



Spa & Activities Alternate Inventory

Quick Reference Guide

Overview

This Quick Reference Guide shows how to manage a property's non-room inventory requirements using the Alternate Inventory component of the Maestro Spa & Activities Management module. Using Alternate Inventory, items such as cots, cribs, and/or parking spaces may be managed and billed to both property guests and non-property guests. Alternate Inventory may also be used to manage equipment rentals for items such as canoes, tennis racquets, and bicycles booked by the hour, day, week or month.

- This feature is setup and managed in Spa & Activities.
- While it can be used as a Stand Alone feature, it is most often integrated into Front Desk Bookings.
- This feature is used to allow properties to track and assign non-room inventory items that may be provided to the guest
- Items may have an automatic nightly charge or may be a zero dollar value.
- All inventory items are assigned a price, a quantity on hand and can be assigned based on a Morning or Afternoon time.
- For example, this can be used to manage Rollaway beds, Cribs or Refrigerators.

Alternate Inventory Management

Viewing Alternate Inventory Availability

To view Alternate Inventory availability select the Booking menu option. Next, select Alternate Inventory availability. Maestro will display the availability of all Alternate Inventory items for 10 days at a time.

To view availability, begin by placing the cursor in the availability grid on the Alternate Inventory Availability screen. Use the arrow up or arrow down keys to view all inventory types and inventory items that are available to be booked.

The screenshot shows a software window titled "Alternate Inventory Availability [mwind] - Northwind Hotel". It contains a form with fields for Start Date (02/12/2007), End Dt (02/12/2007), Building (QL), Inv Type (KAYAKS), Guest Type (HOTEL), and Attribute1 (1PERS). Below the form is a calendar grid for February 2007. The grid shows availability for various inventory items (Bld, Inv Type, Seq#/Serial No) across days 12 to 21. Availability is indicated by characters: "--" for available and "A", "P", or "Y" for booked. For example, KAYAK 3 is available on 12, 13, 14, 15, 16, 17, 18, 19, 20, and 21. KAYAK 4 is booked on 16, 17, 18, 19, 20, and 21. KAYAK 8 is booked on 17, 18, 19, and 20. KAYAK 9 is booked on 17, 18, 19, and 20.

Bld	Inv Type	Seq#/Serial No	AP	A	Total Charge									
QL	KAYAKS	KAYAK 3	--	--	AF	--	--	--	--	--	--	--	Y	
QL	KAYAKS	KAYAK 4	AF	FF	--	Y								
QL	KAYAKS	KAYAK 6	--	--	--	--	--	--	--	--	--	--	Y	
QL	KAYAKS	KAYAK 7	--	--	--	--	--	--	--	--	--	--	Y	
QL	KAYAKS	KAYAK 8	--	--	--	--	P	FF	FF	FF	AP	--	Y	
QL	KAYAKS	KAYAK 9	--	--	--	--	--	--	--	--	--	--	Y	

Inventory Display Characters are used to indicate whether an Alternate Inventory Item is available or has been booked:



- The dash indicates that an item is available
- F indicates that an item is booked for the full day
- A indicates that the item has been partially booked in the am only
- P indicates that the item has been partially booked in the pm only

To change the dates the inventory is displayed for, double left click on the action buttons at the bottom of the screen. Use these to view availability in monthly increments, in yearly increments, or 10 days at a time.

The availability displayed on the Alternate Inventory Availability screen may be filtered using the parameter fields at the top of the screen.

The start date will default to today's business date, and represents availability from that date forward.

The end date represents availability up to that date. Key in an alternate date, or use the lookup key to select the date from a calendar. Alternatively, the Days Duration field may be used to key in the date range that the Alternate Inventory Item will be in use.

The Total Charges will display the total cost associated with the Alternate Inventory booking for the specified range of dates.

A specific start time and end time or a specific number of Duration Hours may also be utilized to display availability and Total Cost for the desired time range.

