Tour Operator & Wholesaler Management

Set Up

The following areas must be set up within *Front Desk Maintenance*. These configurations will automatically activate Maestro"s *Tour Operator* features. Many of these features may also be used to manage the property"s corporate sales, rates and billing.

Front Desk Global
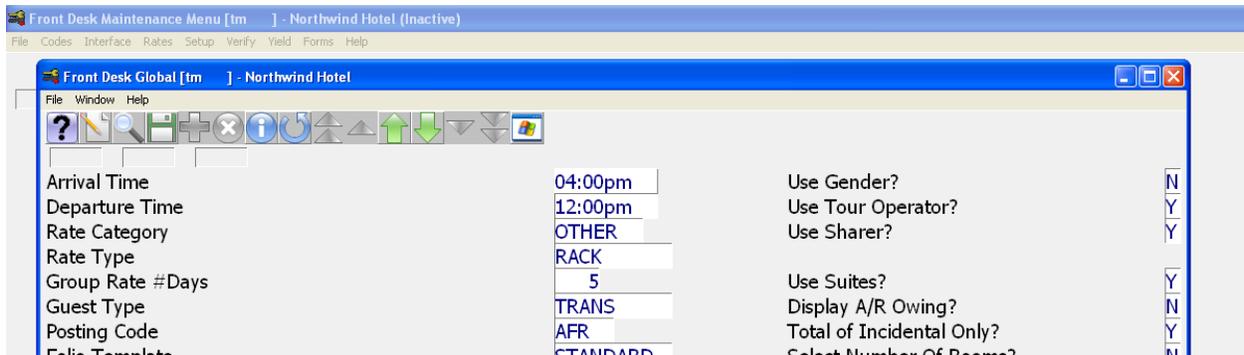
Set the flag within the "*Use Tour Operator?"* Field to "Y".

Upon logging into a new session within the *Front Desk* module, a new field labeled *Tour Operator* will now display on the *Guest Reservation* screen below the *Departure Date* field.

System Options
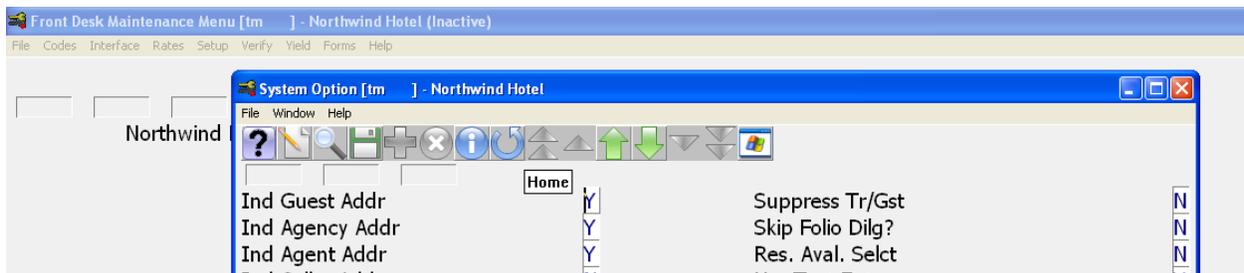
Set the flag within the "*Suppress Tr/Gst?"* Field to *"N".*

Upon logging into a new session within the *Front Desk* module, the selection criteria for many of the *Guest Reports* and the *Management Reports* will now permit the user to sort the data by individual Tour Operators.

