Summary of Maestro Reports

Introduction

Locating Report Menus

This manual outlines the reports that are available for the following three *Maestro* modules:
- *Front Desk*
- *Accounts Receivable*
- *Global*

Front Desk Reports

The *Front Desk* reports are located within three of the *Front Desk's* main menu selections. The reports are then organized into sub menus according to operational area.

Main Menu Selection	Sub Menu Selection
Reports	Guest Reports Group Reports Room Reports Management Reports Batch Forms Other Reports Calendar Based Management Reports
Night Audit	Audit Reports Travel Agency
Housekeeping	No sub-directories

Accounts Receivable Reports

Accounts Receivable reports are located on the *Reports* pull down menu.

Global Reports

Global reports are located on the *Reports* pull down menu.

Report Types

Maestro reports are categorized into two categories – statistical and non-statistical.

Statistical Reports

When generating statistical reports, the system will collect data from a special statistics file. This file is updated automatically by the night audit process or manually by selecting the *Statistics Activity Recreate* feature from the *Front Desk Maintenance* module. Users are therefore advised to manually update the statistics file if statistical reports are requested outside of the night audit routine and if there has been substantial system activity. The following are statistical reports:

- All Front Desk Managers Reports
- Night Auditors Reports

When requesting some statistical reports, the user can select the option to update the statistics as part of the report selection criteria.

Non-statistical Reports

Non-statistical reports do not collect data from the statistics file and do not require that the statistics be updated before printing.

Printing

Manual Printing

After selecting the desired report from the pull-down menu, the system will display a dialogue box into which the user must enter specific selection criteria. These options provide the user with great flexibility by which to sort the data that will be included in the report. Users are therefore asked to pay particular attention when keying in the criteria, as each will greatly affect the report results.

After keying in the selection criteria, select *OK* to continue. The *Print* dialogue box will appear. The user may now select *OK* to print the report or *Preview* to display the report.

Automated Night Audit Print Schedule

Many of Maestro's reports can be configured to print automatically each time that the *Night Audit* is completed. These reports are:

Room Occupancy Report	Rooms Available
Charge Posting Report	Rooms Status Report
Closing Balance Report	Guest Ledger Control
Guest Folios Report	Daily Control
Batch Registration Card Print	Guest Ledger
Shift Report	Statistics Report
Manager's Operations Report	Daily Summary
Advance Deposit Analysis	Permanent Folio Balances
Housekeeping Report	Exceptions Report
Current Status	Rates Posting Audit
In-house Guest by Arrival Date	Posting Audit Report
Night Auditors Report	Advance Deposits Requested
City Ledger Transfer	Daily Balancing Audit
Charge Transfer	Guest Settlement Audit Report

Pax &Occupancy Forecast Report

The automated report print schedule is configured within *Global Maintenance.* To do this, select: *Audit | Report Print Schedule*. Next, select *Page Down* to view each successive report of the list. The list can be amended by selecting either *F6/Create* or *F7/Delete*. Additionally, the *Selection Criteria* for each report can be configured by selecting *Window | Report Print Commands.*

Please contact Northwind Support if you require assistance re-configuring your automated report print schedule.

Set up Listings

In addition to the standard complement of operations reports, the user may also print or display the information that has been defined in most of the maintenance set up areas.

- If this information is a list – first display the list, then select *File | Print All.*
- If this information is a screen – first display the screen, then select *File | Print Screen.*

Front Desk Reports

Guest Reports

Guest In house and Checked Out Report

Lists all in house and checked out guests for the period. The report includes building, room number, room type, name, reservation number, arrival date, departure date, rate type, rate amount, number of adults, number of children, and reservation status (in house/checked out). The list is sorted by guest type and sub guest type.

selection criteria: Arrival From, Arrival To, Guest Type, Tour Operator report type: non-statistical

suggested application: Management of arrival/departure activities.

report code: FD6000

Departing Guests Report

Lists all departing guests for the period. The report includes reservation number, name, building, room number, arrival date, departure date, number of adults, number of children, balances on split folios and a consolidated balance of all folios.

Note: The system option, Suppress Tr/Gst, within Front Desk Maintenance | Set up | System Option will control whether this report is generated in one comprehensive list or is sorted into several lists by Tour Operator and Guest Type

selection criteria when Suppress Tr/Gst=Y: Departure From, Departure To, Building, Include In House? Y/N, Include Check Outs? Y/N, Sort By Room Number? Y/N.

selection criteria when Suppress Tr/Gst=N: Departure From, Departure To, Guest Type, Tour Operator, Include In House? Y/N, Include Check Outs? Y/N, Sort By Room Number? Y/N.

suggested application: Management of departure activities.

report code: FD5720

Arriving and Reserved Guest Report

Lists all arrivals for the period. The report includes building, room number, room type, name, reservation number, arrival date, departure date, rate type, rate amount, number of adults, and number of children.

Note: The system option, Suppress Tr/Gst, within Front Desk Maintenance | Set up | System Option will control whether this report is generated in one comprehensive list or is sorted into several lists by Tour Operator and Guest Type.

selection criteria when Suppress Tr/Gst=Y: Arrival From, Arrival To, Building, Reservations Status, (Reserved/Canceled/Any), Sort By Name Y/N, Sort By Group.

selection criteria when Suppress Tr/Gst=N: Arrival From, Arrival To, Guest Type, Tour Operator, Reservation Status (Reserved/Canceled/Any), Sort By Name Y/N

suggested application: Management of arrival activities.

report code: FD5820

2.1.4. Guest Counts and Services Report

Lists all reservations that have requested a *Service* for the period selected. It differs from the current *Services Report* in that it includes counts for each *Guest Category* for each reservation. Also – the reservations are grouped by *Guest Name,* whereas on the *Services Report* they are grouped by *Service Date.*

selection criteria: Date From (service date), Report Date To, Include: In house, arrivals, text departures (Yes/No), Order by name or room #

suggested application: Management of special services and requests.

report code: FDGSTCNT

2.1.5. In house Guests by Arrival Date Report

Lists all in house guests for the period. The report includes building, room number, room type, name, reservation number, arrival date, departure date, rate type, rate amount, number of adults, and number of children. The list is sorted by guest type and sub guest type.

