

## Vacationer Holiday Homes LLC – Software Strategy

**Purpose:** Initially this software will be for the purpose of streamlining the operational running's of our holiday home business. The aim of the software is to integrate all currently used software into one allowing team member to have complete visibility of their day-to-day tasks.

### Software currently being utilized:

- **JotForm Enterprise – AED 26,200 pa**

There are 4 main functions of this software:

- Conduct property inspection before and after each guest's arrival (Video and Photo upload capability)
- Serves as a guest registration tool allowing guests to sign before taking handover of each property.
- A payment collection tool allowing guest to pay for services such as cleaning, additional services.

- **Monday.com – AED 4,800 pa**

There are 3 main functions, with all three requiring changes to allow for easier visibility and to be more user friendly.

- Capturing all newly created reservations from Hostaway into the task sheet, tasks are then assigned based on area. Necessary information collected, name of guest, arrival, departure date and contact number capturing guest's passports. Areas to improve on is the continuous duplication on task entries once a reservation has been confirmed/cancelled or modified.
- Calendar function, allowing team members to view the tasks assigned to them in Day/ Week/ Month format. Areas to improve is that when viewing via the Monday.com App the only way to view it is in Monthly View. Ideally it would be beneficial to be able to have it in a weekly view on the App as well.
- Functions to add: "Block Out Dates" meaning, once someone has put in their leave dates into the calendar and it has been approved no further can be assigned to that team member. Ideally a notification needs to appear.

- **Zapier – AED 882,00 pa**

The function of this software is to communicate between HostAway and Monday.com in order to capture the necessary information required to operate.

- **Hostaway – AED 55,00 per listing**

This is our Holiday Home PMS, this is where all reservations are captured, properties are listed and pushed into our Online Travel Agents (Airbnb, Booking.com, VRBO, Marriot Homes and Village and the Vacationer Holiday Home Website).

- **Stipe**

Payment Collection software that integrates to software such as HostAway, JotForm.

- **Safety Culture (iAuditor) - Free**

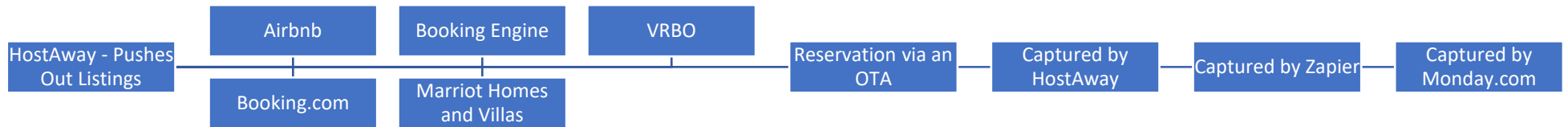
Free software that is currently being use in order to conduct new property inspections. The purpose of this software is to formulate a detailed report that is presented to a property owner informing them of items that are already in the property, items that are missing and need to replace as well as maintenance issues that need to be addressed.

- **Price Labs – AED 19 per listing**

Pricing software that feeds into HostAway that uses data collected from the current market to give informed price suggestions.

