

Dynamic Packaging QRG Quick Reference Guide

Date: November 15

Introduction

This Quick Reference Guide will explain the steps required to create and attach a Dynamic Packaging Template to any rate type in Maestro. It assumes that the reader has already created the rates required for use in the Dynamic Packaging Template and is therefore familiar with:

- The Maestro user Interface
- Posting Code creation
- Creating Daily rates, Night Audit Breakdown & Variable Packages
- Building non-room rates (e.g. Other Charges)
- Building Third Party Activities
- Building Spa Services
- Packaging on the Fly

Dynamic packaging templates allow management to attach an existing Spa service, Other Charge rate (i.e. a non-room rate) or third party activity rate to a room rate. The attached dynamic packaging template then posts during the night audit process in a similar way as a variable package.

Note that Package Reconciliation can be applied to the Other Charge used within a dynamic packaging template by configuring this option on the Other Charge rate Type. For further information please refer to the Dynamic Packaging Template QRG.

This guide will describe the 6 steps required to successfully implement Dynamic Packaging Templates:

- Set-up and Configuration
- Creating a Dynamic Package template
- Attaching a Dynamic Package template to a rate
- Booking a Dynamic Packaging template
- Reporting on un-booked items





Set-up and Configuration

In order to configure Dynamic Packaging Templates the system option to allow Dynamic Packaging must be activated.

System Options

In order to activate Dynamic Packaging and Dynamic Packaging template a charge posting code needs to be created in Global Maintenance. This posting code will only be used by Maestro therefore Northwind recommend this start with a "Z" in order that it remains at the bottom of the posting code look-up list. The Description should be set to "Dynamic Package"

Once created log into Front Desk Maintenance select Setup | Front Desk Global

💐 Front Desk Global [nwind] - Northwind Hotel			_ 🗆 🛛
File Window Help			
Arrival Time	04:00pm	Use Gender?	Ν
Departure Time	12:00pm	Use Tour Operator?	Y
Rate Category	OTHER	Use Sharer?	Y
Rate Type	RACK		
Group Rate #Days	5	Use Suites?	Y
Guest Type	TRANS	Display A/R Owing?	Ν
Posting Code	AFR	Total of Incidental Only?	Y
Folio Template	STANDARD	Select Number Of Rooms?	N
Source Business			
Def. Reg. Form	REG_CARD	Sett Cd Bef Ckin	Y
Def. Conf Form	CONFIRM	Ckin w/o All Rts	Y
# Days Offset		Chkin Part Stay	Y
Cash Posting Cd	CA	Disp Vacant rooms	Y
Reservation#	1000	Repeat Last	Y
Availability Option (1/2)	1	No. of Guest	Ν
Stats Number Dys	45	Man Other Chg	Y
Assign Days Past	31	Chkin Without Rm	Y
Asgn Days Future	31	Chkin Dirty Rm	N
Redirect Template	STANDARD		
Dynamic Package Code	ZDP		
Default Settlement For New Folios	CASH		
Default Credit	NONE		
NA Purge End Time	08:00am		

In the Dynamic package code field look-up and select the posting code just created from the list. This posting code will be used to post the full package charge onto the Guest folio.

Creating a Dynamic Packaging Template

Dynamic Packaging Templates are created in Front Desk Maintenance in Rates | Dynamic Packaging Template





💐 Dynamic Package Ten	nplates [nwind] - Nort	hwind Hotel				_ 🗆 🔀				
ille <u>R</u> ecord <u>Win</u> dow <u>H</u> elp										
Package Type	WEEKEND	Weeken	d Package							
From Date	01/01/2008	In contain	arackago							
To Date	12/31/2009									
Active Flag	Y									
Billing Frequency	S N									
Web Booking	N									
10 OC OTHER 20 OC OTHER 30 OC OTHER 40 AC ACT	Rate Typ F Day BREAKFST Y ALL BREAKFST Y DEP CHAMP Y ARR THEATER Y DAY SWEDISH Y FLT	Day# P/R PC Prn Ty P ADULT P A	S FDRATEAVL S FDRATEAVL FDRATEAVL S FDSVCAVL	Supplier S Y 25604 Y 25604 Y C C C C C C C C C C C C C	\$/%/R Adj Amt/R P D P P P - - - - - - - - - - - - -	tt Qty 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				

In the Dynamic Packaging Template screen Other Charges, third party activities and Spa Services can be used. Alternatively a combination of all 3 rate types can be used on the same template. There is no limit to the number of other charges, Third party activities or Spa Service that can be used in the same template.