Note: *The system option, Suppress Tr/Gst, within Front Desk Maintenance | Set up | System Option will control whether this report is generated in one comprehensive list or is sorted into several lists by Tour Operator and Guest Type*

selection criteria when Suppress Tr/Gst=Y: All In House? Y/N, Building, Arrival From, Arrival To, Sort By Name? Y/N, Sort By Group

selection criteria when Suppress Tr/Gst=N: All In House? Y/N, Building, Arrival From, Arrival To, Guest Type, Tour Operator, Sort By Name? Y/N

suggested application: Hard-copy Backup, Switchboard, Safety and Security

report code: FD4320

Guest Services Report

Lists all services that have been scheduled for the period. The report provides the date of service, the service code, guest reservation number, guest name, arrival and departure date of the reservation, and the room number. See also *Guest Count and Services Report.*

selection criteria: From Date, To Date, Service Code (blank = All)

suggested application: Management of special services and requests.

report code: FDGSTSVCS

Guest Services Arrivals / Inhouse

A list of all the services requested for a specific period of time for in house guests, arriving guests or all guests. The report allows the user to define the reporting criteria and provides the *date of service, the service code, guest reservation number, guest name, arrival and departure date of the reservation, and the room number*. See also Guest Services Report. The header at the top of the report provides the user with a three day statistical summary for *Rooms, Arrivals, Departures and Guests.*

selection criteria: From Date, To Date, Guests to Include (Inhouse, Arrivals or Both), Service Code (blank = All)

suggested application: Management of special services and requests.

report code: FDGSTSVCN

Transportation Pick up Report

A list of the details that are required to manage the property's guest transportation services including: arrival date, guest name, arrival time, airport/pickup location, flight number, gate, number of persons, and text about.

Note: The user may also generate a Pickup Report by selecting this option from within the Transportation Information screen.

selection criteria: From Date, To Date, Type of Info (Arrival Departure, All), Sort by (Airport Location, Guest Name)

suggested application: Management of guest transportation & Shuttle bus services.

report code: FDGUPIREP

Guest Re-Check In Report

A list of reservations that were checked back into the property after having been checked out. *selection criteria: Building, Room Type, Tour Operator Code, Tour Name, From Date, To Date, Comments Y/N, Co-Owners Y/N, Time Shared Y/N, Sort By(Agency/Name/Room)*

suggested application: Audit of check out errors.

report code: FD5300

2.1.10. Guest Messages Report

Lists all guests' messages which were entered into the system for the selected period. The report includes: *Message Date, Message For, Message From, Building/Room Number, Delivered By, and Delivery Date.*

selection criteria: From Date, To Date, Undelivered Only? Y/N

suggested application: Audit and follow up for delivery of messages*.*

report code: FD8400

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Guaranteed Analysis Report

This report provides a daily breakdown of the reservations for the period by the method of guarantee – *credit card, A/R* and *non-guaranteed*. Also provided are the *number of rooms sold, percentage of rooms sold, revenue* and *average daily rate*. The "*Details*" option for this report discloses the *Reservation Number, Rate Type, Guarantee Method and Rate* for each reservation.

selection criteria: Start Date, Days to Forecast, Building, Print Details (Y/N)

suggested application: Audit of guarantee requirements. Planning for overbooking parameters

report code: FDGUANREP

Activity Status Report

This report provides a list of activities scheduled for the requested period and the status of each activity. Provides the *reservation number, guest name, status, arrival and departure, start day, start time, rate type, rate category, unit amount, quantity reserved, supplier code and supplier name.*

selection criteria: Reservation Number From Date, To Date, Rate Type, Supplier, Rate Category, Status, Sort By (Name, Reservation, Supplier, Date)

suggested application: Management of all activities to be supplied by the property on behalf of a third-party supplier.

report code: FDSVCSTS

Guest Information Audit Report

This report will assist users to audit which fields on the *Client Profile* have not been completed during the creation of a reservation.

selection criteria: Arrival From, Arrival To, Departure From, Departure To, Group Name, A/R Name, Company Name, Clerk Code

suggested application: Audit of completeness of data capture at reservation time.

report name: FDCLMANREP

Credit Card Authorizations – In House

This report is used with the SDC Credit Card Interface. It provides the user with a detail listing *of In House Guests* who do not have the appropriate amount of authorization on their credit card to cover the room and tax charges. This allows the user to obtain the appropriate authorization needed. *selection criteria: Sort By (Name, Room Number), Include Group Numbers (Y/N), Group Reservation Code (Default = All Reservations)*

suggested application: Audit for required additional authorizations that are still outstanding or that have been declined during the automated *Night Audit* processing.

report code: FDCCINREP

Expiring Credit Cards and Authorizations

This report will disclose all authorizations that are due to expire and all credit cards that are due to expire.

selection criteria: Sort By (Name, Room Number), Include Group Numbers (Y/N), Group Reservation Code (Default = All Reservations)

suggested application: Credit Management

report code: FDCCEXREP

No Show Report

This report allows the user to generate a detailed list of all reservations with the status of No Show. It provides user with the *guest name, reservation number, group name, arrival date, departure date, guest type, source of business, reservation settlement method and charges and payments made. selection criteria: Arrivals From and Arrival To, Sort By (Name/Arrival)*

suggested application: Management of *No Show* billing

report code: FDNOSHREP

Group Reports

Group Reservations Chart

Summarizes all group reservation activity for the period including: *arrival date, departure date, rooms blocked, block picked, block remaining, and room types selected.*

selection criteria: Detail/Summary, Sort By Name/Group Date

suggested application: Group Block Management, Reservations Forecasting, Operational Staffing

report code: FD8100

Group Guest Counts

This new report will disclose the number of *Adults* and *Children* that are associated with each group on each date during the select period. The report can be generated for a specific group or for all groups.

selection criteria: Group Reservation #, Report Date, Sort by Name/Date

suggested application: Meal Planning and Management of special services

report code: FD8101

Group Original/Contracted Chart

This report will assist the user to track the original group block against the actual group block. The following figures are tracked for each group: *Contract, Blocked, Pickup and Remaining.*

selection criteria: Guest Reservation Number, Report Date, Include (Detail/Summary), Sort By (Name/Group Date)

suggested application: Reservations Forecasting

report code: FDORGREP

Group Roster

Lists all reservations that are reserved within a particular group block.

