

PMS RentalReady Releases 03.2026 (March)

Users

1 - Permissions page

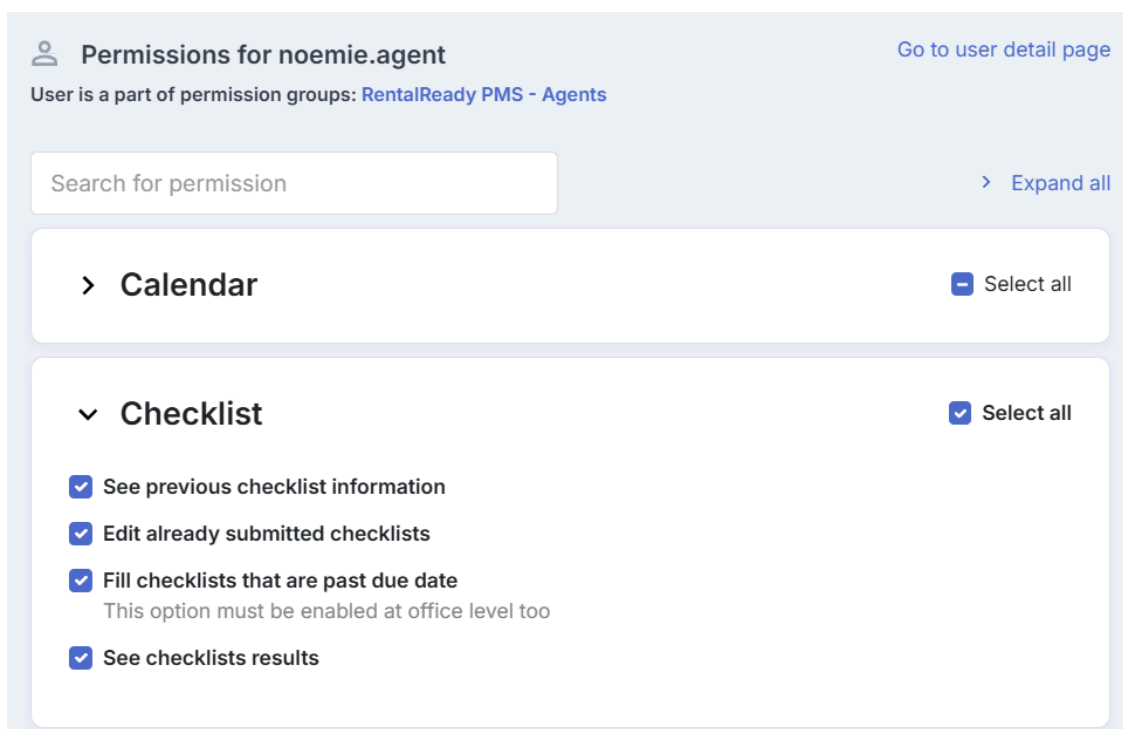
We've introduced a new Permissions Manager that allows you to control what actions users can perform within RentalReady. With this release, users can now create and manage permissions themselves from the platform.

What's new: You can now configure permissions directly from (Users → Permissions). From this page, you can :

- Create permission groups
- Assign users to groups
- Manage permissions individually per user or per group

Permissions are structured as a tree, meaning some permissions must be enabled before selecting their sub-permissions. Individual Permissions can also be configured per user for more granular control.

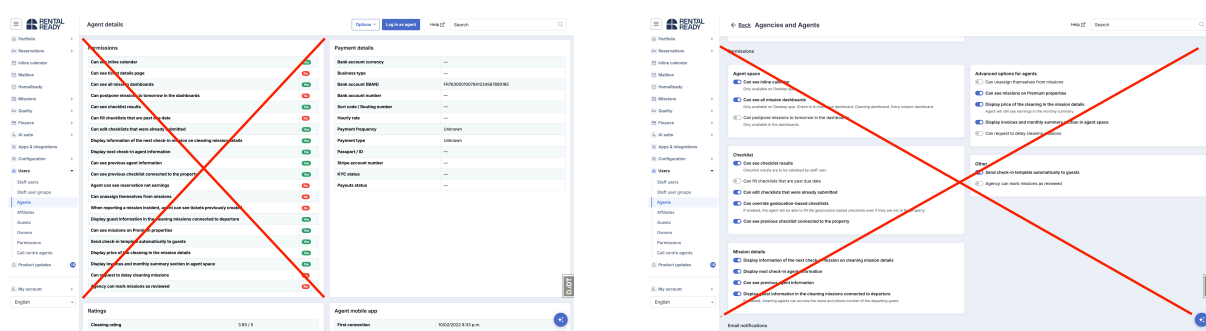
Important: Currently, only Owner and Agents permissions are available. Also note that newly created owners will not receive permissions by default, they must either: Be added to a permission group, or Receive permissions individually.



2 - Agent permission management moved to permission panel

Following the release of the permission panel, we have removed the partial permission management that previously existed on the agent detail page and in the agent form.

These permissions can now be managed from the permission panel.



Guest

Pre-Check-In Form - ID Auto-Recognition

We've extended the Mindee document auto-recognition feature to the Pre-Check-In (PCI) form on the direct booking website. Guests filling out the PCI form can now upload their identity document (passport or national ID) and have their form fields auto-filled (passport number, country of origin).

What's new:

- When enabled for an office, guests uploading their ID on the PCI form will have their form fields auto-filled from the document
- When disabled, the PCI form remains unchanged -- guests fill in their details manually as before

Built-in document validation:

When ID auto-recognition is enabled, the uploaded file must be a valid identity document. If the uploaded file is not a passport or national ID (e.g. a random photo or unrelated file), the system will reject it and ask the guest to try again.

How to enable:

Go to the Office settings page and check the "Enable Mindee - data extraction from photo of ID" option under the "Pre-check-in form" section.

Note: This feature uses an external provider (Mindee) and there is an extra cost per document processed.



Guest details

Identity documentation

Please upload a photo of your ID. The document must be a government ID or a passport.

 Upload your ID

Secured by Mindee and RentalReady

Travel document number*

D2H6862M2

Country of origin*

France ▼

Channel Manager

Reviews are now synchronized with RentalReady for NextPax

You will be able to access reviews on new OTA, such as Expedia directly in RentalReady.

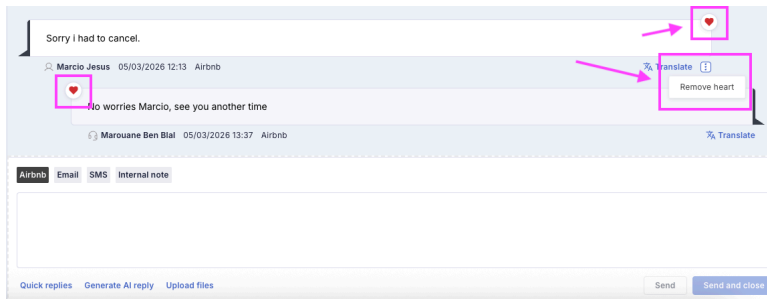
Mailbox

1 - Heart Reactions in Mailbox (Airbnb only)

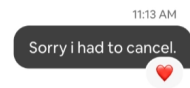
You can now react with a ❤️ to messages in the Mailbox for Airbnb conversations — and guests can react to your messages as well.

What's new:

- In an Airbnb conversation, you can react with a ❤️ to guest messages using the new button next to the Translation button under the message.
- When you add a reaction, the guest will see the ❤️ reaction on the Airbnb side.
- If you want to remove the reaction, click the same button again and select Remove heart.
- If a guest reacts with a ❤️ to your message on Airbnb, the reaction will appear on your message in the Mailbox.



