

## Resort Management System

A Product of AMS, Inc.  
P.O. Box 20760  
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843-795-4110 or 800-366-5152

# Summer



# 2008 Newsletter

# RMS



## RMS Offers the Latest in Credit Card Processing

RMS 5 Users can now use their computer as their credit card processing machine with the SLIM CD Credit Card Update.

SLIM or Secure Line Internet Merchant Services has been partnering with RMS for more than a year to offer users the latest in credit card processing.

Credit cards are immediately authorized during the reservation process and at payment posting time. Approval or decline is conveniently provided at the time of entry. A full history of credit card transactions is kept for the reservation. You can reuse previous card numbers on file by identifying the card with last four card numbers. All credit card information is auto-encrypted.

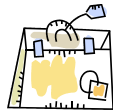
No need to attend classes to learn to use the SLIMCD with RMS. It's easy to

use! You don't have to think about how it works. All you need is RMS and a high speed Internet connection.

Online reporting is available for your account including:

- End of Day Reports
- Batch Settlement Reports
- Open Auths Report
- Daily Volume Summaries
- Reports by credit card type

RMS allows you to limit who can report on or processes credit cards in your system. Start taking advantage of all RMS empowers you to do in your business! Contact David today at **800-366-5152 ext# 207** or email: **RMSSales@ResortManagementSystem.com**



## Top 5 Reasons to Use RMS Travel Insurance

- 1. Your guest is important and you want to keep him coming back:** Let them know you value their business by offering them travel insurance at the time of booking. They may have saved all year for their luxury vacation and have chosen your resort. Fair weather can't be booked but travel insurance insures their travel investment is protected from severe weather.
- 2. Travel Insurance is built-in to our software:** No installation or software update is required. It's already there for you to start using.
- 3. It's easy to use in RMS:**
- 4. It's affordable:** You offer a quality product for a reasonable price. Travel insurance is usually based on the value of the booking.
- 5. You WILL make money:** Travel insurance benefits your guests by giving them peace of mind while you get a piece of the pie! You make a percentage on how much you sell, and it sells itself.

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### Contact RMS

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# Resort Management System and VRMA

RMS has enjoyed a long and mutually beneficial relationship with VRMA, the Vacation Rental Managers Association. RMS software was already in use in 1985 the year VRMA was formed. As the vacation rental industry has grown and changed so has RMS and VRMA.

RMS staff members recently attended the Annual VRMA Eastern Seminar in Myrtle Beach, SC. As always the event was an excellent educational opportunity for vacation rental managers to attend workshops on relevant topics and learn new strategies in business as well as network with other industry leaders. Vendors had the opportunity to showcase their products and services, such as RMS, which demonstrated its comprehensive vacation rental software and informed attendees about the newest features available in RMS.

The 24th Annual Conference for VRMA is scheduled for October 25th through the 29th. The event will take place at the

Sheraton Wild Horse Pass Resort and Spa in Phoenix, Arizona. The conference features both general sessions and small workshops to discuss key issues affecting vacation rental management and operation. Suppliers, such as RMS will be on hand to demonstrate their latest products and services. Attendees may also want to plan to enjoy the beautiful sites and tour the area while visiting.

For more information about VRMA and the Annual Conference, check out [www.VRMA.com](http://www.VRMA.com). For more information on the Phoenix area go to [www.visitphoenix.com](http://www.visitphoenix.com) or to find out more about the conference site check out [www.wildhorsepassresort.com](http://www.wildhorsepassresort.com).

Visit us on the Web!  
[www.ResortManagementSystem.com](http://www.ResortManagementSystem.com)



## RMS Hot Tip Support Suite: RMS Offers a New and Easy to Use Support Option

RMS offers a number of options for users to get technical support. Phone, fax and e-mail support has always been popular with *AdvancedCare* members. Now users can post and track e-mail questions using their own e-mail

Tickets can also be created by logging into your new account and using the "Submit a Ticket" option.

Support staff responses to tickets will be sent back as normal e-mail and you can always review your

account or by logging into the RMS Support Suite.

To take advantage of this option, first go online to <http://resortpilot.com>. Users must first request to be registered by clicking the Register for AdvancedCare icon. RMS will review your information and set up an account. Once a user is registered any e-mails sent to RMS Support @ResortManagementSystem.com automatically create a ticket which a user can track using the <http://resortpilot.com> website.

ticket history by logging into your account.

Knowledgebase and News article will also be available once you are logged into your account. Create an account today by registering at <http://resortpilot.com>!

Questions? Contact Us  
[RMSSupport@ResortManagementSystem.com](mailto:RMSSupport@ResortManagementSystem.com)



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