



Quick Start Guide for Accommodators

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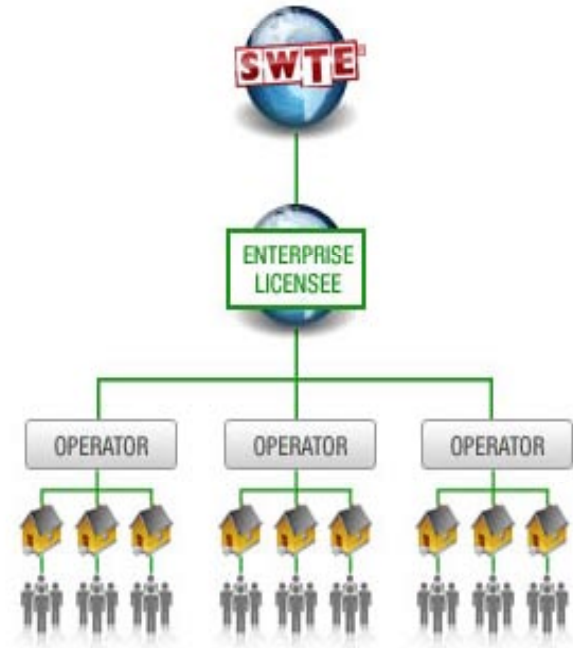
Introduction

SWTE provide global on-line accommodation booking and management systems to accommodation providers such as management companies, private landlords or simply tenants or property owners renting out a spare room.

Linked to one global database, stayers search and book from within their own SWTE stayer management and booking system. They have free access to the system and once they've booked your place, they automatically switch to your system. Here they're able to pay deposits, pay rent, enter into contracts, request maintenance and give departure notices.

The SWTE Start (entry-level) accommodation management system is FREE to accommodators to manage all the people you get to stay with you, with a small booking fee charged per bed night for any people who SWTE end up placing into your property.

With the SWTE start system, your beds will be listed on the SWTE search engine. Once your beds are listed, their status determines what is shown to stayers searching for vacant listings. So, as soon as a stayer in your property gives their departure notice, the bed will automatically be listed as vacant from the departure date given. When it's time for one of your stayers to move on, they can use SWTE to find a new home.



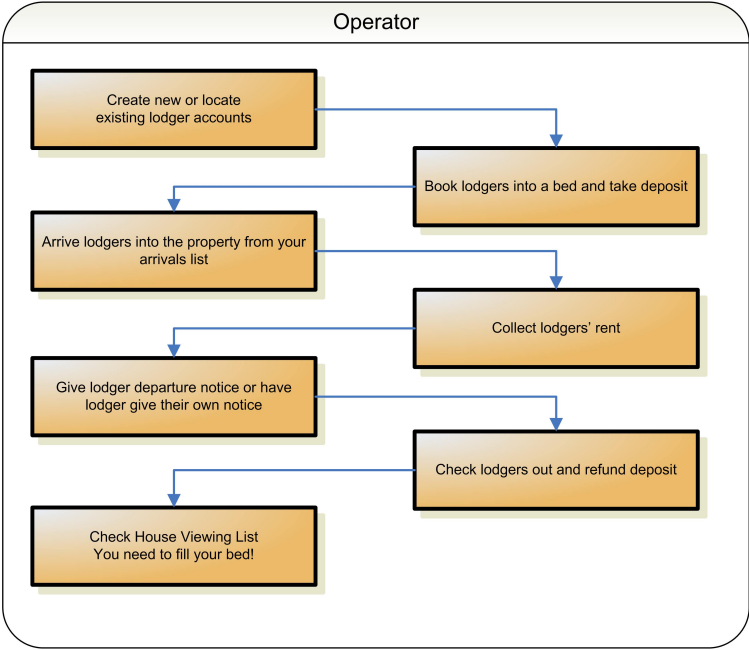
Some SWTE Terms

You'll come across the following terms throughout the SWTE documentation:

SWTE Accommodators are accommodation providers

SWTE Stayers are lodgers, tenants or occupants.

Stayer Management Work Flow



Creating a New Stayer Account

1. Click **Create new user** on the Green Bar.



2. Complete all the relevant fields on the Account details screen. What is entered will influence the results they get from the search engines, so make sure it is accurate.
3. Click **Save** when finished.