Today

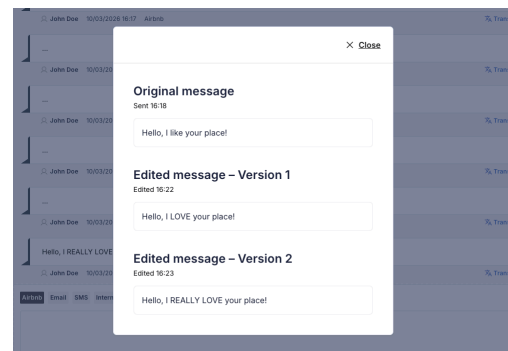
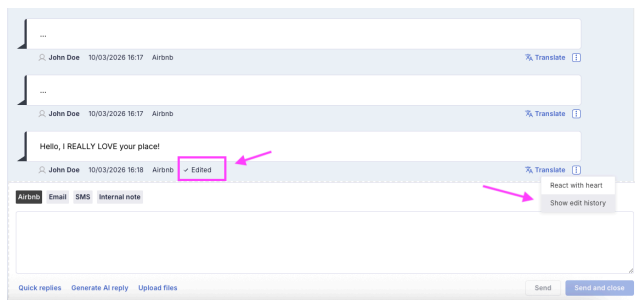


2 - Edit Message History in Mailbox (Airbnb only)

You can now view the edit history of guest messages directly in the Mailbox.

- If a guest edits their message on Airbnb, an "Edited" label will appear under the message.
- When the Edited label is visible, you can click the action button and select "Show edit history".
- A modal window will open showing:
 - the original message
 - all edited versions
 - the time each edit was made

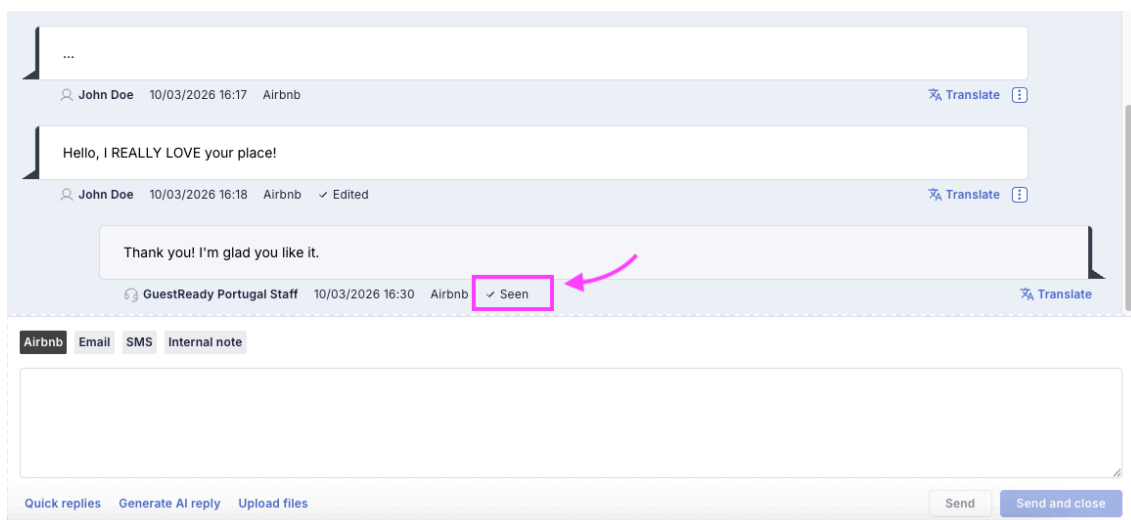
Reminder: On Airbnb, users can edit a message within 15 minutes after sending it.



3 - Seen Status in Mailbox (Airbnb only)

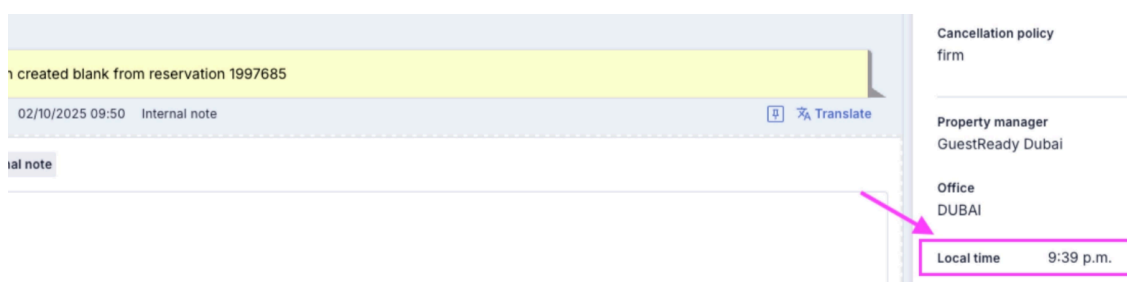
You can now see if a guest on Airbnb has seen your message directly in the Mailbox.

When a guest views your message on the Airbnb side, a "Seen" label will appear under your message in the Mailbox.



4 - Local Time in Property Timezone in the Mailbox

The current local time in the property's timezone is now displayed in the Reservation tab in the mailbox.



5 - Performance optimisation on the mailbox (25/03)

Following the recent loading issues in the guest messaging mailbox, we've been reviewing the data structure in our database to optimise loading times.

The category list and conversation list should now load ~13x faster

Loading times should generally stay around 1~3s for most categories, and up to around 4~6s for the "All" category.

6 - Performance optimisation – Conversation summary now loads faster (27/03)

The conversation summary was taking a long time to load. We've investigated and improved the underlying performance so it should now be noticeably faster.

Property

1 - Minimum commission help text updated

We have updated the help text for the rental form field "Minimum commission".

Before: It was unclear whether the value should be a percentage or a fixed amount, and the currency was ambiguous.

Now: The help text clearly states it's a fixed amount in the office currency, and that it applies when the commission calculated from the rate is lower.

Property 0000 - TEST - PM / Edit

Help Search

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

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

10

Dropbox Sign Custom Template ID

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

Template ID

Minimum commission

Fixed amount in the office currency. Applies to reservations where the commission calculated from the commission rate is lower

0.00

Fixed rent to owner

When true, Property manager receives full payments from reservations. The owner payments should be done manually.

Fixed rent amount Optional

This field data will be only used for analytics, it will not affect payment splits.

0

Save

2 - Custom Fields for Reservations & Properties

We've added Custom Fields to RentalReady, allowing structured partner-specific data to be attached to core entities without building each workflow natively in the PMS.

This is primarily designed for integrations and automation workflows.

Custom Fields can now be defined at account level and attached to:

- Reservations
- Properties

Supported field types:

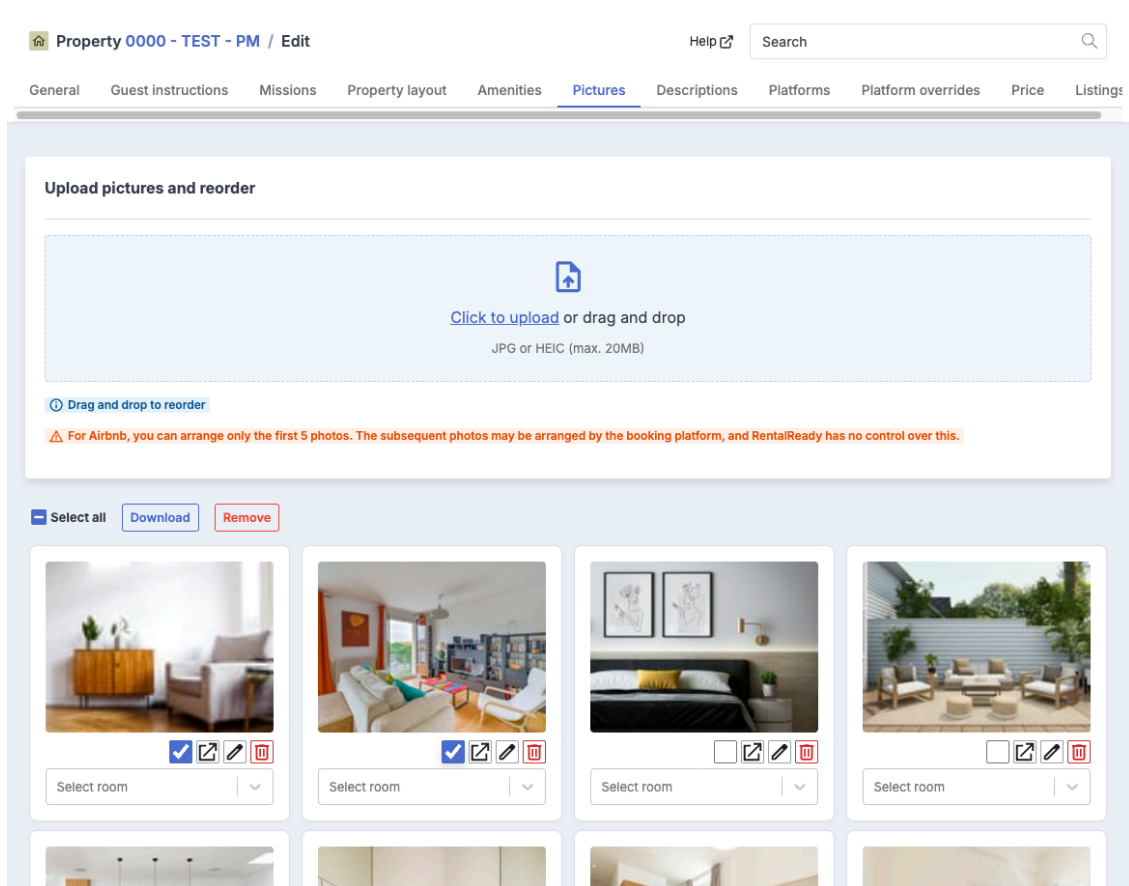
- text
- number
- boolean
- date
- select

3 - Assign rental photos to rooms

We've improved the design of the photos section in the rental form. As part of this update, we can now assign photos to specific rooms within a property:

- Room assignment for photos – for each photo, we can select which room it belongs to. Only rooms available in the property layout can be selected.

- Bulk actions – Select multiple / Select all photos to download or remove them.



4 - Mid-term commission rate is now only in Owner & Contract

Before: Two mid-term commission rate fields existed on the property edit page - one in Owner & Contract, one in Mid-term information. They were not connected. Editing the one in the Mid-term information section had no effect on invoicing or splits - only on property page UI.

Now: We've removed the field in the mid-term section to keep only one field in the Owner & Contract section. That is the value used for all calculations.

The Mid-term information section shows a note linking directly to it.

Property 0000 - TEST - PM / Edit

Help Search

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

Mid-term information

Commission rate is configured in the Owner & Contract section

Security deposit
500,00

Monthly long term rate
1,00

Cleaning duration
60

Mandatory check-in
[icon]

Mandatory check-out
[icon]

Default cleaning agent
Select...

Default check-out agent
Select...

House instructions
Choose file No file chosen

Management instructions

Pre-approval instructions

Mailbox instructions

Save

Available properties

1 - Available Properties page filter & sorting redesign

We've updated the design of the filter section on the Available Properties page and moved sorting to its own dropdown above the results:

- Filter section: Updated the layout and visual design for a cleaner, more intuitive look.
- Sorting: Moved out of the filter section and now sits above the results as a dropdown.

Available property search

Help Search

Filters

Check-in / Check-out*
2026-03-16 To 2026-03-18

Price between
To

Nr. of guests
Type here

Nr. of bedrooms
Type here

Nr. of bathrooms
Type here

Office
x PRODUCT_TEST x

Neighbourhood
Type and select

Postcode
Type here

Reference for distance
Enter a location

More filters

Key strategy
Select

Self check-in
Select

Amenities
Type and select

Avg. rating
Select

Premium class
Select

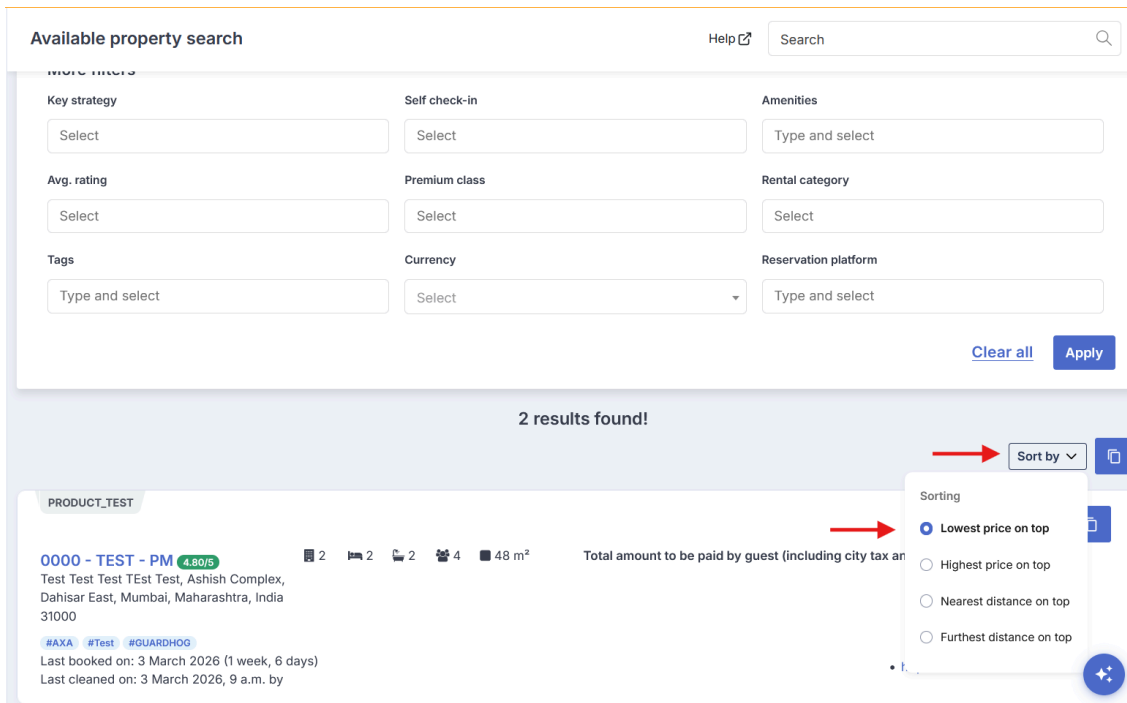
Rental category
Select

Tags
Type and select

Currency
Select

Reservation platform
Type and select

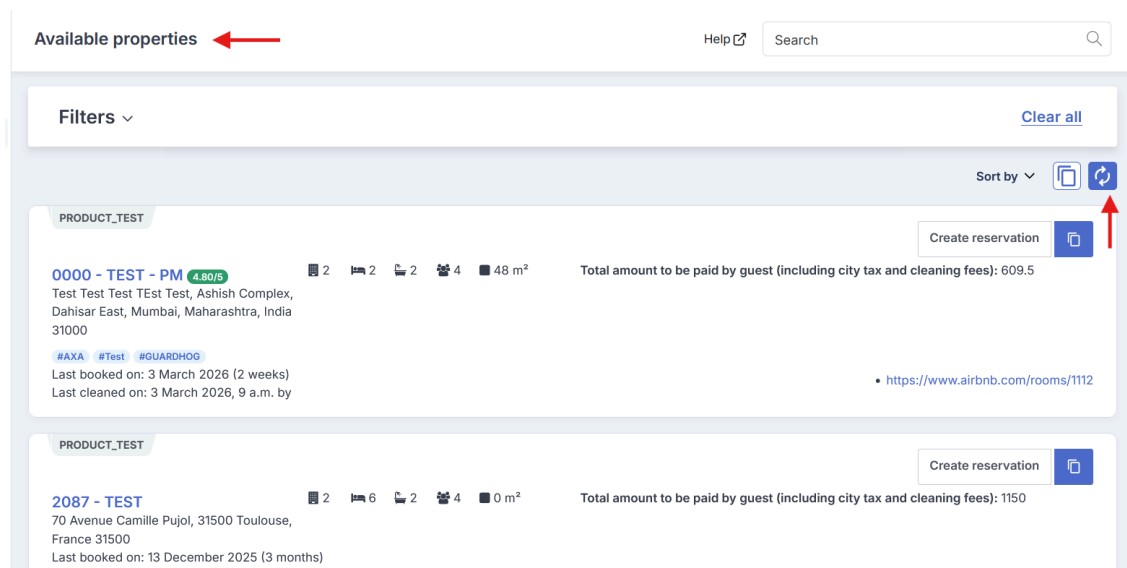
+



2 - Improvements to the Available Property page

We improved the Available Property page for better clarity and usability:

