

User and Security Management

Quick Reference Guide

Forward

Welcome to the version 4.8 edition of the Maestro User Guide for User and Security Management. We at Northwind are committed to providing our users with up-to-date, meaningful and easy to use guides and training tools so that users may make the best use of our software. A great deal of work has gone into this new series to bring the content up-to-date. The guides also feature an initial attempt to better organize the content in a fashion that makes it more accessible to our users.

Beginning with the version 4.9 Maestro User Guides, you can look forward to these further changes:

- Release Notes will be issued in Summary format at the time of each release. These summaries will contain all relevant enhancements and changes to Maestro, but will only provide an overview of functionality
- User Guides will be updated for every release, with enhancements and changes to functionality updated directly in the Guide. They will be highlighted in the forward of the guide and each updated section will be clearly marked as such
- A User Feedback section will be included, to help us understand your needs better and help you use our product better



Overview

Maestro™ Property Management System provides real-time information covering all areas of a property's operations. **Maestro** contains distinct modules that execute independent property management functions based on fully-integrated data and processes. Data is stored in one common location and used by programs in all the modules, which ensures data consistency and usability.

The property defines and customizes data in accordance with its requirements and preferences. In many fields, a user selects from a list of these pre-defined values rather than keying them in, making data entry more efficient and error-free.

Maestro can be adapted for single or multiple property environments. It contains built-in reports in all areas of the application and integrates with other office tools for unlimited reporting and financial analysis.

These modules are Front Desk, Accounts Receivable, Sales and Catering, Club and Spa Management, Owner Management, and Work Order Management.

The **Front Desk** module enhances guest service by:

- Making and updating new reservations for individuals and groups
- Efficiently managing check-in and checkout
- Maintaining detailed, up-to-date, current and historical guest information
- Displaying current and future room availability and assigning inventory to reservations
- Creating, updating, settling, and printing customizable folios
- Providing data for auditing staff activity and performance

Maestro's centralized **Accounts Receivable** system, tailored for a single or multi-property management environment, allows a seamless and efficient flow of information between front office, sales and catering, and accounts receivable departments.

The **Accounts Receivable** module provides a method of:

- Creating folios, recording charges, and posting settlements
- Print invoices and statements
- Monitoring invoices by performing aging analysis
- Charging interest for late payments
- Tracking receipts and revenues

Maestro Sales & Catering module manages the day-to-day operations of conference scheduling, sales, and catering departments. It is integrated with the account management function of Accounts Receivable, which can be implemented as a part of the fully integrated accounts receivable program.

This module:

- Provides a method of tracking advance deposits, conference related charges and payments.
- Assists sales and marketing efforts with comprehensive client contact and history information
- Manages function room bookings including tracking of food & beverage, inventory, and special charges
- Fills off-premises catering orders easily and accurately

Maestro manages security by creating Clerk Codes (or User IDs) and Clerk Group Codes and allowing or restricting them from performing functions in any area of Maestro. A unique Clerk Code, created for every user, allows that user to log in to Maestro. Clerk Codes provide security on the application by defining which of Maestro's programs and functions users can use and what tasks they can perform.

Because of its security features, **Maestro** has the ability to track and record any changes made to reservations and allows authorized users to review the audit trails for reservations, guest folios, and posting activities. You can obtain reports for all clerks on a shift, for specific transactions, or only for an individual clerks within a shift.

Note: This document assumes that the user is familiar with **Maestro** navigation and data entry as well as the use of its function keys.

Setup and Configuration

Maestro provides application security that allows a property to control access to its modules and individual programs as well as users' ability to perform specific functions in any area of **Maestro**. The property also maintains additional financial control by defining which users can post charges and settlements to specific posting codes.

Security permissions and restrictions are attached to individual **Clerk Codes** (or User IDs) and groups of **Clerk Codes**, called **Clerk Code Groups**. A unique **Clerk Code**, created for each user, authorizes the user to login to **Maestro** with clearly defined security control. Users who have similar responsibilities are grouped into **Clerk Group Codes**.

Initially, the system administrator defines security to the **Clerk Group Codes**. By assigning each user to a **Clerk Group Code** during setup, the system administrator automatically creates basic security for that user. Since users in a group may not have identical responsibilities, Maestro has the flexibility to grant specific access permissions for an individual user within a group, which takes precedence over the security assigned to the group.

Security in Maestro is set up using a combination of three techniques. User groups can be permitted to or prohibited from accessing certain modules and programs using **Maestro's Program Security** feature. **Authorized Functions** allow users and groups of users to perform specific tasks within a module. In addition, a property can define **Posting Restrictions** to determine which specific charges and settlements an individual user can post to a folio.

Clerk Group Codes

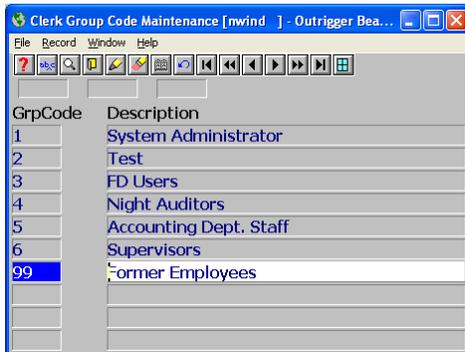
This feature simplifies security setup and management. All users who perform the same functions within **Maestro** are grouped together into the same **Clerk Group**. The system administrator defines security for

the **Clerk Group** only once and applies it to all users in the group. In addition, individual users can have specific permissions assigned.

Create a Clerk Group Code

The **Clerk Group Code Maintenance** screen allows the system administrator to set up the **Clerk Group Codes** for your property.

Create **Clerk Group Codes** on the **Clerk Group Code Maintenance** screen.



Open a **Global Maintenance** session

Select **Clerk > Clerk Group Code Maintenance** screen.

Create a new entry

Fill in the fields listed below

Field name	How to use it
GrpCode	Unique code that identifies the Clerk Group Code
Description	Description for the code

The screen above shows some of the **Clerk Group Codes** that could be set up at your property.

