

Travel with/Social Groups Quick Reference Guide

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Introduction

The Quick Reference Guide will guide the user through the procedure in creating social groups. Social groups are small groups of reservations that are linked together for social purposes. While group members can also be social group members, if charges are being routed within the social group, they cannot be sent to the group reservation.

Setup

To activate the Social Groups feature, go to **Front Desk Maintenance | Setup | System Options.** Set the flag to Y for Use Social Groups?

System Option [pat] - Northwind	Hotel & Conf Center	-	- • ×
<u>File W</u> indow <u>H</u> elp			
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Ind Guest Addr	Y	Suppress Tr/Gst	N
Ind Agency Addr	Y	Skip Folio Dilg?	N
Ind Agent Addr	Ň	Res. Aval. Selct	Ň
Ind Caller Addr	N	Use Text Entry	Y
Ind Company Addr	Y	Enable Services	Y
Ind A/R Addr	Ý	Enable Other Charges	Y
Grp Guest Addr	N Y Y	Enable Adult Rates	N
Grp Agency Addr		Force Turnaway	N
Grp Agent Addr	YN	Force Cancel	N
Grp Caller Addr	N	Use Name Notify	Y
Grp Company Addr	Y	Use Revenue Sharing	Y
Grp A/R Addr	Y	Use Manager's Overrides	Y
Reserve W/O Type		Use Waitlist	Y
Termn Room Type	R G Y Y	Early CheckOut	P
Asgn Rm Order	G	Use Charge Routing Rules	Y
Disp Total	Y	Enable Vessel	N
Agent Posting?	Y	Default Room Number Chart	Π
Anniversary Pst	Y	Allow Zero Rate Activities	N
Anniversary Prt	N	Display Text on Checkout	Y
Check Folios	Y	Print Guest Name	R
Recalc Rate w/Rm Chg	N Y Y N	Disp Waitlt Res on Cancel	S
Use GTD Calendar Cht	Y	All Clients in GH Master	
Use Seasonal Rates	N	Force Guaranteed By Type	Ν
Allow Avail Toggle	Y	Deliq Traces on Dashbrd	Y
GH Exclude Routing	Y	Consolidate Sharer Counts	Y
Auto Checkin Sharers	Y	Enable Checkin Reversal	Y
1st Sharer Rks DynDkg	N	Hold Rooms for Waitlist	Y
Use Social Groups?	Y	Enable Inhouse Waitlist	Y
use snarer switching	Y	Sharer Gst Count from Res	Y
Guest Selected Only Trans	Y		

Once the flag has been set, have all users log out and re-login to Maestro. Users will be able to see the Travels With field on the Guest Reservations screen.





Guest Reservations [pat] - N	and the second se			
File Becord Status Window	Forms Inventory Addresses I et Verify Help MyMenu			
Guest Name Arrival Num Nights Departure Tour Operator Group Name Sharer Name		Ro Ra Ra No Ad	o. tivities	
Travels With Guest Type Company Name A/R Name		Pr Hd	eAuthAmt buse Limit	
Guaranteed By Send Confirm Post To Group	Settle By	Cr	ir Balance - Avail eposit Req	
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	More			

Procedure

To use the Social Group feature, begin on the Guest Reservation screen. Place the cursor in the Travels With field and press F6 to create a social group

Guest Reservations [nwind] - N	Northwind Hotel & Conf Cente		
Ele Becord Status Window	Forms Inventory Addresses Let Yerly Help MyMenu To R Co		RESERVED
Guest Name Arrival Num Nights Departure Tour Operator Group Name	Smith, Adam 11/10/2014 02:00pm MONDAY 1 11/11/2014 12:00pm TUESDAY	Rate Amt No. AD	
Travels With	waiting for group	Activities Other Chrg	
Company Name A/R Name		PreAuthAmt House Limit .00 Cur Balance Cr. Avail)
Guaranteed By Send Confirm Post To Group Srce Of Bus	AD BILLBRD	Cr. Avail Deposit Req Services Past Stays	
Travel Agency Notes About Client Text	Trace Msg BillingText Locator Transport Hk/WO Sts Tbl Resrvtn	Checkin Text Checkout Text	Unbooked Items Additional Svcs
	More Cxl Resv		POS

Once F6 Create has been pressed, the field will populate with "waiting for group". Then, go to the next reservation you wish to add to the social group





