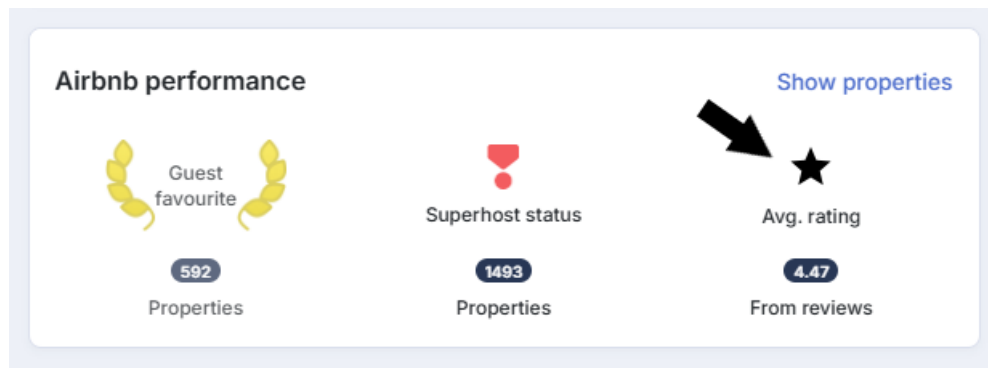


PMS RentalReady Releases 11.2025 (November)

Index

Airbnb performance

Airbnb average rating now only count the ratings from the last 30 days.



Channel Manager

Reservation transfers on channel manager

We reviewed the connection between RentalReady and the channel manager for reservation relocations and moves. Now the property from which a reservation was transferred should always be properly freed for booking in the channel manager.

Airbnb API Update (v2025.06.30)

On 27th of November, we completed the upgrade to the latest Airbnb API version.

This version is expected to remain stable for a while, so we shouldn't update soon.

Most of the changes were technical, but there are a few user-visible improvements - most notably, the Mailbox now supports receiving videos.

Unified Mailbox

Guest space link

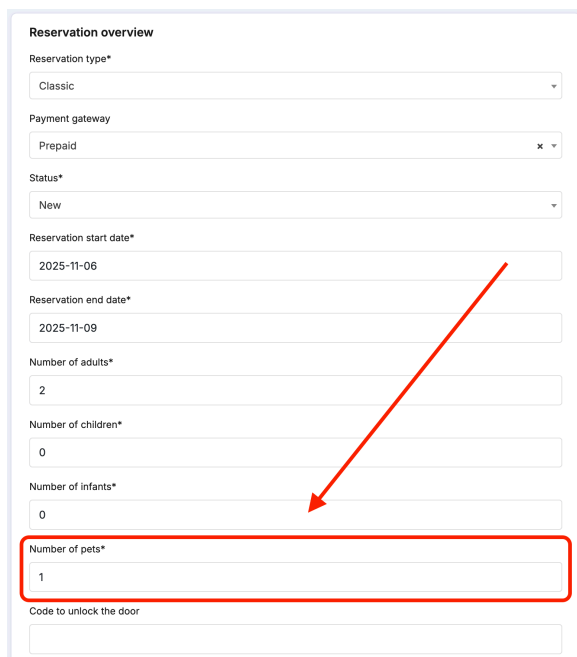
If there is a guest space link URL created, we now display it in the mailbox, under the "General" tab of the reservation tray.

Reservation

Pet management in RentalReady

When creating or editing a reservation, you can now set and edit the number of pets.

Pets are managed similarly to infants, i.e. pets will not count as guests, but they will appear in RentalReady next to the count of guests in the various places where it is displayed: reservation detail page, dashboards, weekly mission view, etc.



Reservation overview

Reservation type*
Classic

Payment gateway
Prepaid

Status*
New

Reservation start date*
2025-11-06

Reservation end date*
2025-11-09

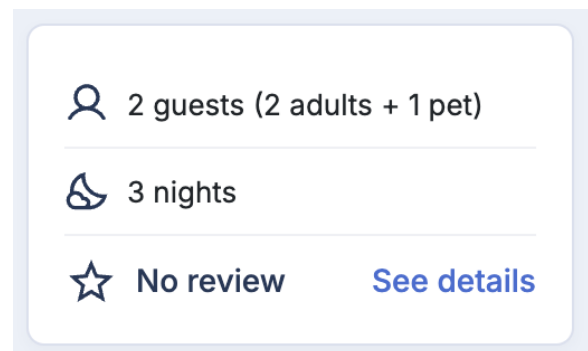
Number of adults*
2

Number of children*
0

Number of infants*
0

Number of pets*
1

Code to unlock the door



2 guests (2 adults + 1 pet)

3 nights

No review [See details](#)

Pre-fill guest details if guest has booked previously

We've updated the reservation creation form to handle returning guests more efficient!

When creating a new reservation, you will now see a new *Is it a returning guest?* field with *Yes/No* buttons. By default, *Yes* is preselected, allowing you to search and select an existing guest profile. Entering an email address will display a list of all guest profiles associated with that email. Once the correct guest is selected, the form automatically pre-fills their information: first name, last name, phone number and language.