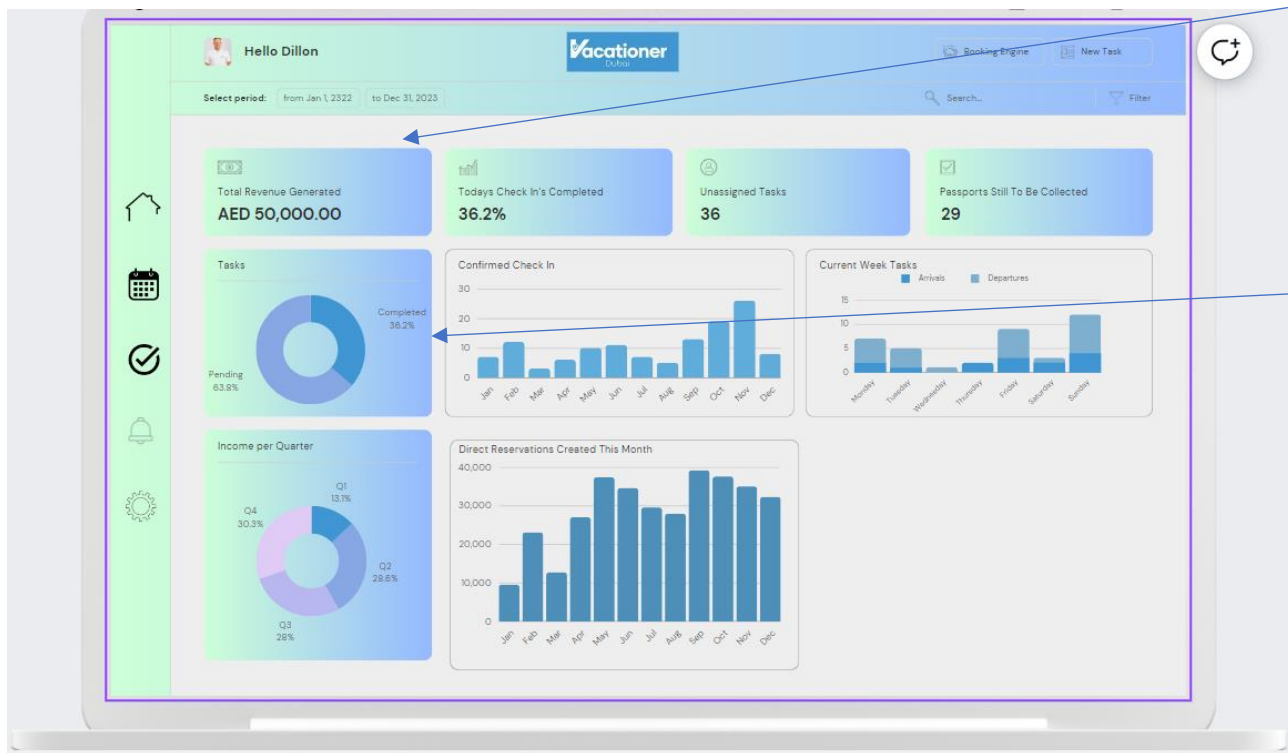
- **Pipe Drive – AED 2,200 PA**  
This is a relationship management tool used by the sales team to capture all necessary details of clients/ landlords.
- **PandaDoc – AED 2,300 PA**  
Software used for capturing digital signatures and creating contracts and documents.

## Process Flow



## Dashboard:

The dashboard should reflect the values for that particular user. The user should be able to see what is outstanding and what has been completed.



Desktop Dashboard View:  
The aim of this is for users to be able to view details regarding revenue that that user has generated.

Users can see what tasks are still incomplete and what has been completed.

Tasks:

The purpose of this is for users to see what tasks/ reservations have come through via HostAway.