selection criteria: *Group Name, Building, In House Only (y/n), Arrival From, Arrival To, Order by (Name, Room Number, Sharer Number* or *Arrival Date Reservation Status (Reserved, In-house, Cancelled, No Show, Checked Out* or *All)*

suggested application: Group arrival and departure management and External report for *Group Convener*

report code: FDGRPROS

Group Summary Folios Report

This report will disclose all *Group Master Folios* for the period. It will provide the property's point of sale locations with the following posting information – *Group Name, Reservation Number, Arrival, Departure, Folio Number, Folio Description and Settlement Method.*

selection criteria: *All In-house Y/N, All Reserved Y/N, Arrivals From/To, Departures From/To,* and *Sort by (Name, Arrival, Departure, and Reservation Number).*

suggested application: Distribution to all Revenue Centres (i.e. Restaurant, bar) for billing management.

report code: FDGRSFREP

Outstanding Group Balances Report

This report will disclose the balances for all open *Group Master* folios that have been set to *Settle to A/R.*

selection Criteria: Include In-house with zero balances? Y/N, Include Reserved with zero balances? Y?N, Arrival From, Arrival To, Departure From, Departure To and, Sort By (Name, Arrival Date, Departure Date, Reservation Number)

suggested application: Credit Management

report code: FDGRBLREP

Meals Count Report

Lists meal counts that have been scheduled for group reservations. It provides totals for each meal period for each group as well as the *Grand Totals* for the day.

selection criteria: Meal Date, Group Name/All Groups

suggested application: Management of Food & Beverage activities

report code: FD0700

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Room Reports

Rooms Available Report

List of rooms for the period. The list includes: building, room number, housekeeping status, room type, last/current reservation's departure and reservation number. A worksheet area is also printed beside each room number to record room assignments by hand before entering them into the system.

selection criteria: Building, Room Type Code, Description, Room Status (Expected Departures Today Are Included In "Vacant"), Room Availability, Report Date.

suggested application: Hard-copy back up and Assignment of room numbers to new arrivals.

report code: FD4800

Room Moves Report

A list of all reservations that are scheduled for room moves for the period.

selection criteria: Building, Beginning Date, Ending Date

suggested application: Management and follow up of daily room move requirements and associated housekeeping activities.

report code: FD5000

Rooms Status Report

A list of all guestrooms in room number order. It provides the *room type, occupancy status* and *housekeeping status.*

selection criteria: none

suggested application: Hard-copy back up and assignment of room numbers to new arrivals.

report code: FD5100

Room Number Chart

A chart that summarizes the availability of each *Room Type* during a four-week period. Total availability is also provided for each day.

selection criteria: From Date, Building, Room Type, Sort by (Room Number, Building/Room Number)

suggested application: Assignment of room numbers to new arrivals. Re-assignment of room numbers to open up multi-night availability or to "consolidate the house."

report code: FDRMCHTREP

Room Type Space Chart

A chart that summarizes the availability of each *Room Number* during a four-week period. A summary of the arrival , stayover, and departure activity for each room number is also provided.

selection criteria: From Date, Building, Room Type, Sort by (Room Number, Building/Room Number)

suggested application: Assignment of room numbers to new arrivals. Re-assignment of room numbers to open up multi-night availability or to "consolidate the house."

report code: FDRTYPREP

Management Reports

Reservations Chart

A grid chart summarizing room sold for each day of the selected month. The grid is sorted by guest type and by market segment.

selection criteria: Report Month/Year, Include Group Block Y/N, Include Sales Forecast Y/N, Include Time Shared Y/N.

suggested application: Revenue Forecasting. Reservations Forecasting, Yield Forecasting, and Operational Staffing

report code: FDALLRES

Arrivals and Departures Chart

A grid chart summarizing the number of arrivals, departures, and in house reservations for each day of the two weeks following the report date.

selection criteria: Report Date, Include Group Block, Include Time Shared, Include Non-Tour Operator.

suggested application: Revenue Forecasting. Reservations Forecasting, Yield Forecasting and Operational Staffing

report code: FDARRDEP

Reservation Forecast Report

This report provides room counts for arrivals, stayovers and total rooms sold. The counts are provided for non-guaranteed, guaranteed, and total reservations. Projected occupancy percentages and guest counts are also provided.

selection criteria: Start Date, Days to Forecast, Building

suggested application: Reservations Forecasting, Yield Forecasting and Operational Staffing

report code: FDRESFOR

Revenue Forecast Report

This new report provides revenue forecasts on a daily basis for the select period. The revenue is broken down by *Non-guaranteed, Guaranteed and Un-Picked Group Block.* The report also provides figures for *Rooms Sold, Number of Guests, Average Daily Rate and Occupancy Percentage.*

selection criteria: Start Date, Days to Forecast, and Building.

suggested application: Revenue Forecasting and Yield Forecasting

report code: FDREVFOR

Pax and Occupancy Report

Provides the forecasted guest load and number of rooms to be occupied for each day of the period. The breakdown includes: building, arrivals, departures, net total, occupied rooms, house use rooms, off market rooms, unpicked group blocks, time shares, rooms available and occupancy percent.

selection criteria: Start Date, Days To Forecast, Building, Include Time Shared (Y/N)

suggested application: Reservations Forecasting, Yield Forecasting and Operational Staffing

report code: FDPAX

Detail Pax and Occupancy Report

This report is similar to the existing *Pax & Occupancy Report*, however, it includes a detailed breakdown of all the *Extra Person Categories* that can be used to plan for staffing and purchasing. The report also includes a daily revenue figure and a daily summary of group room totals.

selection criteria: Start Date, Days To Forecast, Building, Include Time Shared (Y/N)

suggested application: Reservations Forecasting, Yield Forecasting and Operational Staffing

report code: FDPAXN

Occupancy Comparison Report

This report compares the performance between any two selected periods. Statistics are provided for: *Rooms Available, % Occupancy, Revenue, Daily ADR, Monthly ADR*, and *MTD Revenue per Available Room*. Variances for each of these items are also provided.