Finding an Existing Stayer's Account

1. If you know the stayer's SWTE name, type it in the box in the green bar and go to step 4. If you don't know, type their first name in the box.
2. Click **Search**. A list of matching user names display. Scroll down to the one you want and click on it.



3. With the stayer's user name now in the box, click **Go**
4. The stayer's account details displays.

Book a Stayer into a Bed

1. Locate the stayer's account.
2. Click **Proceed to booking**.

Referral by
Username

Work and Travel

monkey22

Edit Reset Password **Proceed to booking** House viewing list

3. Select the house.
4. Select the estimated contract period and click **Go** to update.
5. Click the bed to book.

Bed list

Select time Gorilla Cage Contract 08/06/2006 1:12 To 29/07/2006 1:12 **Go**

Previous | Next Page 1 of 1

Zone	Bed #	Room type	Weekly bed rate	Daily bed rate	Date available
6	Gorilla Cage - 31	Twin Share	\$ 150.00	\$ 21.43	07/06/2006

* Special bed rates

** This bed is not available for the selected contract duration of 51 Days.

*** Booking can't be made for later than 7 days from the date the bed is available.

6. If you're taking the deposit, select the payment method; otherwise select No for Payment received. Note that you can override the rate and deposit amounts if you need to.
7. Explain your terms and conditions of stay to the stayer and then click the **Accept** radio button. It is a good idea to have a copy of your terms and conditions for them to sign.
8. Click **Confirm booking**

Confirm booking

House Name	Bed No.	Name of guest	Operating Hours	Available
Gorilla Cage	31	Melinda	9 - 11	07/06/2006

Contract

Contract period From 08/06/2006 1:12 To 29/07/2006 1:12 Recalculate

Bed rates (Weekly, Daily) \$ 150.00 \$ 21.43

Deposit amount (Refundable) \$ 250.00 Recalculate

Deposit paid (waiting list) \$ 0.0

Length of contract 51 Days

Total rent for contract term \$ 1092.86

Non-refundable ancillary charges \$ 0.00

Total rent + Deposit \$ 1342.86

Due now to secure booking (Deposit) \$ 250.00

Mode of payment **CASH**

Payment received Yes

For cases where payment not received

We will hold your booking for a period of 72 hours. If we do not receive your payment of \$ 250.00 at the end of that period we will have to release your booking.

Terms and conditions

The Operators of this accommodation grants to the Resident the licence to occupy their premises upon terms and conditions hereinafter set forth:

Electronic Acceptance
The resident acknowledges that upon becoming a recognised member of this house they are provided their own

☒ Accept ☐ Do not accept

By Clicking on the confirm button below, you agree to accept the Terms and Conditions and refundable charge of: 250.0

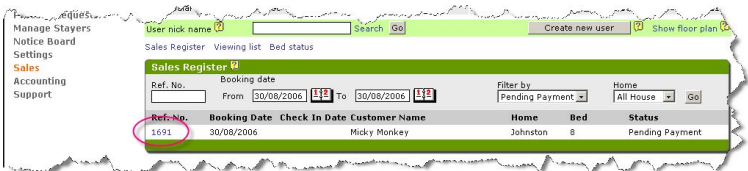
You pay the Balance of \$ 150.00 on arrival at the hostel.

<< Back **Confirm booking** Cancel

That's it. They will be listed on your arrivals list within *Manage stayers*.

Cancelling a Booking

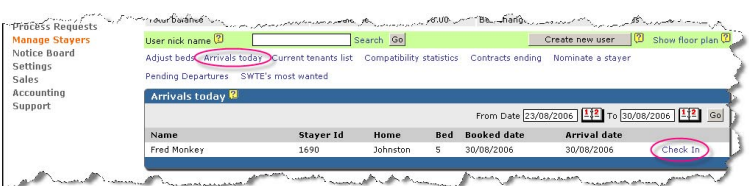
- 1. Click **Sales** in the left hand menu. A list of bookings that are pending payment (i.e. unconfirmed) is displayed.
- 2. Click the reference number of the booking to cancel.



- 3. Click **Cancel Booking**.

Arriving Stayers

- 1. Click **Manage Stayers**.
- 2. Click **Arrivals today**.
- 3. Click **Check In**.



