



VR P ACCESSSM
Vacation Rental Parking Solutions

Rental Company Guide

VRPSSM

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Vacation Rental Parking Solutions

Introduction

The Vacation Rental Parking Access (VRPAccess) system is a cloud-based platform allowing you to easily add your guest reservations into the system before they check-in. This will provide a quicker check-in for guests and better parking management for the HOA.

How Does it Work

- **Guest makes a reservation** with their rental company
- **Rental company adds reservation** into system to auto-reserve parking passes
- **Guest receives email** to register their parking passes (*ie name, tag etc*)
- **Parking passes are available** for guest at check-in.

What does the Rental Company need to do?

- As a rental company you have a login to the VRPAccess Rental Company portal
- You can enter your upcoming reservations one at a time or in bulk
- If a guest cancels a reservation, you can log back in and cancel the requested parking passes

What does the Guest have to do?

1. Once the guest makes a reservation and you add their reservation info into the VRPAccess system, the guest will receive a welcome email to register and pay for their parking passes online.
2. The guest will have an opportunity to register the max number of spaces as HOA rules allow for their size unit.
3. VRPAccess manages all the payments involved.
4. If the guest cancels, you can cancel their parking passes in the same system with refunds applied, if applicable.

RENTAL COMPANY PORTAL



PHOENIX WEST

HOMEOWNERS ASSOCIATION

RENTAL COMPANY PORTAL

SIGN IN →

[Forgot password?](#)

VR P ACCESS™
Vacation Rental Parking Solutions

[Privacy Policy](#)

What is the Rental Company portal?

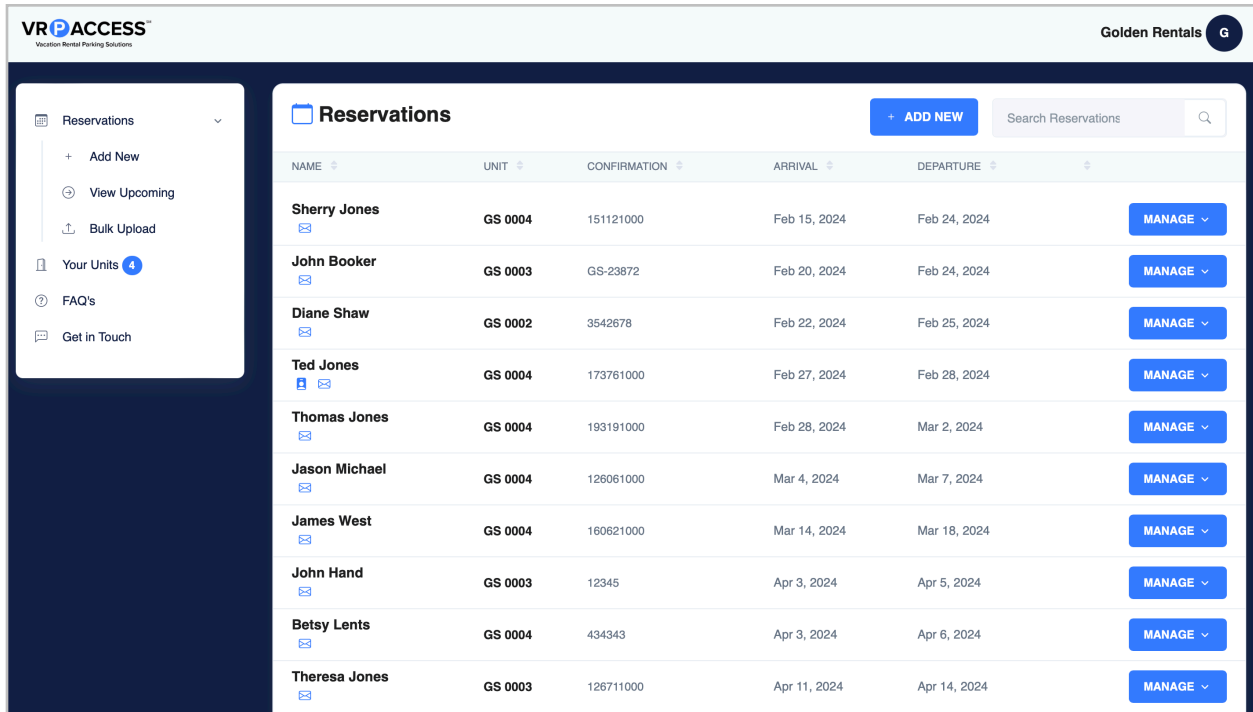
The rental company portal is where you login to manage your upcoming reservation info in order to reserve parking passes for guests.

How does it work?

When you have upcoming reservations, you will log into your portal and add those reservations into the system.