Clerk Codes (User IDs)

After creating **Clerk Group Codes**, you create **Clerk Codes** for all individual users and assign them to the group codes. Every **Clerk Code** must be assigned to a **Clerk Group Code**.

Create a Clerk Code

A **Clerk Code** authorizes the user to work within **Maestro**. To create a new **Clerk Code**, enter a unique identifying code for that user, associate it with the user's name, and assign him/her to a **Clerk Group Code**. Security authorizations for an individual (not the **Clerk Group** as a whole) can be attached to his or her **Clerk Code**.

Create **Clerk Codes** (User IDs) on the **Clerk Code Maintenance** screen.

Clerk	First Name	Surname	Grp	A?	DeptCode	Lg	PwdRen
ALENA	Alena	Kloroglo	FOM	N			
ALICE	ALICE	PAUL	QLFD	N			
ALICIA	Alicia	Pynn	PPHK	N			
ALLEN	Alen	Gelberg	FOM	N			
ALLISON	Allison	Burton	SAL	N			
ALLISONF	Allison	Flatt	RES	N			
ALLISONW	Allison	Wiens	OBFD	N			
AMBER	Amber	Haroutunian	CM	N			
ANA	Ana	Yuristy	FOM	Y	SPA		
ANDREA	Andrea	Flindall	PPFD	N			

The screen above shows the users currently defined for the Northwind Hotel.

1. Open a **Global Maintenance** Session
2. Select **Clerk > Clerk Code Maintenance**
3. Create a new Clerk Code
4. Fill in the following fields

Field name	What it means
Clerk	Unique code for each user. The property defines its own naming standards for users.
First Name	First name of the user
Surname	Last name of the user
Grp	Include this user in a Clerk Group Code (defined and created in section 0)
A?	Enter 'Y' if this clerk is currently an Active employee. Enter 'N' if they no longer an Active employee.
Deptcode	Assigning a Code to Clerks allows staff to run the Shift Report by Department.
Lg	Leave this field blank. It is reserved for future development
PwdRen	Leave this field blank. It is reserved for future development

The **Clerk Code Maintenance** screen below now shows **Clerk Code** DAVINCI, for user Leonardo Da Vinci. He is assigned to **Clerk Group Code FOM** and is currently an **Active** employee.

Clerk	First Name	Surname	Grp	A?	DeptCode	Lg	PwdRen
DARLA	Darla	Jones	EA	N			
DAVE	Dave	Norton	PPHK	N			
DAVID	David	Pierce	RES	N			
DAVIDD	David	dodington	PWFD	N			
DAVINCI	Leonardo	Da Vinci	FOM	Y			
DEAN	Dean	Babula	V11	Y	FRONT OF		
DEIDRE	Deidre	Miller	FOM	N			
DENIS	Denis	Boaro	OBSM	Y			
DIANA	Diana	Thompson	AR	N			
DIANA H	Diana	Herdia	PWFD	N			

Note: If a user has left the property, **Northwind** recommends that you assign his or her **Clerk Code** to a **Clerk Group Code** that has no access to **Maestro** and change their **A?** status to 'N'. This ensures the integrity of the property's statistics and reports.

Clerk Passwords – Version 4.18 and earlier

After creating a **Clerk Code**, go to **Window>Password** and create a password. Passwords should be 6 to 8 characters long and may contain letters and numbers.



Note: **Northwind** recommends all **Clerk Codes** use **Passwords** for added Security.

Encrypted Clerk Passwords – * New for Version 4.19

Starting in Version 4.19, Maestro features Encrypted **Clerk Code** Passwords. Clerks will be given an encrypted Password which can be personalized and reset if lost.

NOTE: NEW Authorized Function.

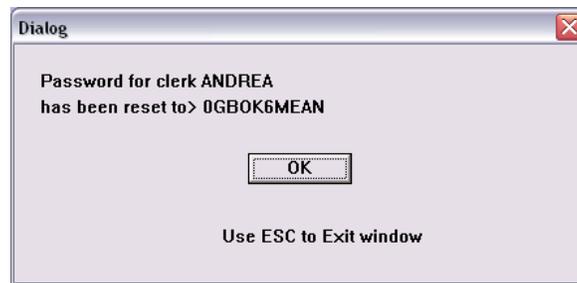
Before proceeding with resetting clerk passwords, you must first give your **Clerk Code** or **Clerk Group** the Authorized Function: **GB PWD**

See Section 2.6.2 for further details on Authorized Functions

After creating a **Clerk Code**, go to **Window>Password**. On the **Clerk Login Password Change** screen, go to **Window>Reset Password**.



Maestro will randomly generate a new Password which can be used by the Clerk to Login.



Once the Clerk has logged in, this Password can be personalized.
Personalizing Clerk Passwords

After logging in to Maestro with the randomly-generated Password, go to **Help>Reset Password**. Type in the Current Password and the New password twice.



Note: Passwords should be 8 to 10 characters in length, one of which is a number.

Password Renewal Days

The length of time before Passwords need to be renewed can be maintained with the **PwdRenew** field. Values greater than 90 days are not recommended as they are in contradiction with PCI compliancy.

Clerk	First Name	Surname	Group	DeptCode	Lang	PwdRenew	Active
ANDREA	Andrea	Smith	1			90	Y
ANSELM	Anselm	Dmello	1	FD		60	Y
AREN	Anthony	Renzulli	3			60	Y
AXCCT	Acct	Test	8			60	Y
BILLY	Billy	Idol	1			60	Y

Interface User ID's

Maestro can interface with many third party applications. For example, the Call Accounting interface takes charges and details about phone usage and sends them to **Maestro**, which posts the local and long distance charges to guest folios.

Interface User ID's are set up the same way as regular **Clerk Codes**. **Northwind** recommends that you create a unique **Clerk Code** to initialize the interface and assign this **Clerk Code** to a **Clerk Group Code** with limited **Maestro** permissions.