To create a new template press "F6" or the create icon on the toolbar. In the package rate field key in a name for this template – a maximum of 8 characters; Alphanumeric entries are accepted. A description of the package can be entered into the adjacent field – a maximum of 28 characters; Alphanumeric entries accepted.

The "from" and "to" dates specify the date range the template is valid. If a template is attached to a room rate and the template ends prior to the rate, then, the rate displayed on the quick availability chart will exclude the Dynamic Package Template.

The Active Flag activates the template. If set to an "N" and the template is attached to a room rate then the rate displayed on the Quick Availability chart will exclude the template. This provides management the ability to "turn off" the template without having to stop selling the rate.

Web Booking will allow this rate & attached template to be booked via the ResWave interface.

Adding items to the template is done in the main body of the screen. The following is a list of the fields and their use:

Option	Description/Action
Line	Press "f6" to create a line number
SR	Identifies whether an Other Charge,
	Third Party Activity or Spa Service is
	being attached. A look-up can be
	performed to select the appropriate
	source
RateCt	Perform a look-up to select the
	appropriate Rate Category – note
	that room is not a valid rate category
Rate Type	A look-up can be performed to select
	the correct rate type to use.





	If the rate cannot be located check the correct rate category (RateCt) has been selected. The same rate type can be re-used in the template providing the way it is used differs. In the above example the Breakfast component occurs twice as breakfast is consumed on all stay over days and on the day of departure. Where rates have multiple seasons and the Dynamic Package template
F	covers multiple rate seasons each rate season should be added If the item should be forced enter a "y" or "N" if the item is not forced. Forced items in a package require that when a reservation is made these items must be included and
Day	cannot be changed. Non-forced items do not have to be booked when a reservation is made Day controls the occurrence of the item in the template.
Contraction of the second sec	 Arr – The item occurs on the day of arrival only Dep – The item occurs on the day of departure only All – The item occurs on every stayover day. It does not occur on the day of arrival or departure
	Day – The item occurs on the specific day. This option is used in- conjunction with the Day # field (see below). Note that if Day is selected and the Day # left blank this item would occur on the ARRIVAL day
	Float – The item occurs at any point during the guest stay. No specific day is required for the item to occur
Day #	Where the "Day" option has been selected in the day field this field must be populated with relative day of stay for the item to occur.





	The arrival day is counted as day
	zero.
	In the above example the Theater
	item occurs on a relative day of stay
	of one which is the second day of the
	guest's stay
P/R	Is the item to be assigned based on
	the number of guests - per person or
	is it per room.
	In the above example 1 order of
	champagne will be delivered to the
	room only on the day of arrival
P/C or Prn Type	If the item being added to the
	template is based on the number of
	people on the reservation then either
	Maestro Person Categories or
	property defined person categories can be used.
	The hard-coded Maestro person
	categories can be used to identify
	the number of people by using the
	P/C field.
	The person categories as defined by
	your property can be used by using
	the Prn Type field.
	Note that only one person category
	type should be used per item. A
	combination of the person category
	types can be used on the same
Correct	template.
Screen	This will auto-populate and currently
Supplier	cannot be changed If a Third Party Activity is being used
	a look-up can be performed in order
	to select the appropriate supplier.
	This field cannot be modified if a
	third party activity is not used.
	Where Multiple suppliers (see "S" below) are required this will become
	the default supplier to appear on the
	booking screen.
S	If multiple suppliers exist for the
	same third party activity drill down to
	the package template item supplier
	code screen. A look-up can be
	performed to find the appropriate
	supplier. Each supplier to be
	included must be listed here.
\$/%/R	
\$/%/R	included must be listed here.