- **Log into** your **vrpaccess.com** portal link in your registration email
- **Add** new reservations
- **Edit** upcoming reservations
- **Re-send** your guest the “registration email”
- **Cancel** an upcoming reservation

THE DASHBOARD



The screenshot shows the VR Access dashboard for Golden Rentals. The dashboard includes a sidebar with navigation options like 'Reservations', 'Add New', 'View Upcoming', 'Bulk Upload', 'Your Units', 'FAQ's', and 'Get in Touch'. The main content area displays a table of reservations with columns for Name, Unit, Confirmation, Arrival, and Departure. Each reservation row includes a 'MANAGE' button.

NAME	UNIT	CONFIRMATION	ARRIVAL	DEPARTURE	
Sherry Jones	GS 0004	151121000	Feb 15, 2024	Feb 24, 2024	MANAGE
John Booker	GS 0003	GS-23872	Feb 20, 2024	Feb 24, 2024	MANAGE
Diane Shaw	GS 0002	3542678	Feb 22, 2024	Feb 25, 2024	MANAGE
Ted Jones	GS 0004	173761000	Feb 27, 2024	Feb 28, 2024	MANAGE
Thomas Jones	GS 0004	193191000	Feb 28, 2024	Mar 2, 2024	MANAGE
Jason Michael	GS 0004	126061000	Mar 4, 2024	Mar 7, 2024	MANAGE
James West	GS 0004	160621000	Mar 14, 2024	Mar 18, 2024	MANAGE
John Hand	GS 0003	12345	Apr 3, 2024	Apr 5, 2024	MANAGE
Betsy Lents	GS 0004	434343	Apr 3, 2024	Apr 6, 2024	MANAGE
Theresa Jones	GS 0003	126711000	Apr 11, 2024	Apr 14, 2024	MANAGE

What is the Dashboard?

The rental company dashboard is your main landing page allowing you to add or manage your upcoming reservations to reserve parking passes.

Some common tasks are:

1. **Single Reservations** : Add a single reservation in the system to reserve passes and email the guest
2. **Bulk Reservations** : Add bulk reservations at once using a provided spreadsheet
3. **Manage Reservations**: Cancel or edit reservation info in the system. You can also resend the "welcome email" to the guest for them to register their passes.

SINGLE RESERVATIONS

How to add one at a time:

In order to reserve parking passes for the guest, you must add their reservation info.

4. **Locate the New Reservation** form on your dash
5. **Fill out required info** for the reservation
6. **The date range is required.** Click into arrival and departure and select dates
7. **Choose the unit for the reservation.** You will only see units in this dropdown managed by you.
8. **If you have a confirmation#**, enter it in the field. If not, click to auto generate.
9. Fill out the remaining **reservation details**.
10. Once complete, click the **"Add Reservation"** button.

Note: It is important these details include an accurate email address. The parking system will send a "welcome email" to the email address you enter allowing them to complete vehicle details and pay in advance, if payment is required.

+ New Reservation

Add a single reservation to generate guest passes.

Which unit will this be for?

Select

When will you need this reservation?

Arrival Date November 1, 2023	Departure Date November 2, 2023
Check-in: 04:00 PM	Check-out: 10:00 AM

Do you have a confirmation number?
[Click here to generate a confirmation number if you do not have one.](#)

Confirmation #

This is an Airbnb reservation

Who will this reservation be for?

First Name <input type="text"/>	Last Name <input type="text"/>
Cell Phone <input type="text"/>	Email <input type="text"/>

Owner Booking

Add Reservation →

AIRBNB RESERVATIONS

Airbnb has recently updated their policy to **no longer** share guest emails or phone numbers. VRPAccess requires an email address, **but** we have a way for you to add Airbnb reservations with no email address or phone number.

1. **Fill out** New Reservation details
2. **Toggle “Airbnb Reservation” to ON.**
This will allow you to leave email address and phone blank.
3. **Confirmation Number:** You can add an alt Airbnb confirmation number if you have one.
4. **Click the “Add Reservation”**

The screenshot shows the 'New Reservation' form in a light gray box. At the top, there is a blue plus icon and the text '+ New Reservation'. Below this, it says 'Add a single reservation to generate guest passes.' The form is divided into several sections: 'Which unit will this be for?' with a 'Select' dropdown; 'When will you need this reservation?' with 'Arrival Date' (November 1, 2023) and 'Departure Date' (November 2, 2023) fields, and 'Check-in: 04:00 PM' and 'Check-out: 10:00 AM' labels; 'Do you have a confirmation number?' with a text input field and a link to generate a confirmation number; 'Who will this reservation be for?' with 'First Name', 'Last Name', 'Cell Phone', and 'Email' input fields; and an 'Owner Booking' toggle. At the bottom, there is a blue button labeled 'Add Reservation →'.