The Inventory Type field may be filled in to view inventory items by specific inventory types. For example, to view only one inventory type at a time, place your cursor in the Building field and use the lookup key to select a building. Highlight and press enter to make a selection. Next, place your cursor in the Inventory Type field and use the lookup key to select an inventory type to view. Highlight and press enter to make a selection. Maestro will now display the availability for the selected inventory type only.

Alternate Inventory availability may also be filtered by Guest Type. In this way, the availability and Total Charges displayed will represent only the availability and charges that are applicable to the selected guest type.

Use the lookup key to select a specific Guest Type.

The attribute field may be filled in to view inventory items by the selected attribute. If an Alternate Inventory Item has particular attributes associated with it, the field to the left of the total charge will display a Y.

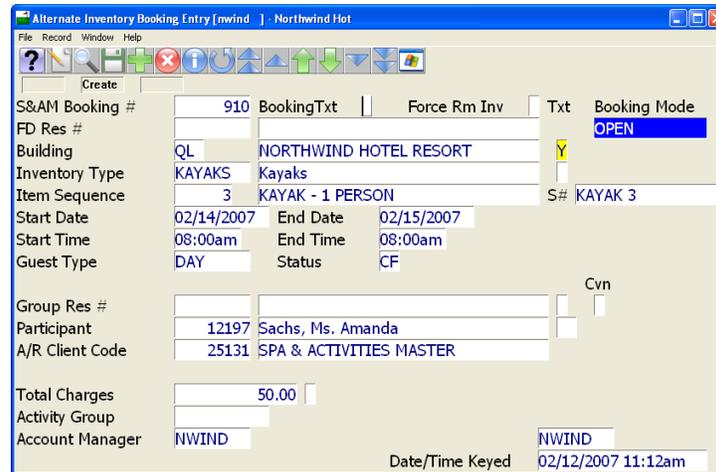
Drill down on this field to view the specific attributes code associated with this item. If there no attributes have been associated with this item, this field will display an N.

To filter the Alternate Inventory availability by attribute, place your cursor in the Attribute field. Use the lookup key to view all the attributes that have been configured in Spa and Activities Maintenance.

Booking Alternate Inventory Items

To make an Alternate Inventory booking, place the cursor on the desired date/time and requested item.

Drill down to display the Alternate Inventory Booking screen. Some of the fields on this screen will be pre-populated based on the selections from the Alternate Inventory Availability screen. Enter through the pre-populated fields to confirm that the selected booking details are correct. All mandatory fields will highlight in red.



S&AM Booking #	910	BookingTxt	Force Rm Inv	Txt	Booking Mode
FD Res #					OPEN
Building	QL	NORTHWIND HOTEL RESORT			
Inventory Type	KAYAKS	Kayaks			
Item Sequence	3	KAYAK - 1 PERSON	S#	KAYAK 3	
Start Date	02/14/2007	End Date	02/15/2007		
Start Time	08:00am	End Time	08:00am		
Guest Type	DAY	Status	CF		
Group Res #					Cvn
Participant	12197	Sachs, Ms. Amanda			
A/R Client Code	25131	SPA & ACTIVITIES MASTER			
Total Charges	50.00				
Activity Group					
Account Manager	NWIND			NWIND	
		Date/Time Keyed	02/12/2007 11:12am		

Select a booking status of Confirmed or Tentative. A confirmed booking will pull this item from the total number of remaining available inventory items.

Next, a guest or client must be associated:

If the booking is being made for a non-property guest, also referred to as a freestanding booking, place the cursor on the rightmost Participant field, key in the name of the participant who will be booking the alternate inventory item using the following format: last name, followed by a comma, then first name.

When the Alternate Inventory booking is freestanding the AR field will default to the Spa & Activities Default Account for Alternate Inventory bookings.

