

A warm, golden-hour photograph of a desk. In the center, a pair of black-rimmed glasses sits on a stack of papers. To the right, a gold-colored pen holder contains several pens. In the foreground, a blue and gold pen lies diagonally across the papers. A calculator is also visible on the right side of the desk. The background shows a bookshelf filled with books, slightly out of focus.

eviivo

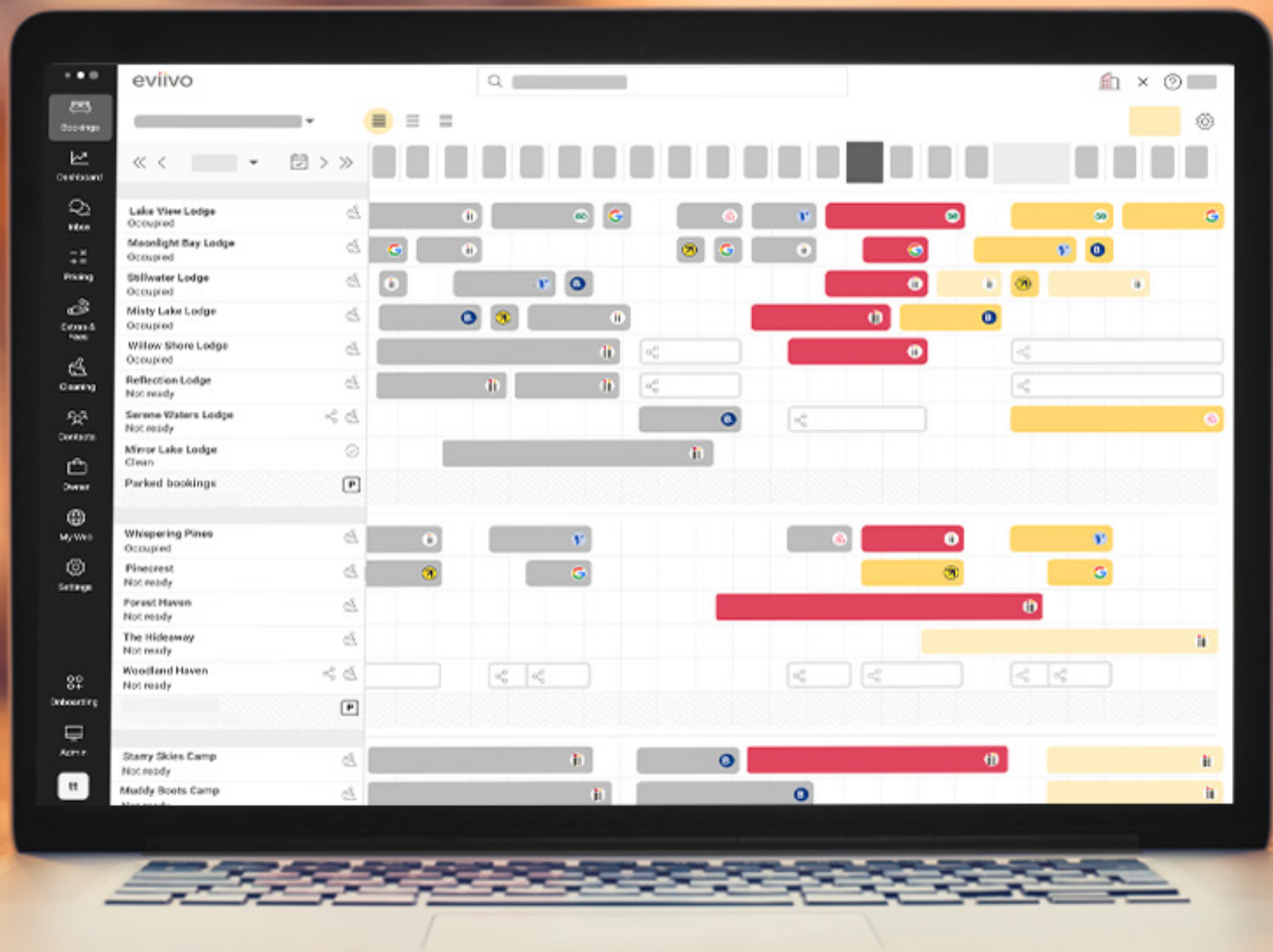
INVOICE & RECONCILIATION GUIDE

HOW THE RIGHT PROPERTY MANAGEMENT SYSTEM
(PMS) CAN HELP YOU BREEZE THROUGH INVOICING,
TAX HANDLING AND ACCOUNTING.

The No.1 rule to tax season?
Let the software do all the grunt work.







We know all the hard work involved with running an accommodation business. That's why we built eviivo Suite, which helps make property management easier for you — **especially during tax season**. Invoicing, tax compliance and accounting aren't the most glamorous aspects of the job, but your month-end or year-end process should be stress-free and seamless. Naturally, choosing the right Property Management System (PMS) makes all the difference. With the right PMS, you can spend more time helping your guests create unforgettable memories instead of struggling over tedious amounts of paperwork.