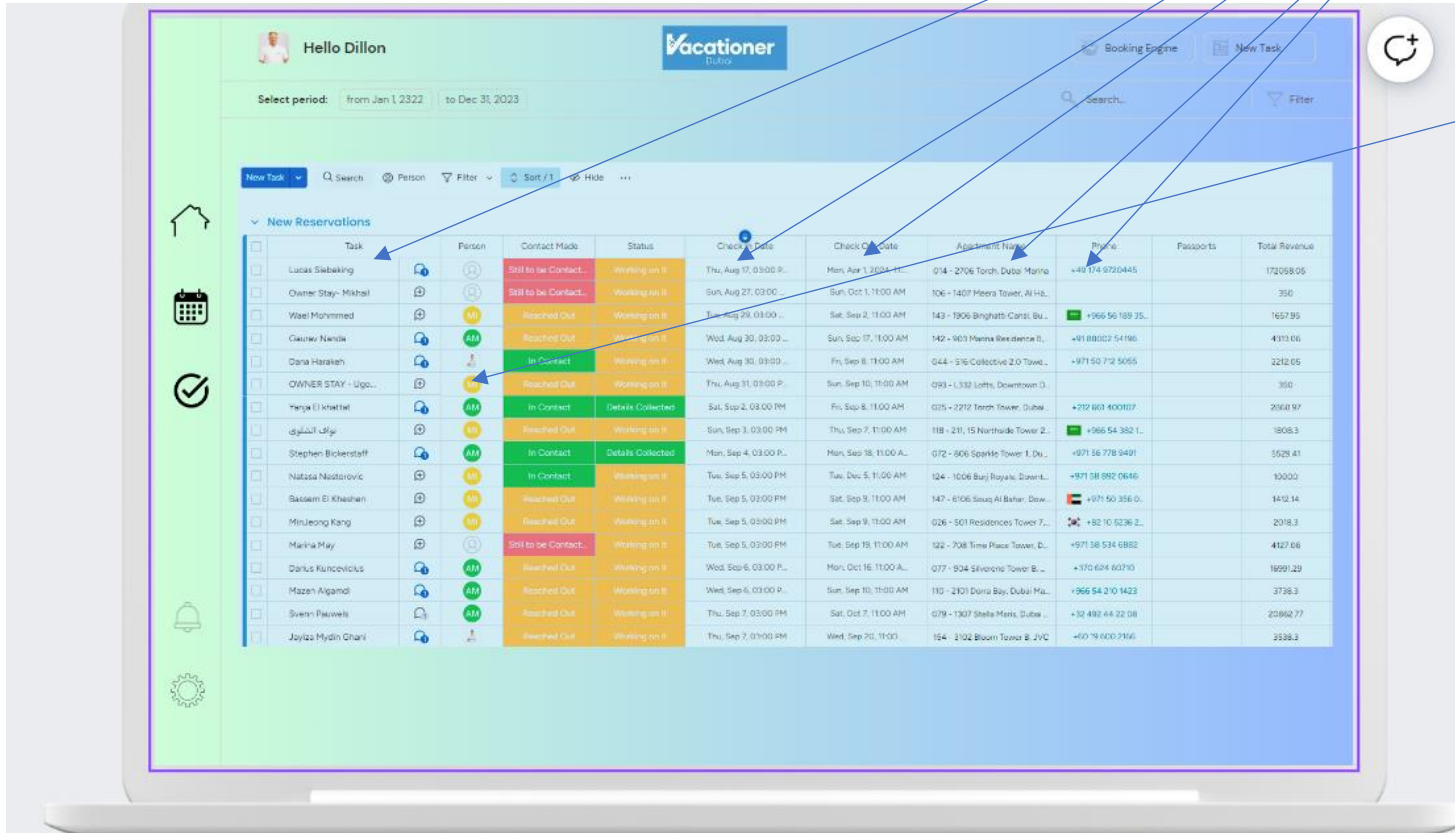
Providing details such as, name, check in and check out date, time of arrival and departure, contact details and the apartment which they have booked. All details to come from HostAway.

Users should have access to all tasks that come through from HostAway and can assign certain tasks to member in their team.