- Updated the pagination design
- Added a refresh button to let users reload the results
- Updated the page title for better clarity



3 - Default Values Added to Available Properties Filters

The number bedroom and bathroom filters on the Available Properties page now default to 1:

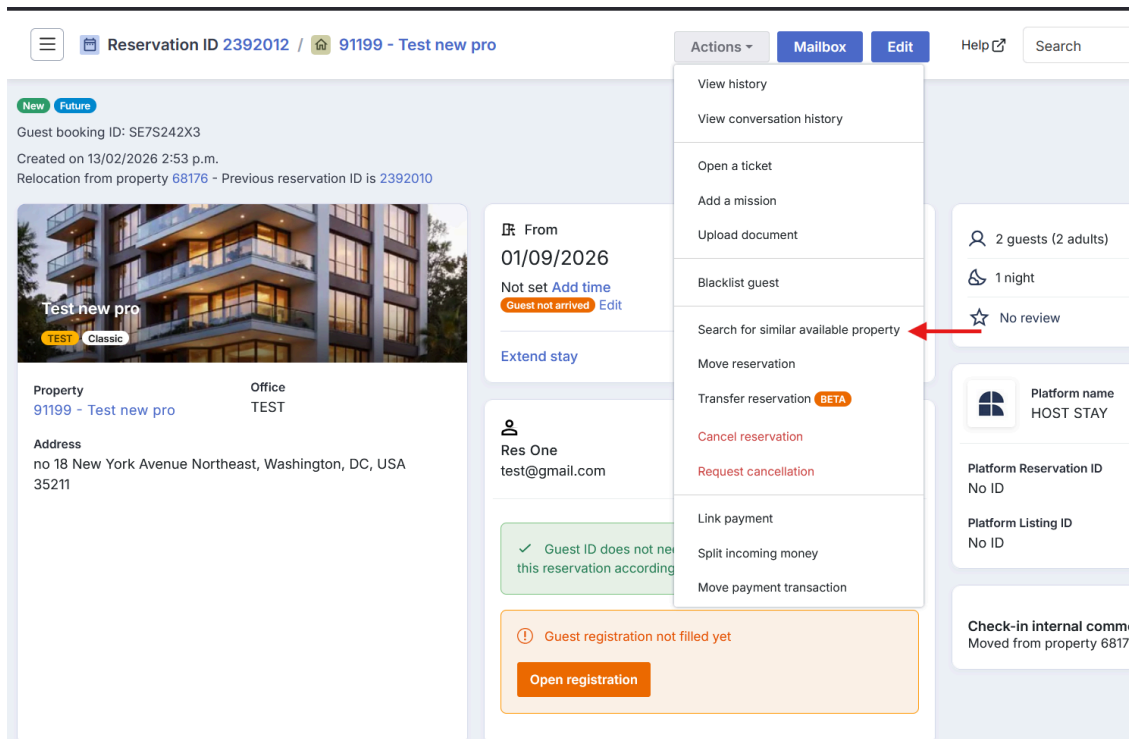
- Nr. of bedrooms filter defaults to 1
- Nr. of bathrooms filter defaults to 1

The screenshot shows the 'Available properties' filter interface. The 'Filters' section is expanded, revealing various search criteria. The 'Nr. of bedrooms' and 'Nr. of bathrooms' filters are both set to '1', with red arrows pointing to the default value. Other filters include Check-in/Check-out dates, Price range, Office, Neighbourhood, Postcode, Reference for distance, Key strategy, Self check-in, Amenities, Avg. rating, Premium class, Rental category, Tags, Currency, and Reservation platform.

4 - Improvements to the Available Property page and Similar Property search

We introduced a new button that helps support users find similar properties directly from the reservation page. We also improved the empty and loading states on the Available Property page:

- Added an Available Similar Property search option to the reservation page action menu
- Updated the empty state when no filters are applied
- Updated the empty state when filters are applied but no results are found
- Added a loading state to the filter and refresh button



5 - Properties not matching the minimum stay requirement are now hidden by default

We updated the Available Properties page to hide by default properties that do not match the selected stay dates based on the property's minimum stay requirement. We also added an option to let users view all results regardless of that requirement, and removed the mid-term rental warning. What's changed:

- Hidden by default properties that do not match the minimum stay requirement for the selected stay dates
- Added an option to show all results regardless of the minimum stay requirement
- Removed the mid-term rental warning, since unavailable mid-term rentals are now displayed only when explicitly requested

Available properties Help

Filters ^

Check-in / Check-out* 2026-03-25 To 2026-03-29 Price between To

Nr. of guests Nr. of bedrooms Nr. of bathrooms

Office Neighbourhood Postcode Reference for distance

☐ Show all available properties despite min. stay 

More filters

Key strategy Self check-in Amenities

Avg. rating Premium class Rental category

Tags Currency Reservation platform

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

PRODUCT_TEST Sort by  

0000 - TEST - PM 4.80/5 2 2 2 4 48 m² Total amount to be paid by guest (including city tax and cleaning fees): 243.8 Create reservation 

Test Test Test TEST Test, Ashish Complex,
Dahisar East, Mumbai, Maharashtra, India
31000

#Test #AXA #GUARDHOG

Last booked on: 3 March 2026 (3 weeks, 1 day)
Last cleaned on: 3 March 2026, 9 a.m. by

<https://www.airbnb.com/rooms/1112>

Total 1 item « 1 » 10 / page Go to Page

6 - Available Properties page card redesign

We updated the design of the property cards on the Available Properties page to include more property details and improve clarity:

- Redesigned the property cards on the Available Properties page
- Added the property picture
- Added badges for unresolved tickets, quality warnings, and premium class
- Added key strategy and check-in information
- Added a mission link that opens in a new tab, with a check icon when the mission is already done

Available properties Help

Filters Clear all

Sort by

85704 - Aline Hotel - Room 2

216.2 € in total with fees | 0 | 4 | 1 | 2 | 50 m² | 4.0 | [Platform listing](#)

15 Rue du Louvre, Paris, France 75001 | [RENTALREADY-FR](#)

Previous check-out: 21 March 2026

Previous cleaning: 21 March 2026, noon | [Mission](#) | 3 weeks to selected check-in



6176 - 38Riv

226.0 € in total with fees | 4 | 2 | 2 | 6 | 105 m² | 4.9 | [Platform listing](#)

38 Rue de Rivoli, Paris, France 75004 | [RENTALREADY-FR](#)

/ Self check-in

Previous check-out: 27 March 2026

Previous cleaning: 22 March 2026, noon | [Mission](#) | 2 weeks, 6 days to selected check-in

[City View](#) [Luxury](#)

[Diamond](#) | 4 open tickets



Missions

1 - Guest count now includes infants & pets (Cleaning & Check-in dashboards)

We've updated the guest count format on the Cleaning and Check-in dashboards to match the new guest display rules:

- Guest counts now show Adults/Children, and include Infants/Pets when present
- Updated the guest tooltip to show the full breakdown (Adults, Children, Infants, Pets)

 CLEANINGS < Sunday, 8 March 2026 >													
ID	PROPERTY	PO	MET...	CLEANI...	LAUNDR...	DE...	AR...	NEX... Sort by: Guests	LINEN	BED...	BAT...	STA...	CLE...
40...	63536 ... Rua de 31...	0 0...	São Bento	ca... v	Selec v			4 days 3/1	2S... v	2	1	1 v	1h F...
40...	6398... Rua de S...	4 2 0...	Comba tentes	ca v	Selec v		23...	Tod... 5 days 3/0/1	1D... v	1	1	1 v	1h F...
411...	65960 ... Rua Duqu...	40 00- 371	Metr o: Heroi...	ca v	Selec v	11:...	16:...	Tod... 7 days 4/0	3 adults / 0 children / 1 pet	2	2	1 v	1h F...