Selection Criteria: From Date, Fiscal/Calendar Period, Display Period (Daily, Weekly, Monthly), Number of Periods, Compare to From Date, Property Number, Currency Code, Consolidate Properties (Y/N), Include Unpicked Group (Y/N)

suggested application: Reservations Forecasting, Yield Forecasting

report code: FDOCCOM

Room Occupancy Forecast Report

Provides reservation activity (Rooms on the Book) for the month. The report lists stayovers, unpicked group blocks, departures, arrivals and net totals. The daily occupancy ratio, average room rate and total revenue is also provided.

selection criteria: Reporting Month/Year, Property Numbers, Currency Code, Consolidated Properties Y/N, Separate Group Numbers Y/N, Include Unpicke Group? Y/N

suggested application: Reservations Forecasting, Revenue Forecasting and Yield Forecasting

report code: FDOCCFOR

Managers Operations Report

This report that been designed for *Non-Tour Operator* requirements. It is similar to the *Night Auditor's Report,* however, it provides additional information for *Average Daily Rates* both for *Today* and for *Month to-Date* for all *Guest Types.*

selection criteria: Report Date

suggested application: Property performance evaluation

report code: FDMANOP

Performance and LOS (Length of Stay) Analysis Report

This report quantifies the reservations for the period by number of room nights booked. *Total Revenue* and *Average Room Rate* are also also provided.

selection criteria: Clerk Code, Booking Date From, Booking Date To, Arrival Date From, Arrival Date To, Building, Guest Type

suggested application: Yield Forecasting, Clerk productivity evaluation

report code: FDPERLOS

Clerk Reservations and Performance Report

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 production volume of the reservation staff.

selection criteria: Clerk Code, Booking From/To, Arrival From/To, Building, Guest Type, Reservation Status (Reserved, Canceled, Checked Out, In House), Sort By (Clerk, Guest, Name), Group Name

suggested application: Clerk productivity evaluation

report code: FDCLKRES

Turn Away Analysis Report

Provides statistics on the number of reservations that were turned away for each one week period. Each *turn away* is counted within user-defined categories such as *sold out* or *rate resistance.*

Selection Criteria: From Arrival Date, Clerk, Guest Type

suggested application: Yield Forecasting

Report code: FDTARPRT

Cancel Analysis Report

This report will calculate the number of room nights that have been cancelled within a seven-day period. The statistics for each period are broken down by *Turnaway Reason*. Even though these codes are shared between both the *Cancellation* feature and the *Turnaway* feature – the statistics for the *Cancel Analysis Report* will only include reservations that have been reserved then cancelled. It will not include statistics for reservations that have been processed as a *Turn Away* during reservation time.

selection criteria*: From Arrival Date, For Clerk, For Guest Type.*

Note – the start date for the period can be defined by the *Arrival Date* that the user keys for the above

selection criteria. The total number of cancelled room nights for each reservation will be counted on the arrival date for the reservation. For example, a cancellation for a three-night stay that was to arrive on Jan 15 will be counted as three room nights on Jan 15. Also note that once a reservation has been un-cancelled, it will no longer be included in the statistics for this report.

suggested application: Yield Forecasting

report code: FDCARPRT

Managers Revenue Report

This report has been designed for *Non-Tour Operator* requirements. It provides a detailed analysis of the property's revenue. Income can be distributed by user-defined categories such as: *Package Rates*, *Non-Package Rates* or *Taxes Collected*. This information is then expressed for the following periods: *today, month-to-date, and year-to-date.* The latter two periods are further expressed for the following details: *Actual Revenue, Budgeted Revenue, and Variance.*

selection criteria: Report Date

Note: *This report must be configured for the individual user before it will print. Contact* Northwind Support *for more information*.

selection criteria: none

suggested application: Manual posting to general ledger, Balancing

report code: FDMANREV

Batch Forms

Batch Folio Print - Standard

Batch printing of folios for *Non Tour Operator* guests.

selection criteria: Reservation Status (In House, Expected Departure, Departed Today, All), Include Credit Balance (Y/N), Include Breakdown Folios (Y/N), Group Reservation #

report code: FD6360

Batch Folio Print – Tour Ops

Batch printing of folios for *Tour Operator* guests.

selection criteria: Reservation Status (Inhouse, Checked Out, Inhouse/Checked Out), Folio Type (Rooms, Miscellaneous, All), Tour Operator Code , Guest Type, Group Reservation #, Departure Date

report code: FD6300

Batch Registration Card Printing

Prints registration cards for the period.

selection criteria: Form Name, Reservation #, Guest Name, Arrival Date, Order By (Name/Reservation#)

report code: FD1600

Batch Confirmation Printing

This feature will allow the user to flag individual reservations which are to be included in a batch printing of *Confirmation* forms. To flag the reservation: display the *Guest Reservation* screen and move the cursor to the *Send Confirm* field. Key in *Y* for yes.

The batch is then printed from the *Front Desk Menu* screen. To do this, select: *Reports | Batch Confirmation Printing.* The user can then qualify which *Confirmations* will be printed by keying in the following selection criteria*: form name, guest reservation #, arrival date from, arrival date to, group name, company name, travel agency name, sort by name Y/N.* If the user keys in *Y* into the *Produce List* field – a list will be printed instead of the form.

Please note that a *Confirmation* form can only be batch printed once for each reservation. After the form has printed, the *print date* will appear beside the *Send Confirmation* field on the *Guest Reservation* screen. In this manner, the user can run a second batch using the same selection criteria to capture any reservations that have been added since the last batch was printed. If it is necessary to reprint another copy of the same *Confirmation*, the user can do this from within the individual *Guest Reservation* screen. To do this, select: *Forms | Confirmation Print.*

Also note that the text of the *Confirmation* form may be customized for your own property. Please contact *Northwind Support* for more information.

selection criteria: Form Name, Reservation #, Arrival Date From, Arrival Date To, Group, Company, Travel Agency, Sort by Name Y/N, Produce List Y/N

report code: FD2300

Batch Ticket Print

Prints meal tickets for selected rate category.

selection criteria: Rate Category, Arrival Date

report code: FD2300

Batch Travel Agent Check Print

Prints outstanding Travel Agency commission cheques.. Please call Northwind Support for assistance with setting up this feature.

selection criteria: Remittance Date From, Remittance Date To, Currency Code, Travel Agency

report code: FDTACH

Batch Guest Message Printing

The report allows the user to print a list of all *Guest Messages* by criteria entered into Maestro.

selection criteria: Message Type (All, Printed, Verbal, By Phone), Group Reservation Number, Message Form

After the batch has been printed, Maestro will display the following dialogue box "*Do you wish to mark all messages as delivered? Yes, No".* If the printed messages are to be distributed to the guests, this feature will permit the user to easily mark all messages in the batch as "Delivered". Maestro will automatically insert the delivery method as "Printed" and will date and time stamp the delivery with the name of the user who has just printed the batch.

report code: FDBTMSGPRT

Other Reports

There are no Maestro reports on this menu. This menu is used to access customized reports that have been written with third-party report writer software and may not be in use at your property. Contact *Northwind Support* for further information.