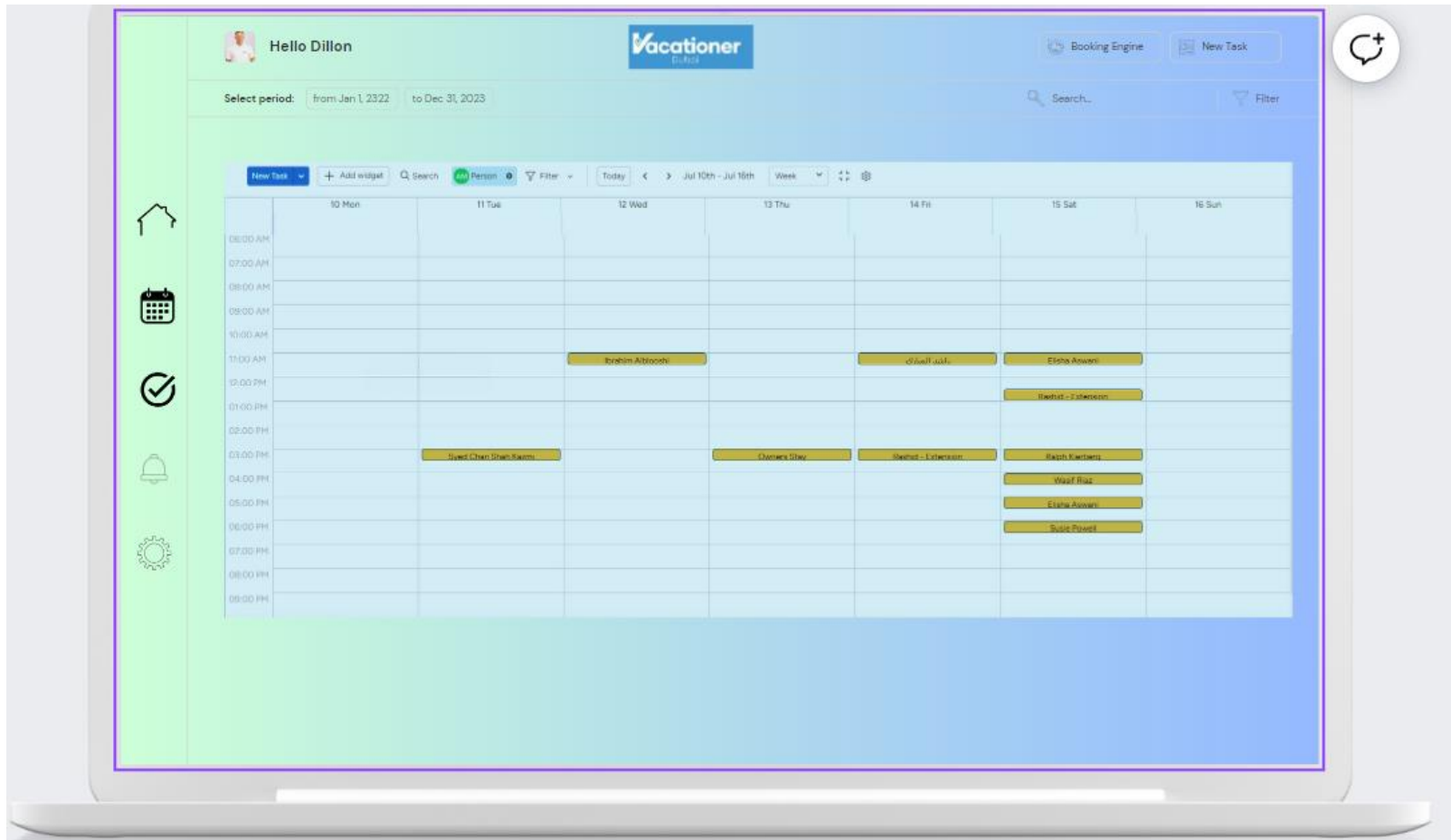
Users should be able to add and delete tasks depending on the permissions granted, all information will then be filtered into the calendar.