Our **robust, trustworthy, compliant** software platform is built to bring our customers peace of mind. Tell us the rules that apply to your business, and eviivo Suite will do the rest — including calculating and reporting the correct results accurately and automatically.

The devil is in the details, of course.

If you're looking to invest in the right PMS, check out our comprehensive guide — including a checklist of what the perfect PMS tool should offer to help with the following tasks:



Invoicing



Payment collection



**Tax compliance
and reporting**



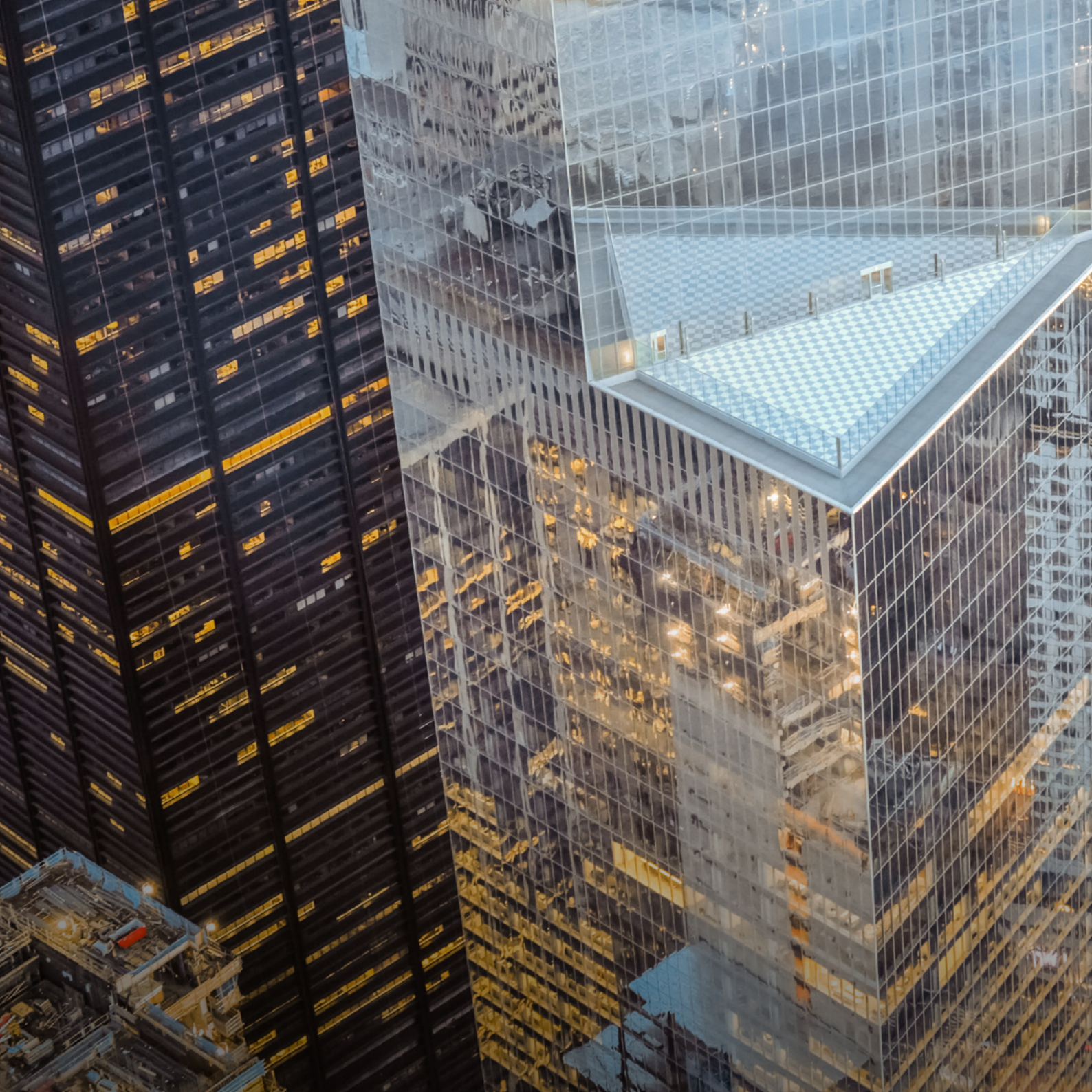
Annual price update



Accounting



Trust accounting



1. Invoicing 08

Your Invoicing Checklist 09

2. Payment Collection 12

Your Payment Checklist 15

3. Tax Compliance And Reporting 20

Your Tax Compliance And Reporting Checklist 22

4. Price Updates 24

Your Pricing Checklist 27

5. Accounting 28

Your Accounting Checklist 31

6. Trust Accounting 32

Your Trust Accounting Checklist 35

7. Conclusion: Key Takeaways 36



1. INVOICING

With fully automated, personalised invoices, property owners never have to crunch numbers behind a desk all day.

Your guest invoices should be compliant, easy to read and understand, and branded in your own colours. Consider including a personal, customizable message for your guests — while meeting any pro-forma requirements for the relevant tax authorities, of course.

Here are some of the super convenient features we’ve built into eviivo Suite to help you save time.

