HomeAway Dashboard Basics

While integrated property managers (IPMs) manage listings within software, HomeAway offers useful tools and features within the Dashboard

❓ Why look at the Dashboard?

- Issue troubleshooting
- Detailed analytics on your listings' performance
- Suggestions for improving listing quality
- Configure your Pay Per Booking settings
- Update Brand Info

ℹ️ My Properties for Professionals

When you log into your HomeAway Dashboard, you land on the "My Properties" page

My Properties for Professionals

All | ⚠ Incomplete (1) | Subscriptions (72) | Pay-per-booking (435) | Unassigned Listings (1) | More ⌄

Expanded Distribution (209)

These listings do not meet our minimum content requirements, and should be updated before they can be published

Shows all of your subscription listings

Displays all of your enabled commission listings

These listings can be converted to commission listings, or will need to be linked to a subscription; contact your Account Manager for more information about purchasing a subscription

Enable or disable your listings to be distributed to our partner sites, like Expedia and Kayak

|		HA ID / ...		
		23... Software ID 1		
	Property Name 2 Address	12345 Software ID 2	Pay-per-bo...	
	Property Name 3 Address	12345 Software ID 3	Subscriptio...	Enabled ⌄
	Property Name 4 Address	12345 Software ID 4	Pay-per-bo...	Enabled ⌄

❓ See an Expired Subscriptions tab?

These listings can be renewed by speaking with your Account Manager, or can be converted into commission listings within the Dashboard.
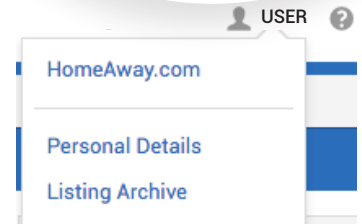
HomeAway®

HomeAway Dashboard Basics

ℹ️ ▶ Disabling and Archiving Listings

On the My Properties page mentioned above, you can click the drop-down menu on a listing to disable or archive it

Tags	Status
...	Enabled ⌄
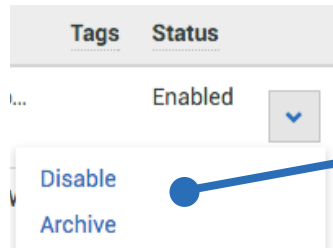
Disable
Archive

Disabling listings keeps them from displaying on the site; archiving listings removes them from your My Properties page and puts them into your Listing Archive. **Commission listings will re-enable if they are not removed for distribution to HomeAway in the software feed.**
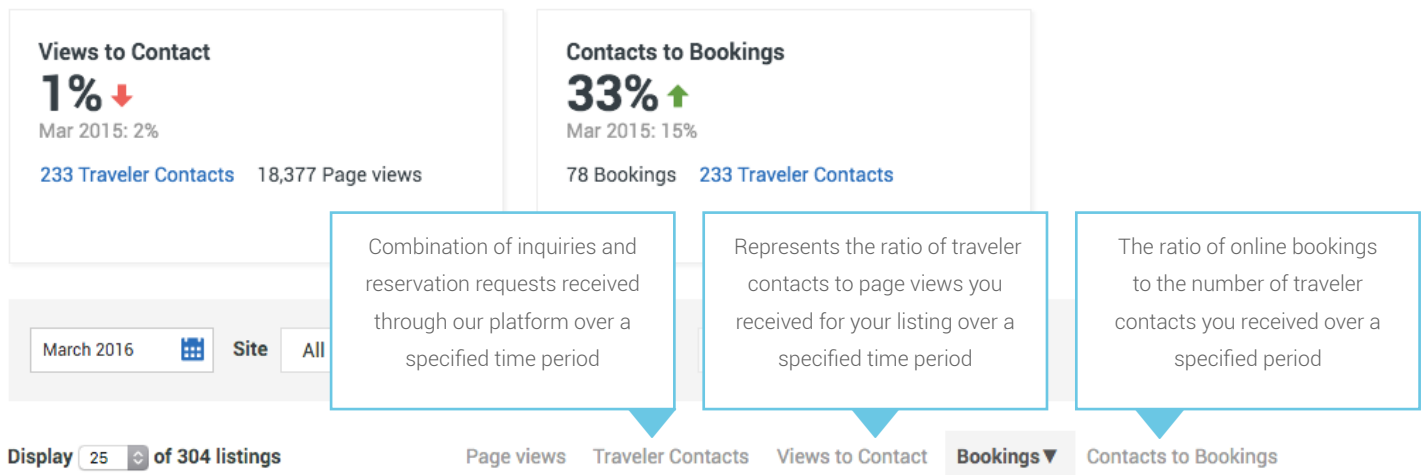
👤 USER ❓

