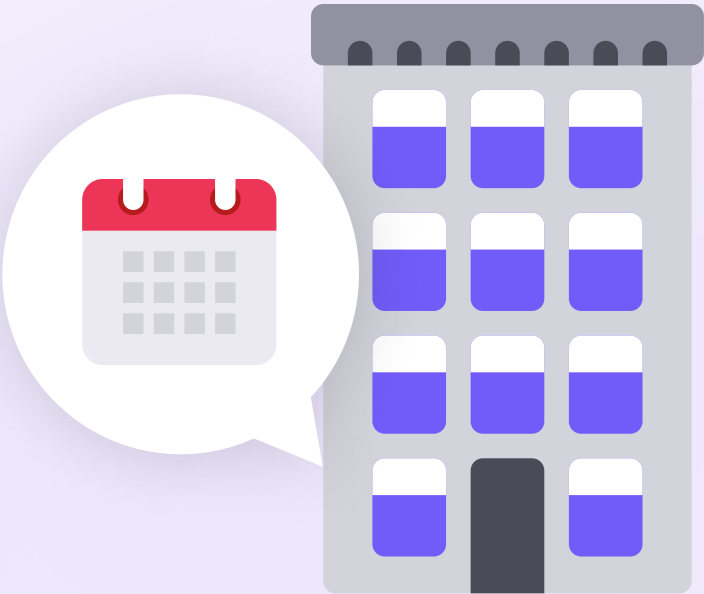


# Amenity Reservations

Manager Guide



# Setting Up an Amenity

## 01. On the Amenities screen, click the button to add a new amenity.

The "Add Amenity" form will appear.

## 02. Give your amenity a name your residents will recognize, and add a description.

These will appear in the mobile app where residents browse your amenities.

If you have more than one of an amenity type, such as multiple meeting rooms, be sure to define only one at a time, and give each a unique name.

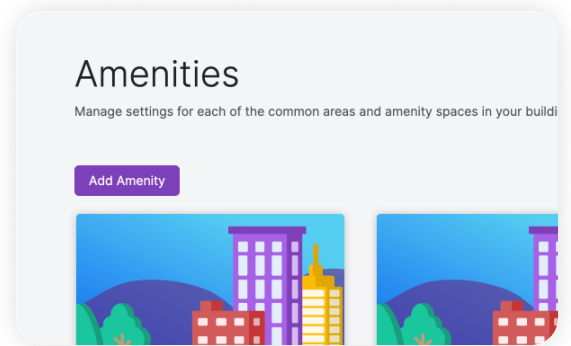
Consider mentioning location within the property, available furnishings and audio/video equipment, square footage, or the types of events for which this space is well suited.

## 03. Upload an image of your amenity.

If you don't supply an image, a default illustration will be used in its place.

## 04. Attach PDF files for policy documents.

This attachment is for any policy documents residents should review and commit to when using the space.

The screenshot shows the 'Amenity Details' form. It has a title bar 'Amenity Details'. Below the title bar is a 'Name' field with a placeholder 'Amenity Name'. Below that is a 'Description (Optional)' field with a placeholder 'Describe this amenity for your residents...'. Below the description field is a dashed box containing the text 'No Image' and 'drag and drop your file here'. To the right of this box is a purple button labeled 'Browse Images'. Below the button is the text 'Max file size: 10 MB. Supports JPG, PNG, TIF files.'.The screenshot shows the 'Documents' section of the form. It has a title bar 'Documents'. Below the title bar is the text 'Upload documents that are associated with rules or policies for this space.' Below this text is a purple button labeled 'Browse files'. Below the button is the text 'Max file size: 10 MB. Supports PDF files.'.

# Setting Up an Amenity

## 05. In the Amenity Doors section, specify whatever ButterflyMX-controlled entryways belong to this amenity space.

If you intend for this space to be reservable, access to these doors will be limited to the reservation owner and their guests during the reservation.

If your amenity space has no doors, or their doors are not normally locked, then leave this section blank.

Amenity Doors

Add the doors that belong to this space

Access Point

Select access point

Remove

Add access point

## 06. At this point, your amenity is ready for display to residents.

By default, the amenity will be included in the mobile app as soon as you save.