Alternatively, the Alternate Inventory booking may be linked to a client profile that currently exists in the database. To do this, begin with the cursor in the leftmost participant field and use the lookup key.

From the client lookup screen a search for existing profile may be performed by keying in a valid client code, name, phone number, zip code or postal code. When searching for a profile by client name, key the first three letters of the last name in the Client Name field and press the search button to execute the search.

If more than one match is found, the results will be displayed on the Client Lookup by Name screen. Highlight and select the desired profile.

If no match was found, use the exit key to return to the Alternate Inventory Booking Entry screen. Use the create key to create a new client profile for the participant.

If the booking is being made for a property guest, also referred to as an integrated booking, the Alternate Inventory booking may be integrated with a front desk reservation through the Front Desk Reservation # field.

If front desk room inventory is required to complete the booking, a Y will appear in the Force Room Inventory Field. If this is marked with a Y, it must be linked to a reservation in front desk in order to complete the booking.

Place the cursor in the Front Desk Reservation # field and use the lookup key to view a list of front desk room reservations that are in-house on the selected Alternate Inventory booking date.

When a Front Desk booking is highlighted and selected, the guest's name will automatically populate in the Participant field.

If there are additional names on the Front Desk reservation, these may be selected as the participant for the Alternate Inventory Booking. Begin by spacing out the existing client code. Then, place the cursor in the participant name field and use the lookup key to view the additional names. Highlight and enter to select one of these names as the participant for the alternate inventory booking.

If this front desk reservation belongs to a group master, the Group Reservation # field will be automatically populated with the group name and group client code. Any associated Group text or Conveyor text will flag with a yellow Y. Drill down on either of these fields to view this text.

S&AM Booking #	916	BookingTxt	Force Rm Inv	Txt	Booking Mode
FD Res #	71290	LACEY, MS. MARY ANNA			OPEN
Building	QL	NORTHWIND HOTEL RESORT		Y	
Inventory Type	MOVIES	Movie Rentals			
Item Sequence	1	COMEDY CLASSICS	S#	1234567	
Start Date	02/14/2007	End Date	02/15/2007		
Start Time	10:00am	End Time	10:00am		
Guest Type	HOTEL	Status	CF		
Group Res #	71242	Northwind Worldwide			Cvn
Participant		Lacey, Ms. Mary Anna			
A/R Client Code					
Total Charges		5.00			
Activity Group					
Account Manager	NWIND				
			Date/Time Keyed		02/12/2007 11:29am

Text about the booking may be added by drilling down on the Booking Text field. In this way, supplementary notes about the booking may be attached. Once booking text has been added, a yellow Y will flag in the Booking Text field to indicate that there is Booking Text to be read (*arrow on fields to the right of group name to show*).

Exit from the Alternate Inventory booking screen to return to the Alternate Inventory Availability screen.

Viewing/Searching for Existing Bookings

Who Has Inventory Booked

To view an existing Alternate Inventory booking, place the cursor on the intersect between the date, time and the item, then use the lookup key or select Who Has Inventory Booked from the Window menu. The Who Has Inventory Booked screen will display all participants who have booked that item on the selected date and time slot. It will also display the participant's booking number and the start time, end time and date of their booking.



Line	Booking#	Guest Name	StartDte	Start	End Date	End
1	916	Lacey, Mary Anna	02/14/2007	10:00am	02/15/2007	10:00am

Alternate Inventory Rapid Search: Guest

To do a rapid search for an existing Alternate Inventory booking, begin by selecting the Window menu from the Alternate Inventory Availability Screen, then select Rapid Search –Guest. The Alternate Inventory Rapid Search may also be accessed through the Search menu from the Main Maestro screen.

To specify a range of dates to search, key in a from date and a to date, or use the lookup key to select the dates from a calendar. A blank to date field will search for all results from the selected start date forward.

The Rapid Search may be conducted for a specific Front Desk Reservation Number, Alternate Inventory booking number, or by Group Master Reservation #. To use any of these search parameters, key the number into the appropriate field and press enter to confirm your selection.