HomeAway.com

Personal Details

Listing Archive

ℹ️ ▶ Analytics

The Analytics section allows you to track and trend data to understand your performance, and compare it to similar listings in your area

Analytics

Welcome to the HomeAway Analytics page. We measure what matters to your business and we give you deeper meaning on how you are performing within your market. Our Portfolio view allows you to find the high and low performing listings so that you may manage and improve them as you see fit.

Portfolio Summary

Views to Contact
1% ↓
Mar 2015: 2%

233 Traveler Contacts   18,377 Page views

Contacts to Bookings
33% ↑
Mar 2015: 15%

78 Bookings   233 Traveler Contacts

Combination of inquiries and reservation requests received through our platform over a specified time period

Represents the ratio of traveler contacts to page views you received for your listing over a specified time period

The ratio of online bookings to the number of traveler contacts you received over a specified period

March 2016 📅	Site	All

Display [25 ⌄] of 304 listings   Page views   Traveler Contacts   Views to Contact   **Bookings ▼**   Contacts to Bookings

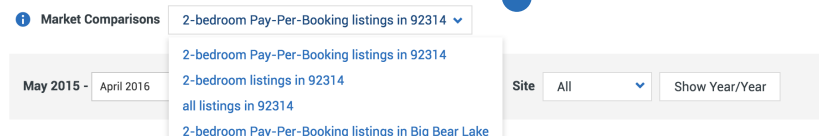| Property 1	66	2	3.03%	2	100%

❮ Analytics

Welcome to your Analytics page, which shows you how many travelers see your property and how many go on to inquire and book. See how your listing is performing relative to how it's done in the past AND how other, similar listings are performing within your market. Check back often to track your performance and see new pieces of information and insights that we'll be adding to this page over time.

Make Escape
Big Bear Lake, California 92314 · 2 Bedrooms · Pay-Per-Booking

ℹ️ Market Comparisons   [2-bedroom Pay-Per-Booking listings in 92314 ⌄]

2-bedroom Pay-Per-Booking listings in 92314
2-bedroom listings in 92314
all listings in 92314
2-bedroom Pay-Per-Booking listings in Big Bear Lake

May 2015 -	April 2016	Site	All ⌄	Show Year/Year

❓ Want to know how your listings compare to similar ones in your area? Click the property name, and you will see a drop-down menu for "Market Comparisons"

HomeAway Dashboard Basics

ℹ Listing Quality

Click on the Listing Quality section of the Dashboard to follow customized suggestions to make your listing more attractive to travelers

The Summary view is dynamic; the components that have the most room for improvement are listed at the top

Click the drop-down menu for additional suggestions on improving each component

Use this export function to easily access the data while you are making updates in your software

Click each property name to view a listing-level scorecard for that property
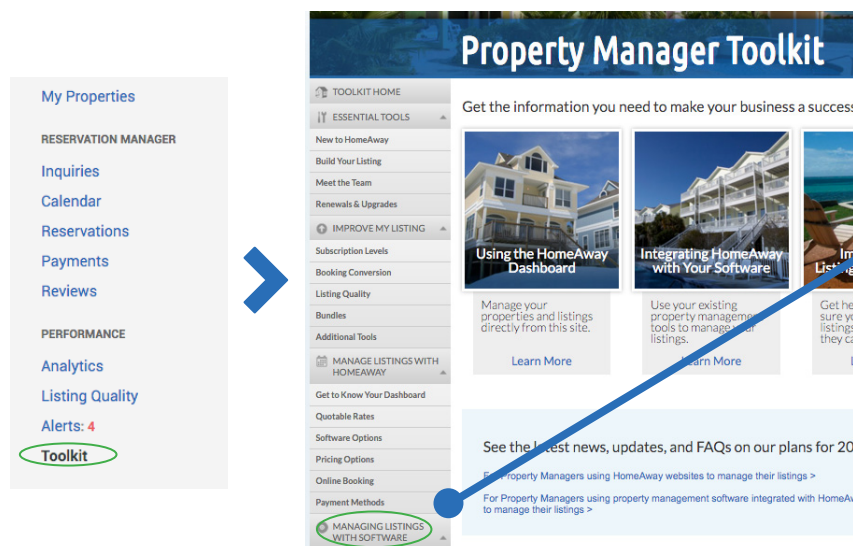
HomeAway Dashboard Basics

Toolkit

The Toolkit gives you access to articles, videos, and tips to help you make the most out of your listings on HomeAway

The Toolkit contains a section designed specifically for Property Managers who use software to manage their listings.