This ensures that users with other responsibilities do not, for example, receive all the details of phone usage from the **Call Accounting** interface. Also, if the interface is running on an unattended terminal, this prevents other users from executing other tasks using the security clearance and ownership of the interface ID.

Defining User Security for Clerks and Clerk Groups

Three separate setup functions control how security is defined in **Maestro**. The tasks and functions that a user and user group can perform are identified when you set up the **Program Security**, **Authorized Functions**, and **Posting Restrictions** for that **Clerk Code** and **Clerk Group Code**. The chart below summarizes what these features mean and how they are assigned to users.

Maestro security features	What they do	Assign them to	To allow/restrict access
Program Security	Restricts access to any Maestro module and program. Maestro grants access to all modules/programs that are not listed	Clerk Group Codes or Clerk Codes	If blank, users are allowed access to all of Maestro If a module/program is listed; it will not be available for users to access.
Authorized Functions	Allow users to perform specific tasks within Maestro modules	Clerk Group Codes or Clerk Codes *	List each Authorized Function Note: Blank means no functions are authorized
Posting Restrictions	Allows a user to post transactions to these posting codes	Clerk Codes	List each Posting code to which the user is allowed to post transactions Note: If blank, the user is not allowed to post any transactions

Note: Authorized Functions can be assigned to **Clerk Group Code** and to individual **Clerk Codes**. When assigned to **Clerk Codes** they take precedence over the security assigned to the **Clerk Group Code**.

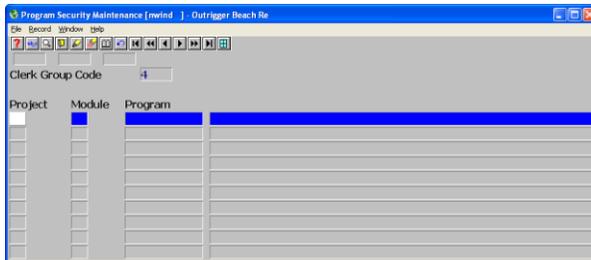
Program Security

Program Security restricts access to specific projects, modules and programs within **Maestro**.

If no **Program Security** is assigned to a **Clerk Group Code**, users within that group have access to **ALL** the modules and programs in **Maestro**

If any module or program is listed for a **Clerk Group Code**, any user who belongs to this group **cannot** work within that module or program.

Define **Program Security** for a **Clerk Group Code** on the **Clerk Group Code Maintenance** screen.



1. Open a **Global Maintenance** session
2. Select **Clerk > Clerk Group Code Maintenance**

Select a **Clerk Group Code**

Select **Window > Program Security**

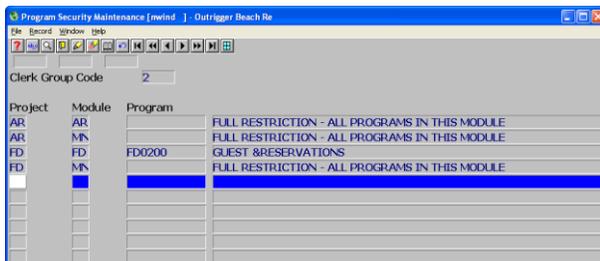
This takes you to the **Program Security Maintenance** screen

Enter the following information

Maestro component	What it means
Project	Maestro session such as FD
Module	Segment of that project, such as MN for Front Desk Maintenance
Program	Number of a program that executes a specific Maestro function
	System-generated description of the function that has been restricted

Note: You must enter the Project. In addition you can enter the Module **OR** the Module and Program.

The example below shows the **Program Security Maintenance** for **Clerk Group 2**.



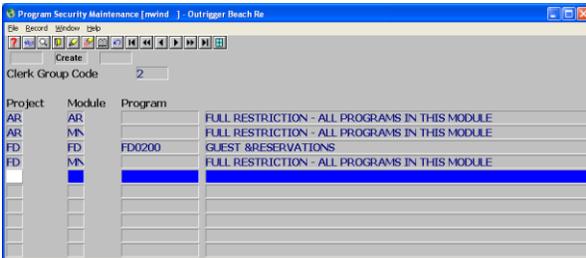
These users are not permitted to do any work in the modules and programs listed below:

- **Accounts Receivable**
- **Accounts Receivable Maintenance**
- **Front Desk Maintenance**

In addition, within the Front Desk module, they also cannot handle **Guest Reservations**

To restrict a **Clerk Group Code** from working within the **Global Maintenance** module:

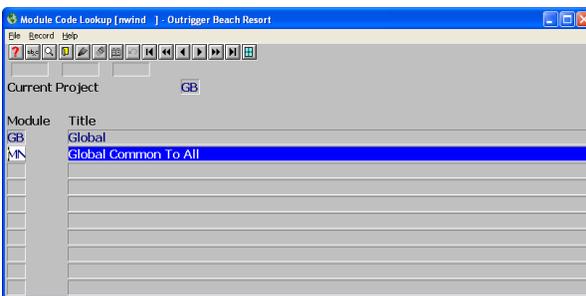
1. Start at the **Program Security** screen
2. Create a new entry



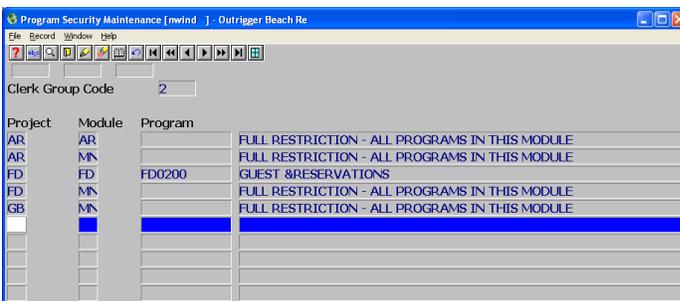
3. Select **GB** on the **Project Code Lookup** screen