Time-saving features	eviivo Suite	Would this help you?
Personalized invoices: <ul style="list-style-type: none">• Branded with your company logo and letterhead• Customizable formats• Ability to add a personal message	<div>✓</div> <div>✓</div> <div>✓</div>	<div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div>
All invoices and credit notes bear a unique sequential number and, in full compliance with accounting and audit rules, they cannot be modified once issued. But not to worry . . .	<div>✓</div>	<div>Yes <input type="checkbox"/> No <input type="checkbox"/></div>
1-click guest statements: Let your guests review every detail before you issue any final invoice. Statements can also be a convenient solution for guests who misplaced their original invoice	<div>✓</div>	<div>Yes <input type="checkbox"/> No <input type="checkbox"/></div>
All invoices and guest statements generated by eviivo Suite are ready to: <ul style="list-style-type: none">• Download• Print• Email	<div>✓</div> <div>✓</div> <div>✓</div>	<div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div>





Time-saving features	eviivo Suite	Would this help you?
Summary, detailed or split invoices — whatever suits your guests! <ul style="list-style-type: none">• Invoice every single line-item (itemized invoicing), or• Display totals only by charge and tax type, or• Split different items on different invoices	<div>✓</div> <div>✓</div> <div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Consolidate group invoices as one invoice	<div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Tax handling: <ul style="list-style-type: none">• Apply tax per individual line item• Apply tax at the total level• Display a clear tax summary (for corporate guests)• Tax rounding options: at the line-item or at the total level	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Payment history can be included on pro-forma invoice or not	<div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Hide wholesale prices: Invoice extras only, or invoice the entire stay at the correct guest price (e.g., with the correct credit entry, to reflect any travel agency prepayment)	<div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Bulk invoice reconciliation flags	<div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Invoice reports and the ability to feed invoice lines to your accounting system — or fully balanced journal entries if you prefer	<div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Invoice reports and fully balanced journal entry generation: to help with month-end reporting	<div>✓</div>	Yes <input type="checkbox"/> No <input type="checkbox"/>

There is nothing more frustrating for business travellers than being unable to walk away with an accurate invoice for their expense claims. Most property management systems barely deliver an invoice. When they do, they only show your own wholesale price — i.e., the price you pay to OTAs — instead of the price paid by the guest!

Add to that the differences between OTAs. Some OTAs tell you what they charged the guest, others do not. Some OTAs argue that they are the one issuing the invoice, while others absolutely insist that they do not — and that you should.

eviivo Suite simplifies all this:

- First, guest statements and invoices always show the price paid by the guest, together with a credit reflecting clearly whatever was prepaid via the OTA. This includes a disclaimer to explain that OTAs might have packaged the accommodation with other elements, such as flights.
- Second, the Reconciliation tab and OTA reports show you your wholesale price, taxes and commissions clearly.

All in one system — no need to trawl through extranets.

A close-up photograph of a person's hand holding a small stack of gold coins. The hand is positioned over a table where three other stacks of gold coins are placed. In the background, a person wearing a blue button-down shirt is visible but out of focus. The scene is brightly lit, emphasizing the metallic texture of the coins and the skin of the hand.

2. PAYMENT COLLECTION

With the right PMS, you can collect payments literally while you sleep.

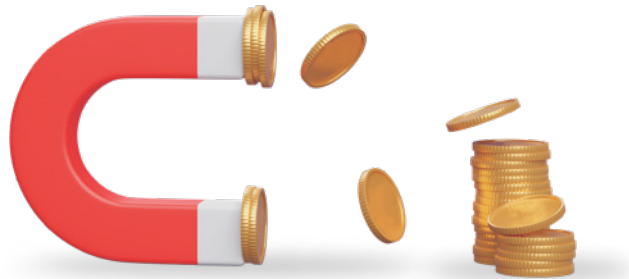
Collecting payments in a timely fashion is critical to a healthy cash flow — meaning you can invest without hesitation in growing your business or making the changes and refurbishments you’ve always dreamed of!

To achieve this, first ask yourself whether you’re able to:

- Automate payments completely?
- Set different payment schedules for bookings, extras, cleaning fees and damage deposits?
- Identify deposits due on future bookings instantly, without having to comb through your calendar?

With the right PMS, you can do all of the above.

Why collect/refund any damage deposits at all? Avoid the hassle. A best-in-class PMS allows you to simply **pre-authorize the damage deposit**. Then, as your maintenance teams report back on the state of the place, you can decide whether to cancel or charge the pre-authorized amount.



Collect any amount at any time during the guest's journey, including:

- Taking a deposit at the time of booking and/or at any other time prior to arrival
- Charging extras during or before their stay
- Taking the final payment at check-out OR later “on account” for your corporate customers

You can collect anywhere, anytime, in any way you see fit. It's the perfect solution for a contactless, frictionless guest journey.

You can also delay the release of access codes and/or check-in instructions to only be sent once certain payment conditions have been met (e.g., after the payment has been secured or the damage deposit pre-authorized). This allows you to automate the entire payment flow in the way that works best with your policies and business needs.