Marketing Analysis Reports

Guest History Analysis Report

Lists past production for any of the property's *Clients.* It provides a detailed analysis for each including: total number of stays, total room nights, average length of stay, room revenue, average room rate, other revenue, total revenue, and average revenue per stay. The values listed for all revenue calculations include only those details that are listed on the *Assignment Chart* of the reservation and that have been posted during the *Night Audit* process. Details that have been posted to the folio by other methods are not included.

selection criteria: Date From (Check Out Date) , Date To,Guest Type, Company Name, Billing Name, Order By N=Name or $=Revenue

suggested application: Management of *"Frequent Guest"* programs and *"Corporate Rates & Incentive"* programs, Yield Forecasting

report code: FD9700

Lead Time Report

For each *Lead Time* period, statistics are provided *Number of Reservations, % of Total Reservations, Number of Room Nights, Number of Guests, Revenue, % of Total Revenue, A.D.R., Average Leadtime* and *Average Length of Stay.*

selection Criteria: Market Breakdown, Lead Time Range (Days), Date Range of Arrival Dates, Select Client (FIT, Group, All)

suggested application: Yield Forecasting, and Management of marketing campaigns

report code: FDLEAD

Geographic Breakdown Report

For each geographical area, the following statistics are provided *Number of Reservations, % of Total Reservations, Number of Room Nights, Number of Guests, Revenue, % of Total Revenue, A.D.R., Average Lead-time* and *Average Length of Stay.*

selection criteria: Range of Arrival Dates, Select Client (FIT, Group, All)

suggested application: Yield Forecasting, and Management of marketing campaigns

report code: FDGEBR

Rate Breakdown Report

For each *Rate Type,* the following statistics are provided *Number of Reservations, % of Total Reservations, Number of Room Nights, Number of Guests, Revenue, % of Total Revenue, A.D.R., Average Lead-time* and *Average Length of Stay.*

selection Criteria: Range of Arrival Dates, Select Client (FIT, Group, All)

suggested application: Yield Forecasting, and Management of marketing campaigns

report code: FDREBR

Guest Type/Source of Business Report

For each *Guest Type*, the following statistics are provided *Number of Reservations, % of Total Reservations, Room Nights, Number of Guests, Revenue, % of Total Revenue, A.D.R., Average Lead Time* and *Average Length of Stay.* Also see *Source/Subsource of Business Report* and *Subsource of Business Report.* The figures are presented in the following hierarchy – *Guest Type, Source of Business, Subsource of Business.*

selection Criteria: Range of Arrival Dates, Select Client (FIT, Group, All), Return Guests (Y/N), Single Stay Guests (Y/N)

suggested application: Yield Forecasting, and Management of marketing campaigns

report code: FDGUTY

Room Type Breakdown Report

This report offers a breakdown of reservations by room type. The breakdown indicates *Number of Reservations, Room Nights, Number of Adults, Number of Children, Revenue, Average Daily Rate, Average Lead Time and Average Length of Stay* for each room type.

selection criteria: From Date, To Date, Clients (FIT, Group, All)

suggested application: Yield Forecasting, Reservations Forecasting

report code: FDRTBRKD

Travel Agency Tour Operator Report

Productivity is measured by *Reservations, Room Nights, % Room Nights, #Guests, Revenue, % Revenue, A.D.R., Average lead-time and Average Length of stay.*

selection criteria: Summary/Detail, Postal Code, Range of Arrival Dates, Select Clients (FIT, Group, All), Tour Operators (Y/N), Travel Agencies (Y/N)

suggested application: Evaluate the productivity of Travel Agencies and Tour Operators.

report code: FDTRWH

Source/Sub-source of Business Report

This report provides the same information as the new *Guest Type/Source of Business Report,* however, the figures are presented in the following hierarchy – *Source of Business, Sub-source of Business.*

selection criteria: Summary/Detail, Range of Arrival Dates, Select Clients (FIT, Group, All)

suggested application: Yield Forecasting, and Management of marketing campaigns

report code: FDMAME

Sub-source of Business Report

This report provides the same information as the new *Guest Type/Source of Business Report,* however, the figures are presented for *Sub-source of Business* only.

selection Criteria: Range of Arrival Dates, Select Clients (FIT, Group, All)

suggested application: Yield Forecasting, and Management of marketing campaigns

report code: FDMEBR

Return Guest Report

This report discloses the reservation statistics for each past guest within the selection criteria. The statistics include *Number of Reservations, % of Total Reservations, Number of Room Nights, Number of Guests, Revenue, % of Total Revenue, A.D.R., Average Lead-time* and *Average Length of Stay.*

selection criteria: Range of Arrival Dates, Select Clients (FIT, Group, All)

suggested application: Yield Forecasting, and Management of marketing campaigns

Report code: FDREGU

Tour Operator Reports

Guest Ledger Control Report

A daily report with summary figures for the guest ledger. Opening Balance plus gross sales less credits and transfers to the city ledger provides the closing balance for the day. A breakdown, by posting code, is also provided for transfers to the city ledger. A summary of payments to the guest ledger and the city ledger provides the total deposits for the day.

selection criteria: Report Date

suggested application*:* Balancing

report code: FD5400

Night Auditors Report

A summary of the property's performance for the day including: operating statistics, income figures by guest type, reservation activity statistics and figures, income breakdown by tour operator, house use, special rates and complementary room activity. Some figures are express as daily, month-to-date and as a variance from budget.

selection criteria: Report Date

suggested application: Property performance evaluation

report code: FD4500

Statistics Report

An occupancy report with breakdowns. Figures are for today and month-to-date and budget. *selection criteria: report date, building*

Note: This report must be configured for the individual user before it will print. Contact *Northwind Support* for more information*.*

suggested application: Property performance evaluation

report code: FDSTAREP

Tour Operator Reservations Chart

A grid chart summarizing room sold for each day of the selected month by *Tour Operator.* The grid is sorted by guest type and by market segment.

selection criteria: Report Date, Include Group Block (Y/N), Include Sales Forecast (Y/N), Include Timeshare (Y/N)

suggested application: Revenue Forecasting. Reservations Forecasting, Yield Forecasting, Operational Staffing and monitoring allotments.

report code: FDRESCHR

Tour Op Arrival and Departures Chart

A grid chart summarizing the number of arrivals, departures, and in house reservations for each day of the two weeks following the report date by Tour Operator.

