# RESORTPASS

Partner Portal User Guide & Marketplace Overview

What is the Partner Portal?

Partner Portal is the hotel's internal login into the ResortPass system. This is where you will manage inventory, pricing, and reservations for your ResortPass account.

Accessing the Partner Portal on a Desktop

1. Go to https://app.resortpass.com/hotel_users/sign_in; or
2. Go **to ResortPass.com** and Click on **Hotel Login** (*do not use "Log in/Sign up". This is for customer logins*).
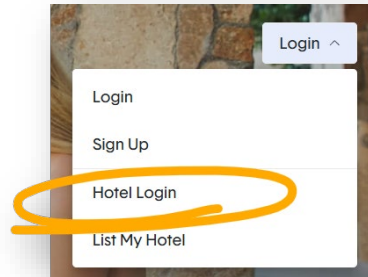
Download the Partner Portal app for on-the-go access!

After you've made your initial login on a desktop, you can login to the partner portal through the app!

ResortPass for Hotels
Boost revenue beyond the room
ResortPass, Inc.
★★★★★ 5.0 • 15 Ratings
Free

Dashboard	→ A summary of the current day's reservation information (Admin only)
Reservations	→ A list of all reservations and the guest details
Calendar	→ View/manage product inventory and/or pricing
Seating Map	
Refunds	→ Track all guest refund requests
Reviews	→ Read your reviews from ResortPass guests
Reports >	→ Access a variety of reports (Admin only)
Offers ●	→ Create a self-directed promotional offer for your products
Settings ∨	
Pricing & Inventory	→ View the default pricing and inventory for all hotel products (Admin only)
Email Settings	→ Sign up for Email Notifications and Revenue Reports
Users	→ Add/Delete Partner Portal Users
Marketplace Listing	→ Submit changes for your marketplace page
Help & Contact	→ Add a New Product, Refund Requests, Reservation Changes, Billing and Accounting, etc.

Partner Portal Reservations: Viewing & Managing Reservations

Click **Reservations** in the left menu bar. The default view will be reservations for the next 30 days:

1. To change the date range view – click on the date range box and enter a date range or quick select **Today**, **Tomorrow**, or **Next 30 Days**

2. To filter the reservation view – click **Show Filters**

3. To Check-in a guest – click **Check In**
   - CANCELLED means the guest has been refunded for the product and should not be checking in.
   - The check-in button is not required, but recommended. It does not affect payment.

4. To View Reservation Details – click on the reservation to view details

5. You can PRINT or EXPORT your reservation list (choose your date range first)

All day guest reservations are paid in full at the time of booking. The hotel does not have to collect any money from day guests.

Issuing a Guest Refund:

1. Select the reservation

2. Ensure that the check-in button is green (refunds cannot be issued until a guest is checked in).

3. Click the Refund button and complete the information for the refund and **SAVE**
   - You can approve a full or partial refund for any reason.
   - The refund will appear to the guest within 5-7 business days

4. The refund will now appear in your Refunds section

Refunds should only be issued past or checked-in reservations. If a guest contacts you about a refund for a future reservation, instruct them to contact RP customer support.

Add Users for Partner Portal

Users with Admin access can add additional users to the partner portal.

1. Click on **Settings** (main menu) → **Users** → click **Invite new user** → enter the email address and choose the access level → send invitation

The invitation must be accepted within 72-hours or the link will expire.

Users

+Invite new user

Invite a new user

Email

emailaddress@hotel.com

Role

Admin users can:

Ideal for Revenue Managers, F&B Managers, etc.

- **Manage** inventory, pricing and availability
- See reservations
- Create house guest reservations
- Check-in guests
- Access reviews and feedback
- View and export reports
- Add and remove users

View Only users can:

Ideal for Front Office, Guest Services, etc.

- **View** inventory, pricing and availability
- See reservations
- Create house guest reservations
- Check-in guests
- Access reviews and feedback

Send Invitation

Email Notifications

1. Click on **Settings** (main menu) → **Email Settings** → click **Add Recipient** → enter the **email address** and select the **notification options** → **Save**

Email notifications will not automatically capture new products. If you add a product, you must revise your notifications to include the new product.