If the user selects *No*, the form behaves as before, showing the standard email field, and the guest's information can be entered manually.

Guest information

Is it a returning guest?

☒ Yes

☐ No

Guest email

alex. ✕ ▾

First name*

Alex

Last name*

Z

Phone number

🇫🇷 ▾ +41 ⋮

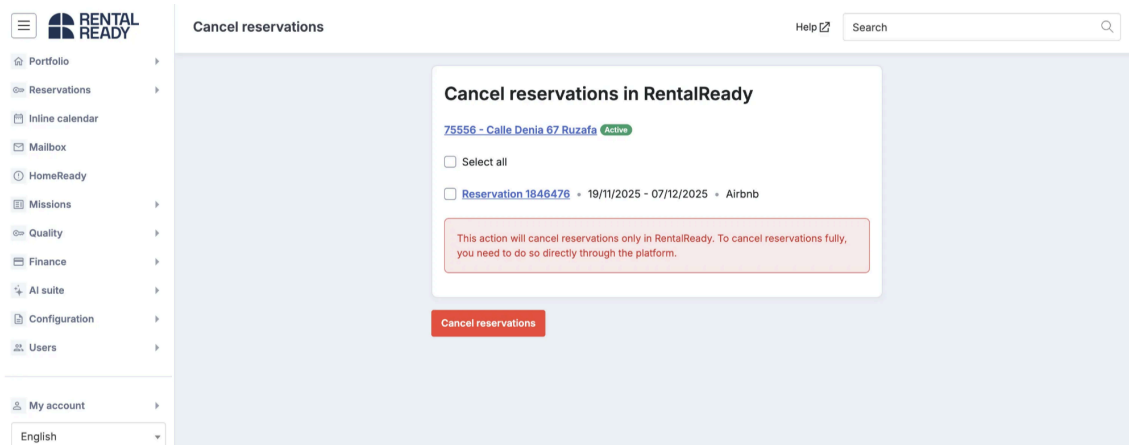
Language

English ▾

Will be reflected in automated guest communication.

Deactivation requests - updates to bulk reservation cancellation page

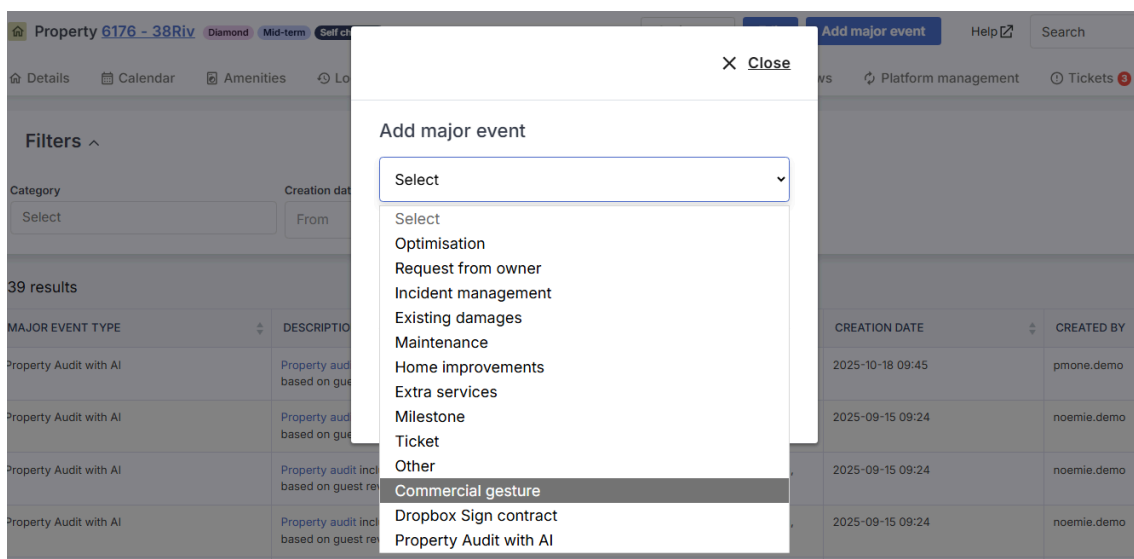
We've updated the design of the page to cancel all reservations on a property, as part of wider changes on the deactivation request system.