- 4. Confirm the details on the screen and click **Check In**.
- 5. That's it. Hand them the keys; show them to their room.

Accepting Rent Payments

To enter a rent payment from a late payer:

1. In SWTE's most wanted, click **Late Rent** next to the stayer's name. The rent payment screen will display.

My Workplace
 My Messages
 My Notices
 Process Requests
 Manage Stayers
 Notice Board
 Settings
 Sales
 Accounting
 Support

Money in	\$ 14043.00	Cash In	\$ 14043.00
Money out	\$ 840.00	Cash out	\$ 840.00
Total balance	\$ 13203.00	Cash balance	\$ 13203.00

User nick name Search

SWTE's most wanted

Stayer Name	Reason	Home	Bed	Bi
Micky Monkey	Late Rent	Johnston	3	TH
Michelle Monkey	Late Rent	Johnston	4	TH
christopher monkey	Late Rent	Johnston	7	TH

2. Type in the amount received.
3. Select the payment method.
4. Click **Submit Payment**.

Contract Deposit \$ 250.00 **Rent period due** 08/06/2006 - 15/06/2006

Contract liability \$ 1307.15 **Amount due** \$ 150.00

Amount paid \$ 300.00 **Partially paid** \$ 0.00

Contract owing \$ 1007.15 **Outstanding** \$ 150.00

Rent paid till 07/06/2006

[View history of payments made](#)

Outstanding rent	Due date	Latest payable by	Late rent fine
\$ 150.00	08/06/2006	09/06/2006	\$ 0.00

Total discount on payment amount is 0.00

Cash received Type

Note :- Fine amounts will be automatically deducted from deposit amount.

To enter an on-time or early payment:

1. Locate the stayer's account. See page 2.
2. On the **Account holder** screen, click **Rent Payment**.

User nick name Search

Account holder

Name	Michelle Monkey	Home	Johnston, Bed no. 4
Billing cycle	Thursday	Date of arrival	24/08/2006
Mobile no.	789456123	Contract type	Standard
Total Fine	\$ 10.00	Cash backs	\$ 0.00
		Rewards	20.0

Account details **Pay rent** Manage Contract Swap beds Top up deposit Pay off fines Give notice

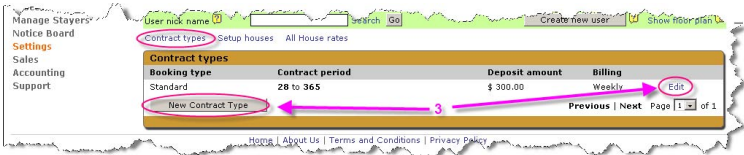
Check out Transactions Adjust rent Contract History

3. Type in the amount received.
4. Select the payment method.
5. Click **Submit Payment**

Managing Contracts and Rates

To edit an existing contract or add a new one:

- 1. Click **Settings**.
- 2. Click **Contract types**.
- 3. To add a new contract, click **New Contract Type**. To edit an existing contract, click **Edit**.



- 4. Everything you need to know about the contract is in the help pop-ups. Click the question marks **?** next to the fields and read the instructions/ explanations so you fully understand the consequences of any changes before you make any.

To edit or add your bed type rack rates:

- 1. Click **Settings**.
- 2. Click **All house rates**.
- 3. To edit an existing rate, click **Edit**. To add a new one, click **Add new rack rates**.



- 4. Everything you need to know about the contract is in the help pop-ups. Click the question marks **?** next to the fields. Make sure you click **Save** when finished.

Departing Stayers

1. Locate the stayer's account (see Finding a Stayer's Account on page 2).
2. Click **Give notice**.

A screenshot of a web page showing account details for a stayer. The page has a blue header with the following information: Mobile no. 0423 110 242, ON VARIABLE RATE, Status Stayer, and Expiry 03/09. Below the header is a table with two rows: 'Total Fine' with a value of \$ 100.00 and 'Cash backs' with a value of \$ 0.00. The 'Rewards' column shows a value of 500.0. Below the table is a navigation bar with links: Account details, Pay rent, Manage Contract, Swap beds, Top up deposit, Pay off fines, and Give notice. The 'Give notice' link is circled in red. Below the navigation bar is a section titled 'Account details' with a sub-link 'History'.