If you need more time to edit or review, you can disable the "Show Amenity in Resident App" toggle at the top of the screen before you save. You can leave this toggled off until you are ready for the amenity to be seen by residents.

Show Amenity in Resident App

Enabled

Resident can see this amenity in their mobile app

## 07. Once you save, your amenity will appear on the Amenities list screen in the ButterflyMX OS.

Cancel

Save

# Making an Amenity Reservable

## 01. Edit the Amenity card in the ButterflyMX OS.

If you are not already editing the amenity, go to the Amenities list screen in the ButterflyMX OS, find the amenity you want to edit, and click on its card.

## 02. Toggle "Allow Reservations" to the On position.

On the Edit Amenity screen, scroll down to the Reservations section and toggle "Allow Reservations" to the **On** position.

## 03. Set any restrictions for when the amenity can be reserved.

When setting restrictions, include the days of week, times of day, and maximum duration, as well as any lead times or buffer times needed.

## 04. Choose a "scheduling increment" that will make reservations easy for your residents.

This setting will affect the start times available to residents in the mobile app. You should choose the largest increment that makes sense for likely reservations for that amenity.

A 15-minute increment would allow start times at any quarter hour (such as 9:00, 9:15, 9:30, 9:45, ...), while a 60-minute increment would show hourly start times, starting with the first available time that day (such as 9:00, 10:00, 11:00, ...).

If you expect reservations to be an hour or less, then an increment of 15 minutes might make sense. If you expect reservations to be several hours long, then an increment of 30 or even 60 minutes will be easier for your residents.

**Allow Reservations** Enabled ☒

Allow residents to reserve this space in your building

**Reservable Hours**

Set the days and times during which residents can reserve this space.

**Time**

to

☐ Reservable all day

**Days**

M T W T F S S

[Remove](#)



# Making an Amenity Reservable

## 05. Set the default for event capacity.

i.e. The total number of hosts and guests allowed.

## 06. For Building Access, choose all doors to get to the amenity space.

Choose any doors that visitors to your property would need to go through in order to get to the amenity space, not including the amenity doors themselves.

Then describe the path visitors would take in the "Visitor Instructions" box. This information will be used for the virtual keys issued to guests for a reservation.

For example, guests attending a party in a reserved penthouse would need shared access to the front entrance and a stairwell on the way up to the penthouse. While the penthouse door itself is an Amenity Door, the front entrance and the stairwell door would be treated as Building Access doors.

Visitor instructions might be something like "To enter the building, press the Virtual Key button on the front entrance intercom and scan your QR code. Once you're in the lobby, continue straight ahead, and enter your PIN on the keypad at the stairwell door. The penthouse will be at the top of the stairs on your right."

If there are no shared entrances on the way, or if this amenity doesn't allow guests, you can leave this section blank.

The screenshot shows a configuration interface for an amenity reservation. It is divided into two main sections: 'Allowed Guests' and 'Buffer Time Between Reservations' at the top, and 'Building Access' and 'Visitor Instructions' below. The 'Allowed Guests' section has a text input field containing the number '1' and a descriptive text below it: 'Select the max number of guests a resident can send virtual keys to for this reservation.' The 'Buffer Time Between Reservations' section has a dropdown menu currently set to '30 min' and a descriptive text: 'Choose how much time to leave between reservations on the same day.' The 'Building Access' section has a heading, a descriptive text: 'Virtual Keys sent for this reserved space will give visitors access to the following doors', and a button labeled 'Add access point'. The 'Visitor Instructions' section has a text area with the placeholder text 'Add instructions here for visitor access to this amenity space.' and a preview box below it showing a sample message: 'This message will be added to virtual keys for reservations in this space. We recommend welcoming visitors to your building and giving directions from the entrance to the reserved space. Residents will be able to edit the text before sending to their...'.

# Making an Amenity Reservable

## 07. If the amenity has fees, specify the amount and relevant settings.

If your amenity is configured for fees, specify the amount and whether it's hourly or per reservation.

This information will be displayed to residents in the mobile app before they submit their request, first as a rate in the amenity description, and then as a calculated fee based on the duration of their reservation.