Property

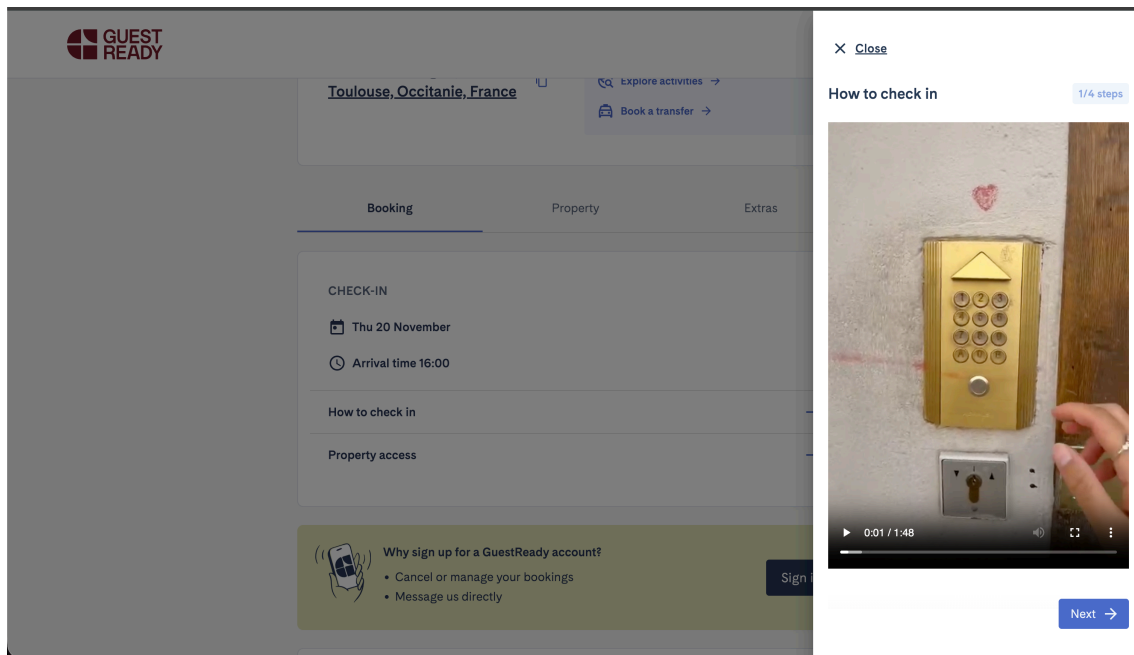
Major event - New category "Commercial gesture"

A new category is now available for major event: commercial gesture.



Videos in check-in instructions

We now support adding videos to the check-in instructions displayed in the guest space. Supported formats are .mp4 and .webm

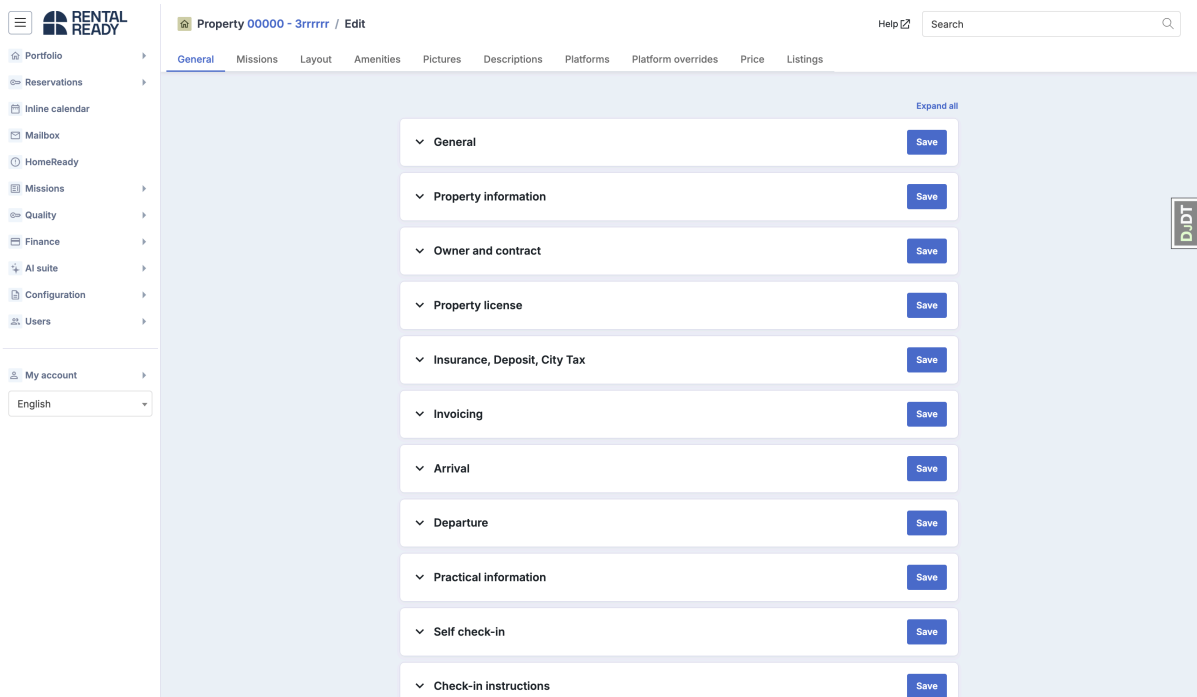


Rental form organization improvements

To make the rental form more efficient, we've moved some subsections into their own sections. These include:

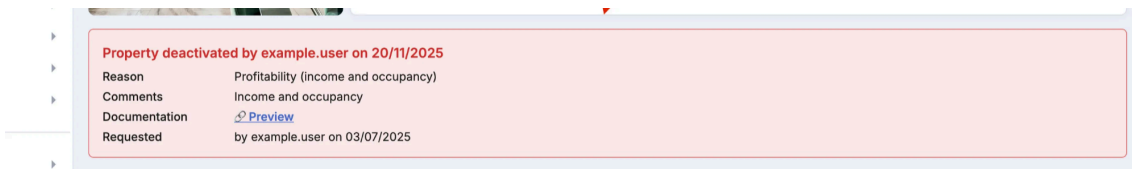
- Owner & Contract — Owner selection, contract details, and commission settings
- Property License — Property type, license number, rental category, and pricing
- Insurance, Deposit & City Tax — Insurance method, security deposit settings, and city tax rules
- Property Info — Property size, guest capacity, comments, Airbnb account, and extra bedding location

These sections are now separate cards on the rental form page, making it easier to find and update specific information. Remember you can expand/collapse all the cards via the button at the top to more easily find fields on the page.



Deactivation requests - deactivation reason on property details page

We've added more details about deactivation reasons to the property details page of inactive properties.



Mandatory fields

In multi-unit fields there are mandatory and optional fields.

With the latest changes, mandatory fields are presented with asterisk right after the field.

The screenshot shows a web form titled "Edit contact details" for an "Air conditioning system". The form contains five input fields: "Name *" (with a red asterisk), "Contact type *" (with a red asterisk), "Email" (with a red asterisk and a small icon), "Phone number", and "Comment". At the bottom left is a red trash icon, and at the bottom right is a blue "Continue" button.

Owner

Owner space - Platform fees now always visible in Owner Transaction Report

Before: Platform fees only appeared in the report for some bookings, depending on VAT settings, which caused confusion.

Now: Platform fees are always shown in the Owner Transaction Report, and VAT is only added when it should be.

Owner Space – Show city tax only if collected and paid to owner

Before: City tax was always displayed in the Owner Accounting page, regardless of who collected or paid it. This caused confusion for owners, especially when platforms like Airbnb or Booking.com prepaid and declared city tax themselves.

City tax has never been included in the owner's net earnings, it's always separate. Seeing it in all cases made it unclear whether the owner actually receives it.

Now: City tax is displayed in Owner Space **only if it is collected and paid to the owner**. Specifically:

- If the tax is collected and declared by the OTA → it is not shown.
- If the tax is collected by RentalReady:
 - Paid to PM → not shown
 - Paid to owner → shown

Additionally, in the canvas, a tooltip now appears for cases where the city tax was paid by the platform: *"City tax was paid by the platform"*.

The screenshot displays the 'Accounting' section with a 'Transactions' tab selected. A warning message states: 'A payout can't be processed for internal reasons. Please contact your Account Manager.' Below this, a list of transactions is shown, including 'Payout Adjustment' and 'Reservation' entries with dates and amounts. To the right, a 'Reservation' details panel is visible, showing information such as 'Net income', 'Rental price', 'Check-in - Check-out', 'Number of nights', 'Guest', 'Number of guests', 'Property', 'Platform', 'Status', and 'New'. A tooltip is shown over the 'City tax' field, indicating 'City tax was paid by the platform'.

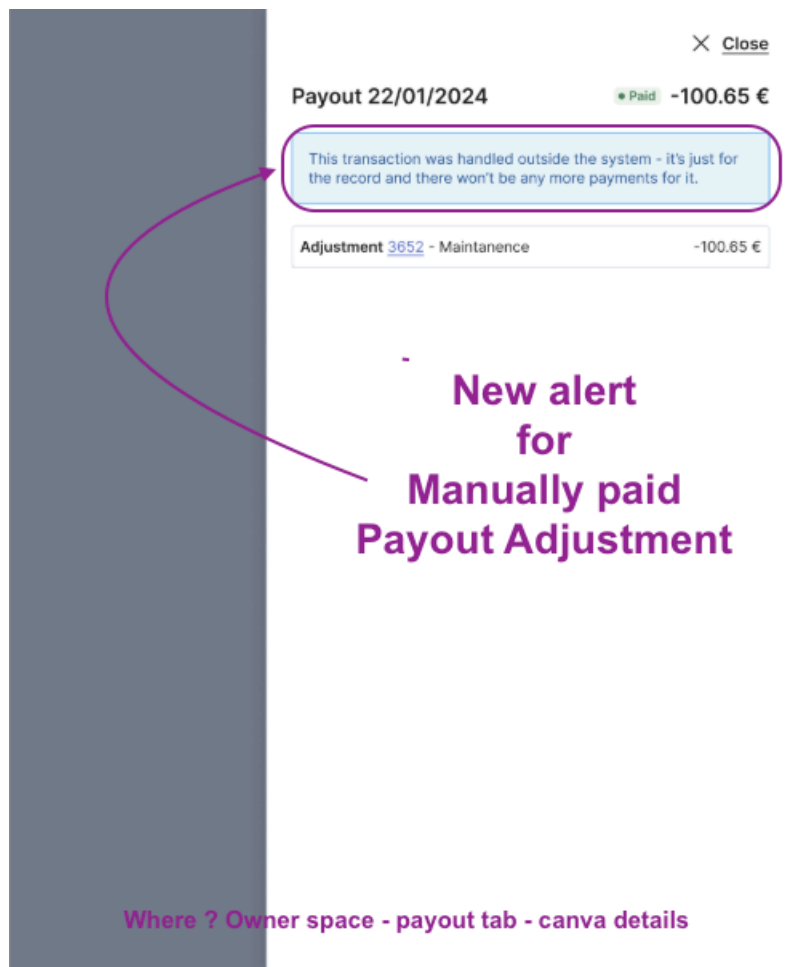
Owner Space - Warning for manually paid payout adjustments