selection criteria: Report Date, Include Group Block(Y/N), Include Time Shared (Y/N), Include Non-Tour Operator (Y/N)

suggested application: Reservations Forecasting, Yield Forecasting and Operational Staffing

report code: FD6600

Tour Operator by Market Segment Report

Guest, room night, and revenue totals for each tour operator. Totals are expressed as month-to-date and year-to-date for both actual and budgeted figures.

selection criteria: Report Date, Print By Country? Y/N, Currency Code

suggested application: Revenue Forecasting. Reservations Forecasting, Yield Forecasting, and Evaluating Tour Operator performace

report code: FD6600

Daily Control Report

Report of daily income by posting code. Figures are cross-referenced to actual month to date figures and budgeted monthly figures. A variance is calculated for each posting code.

selection criteria: Report Date

suggested application: Evaluating property performance

report code: FD5500

Report

An occupancy report with breakdowns by rooms available and rooms occupied by Packages and Time Shares. Figures are for today, month-to-date and budget. A work sheet for comments from the Controller and Auditor is provided.

selection criteria: none

suggested application: Evaluating property performance

report code: FD6800

Current Status Report

Summarizes all reservation and front desk activity for the day including: rooms available for sale, number of arrivals, number of departures, house counts, and current status for clean/dirty and vacant/occupied rooms. Note that this report can also be generated through the *Reports* menu.

selection criteria: none

suggested application: Evaluating current performance

report code: FD4000

Night Audit Reports

Charge Posting Report

List of charges (default is room charges) that have been posted to each in-house reservation with a folio. Reservations that were due in but not are not checked in are flagged "unresolved arrival". Inhouse reservations with no folio are flagged "no folios exist for this reservation". In both cases, no charges will be posted for those reservations. Summary totals for number of charges posted/unposted and summary totals for revenue posted/unposted are also given.

selection criteria: Report Date, Rate Category, Posted Charged Y/N, Unposted Charges Y/N.

Note: When a future date is selected, this report becomes a pre-post report and will list charges that are scheduled to be posted to each folio.

suggested application: Audit for correctness and completeness of *Night Audit* charges, Audit for unresolved arrivals

report code: FD1200

Guest Folios Report

List of all active guest folios. The report provides the guest's name, reservation status, building/room number, folio number, folio status (breakdown, miscellaneous etc.), charges, payments, and net balance.

selection criteria: Reservation Type (Reserved, In House, Checked Out, No Shows, Canceled, All), Folios Over Credit Limit Y/N, Folios With Balance (Define Balance - I.E. > $500.00)

suggested application: Balancing, Credit Management, and Auditing for checked out reservations with balances.

report code: FD1400

Guest Ledger Report

A list of all active guest folios. The report includes: reservation number, guest's name, building/room number, arrival date, departure date, rate type/amount, number or adults, number of children, tour/client name, balance of split folios, consolidated balance of all folios.

selection criteria: Sort By - Name, Reservation Number, Building/Room Number

suggested application: Balancing, Credit Management, and Auditing for checked out reservations with balances.

report code: FD5900

City Ledger Transfer Report

Lists all transfers to the city ledger for the period. Lists all folios that were closed to A/R and lists all credit card payments by type.

selection criteria: Report Date, Building

suggested application: Auditing and compiling folios to be processed to A/R.

report code: FD4600

Posting Audit Report

This report provides similar details as the *Shift Report*, however users should note the following distinction – the *Posting Audit Report* lists folio details by *Date Keyed* whereas the *Shift Report* lists folio details by *Effective Date.*

selection criteria: Clerk Code, Report Date From, Report Date To, Shift, Report Type (Charges, Payments, Both) Posting Code, Summary Report (Yes/No), Page Break on Code

suggested application: Evaluating details of *Closing Balance* totals

report code: FD9300

Permanent Folio Balance Report

Lists current balances on all permanent folios. The list also provides the folio number, folio name and tour operator/client code.

selection criteria: Report Date, Sort By Guest Name/Folio Number

suggested application: Auditing house accounts and interface accounts

report code: FD6900

Rates Posting Audit Report

This report that provides a detailed list of all room rates that have been posted or are scheduled to be posted for the following period: two days before the audit date, on the audit date, and two days after the audit date. This report will allow the user to audit rate changes, errors, and omissions for the period. Each detail includes: Bldg/r208oom#, room type, guest name, reservation #, reservation status, rate category, rate type, posting code, and each of the five posting dates.

selection criteria: Rate Audit Date, Rate Category, Building, Currency Code, Sort By Name(Y/N)

suggested application: Auditing for accuracy and completeness of *Night Audit* charges.

report code: FD8600

Daily Balancing Audit Report

Because the balances on the *Guest Ledger* report and the *Permanent Folio* report are reported as of the *real* time, these reports must be printed during the *Night Audit* once all interface activity has been suspended. It is not possible to backdate these reports.

The new *Daily Balancing Audit Report* will allow the user to re-create the end of day balances for the following ledgers: *Front Desk, Permanent Folios, Sales & Catering,* and *Accounts Receivable*. The consolidated total for all of these ledgers is also reported. This figure can be balanced with the consolidated figure on the *Closing Balance Report* for the same date. Additionally, the figures are also provided for the consolidated *real time* balance. These may be cross-balanced with the *Guest*

Ledger report and the *Permanent Folio* report.
This report can only be created for the most recently audited business day and can be included in the automatic print routine for the night audit. Please contact Northwind support if you require assistance in setting this up. Alternatively, this report may be re-printed manually at any time until the next night audit has been completed.

selection criteria: Date Effective, Sort by (Name, Folio Number, Ledger) Include 0-Balance Folios (Y/N0)

suggested application: Auditing and Balancing the consolidated ledger

report code: FDDLYBAL

Shift Report (Shift Activity)

This report contains four sections:

Charges Detail

A 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

A summary of total charge postings sorted by posting code.

Payments Detail

A 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

A summary of total payment (settlement) postings sorted by posting code.

selection criteria: Clerk Code, Report Date, Shift, Report Type (Charges Only, Payments Only, Both) Posting Code, Summary Report Y/N, Page Break On Code Y/N)

suggested application: Balancing *"End of Shift"* deposit, Balancing Departmental Revenue Reports and Evaluating details of Closing Balance totals.