Guest Reservations [nwind] - I	Northwind Hotel & Conf Cente			
Elle Becord Status Window	Fams Inventory Addresses Let Yer	ify Help MyMenu		RESERVED
Guest Name Arrival Num Nights Departure Tour Operator Group Name	Lee, Bob 11/10/2014 02:00pm 1 11/11/2014 12:00pm	MONDAY TUESDAY	Building Room Info Rate Rate Amt No. AD Activities	ENW CVQQ 1705 RACKD 100.00
Travels With Guest Type Company Name A/R Name Guaranteed By		Settle By CASH	Other Chrg PreAuthAmt House Limit Cur Balance Cr. Avail	.00
Send Confirm Post To Group Srce Of Bus	N HOTEL		Deposit Req Services Past Stays	10
Travel Agency Notes About Client Text Y	Trace Msg Locator Hk/WO Sts	BillingText Transport Tbl Resrvtn	Checkin Text Checkout Text	Unbooked Items Additional Svcs

Place the cursor in the Travels with field and press F8 Lookup. The Social Group Lookup will display.

Social Group Lookup [nwind] - Northwind Hotel & Conf Cent					×
Eile <u>Record Res Window</u> Help	2 🖬 🕐				
Guest Name	Arr Date	Dep Date	Res#	ShrCode	S?
Smith, Adam	11/10/2014	11/11/2014	34247	34251	Y

If the reservation is an individual reservation, the Social Group Lookup screen will show all members of all social groups. If the reservation is part of a group reservation, only social groups pertaining to the group will display.

Reservations that are in the same social group will have the same sharer code (ShrCode). If multiple members of a social group appear, users can add the reservation to the social group by selecting any reservation within the social group and pressing Enter.





Guest Reservations [nwind] - N	Northwind Hotel & Conf Cente	1	
File Record Status Window	Forms Inventory Addresses Iext Verify Help MyMenu Reference of the second seco		RESERVED
Guest Name Arrival Num Nights Departure Tour Operator	Lee, Bob 11/10/2014 02:00pm MONDAY 1 11/11/2014 12:00pm TUESDAY	Building Room Info Rate Rate Amt	ENW CVQQ1705 RACKD 100.00
Group Name Sharer Name Travels With Guest Type	Smith, Adam	No. AD Activities Other Chrg PreAuthAmt	
Company Name A/R Name Guaranteed By Send Confirm	N Settle By	CASH Cr. Avail Deposit Req	.00
Post To Group Srce Of Bus	PHONE HOTEL	Services Past Stays	10
Travel Agency Notes About Client Text Y	Trace Msg BillingText Locator Transport Hk/WO Sts Tbl Resrvtn	Checkin Text Checkout Text	Unbooked Items Additional Svcs
	More Cxl Resv		POS

The name of the social group member will now be populated in the Travels With field. More than two people can be in a social group, there can be as many people as desired in a social group. The reservation with the lowest reservation number will have their name populated in the Travels With field for all members of the social group on the guest reservation screen.

Once a social group has been associated to the reservation, use the F5 Drilldown on the Travels With field to view all group members in the social group.

Social Group Setup [nwind] - Northwind Hotel & Conf Cente						
Ele Becord Window Help Social Res # 34251						
Res# Guest Name	Bld	Room #	Res Desc	Α	Ρ	Charges Route To
34247 Smith, Adam 34248 Lee, Bob	ENW ENW	2010 1705	RESERVED RESERVED		F	
					H	
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				-	H	
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The Social Group Setup screen will appear. This screen will list all members of the social group by reservation number. Users can use the F5 Drilldown in the Res# field to view the reservation. Within the social groups, users can set up charge routing rules for charges to be paid for by a different guest. **QUICK**





To have charges be routed to other guests within the social group, users must first determine which reservation will accept the charges, by entering a Y or N in the A (Accept Charges) field. Next use the F8 Lookup in the P (Post To) field to indicate how the charges are posted.