Before: Manually paid payout adjustments appeared in the Owner space - Payout tab without any explanation. Owners often assumed these transactions were system-processed payouts, which created confusion and unnecessary support questions.

Now: When a payout adjustment was **manually marked as paid** :

- An info alert appears in the payout detail panel
- The alert clearly explains that the transaction was handled outside the system and will not trigger any payout
- Standard payouts are not affected and do not display this alert

Alert: "This transaction was handled outside the system – it's just for the record and there won't be any more payments for it."



Agent / Agency

Agency access to weekly mission view

Agencies can now use the weekly view to see an overview of missions for the week, and to assign agents to missions. They will be able to see all missions assigned to the agency itself, or to the agents within the agency.

Check-in dashboard updates for agencies

- Agencies can now see missions assigned to their agents, and missions on properties for which their agents are set as the default check-in agent
- Agencies are no longer permitted to remove the agent assigned to a mission via the check-in dashboard (since removing the agent means they agency loses visibility of the mission).
- Agencies are able to change the agent assigned to a check-in mission, by opening the dropdown menu in the "agent" column

PROPERTY	MISSION	AGENT	ADDRESS	GUEST
66355 - Thames Riversi... Metro: London Bridge	2622462	demo.agent +33666666666	Bankside, Londres, Reino...	es

Check-out & extra dashboard updates for agencies

- In the check-out dashboard, agencies can now see missions assigned to their agents
- In the check-out & extra dashboards, agencies no longer see the option to unassign a mission, they can only change the assigned agent (this is to avoid agencies losing visibility over missions)

With these changes, agencies should be able to see their agents' missions in all mission dashboards, and assign missions to their agents from all dashboards.

Missions

Improvements to the mission management for relocations

Previously the new "beta" relocation system was cancelling cleaning missions and sending an alert on Slack to warn that cleaning missions had to be re-organised.

Now the system automatically manages cleaning missions: after the relocation, RentalReady re-creates a cleaning mission on the new property, applying the settings of the new property (default cleaning agent, cleaning duration, etc).

We still send an alert to Slack because some manual changes might still be needed on the missions, e.g. assign another check-in agent if the relocation takes place on the arrival date.

Other improvements:

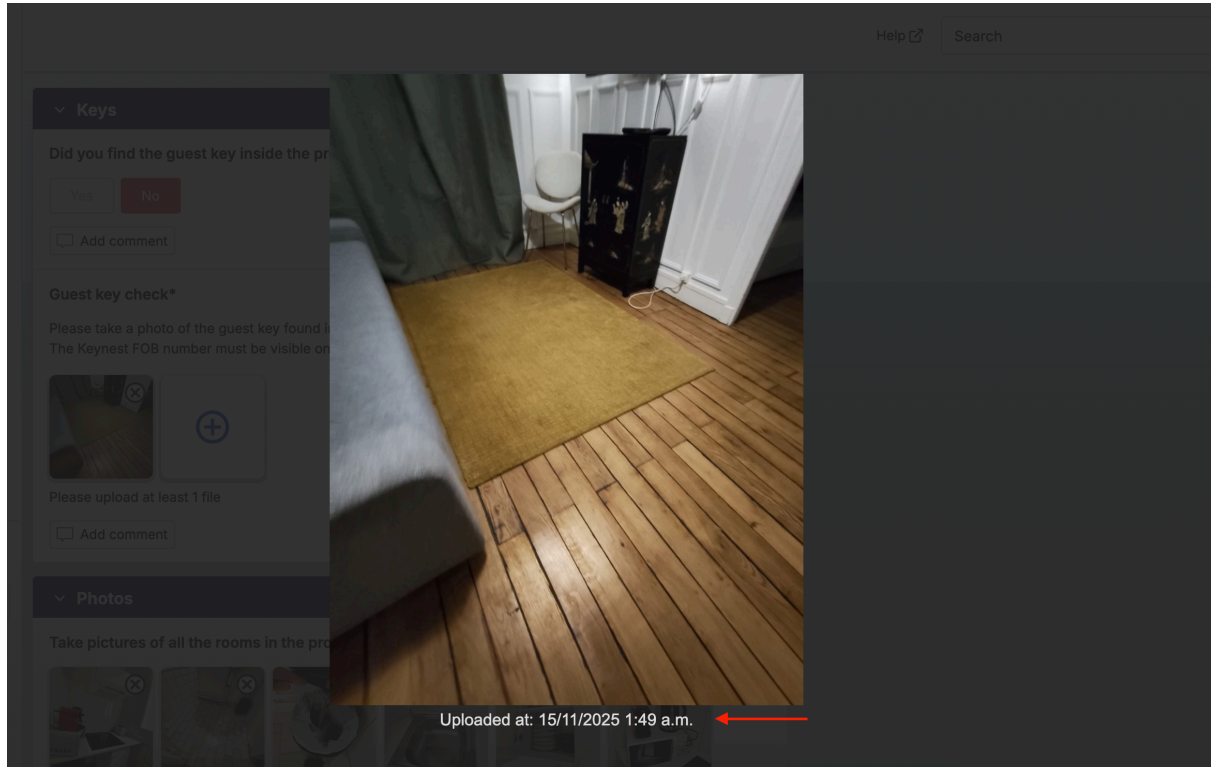
- Extra missions linked to the reservation won't be cancelled anymore, now they get transferred as they are to the new property.
- Check-out missions will now always be cancelled, and only re-created if required on the new property.
- Check-in missions will be cancelled and re-created if the relocation happens before the arrival date. If the reservation is already in progress, the check-in mission will be transferred to the new property as it is.