The Rapid Search may also be conducted by participant name. When searching by participant name, begin by placing the cursor in the participant field and key in the first three letters of the last name.

To specify search results for a particular building, inventory type, or sequence #, specify these selections. These fields will default to display the details of the inventory item that the cursor was resting on when the rapid search was launched. Use the lookup key to make an alternate selection, or space out the current selection. A blank selection will display all results for that field value.

To specify search results by day of the week, use the Y or N options in the Day of The Week search criteria section. An N below the field that represents each day of the week will exclude any Alternate Inventory bookings for that day. A Y will include any Alternate Inventory Bookings for that day.

Press the Search button to display the results based on the selected search parameters. The search results will be displayed by Building, Alternate Inventory type, Sequence Number, Participant name, date, time, and Total Changes. Highlight and drill down on any one of these results to view or modify the Alternate Inventory Booking Entry screen, which displays the booking details.

Alternate Inventory Inquiry

To view a list of all existing and historical Alternate Inventory Bookings, begin by selecting the Inquiry menu from the main Spa & Activities Management screen. Select Alternate Inventory Inquiry. To search for a specific booking within these results, use the Search key and select a start date, a start date and time, or a booking number and press enter. Once the specific booking has been located, highlight the booking and drill down to view or modify the booking details from the Alternate Inventory Booking Entry screen.



Alternate Inventory Report

To run the Alternate Inventory Report, begin from the main Spa & Activities Management screen. Select the Reports menu, then Alternate Inventory Report. Specify the date range for the report by keying in the date from and date to fields, or use the lookup key to select the dates from a calendar. To run the report for a particular building or inventory type, place the cursor in these fields and use the lookup key to select a specific value. Leaving these fields blank will display results for all buildings and all inventory types.

The report results may be sorted by Sequence Number or by Serial Number. To sort by Sequence Number, enter a Q into this sort field. To sort by Serial Number enter an S.

The report results may be further sorted by Building, Facility Type, and Facility Code by keying a B into the Sort By field. To sort by Date and Time, key a D into the Sort By field.

To include audit details on this report, key a Y into the Audit Details field.

Once the report parameters have been set, the OK button will run the report.

Making an Alternate Inventory Booking From a Front Desk Reservation

Integrated Alternate Inventory bookings may be made directly from a guest's front desk reservation.

Begin by selecting the Inventory menu from the Guest Reservation screen. Then select Spa Inventory.

The first time an Alternate Inventory booking is made for an integrated booking, the inventory selection screen will be displayed, and show the four inventory selection options available through Spa & Activities management. Select the Alternate button to proceed with an Alternate Inventory booking. From the Alternate Inventory Availability screen, begin the booking process by drilling down on the appropriate date, time and inventory item. Fill in all required fields to complete the booking, then exit this screen to display the Booking List by Reservation #.

The Booking List by Reservation # screen will display all Spa & Activities inventory bookings that have been made for this guest. Highlight and Drill down on any of the bookings to access booking details, or to modify an existing Alternate Inventory booking.

Additional Alternate Inventory bookings may be made for this guest, by selecting the Window menu, and then Alternate Inventory Availability.

The Spa & Activities inventory booking charges—before tax—are displayed on the Assignment Chart in the Spa Charges field. The Booking List by Reservation # screen may be displayed by drilling down on the Spa Charges field or selecting the Window menu, and then Spa Charges.

Canceling Alternate Inventory Bookings

To cancel an Alternate Inventory booking, begin from the Alternate Inventory Booking Entry Screen. From the Window menu, select Cancel Booking. To confirm the booking cancellation, key a Y into this field, or to abandon the booking cancellation process, key in an N.

Alternate Inventory Billing

Alternate Inventory Bookings may have one of three Booking Mode statuses: Open, Closed or Partially Billed. These Booking Modes will update automatically to reflect the current status of the posting process.