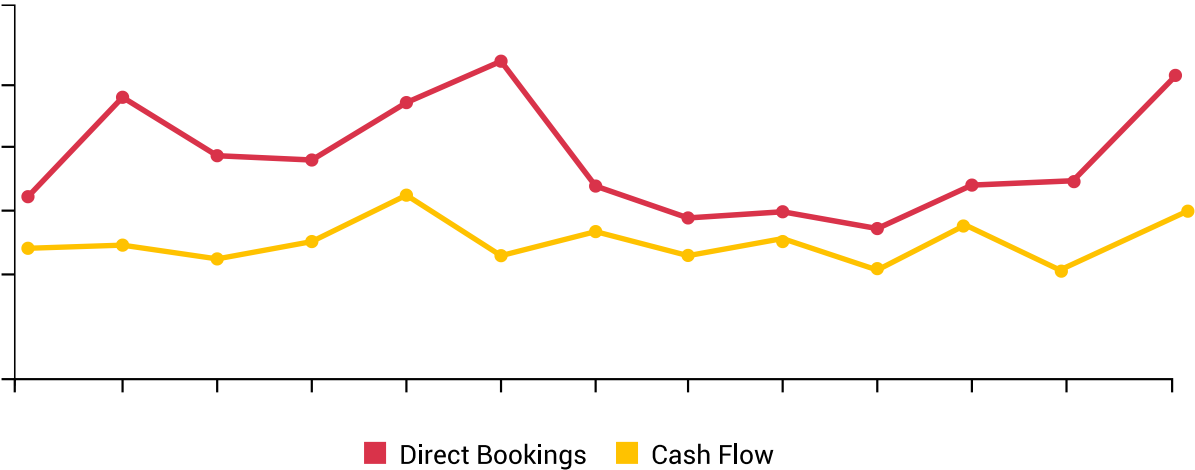
That's not all.









If the guest's bank, or your own payment service provider (PSP), declines the card that was sourced via an OTA, eviivo Suite instantly flags any card decline on all bookings. Cards are lost or stolen more often than you think between the time of booking and arrival, so this feature provides great protection.

Card declines are automatically reported to OTAs that provide an application programming interface (API), and can be reported to others with just a few clicks.

Time-saving features	eviivo Suite	Would this help you?
Secure online payments taken directly into your bank account	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Automatic payment collection for your bookings: <ul style="list-style-type: none"> • At the time of booking • Through tiered deposits (e.g., multiple staged payments prior to arrival) • Any number of hours, days or weeks before arrival • At check-in or at check-out 	✓ ✓ ✓ ✓	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Automated pre-authorization (especially for damage deposits)	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Payment recording for external payment transactions	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Instant exception reporting and useful reminders of: <ul style="list-style-type: none"> • Deposits due now • Pending payments • Cancellation fees that should be collected • Card declines for new bookings (future stays) 	✓ ✓ ✓ ✓	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Card declines automatically reported to the OTA. Alternate payment method request automatically sent to guest	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>

As soon as you receive a booking, regardless of its source, it is automatically reconfirmed to the guest in your own words and branding. Every reconfirmation brings the guest directly to your own website via a secure link. Here, they can review their booking details and choose whether or not to pay you on the spot. It's a great way to build a direct relationship with your guests, present your services in your own words, and collect cash sooner. You can also boost ancillary revenue by giving guests the option to add extras to their bill after they've booked, via an online "Manage My Booking" link.



Time-saving features	eviivo Suite	Would this help you?
Guests redirected to your own website, regardless of the booking source, with: <ul style="list-style-type: none"> • Automated reminders • Manual payment requests 	 	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Automatic reconfirmation of travel agency bookings redirects guests to your own website, where they can review or pay their booking		Yes <input type="checkbox"/> No <input type="checkbox"/>
Automatic collection of extras such as cleaning fees, city taxes, etc.		Yes <input type="checkbox"/> No <input type="checkbox"/>
Options to create extra charges that are: <ul style="list-style-type: none"> • OTA compatible • Custom (NOT supported by OTAs, providing more opportunity to attract direct bookings) 	  	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Convenient table displays how your OTA-compatible charges are handled by different OTAs		Yes <input type="checkbox"/> No <input type="checkbox"/>
Options to apply a charge to a booking automatically: <ul style="list-style-type: none"> • On every day of the stay • On specific days of the stay • At check-in or check-out • Starting from the day after check-in (good for breakfast charges) 	   	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Invite guests to pay extra charges or pre-authorize damage deposits via email, automatically or on the fly		Yes <input type="checkbox"/> No <input type="checkbox"/>
Collect payments for extras on bookings via a payment request link, even when the booking has been prepaid with an OTA virtual credit card (VCC)		Yes <input type="checkbox"/> No <input type="checkbox"/>
Connect your PMS to any of the following providers, to take card payments automatically or directly: <ul style="list-style-type: none"> • Ingenico / Worldline • Stripe • PayPal • Intuit (USA only) • CardConnect (USA only) 	    	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>

One last word, for your peace of mind...

eviivo offers the tools required to handle high volumes of payment transactions securely. Our software complies fully with **PCI-DSS and 3DS-2 at Level 1** — the highest level!