Note: *Also see Audit Posting Report*

Report code: FD1800

Closing Balance Report (Daily Activity Report)

List of closing balances for all posting codes sorted by revenue codes and settlement codes. Daily, Weekly, Monthly and Yearly totals are provided for each code. This report can be created for either of the *Front Desk* or *Accounts Receivable* modules or both.

selection criteria: Report Date, Print Shift Totals Y/N, Select Module FD/AR

suggested application: Manual posting to General Ledger, Balancing Departmental Revenue *report code:* FDCLOBAL.

Charge Transfer Report

A list of all transfers for the period sorted by the transfer destination (A/R, credit cart type, etc.). The report provides the building/room number, guest's name, folio number and amount

selection criteria: Beginning Date, Ending Date

suggested application: Auditing for errors or omissions, Locating lost transfers

report code: FD4700

Advance Deposit Analysis Report

Lists all outstanding *Advance Deposits* for the period selected. It provides the reservation number, guest name, arrival date, amount of advance deposit requested on the reservation, amount received to date, and amount still outstanding. The value included as *Received to Date* is the total value of all transactions that have been posted to any *Settlement* code on any *Folio* belonging to the reservation.

s*election criteria: From Date (Deposit Due Date) , To Date, Sort By R=Reservation #, D=Due Date, or N=Name*

suggested application: Evaluating liability for un-earned revenue, Auditing guest compliance to deposit requirements, Forecasting cash flow

report code: FD2200

Advance Deposit Requested Report

Lists all outstanding *Advance Deposits* for the period selected. It provides the reservation number, guest name, arrival date, amount of advance deposit requested on the reservation, amount received to date, and amount still outstanding. The value included as *Received to Date* is the total value of all *Settlements* that have been posted to all folios belonging to the reservation.

selection criteria: From Date (Deposit Due Date) , To Date, Sort By R=Reservation #, D=Due Date, or N=Name

suggested application: Auditing guest compliance to deposit requirements, Forecasting cash flow

report code: FD9800

Exceptions Report

A collection of ten individual reports which were designed to enable management and audit staff to track a variety of changes which were made to guest reservations on a specific date. In this manner, the user can easily audit and reconcile any errors or omissions that were made on that date. The collection includes the following reports:

- Backdated Postings
- No Inventory for Arrivals
- In house no Room Inventory
- Rate Changes
- Room and Type Changes
- A/R Name Changes
- T/A Name Changes
- Checkout with Open Folio
- Folio Detail Transfers
- Guest Name Changes

To access these reports, select: *Audit | Exceptions Report.* The *Exceptions Report* screen will display. To facilitate a daily night audit process, the *Audit Date* field will default to the last unaudited date. The date fields for the individual reports will also default to this date – with two exceptions:

The date for the *No Inventory for Arrivals* report will default to the next day. The reports for *In house no Room Inventory* and for *Checkout with Open Folio* are not date sensitive – they will report all activity at the time of report printing. The user cannot enter a date into these fields.

If the user is auditing past dates, a new date may be entered into the *Audit Date* field. This action will cause the dates in all of the remaining date fields to also change to this date. Additionally, the user may override the defaulted date in any or all of these fields.

Any single report or any combination of reports may be created at any one time. This is achieved by selecting either "*Y*" for yes or "*N*" for no in the field to the left of each report on the menu. The default selection is "*Y*".

selection criteria: Report Date, Report Name Y/N

suggested application: Locating and Evaluating user error

report code: FD8300

Folio Transfer Report

This report will disclose the following details for all folios that have been transferred between clients for the period: *Date, Time, Folio Number, Clerk, Client From,* and *Client To.* The source module and the reservation number from where the folio originated is also provided.

Each item is also designated with a transfer method.

- *Settled to A/R* – designates a folio that was transferred from the *Guest Ledger* to the *Accounts Receivable Ledger.*
- *Transfer* – designates a folio that was transferred between two *Clients* within the same ledger.

Note: This report is also available from the *Accounts Receivable Reports* menu.

selection criteria: Activity Dated From, Activity Dated To, Sort by (Date/Time or *Folio Number)*

suggested application: Auditing and compiling folios that have been settled to A/R

report code: AR1000

Guest Settlement Audit Report

This report allows the user to audit guest information based on selected criteria. It provides the user with the following information on each guest: Building, Room Number, Room Type, Guest Name, Reservation #, Folio #, Arrival Date, Departure Date, Reservation Status, Outstanding Balance and Method of Payment.

selection criteria: Status (All, Inhouse Only, Reserved Only), All Inhouse (Y/N), Building, Arrival From, Arrival To, Group Name, Additional Guests (Y/N), A/R Accounts Only (Y/N), Sort By (Name or Room Number)

suggested application: Evaluating clerk performance for compliance to credit policy, Credit Management

report code: FDGSTSET

Travel Agency Reports

Travel Agency Commissions

Lists outstanding commissions to travel agents. The list sorts by agency.

selection criteria: New Page Per Travel Agent Y/N, From Remittance Date To Remittance Date

suggested application: Evaluate commission liability, Manually prepare commission cheques

report code: FD3900

Travel Agency (Profile) Listing

This report provides a detail listing of all Travel Agencies that have been set up. It provides the agency name, address, telephone and fax numbers, club ID number, IATA number, currency payment code, taxes payable, tax ID number, and commission details.

selection criteria: Agency Type, Agency From/To, Sort by Name/IATA #, Phone #

suggested application: Audit for completeness and accuracy of agency details

report code: FD9400

Travel Agency Production Report

Provides the *agency name, room nights stayed, reservations made, commissionable revenue and total commission* paid to each.

selection criteria: Arrival From, Arrival To, Guest Type, Agency From, Agency To, Agency Type

suggested application: Evaluation of productivity of all agencies

report code: FD8500

Travel Agency Check Register

This report will show all travel agent commission cheques generated in Maestro for the requested period of time. This allows the user to see all travel agencies currently being paid and to verify that the amount is correct before the cheque is sent out. It will also provide the user with a detailed listing of cheques that were not paid (held back) or that were voided.

selection criteria: From Printed Date, To Printed Date, Check Status (All, Paid, Not Paid, Void)

suggested application: Auditing of Travel Agent liability

report code: FD3910

Housekeeping Reports

Housekeeping Assignment

Separate lists are generated by individual staff assignments. The report provides the *building/room number, room type, floor, status, departure date, arrival date* and a blank space to hand write notes for each room.