2 - Infant/Pet alerts on dashboards

We've added an alert icon on the Check-in and Cleaning dashboards to highlight reservations with infants or pets:

- Check-in dashboard: shows an alert when guests are bringing an infant or a pet.
- Cleaning dashboard: shows an alert when the previous reservation included an infant or a pet.

RENTAL READY CHECK-INS ▾				
⚠	RESERV...	MISS...	PROPERTY	
Search	Search	Search	Search	S
40...	41...	90588 - V...	3	0
Guests are bringing an infant				
2...	40	5811 - Lux...	1	-
Metro: Baix...				



RENTAL
READY

CLEANINGS ▾

⚠	ID	PROPERTY	P...	METRO	CL
	391...	Largo do Pri...	0-4 4	Caroli na ...	C.
	30...	63987 - ... Rua de Sant...	420 0-2 92	Combat entes	C.
Previous guests brought a pet			442	Jardi	

3 - Agent Assignment — Improved Modal

Previously, reassigning an agent required two separate steps: unassign, then assign. This has been streamlined into a single modal. What's new:

- Redesigned modal — assign and unassign an agent from the same place
- Inline errors — validation errors now appear directly below the field instead of elsewhere
- Overlap warning — if the new agent has overlapping missions, a confirmation dialog appears before the change is saved

Available on:

- Weekly mission view
- Mission detail view
- Mission checklist view

MISSION

Check-in mission [3598580](#) Done
Agent [John Doe](#) Edit
Date 30 September 2025, 10:30 p.m.
Duration 0h15
Property [68294](#)
Reservation [2050105](#)

Agent assigned
— [Edit](#)

Phone number
—

Laundry agent
—

Previous agent
—

Previous cleaning checklist
[3571014](#)

Linen delivery information
—

4 - Agent assignment in Mission create form & Mission edit form

Until now, you could only assign an agent from the Mission create form: When you selected a mission type, the Agent field appeared and you chose the agent there. The Mission edit form didn't include the agent field, so you couldn't change it.

Mission create form:

- The agent field is always visible but stays disabled until you select a mission type.
- Validation: the agent must be allowed to take that mission type.
- Validation: the property's office must be in the agent's offices.
- We check if the mission overlaps with another mission of the agent. If it does, the field **Assign agent to mission despite overlapping missions** appears — if you enable it, the agent is assigned even with overlapping missions.

Mission edit form:

- We added the Agent field so you can assign/unassign an agent from here too.
- We also added *Assign agent to mission despite overlapping missions* when the agent has overlapping missions.
- If you change mission fields and the new agent cannot be assigned, the rest of the fields are not updated.
- If there is already an agent and you select another who cannot be assigned, the previous one is not unassigned until you either choose a valid agent or leave the field empty on purpose.

Assign an agent

Type and select



Assign agent to mission despite overlapping missions

5 - Fix on checklist images

Previously, when agents uploaded photos via checklists, vertical photos were being rotated incorrectly. Now, vertical photos should keep the correct orientation

Direct Booking Website

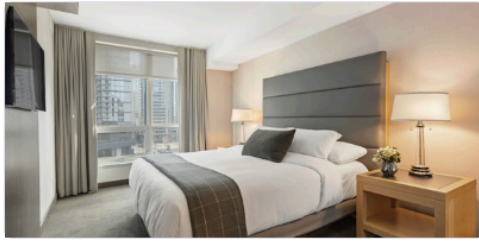
Sleeping Arrangement Display on DBW

We've added a new section on the Property page called "Where you will sleep", where photos of sleeping areas in the apartment (e.g., bedrooms or living rooms) are now displayed:

- Photos of sleeping areas are shown in the new section (above the Location section).
- Tap on a photo to view more pictures of that room (if available).

Note: This section will only be displayed if photos exist.

Where you will sleep



Bedroom 1
Queen bed



Bedroom 2
2 single beds



Bedroom 3
King bed

Pre check-in form

Rental agreement signature on pre-check-in form

We are rolling out the ability to require guests to sign a rental agreement during the online pre-check-in process. This feature introduces:

- A "Rental agreement" tab on the Office > Guest space & Guest forms page, where you can write or paste your rental agreement text with support for template variables (guest name, check-in/out dates, property address, etc.)
- A toggle to require guests to sign the rental agreement during pre-check-in
- A signature canvas on the pre-check-in form where guests read and sign the agreement
- A signed PDF automatically generated and attached to the reservation, downloadable from the reservation detail pages

Office RENTALREADY-ES / Guest space & Guest forms

Help
Search

Guest space
Pre-check-in form
Guest registration form
Rental agreement

Rental agreement
Save

Available variables

Rental agreement body [en]

It has been agreed between the parties that the Lessor shall lease to the Tenant the accommodation as described below under the following conditions:
1. PURPOSE OF THE LEASING AGREEMENT
The accommodation is rented furnished as a "short term rental" as mentioned below.
- Guest name: {{ guest_full_name }}
- Number of guests: For {{ number_of_guests }} people
- Dates: From {{ arrival_date }} to {{ departure_date }}
- Check-in on arrival day possible after {{ property_min_check_in_time }}:00
- Price: {{ reservation_price_after_fees }}
- Cancellation policy: {{ platform_cancellation_policy_override }}

Rental agreement body [fr]

Il a été convenu entre les parties que le Propriétaire louera au Locataire le logement tel que décrit ci-dessous dans les conditions suivantes:
1. OBJET DU CONTRAT DE LOCATION
Le logement est loué meublé à titre de « location courte durée » comme mentionné ci-dessous :
- Nom du voyageur : {{ guest_full_name }}
- Nombre de voyageurs: Pour {{ number_of_guests }} personnes
- Dates: Du {{ arrival_date }} au {{ departure_date }}
- L'entrée dans les lieux le jour de votre réservation est possible à partir de {{ property_min_check_in_time }}:00
- Prix: {{ reservation_price_after_fees }}

Guest registration

SIBA Registration Form (Portugal)

We've updated the SIBA registration form for Portugal to comply with legal requirements. What's changed:

- Registration details are now required for all guests, including children
- The registration requirements for children are the same as for adults.

This ensures full compliance with Portuguese regulations.

Booking MZ4TVQ1FX / Register guests

 Add guest details

 **Mandatory guest registration to SIBA (Portuguese Immigration and Border Service)**

All individuals travelling to Portugal must undergo registration with local authorities. You can conveniently submit your guest information directly here, and we'll handle the rest on your behalf.

 1 Adult

Share a link or Add details

 1 Adult

Share a link or Add details

 1 Child

Share a link or Add details

Close

Reservations

1 - Reservation Financials Panel Improvements

Display-only changes — no calculation logic was modified.

Before:

- In "Net and VAT amounts" display mode, all financial lines were shown even when their value was zero or empty.
- There was no "VAT Owner earnings" line, even though owners using Owner commission mode have VAT on their earnings.
- "VAT Property manager commission" was always displayed, even in Owner commission mode where it doesn't apply.

