

Travel with/Social Groups

Quick Reference Guide

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Introduction

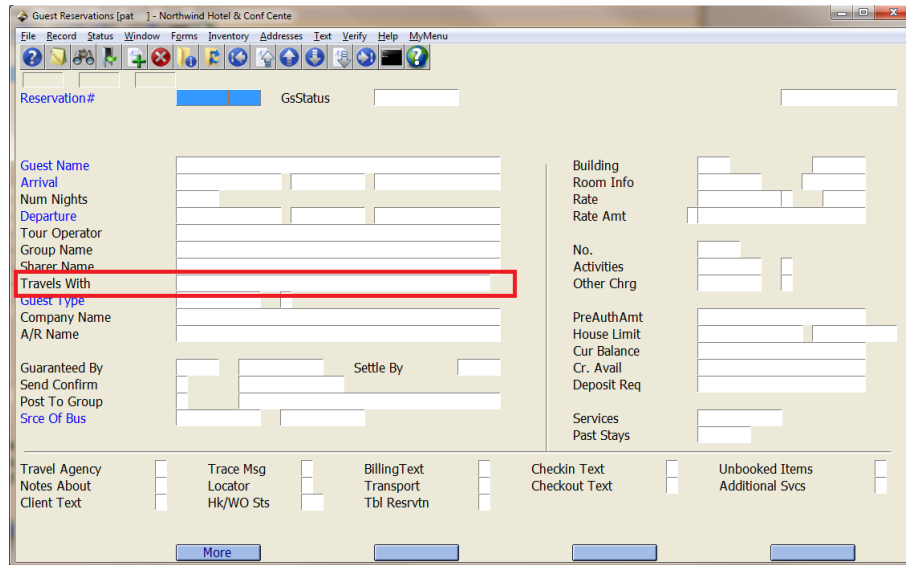
The Quick Reference Guide will guide the user through the procedure in creating social groups. Social groups are small groups of reservations that are linked together for social purposes. While group members can also be social group members, if charges are being routed within the social group, they cannot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



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] - Northwind Hotel & Conf Cntr

Reservation# [] GsStatus []

Guest Name []
 Arrival []
 Num Nights []
 Departure []
 Tour Operator []
 Group Name []
 Sharer Name []
 Travels With []
 Guest type []
 Company Name []
 A/R Name []

Building []
 Room Info []
 Rate []
 Rate Amt []
 No. Activities []
 Other Chrg []
 PreAuthAmt []
 House Limit []
 Cur Balance []
 Cr. Avail []
 Deposit Req []
 Services []
 Past Stays []

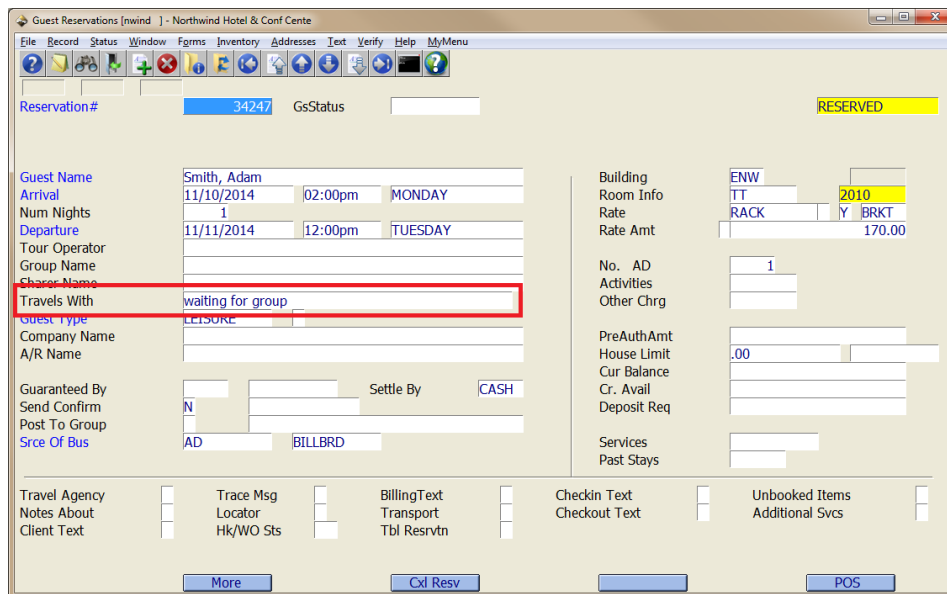
Guaranteed By [] Settle By []
 Send Confirm []
 Post To Group []
 Srce Of Bus []