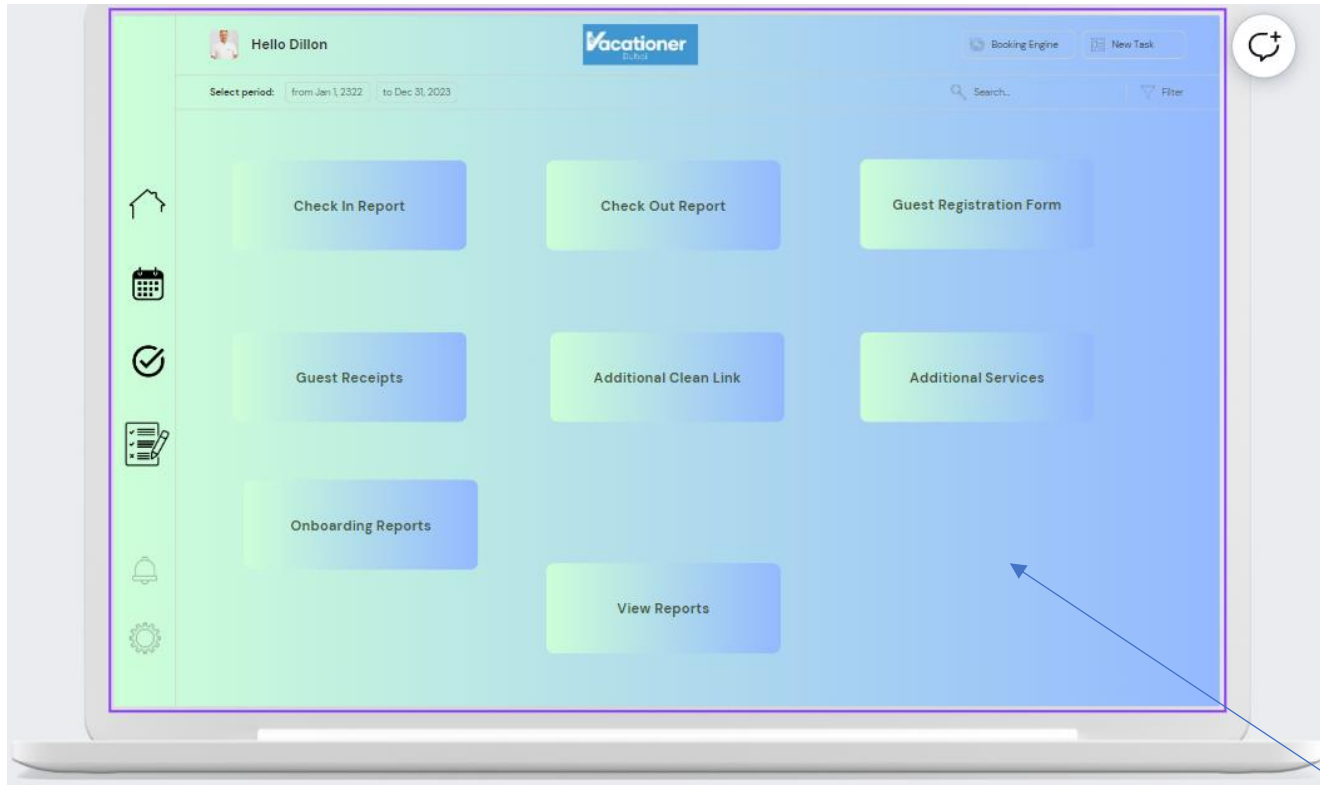
Users should be able to change the status of tasks, to track if guests have been contacted and once details have been collected.

At this stage the user should be prompted to add the arrival time, once the time has been added the task moves to the specified time on the calendar,



Calendar:





Cleaning Schedule tab would be added, the purpose of this would be for placing necessary cleaning for the week.

Third Party cleaning company should be able to access this in order to plan.

Example on page 7

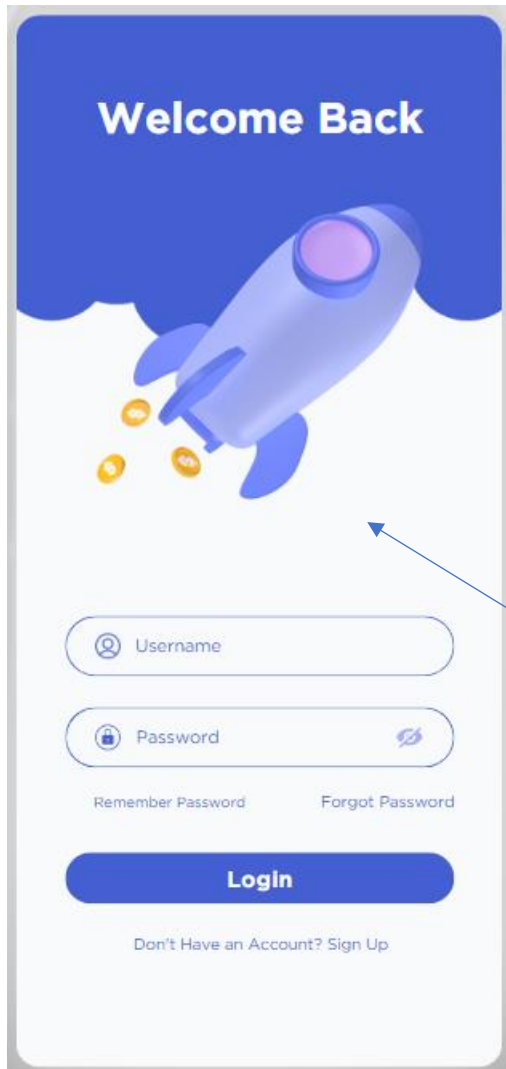
Landlord information tab should be added. This should be information taken from PipeDrive for users to be able to have easy access to certain information.