4. Select **MN** on the **Module Code Lookup** screen



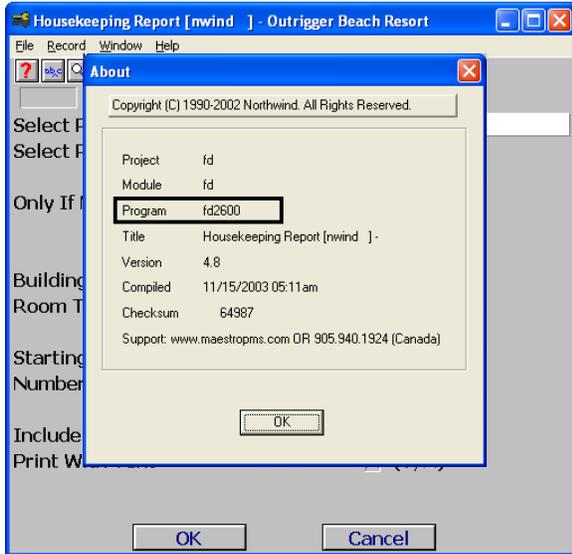
The fourth column on the screen shows that **Clerk Group Code 2** is now restricted from performing any maintenance in the **Global Module**.



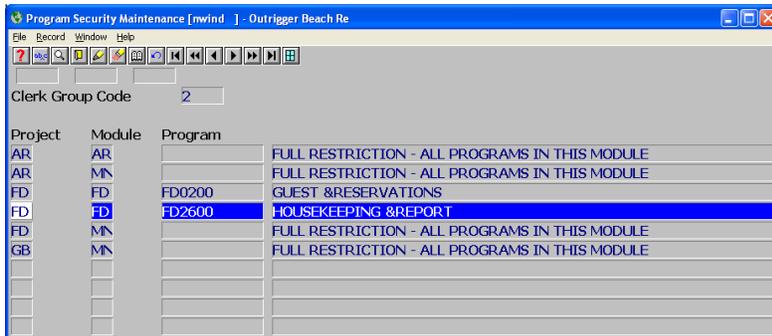
Repeat for other modules and programs as necessary.

Locate a **Program Identifier** on the **Help > About** screen for that function.

For example, to prevent this user group from running the **Housekeeping Report** in the **Front Desk** module:



1. Open a **Front Desk** session
 Select **Housekeeping > Housekeeping Report**
 This takes you to the **Housekeeping Report** screen
 Help > About
 The About screen to the left displays the program identifier: **FD2600**.
 Enter that identifier in the program field of the **Program Security** screen.



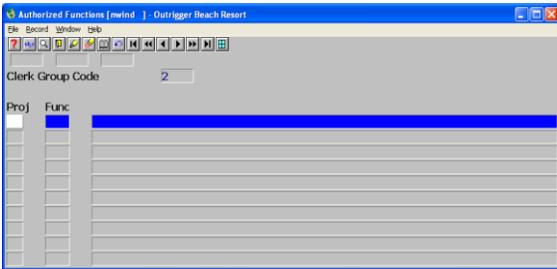
Clerk Group Code 2 is now prevented from running the Housekeeping Report.

Authorized Functions

Authorized Functions specify those **Maestro** functions users or groups of users can perform. (For a full **List of Authorized Functions** see page 13.)

Create **Authorized Functions** for a **Clerk Group Code** or a **Clerk Code** on the **Authorized Function** screen.

Assign Authorized Functions to a Clerk Group Code



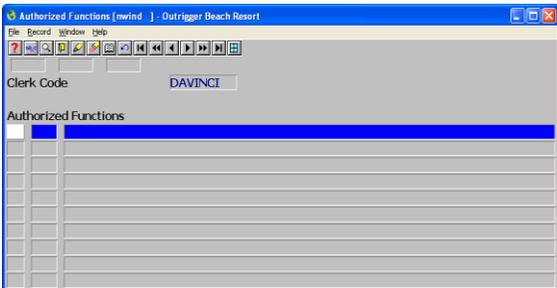
1. Open a **Global Maintenance** session
Select **Clerk > Clerk Group Code Maintenance**
This takes you to the **Clerk Group Code Maintenance** screen
Highlight a **Clerk Group Code**
Select **Window > Authorized Functions**
This takes you to a blank **Authorized Functions** screen for **Clerk Group Code 2**.
Select the **Authorized Function**, which is displayed with its **Project Name** and function code

Continue until you have selected all the functions this user is permitted to perform.

Maestro component	What it means
Proj	Project or Maestro session such as FD
Func	Function or the number for the Authorized Function

Assign Authorized Functions to a Clerk Code

Follow almost the same procedure you used to assign authorized functions to a **Clerk Group Code**.

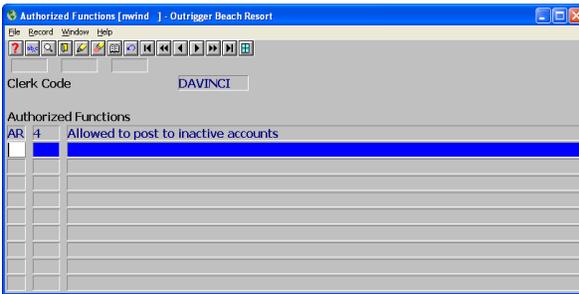


1. Open a **Global Maintenance** session
2. Select **Clerk > Clerk Code Maintenance**
This takes you to the **Clerk Code Maintenance** screen.
3. Highlight a **Clerk Code**
4. Select **Window > Authorized Functions**
This takes you to a blank **Authorized Functions** screen for user DAVINCI, shown at the left.

Creating an **Authorized Function (AR 4)** for his **Clerk Code** permits him to post to inactive accounts.



5. Select **AR** for **Accounts Receivable**



6. From a list of **Authorized Functions** in the **AR** module, select **AR 4**

Clerk Code **DAVINCI** is now authorized to post to inactive accounts.