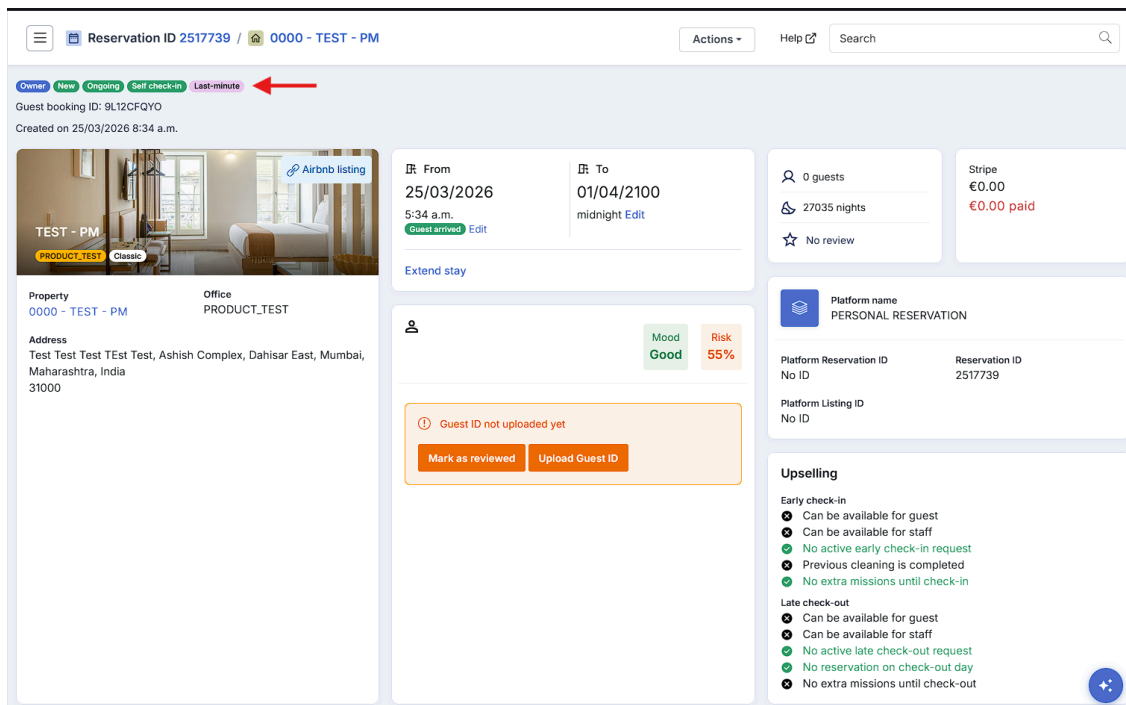
Now:

- Zero/empty lines hidden — in "Net and VAT amounts" mode, individual NET and VAT lines are now hidden when their value is zero or empty. No change to "Gross amounts" or "Net amounts" modes.
- "Owner NET earnings" renamed to "Owner earnings" — follows the same show/hide logic as other financial lines.

- VAT lines follow commission mode:
 - Owner commission → "VAT Owner earnings" shown (using owner's VAT rate), "VAT PM commission" hidden
 - Office commission (default) → "VAT PM commission" shown, "VAT Owner earnings" hidden

2 - Last-minute badge

We added a Last-minute badge to the reservation detail page for reservations booked at the last minute based on the office last-minute reservation rule.



Guest notifications

New "smart triggers" guest notification system

We are currently migrating to the "smart triggers", a new guest notification sending rule system that we rebuilt from scratch. The smart triggers will introduce:

- better visibility and history of which templates were and will be sent for each reservation
- custom scheduling and conditions that give a lot more flexibility and customisation than the previous system based on the triggers pre-defined by the software (**ARRIVAL** , **SELF_CHECK_IN** , etc).

In "Automated messages" you will find:

- A list of all the notifications that are sent or scheduled to be sent to the guest during the lifecycle of the reservation
- A preview of what the notification looks like (when you click on the template name)

- A list of the conditions that need to be met for a future notification to be sent (if you hover with the mouse on the "To be sent" badge)
- Details about why a notification is disabled or delayed (if you hover on the "disabled" or "delayed" badge)
- Buttons to disable or force the send of a specific template

Templates Help

Checklists Guest notifications Quick replies in mailbox Airbnb host reviews

Guest notifications + Create a template
Preview template
Templates per property

Create and manage guest notification templates sent automatically based on triggers like booking confirmation, check-in instructions, review reminders, and more.

Filters ⁰ ^

Name Office Account Property Sending method

Language

Clear all Apply

18 results These old rules ...smart triggers Export CSV

NAME	LANGUAGES	SENDING METHOD	RULES	SMART TRIGGERS ^{BETA}
	English Spanish French Portuguese	Guest personal email	Enabled Manage 90 rules	Disabled History
	English Spanish French Portuguese	Native API of selected platform	Enabled Manage 180 rules	Disabled History
	English Spanish French Portuguese	Native API of selected platform	Enabled Manage 79 rules	Enabled Manage 1 trigger • History
	English Spanish French Portuguese	Native API of selected platform	Enabled Manage 80 rules	Enabled Manage 1 trigger • History
	English Spanish French Portuguese	Native API of selected platform	Enabled Manage 156 rules	Disabled History
	English French Portuguese	Native API of selected platform	Enabled Manage 76 rules	Disabled History
	English Spanish French Portuguese	Native API of selected platform	Enabled Manage 174 rules	Enabled Manage 1 trigger • History
	English Spanish French Portuguese	Platform preset email	Enabled Manage 90 rules	Enabled Manage 1 trigger • History

Reservation ID Actions Mailbox Edit Help

☐ Payment links Create payment link ☐ Payout adjustments

Guest and communication

Notifications Pre check-in form to be filled by guest
Guest space public link access

guest space

Email

Personal email **This old notification section**

Review from host to guest Not submitted - Cancel auto-review from host

Comment left by the guest No comment left by the guest

Internal review collection Internal review form to be filled by guest

Automated messages ^{BETA}

☐ Notifications managed by the smart trigger system

Sent by the system NATIVE_API 15/03/2026 9:44 p.m. Sent

Sent by the system .CONFIRMATION 15/03/2026 9:44 p.m. Sent

On event 'Check-in' 25/03/2026 3 p.m. To be sent
Send now Disable

DETAILS

1 day before event 'Check-out' 26/03/2026 11 a.m. To be sent
Send now Disable

1 day before event 'Check-out' NATIVE_API 26/03/2026 11 a.m. To be sent
Send now Disable

Guest check-in instructions ^{BETA}

The check-in instructions are unavailable at this time. Please fill the pre-check-in form to add your arrival time.

Tickets created from property

Ticket 000000 000000

Pricing

1 - VRBO Promotions: Minimum Stay & Blackout Dates

We've improved VRBO promotions by introducing new options that give more control over when promotions apply.

- **Minimum Stay:** Define the minimum number of nights required for a promotion to apply. Default value is 1 night.
- **Blackout Dates:** Exclude specific dates from a promotion. Useful for peak periods, holidays, or high-demand dates.

These options are available when creating or editing a VRBO promotion.

