



Onboarding Next Steps

Congrats, and welcome to GoodNight Stay! We are excited to have you as an owner! To ensure a smooth onboarding process, we kindly ask you to read and complete the following steps listed below. GoodNight Stay will not be able to list your home until these items are completed.

Your Owner Success Manager (OSM) will be your primary contact for all things relating to your home.

If you have just signed your agreement, your OSM will be reaching out via email to introduce themselves shortly. In the meantime, feel free to get a head start on the onboarding process!

Download Owner X App:

GNS recommends downloading the **Owner X App** if you have a Apple or Android device. It follows the same process as shown above, just on your mobile phone. Don't have room for apps? Access the Owner Portal on the desktop version [here](#).



Few things to note:

*For any questions on completing the steps listed below, please contact your OSM.

*Access to your owner portal will be given once your property is officially listed into our system. This time frame ranges depending on the timeline of your home going live.

See steps on next page:

Onboarding Next Steps

GoodNight
HOME WHEREVER YOU GO

TPT License, STR permits & Maricopa County Registration

All AZ STR properties are legally required to have an **owner-provided TPT License**. Follow the links attached to step 1 to register your property.

Once registered, it typically takes 1-2 days for your TPT license number to appear in your AZ tax portal.

Then your home **must** be registered with Maricopa County.

Lastly, all properties require an additional **city (STR) permit**. To apply, you will need your TPT license number. ***Does not apply to 31+ day rentals.***

Step 1: Register Your Property

["Applying for a TPT License"](#) - all STR homes ☐

["Maricopa Registration"](#) - all AZ homes ☐

["City Registration"](#) - all AZ homes ☐

Accept Delegate access request from GNS ☐

*Once you complete your TPT, county and city applications, please share back all license numbers to your OSM. We will also need the ID number used for your TPT (either EID or SS used in the application)

*GNS will need to request delegate access with this information. The email used for your AZ tax login will be sent the delegate access request. Confirm with your OSM once you have received and approved.

***If your home is already legally registered, please share your information with your OSM and continue to next steps.**

Owner Questionnaire

Fill out the linked Owner Questionnaire. The more information GNS has upfront helps not only speed up the onboarding process, but sets your home up for success.

Download the Questionnaire on a computer, and the document will be fillable. Please SAVE your changes before returning back to your OSM & CC:

onboarding@goodnightstay.com

Step 2: Complete "Owner Questionnaire"

Save Questionnaire to computer ☐ ASAP

Fill out by typing into document ☐ ASAP

Re-save Questionnaire with edits ☐ ASAP

Return Questionnaire to OSM & CC
onboarding@goodnightstay.com ☐ ASAP

Home Inventory Checklist

Ensure your home has ALL the supplies needed for a guest stay.

Ensure utilities are set up with recurring payments. It is the owner's responsibility to establish this under their name.

GNS also requires all TVs to have streaming capabilities.

Step 3: "Home Inventory Checklist"

Ensure home has required supplies ☐

Confirm utilities are under the owner ☐

Ensure TVs have streaming capabilities ☐

****Once all steps are completed, confirm with your OSM that there isn't any other outstanding information in order to schedule for photos.**

Photo Shoot Checklist

The checklist provides a comprehensive guide to preparing a home for a photoshoot.

It includes detailed instructions for ensuring all rooms are well-lit, clutter-free, and aesthetically arranged, covering areas such as the living room, kitchen, bedrooms, bathrooms, and outdoor spaces, as well as special features and twilight shoots.

Step 4: "Photo Shoot Checklist"

Overall home review ☐

Any clutter removed or hidden in all areas ☐

Special features for home are on/showcased ☐

****Please ensure that all requirements on the photo shoot checklist are complete right before your photos are to be taken.**

Continue to next page

Other FAQ's

When can we get photos of my home? Who pays for photos, and do we need photos taken if I have my own to supply?

Photos of your home will be taken once the home is *fully cleaned (including outdoor spaces)*, *all miscellaneous owner items have been removed*, *all outstanding home renovation projects are complete*, *all beds have linens & are made*, and *the owner has all guest supplies needed for photos*. Once approved for photos, Onboarding will coordinate with the photographer to schedule.