Alternate Inventory bookings will post automatically during the night audit, both for freestanding and integrated bookings. For integrated bookings, the charges will post to the appropriate front desk folio to be reconciled at check out. For freestanding bookings, the charges will post to the Default Spa & Activities Account. The Booking Mode will change from Open to Closed when the charge has been posted.

If an Alternate Inventory booking spans multiple business days, the portion for the current business day will post at each night audit. In this scenario, after the first night audit the booking mode will be "Partially Billed".

Alternate Inventory Booking Entry [nwind] - Northwind Hot

S&AM Booking # 911 BookingTxt Force Rm Inv Txt Booking Mode PART BILLED

FD Res #

Building QL NORTHWIND HOTEL RESORT Y

Inventory Type KAYAKS Kayaks

Item Sequence 4 KAYAK - 1 PERSON S# KAYAK 4

Start Date 02/12/2007 End Date 02/19/2007

Start Time 08:00am End Time 08:00am

Guest Type HOTEL Status CF

Group Res #

Participant Friis, Chris Cvn

A/R Client Code 25131 SPA & ACTIVITIES MASTER

Total Charges 350.00

Activity Group

Account Manager NWIND NWIND

Date/Time Keyed 02/12/2007 11:14am

The posting details may be viewed at any time by drilling down on the Total Charges field.

Assigned Inventory Detail [nwind] - Northwind Hotel Resor

Booking Number 911 Start Date 02/12/2007 End Date 02/19/2007

Date	Bld	Inv Type	Seq. #	Start	Charge	Folio No	Posting Dt	Txt
02/12/2007	QL	KAYAKS	4	08:00am	50.00	61330	02/12/2007	
02/13/2007	QL	KAYAKS	4		50.00			
02/14/2007	QL	KAYAKS	4		50.00			
02/15/2007	QL	KAYAKS	4		50.00			
02/16/2007	QL	KAYAKS	4		50.00			
02/17/2007	QL	KAYAKS	4		50.00			
02/18/2007	QL	KAYAKS	4		50.00			

It is recommended that payment is taken for all freestanding bookings on the Alternate Inventory booking date. In order to facilitate this process, the Alternate Inventory booking can be posted at any time on the current business date. From the Alternate Inventory booking screen, drill down on the Total Charges field. Then, from the Alternate Inventory Detail screen, go to Window, and select Post Charge.

The folio number and posting date will now appear next to the charge field. Place the cursor in the folio number field and drill down to access the folio.

To post a payment, press the create key and select a settlement method from the Post field. Enter the payment amount. The Folio Balance should now be zero to indicate that the Alternate Inventory booking has been paid in full.

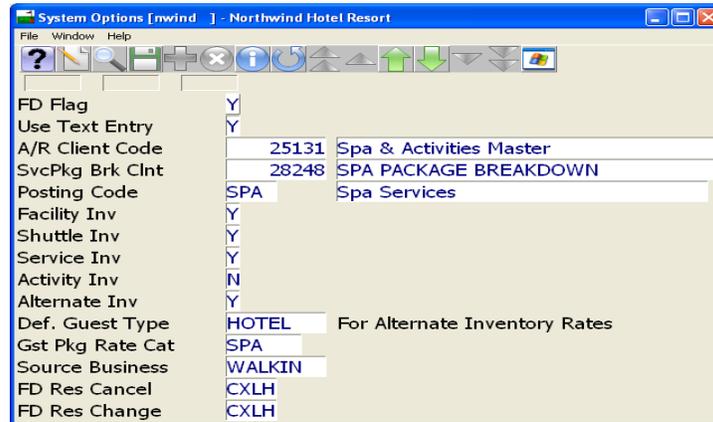
Use the exit key to return to the Alternate Inventory Booking screen. Note that the booking mode on the Alternate Inventory Booking Entry Screen has now automatically toggled from “Open” to “Closed”.