Percent/Amount/Rate Flag [nwind] - Northwind Hotel	charged for this item. The base cost of the item is located in the daily rate schedule for the Other charge, Third Party Activity or Spa Service.
P PERCENTAGE ADDITION/REDUCTION D \$ VALUE ADDITION/REDUCTION	This a mandatory field.
R REPLACEMENT RATE	The option selected here determines what Maestro will do with the value (or the blank) in the Adj Amt/Rt field.
	P – Percentage Addition/Reduction. Increase or decrease the rate that is loaded in the Rate type or Spa Service by a certain percentage
	D - \$ Value Addition/ Reduction. Increase or decrease the amount the guest will be charged for the item.
	R – Replacement rate. Replaces the rate that is loaded in the daily rate schedule
	If the rate loaded in the daily rate schedule is to be used then option 'P' should be selected and the adj amnt/rt field left blank.
Adj Amt/Rt	The value entered here changes all the values in the daily rate schedule based on the selection made in the \$/%/R field.
	A positive number will increase the rate, while a negative number will decrease the rate if P or D is selected in the \$/%/R field.
	If R in the \$/%/R field is used and the adj Amt/RT field is left blank Maestro assumes the rate value should be zero (i.e. the guest is not charged).
	If an Other Charge is used which includes Package Reconciliation the amount keyed in the adj amt/Rt field will not change the amount to be reconciled.
Qty	Enter the quantity of the item to be charged.
	This field works in conjunction with the P/R field. The quantity assigned is either per person on the reservation or per room.





Note if this field is left blank then the
item will not be included on the
Dynamic Package template

Attaching Dynamic Package Templates

Once a Dynamic Packaging Template has been created it can be attached to one or multiple rates.

💐 Rate Types [nwind] -	Northwind Hote					- 🗆 🛛
<u>File R</u> ecord <u>W</u> indow <u>V</u> alid (<u>Y</u> ield <u>T</u> ext <u>H</u> elp					
	<u>8004</u>					
Rate Category Rate Type		Desc.	weekend pkg			
From Date	09/11/2008	Desc.	weekend pkg			
To Date	10/27/2008		Text			
Number Of Days	47		TOXC			
# Days Min/Max	2 999		Rate Validation			
Minimum Amount	2 333		Valid Guest		N	
Maximum Amount			Valid Company		N N	
	1		Valid Group		Ň	
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Package Srce Cd	ZPK		Yield Controls			
Service Category						
Service Package			Yield Factor		Y N	
Currency Code			Manager Override		N	
Rate By Person			Rate Group			
Suppress Rate	N					
Pay Commission	Y		Rates			
Days Commission						
			Day Rates		N	
Source Business			Package Rates		Y	
SubSource Bus			WK/MON/Flat Rates		N	
Meal Plan			Length of Stay Rates Assocd Pkg Templates			
Billing Controls			Associa rky remplates		14	
Billing Frequency	V					
Breakdown Frequency	Ň		Last Updated By		NWIND	
N/A Package Breakdown	NN		,	At	09/11/2008 11:18ar	n
Resort Fees	N					
Package Reconciliation	N					

In the Rate Type that the Dynamic Packaging Template should be associated with drill down on the Assocd Pkg Templates field located in the Rates section of this screen.





💐 Associated Package Tei	nplates [nwind] - Northwind Hotel 🛛 🖃 🖂
<u>File R</u> ecord <u>W</u> indow <u>H</u> elp	
? NQH+	
Create	
Rate Category	ROOM
Rate Type	WKENDPKG
From Date	09/11/2008
Posting Code	ZPK
l obtang couc	
Line Pkg Typ	From Date
10 WEEKEND	01/01/2008

In the Associated Package Templates screen generate a line number via the create icon or by pressing F6 in the line field.

A look-up can be performed in the Pkg Typ field and Maestro will display a list of all the Dynamic Package Template that could be associated with this rate.

💐 Dynamic Pacl	🖼 Dynamic Package Lookup [nwind] - Northwind Hotel 📃 🗖 🔀								
<u>File R</u> ecord <u>H</u> elp									
Pkg Typ From Date Description									
ROMANCE	12/01/2007	Romance Package							
ROMANCE	10/06/2008	Roamnce Package							
SPA	11/01/2007	1/2007 Spa Package							
SPA1	03/01/2008	Spa Massage Package							
SPA2	07/07/2008	SPA Massage (Test Template)							
SPRING	06/06/2008								
TENN	06/17/2008	Tennessee Test							
TENN	07/01/2008	Tennessee Testing							
WEEKEND	01/01/2008	Weekend Package							

Once the correct template has been located press enter or double left-click on the package type to select. Only one template can be attached per line, however, multiple templates can be attached to each rate. To attach another template move to the next line on the Associated Package Templates screen and perform a look-up and select the next template.





If there are multiple rate season the template should be attached to the relevant rate seasons.

