



Training Program Outline

Training Session One

CiiRUS System Setup

- Downloading and Logging into the CiiRUS Application
- Navigating throughout the System
- Software Settings Assistant / Integrating to Credit Card Processors
- Homework
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Training Session Two

Adding and Configuring Properties

- Adding Properties
- Property Rates
- Property Assistant Overview
- Quick Property Setup
- Homework

Training Session Three

Managing Owner Profiles and Creating Additional Booking Services

- Manage Owners
- Owner Portal
- Cart Extras

Training Session Four

Manage Reservations

- Booking Audit
- Booking Manager

Training Session Five

Creating Quotes and Processing Reservations

- Create Quotes
- Processing Credit Card Payments
- Bookings Schedule

Training Session Six

GuestPass and Creating Outbound Email Templates

- GuestPass
- Newsletters & Templates
- eCiiGN

Training Session Seven

CRM- Marketing to your Guests

- Manage People
- Mandrill Integration
- Emailers & Rules

Training Session Eight

Day to Day Operations

- Reporting
- Housekeeping Schedule
- Inspection Module
- Creating and Sending Work Orders
- Service Logon

Training Session Nine

Creating and Finalizing Monthly Owner Statements

- Owner Account Settings
- Recurring Charges
- Disburse Owner Amounts
- Processing Cleans
- Applying Work Orders to Statements
- Finalizing Monthly Statements

Training Session Ten

Owner and Bill Payments

- Setting up Utility Account Numbers
- Bill Payments
- Payments to / from Owners

Training Session Eleven

Tax and Bookkeeping Reports

- Tax Reports
- End of Month Bookkeeping Reports
 - Owner Account Balances
 - All Owner Accounts by Category
 - Work Order Margin
 - Cart Extra Margin
- Booking List
- Conclusion