

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

📫 Front Desk Maintenance Menu [tm 👘] - Northwind Hotel (Inacti	ive)		
File Codes Interface Rates Setup Verify Yield Forms Help			
式 Front Desk Global [tm 🔤] - Northwind Hotel			
File Window Help			
Arrival Time	04:00pm	Use Gender?	N
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?	N
Posting Code	AFR	Total of Incidental Only?	Y
Ealia Tamplata	CTANDARD	Salact Number Of Beams?	N

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

💐 Front Desk Maintenance Men	u [tm] - Northwind Hotel (Inactive)		
File Codes Interface Rates Setup	Verify Yield Forms Help		
	💐 System Option [tm 🔡] - Northwind	Hotel	
	File Window Help		
Northwind		$ \texttt{A} \triangleq \bigcirc \bigtriangledown \bigtriangledown \bigcirc \bigtriangledown \texttt{A} = \bigcirc \bigcirc \texttt{A} = \bigcirc $	
		Home	_
	Ind Guest Addr	Y Suppress Tr/Gst	Ν
	Ind Agency Addr	Y Skip Folio Dilg?	N
	Ind Agent Addr	Y Res. Aval. Selct	N

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.

	le Menu [tm] - Northwind Hotel	(Inactive)					
File Main Reports Write	e-Off Help						
	mail						
Nort	thwind Hotel Training	- Northwind Hotel					
	File Record Window Reports Help	- Northwind Hotel					
	Property Lookup Receipt Management Client Cc	F8 51848	▼ ¥₫	Status	ACTIVE		
	Statement Print				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
	Client Na Client Address Contact	ry's Tours					
	Client Contacts	nce					
	Credit Li Client Text Account Trace		1,000.00	Last Statement			
	Late Pay Tax Exemptions A/R Client User Fields Er	1 htry		Clerk Amount			
	Daily Sta Toggle Client Active/Ina Credit Cards	ctive		, and and			
	Stateme Account Consolidation Invoice Copies	1		Open Folios O/S Balance			
	Invoice Copies	1		0/5 balance			
	Automatic Apply	Ν		Attributes	N		
	Permanent Client	-		Text	N		
-	tor Extra Information [tm] - Northwind	Hotel				
<u>File R</u> ecord <u>W</u>	indow <u>H</u> elp						
Client Cod	e	51848	Terry's	Tours			
Second Ph	none #	555-123-1234					
Tour Op T	vpe	DOM	Pe	rcentage		5	
Market	76-	ON		ys of Credit		30	
Sales Offic	-e			e Exp Date		12/31/2010	
Country Co				edit/Prepay		C	
Res Cente		Y		ling Code		51848	
	Tour Op. Cross Ref.		Letter Of Credit				
Res. Center							
Current True		TOUR	CI.	ul. Cada		TNA	
Guest Typ			Cle	erk Code		ТМ	
Folio Tem	plate	SPLIT AR					

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

😵 Currency Exchange Maintenance [tm] - Northwind Hotel							
<u>File R</u> ecord <u>W</u> indo	w <u>H</u> elp						
?\\			,				
FromCurr	ToCurr	Exch Rate	For Exch	For Clr	Change	Perm Cln	Pst Curr
CA	EU	.571428	ZFCX	ZFCC	CA	26160	Y
CA	USCA	2.000000	ZFCX	ZFCC	CA	26160	Y
EU	CA	1.750000	ZFCX	ZFCC	CA	26160	Υ
USCA	CA	.500000	ZFCX	ZFCC	CA	26160	Υ

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".

nd Hotel					
ext Help					
ROOM					
WHOLESAL	Desc.				
10/16/2009			_		
12/31/2009		Text			
77					
		Rate Validation			
1 999					
			N		
		· ·	Y		
		Valid Group	Y		
	ROOM WHOLESAL 10/16/2009 12/31/2009	ROOM WHOLESAL 10/16/2009 12/31/2009 77	ROOM Desc. 10/16/2009 Text 77 Rate Validation 1 999 Valid Guest Valid Company	ROOM Image: Constraint of the sector of the se	

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.

🛋 Rate Types [tm 🔤] - Northw	ind Hotel		
File Record Window Valid Yield 1	Fext Help		
		7 🗸 🏅	
Rate Category	ROOM		
Rate Type		Desc.	
From Date	10/16/2009		_
To Date	12/31/2009	Text	
Number Of Days	77		
4 David Mile & Ann		Rate Validation	
# Days Min/Max	1 999	unlist Quest	N.
Minimum Amount Maximum Amount		Valid Guest	N Y
Maximum Amount	1	Valid Company Valid Group	Y
		valiu Group	I.
Package Srce Cd		Yield Controls	
Service Category			
Service Package		Yield Factor	Y
Currency Code		Manager Override	N
Rate By Person		Rate Group	
Suppress Rate	У		
Pay Commission	N	Rates	
Days Commission			
		Day Rates	<u>Y_</u>

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.



