

How 808 Maui Eliminated Manual Accounting Errors & Took Control of Their Data

808 Maui Vacation Rentals manages 44 properties across the south and west sides of Maui. Founded by software engineer Lucas Faber, the company scaled quickly but soon ran into severe operational roadblocks. The culprit was a rigid legacy property management platform that buckled under the weight of complex local operations. The numbers didn't add up.

The Crushing Cost of Manual Workarounds

Operating a short-term rental business in Hawaii requires navigating unique financial complexities. It's a landscape with three separate tax rates, including one on the county level and two on the state level. Lucas found that his legacy system couldn't handle this multi-tiered tax structure.

As Lucas explains, **"The previous system could not be customized to a certain degree that covered this, which then led us to manually deal with owner statements and monthly disbursements."**

Here's where the shift happens. Because the system lacked flexibility, the team spent three full days at the end of every month manually exporting data, calculating tax rates, and drafting owner statements. **"It was basically three days of work at the end of every month,"** Lucas recalls. This massive manual workload opened the door to dangerous human errors, especially when processing ACH transfers. Nobody wants that.

Operational friction didn't stop at accounting. Property maintenance across distribution channels turned into an unmanageable chore as the portfolio grew. Lucas notes that under the old system, **"you had to touch every single listing separately to update, let's say, the pool picture of a certain association."** It took forever.



"I prefer Track because I actually know the people who build it."

Lucas Faber

Founder & Manager | 808 Maui Vacation Rentals

System stability was also unreliable. The communication system crashed entirely one day, wiping out guest history and contact info. The team didn't even know which guests were checking into which properties. It was chaotic.

There's nothing more frustrating than an email-only support desk when an emergency hits. Lucas found it **"ridiculous to have email-only support and to wait for answers sometimes days."** The legacy provider relied strictly on email tickets and basic website chat boxes that simply converted complex issues into slow email tickets. The old system just couldn't keep up.

A Deliberate Approach to Database Migration

Lucas chose a different path by migrating to Track. The implementation process rejected the typical 15-minute rush jobs that leave you to clean up the data mess manually. Lucas describes his previous onboarding experience with Guesty as **"catastrophic because they don't tell you what their next step is."**

The key is a structured, collaborative transition. Track guided the 808 Maui team through a thorough three-month onboarding timeline. The team ran multiple sandbox tests and complete database test runs before executing the final import.

As Lucas notes, **"it just gives you confidence and a better feeling that you will end up with a system that's better prepared."**

Restoring Operational Visibility & Financial Truth

By centering operations on **TrackPMS** and **TrackDistribution**, 808 Maui completely transformed its daily workflows. **TrackPMS** features a native, ledger-based trust accounting framework designed to handle deep compliance needs. Lucas customized the system to compute all three Hawaiian tax rates perfectly.

Now, generating owner statements and preparing monthly disbursements takes a single click of a button. **"With the generation of owner statements and the disbursement, it's basically just a click of a button at the end of the month and it saved us a lot of headaches and time,"** Lucas says. The three days of monthly accounting headaches disappeared instantly.

That isn't to say the benefits are limited to the back office. **TrackDistribution** introduced batch updates across the property portfolio. Uploading a new photo once updates all active distribution channels automatically.

As a software engineer, Lucas leveraged Track's rich open API to maintain full ownership of his business data. This data autonomy allows him to build custom capabilities easily whenever the business requires it.

Lucas highlights this clear advantage, stating, *"me as a software engineer, I want to have access to my own data. In case there's a feature or a functionality missing which I could just build by myself very easily."*

TrackPMS

- › Property Management
- › Trust Accounting
- › Owner Portal & Communications
- › Housekeeping & Maintenance
- › Front Desk & Reservations

TrackDistribution

- › Transformative Tech
- › Strategy & Dedicated Support
- › Reviews Management
- › Data Insights
- › Automated Host Responses
- › Fast & Flexible Property Updating

Measurable Results & Reliable Support

The transition to Track completely renewed the company's operational capacity. Month-end accounting shrunk from three days of manual work to a single button click. Database migration was completed with total accuracy via zero-downtime sandbox testing. Photo and listing maintenance across external distribution channels was cut to a single upload.

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Emergency phone support replaced the slow, anonymous email ticket queues.

Track lets you scale your property footprint without experiencing staff burnout or administrative delays. The numbers don't lie. Clean data structures and reliable accounting tools create a stable foundation for long-term real estate success.