Hide unnecessary stay extensions from the Check-in Dashboard

Previously, all reservations belonging to a stay extension chain were displayed in the Check-in dashboard. From now on, only the first check-in mission will be shown, which is the one corresponding to the guest's actual check-in day.

Checklist Attachments – Upload Timestamp

We've updated the checklist attachments gallery to now display the date and time each attachment was uploaded.



Mission files

It's now possible to attach files directly to missions. In the mission create and edit forms, users will now find a new *Mission files* section where they can upload up to 5 files (photos, videos, or documents). Once saved, these attachments will appear in the mission details page for both staff users and agents, within the *Instructions* section.

Charged to

Guest

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

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

☐ Mark mission as verified

☐ Mission is urgent

Mission files

+

Upload

+

Upload

+

Upload

+

Upload

Submit

2 x Toilet

Special instructions

Attachments

Instructions

Property info

Property
0000 - TEST - PM

Cleaning instructions

Directions for waste disposal

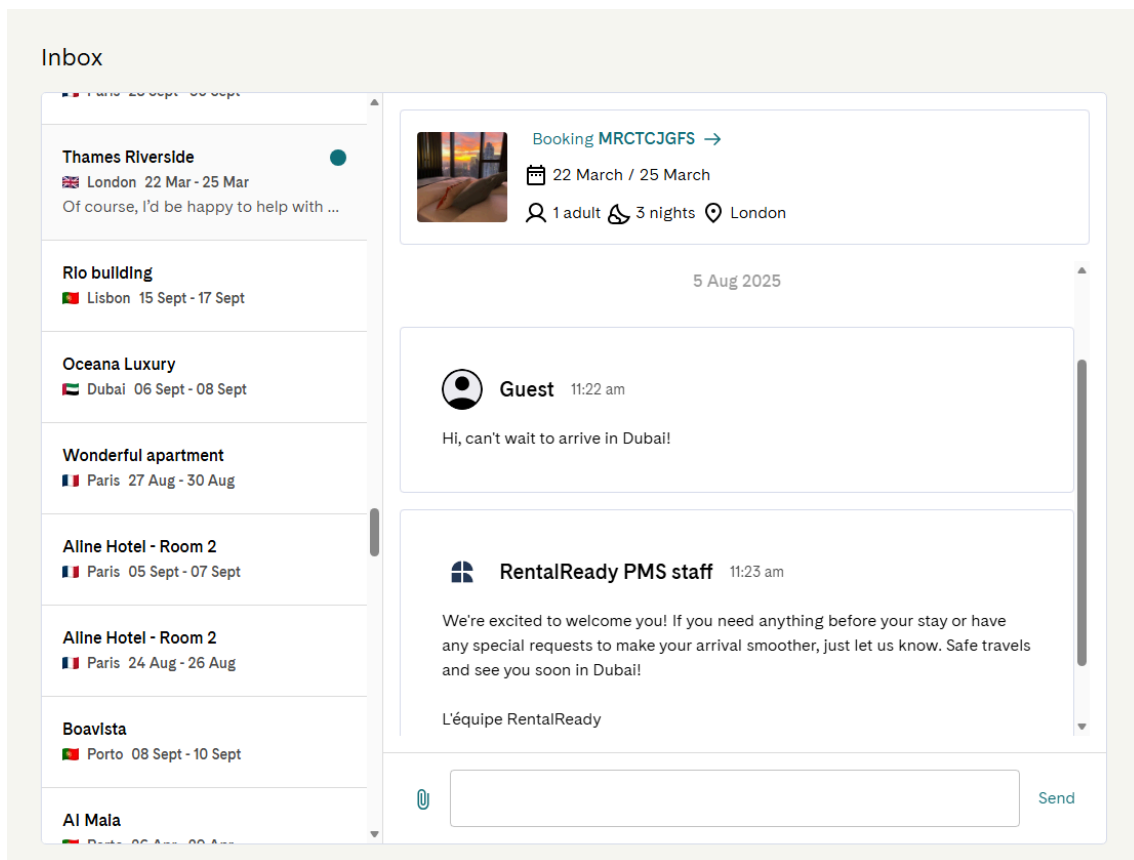
Cleaning equipment location

Guest Space

Guest space inbox

Before, the staff user name who sent a message to the guest was displayed on the guest space inbox above the message.