PCI-DSS Compliance	Annual transaction volume across all channels	Compliance requirement
Level 1	More than 6 million	Full independent on-site audit and penetration tests annually. Quarterly security scans.
Level 2	Between 1 and 6 million	Self-assessed. Quarterly security scans.
Level 3	Between 20,000 and 1 million	Self-assessed. Quarterly security scans.
Level 4	Less than 20,000	Self-assessed. Annual security scans.

Level 1 means our systems meet the highest PCI-DSS standards. Every year, independent certified auditors conduct a thorough on-site review, including rigorous penetration testing. Our PCI compliance is fully validated according to requirements recognized by all major card schemes, giving you confidence that your payments are secure.

This level of security is preferred over vendors and low-end channel management solutions that require a self-assessment form and rely heavily on third parties. As a result, they are more vulnerable and often unable to provide the same level of security, integration, ease and automation.





3. TAX COMPLIANCE AND REPORTING

Seamless tax handling eliminates tax season headaches.

Preparing your sales or VAT tax returns should never be challenging.

With eviivo Suite, different tax rates and calculation methods can easily be applied to various items such as accommodation, food, drinks, alcohol and extras. eviivo Suite automates the calculation of taxes and offers a multitude of calculation options, as shown below. This extends to the increasing number of special, tourism and city taxes in effect (e.g., New York City's hotel occupancy tax), enabling you to maintain compliance with local regulations.

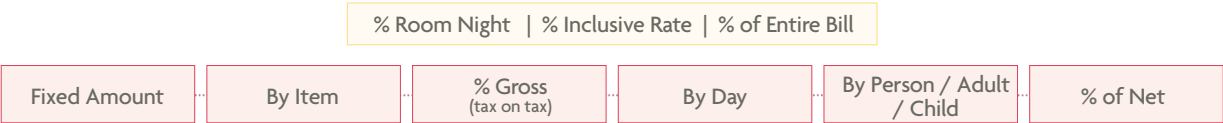
Plus, you can “name” each tax accurately to ensure it displays correctly on guest invoices and reports.

Did you know that tax rules related to advanced deposits and cancellation fees can be complex and vary greatly across countries? (They never make it easy, do they?)

- Some countries treat cancellation fees as a tax-exempt penalty, while others do not.
eviivo Suite handles both.
- Some countries require that you remit taxes on advanced deposits, while others do not.
eviivo Suite handles both.
- In countries where taxes are remitted on advanced deposits but not applied to cancellation fees, eviivo Suite generates an automatic tax credit in your favour when a booking is cancelled and the early deposit effectively becomes a cancellation penalty.

We're always going the extra mile to help you save money!

Tax Calculation Options



When tax rates change, eviivo recalculates them instantly on all future bookings, thanks to our built-in tax recalculation logic.

Time-saving features	eviivo Suite	Would this help you?
Every tax can be individually named for full transparency and clarity	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Different taxes supported for accommodation, meals and extras	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Tax calculation options: <ul style="list-style-type: none"> • As % of net booking value • As % of gross booking value (tax on tax) • As a fixed amount • Per person, per adult or per child • By day or for the entire stay • By item • Applied to 'room only' rates, all-inclusive rates, or the entire stay 	✓ ✓ ✓ ✓ ✓ ✓ ✓	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Extensive tax reporting and automatic generation of journal entries ready to import into your accounting system. Configure advanced special, tourism or city tax calculation rules to ensure compliance with local regulations, including: <ul style="list-style-type: none"> - Complex calculation methods - Uplifts - Minimum and maximum limits per person - Tax floors and caps - Waivers - Other calculation options required in local jurisdictions 	✓ ✓ ✓ ✓ ✓ ✓ ✓	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Taxes are mapped to all compatible OTAs	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Tax remittance , where an OTA remits tax on your behalf, is highlighted automatically	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Long stay tax handling: Tax rates can be automatically adjusted for stays that exceed a specific number of nights	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>

And now, a little magic, courtesy of eviivo Suite

- Your tax rates are mapped automatically to all compatible OTAs connected to eviivo Suite.
- If an OTA does not support the required tax model, eviivo Suite resolves any discrepancy and ensures that you are able to collect this tax from the guest directly.
- If an OTA is subject to their own tax remittance obligations, eviivo automatically highlights any tax amount already remitted on your behalf by the OTA.
- By default, taxes are always applied and calculated at the line-item level. However, for the convenience of your regular corporate customers, we give you the ability to present taxes rounded at the total level as well. This allows companies to process travel expenses more quickly, at the total level, based on the method that best fits their own accounting system configuration.

Finally, our dedicated tax reports will help any year-end, while our custom report writer gives you the freedom to filter and display tax-related charges per your requirements. Invoice lines or fully balanced journal entries can readily be imported into your accounting system or sent to your accountant.



- You can claim back the cost of eviivo Suite as a business expense, which will reduce your tax bill accordingly.
- The IRS has been posting regular tips and answers to frequently asked tax questions on their website – irs.gov/newsroom/irs-tax-tips



4. PRICE UPDATES

The price conundrum: it's more effortless than you'd think!