Travel Agency [] Trace Msg [] BillingText [] Checkin Text [] Unbooked Items []
 Notes About [] Locator [] Transport [] Checkout Text [] Additional Svcs []
 Client Text [] Hk/WO Sts [] Tbl Resvtn []

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] - Northwind Hotel & Conf Cntr

Reservation# 34247 GsStatus [] RESERVED

Guest Name Smith, Adam
 Arrival 11/10/2014 02:00pm MONDAY
 Num Nights 1
 Departure 11/11/2014 12:00pm TUESDAY
 Tour Operator []
 Group Name []
 Sharer Name []
 Travels With waiting for group
 Guest type []
 Company Name []
 A/R Name []

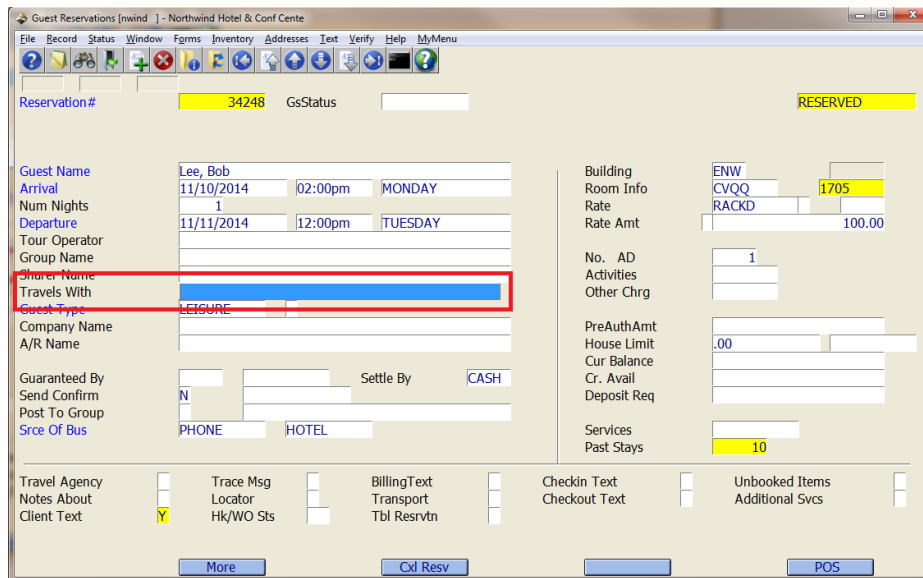
Building ENW
 Room Info TT 2010
 Rate RACK Y BRKT
 Rate Amt 170.00
 No. AD 1
 Activities []
 Other Chrg []
 PreAuthAmt []
 House Limit .00
 Cur Balance []
 Cr. Avail []
 Deposit Req []
 Services []
 Past Stays []

Guaranteed By [] Settle By CASH
 Send Confirm N
 Post To Group []
 Srce Of Bus AD BILLBRD

Travel Agency [] Trace Msg [] BillingText [] Checkin Text [] Unbooked Items []
 Notes About [] Locator [] Transport [] Checkout Text [] Additional Svcs []
 Client Text [] Hk/WO Sts [] Tbl Resvtn []

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



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

[illegible]

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.