Now, we display the "PM name" team instead.



Upselling

New cleaning buffer for early check in and late check out requests

We've added some new fields to the upselling rules to improve early check-ins and late check-outs with same-day reservations.

- There is a new field *Check next arrival for late check-out* to the late check-out rules. When enabled, late check-outs will only be allowed if the next reservation starts at least one day after the check-out. If not enabled, the system will skip this check. The option is enabled by default.
- There is also a new field *Cleaning buffer time*, which limits the guest's available time choices for upselling requests. The system will follow the rule settings but adjust the available options based on the property's cleaning duration and buffer time when there is another reservation in the same day.
- Early check-in example: If the standard check-in time is 3:00 PM, the previous guest checks out at 11:00 AM, the cleaning duration is 2 hours, and the buffer time is 30 minutes, the earliest possible early check-in will be 1:30 PM.

- Late check-out example: If the standard check-out time is 11:00 AM, the next guest arrives at 3:00 PM, the cleaning duration is 1.5 hours, and the buffer time is 30 minutes, the latest possible late check-out will be 1:00 PM.

When there are no check-ins or check-outs on the same day, the system will block the calendar only if the reservation exceeds the available time frame based on the cleaning buffer time and the property's cleaning duration.

Cleaning buffer time (minutes)

Additional time added to the property's cleaning duration between check-out and the next check-in.

60

Pricing

Pricing algorithm history in RentalReady

We've added a new way to track changes of the pricing algorithms:

- On the pricing algorithm details page you'll find a new *Show history* button that takes you to the new history page. The layout of this page is similar to the pricing algorithm details, where the content is split between the same tabs
- A new *Delete* button has been added to the pricing algorithms table, allowing you to remove an office from the algorithm. Any deletion activity is recorded and displayed on the history page under the *Offices* tab.

The screenshot shows two parts of the RentalReady interface. The top part is the 'Manage algorithm • A_245_API TEST OFFICE' page. It has a 'Show history' button highlighted with a red box. The bottom part is the 'History for: Pricing algorithm history • A_245_API TEST OFFICE - 373' page. The 'Offices' tab is selected, showing a table with one result. The table has columns: ID, OFFICE, CREATED AT, DELETED AT, and DELETED BY. The row shows ID 328, OFFICE API TEST OFFICE, and CREATED AT 31/10/2025 9:32 a.m.

Manage algorithm • A_245_API TEST OFFICE

← Back **Show history** Help Search

Seasonality Short stay New property Events Time factor Day of the week Minimum stay periods Occupancy rate

Seasonality [Pricing algorithms documentation](#)

The variation will apply for the entire month. To have a targeted pricing on defined dates, please use the factors "local events", for school holidays, sports events, cultural events, etc.

History for: Pricing algorithm history • A_245_API TEST OFFICE - 373

← Back Help Search

Seasonality Short stay New property Events Time factor Day of the week Variable min stay Occupancy rate **Offices**

Filters ^

Office
Type and select [Clear all](#) [Apply](#)

1 result [Export CSV](#)

ID	OFFICE	CREATED AT	DELETED AT	DELETED BY
328	API TEST OFFICE	31/10/2025 9:32 a.m.		

First Prev 1 Next Last

VRBO Promotions Expansion

You can now manage even more promotions for VRBO directly in RentalReady:

- Last Minute Promotion – Offer discounts for short-notice stays to quickly fill availability and increase visibility.
- Early Booking Promotion – Reward guests who book well in advance to secure early revenue and ensure occupancy.
- Mobile Rate Promotion – Provide exclusive discounts for guests booking through mobile devices to attract more on-the-go travelers.
- Members Only Promotion - Only available for (VRBO)One Key Loyalty members. Creating this promotion will activate three tiered discounts automatically for One Key loyalty members: Blue members get 10%, Silver members 15%, and Gold members 20%.

The screenshot displays a user interface for creating a promotion. It features two main sections, each with a title and a dropdown menu. The first section is titled "Select platform" and has a dropdown menu currently showing "VRBO". The second section is titled "Select promotion type" and has a dropdown menu that is open, showing a list of options: "Select Promotion Type", "New listing discount", "Last minute promotion", "Early booker promotion", and "Mobile rate promotion". The "Select Promotion Type" option is highlighted in the list.