3. Enter the departure date.
4. Click **Submit**.

A screenshot of a web page titled 'Departure notice'. The page contains the following text: 'Your current contract is coming to a close on 19/05/2006. A notice of 7 days is Please enter the date on which you want to leave the house below. If the date you enter is later than 19/05/2006, your contract will be automaticall If you enter a date earlier than 19/05/2006, you will be charged a Contract br Please issue notice only if you are really intending to leave. Once we receive y not be able to stay longer once your bed is sold.' Below the text is a form with a label 'Departure date' and a date input field containing '19/05/2006'. The date input field is circled in red. To the right of the date input field is a small icon of a calendar. Below the date input field is a 'submit' button and a 'cancel' button. The 'submit' button is circled in red. At the bottom of the page is a navigation bar with links: Home, About Us, Terms and Conditions, and Privacy Policy.

5. An acknowledgement of the notice is displayed. Make sure that the stayer knows to keep the reference number.

6. This bed will automatically become listed within the SWTE Search engines for thousands of SWTE members to see and then book to view it.

Note: Your stayers can give departure notice for themselves on-line. Once submitted they will be listed under pending inspections for the day they depart

They would have to agree to the following terms before they can submit a departure notice:

- I will arrange a departure inspection time with my accommodation provider.
- I will present my bedroom clean and clear of my belongings at my departure inspection.
- I will present the common living areas of the property to a standard requested by my accommodation provider.
- I accept that my deposit will be refunded after my departure inspection is deemed satisfactory by my accommodation provider.

Checking Stayers Out

To see a list of inspections due:

- 1. Click **Manage Stayer**.
- 2. Click **Pending Departures**. A list of all the departures pending is displayed.



To check a stayer out after you've completed your inspection:

- 1. Click **Check Out** next to the stayer's name.

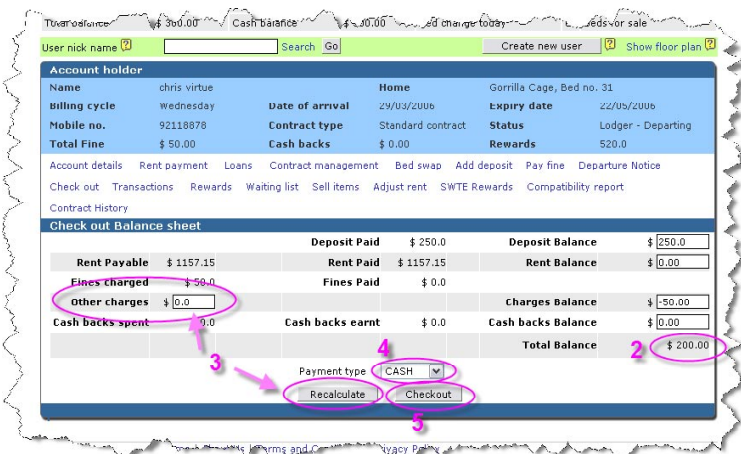


- 2. The total balance and how it is made up is shown. All the fields with boxes around them are editable, so you can make adjustments if you need to.

Note: If the total balance figure is negative, it means that the stayer owes you money.

- 3. If they haven't passed the inspection and you want to fine them or charge them for damages, type the amount in the Other charges field. Click **Recalculate** if you do.

- 4. If you need to collect any cash from them, don't forget the payment method.
- 5. Click **Check out** when finished.

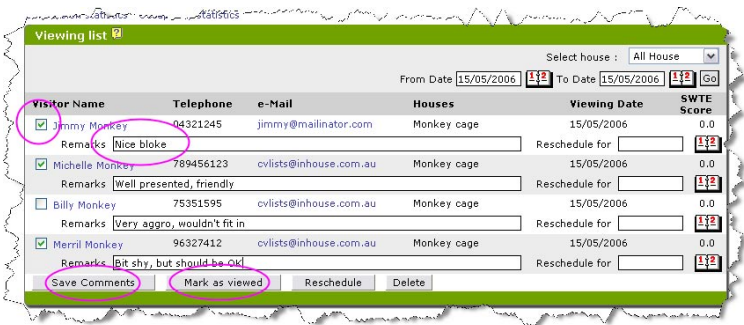


Grab the keys from them and show them the door. They will receive a 'goodbye' email, you can then arrive your incoming stayer.