suggested application: Automated assignment of guestrooms to each housekeeper

report code: FD4300

Housekeeping Report

A list of selected rooms. The report provides *room number, room type, date last cleaned, last clerk to update, reservation number, arrival date, departure date and time, occupancy status* and *housekeeping status.*

selection criteria: Select Room Availability (Vacant, Occupied, Departing Today, All), Select Room Status (Dirty, Cleaned, All), Building, Room Type, Starting From Room Number, Number Of Rooms To Print, Print With Text Y/N.

suggested application: Evaluation of *"Housekeeping Status"* of each guestroom and Manual

assignment of guestrooms to each housekeeper

report code: FD2600

Offmarket Rooms Report

A list of all offmarket rooms for the period selected. The report provides the out-of-order dates for each room number, the text message describing the problem, and the name of the user who requested the off market status.

selection criteria: From Date, To Date

suggested application: Evaluation and follow up of "Offmarket Status" of each guestroom

report code: FD7800

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Housekeeping Discrepancy Report

A list of all room numbers for which the *"Front Desk Status"* contradicts the *"Housekeeping Status"*. An additional list can be generated to include all room numbers for which a problem has been reported by the housekeeping department. This list also includes the text message describing the problem.

selection criteria: From Date, To Date, Discrepancies Y/N, Problems Y/N

suggested application: Investigate and Reconcile discrepancies

report code: FD8000

Accounts Receivable Reports

A/R Analysis Report

This report provides a detailed summary of each transaction that was posted to the account during the period. It provides the opening balance, new invoices, new receipts, activity & adjustments and the closing balance.

selection criteria: Client From, Client To, Activity From, Activity To, G/L Property, Include Back Dated Postings (Y/N)

suggested application: Balance the A/R ledger and Locate lost transactions

report code: AR0800

Aging Report

A summary of all outstanding balances for each client. The balances are aged within the following periods: *current, 30, 60, 90 and 120.*

selection criteria: Reflect Aging as of (date), Include Back dated (Y/N), Client from, Client to, Account Total from, Account Total to, Activity Dated from, Activity Dated to, G/L Property, Detail or Summary

suggested application: Manage overdue accounts

report code: AR0700

Statement Selection

The statement provides the following details for each outstanding invoice: *invoice number, description, open date and balance due.* A summary is provided for the outstanding balances within each period: *current, 30, 60, 90 and 120.*

selection criteria: Name from, Name to, Amount from, Amount to, Attributes, Print Statement date as of, Date to Print on Statement, Forms Report Name

suggested application: Batch printing of all Statements for the period to be mailed to A/R client

report code: AR0300

Other

There are no Maestro reports on this menu. This menu is used to access customized reports that have been written with third-party report writer software and may not be in use at your property. Contact *Northwind Support* for further information.

Folio Transfer Report

This report will disclose the following details for all folios that have been transferred between clients for the period: *Date, Time, Folio Number, Clerk, Client From,* and *Client To.* The source module and the reservation number from where the folio originated is also provided.

Each item is also designated with a transfer method.
- *Settled to A/R* – designates a folio that was transferred from the *Guest Ledger* to the *Accounts Receivable Ledger.*
- *Transfer* – designates a folio that was transferred between two *Clients* within the same ledger.

Note: This report is also available from the *Audit Reports* menu.

selection criteria: Activity Dated From, Activity Dated To, Sort by (Date/Time or *Folio Number)*

suggested application: Auditing and compiling folios that have been settled to A/R

report code: AR1000

A/R Customer Listing

A list of each of the property's A/R client companies. For each company, the report provides the following: *Address, Phone, Fax, e-mail, Contact Name, Account Status and Client Code.*

selection criteria: Client Status (Active, Inactive, All)

suggested application: Audit for completeness and accuracy of company details

report code: ARCUSTLSTG

Global Reports

Posting Code Report

Lists all posting codes which are currently active in the system. For each posting code the report also lists the description, charge category, G/L Code and associated taxes.

selection criteria: Rate Category

suggested application: Audit for completeness and accuracy of set up details

report code: GB5100

Rooms Report

Lists the property's current room inventory. For each room, the following is provided: *room type, room number, floor, date last used, and attributes (code and text).*

selection criteria: Building Code, Room Type Code, Sort Order Room/Room Type

suggested application: Audit for completeness and accuracy of set up details

report code: GB5200

Rate Report

Lists the property's rates for the period. For each rate, the report provides: rate category, rate type, building, room type, and daily rate values.

selection criteria: Rate Category, From Date, To Date

suggested application: Audit for completeness and accuracy of set up details

report code: GB5300

Client Report

A list of all clients included in *Guest History.* For each client, the report lists company name, address, city, state, country, postal code, telephone number and fax number.

selection criteria: Client Category, Client Type, Name From and Name To

suggested application: Audit for completeness and accuracy of the details on each *Client Profile*

report code: GB5400

Currency Exchange Log

For each currency the report provides the date and time of the change, the home currency posting code, the foreign currency posting code, the exchange rate, the foreign exchange posting code, the foreign clearing posting code and the permanent client where the currency exchange will be posted to.

selection criteria: Posting Code, From Date To Date

suggested application: Audit for all adjustments to currency exchange values

report code: GB5500

Budgets Entered Log

A list of all monthly budgeted amounts for each posting code. For each posting code, the report provides the code description, charge type (1=charge, 2=settlement), and the amount budgeted.

selection criteria: From Date, To Date, Summarize By Month Y/N

suggested application: Audit for completeness and accuracy of set up details

report code: GB5600

Maestro Reports

Trace Report

Management Reports
- Pax/Occupancy/Revenue Report
- Prevailing Rate & Occupancy
- Seven Day Room Revenue Summary
- Actual Room Type Breakdown Report
- Room Revenue Summary Report

Marketing Analysis Reports
- Yield /Trend Analysis Report

Sales & Catering Reports
- GRC
- Monthly GRC
- Kitchen Report
- Inventory Location Report
- Delivery Report
- Event Schedule
- Advance Deposit Analysis

Management
- Client
- Booking
- Date
- Function Room
- Market Segment
- Profit Analysis
- Lost Business

Crystal Reports

Front Desk
- Group Roster
- Group Profile
- Confirmation
- Guest Folio
- Corporate Analysis
- Guest Services
- Occupancy Mix
- Arrivals/Departure
- In House Guests
- Group Block Pending Release
- PBX List

Sales & Catering
- BEO
- Contract
- Contract Two
- Activity
- Banquet Invoice
- Daily Events
- Lead Time Analysis
- Wait Listed Function Rooms

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