Accounts Receivable Client Maintenance

All tour operators must first be set up as a regular *Accounts Receivable* client. The tour operator is then differentiated from a regular *Accounts Receivable* client by completing the *Tour Operator Maintenance* screen, which is located on the *Window* menu.
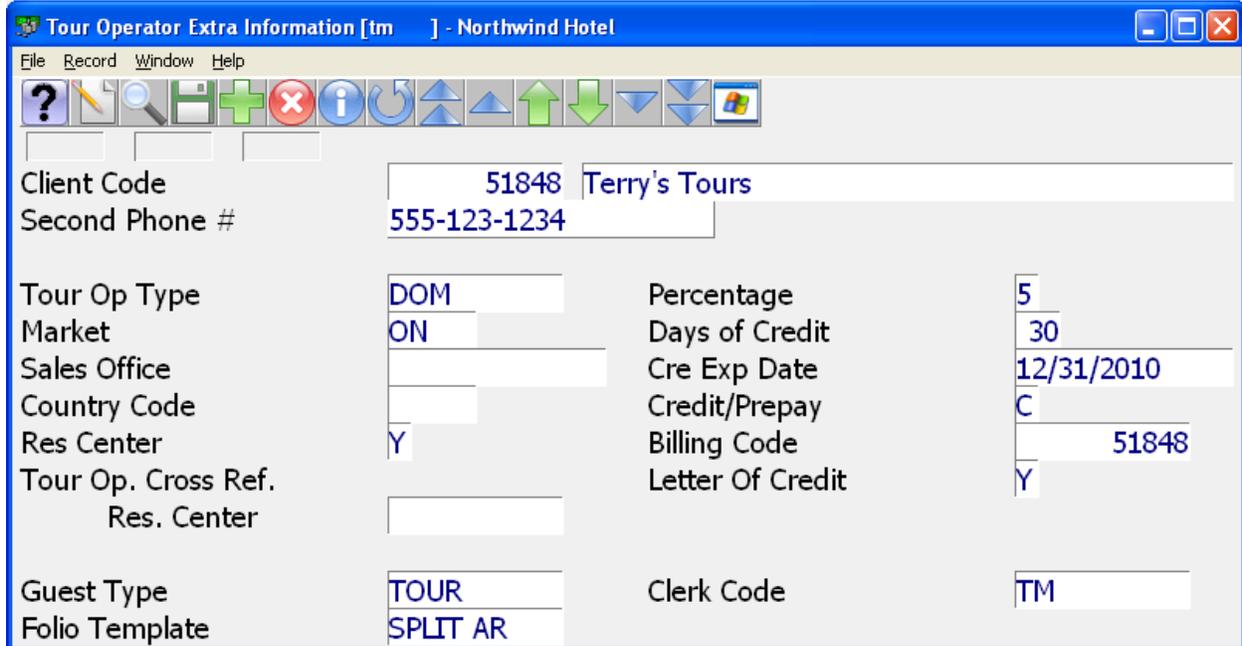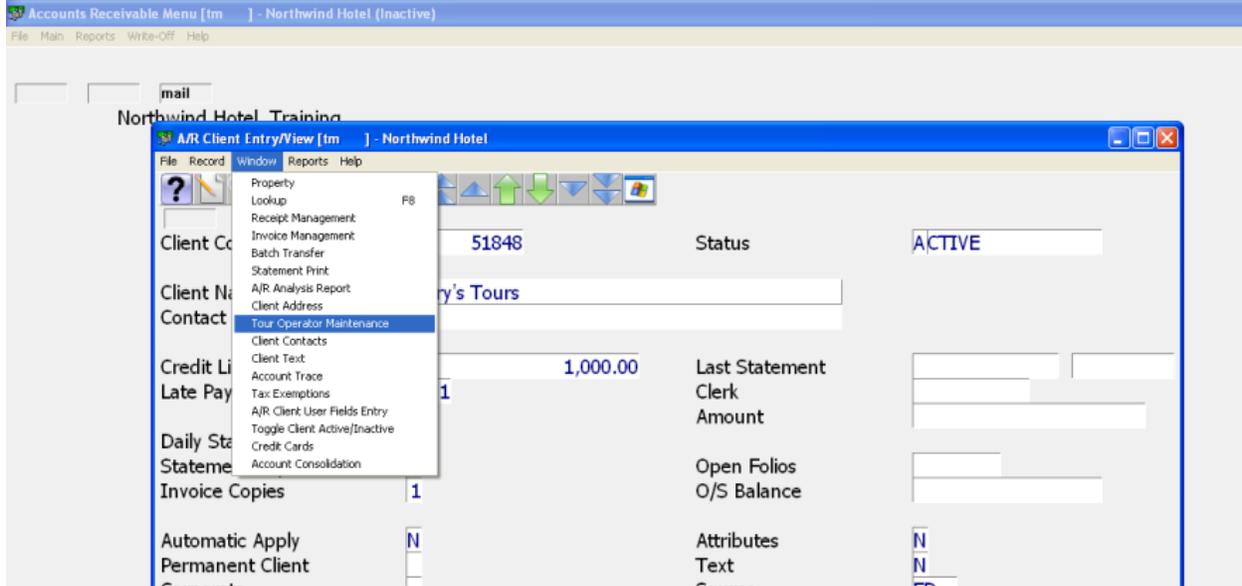
Foreign Currency set-up will, in most cases be set up as part of the data base build; if it is required please see further information in the Foreign Currency Exchange QRG.