	p [nwind] - Northwind Hotel & Conf Cente							REALING	- • ×
Eile Record Wind	ow Hep 2 2 2 4 2 2 4 2 2 4 2 2 4 2 2 2 2 2 2 2 2				_				
Res#	Guest Name	Bld	Room #	Res Desc		Α	Ρ	Charges Route To	
34247	Smith, Adam	ENW	2010	RESERVED		Y	Ρ		
34248	Lee, Bob	ENW	1705	RESERVED		Ν	Р	Smith, Adam	
						H			
·						H	H		
						$\left \cdot \right $	$\left - \right $		
							F		
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Post to Group Option [nwind] - Northwind Hotel & Conf Cen	
Eile Record Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help Image: Second Help	3 = 🕐
Y POST AS PER MASTER	
N NO POST IF GROUP = N	_
P CHARGE ROUTING APPLIES	
R POST ROOM CATEGORY CHARGES ONLY	

Y	ALL charges will be posted in the guest folio of the reservation accepting the charges, except for charges manually posted in the folio.
N	No charges will be routed
Ρ	Charges specified in charge routing rules will be routed
R	Only Room Category Charges and Taxes will be routed

Once the Post To flag has been set, place the cursor in the Charges Route To field, use the F8 Lookup to select the reservation the charges are to be routed to. In the example below, Adam Smith is paying the specific charge routing rules for Bob Lee.





lactical Group Setu	p [nwind] - Northwind Hotel & Conf Cente		-				
<u>File Record Wind</u>	low <u>H</u> elp						
Social R							
SULIDI K	es # 54251						
Res#	Guest Name	Bld	Room #	Res Desc	Α	Ρ	Charges Route To
34247	Smith, Adam	ENW	2010	RESERVED	Y	P P	
34248	Lee, Bob	ENW	1705	RESERVED	N	Ρ	Smith, Adam
					-	-	
					-	-	
					-	-	

Once the reservation for the Charges Route To has been selected, if the Post To flag has been set to "P", charge routing rules can be configured by selecting **Window | Charge Routing Rules**

Charge Routing Rules [nwind] - Nort File Record Window Help Provide Reservation #	thwind Hotel & Conf Cen				_				
Typ Routing Post Cat R ROOM R FOOD P PARK	Start Date 11/10/2014 11/10/2014 11/10/2014	To Date 11/11/2014 11/11/2014 11/11/2014	MP	Amount Limit	20.00	% Rate Frq 100.00 D 50.00 D 50.00 D 60000000000000000000000000000000000	Tax Y Y	Clerk NWIND NWIND NWIND	

Туре	Applies the rule to a: P = Posting Code R = Revenue Type C = Profit Centre
Routing Post Category	Name of the Posting code, Revenue Type or Profit Centre. An F8 Lookup can be performed.
Start date To date	Enter the dates of stay in which the charges will be routed.
MP	Code for Meal Plan to which the rule applies. This field only applies to a POS that is interfaced with Maestro.
Dollar Limit *	Dollar amount of the charge to be routed. This is the maximum charge that the payer accepts.
% Rate *	Percent of the charge the payer pays





Frq	Frequency – The charge will be routed: D - Once per day C - Once for every charge S - Once during the group's entire stay
Тах	Determines whether the taxes for the charges accepted should be routed to the payer reservation Y = Yes, the payer pays for the taxes based on the charge routed to the from the reservation. N = No the individual guest pays the tax
Clerk	Clerk name, entered by Maestro
R	Rule Status, entered by Maestro A = Active D = Deleted

Once the charge routing rules have been set up, return to the Guest Reservations screen. The Post To Group flag should match the flag set on the Social Group Setup screen. The charges will be routed to the selected reservation at the time of checkout.

Guest Reservations [nwind] - 1	Northwind Hotel & Conf Cente		x
Eile Record Status Window	Forms Inventory Addresses Iext Verify Help MyMenu Forms Inventory Addresses Iext Verify Help MyMenu 34248 GsStatus	RESERVED	
Guest Name Arrival Num Nights Departure Tour Operator Group Name Sharer Name Travels With Guest Type Company Name A/R Name Guaranteed By Send Commission Post To Group	Lee, Bob 11/10/2014 02:00pm MONDAY 1 11/11/2014 12:00pm TUESDAY Smith, Adam LEISURE P Rte Smith, Adam PHONE HOTEL	Building ENW Room Info CVQQ Rate RACKD Rate Amt 100.00 No. AD 1 Activities ACT Other Chrg + PreAuthAmt	3
Travel Agency Notes About Client Text Y	Trace Msg BillingText Locator Transport Hk/WO Sts Tbl Resrvtn	Past Stays 10 Checkin Text Unbooked Items Checkout Text Additional Svcs POS	