Brand Info

Use the Brand Info section to add information about your company and select your response time for travelers to see on your listings

Make sure that your response time is truly reflective of how quickly you answer inquiries and booking requests, including nights and weekends

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HomeAway Dashboard Basics

Contents

Contacts are not updated through your software integration, but can be modified in your Dashboard

⚠️ Updating information in the contact section of a listing will update the contact information for all listings associated with that contact.

Online Booking Management

Manage your online booking settings easily from your Dashboard for both commission and subscription listings

PUBLISHING A PAY PER BOOKING LISTING

When you have listings that are ready to be published as Pay-Per-Booking, you will see an "Unassigned Listings" tab in your HomeAway Dashboard. In order to publish those listings, select the listings and click the "Convert to Pay-Per-Booking" button.

CONVERT PAY PER BOOKING TO SUBSCRIPTION

If you have a Pay-Per-Booking listing that you would like to convert to a subscription listing, you will see an option to "Switch to Subscription" under the "Pay-Per-Booking" tab. Click on this link and follow the prompts to convert the listing.

HomeAway Dashboard Basics
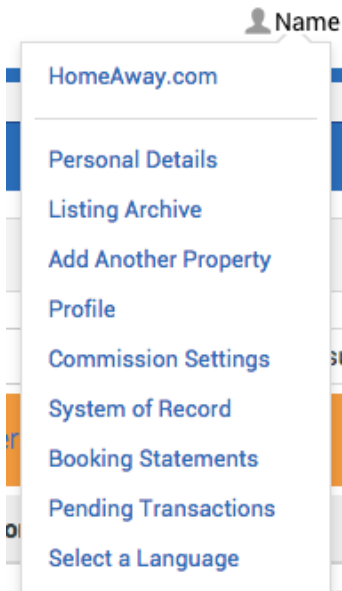

VIEW PENDING TRANSACTIONS

Click your name in the top right corner of your Dashboard, and select "Pending Transactions" to view your pending transactions report.

VIEW YOUR PAY PER BOOKING BILL

Your bill for commission charges for your Pay-Per-Booking listings is easily accessible in your HomeAway Dashboard. If you click your name in the top right corner of your Dashboard, you will see a drop-down menu where you can click "Booking Statements." Your statement will become available on the 2nd day of the month and will reflect all traveler stays completed in the previous month.

CHANGE CREDIT CARD INFORMATION

Click your name in the top right corner of your Dashboard, and select "Commission Settings." On the Commission Settings page, click the "Billing Info" tab, where you will be able to edit your primary payment method.
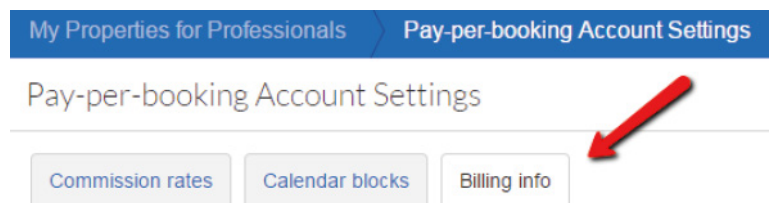
ADDITIONAL INFORMATION ABOUT COMMISSION CHARGES

- Your credit card will be charged on the second day of the month, and this charge will include all completed stays from the previous month.
- Billing is created in arrears and is a total commission charge for all bookings; an invoice cannot be created for each separate booking.
- If the traveler leaves a day early or has any changes to the reservation, it is the responsibility of the Property Manager to update this information in their software so they are charged correctly.
- Commissions are assessed on the base rental amount, including any in-rent fees, but not including separately listed fees, taxes, expenses or additional products offered to travelers, such as Property Damage Protection, Carefree Rental Guarantee, and Cancellation Protection.

Do you have additional questions about your Dashboard? Contact your Account Manager and tell them that you would like to schedule Dashboard Training with the Onboarding team!