Vacancies for Sale—Checking the Viewing list

To check the viewing list:

- 1. Click **Sales** in the left menu.
- 2. Click **Viewing List**



The list of people who have seen your property listed within the search engine and have booked to come and view your place are displayed along with their contact details. They are intending to come to your address at the times you listed your place to be available when submitting your SWTE start form. Its a good idea to call them to confirm.

- 3. As you confirm that they are welcome to book a bed in your property, mark them as 'Viewed'. You can add useful comments about each prospective stayer for your records or a follow up call:
 - Make sure the box next to the stayer is ticked.
 - Type your comment.
 - Click Mark as Viewed .

Note: Stayers who you do not mark as viewed will not be able to book a bed in your place. The “marked as viewed” function is your security to ensure that people cannot book into your house without your welcoming them.

What happens next?

You have two choices:

- 1. Book them into your bed yourself by finding the stayers account (see Finding an Existing Stayer’s Account on page 5) and book them directly into an available bed.
- 2. Marked off the stayer as 'viewed', then instruct them book your available bed themselves on-line once they decide they want to move inn. They can do this from their own SWTE stayer account.

If you accept on-line payments, stayers can make their booking and pay their deposit on-line to confirm. After they have done that they will be on your arrivals list for that day.

Confirming Bookings

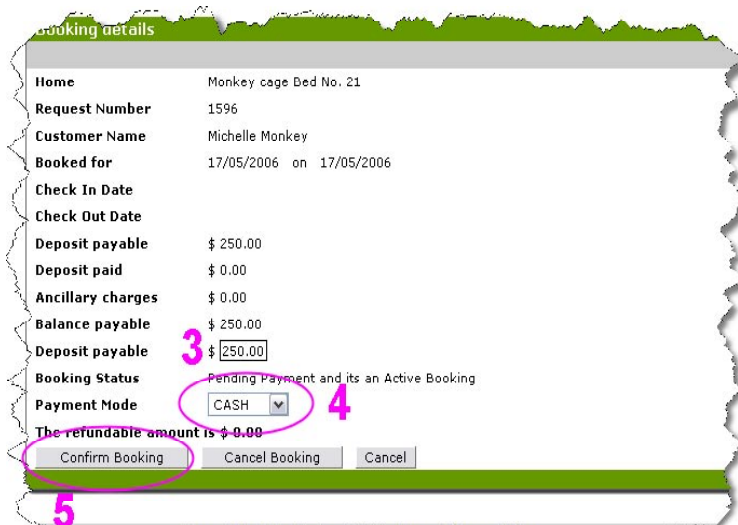
If a stayer has booked a bed on-line and you don't accept on-line payments, they have 24 hours to pay you directly to confirm the booking before it is automatically cancelled. The stayer will have received a reference number when they book. Get that number off them. All bookings that are pending payment are listed under *Sales*.

To confirm a booking, pending payment:

1. Click **Sales** in the left-hand menu.
2. Click the booking **Ref No.**



3. The amount to collect is shown.
4. Choose the payment method from the drop-down list.
5. Click **Confirm Booking**



Accounting

Click the Accounting link for accommodation, transaction and balance reports, and bed-nights report. You can also view security deposits held, revoke fines and register for on-line payments.

We won't go through everything here, because it's pretty straightforward.

The bed-nights report lists all bed-nights for your property for accounts created by you (i.e. operator bed-nights) and all bed-nights by existing SWTE accounts holders (i.e. enterprise bed-nights). Use this report to reconcile your SWTE Invoice.

To run the bed nights report:

- 1. Click **Accounting** then **Bed nights report**
- 2. Select the houses that you want to view.
- 3. Select the range of dates.
- 4. Click **Go**



5. A brief report displays. To see more detail about a particular house, click **Click for details**. The details display in a new window.



On the first day of each month, you will be invoiced a small booking fee per enterprise bed-night for the previous month. Your SWTE invoice will be listed in your accounting pages on the first day of each month.

You can pay the invoice by credit card using our on-line credit card facility within the SWTE application or by direct deposit into our bank account by filling out a direct debit authorization form within your accounting pages.

Uploading Pictures

To make your listing appealing within our search engine you must load some pictures into your listing for prospective stayers to see what they're getting into?