The screenshot shows the 'Create new promotion' interface for VRBO. At the top, there's a breadcrumb trail: '< Back' followed by '0000 - TEST - PM / Create new promotion'. Below this is a dropdown menu currently set to 'VRBO'. The main configuration area is divided into several sections:

- Select promotion type:** A dropdown menu set to 'Last minute promotion'. Below it, a blue box contains the text: 'A discount for last-minute bookings to encourage quick bookings.'
- Basic configuration:**
 - Promotion custom name*:** A text input field containing 'LM w/ blackout dates'.
 - Discount promotion value (%)*:** A numeric input field set to '12'. Below it, a small text note says 'Enter the percentage discount (1-75%).'
- Booking requirements:**
 - Minimum stay*:** A numeric input field set to '3'. Below it, a note says 'Promotions will only be visible if minimum stay is met. Defaults to 1.'
 - Days before check-in*:** A numeric input field set to '7'. Below it, a note says 'Enter the maximum number of days before check-in that guests must book to qualify for this promotion (1-30 days).'
 - Active weekdays:** A row of buttons for each day of the week: 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. All buttons are currently active (highlighted in blue).
 - Select the days of the week when this promotion applies:** Below the weekday buttons, there are 'Select all' and 'Clear all' buttons.
- Date & time restrictions:**
 - STAY PERIOD:**
 - Date of check-in*:** A date input field set to '2026-03-01'.
 - Date of check-out*:** A date input field set to '2026-03-31'.
 - BLACKOUT DATES:** A row of date buttons for each day from '2026-03-13' to '2026-03-29'. All buttons are currently active (highlighted in blue).
 - Below the blackout dates, there is a 'Clear all dates' button.

2 - Bookable Period can now be set on Rateplans

This Bookable period (AKA Minimum booking offset) allows users to control how far in advance a rate plan can be booked.

This is particularly useful for rate plans such as Non-Refundable, where partners may want the discounted rate to be available only if the booking is made sufficiently in advance.

Create rate plan

Rate plan type*
Non-refundable Plan
Select the type of rate plan.

Platform*
Booking.com
Select the platform for this rate plan.

Discount configuration

Discount*
10
The rate plan will have a discount applied as a percentage (%).
For example, enter 10 to apply a 10% discount.

Bookable period

Minimum booking offset (days)
14
Minimum number of days before check-in a booking can be made (1-365). Leave empty for no restriction.

Save rate plan Cancel

3 - Airbnb Daily Price (Standard Pricing) is live!

With Daily Price, prices are sent per night, and Airbnb calculates the total booking price. This enables:

- Strikethrough pricing (e.g. ~~€120~~ €100)
- Airbnb promotions & discounts (weekly, monthly, last-minute, etc.)
- Better visibility and conversion on Airbnb

Key difference vs LOS Pricing

- Daily Price → price per night, rules sent by RR, but applied by Airbnb
- LOS Pricing → price per stay length, fully calculated in RentalReady

Good to know: Because pricing is sent per day, some RentalReady rules and features are not supported with Daily Price: Pricing rules not supported:

- Additional price fixed per night
- Additional flat price per stay
- Prevent Gap
- Stay shorter than

Other features not supported:

- Midterm pricing
- Minimum stay compression

If you're on Daily Price, it's recommended that Stay at least 28 is used, to cover the lack of Midterm Price possibility

Finance

1 - Bug Fix | Payment Fees on Cancelled Reservations

Before: When a reservation was cancelled with a cancelled_fee status, the payment fee was not being reset, leaving an incorrect fee amount on the reservation.

Now: Payment fees are correctly set to 0 when a reservation is cancelled, as part of the cancellation financial recalculation.

Who is affected: Reservations cancelled with the cancelled_fee status. No action required.

2 - Downpayment update

We fixed a bug where the days before checkin data was hardcoded to 10 instead of picking up the right value from the field collect_full_amount_in_days.

Now, we display the data from the field.

Pay the rest before check-in

30 days before the check-in, we will send you an email with a payment link for the remaining amount. You will have 2 days to complete the payment.

Payment link can be accessed anytime through your account.

3 - Owner Accounting page

You can now view all your owners' financials and download transaction reports from the staff side.

The Owner Accounting page gives you a single table with every owner's total income, email, bank details, and properties for the selected period. Filter by date range, owner, property, office, and get exactly what you need.

Each owner row has two action buttons:

- Show report opens the full PDF transaction report in a new tab
- Download saves it directly to your computer

Same report your owners see in their space.

The CSV is designed for direct import; no reformatting needed.

- Clean numeric values only (no labels, no currency symbols)
- Owner email, bank details (IBAN, account number, sort code), bank name
- Comma-separated list of properties per owner
- Respects all your currently applied filters

Whether you feed it into your accounting software or use it to prepare wire transfers; it works as-is.

Owner accounting Help ?

Filters ▲

Period: - If empty, the last 30 days are displayed

Owner:

Property:

Office:

Property manager:

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

10 results [Export CSV](#)

USERNAME %	NAME	EMAIL %	TOTAL INCOME %	ACTIONS	
				SHOW REPORT	DOWNLOAD
sophie.martin	Sophie Martin	sophie.martin@outlook.com	Total Income €87,432.15	Show report	Download
james.whitfield	James Whitfield	j.whitfield@gmail.com	Total Income £124,560.80	Show report	Download
maria.ferreira	Maria Ferreira	maria.ferreira@sapo.pt	Total Income €52,890.43	Show report	Download
ahmed.benali	Ahmed Ben Ali	ahmed.benali@hotmail.com	Total Income 41,275.60 AED	Show report	Download
elena.kowalski	Elena Kowalski	elena.kowalski@web.de	Total Income €68,910.22	Show report	Download
carlos.navarro	Carlos Navarro	carlos.navarro@gmail.com	Total Income €95,340.17	Show report	Download
olivia.chen	Olivia Chen	olivia.chen@icloud.com	Total Income £156,780.90	Show report	Download
thomas.dupont	Thomas Dupont	t.dupont@orange.fr	Total Income €33,215.88	Show report	Download
rachel.anderson	Rachel Anderson	rachel.anderson@yahoo.co.uk	Total Income £78,450.33	Show report	Download
lucas.santos	Lucas Santos	lucas.santos@gmail.com	Total Income €45,670.55	Show report	Download

First Prev **1** Next Last

4 - Invoice settings — Market-level customisation

Each office now has its own invoice settings, and each invoice type has its own tab.

What's new ?

- Invoice settings moved from Property Manager to Office level
- One tab per invoice type
 - before: 1 template for all
 - now: independent settings per invoice
- Activate / deactivate per invoice type
 - Each tab has an Active toggle → untick it and that invoice type simply won't be generated
- Custom tax label
 - replace "VAT" with IGIC, GST, or any local name different from VAT (*translations are already supported for VAT*)
 - updates everywhere on the PDF automatically
- Email on invoices
 - optionally show sender / recipient email on the document
- Owner VAT status control
 - choose whether to issue invoices for VAT-registered owners, VAT-free owners, or both - per office, per invoice type
 - available for guest and extra fees invoice
- Per-owner-type title
 - different invoice heading for VAT-registered vs VAT-free owners

What's new — Invoice Settings

- 1 One tab per invoice type
Each invoice type has fully independent settings
- 2 Enable / disable per type
One checkbox to stop generating a specific invoice — no code needed
- 3 Custom tax label
Replace 'VAT' with IGIC, IVA, GST, or any local name — updates everywhere on the PDF
- 4 Show email on invoices
Show sender and/or recipient email on the PDF — both Sender and Recipient sections

5 - Fix – VCC reservations no longer blocked as “unpaid”

Reservations paid via OTA virtual credit cards were incorrectly treated as unpaid by the system. This blocked check-in instructions and notifications until the card was manually charged.

Now, VCC reservations (STRIPE_VIRTUAL payment gateway) are recognised as auto-paid — just like prepaid or channel-paid bookings. Check-in instructions and smart triggers will fire as expected.

Owners

1 - Owner Space: Reservations tab: Invoices now displayed correctly

Invoices generated via Hostkit were not appearing in the owner dashboard.

Reservations tab, even though they existed in the system and were accessible via the Transactions page. Owners had to navigate to a secondary page to view or download their invoices.

This has been fixed — all invoices linked to a reservation now appear directly in the Reservations tab, regardless of how they were generated.