Easy way to schedule upcoming cleanings to replace google sheets.

Third Party contractors need to have access to this in order to see upcoming tasks, timings and cleaning specifications.

Third Party Contractors should be able to add the start timing and completed status from their end.

DATE	PROPERTY	Check Out Time	Cleaning Type	SERVICE REMARKS	Scheduled Time	Status	Cleaning Cost Inclusive of VAT	Provisional Beach/Pool Towels provided
Fri-1/9	1601 DAMAC Smart Heights	8:00	Fresh-up Cleaning		8:00	Done		
	011 - 306 Collective, Tower 2	12:00	Check-out Cleaning		12:30	Done		2 pcs
	053 - 2503 Sadaf 7, JBR	12:00	Check-out Cleaning		11:30	Done		2 pcs.
	079 - 1307 Stella Maris, Dubai Marina	15:00	Check-out Cleaning		16:00	Done		4 pcs
	114 - 121 Eaton Place, JVC	15:00	Check-out Cleaning		16:00	Done		4 pcs
	309 O Ten	14:00	Check-out Cleaning		14:00	Done		2 pcs
	201 Sparkle Tower 3		Deep Cleaning	new apartment clean, linens, mattress protectors and amenities	9:00	Done		2 pcs
	202 Sparkle Tower 3		Deep Cleaning	new apartment clean, linens, mattress protectors and amenities	14:15	Done		2 pcs
	204 Sparkle Tower 3		Deep Cleaning	new apartment clean, linens, mattress protectors and amenities	13:40	Done		2 pcs
	205 Sparkle Tower 3		Deep Cleaning	new apartment clean, linens, mattress protectors and amenities	9:00	Done		2 pcs
	206 Sparkle Tower 3		Deep Cleaning	new apartment clean, linens, mattress protectors and amenities	14:00	Done		2 pcs
	209 Sparkle Tower 3		Deep Cleaning	new apartment clean, linens, mattress protectors and amenities	9:00	Done		2 pcs
	128 - 404 Sparkle Tower 3	9:00	Check-out Cleaning		9:00	Done		2 pcs
	Villa 6, Acacia Extension Villas, Al Sufouh	12:00	Fresh-up Cleaning		14:00	Cancelled	42.00	
	006 - 3307 Botanica Tower, Dubai Marina	9:00	Fresh-up Cleaning		9:00	Done		
Sat-2/9	123 - 302 Summer Creek Beach, Tower 2	12:00	Check-out Cleaning	New Arrival at 1-2	11:00	Done		2 pcs
	055 - 508 Executive Residences 2, Dubai Hills	15:00	Check-out Cleaning		12:00	Done		2 pcs
	056 - 3813 Palm Tower, Palm Jumeirah	10:00	Check-out Cleaning		10:00	Done		2 pcs
	089 - 410 Silverene Tower A, Dubai Marina	17:00	Strip-Off Cleaning	Full cleaning & Collections of all the linens	15:00	Done		
	095 - 3007 Marina Gate 1, Dubai Marina	11:00	Stay-in Cleaning		11:00	Done		2 pcs
	124 - 1006 Burj Royale, Downtown Dubai	13:00	Check-out Cleaning		14:00	Done		2 pcs
	2402 Vera Tower, Business Bay	15:00	Check-out Cleaning		16:30	Done		4 pcs
	143 - 1906 Binghatti Canal, Business Bay	14:00	Check-out Cleaning		14:00	Done		4 pcs
	157 - 706 Fairfield, Park Island, Dubai Marina	15:00	Deep Cleaning	new unit please use unit duvet, pillows.	15:30	Done		2 pcs
	025 - 2212 Torch Tower, Dubai Marina	11:00	Stay-in Cleaning		14:00	Done		4 pcs
	034 - 911 Sadaf 6, Jumeirah Beach Residence	14:00	Check-out Cleaning		14:00	Done		4 pcs



Basic Login Page, each user with their own unique login

Mobile Home Page:  
A basic view allowing the Operations Teams to access various day to day applications.