Booking a Dynamic Packaging Rate

Guest Reservation

To create a guest reservation using a Dynamic Packaging Template, start the reservation creation process as normal. At the Quick Availability Chart a rate that has a Dynamic Packaging Template attached is identified by a 'P' field indicator placed beside the first day rate value.

💐 Quick Availability C	hart [stuart]	Northwind Hotel				_ 🗆 🖂				
File Record Window Te	xt Help									
Reservation#	75512			Arrival Date	02/01/2009					
Guest Name	McKechnie, S	Stuart		Number Night						
Tour Operator				Departure Dat	te 02/04/2009					
Guest Type	SPEC			Res Occup.	2					
Company Name				Directives	1 2					
				Rooms To Bo	ok 1					
Group Name				# Rooms Boo	oked					
Sharer Name										
# Of Rooms	1	2 ADULTS	CHILE		TEENS					
Rates For 02/0	,	BAR T BAR RATE PER ROOM	LOS LOS RA PER RC		WKND T WEEKEND RATE PER ROOM					
Bld RmType	<u>#Rms</u>									
QL KM	9	185.00		200.00	310.00 P					
QL KO	7	185.00		200.00	310.00 P					
QL TTM	12	185.00		200.00	310.00 P					
	16	185.00		200.00	310.00 P					
QL RK	9	210.00		200.00	360.00 P					
QL SG	4	210.00		200.00	500.00 P					
QL KO QL TTM QL TTO QL KK QL SG QL KING QL QQ QL QQ QL QL QL SL	4	185.00		200.00	310.00 P 260.00 P					
	23	155.00		200.00	260.00 P					
QL Q QL SL1	3	230.00		200.00	535.00 P					
GENERAL INVENTO		<	RESER	/ATION	>>					

The rate value displayed includes all forced items in the Dynamic Package as well as the room rate value (including any yielded amounts) for the first day.





📫 Dynam	ric Pacl	kage Deta	ril [stu	art]-No	orthwind H	lotel						_ 0	X
File Record	d Wind	low Help											
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Building	- Cada		<u>QL</u>										
Room Typ Room Rate			AKND										
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1 6		SSAG		EDISH	02/01/20		Swedish Massage			2		150.00	
1 0				THDIN	02/02/20		Pre-Theater Dinner			2		140.00	
				AKEST	02/02/20		Breakfast			2 2		40.00	
2 0 3 0		HER		AKEST	02/03/20		Breakfast			2		40.00	
4 0	с от			AKEST	02/04/20		Breakfast			2		40.00	
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Drilling down on the 'P' will bring up the Dynamic Package Detail screen. This allows the exact details of what is included in the package to be viewed and what can be added to the package. None of the items in this screen can be modified. Once the screen has been reviewed pressing exit will take the user back to the Quick Availability Chart.

To select the rate place the cursor on the point of intersection (i.e. the rate amount) of the column of the rate type and line of the room type. Press enter or double left-click to select. At the Room Type Booking Screen press enter to continue and Maestro will generate the Book Rate Package Component screen.

📾 Book Rate Package Com	nponants [stuart] - Northwind Hotel							X				
File Record Window Help												
Reservation #	75512						VIE	W ASSIGNMNT CHART				
Guest Name	McKechnie, Stuart											
				В	ooked Value:		1290.00					
Line Description		Up?	F?	Q Reqd	Bk	Date	Day	Amount				
1 7pm performa	nce		Y	2	Y	02/02/2009	DAY	110.00				
1 Swedish Massa	ige		Y	2	Y	02/01/2009	FLT	150.00				
1 Pre-Theater Di	nner		N	2	Y	02/02/2009	DAY	140.00				
2 Breakfast			Y	2		02/02/2009	ALL	40.00				
3 Breakfast			Y	2		02/03/2009	ALL	40.00				
4 Breakfast			Y	2		02/04/2009	DEP	40.00				

This screen allows the clerk to book an appointment for any Spa Services, third party activities or floating other charges. Items that need to be booked are indicated by a 'Y' in the 'BK' column. Forced items are indicated in the F? Column.





The rules governing when and the frequency of the items to be booked are displayed in the Day & date fields. Note if an item occurs more than once during the stay each occurrence will be displayed. The quantity of each component is displayed in the 'Q Red' field.

If a Spa Service is required the guest name on this screen needs to be populated by typing in the first few letter of the last name and selecting a profile from the list, or, creating a new profile on the fly.

