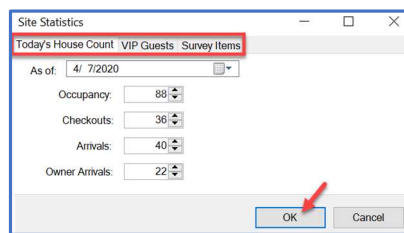
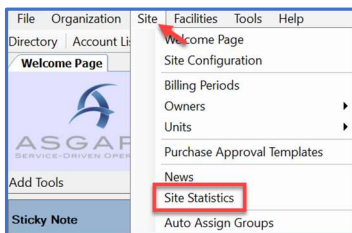


View & Update Site Statistics

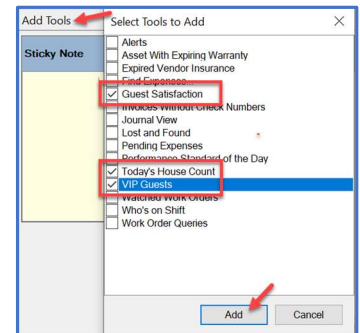
Site Statistics is permission based, if you require access contact support@katanasoft.com for assistance.

Step 1: Add Site Statistics tools on your Welcome Page by clicking **Add Tools**. Under Select Tools to Add check the boxes **Guest Satisfaction**, **Today's House Count**, and **VIP Guests**. Next click **Add**.

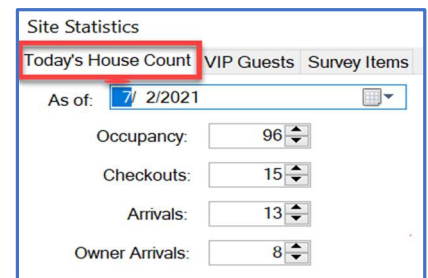
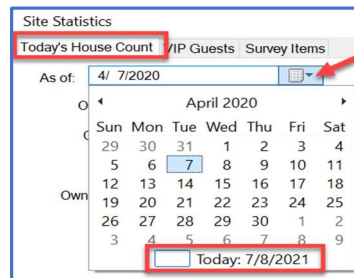
Step 2: Click on **Site** on the Main Toolbar. Then **Site Statistics**.



Do not click OK until you finish updating all tabs.

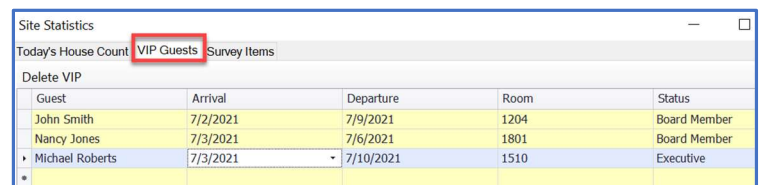


Step 3: Update **Today's House Count**. Under **As of** enter today's date using the convenience check box. Next enter the **Occupancy / Checkouts / Arrivals / Owner Arrivals** house count.



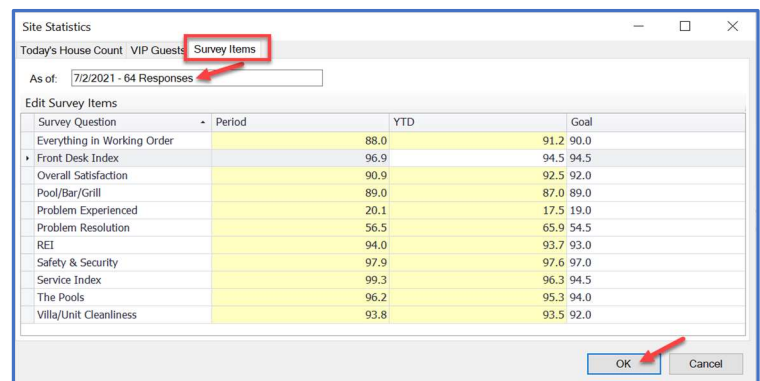
Step 4: Click on **VIP Guests** Tab, then click on yellow line with * to enter any VIP Guests arriving at your property.

- **Guest:** Enter Guest name
- **Arrival:** Arrival date
- **Departure:** Departure date
- **Room:** Unit/Villa #
- **Status:** Type of VIP guest



Guest	Arrival	Departure	Room	Status
John Smith	7/2/2021	7/9/2021	1204	Board Member
Nancy Jones	7/3/2021	7/6/2021	1801	Board Member
Michael Roberts	7/3/2021	7/10/2021	1510	Executive

Step 5: Next, click on **Survey Items** Tab to enter your properties' survey numbers. Under **As of** enter 'today's date - # of Responses'. Update each survey **Period** - the current percentage, and **YTD** - average percentage survey numbers. **Goal** will only need to be updated at the beginning of each year.



Survey Question	Period	YTD	Goal
Everything In Working Order		88.0	91.2 90.0
Front Desk Index		96.9	94.5 94.5
Overall Satisfaction		90.9	92.5 92.0
Pool/Bar/Grill		89.0	87.0 89.0
Problem Experienced		20.1	17.5 19.0
Problem Resolution		56.5	65.9 54.5
REI		94.0	93.7 93.0
Safety & Security		97.9	97.6 97.0
Service Index		99.3	96.3 94.5
The Pools		96.2	95.3 94.0
Villa/Unit Cleanliness		93.8	93.5 92.0

Step 6: Now Click **OK**!



Click on **Edit Survey Items** to update Survey Questions and Goals.