Reviewing and updating your price strategy on an annual basis is highly advisable (although we're aware it's just another grind!). However, along with the filing of your tax return, price updates can be... well, taxing.

What if the exercise was a simple matter of updating the start and end dates of each major season?

With eviivo Suite, you can update the start and end date of each period in your seasonal price calendar. All your rates rollover, and every OTA site is instantly updated.

If you believe it's time to increase or decrease your prices, use our simple bulk-update command to adjust a rate (or a selection of rates), for one or more accommodation units — either across the board or for a set period.

That's it ... job done!

So, take it easy, sit back, and watch your booking levels grow.

A strong pricing strategy is informed by insights into your business's performance. eviivo Suite provides access to a wide range of system reports, including performance reports that display KPIs such as your average daily rate (ADR) and revenue per available room (RevPAR). For deeper, tailored insights, you can use our custom report writer to create reports from scratch, including detailed overviews of how different booking sources or rate plans are performing.

If further action is needed on your rates, you have access to a whole suite of pricing and promotional tools to tweak prices tactically at any time. Our integrated dynamic pricing allow you to set up rules to automatically adjust rates or close inventory at chosen availability and demand thresholds.

[\(Check out our pricing strategy white paper for more insights.\)](#)

And, as your prices change, eviivo Suite instantly updates all the travel agency sites — no need to lift a finger!

Time-saving features	eviivo Suite	Would this help you?
Great built-in KPI reporting, custom reporting capabilities and graphical dashboards to help analyse the performance of your business, your occupancy, ADRs and RevPAR.	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Rapid rollover of your prices from one season to the next	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Powerful tools to easily bulk update your rates	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Seamless integration with third-party dynamic pricing tools	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Built-in dynamic pricing rules to automatically adjust rates or close inventory based on certain availability thresholds	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Built-in rules to open or close rate plans automatically based on specific criteria (e.g., seasonality, proximity to check-in date)	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
For multi-property implementations: set pricing rules easily across your portfolio and bulk update them in just a few clicks	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>



5. ACCOUNTING

Accounting a kid's game? Yes, if you leave the double entry bookkeeping to us.

Say goodbye to endless hours spent on reconciliations, recalculations and T-accounts!

Whether you work with a local accountant or use your own accounting software, your booking software needs to be able to generate **fully balanced journal entries** for every transaction type: accommodation, food, drinks and extras — but also taxes, ownership charges, and commission costs - ready to be exported into your accounting system or sent to your local accountant.

And this is exactly what our PMS offers.

To ease your month-end process, eviivo supports direct integration with **Intuit Quickbooks and Xero**, and it also lets you generate a **journal entry file**, in either Excel or CSV format, where all transactions are pre-mapped, fully balanced, and ready to be uploaded into your accounting package. Alternatively, you may choose to merely export invoice lines and leave the balancing to your accounting system.

eviivo Suite generates **trial balance movement reports** in one click, removing the need to manually extract and balance data from multiple other reports. Each trial balance allows you to drill down to the underlying transactions for easy reconciliations. Other built-in reporting tools that simply reconciliations include a journal report that lists all balanced journal entries and a Payments & Refunds Received report. Both reports instantly collate data for your chosen reporting period and property range, so you can view specific breakdowns of your transactions.

This powerful accounting integration gives you the flexibility to:

- Generate and post journal entries automatically on a **daily, weekly or monthly** basis.
- Generate and post journals **on demand**, for a specific period.
- Consolidate journal entries **by account type**, or **by booking**.
- Generate individual journals for every **single line item**.

You can also map your booking, guest, property, travel agency or ownership data directly to your chart of accounts, including extra mapping custom fields, in order to:

- Generate more informative **extended journal descriptions**.
- Use better **tracking or reporting codes to refine the account mapping** and add more granularity to your accounting.

eviivo Suite supports all the above options.

You can preview all journal activity for any period of time or run a Daily Ledger report to review your cash and receivable balances. The invoice reconciliation feature discussed earlier allows you to flag bookings and/or commissions as they are settled by an OTA, or a corporate customer paying on account.

Finally, if you manage multiple properties, you can run one chart of accounts to manage all of them or maintain separate charts of accounts for each property or different property clusters. This provides welcome flexibility if you are managing properties on behalf of multiple owners.

Time-saving features	eviivo Suite	Would this help you?
Full integration to Xero & QuickBooks	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Fully automated Excel or CSV export into other systems for every transaction type (accommodation, food & drinks, extras, taxes, ownership charges, OTA commission, card fees). Export invoice and payment lines only, or export fully balanced journal entries	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Generation of fully balanced journal entries: <ul style="list-style-type: none"> • Automatically, on a daily, weekly, or monthly basis • On demand for a specific time period • Individual journals for every single line item • Consolidated journals (by booking and/or by account type) 	✓ ✓ ✓ ✓	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Trial balance movement report: a fully balanced view of your activity over any period, where the sum of debits = sum of credits	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Journal report: shows all the balanced journal entries that underpin your booking activity and the trial balance.	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Payments & Refunds Received report: summarises the payments received in total, breaking down what was paid via the system and what was pre-paid via the OTA.	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Track and account for your activity using multiple dimensions: guests, properties, travel agencies, ownership, and more!	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Manage one or separate charts of accounts for each of the accommodations you manage	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Manage mid-stay price changes without the headaches! Update prices and tax rates on remaining nights while keeping things unaltered for completed nights	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>



6. TRUST ACCOUNTING

The trust factor: owners value transparency and trust accounting.