To upload a picture:

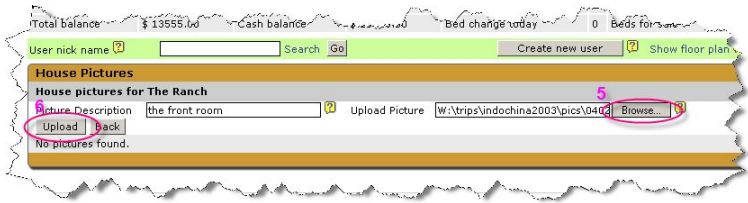
- 1. Click **Settings**
- 2. Click **Set up houses**



- 3. Click **Pictures** next to the house that you want to upload for.
- 4. Type in a Picture Description.
- 5. Click **Browse**. What you have to do here will vary according to the operating system that you use. Browse to and select the picture file. The full file name will display in the Upload Picture field.

Note: Photos must be GIF or JPG format and we recommend 640X480 resolution in landscape for best results.

6. Click **Upload**



- 7. A thumbnail view of the picture will be shown.

Going Live

When you feel that you know the SWTE system well enough to run your business, then it's time to go live.

Before you can go live, you need to ensure that the system matches the way you currently run your property. For instance, if your rent cycle is Friday to Friday, then you need to ensure that each of your stayers is booked onto the system to arrive on a Friday. You must arrive them on a Friday to be sure their rent cycle on the new system matches their current cycle.

Similarly, make sure that when you book your existing stayers into the system that you enter a deposit amount that is the same as their existing deposit balance to ensure when these stayers depart, their deposit balance is accurate.

Support

Inside your application you will see a Support link at the bottom of your left hand navigational bar. Inside these pages you will find the following information.

- A full SWTE Start training manual. (This Quick Start Guide is a summary.)
- SWTE product upgrade pages.
- Your SWTE Facilitator's ('SWTE fa') contact details for support, and product upgrade assistance
- Service request forms (e.g. book a trainer)
- On-line payment processing application wizard for on-line payment of deposits and rent into your account.

Product Upgrades

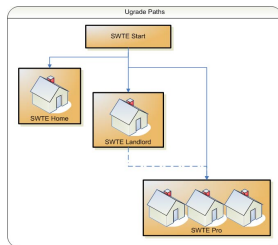
There's a whole lot more to the SWTE system than SWTE Start. Upgrading allows you to implement community and reward tasks, manage more than one property, manage staff tasks and generally have a lot more control.

There are three upgrade paths that you can take:

SWTE Home for live-in managers, home stay families hosting lodgers or head tenants sub-renting. It allows the person managing the place to be a part of it amongst fellow stayers.

SWTE Landlord for those managing multiple smaller properties from outside the property, not as one of the stayers living in it.

SWTE Pro the all-singing, all-dancing solution to the accommodation management nightmare for larger landlords with staff and is suitable for management companies, universities and managing agents.



You can find out about all of these options from the www.swte.biz web site. Just follow the Products link or talk to your SWTE facilitator. Once you've decided which product is best for you, upgrading is easy.

To upgrade:

1. Click **Support**
2. Click **Product Upgrade**. The product that you're currently on is shown.
3. If you want your beds listed in the search engines, click **Yes**, otherwise click **No**
4. Enter the number of beds that you want to set up on the system
5. Click the product that you want to upgrade to.
6. Click **Proceed**

The screenshot shows the 'Product Upgrade' page. On the left is a sidebar menu with 'Support' highlighted. The main content area has a 'Current Licence' section showing 'SWTE "Start"' and a 'Product upgrade request' section. Numbered steps are indicated by pink circles and arrows: 2 points to the 'Product Upgrade' link in the sidebar; 3 points to the 'Search engine listing' radio buttons (Yes/No); 4 points to the 'Licenced beds' input field; 5 points to the 'Available products' radio buttons (SWTE "Start", "Home", "Landlord", "pro"); 6 points to the 'Proceed' button.

7. Review all the details on the next screen and if all is OK, click **Confirm Upgrade**

The screenshot shows a summary of upgrade details. At the bottom, the 'Confirm Upgrade' button is highlighted with a pink circle.

Upgrade fee	\$ 122.00	Payable within / days
Licence anniversary	01/01/2007	
Renewal Term	01/01/2006 to 01/01/2007 (365 days)	
Renewal fee	\$ 365.00	payable 01/01/2007