The Assignment chart can be viewed and all features utilized as if accessed directly from the guest reservation screen. It is useful in a Dynamic Packaging environment as it enables the user to review what has been booked, when they will be charged, the taxes and the total price for the stay.

The booked value represents all the items in the package that have been booked (including room charges) and excludes any taxes. As both force and non-mandatory items are booked/added this value will increase.

To book an item, place the cursor on the appropriate line, drill down and the booking screen as defined in the Dynamic Packaging Template will be displayed.

🛋 Activitie	s Availability and Rates [stuart] - Nor	thwind H	lot									_ 🗆 🛛
File Record	Window Help											
?\												
Guest Name	McKechnie, Stuart									÷	Arrive #Nights Depart	02/01/2009 3 02/04/2009
Rate Categor	ACT Activities									-		
Rate Type	THEATER											
		I	FEBRUARY	2009								#Gsts/Rate
Currelian	News	TimeDay	TimeDae	0.5.1	1	2	3	4	5	6	7	2 of 2 Rate
Supplier 25605	Name Montreal Canadiens	TimeDay 01:00am		Qty								55.00
23003	Pioricieal Canadiens	01.00am	<u> </u>		-	-	-	-	-		-	33,00
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Third Party Activities

This screen displays all the third party activities that are forced in the dynamic packaging template. If multiple suppliers are linked to a particular activity they will all be displayed.





The rate category, rate type and number of guests to book the activity for appear at the top of the screen. If the template forces the activity on a specific date or day of the week this is indicated on the screen by marking the day of the week in red.

The supplier client code, name and first available time slot are also displayed. Time Rqs allows the user to enter a time for the activity to take place and quantity for the number of guests attending. The Book Service Charge screen is displayed for confirming the details back to the guest or making further modifications to the booking.

The toggle button at the bottom of the screen can be used toggle between what has been booked and the availability by supplier for the activity.

Exiting from this screen will return the user to the Book Package Rate Component Screen to book the next item. The user will notice that the 'BK' field indicator has been removed as the item has been booked.

Booking Spa Services

Drilling down on a Spa Service will take the user to the Guest Service Booking screen which provides a list of the bookings associated with this client.

Pressing enter on a particular booking will carry over the provider name into the new booking. This allows for enhanced customer service where certain guests prefer a specific provider. It should be noted that if the service provider does not offer the Spa Service that is part of the Dynamic Packaging Template no availability will be displayed on the services rates chart screen.

If there are no past or future bookings Maestro will take the user to the Services Rate Chart screen.

🛸 s	ervices R	Rates Chart [stuart] -	Nor	thwind Hot	əl								_ 🗆 🔀
File	Record N	Window Help												
?														
Date	From	02/01/2009	SUN											_
							F FD Res		75512 McKe	chnie, Stuart			th Attr	N
Buildi							Y Group R						Record	2
	се Тур		_				Y Participa		33045 McKe				Grp Num	
Servi			_				Y Phone N			Source	(irp # BKD	
Provi							Y Credit C					(mm/yyyy)	1	
Gues	стуре	1					A ATH LAD	•				_		All Svc
							SUN 1	MON 2	TUE	WED 4	THU	FRI 6	SAT 7	
Bld	SvType	Service	GrpRes	F	Gst Type	From Tm								
ql ql	massag	swedish			day	08:00am	100.00	100.0						+
	massag	swedish		Y	hotel	08:00am	75.00	75.0						+
ql	massag	swedish			public	08:30am		75.0	75.0	0 75.00				+
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Group	p Name					Avail	Start Time Roor	08:00am n RED	09:00am 10: RED REI	00am 11:00am		01:00pm 02:0 RED RED		ipm
							# Time Slots	14	14 REL		14	14 RED		
							# Time Dioes	1 11		1 14	1 4 1		1 14	
	Date	<<	<		>	>>	Booki	ng Entry	Service B	y Day Ti	me <u><<</u>	>>		





The Services Rates Chart screen displays the rate, day and time that can be booked for the service contained in the dynamic packaging template.

The Provider field can be used to view all providers and to specify a provider to perform the service (providing the provider is attached to this service). The Availability per day will update accordingly.

The phone number, source & sub-source of business and credit card fields are property defined mandatory fields. Maestro will prompt the user to complete these fields if they are mandatory at your property.

The rate values displayed in red indicate that the service is not available on that specific date. Rate values displayed in green indicate that the service can be booked on that date and the available start times per room will populate at the bottom of the screen. The arrow buttons can be used to move forward and back through the time slots.