Owners are more likely to trust you with the management of their rental activity if you can provide transparency and accurate accounting. This will differentiate your services and ultimately make you more competitive.

What is trust accounting? Trust accounting means using a different set of accounts to manage your own business, clearly separated from the accounts used for the business you manage on behalf of other property owners. This approach is highly recommended by professional Property Management Companies.

Here are some of the winning features that can help you implement trust accounting.

- **Set up separate accounts** for each property owner. Each owner can be assigned a single account, or a cluster of accounts if they own multiple accommodation units.
- **Owners can access their accounts online directly** and safely to see how well their properties are doing — or to book stays for friends and family. Since you manage all permissions and roles, you control the level of access they are given, while safely protecting any financial data or the privacy of your guests.
- **Data privacy:** As the property manager, you are able to view and manage all units from a single screen — and with a single login. In the meantime, owners are only able to access their own accommodation units and the data that is relevant to them.
- **Multiple bank accounts.** Whichever account structure you choose, every single property or “property cluster” can be connected to its own bank account. Therefore, any booking amount can be remitted directly into the owner’s bank account as soon as the booking is made. You can optionally withhold your own commission or fees first — automatically, of course! — or you can ask eviivo to settle bookings with the owners on your behalf if you’re in North America, the EU, or the UK.

- **Capture any booking-related cost or fee automatically**, including OTA commissions, in order to pass them on to owners. For example, you can set up your own “fees and charges”, including marked-up cleaning fees.
- **A wide range of options** are available for the calculation and application of owner charges:
 - by night, by item
 - by occupant, by adult or by child
 - using a fixed amount
 - using a percentage calculation applied to the net, gross, wholesale or non-promotional rate value, using any of the below:
 - the room-only rate
 - the all-inclusive rate
 - the price of the entire stay

Owner and guest charges can be applied on specific days, per stay, or on demand, and reported and extracted by property, by property set, by channel, or by owner. You also have the option to add standalone owner charges that can be added independently to properties in your group (i.e. without needing to be assigned to a specific booking). This gives you greater flexibility and convenience in managing one-off or recurring fees for monthly gardening, cleaning, repairs and/or maintenance.

- **If you have opted to implement trust accounting**, then booking revenues and extras, as well as any booking-related costs or owner charges, can be posted directly to the relevant balance sheet accounts assigned to these owners. eviivo Suite generates fully balanced journal entries automatically, ready to be exported and posted to the relevant chart of accounts.

Time-saving features	eviivo Suite	Would this help you?
Ability to view and manage multiple properties within a single booking calendar, single login and single mobile app	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Give secure access to owners, cleaners or maintenance staff <ul style="list-style-type: none"> • Decide the exact level of access & permission for each stakeholder • Owners can check the performance of their property or property portfolio & book stays for friends and family • Cleaners & maintenance staff can review rotas & report issues 	✓ ✓ ✓	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
Owner charges and service fees can be managed and calculated automatically for each booking	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Each property or property cluster can be connected to a different bank account, so that owners can be paid directly	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Ability to withhold your management fees or commission upfront and pay the balance to owners automatically	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
A comprehensive operational statement provides each owner with a detailed recap of all booking activity & associated charges	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Fully balanced journal entries are automatically posted to specific owner balance sheet accounts, ready to be exported into your accounting system	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Ability to review, create or edit extra guest charges in bulk across multiple properties	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>
Pricing rules can be updated in bulk or copied to any number of your properties in a few clicks	✓	Yes <input type="checkbox"/> No <input type="checkbox"/>



7. KEY TAKEAWAYS

We designed eviivo Suite to help you manage bookings, guests, travel agencies, and all other stakeholders. The all-in-one booking Suite is convenient, affordable and perfectly synchronized to the way you work and to all your booking channels.

We care about your success, as well as your ability to control bookings, cash flows and policies. This guide provides a useful overview of the capabilities one should expect from a robust property management or channel management software.

While many of these more routine back-office features are not the most exciting, they do make all the difference.

So, when you evaluate software, be sure to check whether or not it is able to:

- ✓ Generate branded, personalised invoices automatically.
- ✓ Calculate, apply or recalculate all sales and value-added taxes. Provide tax rounding features.
- ✓ Reconfirm every OTA booking automatically.
- ✓ Support accurate tax mapping for OTA bookings.
- ✓ Automatically invite guests to review or pay both direct and OTA bookings on your own website in full compliance and safety.
- ✓ Automate the safe collection of booking deposits, extras and damage deposits on different schedules.
- ✓ Provide full PCI-DSS and 3DS2 compliance at the highest level.



