

TRAMS (Timeshare Reservation Accounting Management System)

The Timeshare Reservation Accounting Management System (TRAMS) database is designed to provide vacation rental managers with the ability to control their company's reservation and accounting for multiple properties they manage. All aspects of resort and timeshare rental management are considered including property amenities, management fees, tax rates, rental unit information, guest & owner information, reservations, folio billing and payments. A multitude of well thought-out details will be built into this powerful database backend that you will design, so that the front end software will be reliable, fast, and complete.

Booking, viewing, changing, and canceling reservations is just the surface of this comprehensive database system. Reservations can be booked a number of ways, such as booking by a specific rental unit type or by using particular guest requested search criteria. For Example: If a guest requests a 3-bedroom condo with a specific room amenity (fireplace, balcony, jetted tub, etc.) or property amenity (Free Wi-Fi, Restaurant, Swimming Pool, etc.), then TRAMS quickly finds available units matching the requests. The search values can be customized according to the amenities available for each unit, or the property location as a whole.

Complete billing and payment history is maintained for each reservation's guest folio. The system maintains room charges, taxes, and other incidental charges to the guest's folio. Full integration with credit card processing software will be available via a third party system. TRAMS will maintain the credit card authorization information whenever a reservation deposit (only) is made by credit card.

Complete mailing address management is integrated into the reservation process. Guest and Owner information is stored the same way - in one location, allowing for easy access to contact information.

Monthly Unit statements (reports) provide owners with reservation information, including the dates of each guest's stay, total lodging revenue collected (before taxes), and deductions for property management fees. Note: Owners occupying their own units are shown in the revenue report with a \$0 entry during their rental dates.

Overview of the Data Tier

This core functionality of TRAMS is to provide full property management of the owner's rental units for each property location. From availability searching capabilities to producing rental unit owner financial statements – the system depends on accurate data. Therefore, the foundation tables of the database system are critical in supporting the application.

The minimum (there will be more) entities and attributes required for the database should include:

- Property Information (including the description, location, website, and property management fee).
- Tax Rates (Based on County/State – Not necessarily tied to the property itself, as many properties can share the same Tax Location). All tax rates have a Begin and optional End Date (in order to maintain tax history), and are categorized by different types: 'L' for Lodging Tax and 'G' for Goods and Services (General Sales Tax), and 'F' for Food and Beverage Tax.
- Property Amenities (like Restaurant, Pool, Gym, Free Wi-Fi) and Unit Amenities (like handicapped access, fireplace, kitchenette)
- Guest & Owner Information with similar storage needs – name, address, phone and email.
- Guest Reservations – including deposit (for one night's stay and tax), check-in date, length of stay, unit type, quoted rate, and the credit card authorization number (obtained from 3rd party). Additionally, the reservation will have a status of 'A' for Active Reservation, 'C' for Complete (when they check-in), or 'X' for Cancelled. A quoted rate is automatically determined based on the rate of the unit type at the time of projected check-in, not the date the reservation is made). These quoted rates can be adjusted manually lower by the employee fulfilling the reservation, but cannot exceed the Rate provided by TRAMS.
- Unit Type Rates may be adjusted by date ranges (and apply to all units having the same unit type at the same property). For example: All "Double" Unit Types at Property "A" will have the same rate (over several date ranges – designating "Low", "Standard", or "High" rates)...while all "Double" Units at Property "B" may have a different rate for all their similar unit types (and may also have different date ranges for their rates). Dates for the Unit Rates do not contain a year – just a range. The rates without an end date, are considered the "Current Rates" (for today).
- Rental Units which are manually assigned a UnitID (by each property), UnitNumber (the physical number), and Unit Type.
- Owner history must be maintained, because many owners own units over time, and we need to know who to pay.
- Guest Folio – created only when a reservation becomes Closed (Status "C"). The Folio can have a status of 'B' for Billed (closed), 'C' for Checked-in (currently active) or 'X' for Cancelled. Additionally, information about the many details of the Folio (individual line items) are stored.
- Folio Details – have a Transaction Category (like "Room Charge", "Occupancy Tax", "Deposit", and each of these categories can be taxable - categorized by different types: 'L' for Lodging Tax and 'G' for Goods and Services (General Sales Tax), and 'F' for Food and Beverage Tax...or 'N' for Non-Taxable at all.

Some of the Relationships are as follows:

- An Owner owns a particular rental unit on a property, which he/she sublets for a commission of the revenue earned (before taxes). Our company receives a PROPERTY MANAGEMENT FEE (a designated percentage) from each owner's monthly statement for renting and managing their unit. This rate varies by property.
- A reservation can be for one unit type at one property only.
- A Property (or Unit) may have zero or many different Amenities.

Some of the Business Rules (may not necessarily be data storage) are as follows:

- Property ID's and Unit ID's (identifiers – not the physical number) are the ONLY tables in TRAMS with the Primary Key MANUALLY populated. All others are IDENTITY.
- Guests are assigned a room type during the reservation process, but only assigned the unit number at check-in (when the folio is created). However, owners are always assigned their own unit (a folio is automatically created when an owner makes the reservation, as the reservation does not normally store specific units – just type of unit).
- An Owner may reserve their own unit for the cost of the property management fee only. For example, if the Rack Rate of the unit is normally \$100 / night, and the property management fee is 30%, then the owner would pay \$30 per night, plus tax). An owner reservation automatically triggers the reservation to become complete and a folio to be created (so a unit (not just type) can be assigned).
- One night's deposit (and tax) is collected when making a reservation. All paid deposits are subtracted from the final bill. Deposits require a credit card authorization number (obtained from a 3rd party).
- Since some properties are overseas – 3rd party interfaces will eventually provide current exchange rates. All data involving money is stored in USD in the TRAMS database.
- Regardless of property or season, all cancellations made with more than 30 days' notice are entitled to a 100% refund (less a \$25 administration fee).
 - 14-30 days' cancellation notice (Low/Standard Season–75% refund, High Season 50% refund)
 - 8-13 days' cancellation notice (Low/Standard Season – 50% refund, High Season 25% refund)
 - 7 days of less cancellation notice – No refunds