Parking Pass Registration

Since guests will not receive a registration email from the parking system, you can click “Manage” next to the reservation in your list and click “**Portal Link**” to get a registration link to send to your guests, if possible. If not, they will be able to scan the QR code on signage at the property or register vehicles at the service desk.

Airbnb Listing *(suggested description to add)*

Parking: Parking passes cost \$XX per vehicle. The maximum number of passes that can be purchased for this unit is XX but based upon occupancy of the complex during your stay, it might be possible to purchase additional passes at the service desk (note: additional passes likely won't be available during peak seasons). To register your vehicles, scan the QR code on property signage or register at the service desk at check-in.

BULK RESERVATIONS



Bulk Upload

Save time by importing multiple reservations at once.

Get Started 

How to Add Reservations in Bulk *(via Spreadsheet)*

If you wish to add multiple reservations at once, you can import a spreadsheet. In order to do this, follow these steps:

1. Locate the "Bulk Upload Reservations" link in the left column
2. When clicked, you will see the Upload window.
3. Choose a file to upload
4. Download the .csv template, if needed.

The Spreadsheet Template

In order to use the spreadsheet template, download the file and fill out the required columns. These include:

1. **Unit Number** *(unit format PW 2003)*
2. **Arrival and Departure Date** *(date format 11/19/23)*
3. First and Last Name on Reservation
4. Email Address and Phone Number
5. Confirmation Number
6. Alt Confirmation Number *(optional)*
7. Airbnb *(YES or NO)*
8. Owner Booking *(YES or NO)*

Once you click to upload, the system runs error checking on the data to make sure the unit number, stay duration, etc is correct and available. If errors are identified, you are able to correct the data before trying again.

GUEST EMAILS

Guest Communications

Once reservations are added and confirmed to the portal, the following steps are then initiated.

1. **Registration Email:** A “registration email” is sent to the guest congratulating them on their upcoming reservation and providing a button to click and “Reserve Parking” to speed up their checkin.
2. **Guest Portal:** The guest is linked to the VRPAccess guest portal which recaps the reservation and lists the available parking passes for them to register. Guests can choose to register one or all of the available passes for their upcoming stay.
3. **Confirmation Email:** Once registered, guests receive an email summary of their parking passes.
4. **Parking Passes:** Registered parking passes are available at check-in.

Note: *If a guest fails to register passes ahead of time, they can still be purchased at the desk. Additional passes can be purchased if capacity allows.*

PHOENIX WEST
HOMEOWNERS ASSOCIATION

Hello Guest,

Congratulations on your upcoming vacation stay at Phoenix West!

In order to speed up your check-in, you can now register your parking passes in advance of your arrival.

To get started, follow the link below.

[RESERVE PARKING](#)

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If you have any questions, please call

PHOENIX WEST
HOMEOWNERS ASSOCIATION

Hello Guest,

Thanks for registering your (2) parking passes for your upcoming stay at Phoenix West .

Reservation Details
Confirmation #
Arrival Date

Parking Passes

Pass# 103456
Jason Cruthirds
2023 Nissan Pathfinder - Tag #555555
jason@cruthirds.com

Once you arrive for check-in at Phoenix West, your printed passes will be available at the desk.

If you need to edit your pass information at any time use the link below.

[MANAGE PASSES](#)

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MANAGE RESERVATIONS

Reservations

+ ADD NEW

Search Reservations



NAME	UNIT	CONFIRMATION	ARRIVAL	DEPARTURE	
Sherry Jones ✉	GS 0004	151121000	Feb 15, 2024	Feb 24, 2024	MANAGE ▾
John Booker ✉	GS 0003	GS-23872	Feb 20, 2024	Feb 24, 2024	MANAGE ▾
Diane Shaw ✉	GS 0002	3542678	Feb 22, 2024	Feb 25, 2024	MANAGE ▾

How to Manage Your Reservations

Once reservations are added to the system, they can still be edited up until the guest arrival date. There are several things you can do via the portal to manage reservation data once it's been added.

- Edit the Reservation:** Click "Upcoming Reservations". Click the manage button and choose Edit Reservation. In the Edit window, you can change the unit, confirmation#, dates, and guest info. Be sure to click "Update Reservation" to save your changes.
- Re-send the "Registration Email":** Locate the reservation in the list. Click the manage button and choose "Send Registration Email". This will send the email to the email address on the reservation again.
- Cancel the Reservation:** Locate the reservation in the list. Click the manage button and choose "Cancel Reservation". The entry in the parking system will be cancelled. Any funds paid by guests for parking passes will be auto-refunded (if the stay duration has not started) back to the the credit card used to pay for the passes.