To book a service start by placing the cursor on a green rate value field. If a specific day or date is specific in the dynamic package the day and date column header will display in red. Next, place the cursor on the desired start time for a room and press enter / double left click. The mouse pointer will turn to an egg-timer as Maestro books the slot. The screen will refresh, if services for multiple adults and/or multiple services are being booked as part of the package the next booking will be presented. Continue booking time slots until the rate values per day turn blank.

This screen can be toggled between the service included in the package and all Spa Services to enable additional Spa Services to be added to the reservation. The booking entry and services by day screen can both be accessed as well.

Exiting the services rates chart screen returns the clerk to the Book Package Rate Component screen. The user will notice that the 'BK' field beside the Spa Service no longer has a 'Y' as the component has been booked.

Booking Other Charges

All Other charges that have rules specifying the day the charge is to be levied do not need to be booked.

Other charges which have been set to float will need to be booked These charges are identified on the Book Package Rate Component Screen as they have 'Y' in the 'BK' field.

Drill-down on the line item to access the Other Charges Availability Screen. This screen displays the specific Other Charge(s) set out in the Dynamic Packaging template. To book a charge place the cursor in the field under the date the charge is for and key the quantity of charges to be levied. Pressing enter will update the total rate. Differing quantities can be used across a range of dates.





🛸 Other Charges Availabi	ility [stuart] - Northwind Hotel		_ □ 🛛										
File Record Window Help													
Guest Name	McKechnie, Stuart	Arrival	02/01/2009										
Rate Category	DTHER Other Guest Charges	Num Nights	3										
,		Departure	02/04/2009										
FEBRUARY	FEBRUARY 2009 SUN MON TUE WEL THU FRI SAT #Gsts/Rate 2 of 1 2 3 4 5 6 7												
Rate Typ F #D	ay Qty First D	ay Total	Rate										
BREAKFST D	1 2 2 2 2	40.00	120.00 V										

Alternatively, by placing the cursor in the 'QTY' field key in the quantity per day and press enter to access the Book Charge screen. The Start date, quantity and rate (depending on the user's clerk security privilege) can be changed.

Booking Items Later

It is possible to avoid booking the exact date for Other Charges (where float was used in the Dynamic Packaging Template) as well as the date and time for third party activities and Spa Services by exiting from this screen. Maestro will generate a dialogue box advising that the first available date & time slot during the dates of stay for the reservation will be booked if a third party activity has been forced in the template. If a Spa Service has been forced Maestro will warn the user that not all Spa Items have been booked giving the option to return to the Book Package Rate screen (No) or to continue on and complete the reservation (Yes).

From the Guest Reservation screen 2 additional drilldown fields are available to assist booking un-booked items in a dynamic package as well as accessing Spa services that have been added to this reservation.

1. Managing Reservation with Dynamic Packaging Rates

Once a reservation using a rate with a Dynamic Package Template attached has been created there are several ways it can be modified.

Unbooked Items

Drilling down on the unbooked items field on the guest reservation screen displays the package audit screen. This screen allows the user to toggle between items forced in the package that are unbooked as well as all items in the package for this reservation.





📾 Package Audit [st	tuart] - Northwir	nd Hotel			
File Record Window	Help				
Reservation#		75512			UNBOOKED ONLY
Date	Pkg Typ	RateCt	Rate Typ	Description	B?
02/02/2009	WEEKEND	ACT	THEATER	7pm performance	Y
02/03/2009	WEEKEND	MASSAG	SWEDISH	Swedish Massage	
02/03/2009	WEEKEND	MASSAG	SWEDISH	Swedish Massage	
<u> </u>					
<u> </u>					

Drilling down on un-booked items will enable the user to book a date and time for the select item. Alternatively, drilling down on a booked item will allow the user to change the date and time providing it remains within the frequency and timing rules set-out in the template.

It should be noted that having un-booked items has no impact on the check-in process. Any un-booked items that remain un-booked will be charged on the last night of the guest's stay.

Additional Svcs

Drilling down on this field will allow the user to access any Spa Services that have been assigned to the reservation regardless of whether they are booked outside of a dynamic package or they are forced or not forced components of a dynamic package.