Minimum Limit Stay

The field "minimum limit stay" was added in property edition form > Price tab.

This new field will allow you to add the lower bound limit of the minstay.

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

Portfolio
Reservations
Inline calendar
Mailbox
HomeReady
Missions
Quality
Finance
AI suite
Configuration
Users
My account
English

9999,00

Maximum price
High boundary of the price. The algorithm will never set a price higher than the maximum price.
Number

Minimum price
Low boundary of the price. The algorithm will never set a price below the minimum price.
9999,00

Price per extra person
For each person exceeding the sleeps value, this price will be paid daily.
0,00

Minimum stay
Define minimum stay on platforms. If you choose 0, will default to 1 night for next 15 days then 2 nights after that. Always choose 2 for normal properties.
2

Minimum stay limit
This is the lower bound limit of the minstay. 
1

Maximum stay
0

Mid-term factor
Factor applied to average of daily prices to compute mid-term price.
Number

Airbnb: Apply discount for non refundable rates
Example: If the price is 100€ for refundable rate, the guest can choose to pay 90€ if 10% Discount is selected, and get non refundable rates. Guests can book the non-refundable rate until the listing's cancellation policy kicks in and if the reservation's check-out date is within 60 days.

Artificial Intelligence

Improved error message when generating AI replies

- Previously, when clicking on "Generate AI reply" in the Mailbox, if we were unable to determine which property the conversation relates to, there would be a generic error message like "Something went wrong".
- Now, we display a more useful error message.
- This happens e.g. when there are multiple reservations associated with the same conversation.

Maia - allow replies for flags

It is now possible to configure the flags for which Maia should still reply to conversations.

☒ **Reply to flagged conversations**
Allow Maia to reply to flagged conversations.

Select flags that should be replied to

- ☒ Violet ✓
- ☐ Orange
- ☐ Green
- ☐ Blue
- ☐ Yellow
- ☐ Pink

Maia flagging logic updated

- Previously, Maia only looked at the AI Agent Configuration setting **Select flags that should be replied to** before deciding whether or not to reply to a guest message
- Maia did not take this setting into account during the process of flagging a conversation, meaning a conversation could be flagged to and replied to at the same time regardless of the setting **Select flags that should be replied to**
- Now, Maia will look at this setting after flagging a conversation before replying to a conversation
- If the flag is in the list of flags for which replies are allowed, the reply will be posted in addition to the conversation being flagged
- If the flag is not in the list of flags for which replies are allowed, then the conversation will be flagged only and not replied to

Maia automatic answer prompt updated to avoid making promises

- The prompt used by Maia to automatically reply to conversations has been updated to avoid promising that a request made by the guest will be fulfilled.
- Previously, Maia would promise deliveries or promise that a staff member would meet the guest.

- Now, when the guest makes a request, Maia should politely communicate to the guest that their request has been noted and will be communicated to a member of staff.
- Maia will leave the conversation open and, if configured, flag the conversation.

Maia now has access to internal notes

Previously, Maia did not have access to internal notes in the Mailbox.

Now, internal notes are included in Maia's context when crafting automatic replies.

Data analysis

Cleaning Mission Ratings tab revamp on PMS dashboard

A revamped tab focused on cleaning mission ratings and agents. It shows mission details, overall ratings, Airbnb positive/negative tags, and MAIA review tags. It also includes a ratings distribution chart and a "ratings by agent" section, with the option to filter by specific agent.

Multi-units dashboard: new tabs added on PMS dashboard

- Performance Trends: displays occupancy, ADR, RevPAN, and commission curves, along with YoY growth. This view is suitable for comparing the performance of multiple MUs from a specific country or profit centre simultaneously.
- MU-level Performance: Uses a similar format but focuses on all metrics for a single MU. This view provides a complete overview of an individual multi-unit's performance.

Both tabs include a section showing MU performance on b.com (a key distribution channel) highlighting the evolution of the rating and the number of bookings as a share of the total.

Security

RentalReady malware blacklist issues with Avast, etc.

In November, some users were not being able to access RentalReady, which was suddenly getting blocked by different anti-malware tools, including Avast, and we suspect also some iOS security tools that block network requests even from inside our mobile apps (e.g. VPN filtering and ad blockers that use the Safari content blocking API).

We've been investigating this issue, and on the 17th we realised that RentalReady had been blacklisted by CRDF Threat Center. We messaged them, they confirmed that the blacklisting was a false positive, and they removed RentalReady from their blacklist.

However this change might take a while to propagate, until all the tools that rely on the CRDF blacklist update refresh their own copy of the blacklist. At the moment we are writing to some of these security companies to try and restore access to RentalReady for everyone as soon as possible.

In the meantime, please tell any user who sees a page saying that RentalReady is blocked for malware to use the feature of their anti-virus to flag it as a false positive.

Integration

Integration with Minut

We have now an official and direct integration with Minut.

Through Minut devices, you can track noise, smoking, and environmental conditions.

RentalReady sends reservations details to Minut which will directly notify the guest if loud noise is detected in the property.