List of Authorized Functions

Front Desk Functions

Function	Description
FD 1	Allowed to change the date on folio details
FD 2	Allowed to re-open closed folios
FD 3	Allowed to create A/R accounts
FD 4	Allowed to assign or de-assign A/R Accounts to a Reservation
FD RC	Allowed to override default Rate Values
FD Y1	Allowed to ignore Level One Yield Overrides
FD Y2	Allowed to ignore Level Two Yield Overrides
FD Y3	Allowed to ignore Level Three Yield Overrides
FD C1	Level One Cancellation Override
FD C2	Level Two Cancellation Override
FD C3	Level Three Cancellation Override

Sales and Catering Functions

Function	Description
SC 1	Full Access to All Bookings
SC 2	Read-Only Access to All Bookings
SC 3	Audit and Post Events
SC 4	Post Bookings to A/R or Front Desk

Accounts Receivable Functions

Function	Description
AR 1	Allowed to change date on folio details.
AR 2	Allowed to re-open closed folios.
AR 3	Allowed to create A/R accounts.
AR 4	Allowed to post to inactive accounts.
AR 5	Allowed to modify account status (active/inactive)
AR 6	Allowed to modify A/R name.
AR 7	Allowed to change folio description
AR 8	Allowed to override default foreign currency
AR IF	Allowed to move folios between properties

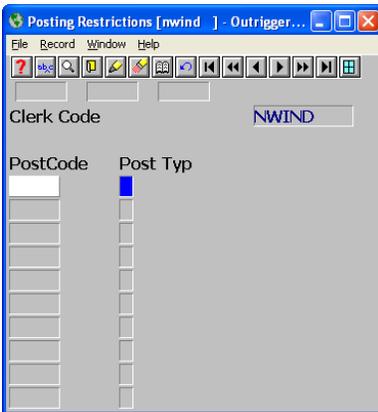
Club Management Functions

Function	Description
CM 1	Allowed to Override Treatment Booking Rules

Posting Restrictions

You can also permit individual users to post transaction to specific Posting Codes. Users can only post to posting codes listed for their **Clerk Codes**. They cannot post to any other Posting Codes.

Create **Posting Restrictions** on the **Posting Restrictions** screen



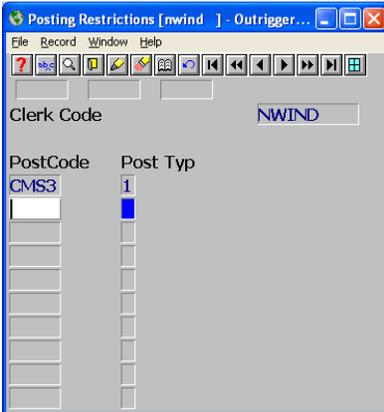
1. Open a **Global Maintenance** session
2. Select **Clerk > Clerk Code Maintenance**
3. Highlight the **Clerk Code**
4. Select **Window > Posting Restriction**
This takes you to the **Posting Restrictions** screen
5. Enter the information listed below

Field	What it does
PostCode	Codes for transactions this user is permitted to post
Post Typ --	Maestro uses this field
Read only	

This is one of the screens in the list of **Posting Codes** for this property. In this example, we will allow this user **nwind** to post **Spa Service - Massage** charges to guest folios.



6. Select posting code **CMS3**



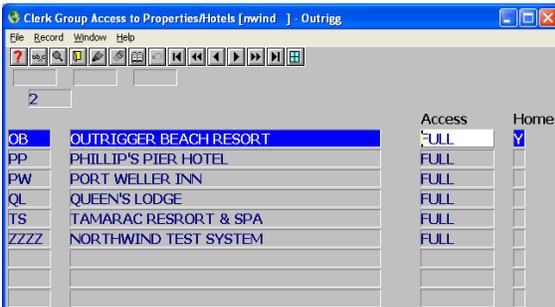
7. Add any **Posting Codes** the user is permitted to post

Hotels/Properties - Multi-Property

The multi-property feature supports **Program Security**, **Authorized Functions**, and **Posting Restrictions** as described for individual properties. This feature also allows the property to assign a home property for a **Clerk Code** or a **Clerk Group Code**. Users and user groups can be set up to have full or no access to transactions for any individual property. This option is available only in a multi-property environment.

Assign Access and a Home Property to a Clerk Group Code

Set up the **Clerk Group Codes** for multi-property on the **Clerk Group Access to Properties/Hotels** screen.



1. Open a **Global Maintenance** session
Select **Clerk > Clerk Group Code Maintenance**
Highlight a **Clerk Group Code** (Group 2 in this example)
Select **Window > Hotels/Properties**
This takes you to the **Clerk Group Access to Properties/Hotels** screen
Enter the information listed on the next page

Field	What it means
	Property ID
	Description of the property
Access	Type of access given to each property. Options on the lookup screen, Property Access Rights screen, are FULL – Full access to all programs and functions permitted for this group NONE – Clerk group cannot access Maestro for this property
Home (Optional)	Indicates whether this is the user's home property, where they login to Maestro . Y user automatically logs in to Maestro N (displays as blank)

Assign Access and a Home Property to a Clerk Code

You can designate a home property for an individual on the **Clerk Access to Properties/Hotels** screen. As before, this takes precedence over the assignment for the **Clerk Group Code**.

Set up the **Clerk Codes** for multi-property on the **Clerk Access to Properties/Hotels** screen.



1. Open a **Global Maintenance** session
Select **Clerk > Clerk Code Maintenance**
Highlight the **Clerk Code**
Select **Window > Hotels/Properties**
This takes you to the **Clerk Access to Properties/Hotels** screen
Complete the first 3 fields listed below
You may also designate a home property for a user.

Field	What it means
	Property ID
	Description of the property
Clerk	Type of access given to each property Options are FULL or blank. If left blank, the clerk has no access to that property
Home (Optional)	Indicates whether this is the user's home property, where they login to Maestro. 'Y' means it is
Group (Read-only)	Type of access (FULL or NONE) given to the Clerk Group Code

Operational Details

Logging In

Log in to **Maestro** using the Clerk Login dialog box

1. Select the module that you want to use (such as **Front Desk** or **Accounts Receivable**)
2. Fill in the fields listed below
3. Click on “**OK**”

Field	What it means
Clerk	Clerk code or User ID; tab to the password field
Password	Password for the Clerk Code , if applicable. As mentioned earlier, the password does not display on the screen

A successful login opens the module that the user selected and displays its main menu.