- ✓ Easily identify deposits due, card declines or any other booking exception.
- ✓ Provide full rate/price roll-over capability.
- ✓ Generate fully balanced journal entries or just invoice and payment lines for every transaction.
- ✓ Generate trial balance movement reports at the click of a button.
- ✓ Provide full support for trust accounting.
- ✓ Bulk update rates and extras, charges and fees across multiple properties in a single swoop.

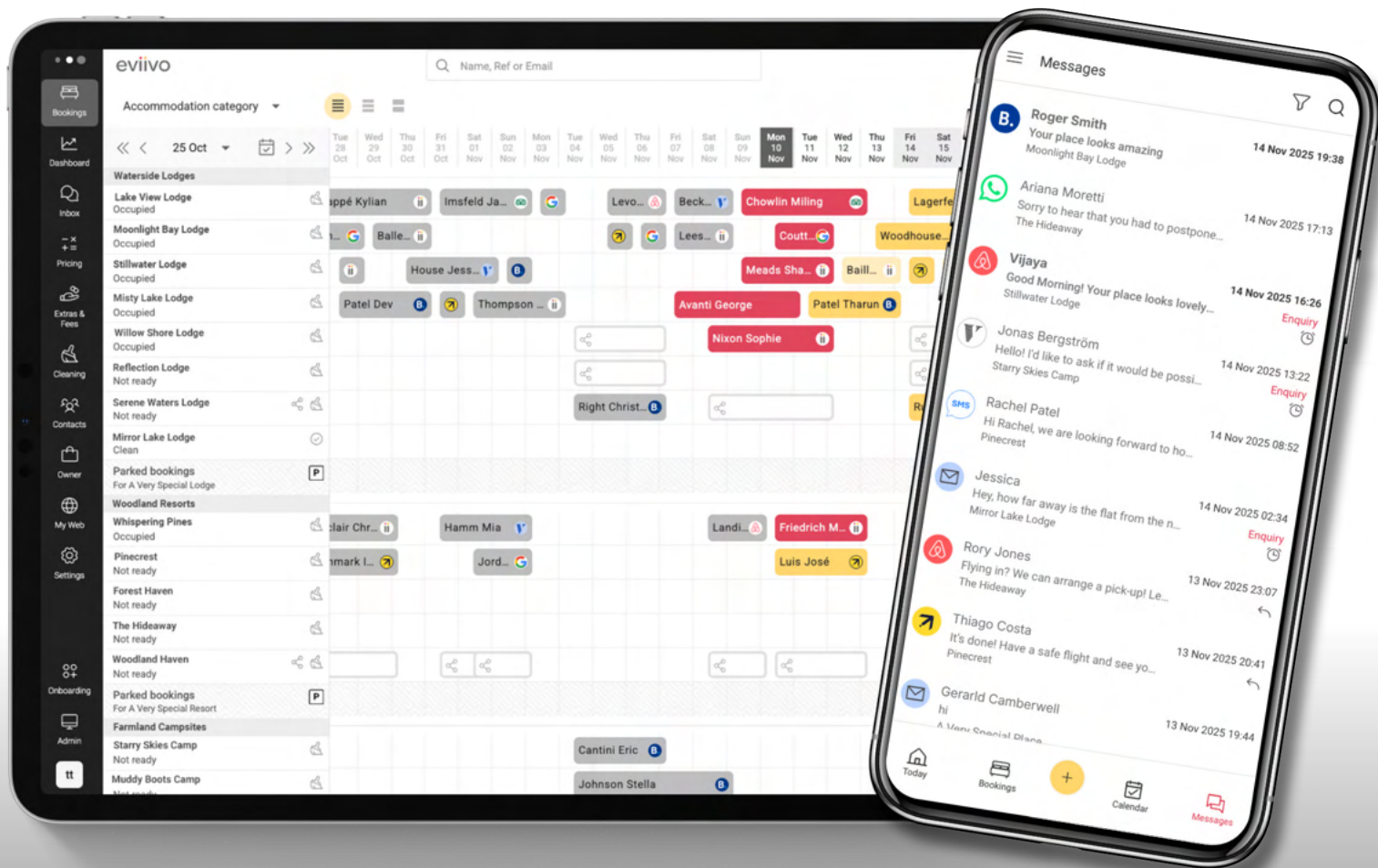
To see eviivo Suite in action

[REQUEST A DEMO](#)

“At the end of each month, with just a few clicks, I can provide transparent invoicing for our owners. Thanks to eviivo, we are fostering a relationship of trust with our partner owners.”

Olivier, Multi-Property Manager, France





↑
eviivo

ABOUT

eviivo, a market-leading and innovative property management software (PMS), has transformed operations for over 28,000 hospitality businesses across Europe and North America. By replacing clunky legacy systems with a seamless, unified platform, eviivo offers easy, one-click automation from back-office to front-office. eviivo's all-in-one PMS enables property managers to handle guest communications, bookings and OTAs on a single, integrated platform, boosting revenue, increasing occupancy, enhancing the guest experience and future-proofing their business.

Visit <https://eviivo.com>.



eviivo has seven main headquarters across the globe, including: London, UK (flagship location); Austin, TX and New York, NY (USA); Dusseldorf, Germany; Paris, France; Malaga, Spain; and Tunis, Tunisia.

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