Alternate Inventory Maintenance

System Options

This area contains the configuration screens that affect the common elements for all five types of Spa & Activities inventory. To locate this area, log into Spa & Activities Maintenance. All screens can be displayed from the Set Up menu.

To activate the Alternate Inventory component of Maestro Spa & Activities Management, the Alternate Inventory must be turned to a Y.



Field Name	What it does
FD Flag	Turns on the SA integration to FD. This allows the use to create SA Bookings that are integrated with FD Reservations.
Use Text Entry	Turns on the free form text entry functions. This option supports line wrapping and other functions similar to Windows Wordpad.
† A/R Client Code	Designates the default A/R Client account for free-standing Bookings.
Posting Code	Defines the default Posting Code for charge postings.
Facility Inv, Shuttle Inv, Service Inv, Activity Inv and Alternate Inv,	Activates or De-activates each of the five types of SA inventory. When de-activated, the availability screens will not display on the menus.
Def. Guest Type	Designates the default Guest Type for new bookings. This is operational for SA-Alternate Inventory only.

Gst Pkg Rate Cat	Defines the link to the FD Rate Type for the all-inclusive SA Packages. See Section 2.2.16.
* FD Res Cancel	This selection is used as a default reason for cancelling an Appointment
* FD Res Change	This selection is used as a default reason for turning away an Appointment

† NOTE: The default A/R Client account is created in the A/R module and is used for all Day Guests or those guests who do not wish to transfer the charge to their room folio.

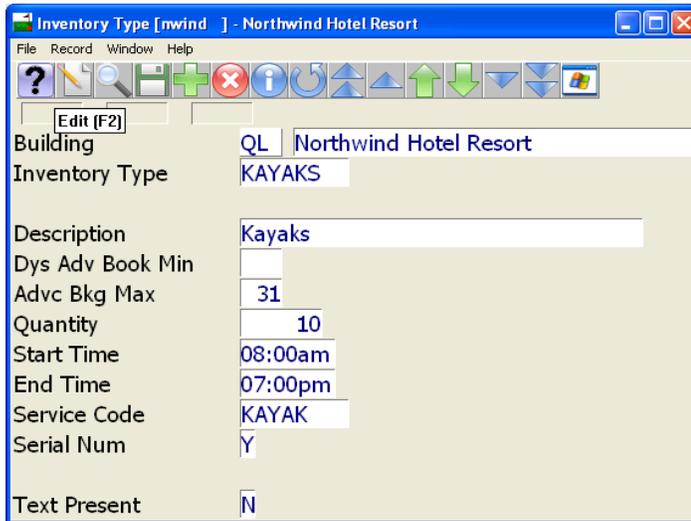
* NOTE: The FD Res Cancel and FD Res Change must be created in the Turnaway/Cancel Reason option in the Service Menu of Spa & Activities Management Maintenance module.

Inventory Type

From the Inventory Type screen, configure the building, inventory type code and description for each inventory type that will be used. Each inventory type screen requires an existing Service Code. Service Codes are set up in Front Desk Maintenance – Codes – Service Code Entry. This is the Service Code that the Front Desk would use to mark this Alternate Inventory item as a Service request should they choose to do so. For each inventory type, specify whether or not a serial number will be used by marking this field Y/N.

In the Quantity Field, specify the number of Inventory Items that belong to this inventory type. From Time and To Time specify the start and end time each item may be booked for.

Optional fields for each Inventory Type include Advance Booking Days Minimum and Maximum, which specify how far in advance this Alternate Inventory Type can/must be booked. Text may also be added about each Inventory Type.



Alternate Inventory Items

Once the Inventory Type has been created, Inventory Items may be added by selecting Window- Alt Inventory Items. The Serial Number field may be used to set up items by serial number, or, if the serial number is not applicable, by any alphanumeric code. The date purchased is an optional field. By selecting Y in the Active field, this places the item into available inventory. Items may be removed from available inventory at any time by selecting N in the Active field.