The title bar of this window will display the Module Name, Clerk Code, and the Property Name. On the screen above, user **NWIND** opened the **Global Maintenance Module** at the Outrigger Beach Resort.

Login Failure

This error message below appears when you enter an incorrect User ID and/or Password.



1. Select “OK”
2. Begin logging in again by selecting the module that you want to use
Reenter the **Clerk Code** and password

Logging Out

Maestro does not automatically log a user out of a **Maestro** session. Each user must logout to end a session. It is important to logout to prevent other users from performing any transactions using your User ID. These actions would be your responsibility and would be attributed to you

To logout, press F4/Exit as many times as needed to close each session and return to your desktop.

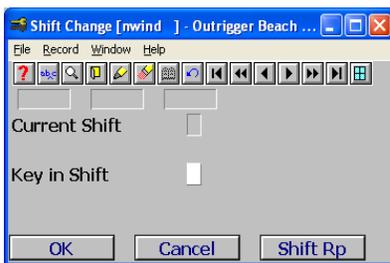
Note: Window users should check the task bar on the bottom of the screen to make sure that all **Maestro** sessions are closed before leaving for a period of time or for the day.

Shift Change

Properties may operate with one cash tray per shift or may assign a separate tray to each clerk. If a property operates with common cash per shift, the shift may be balanced by changing the shift in **Maestro**.

Before performing the shift change, any open session in any **Maestro** module must be closed. Otherwise these sessions will continue to operate as though they are part of the original shift.

Use the **Shift Change** screen to execute a shift change in **Maestro**.



1. Close every open **Maestro** session
Open a **Front Desk** session
Select **Audit > Shift Change**
Key the shift number or ALL and select “OK”
Select “**Shift Rp**” to run the report
To interrupt the report generation, select “Cancel”

Field	What it means
Current Shift	System displays the shift currently operating. If this field is blank, shift numbers are not being used
Key in Shift	The number of the shift to be opened

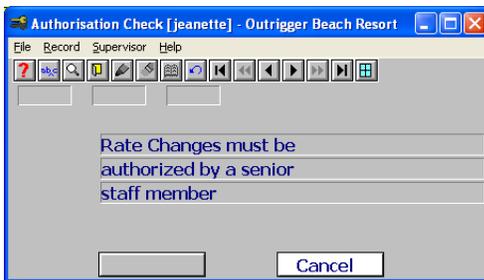
Supervisory Overrides

In order to perform specific actions, a user with the correct security permission logs in to the **Maestro** Session. Certain programs allow an authorized user to login within the program, instead of opening a new **Maestro** session.

Rate Change Permissions

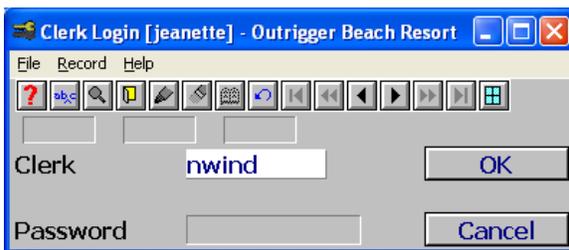
Authorized Function “**FD RC**” determines which users are authorized to change the default Rate Type values. This feature affects both the **Room Type Booking** screen and on the **Assignment Chart**. If a user keys a rate other than the default rate on either of these screens, **Maestro** checks to see whether that user is authorized to change rates.

- If the user is authorized, **Maestro** processes the change.
- If the user is not authorized to change the rates, the **Authorization Check** screen will appear (shown below). The user either:
 - Ends the request by pressing “**Cancel**”. The rate is not changed and **Maestro** returns to the original screen OR
 - Contacts an authorized staff member to approve the rate change

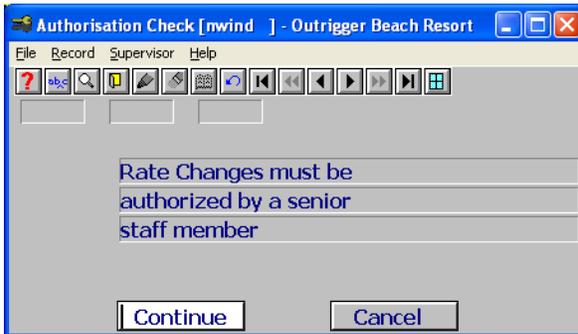


The user selects “**Cancel**” OR
An authorized user logs in temporarily and changes the rate

Maestro then returns to the **Authorization Check** screen. The authorized staff member selects “**Continue**”, which automatically logs that user out and re-establishes the login session for the original user



1. Select **Supervisor > Login**
This takes you to the **Clerk Login** screen
Senior user NWIND logs in and completes the change. This change is attributed to his or her User ID.



Maestro returns to the **Authorization Check** screen. The authorized staff member then selects “**Continue**”, which:

1. Automatically logs him/herself out
Re-establishes the login session for the original user

Folio Detail Posting

When the current user cannot post an item to a folio, a user with an authorized **Clerk Code** may log in within this program. There is no need to close the current session and open a new session. The current user simply logs out and the new user logs in.

Within the **Folio Detail Entry/View** screen:

1. Select **File > Logout** to view the **Clerk Login** window
The authorized **Clerk Code** logs in on the **Clerk Login** screen, performs the desired action, and logs out
The original clerk logs back in and continues to work

Audit Reporting

Maestro contains several audit trails that provide additional information about certain actions performed within **Maestro**. **Maestro** tracks user activities, postings to folios, and highlights incomplete reservations and those needing further attention.

Reservation Activity Log

Most of the actions performed by clerks are logged under **Reservation Activity Log**. This is a good tool to use to begin any investigation. An authorized user can view this log from a Guest Reservation.