If your building is also configured to record payments in the ButterflyMX OS, you'll be able to override the calculated fee on individual reservations as needed. The resident will then see the new fee, as well as any payments you record.

## 08. By default, amenity reservations require approval by property management.

If you would prefer to automatically approve reservations, disable "Require Approval".

## 09. Choose which property admin(s), if any, will be notified of reservation requests.

If reservation approval is required, you must choose at least one recipient. If reservation approval is not required, recipients are optional.

The options in the recipient dropdown are all the building admins for your property. If you do not see the right contact, please work with your CSM to get the correct contact added and trained.

## 10. Once you save your changes, this amenity will become reservable in the OS and (if visible) in the resident app.

Require Approval

Enabled ☒

Property management staff will review requests before the reservation is considered booked.

Confirmation Description

Your request has been submitted. Requests are typically processed within two business days. If you have questions, \_\_\_\_\_

This message will appear in the mobile app after residents submit their request. We recommend including response time, contact phone number, and deposit or payment instructions if relevant.

Incoming Request Notifications

The following recipient(s) will be notified when a new reservation request has been made.

[Add recipient](#)

Cancel

Save

# Creating a Reservation for a Resident

- On the Amenity Reservations screen, choose New Reservation.
- On the New Reservation screen, choose the Amenity you wish to reserve.

Choose the Amenity you wish to reserve, along with the times and dates of the reservation. If you choose an unavailable time, you will get immediate feedback of the conflict (e.g. overlap with another event, or outside of reservable hours).

- If the amenity requires a payment, confirm or override the associated fee.

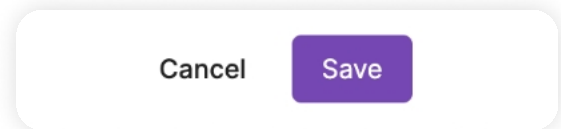
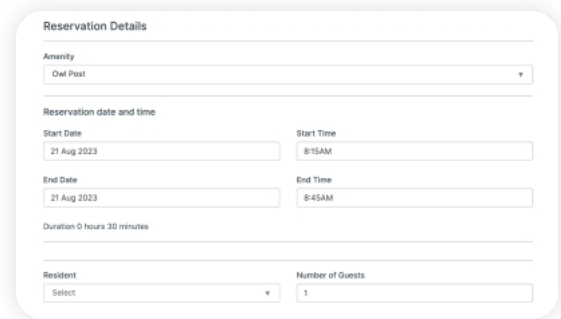
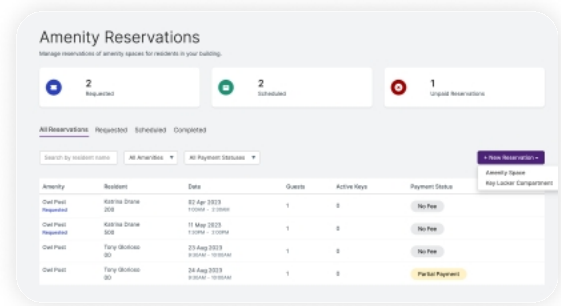
If your building is configured to record payments for amenity reservations, the fee will be automatically calculated as you choose start and end times. Confirm or override the calculated fee for this reservation, and enter any payment already received.

- Select the required resident, and adjust the number of guests as needed.

Select the resident for whom you are making the reservation, and adjust the number of guests as needed. This can be zero if only the reservation owner is permitted.

- Save the reservation.

The reservation owner will be notified by email that the reservation is scheduled, and they will be able to see the reservation details in their mobile app.



# Reviewing a Resident's Reservation Request

## 01. Click on the request in received email to review the reservation.

If you have received an email, you can click through on that email to get to the amenity reservations list in the ButterflyMX OS.

## 02. Click on the reservation you want to review.

From the Amenity Reservations screen, go to the "Requested" tab. The list of pending requests is sorted with the oldest request first so you can start at the top. Click on the reservation you want to review.

## 03. Review all the details and make any necessary changes.

To decline the reservation request, click the Decline button, fill in any explanation, and click the Decline and Send button.

To approve the reservation request, click on the Approve button, then Continue.