GNS will cover the costs of photos as a part of the onboarding process. If owners have their own photos they wish to use, please let your OSM know, and they must be approved by the GNS team. Please note GNS wants the best for your home, and your photos may not leave the best impression on potential guests. GNS provides stand-out details to photos compared to competitors. Photos must provide a high-quality and ACCURATE representation of your home to perform well. We encourage our owners to trust the GNS team during this process. If you wish to add Twilight photos or additional shots, additional photography will incur, and the owner will need to pay the cost difference for the additional photography. Cost ranges depending on what is requested.

Now that I completed my onboarding steps, when will my home be live?

Once the above list is completed on the owner's end, the GNS team will be able to move forward with the following steps:

- Photos: Photos can range from 3-8 days for completion. Depending on edits and demand from the photographer.
- Final Stages: The GNS team will work on a creative home name, description, local attractions, organization, amenity list, house rules, SEO, dynamic pricing developed on marketing trends, distribution to all marketing platforms, direct deposit setup, and customer service communication templates for guests. This process can take several business days to complete depending on demand. Once completed, **you will receive an email letting you know your home is officially live.

Please note, if there are any changes to be made to your listing after the home is live, please place ALL requests in one email on the same email thread and allow up to 2 business days for the onboarding team to complete the requested changes.

How is my home priced?

Your home is priced by our Revenue Management team, who follows a dynamic pricing developed by marketing trends. If you would like a complete rundown of this process, please click the link for the document [“How is my Home Priced?”](#) or watch this YouTube video [here](#). If you have specific requests, such as a minimum or nightly rate, please let your OSM know and they will inform our Revenue team.

How do I access my owner portal?

Your owner portal will be sent to your primary email once your home has officially been signed with GNS. Please be sure to check your junk/spam folder; the email will be coming from our system and not a staff member directly. Once you create your log-in, please share your log-in with any additional owners who will need it. Once your home is officially live, your owner portal will have FULL access. Now allowing you to view all reservations, funds associated with them, and be able to select dates for when you would like to use the home yourself. GNS recommends for easy use to download the Owner X app for Apple and Android devices. The link to download can be found on the cover page of this document. Don't have room for apps? Access the Owner Portal on the desktop version [here](#).

Other FAQ's Cont'd

How do I receive payments?

Once you complete your first booking, an email will be sent after the first week of the following month from our accounting team (support@checkbook.io) to set up your direct deposit information.

When the account is set up, all payments moving forward will be sent directly to your account after the first week of the month. For example, if your first reservation is June 7th, you will not receive your checkbook IO email until July 10th when payouts occur. For more information on this process, please see "[Checkbook Process](#)"

When will I get my first booking?

Each home is different when introduced to the market. The more WOW factor your home has, the more eye-catching it is. In a saturated market, your home has to stand out. This, along with several other factors, means there is no guarantee of immediate bookings. Trust in the process, which is proven to bring owners success. Allow time for your listing to gain traction.

What is Aero Property Management?

This program is essentially vacation rentals by owner. It is tailored for owners who still want to be involved in the day-to-day management of their vacation rental but need assistance getting the exposure their home deserves. Our vacation rental by owner program is just that! We handle all the marketing, revenue, and pre-booking inquiries with guests, while you, the owner, handle all the on-the-ground and direct guest tasks once the reservation is confirmed. Enjoy the benefits of exposure on over 350+ rental platforms, social media sites, and opportunities from monthly newsletters to all of GoodNight Stay's past guest database.

Can I freely utilize my home while it is on your platform?

Yes! We are happy when owners visit their homes. We just require you, the owner, to put a block on the home whenever you plan on visiting. This allows us to ensure the home is ready post departure for the next guest, as well as not have any overlap from owners to guests or service providers. Goodnight Stay does require a minimum of bookable nights per year. Please refer to your PMA for the amount of bookable nights required. **Please note, owners will be responsible for cleaning for each stay.**

Can I leave items in the home while it's being rented?

We encourage owners to remove all personal items from the home, if they are accessible to guests Goodnight Stay cannot be liable for inventory or replacement. If items must be left, please have them in a locked storage place. GNS will not be responsible for these items.

Please let our team know if you have any other questions, Thank you!

