access: Simply tap on the mission bar, and you'll be instantly redirected to the full Weekly Mission View.



2. Weekly mission view - Mobile Performance Improvements

We've shipped performance enhancements to make mobile data loading faster and lighter on memory.

- Missions now load by day (instead of loading the full week at once), which improves speed and reduces memory usage.
- When switching tabs, you'll see a loading indicator only for tabs you visit for the first time.
- Previously visited tabs now use cached data for a smoother experience.

Date Picker Fix (Small Screens) We also fixed the date picker behavior on small screens.

- The date picker now correctly displays the current day you're viewing.

3. New release of RentalReady PMS app (iOS) - 25/02/2026

- We've resolved an issue on the app which caused it to crash when a user tried to upload photos or videos

RentalReady API

Rental Tags Now Available in the API

We've added support for Rental Tags to the API, making it easier to organize and filter your properties.

- View your account's tags via the API
 - You can now retrieve the list of tags for the account.
- Tags included in rental data
 - When fetching rentals, each property now includes its associated tags id.
- Filter rentals by tag
 - You can now filter your rentals to return only properties that match one or more selected tags.

Important Notes

- Tags are specific to your account and cannot be accessed across different accounts.
- Tag creation and management (add/edit/delete) continue to be handled in the tags dashboard.

Examples:

1. View Your Tags

```
GET /api/v3/tags/
```

Example Response:

```
{
  "count": 3,
  "results": [
    { "id": 1, "name": "Long-Term", "color": "blue" },
    { "id": 2, "name": "Mid-Term", "color": "green" },
    { "id": 3, "name": "Short-Term", "color": "orange" }
  ]
}
```

2. Rentals Now Include Tags

```
GET /api/v3/rentals/123456/
```

Example Response:

```
{
  "id": 123456,
  "name": "My Property",
  ...
  "tags": [1, 3]
}
```

3. Filter Rentals by Tag

```
GET /api/v3/rentals/?tags=3
```

4. Filter by multiple tags (returns rentals with ANY of them)

```
GET /api/v3/rentals/?tags=1&tags=2
```