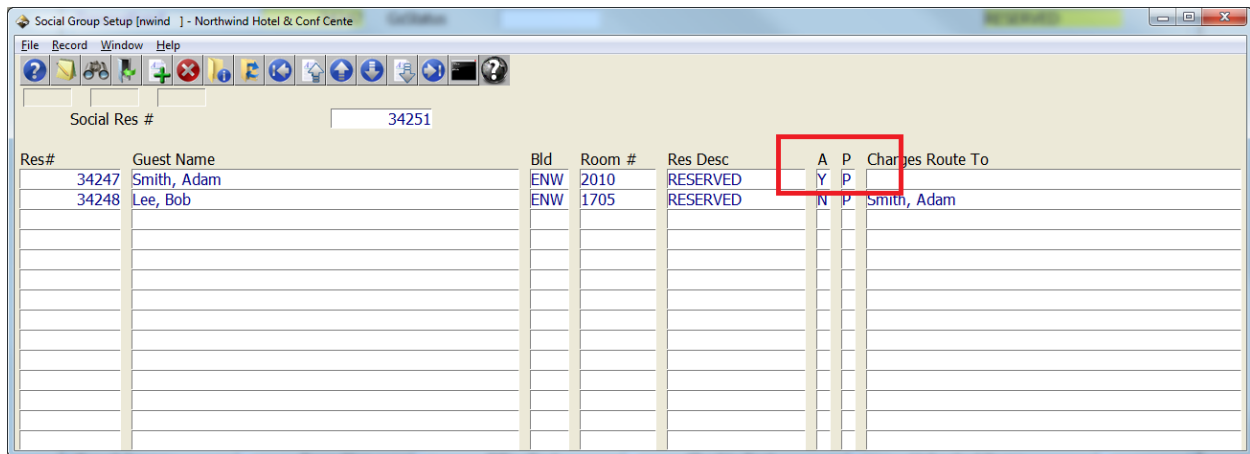
The screenshot shows a window titled "Guest Reservations [nwind] - Northwind Hotel & Conf Centre". The menu bar includes File, Record, Status, Window, Forms, Inventory, Addresses, Text, Verify, Help, and MyMenu. Below the menu is a toolbar with various icons. The main form is divided into several sections. On the left, there's a "Reservation#" field with value "34248" and a "GsStatus" dropdown set to "RESERVED". Below this are fields for "Guest Name" (Lee, Bob), "Arrival" (11/10/2014 at 02:00pm on MONDAY), "Num Nights" (1), "Departure" (11/11/2014 at 12:00pm on TUESDAY), "Tour Operator", "Group Name", "Shore Name", "Travels With" (Smith, Adam, highlighted with a red box), "Guest Type" (LLISURE), "Company Name", and "A/R Name". There are also fields for "Guaranteed By", "Send Confirm" (N), "Post To Group", and "Srce Of Bus" (PHONE and HOTEL). On the right side, there's a section for "Building Room Info" with fields for "ENW", "CVQQ", "1705", "RACKD", and "Rate Amt" (100.00). Below this are fields for "No. AD" (1), "Activities", "Other Chrg", "PreAuthAmt", "House Limit" (.00), "Cur Balance", "Cr. Avail", "Deposit Req", "Services", and "Past Stays" (10). At the bottom, there's a row of checkboxes for "Travel Agency Notes About Client Text" (Y), "Trace Msg Locator Hk/WO Sts", "BillingText Transport Tbl Resrvtn", "Checkin Text Checkout Text", and "Unbooked Items Additional Svcs". Finally, there are three buttons at the very bottom: "More", "Cxl Resv", and "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.

[illegible]

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 quest. **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.



Res#	Guest Name	Bld	Room #	Res Desc	A	P	Charges Route To
34247	Smith, Adam	ENW	2010	RESERVED	Y	P	
34248	Lee, Bob	ENW	1705	RESERVED	N	P	Smith, Adam



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
P	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.