📾 Booking List B	y Res# [stuart]] - Northwind Hotel						_ 0	X			
File Record Windo	ow Help											
		00 <u>4</u> 41		2								
Reservation #	¥	75512										
Guest Name	:	McKechnie, Stua	McKechnie, Stuart									
Booking#	Inventory	Date	Time	Inv Type	InvCode	Amount		Sts	Ρ			
47763	Service	02/02/2009	08:00am	MASSAG	swedish		75.00	CA				
47764	Service	02/02/2009	12:00pm	MASSAG	swedish		75.00	CA				
47767	Service	02/02/2009	10:30am	MASSAG	swedish		75.00	CA				
47768	Service	02/03/2009	03:30pm	MASSAG	swedish		75.00	CA				
47769	Service	02/03/2009	01:00pm	MASSAG	swedish		75.00	CA				
	,					_						
ServiceT	ype	Massage			_							
Service		Swedish Massage	2		_							





Drilling down on a particular booking number allows the clerk to modify (including cancelling) the booking as needed.

Assignment Chart

The Assignment Chart screen displays a star beside the rate type as a visual indicator that this rate has been dynamically packaged. The daily values represent the total package amount to be posted during that night audit.

🛸 Assignment Chart	[stuart] - Northwind Ho	tel				_ 🗆 🖂						
File Record Window F	Rates/Char Changes Verify	Help										
?\\QH												
Reservation#	75512 McKechnie,	Stuart		Arrival	02/01/2009							
				Num Nights Departure	3 02/04/2009							
					p2)01/2005							
	Rms By Attribute	R# Chart & Attr	Assemble Pa	ckage								
FEBRUARY	2009	SUNDAY MONDAY	TUESDAY	WEDNESDAY								
		1	2 3									
Bld Invtry	G? Rate Type	* 200.00 ;	350.00 390.00		#G TotalStay 2 980.00	Suite Code						
			390.00	40.00	2 900.00							
		-										
			Spa Char	raes								
			Charges	Total 2								
			Taxes to	Add	102.24							
			Total		1082.24							
Book (Guest Rooms	Book Other Charge	Book Activ	/ities	Book Spa/Serv	ices						

By placing the cursor on the star beside the rate type and drilling down the Package on the Fly Detail screen can be accessed.

🛸 Pack	age on the Fly De	etail [stu	art] - Nort	thwind Hotel						🛛		
Eile Rei	ord <u>W</u> indow <u>H</u> elp											
?												
Reservation# 75512 McKechnie, Stuart								-				
Sub Res	ervation		1									
								Rem from Package	Disassmble Pck	kge		
									Original	New		
Line	Date	Code	Rt Cat	Rt Type	Sr	PF			Amount	Amount		
2	02/01/2009	AFR	ROOM	WKND	RM	Y	Room Charges		200.00	200.00		
1	02/02/2009	FDVT	OTHER	BREAKFST	OC	- Y	Food Voucher		40.00	40.00		
2	02/02/2009	AFR	ROOM	WKND	RM	Y	Room Charges		200.00	200.00		
10	02/02/2009	TKTS	ACT	THEATER	AC OC	Y	Theater Tickets		110.00	110.00		
1	02/03/2009	FDVT	OTHER	BREAKFST	OC	Y	Food Voucher		40.00	40.00		
2	02/03/2009	AFR	ROOM	WKND	RM	Y	Room Charges		200.00	200.00		
10	02/03/2009	SPA	MASSAG	SWEDISH	CV	Y	Spa Services		75.00	75.00		
11	02/03/2009	SPA	MASSAG	SWEDISH	CV	Y	Spa Services		75.00	75.00		
1	02/04/2009	FDVT	OTHER	BREAKFST	OC	Y	Food Voucher		40.00	40.00		
								Total	980.00	980.00		
		_	Adjust To	tal				New Total	980.00			
								Difference to Balar	nce			

This screen displays all occurrences of each item (including room charge) in the package along with the rate amount.





Modifying Package Item Values

Providing the user has the appropriate authorized functions in terms of clerk security the amounts per package item can be altered. Start by positioning the cursor in the new amount column on the line item to be changed.

Next over key the amount and press enter – Maestro will place the difference between the original amount and the keyed value in the 'Difference to Balance' field. Clicking the adjust total button updates the total package price. Note that adjust total has to pressed for the new item price to be saved and the overall package price to be affected. If an Abort is done before pressing adjust total the new price will not be saved.

Removing Package Items

The Rem from Package button cannot be pressed as the package items are part of a Dynamically Packaged rate and therefore cannot be removed from the package.