Email Settings

✉ Enter e-mail address

☐ SELECT ALL OPERATIONAL NOTIFICATIONS
☐ Refund Requests

☐ SELECT ALL NEW BOOKING NOTIFICATIONS
☐ Day Room

☐ SELECT ALL PRODUCT SOLD OUT NOTIFICATIONS
☐ Day Room

PAYOUT REPORTS
☐ Month-to-date report (daily)
☐ Month-to-date report (weekly)
☐ Month-end report

Save

Marketplace Offers

Run an Offer

Attract new customers, boost sales, and increase customer loyalty. You have full control over the offer's conditions.

Value add

Elevate a day guest's experience with add-ons that align with your hotel's unique offerings.

Create Offer

Marketplace Offers

Value Add Offer Name

For internal reference only, not shown to guests.

Ex: $200 Cabana F&B Credit

Offer

◉ Evergreen   ○ Limited-Time

Bottle of Beer

# of Bottles   per unit sold

Visit Window

| Su | M | Tu | W | Th | F | Sa |

Blackout Add Date

Products

Limited to day guest. When applicable, offer applies to both adults and children.

☐ Day Pass   ☐ Day Room

☐ I agree to fully fund this offer and understand that ResortPass commission will be calculated based on the pre-discounted price. I accept the ResortPass Terms & Conditions.

Create Offer

Create a Self-Directed Promotional Offer

You can create a limited time or evergreen promotional offer for your existing products without having to create a new product. These offers are limited to the choices in our drop-down menu. To create a new offer:

1. Click on **Offers** (main menu) → **Create Offer** → enter an Offer Name→ complete the **Offer** and **Date information** → click **Create Offer**

*Contact your Account Manager with questions about the Offer feature.

Partner Portal Calendar - Managing Product Pricing & Inventory

Default settings are handled by ResortPass. Seasonal products without default inventory will need to open inventory each season in the portal calendar.

For **Single Day** changes:
1. Choose the *product* in the dropdown (*you can only change one product at a time*)
2. Click on the *date* for the change → enter your changes for *Availability*, *Inventory*, or *Pricing* in the pop-up box → click *Save*

For **Bulk** updates (*date ranges can be selected for up to 6 consecutive months only*):
1. Click *Bulk update pricing & inventory* → Confirm the correct product is selected in the dropdown → Enter the date range → choose the days of the week to apply changes to

   → if blocking the inventory, click the *Block Selected Dates* button

   → if changing pricing and/or inventory, click in the box and enter new information

→ click *Update* → Review your changes and click *Confirm*

Dynamic Pricing is now available for your products and can be activated for a single day or in Bulk Update. Dynamic Pricing automatically adjusts rates based on demand, allowing you to respond to demand without continuously updating rates manually.

Dynamic Pricing is optional. Choose "Fixed Price" for a set amount that will not fluctuate.

Marketplace Overview
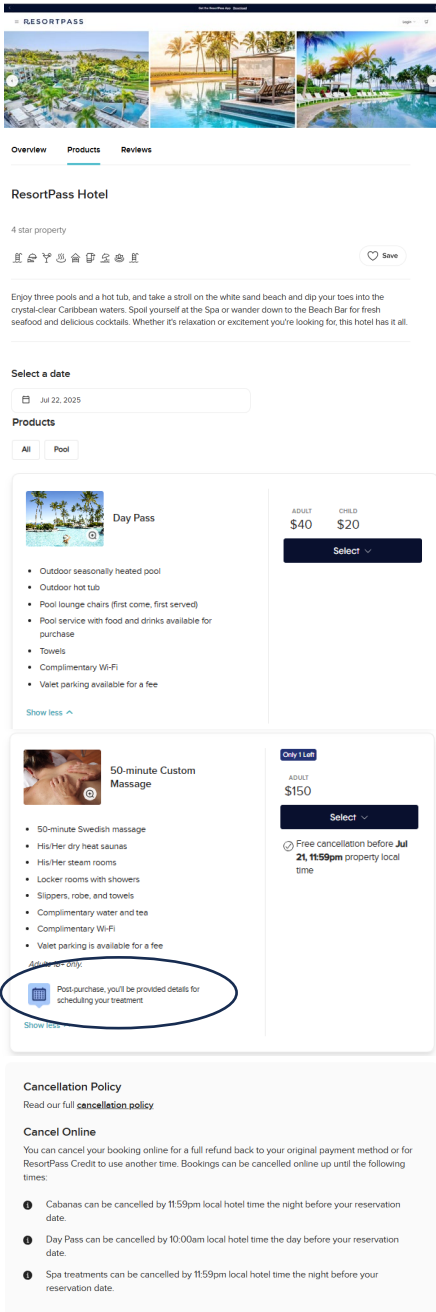
The Marketplace is where Day Guests (public) purchase their products:

❑ All guests pay in full on our website. The hotel should never collect payment for products from Day Guests.

❑ Taxes are included on each purchase unless otherwise specified during onboarding (does not apply to CA properties).

❑ Guests can self-cancel for a refund within your cancellation window. Properties can also issue refunds in the **Partner Portal – Reservations.**

❑ Changes to the Marketplace page *(images, hours of operation, amenities, etc*.) are managed by ResortPass.

❑ Policies are viewable in the mobile app under **Get Ready**, and in the confirmation emails.

❑ **DAY ROOMS**: The following policy will be included on all day room products:
   ❑ *The name on a Day Room reservation must be an adult __ + years of age. Room type is based on availability at the time of check-in. Early check-in and late check-out are not available. A credit card is required at check-in for day room incidentals.*

Spa Products

❑ Once a reservation is made, guests will be given your contact information and instructed to call the spa to schedule a treatment time.

❑ Treatments are paid in full at the time of purchase. The spa should not collect any money from the guest unless it's for a mandatory service/gratuity fee.

❑ If you don't have availability convenient for the guest, they can cancel and rebook, or you can move them around in your scheduling system.

Accounting Process Overview

Sales Tax
- Unless otherwise noted during the Onboarding process, your local sales tax rate will be applied to all products

Non-Room Products: ResortPass submits the tax to your local tax office

Room Products/Custom Tax: ResortPass submits all taxes to the hotel

INTERNATIONAL PROPERTIES: All taxes associated with all products will be remitted directly to the property. *Note: if you choose to include taxes in the product price instead of as a separate line item, commission will be taken on the total product price.*

ResortPass Commission & Fees
*Each transaction will incur a 3% credit card processing fee and a commission fee.

Commission – This fee is calculated on the subtotal of the purchase minus the cc processing fee (tax is not commissionable

Credit Card Processing Fee – This 3% fee is calculated on the total transaction amount, including tax.

EXAMPLE:
CC Fee: $130.77 x 3% = **$3.92**
Commission: $120 - $3.92 = $116.08 x commission rate

Description	QTY	Unit Price	Total
Adult Day Pass	2	$50	$100
Child Day Pass	2	$10	$20
Purchase Subtotal			$120
Tax			$10.77
Total			$130.77

Payout Methods
DOMESTIC PROPERTIES: **Wire Transfer only** - The accounting contact will receive payout information from BILL.com as soon as the property is set live on ResortPass.com.

INTERNATIONAL PROPERTIES:

Wire Transfer Option - The accounting contact will receive payout information from BILL.com or BREX.com as soon as the property is set live on ResortPass.com.

Virtual Credit Card Option – The accounting contact should email Accounting@resortpass.com to confirm that you prefer the VCC option for payment. You will receive payout information via Stripe as soon as the first reservation is made.

Payout Frequency & Reporting
Payouts are processed on the 10th of each month for the month prior (*e.g., June revenue will processed on July 10th*). Payout Reports are net revenue, rolling reports that update every 24-hours and can be found in the Partner Portal Reports section.
- White Label Payouts - Properties that use the ResortPass payment gateway on their White Label will receive White Label revenue along with Marketplace revenue in the monthly payout.

Contact **accounting@resortpass.com** to change your bank information, or for specific questions relating to payouts.