

## Owner Statement with Calendar

I recently had the opportunity to create a monthly owner statement for a hotel in the Miami area. You can see a sample, with the sensitive information removed, by clicking [here](#). The statement was similar to owner statements I had created for other hotels in that it included the following features:

- A listing of all the reservations for each unit during the month including reservation number, arrival, departure, number of nights and revenue. Management decided that they did not want the number of guests and the hotel's commission on a reservation by reservation basis. Note that the sample shows two reservations, five nights with no revenue. That was when the owner used the unit.
- Financial information was shown for the current month, year to date and for the same month last year and last year to date. At the bottom of the first page, the owner's account is reconciled and the payment amount, date and mode of payment are shown on the last line. If the owner of the sample unit had chosen to receive payment via a paper check, the check number would have been included.
- Page analyzes the rental activity for the month. It shows the nights in the period, the number of owner stays and the nights available for rent. If the unit had out of order nights, those would be shown and subtracted from the nights available for rent. The hotel's management chose not to break down occupancy by market segment, but had they wanted it that could have been shown. Percent of occupancy, ADR and REVPAR are shown. All these statistics are shown for the current month, current year to date, same month last year and last year to date.
- The second page of the statement shows a calendar for the current month. Each day is shown along with the rental revenue for that day. If the unit was occupied by the owner, the word "owner" is shown (See February 7 and February 22 through 25). Additional flags can be added such as out of order nights, and comp nights.
- Finally the statement allows for a monthly message to the owners on the bottom of the second page.

The owner statement was created using a combination of R&R Report Writer reports and custom-written FoxPro programs. What made this project especially useful to the owner services department is that it was installed with the PDFExplode program. This enables the department manager to do the following with about ten mouse clicks:

- Create a folder for each month containing one \*.pdf file for each statement. Each statement's file name is composed of the year and month, the unit number and the contract number. For example, unit 0001, contract 100000 for February, 2014 would have the following file name: 201402\_0001\_100000.pdf

- Automatically send an email message from her desktop to all owners with email addresses who choose to receive email informing them that their monthly statement is attached as a pdf file. The email is beautifully crafted in HTML and contains the hotel's logos.
- Many of the owners in the hotel wish to have a copy sent to their accountants for business managers. A few click and copies of the statements are sent to these recipients.

In the past the hotel would generate the text file version of the owner statement provided as part of HOST. An assistant would have to manually send emails to the 400 owners and the 100 accountants each month using her outlook account. This was tedious and error prone. It would take the best part of a week. Now the owners receive a more attractive, more informative statement in less than an hour.

If your hotel has individual unit owners, you owe to your owners and yourself to investigate my owner statement program.

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