2 - Owners options dropdown replaced with a single Add Owner button

We replaced the options dropdown on the Owners page with a single Add Owner button.

The screenshot shows the 'Owners' page header with a red arrow pointing to the 'Add owner' button. Below the header is a 'Filters' section with a dropdown arrow. The filters are organized into two rows of four columns each. The first row contains 'Username', 'First name', 'Last name', and 'Email address', each with a 'Type here' input field and a three-dot menu icon. The second row contains 'Office', 'Account manager', 'Onboarding form status', and 'KYC status'. The 'Office' filter is active, showing a blue button with 'x PRODUCT_TEST x'. The other filters in the second row have 'Type and select' or 'Select' input fields.

Artificial Intelligence

1 - Maia — Improved Message Reaction Detection

We've improved how Maia detects guest message reactions coming from messaging channels like WhatsApp.

Before:

- Some reactions were received in the mailbox as the text "Guest reacted to a message."
- This format was not always correctly identified as a reaction by Maia
- In some cases, Maia responded to these messages even though they were just emoji reactions

Now:

- Maia better detects reaction messages, including those received as "Guest reacted to a message."
- These are now correctly identified as reactions and ignored, preventing unnecessary replies

This means less frustration and fewer awkward conversations where Maia replies when it should just "stay quiet".

2 - Maia — Removed Markdown from Replies

Before: some replies often included markdown formatting such as `*text*`, which appeared directly in messages. This made responses look unprofessional and cluttered, without adding any real benefit.

Now: We added explicit instructions in the prompt to prevent the model from using markdown formatting in guest-facing replies, removing unnecessary symbols and keeping messages clean.

3 - Maia — SOP PDF uploads

You can now upload SOP PDFs on the Office Policies page.

Once uploaded, the file is processed by AI and added to Maia's knowledge graph so it can reference your procedures when responding to guests.

← Back Edit office policy

Help Search

Call center: +351300600096
After 11pm check: <https://docs.google.com/document/d/1REGNthunUjA...>

For any last minute booking request (arrival in the same day), after 3pm, please double-check with operations team, if the property is prepared.

Special requests

- Baby cots / cribs: we do not have any in stock, please check the amenities of each property - if not available recommend: travel.guestready.com/baby

Events policy

No parties allowed - Any kind of other work gathering can be allowed if the reservation is made as long as the extra people don't stay for sleep and nothing in the property is removed

Lost and found policy

DOCUMENTS
Upload floor plan, certificates and other internal documentation.

Document type
Type here

Comment
Type here

Upload

4 - Maia: Fix active link in sidebar

When navigating to the ticket assistant audit tab, the sidebar menu was no longer expanded or highlighted as active. This has been fixed. The correct menu item is now expanded and highlighted when on that tab.

5 - Maia no longer errors on unsupported image formats

When a guest sent a message containing an image in an unsupported format, Maia would throw an error while trying to generate an automatic reply. This has been fixed. Unsupported images are now handled gracefully.

6 - Maia — Smarter Conversation Closing After Escalation

We've improved how Maia handles conversations that were intentionally left open for staff.

Before:

- MAIA could leave a conversation open (e.g. after escalation), but if the guest followed up with a simple message like "thanks", MAIA would re-analyse only that last message and potentially close the conversation
- This sometimes led MAIA to close the conversation before any staff intervention, removing visibility and preventing action

Now: MAIA will keep conversations open in the following situations:

- The conversation has a flag
- A previous MAIA reply left the conversation open for staff, and it has not been closed since

This ensures that once MAIA signals that human attention is needed, the conversation stays open until someone takes action.

RentalReady apps

Mobile apps — push notification deep links (30/03/2026)

- We've updated the Agent and Owner apps. Tapping a notification now opens the app on the right screen.
- We also added a notification for canceled reservations in the Owner app.

Agent app

- New mission available → redirects you to the available_missions page
- New mission assigned → redirects you to the mission details page

Owner app

- New reservation → redirects you to the reservation details page
- Cancellation → redirects you to the reservation details page

Please update the Rental Ready Owners 5.4.3 and Rental Ready Agents 7.5.0

RentalReady API

1 - City Tax Rules API Endpoint

External API consumers can now retrieve full city tax rule details via a dedicated endpoint.

Before: The rental API response included `city_tax_rules` as an array of IDs only (e.g., `[863]`). There was no way to retrieve rule details (name, charge type, amount, currency, etc.) through the API. External consumers couldn't verify whether rules were correctly configured on a rental.

Now, a new read-only endpoint is available:

- `GET /api/v3/city_tax_rules/` — list all city tax rules (filterable)
- `GET /api/v3/city_tax_rules/{id}/` — get a single rule's details

Filters available: `city`, `charge_type`, `charge_with`, `is_default`, `rental_id`

Fields exposed: `id`, `name`, `city`, `charge_type`, `charge_with`, `amount`, `currency`, `max_cap`, `max_number_of_nights`, `affected_months`, `from_date`, `until_date`, `is_default`

Access: Requires the `city_tax_rules:read` OAuth2 scope. Scoped by user's rentals.

Swagger: https://pms.rentalready.io/api/v3/schema/swagger-ui/#/city_tax_rules

2 - Payment acceptance API > Record past Stripe payments for a reservation

API users can now submit past Stripe payments for a reservation via the payment acceptance endpoint. Previously, only cash and bank transfer were accepted — Stripe payments made before webhook setup couldn't be recorded.

What's new:

- Stripe is now supported as a payment method in the payment acceptance API, with the Stripe payment reference as a required input
- Submitted payments are linked to the actual Stripe charge, enabling reconciliation, refunds, and reporting
- Duplicate protection: submitting the same Stripe reference twice won't create a duplicate payment
- Partial payments supported — past payments can coexist with future automatic webhook captures

Integrations

1 - Marketplace update

We removed all rental application logic. Places like rental page where removed.

2 - Improved access for Chekin reservation URL

We've improved the accessibility of the Chekin registration link:

- The Chekin URL has been added as a variable for the guest notification templates. You can find it in the *Check-in variables* section as `chekin_registration_form_url`
- The Chekin URL is now available on the reservation detail page even after the registration process is completed

<code>{{ check_in_reception_address }}</code> Address of the check-in reception for this reservation (if there is one) 525 Collins Street, Melbourne VIC 3000	<code>{{ welcome_basket_description_local }}</code> Description of the welcome basket content (in the local office language) a bottle of wine and coupons to book activities with our partners	<code>{{ welcome_basket_description_english }}</code> Description of the welcome basket content (in English) a bottle of wine and coupons to book activities with our partners
<code>{{ chekin_registration_form_url }}</code> Link to the Chekin guest registration form https://guest.chekin.com/K7mQ2xV9aT4c		
Check-out variables <code>{{ property_max_check_out_time }}</code> Maximum check-out hour of the property 11	<code>{{ check_out_instructions_local }}</code> Check-out instructions for the departure (in the local office language) Leave the keys on the table and close the door behind you.	<code>{{ check_out_instructions_english }}</code> Check-out instructions for the departure (in English) Leave the keys on the table and close the door behind you.

3 - Stripe Version Upgrade

We've upgraded our Stripe integration to the latest version to stay current with Stripe's API.

What's changed:

- Updated the stripe-python package to the latest version
- Updated the Stripe API version on RentalReady
- Stripe API version updated on the Stripe platform (post-deploy)

4 - WhatsApp messages with multiple conversations

We've improved how inbound WhatsApp messages are assigned when they match multiple conversations.

When an incoming WhatsApp message could belong to more than one conversation, the system now creates only one message, instead of duplicating it across multiple threads. The message is assigned to the conversation with the most relevant reservation, based on the following priority:

1. Active reservations
2. Upcoming reservations
3. Past reservations

Also, the system adds a warning to the new message's content. This warning includes the IDs of the other matching conversations, so you can easily trace and review them if needed.