The Disassemble Pckge button on the package on the fly detail screen enables the entire package to be unbundled. Each item in the package including room will then have a separate line on the assignment chart.



Package Items can then be deleted from the Assignment Chart if required. It should be noted that deleting Spa services from the assignment chart does not cancel any confirmed spa appointments. Confirmed Spa Appointments relating to this guest reservation should be cancelled by pressing the Book Spa/Services button and drilling down on the Spa Service to access the booking and changing the status to cancelled.

Night Audit Breakdown

Maestro uses the same logic to post a room rate that includes a dynamic packaging template as a Variable Package Rate. The exact details of how a dynamic packaging rate posts can be seen by accessing the guest reservation | Assignment Chart | Assigned Rooms/Rates Detail screen





😂 Ass	igned Rooms/F	Rates [stuart] - Northwin	d Hotel					_ [
File R	ecord Window	Text Help												
?														
Rese	ervation#		75516											
Bld	RmType	Room#	Seq#	Line	Post	Fol	Date	Amount	Rate Type	Ρ				
QL	SG	602	1	1	ZDP		01/06/2009	580.00	WKND	Y				
QL	SG	602	1	2	AFR	В	01/06/2009	390.00	WKND	Y				
QL QL	SG	602	1	3	ZDP	В	01/06/2009	-580.00	WKND	Y				
			1	10	SPA	BBBB	01/06/2009	75.00	SWEDISH	Y				
			1	11	SPA	В	01/06/2009	75.00	SWEDISH	Y				
			1	1	FDVT	В	01/07/2009	40.00	BREAKFST	Y				

On the first night audit Maestro uses the posting code as defined in the Dynamic Package Code system option (see section 2.1) to post the total package price onto the guests' folio along with the applicable taxes.

In a Breakdown folio Maestro reverses this posting code, hence the Dynamic Package Posting code should never report any revenue or be higher/lower than zero. The rate values, quantity and frequency then post as defined in the packaging template and/or rate schedule. Adjustments to posted charges that are part of a dynamic packaging template should be made using the posting code used in the rate or a property defined adjustment code. The Dynamic Package Posting code should not be used to adjust revenue.

Should the need arise where each individual item in a Dynamic Packaging Rate should post directly to the guest's folio the package can be disassembled so that all items appear on the assignment chart and therefore post separately.

Group Reservations

In a group reservation environment Dynamic Packaging Templates can also be used. The process for making an individual group member call in reservation would be the same as discussed in section 3.1

Creating a group member reservation from the group master rooming list using a Dynamic Packaging template is almost identical to any group member reservation using any other type of rate. On leaving the room type booking screen however, Maestro generates the book package rate component screen (see section 3.1 for further details). On exiting from this screen Maestro returns the clerk to the rooming list.

It should be noted that the auto-create group member feature is not recommended for use in a group using a Dynamic Packaging Template Rate. In addition the Batch rate change feature is also not recommended for changing the rate type booked on a reservation to a rate that includes a dynamic packaging template.

Reporting

Exceptions Reports - Un-booked Service Reports

The un-booked service report is located in Audit | Audit Reports | Exceptions Reports





It displays all the un-booked items that are part of a dynamic packaging rate that were not never booked along with the reservation number, guest name, arrival and departure dates. This report can be incorporated into operational procedures to ensure reservations in-house, for example, have all dynamic package components booked.

🍃 print.smckechnie.txt - Notepad		_ 2 🛛
Elle Edit Format View Help		
01/07/2009 04:23pm FD8300 Northwind Hotel Page 1		~
Billed but Never Booked Package Items 01/06/2009		
billed but sever booked lackage items of our cost		
Type Resv # Status Category Rate Type Description Guest Name	Arrival Departure	
I 75515 C/O ACT THEATER McKechnie Stuart	01/07/2009 01/07/2009	
I 75515 C/O MASSAG SVEDISH Svedish Massage McKechnie, Stuart I 75515 C/O MASSAG SVEDISH Svedish Massage McKechnie, Stuart	01/07/2009 01/07/2009 01/07/2009 01/07/2009	
I 75516 IN MASSAG SVEDISH Svedish Massage McKechnic, Stuart	01/06/2009 01/07/2009	
I 75516 IN MASSAG SVEDISH Svedish Massage McKechnie, Stuart	01/06/2009 01/07/2009	
end of report		
		~
Ś		>