CURRENT TRAMS PROPERTIES (SAMPLE DATA ONLY)

PropertyID 10000 - Wasatch Mountain Resort, Park City, UT – Resort with Skiing (High Season Dec-Apr), Golfing (Low Season Apr – Nov). General Sales Tax for Summit County, UT: 7.15%, Lodging Tax: 11.15%, Food & Beverage: 8.15%. Property Management Fee: 25% of total revenue before taxes.

PropertyID 11000 - Grand Oasis Resort & Marina, Myrtle Beach, SC – Condo Timeshare Resort with Golf Packages (Year Round), and a Boat Marina. General Sales Tax for Horry County, SC: 5.00% - 6.00% (as of 1 Oct 2015), Lodging Tax: 11.25% - 12.25% (as of 1 Oct 2015). High Season: May-September, Mid-Season: March 15 – 30 April, October, Low Season: 1 Nov – 15 March. Property Management Fee: 22.22% of total revenue before taxes.

PropertyID 12000 - Big Sky Mountain Lodge, Big Sky, MT - Resort with Skiing (High Dec-Apr). Standard & Premium Cabins. General Sales Tax for Gallatin County, MT: 0.00%, Lodging Tax: 7.00%. Property Management Fee: 25% of total revenue before taxes.

PropertyID 13000 - Royal Canadian Maple Leaf Lodge, Whistler, BC - Resort with Skiing (High 1 Dec-Apr 15), Low (16 Apr – 30 Nov). Standard & Premium Cabins. Conference facilities. General Goods and Service Tax: 15%, Lodging Tax: 15%. Property Management Fee: 30% of total revenue before taxes.

PropertyID 14000 - Disney Timeshares Inc, Orlando, FL – Owner Timeshare Condos. Same rates year round. General Sales Tax for Orange County, FL: 7.25% (decreases to 6.5% on July 1, 2015), Lodging Tax: 13.75% (increases to 14.5% on July 1). Property Management Fee: 19.85% of total revenue before taxes.

PropertyID 15000 - Grand Maya Playa, Cancun, MX – Owner Timeshare Condos. High Season: Nov – May, Standard Season: Jun-Oct. General Goods and Service Tax: 10.00%, Lodging Tax: 18.00%. Property Management Fee: 24% of total revenue before taxes. Exchange Rate (obtained from a 3rd Party): Today's Rate: 12 Mexican Pesos = 1 USD). Property Management Fee: 30% of total revenue before taxes.

PropertyID 16000 - Zen Garden Resort, Marina, Spa & Conference Center, Phuket, Thailand – Standard Condo Reservations (Daily, Weekly). Conference facilities, boat slip rentals, spa. High Season (Dec-Mar). No Taxes. Exchange Rate (obtained from a 3rd Party): Today's Rate: 32.43 Thai Bhatt = 1 USD. Property Management Fee: 30% of total revenue before taxes.

PropertyID 17000 - Bare Essentials Nudist Resort, Fairbanks, AK - Standard Cabin Reservations. Open May 1 – 30 Sept Only. General Sales Tax for Fairbanks County: 0.00%, Lodging Tax: 5.00%. Food and Beverage Tax 6.5%. Property Management Fee 38% of total revenue before taxes.

PropertyID 18000 - Yuppie Valley Resort, Park City, UT – Resort with Skiing (High 15 Nov-15 Apr), Low (15 Sept – 14 Nov). Standard Condo Reservations (Daily, Weekly). General Sales Tax for Summit County, UT: 7.15%, Lodging Tax: 11.15%, Food & Beverage: 8.15%. Property Management Fee: 17.76% of total revenue before taxes.

Sample Unit Type Rates (For Property 11000)

129.95	1-May		High	Studio
169.95	1-May		High	1 BR
209.95	1-May		High	2BR
249.95	1-May		High	3BR
69.95	15-Mar	30-Apr	Stand	Studio
89.95	15-Mar	30-Apr	Stand	1 BR
109.95	15-Mar	30-Apr	Stand	2 BR
129.95	15-Mar	30-Apr	Stand	3 BR
49.95	1-Nov	14-Mar	Low	Studio
69.95	1-Nov	14-Mar	Low	1 BR
89.95	1-Nov	14-Mar	Low	2 BR
109.95	1-Nov	14-Mar	Low	3 BR

Sample Tax Rates

7.15	Summit County Sales Tax	1/1/2015	
11.15	Summit County Lodging Tax	1/1/2015	
8.15	Summit County Food and Beverage Tax	1/1/2015	
7.25	Orange County Sales Tax	1/1/2015	6/30/2015
13.75	Occupancy Tax	1/1/2015	6/30/2015

Sample Folio Transaction Categories

Lodging	Taxable
	Non-
Occupancy Tax	Taxable
Food and Beverage (Surcharge Tax)	Taxable
Food and Beverage (Special)	F
Deposit	L
Deposit Lodging Tax	N