Alternate Inventory Type Items [nwind] - Northwind Hotel

Building Code: QL Northwind Hotel Resort
 Inventory Type: KAYAKS Kayaks
 Qty Desired: 10
 Qty Actual: 10

Copy Items

Seq Number	Serial Number	Note	Date Purchased	Active	Attr
1	KAYAK 1	Kayak - 2 person	08/10/2004	Y	Y
2	KAYAK 2	Kayak - 2 person	08/10/2004	Y	Y
3	KAYAK 3	Kayak - 1 person	08/10/2004	Y	Y
4	KAYAK 4	Kayak - 1 person	08/10/2004	Y	Y
5	KAYAK 6	Kayak - 1 person	08/10/2004	Y	Y
6	KAYAK 7	Kayak - 1 person	08/10/2004	Y	Y
7	KAYAK 8	Kayak - 1 person	08/10/2004	Y	Y
8	KAYAK 9	Kayak - 1 person	08/10/2004	Y	Y
9	KAYAK 10	Kayak - 1 person	08/10/2004	Y	Y
10	KAYAK 11	Kayak - 1 person	08/10/2004	Y	Y

Inventory Item Attributes

To add Item attributes select Window- Inventory Item Attributes from the Alternate Inventory Type Items Screen (see 3.2). The Inventory Item Attributes must first be created (see 3.4).

Alternate Inventory Type Attributes [nwind] - Northwind H

Building: QL Northwind Hotel Resort
 Inventory Type: KAYAKS Kayaks
 Sequence Number: 1

Priority	Alternate Inventory Attribute
2	2PERS

Inventory Attribute

Inventory Attributes are currently not a sort parameter when making a booking, this feature is for future development.

Inventory Attribute [nwind] - Northwind Hotel Resort

Priority	Alt. Attr	Description
1	1PERS	1 person
2	2PERS	2 Person
3	DVD	DVD Video Rental
4	VHS	VHS Video Rental

Inventory Rates

The Inventory Rates Screen allows the user to configure hourly, daily, weekly and monthly rates for a specific Inventory Type and Guest Type. Thresholds allow the user to configure hourly, daily or weekly perimeters whereby the rate will change from the hourly to a daily amount, a daily to a weekly rate, or a weekly to a monthly rate.

The Hourly Minimum represents the minimum number of hours that the inventory item must be rented for. Maestro will prevent the user from keying in an amount that is less than the amount specified in the 'Min' field. This field may be left blank if there is no minimum to be required.

The Hourly Overrides screen is currently being developed. Its intent is to configure integrated yields for Alternate Inventory items that will adjust the rate for certain times of day.

Force room inventory forces the user to book this particular inventory item for hotel guests only (integrated bookings). If the booking is not linked to a front desk room reservation, the booking may not be completed.

	Allow Booking	Rate	Cost	Post Code	Threshold	Min.	Hourly Overrides
Hourly	Y	20.00		ACT	3		N
Monday	Y	50.00		ACT	6		
Tuesday	Y	50.00		ACT			
Wednesday	Y	50.00		ACT			
Thursday	Y	50.00		ACT			
Friday	Y	50.00		ACT			
Saturday	Y	50.00		ACT			
Sunday	Y	50.00		ACT			
Weekly	Y	150.00		ACT			
Monthly	Y	150.00		ACT			

Activity Group

The Activity Group screen allows the user to specify an Activity Group that the booking will be linked to on the Alternate Inventory Booking Entry screen. This then marks this particular booking as belonging to a specific activity group.

ActGroup	Description
WHWATER1	White Water Level 1
WHWATER2	White Water Level 2

Inventory Display Characters

The symbols that display on the Alternate Inventory Availability screen may be modified on the Inventory Display Characters screen.

