

CM-Services

Account Management

Folio Management

Maestro's *Club & Spa* module does not manage its own folios -- there is no "CM Ledger."

- The folios for *Integrated Bookings (FD + CM)* reside on the *FD Ledger*. The *Front Desk Reservation* and the *CM Booking* will share the SAME *Front Desk Folio(s)*. All of the standard folio management tools will apply -- split folios, folio restrictions, post to group master, etc.
- The folios for *Freestanding Bookings (CM only)* reside on the *A/R Ledger*. One *A/R Account* will be designated as the default for all *Freestanding Bookings*. (The default is defined on the CM Options screen.) Alternatively, the user may override this default and re-route the charges to a different *A/R Account*.

When attaching an *A/R Account* to a *Booking* (default account or override account) the user should be aware of the following logic.

- If the *A/R Account* is a *PERMANENT CLIENT* -- all *CM* charges will be posted to the SAME folio. This logic is recommended for all guests who have their own *A/R Accounts* and who regularly charge *Services*.
- If the *A/R Account* is not a *PERMANENT CLIENT* -- each *CM* charge will be posted to a SEPARATE folio. This logic is recommended for the default account. In this manner, all day guests will have their own separate folios.

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For *Freestanding Bookings* -- the folio is automatically created when the charge is posted. Alternatively, the user may manually create a folio at any time in order to post a pre-payment. To create a folio, position the cursor in the *Folio Number* field and Press F5. If no folio exists, Maestro will create one.

The folio number will appear in the *Folio Number* field of the *Services Booking Entry* screen (*cmtrbooken*). If an *Integrated Booking* has been associated with a *FD Reservation* that has multiple folios, a "+" plus sign will appear to the right of the field.

To view the folio, position the cursor in the *Folio Number* field and Press F5. If there is only one folio it will display. If there are multiple folios, the *Folio Header* will display.

Billing Options

Separate billing options are available for *Freestanding Booking* and for *Integrated Bookings*.

Billing Options for Freestanding CM Bookings

1. The default will be the Default *A/R Account* that has been defined in CM Options. This field will populate automatically.
2. The user may override the default and key a new *A/R Client Code* or select one from the *F8/Lookup*.

Note: The user cannot use *F6/Create* to create a new *A/R Client*. New *A/R Clients* must be created within the *A/R* module.

Billing Options for Integrated CM Bookings

1. Default to the FD Reservation folios. The "A/R Client Code" field will be blank.
2. The user may override the default and key a new *A/R Client Code* or select one from the *F8/Lookup*. This action will maintain the association with the FD Reservation. The "FD Res#" field will NOT clear, however – the charge will be re-routed to the *A/R Account*. If the user clears the *A/R Client Code*, the charge will be re-routed back to the *FD Reservation Folio*.
3. The user may clear the "FD Res#" field by spacing out the *Reservation Number*. This action will dis-associate the *CM Booking* from the *Front Desk Reservation*. The "A/R Account Code" field will ALSO clear if it has been populated. If the user tries to exit – this field will turn red. The user may now "enter" past this field to automatically populate it with the default *A/R Client* OR may key an alternate *A/R Account*.

Posting Options

Separate posting options are available for *Freestanding Booking* and for *Integrated Bookings*.

Posting Options for Freestanding CM Bookings

1. The user may force-post the charge by selecting the "Post Charge" selection from the menu. A charge may only be force-posted if the *CM Inventory* is consumed ON the audit date. Additionally, all prior audits MUST be up to date.
2. If the charge has not been force-posted, Maestro will automatically post the charge when the Booking is checked out.
3. If the user forgets to force-post the charge, and does not use the check in out feature – Maestro will automatically post the charge during the night audit.

Posting Options for Integrated CM Bookings

1. The user may force-post the charge by selecting the "Post Charge" selection from the menu. A charge may only be force-posted if the *CM Inventory* is consumed ON the audit date. Additionally, all prior audits MUST be up to date.

2. If the user does not force-post the charge, Maestro will automatically post it during the night audit.

Note: If the charge is for CM Inventory that will be consumed on the NEXT day -AND- if the FD Reservation is due to check out on that day, the charge will be automatically posted during the audit (before checkout) but will be assigned the effective date of the next day. This applies to early 4.13 only. This was changed in late 4.13 – the charges for the next day will NOT be posted automatically for Service Bookings. The user must manage the late charges manually. The charges for the next day will still be posted automatically for Shuttle, Alternate Inventory and Facility Bookings.

3. If new CM Inventory was booked for the check out date -AND- was created AFTER the audit has already been run, the charge will automatically be posted during the check out process. Alternatively, the user may force-post the charge prior to check out.

General Notes

Once a charge has been posted automatically by the audit or has been force-posted by the user -- the booking details may NOT be changed. This includes *FD Res#*, *Service Room*, *Start Time*, *Service Provider*, *Participant Name*, *A/R Client Code*, *Status* and *Charge Fee*. If the charge has been posted in error - the user must manually adjust the charge