## 04. The reservation owner will receive a notification.

The reservation owner will be notified by email of whether the request was declined or approved. If approved, they will be able to see the reservation details in their mobile app.

The screenshot shows the 'Reservation Details' screen. At the top, it says 'Reservation Details'. Below that, there's a section for 'Amenity' with a dropdown menu showing 'Curl Post'. Under 'Reservation date and time', there are fields for 'Start Date' (02 Apr 2023), 'Start Time' (1:00AM), 'End Date' (02 Apr 2023), and 'End Time' (2:30AM). Below these, it says 'Duration 1 hour 30 minutes'. At the bottom, there's a 'Resident' dropdown showing 'Katrina Drake (Unit 200)' and a 'Number of Guests' field with the value '1'.

This screenshot shows two buttons: a red 'Decline' button on the left and a green 'Approve' button on the right, separated by a 'Cancel' link.

The screenshot shows a confirmation dialog titled 'Are you sure?'. The text inside says: 'This reservation will be approved and a confirmation email will be sent to the requestor.' At the bottom, there are two buttons: a purple 'Continue' button and a 'Cancel' link.

The screenshot shows a 'Decline' dialog. The text says: 'This reservation will be declined and an email will be sent to the requestor. You may provide an additional message regarding this reservation.' Below this is a text input field labeled 'Message (optional)' with the placeholder text 'Your request was declined due to...'. At the bottom, there are two buttons: a red 'Decline and Send' button and a 'Cancel' link.

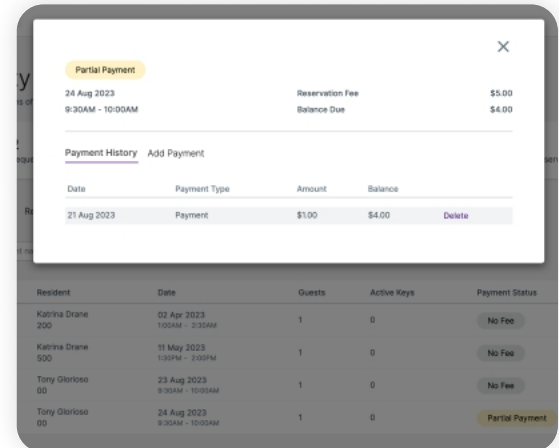
# Recording Payments

You have the option to have your building configured such that you can record payments made for each amenity reservation that has a fee. This will give you visibility into which reservations have an unpaid balance you need to collect.

## 01. Go to the Amenity Reservations list screen.

Each reservation will show one of the following payment statuses:

- **No Payment:** Balance due matches the total reservation fee
- **Partial Payment:** Balance due is less than the total reservation fee
- **Paid in Full:** Balance is zero following one or more payments
- **No Fee:** Balance is zero, but the reservation fee had also been zero



## 02. Filter the list as needed to find the reservation(s) you want to work on.

If you plan to record several payments, you may wish to filter the reservations based on payment statuses: Balance Due includes both No Payment and Partial Payment.

## 03. Click on the payment status within the table row.

Once you find the reservation for which you'd like to record a payment, click on the payment status itself within the table row. A "Manage Payment" window will appear.

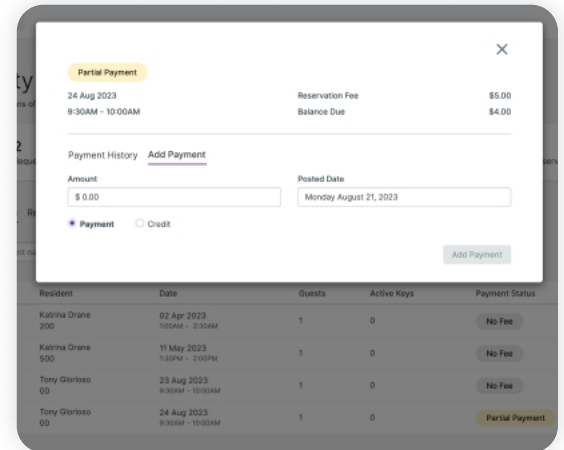
# Recording Payments

**04.** In the Manage Payment window, switch to the Add Payment tab.

**05.** Enter the amount, adjust the date if necessary, then click Add Payment.

The window will switch to the Payment History tab so you can view the payment added.