See Sample

Rate Types

After creating new *Rate Type,* it can be assigned to one or more specific Tour Operators that have been authorized for that rate. Additionally, these rates will not display when working with other Tour Operators who have not been authorized for that rate.

To configure a *Rate Type* for a specific Tour Operator, add the Tour Operator"s name within the *Valid Company* field. More than one Tour Operator may be added, however each one must first be set up within the *Accounts Receivable* module.

Confirm that the flag within the *Valid Guest* field is *"N".*

Operational Features

Inventory Management
Budgets, Forecasts and Allotments

Maestro will track these details separately for each tour operator.

To do this, each detail must first be assigned to the desired tour operator. This is done within the *Accounts Receivable* module. After the *Client Profile* is located, select *Window | Tour Operator Maintenance.* The set up area for each detail can be found on the *Window* menu.

Group Handling

The *Tour Operator* features are fully integrated within Maestro"s *Group* handling features. This means that the tour operator"s reservations may be processed as individual reservations or as a group reservation.

Run of House Room Rates/Group Blocks

Allotments, Group Blocks and *Room Rates* can be configured on a run-of-house basis.

Rates Management
Confidentiality of Room Rates

The printing of all room rates will be suppressed on *Registration Card* and on *Folio* when the Suppress rate flag Is set to "Y". In this manner, confidentiality is maintained at registration time and when the guest is settling his/her incidental accounts.

Yield Management

Because each *Rate Type* can be assigned to a specific tour operator, a rate may be "closed" for that tour operator once the allotment is full.

Per Person Rate Differentials

Room rate differentials may be calculated for a wide range of room occupants. For example *Extra Person Categories* can be created for various age groups for children each of which can be charged a different rate.

Accounting
Income Distribution for All-Inclusive Operations

Room Rates may be configured to post to one specific posting code that will produce a one-line posting onto the guest"s folio. This will maintain the confidentiality of the actual income distribution.
Maestros can then be configured to breakdown and redistribute the value of this posting code to the appropriate revenue centre. This feature will produce detailed and accurate revenue reports.

Accounts Receivable Tracking

All tour operator transactions are tracked through Maestro"s *Accounts Receivable* module. During the check out routine, all or selected folios can be defaulted to automatically settle to the tour operator"s account. This feature will provide detailed and comprehensive billing information.

Folio Templates

Unique *Folio Templates* can be configured for each different tour operator. Various charge categories can then be allocated to separate folios according to the tour operator„s billing requirements.

Reports
Details by Tour Operator

The selection criteria for many reports will enable the user to distribute the report details by tour operator or to report only the details for a select tour operator. Operational reports that are tour operator-specific will assist the property with its internal guest management procedures or can be distributed directly to the tour operator. Front Desk > Reports > Tour Operator Reports.