1. Open a **Front Desk** session
2. Locate a guest reservation

Select **Verify > Reservation Activity Log**

- From **the Reservation Status** field
F5 Drill Down
- From the **Assignment Chart** for the **Reservation**
Select **Window > Reservation Activity Log**

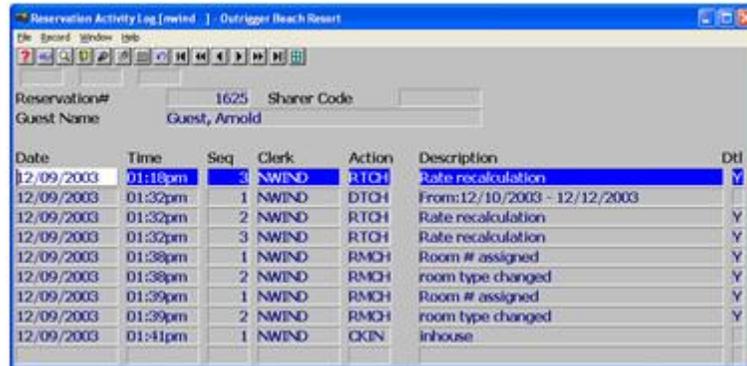
A sample **Reservation Activity** Log is shown below. All information is displayed in Read-Only format.

Date	Time	Seq	Clerk	Action	Description	Dtl
12/10/2003	09:59am	1	NWIND	RESD	reserved	

The log shows that clerk NWIND created a reservation for customer named Guest, Name.

The **Reservation Activity Log** lists:

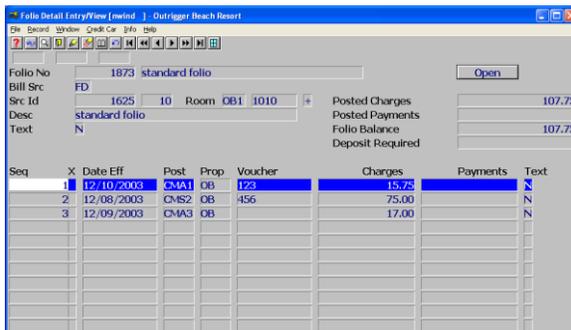
Field	What it means
Date – Read only	Date the action was performed (MM/DD/YYYY)
Time – Read only	Time the action was performed (HH:MMam/pm)
Clerk – Read only	User who performed the action
Action – Read only	Code for the action
Description – Read only	Description of the action performed
Dtl	When Dtl=Y, there are additional details about this action. Drilldown in this field to display the details



The example above shows:
 Several rate changes (RTCH)
 Several room type changes (RMCH)
 Room assignment and reassignment
 Guest check-in

Folio Extra Details

For additional information about a posting, a user can view an audit trail for a folio on the **Folio Detail Entry/View** screen:



1. Start at the **Guest Reservation** screen for a guest
2. **Window > Folios Entry/View**
 This takes you to the **Folio Detail Entry/View** screen.
 If **Maestro** takes you to the **Folio Header Entry/View** screen, select **Window > Folio Detail Entry/View**
3. Highlight the sequence number of a record and drilldown



4. Drilldown to the **Folio Extra Details** screen

Information	What it means
Keyed	Actual date and time a transaction was posted
By	User who posted the transaction
Shift	Shift during which a transaction was posted
Catgry	The Posting Category to which the transaction belongs
Mtd	The method by which the user posted the transaction KEY – manually keyed ADT – Posted by night audit

CUR – Posted by currency exchange
 INT – Posted by interface program
 REV – Posted by Posting Reversal
 CKO – Posted by checkout process.

In the case of a back dated posting, this window displays the actual date the transaction was posted, rather than the date of the service.

Exceptions Report

The **Exceptions Report** is actually a collection of 10 individual reports that give management and audit staff the tools to track a variety of changes made to guest reservations on a specific date. The user can request any single report or combination of reports at one time.

The user can easily audit and reconcile any errors or omissions that were made that day.

For example, **Maestro** can track:

- Changes to reservation information that are not controlled by Authorized Functions
- Reservations that are missing information
- A reservation left incomplete, as permitted by **Maestro Setup & System Options**

The Audit Date defaults to the earliest un-audited date. The date fields for the individual reports default to the **Audit Date** – with these exceptions:

1. The date for the **No Inventory for Arrivals** report defaults to the following day.
2. The **In house no Room Inventory** report is not date sensitive. They will report all activity at the time of report printing.

The user can run reports for a previous date. Changing the Audit Date causes the dates in the remaining date fields to change also. The user may override the defaulted date in any or all of these fields.

Print an **Exception Report** on the **Exception Report** screen:



1. Open a **Front Desk** session
 Select **Audit > Audit Reports > Exceptions Report**
 Select reports to be printed and their effective dates
 Click **“OK”** to run the report or **“Cancel”** to stop before running the report

Field	What it means
	Should Maestro print this report? Y = print this sub-reports N = suppress the sub-report
	Name of the sub-report
	Date of the data in the report (MM/DD/YYYY format)

Shift Report

The **Shift Report** provides information, by effective posting date, about posting activities during a shift or for the entire day. This report may be printed for:

- One shift or all shifts
- One specific clerk or all clerks

Print the **Shift Report** on the **Shift Report** screen.

1. Open a **Front Desk** session
2. Select **Audit > Audit Reports > Shift Report**
3. Set the options listed below
4. Click “**OK**” to run the report or “**Cancel**” to stop before running the report

Field	What it means
Clerk code	User ID
Report Date	MM/DD/YYYY format
Shift	Run the report for one shift or all shifts
Report Type	P = Print payments only C = Print charges only B = Print payments and charges
Posting Code	Enter a specific posting code to display only those transactions. Leave the field blank to display all transactions posted during that shift
Summary Report	Prints summary information only
Page Break on Code	Formats report so each shift starts on a new page
Sort by:	Print the report information by: C for clerk or N for posting code
Print Receipt	Show the distribution of a payment to multiple
Application Details	folios

Note: The Shift Report can only be printed one date at a time. If you are looking for this information for a range of dates, see the Posting Audit Report (below).