**06.** Once you are done recording payments for this reservation, close the window.



# FAQ

## Does my amenity have to be visible in the mobile app to be reservable?

No, you can set up an amenity for reservations without exposing that amenity in the mobile app. In this case, only the property manager can create a reservation, through the ButterflyMX OS.

Residents will be able to see and manage any reservations made on their behalf, even if that amenity is not visible in the Amenities list.

## Does my amenity have to be reservable by residents?

No, you can show your amenity to residents in the mobile app without turning on reservations for that amenity. "Show Amenity in Resident App" and "Allow Reservations" can be toggled separately.

Alternatively, you can enable the amenity for reservations while also enabling the "Require Approval" toggle. This lets residents request a reservation but does not let them book directly. With property management approval required for any new requests, you maintain visibility into any reserved use of the amenity.

## Can I control which residents see which amenities?

At this time, an amenity is either visible to all residents or to none.

If it's important to control which residents reserve a particular amenity, consider adding a note in the description and/or uploading a policy file, then requiring staff review of all reservation requests made.

## Do I have to review all incoming reservations?

No, you can choose for each amenity space whether its reservations require review or are automatically approved.

## What happens if a reservation doesn't get approved in time?

The resident doesn't receive exclusive access to the amenity during the reserved time and cannot add guests to their reservation.

If you want to review all incoming requests but anticipate challenges in staying on top of the request queue, you can increase an amenity's Minimum Lead Time to one that allows you enough time to comfortably review any new request.

# FAQ

## **When making or approving a reservation, am I held to the same restrictions as my residents?**

You will not be able to double-book an amenity or to overlap the defined buffer time between reservations. However, you will not be subject to the lead time restrictions enforced for residents.

## **Can I change the details of a reservable amenity, like when it can be reserved, and how much it costs?**

Yes, you can change most details for an amenity at any time, and it will only affect future reservations. Existing reservations will keep the settings they had when they were approved; however, if you edit them, they will need to be adapted to the new rules in order to save.

The one important exception is access doors: if you change the set of amenity doors and/or building doors for an amenity space, this will automatically affect all reservations, even those actively in progress.

## **Can I turn off reservations for an amenity space?**

Yes, you can disable new reservations at any time using the "Allow Reservations" toggle. Existing reservations will not be affected.

## **Can I hide an amenity space from the mobile app?**

Yes, you can hide an amenity at any time using the "Show Amenity in Resident App" toggle. Existing reservations will not be affected.

## **Can I delete an amenity space that has active reservations?**

The resident doesn't receive exclusive access to the amenity during the reserved time and cannot add guests to their reservation.

The one important exception is access doors: if you change the set of amenity doors and/or building doors for an amenity space, this will automatically affect all reservations, even those actively in progress.



# FAQ

## Can someone request a time slot that someone else has already requested?

No, a request is treated as a hold on its time slot until it is moved or declined, even if that request has not yet been approved.

## During a reservation, what do residents see in the ButterflyMX mobile app?

The reservation owner will see swipe-to-unlock on the Home screen for each door associated with the amenity space they reserved.

Residents who normally have access to the reserved space but do not own the reservation will still see that door listed on their Home screen, but they will see a "Reserved" badge in place of their usual swipe-to-unlock.

## How do I change the amount due for a specific amenity reservation?

If you have negotiated a different fee up front, you can edit the Reservation details themselves and override the fee to reflect the agreed rate. This amount can be higher or lower than the amount calculated based on that amenity's default rate.

If you need to apply a discount or partially waive a fee after the fact, you can enter a "Credit" in the Manage Payment screen, in the same way you'd record a payment from the resident.

## Can a resident use an amenity if they haven't yet paid in full?

Yes, as long as the reservation is approved, access will be granted at the time of the reservation.

Keeping payment recording and access control independent of one another gives you the most flexibility in setting and enforcing the right payment policies for your building. For example, you could choose to:

- Hold approval of a reservation until it is paid in full;
- Require a deposit before approval but not collect the full balance until the day the reservation takes place; or
- Let all new fees accumulate until they are bundled with rent, and then reconcile payments as a monthly process.