[illegible]

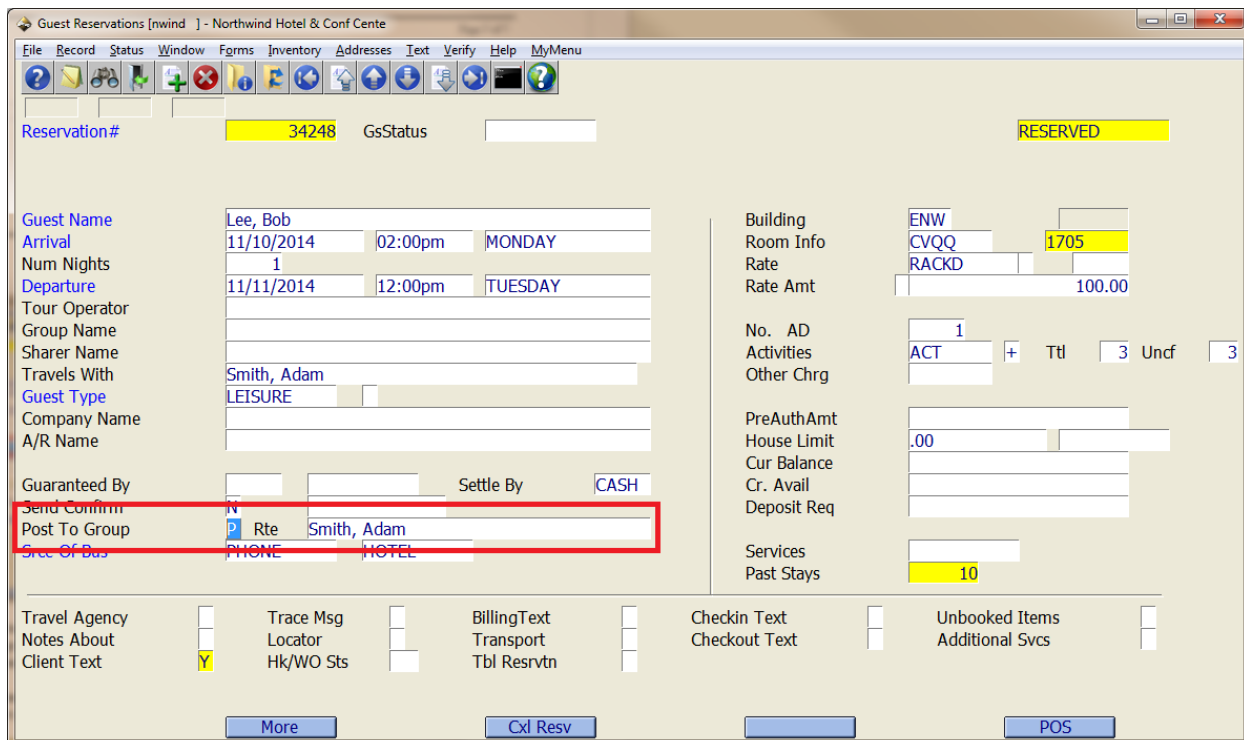
Once the reservation for the Charges Route To has been selected, if the Post To flag has been set to “P”, charge routing rules can be configured by selecting **Window | Charge Routing Rules**

[illegible]

Type	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
Tax	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] - Northwind Hotel & Conf Centre

File Record Status Window Forms Inventory Addresses Text Verify Help MyMenu

Reservation# 34248 GsStatus RESERVED

Guest Name Lee, Bob

Arrival 11/10/2014 02:00pm MONDAY

Num Nights 1

Departure 11/11/2014 12:00pm TUESDAY

Tour Operator

Group Name

Sharer Name

Travels With Smith, Adam

Guest Type LEISURE

Company Name

A/R Name

Guaranteed By

Settle By CASH

Send Confirm

Post To Group ☒ Rte Smith, Adam

Spec Of Bus PHONE HOTEL

Building ENW

Room Info CVQQ 1705

Rate RACKD

Rate Amt 100.00

No. AD 1

Activities ACT

Other Chrg

PreAuthAmt

House Limit .00

Cur Balance

Cr. Avail

Deposit Req

Services

Past Stays 10

Travel Agency

Notes About Y

Client Text

Trace Msg

Locator

Hk/WO Sts

BillingText

Transport

Tbl Resrvtn

Checkin Text

Checkout Text

Unbooked Items

Additional Svcs

More Cxl Resv POS