The **Shift Report** contains four sections:

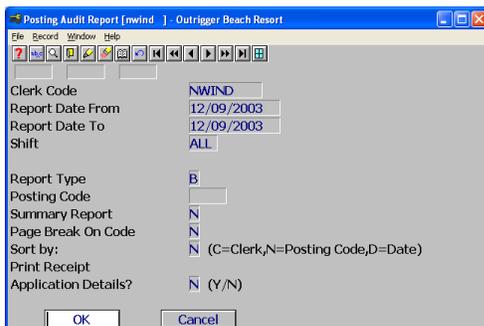
Report Section	What it contains
Charges Detail	List of each charge posting sorted by posting code. The list provides reservation number, room number, guest name, folio, clerk, time posted, # of shares, voucher number and amount posted
Charges Summary	Summary of total charge postings sorted by posting code
Payments Detail	List of each payment (settlement) posting sorted by posting code. The list provides reservation number, room number, guest name, folio, clerk, time posted, # of shares, voucher number and amount posted
Payments Summary	Summary of total payment (settlement) postings sorted by posting code

Posting Audit Report

Posting Audit Report is similar to the **Shift Report**, but may be printed for a range of dates. You have the same setup options as the **Shift Posting Report** (see section 0) except that you can specify the range of dates to be reported.

Users should note another difference between the reports: the **Posting Audit Report** lists folio details by Date Keyed whereas the **Shift Report** lists folio details by Effective Date. This report is also one of the **Audit Reports**.

Print the **Posting Audit Report** on the **Posting Audit Report** screen.



1. Open a **Front Desk** session
2. Select **Audit > Audit Reports > Posting Audit Report**
3. Set the options for this report
4. Click **“OK”** to run the report or **“Cancel”** to stop before running the report

Field	What it means
Clerk Code	User
Report Date From Report Date To	Select postings made within this range of dates (MM/DD/YYYY)
Shift	Run the report for one shift or all shifts
Report Type	P = Print payments only C = Print charges only B = Print payments and charges
Posting Code	Enter a specific posting code to display only those transactions.

	Leave the field blank to display all transactions posted during that shift
Summary Report	Prints summary information only
Page Break on Code	Formats report so each code prints on a new page
Sort By	C = Clerk N = Posting code D = Date
Print Receipt Application Details	Include receipt details with the report? (Y/N)

Performance

This report summarizes the reservation activity for the period. For each reservation, the report lists the booking date, arrival date, room type, room rate, guarantee method, number of guests, and total rate value.

Managers will find this report helpful in evaluating the accuracy and productivity volume of the reservation staff. If a property compensates the staff based on their performance, this report provides necessary information.

Print the **Clerk Reservations and Performance Report** on the **Clerk Reservations and Performance Report** screen.

1. Open a **Front Desk** session
2. Select **Reports > Management Reports > Clerk Reservations and Performance Report**
3. Set the options listed below
4. Click “**OK**” to run the report or “**Cancel**” to stop before running the report

Field	What it means
Booking From Booking To	Select bookings made during this range of dates (MM/DD/YYYY)
Arrival From Arrival To	Date range during which guest will arrive
Building	As set by the property
Rate Category	Categories of room rates as set by the property
Guest Type	Optional
Res Status	Reservation Status R for Reserved C for Cancelled O for Checkout I for Checkin
Show Waitlist	Include reservations for guests who are waitlisted. Y = Show waitlisted reservations N = Don't show waitlisted reservations
Sort By	C = Clerk G = Guest name
Group Name	As set by the property
Print Text	Include text message with the report? Y/N

This document assumes that the user is familiar with **Maestro** navigation and data entry as well as the use of its function keys.



Security Worksheet

This worksheet is a tool for you to map out the security permissions and restrictions that will be applied to each Clerk Group.

		Group 1	Group 2	Group 3	Group 4	Group 5	Group 6
Property _____							
Program Access							
FD FD	Front Desk Module						
FD MN	Front Desk Maintenance Module						
AR AR	Accounts Receivable Module						
AR MN	Accounts Receivable Maintenance Module						
CM CM	Club Management Module						
CM MN	Club Management Maintenance Module						
SC SC	Sales & Catering Module						
SC MN	Sales & Catering Maintenance Module						
WO WO	Work Order Module						
WO MN	Work Order Maintenance Module						
GB GB	Global Maintenance Module						

Authorized Functions Front Desk							
FD 1	Allowed to change the date on folio details						
FD 2	Allowed to re-open closed folios.						
FD 3	Allowed to create A/R accounts.						
FD 4	Allowed to assign/de-assign A/R Accounts to a Reservation						
FD Y1	Allowed to ignore Level One Yield Overrides						
FD Y2	Allowed to ignore Level Two Yield Overrides.						
FD Y3	Allowed to ignore Level Three Yield Overrides.						
FD C1	Level One Cancellation Override						
FD C2	Level Two Cancellation Override						
FD C3	Level Three Cancellation Override						
FD RC	Allowed to override room rate values on reservations						
Authorized Functions - Sales & Catering							
SC1	Full Access to All Bookings						
SC2	Read-Only Access to All Bookings						
SC3	Audit and Post Events						



SC4	Post Bookings to A/R or Front Desk								
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Authorized Functions - Accounts Receivable									
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AR 1	Allowed to change date on folio details.								
AR 2	Allowed to re-open closed folios.								
AR 3	Allowed to create A/R accounts.								
AR 4	Allowed to post to inactive accounts.								
AR 5	Allowed to modify account status (active/inactive)								
AR 6	Allowed to modify A/R name.								
AR 7	Allowed to change folio description.								
AR 8	Allowed to override default foreign currency								
AR IF	Allowed to transfer folios between properties								

Authorized Functions - Club Management									
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CM 1	Allowed to override Treatment rules								
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Multi-Property Access									
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1	Full Access								
	No Access								
	Home								
2	Full Access								
	No Access								
	Home								
3	Full Access								
	No Access								
	Home								
4	Full Access								
	No Access								
	Home								

Screen Access Restrictions									
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