Track 7 | Management Reporting
Session: Reporting 101

CSV Options

The following reports can now be run as a CSV and auto-emailed during the Night Audit in Maestro version 5.7:

- Advance Deposits Requested Report   Guest Folios Report
- Guest Ledger Report   City Ledger Transfer Report
- Shift Report   Posting Audit Report
- Closing Balance Report   Rates Posting Audit Report
- Night Audit Posting Report   Tax Exemption Report
- 365 Report

The auto-emailing of these reports during night audit is configured in Global Maintenance > Night Audit Report Print Schedule > chose the report to be emailed > Window > Email Reports > and enter the email addresses.

Night Audit Reporting Configuration

This feature supports the automatic creation and delivery of configured reports during the night audit process, by property. Reports can be archived, printed, or emailed.

To review existing Night Audit Reporting Configuration from Global Maintenance > Report Menu > Night Audit Report Print Schedule. Use the Page Down Key to view existing reports. Use the Create (F6) Key to create a new report entry.

To modify an existing entry for CSV export from Global Maintenance > Report Menu Page Down on Report ID field as needed > Window Menu > Report Print Commands > Window Menu > Import Fields Names and select Confirm to proceed > update the Text Option on the Field Name entry "CREATE_CSV" to a Y.

Contingency Reporting

Contingency reports allow multiple reports to be grouped together and printed as a batch. The most common use is to set up "Emergency" or "Backup" reports, providing properties with quick access to critical information. These reports can be generated on demand or scheduled to print automatically at a designated time, ensuring timely availability of essential data.

To configure;
- Go to Global Maintenance > Report > Contingency Report Set Maintenance > Create (F6) to add a new Report Set Name(s)
- Then go to Global Maintenance > Report > Contingency Report Print Schedule > Create (F6) to add new reports as noted in Night Audit Reporting Configuration

Daily and Shift Reporting

- **Shift & Posting Audit Reports – All Shifts**
  These two reports are enhanced to have a system option control the default setting to Suppress Transfers (Y or N) option on screen. To activate this default from Global Maintenance > Setup |> Global System Options > Option #716 for Shift Report FD1800 and Option #717 for Posting Audit Report FD9300. Set the Suppress Transfer Option = Y or N as needed. Users can change this option when the report is run. The Shift Report can be run for a specific Date and the Posting Audit Report can be run for a Date Range. Both reports are run from Front Desk > Audit > Audit Reports.

- **Folio Transfer Report – All Shifts**
  This report (AR1000) can be used to review Folio Transfers completed in Maestro based on a selected Activity Date Range. Report criteria allows the user to report on all clients or a specific client code, select a Transfer Direction (From, To or Both), Include Wholesalers (Tour Operators) and sort the report by Date/Time or Folio #). This report can be used in conjunction with the Shift Report / Posting Audit Report when reviewing transfers that have occurred. This report is run from Front Desk > Audit > Audit Reports.

- **Night Audit Posting Report – Night Audit Shift**
  This report (FDNAPSTRP) shows the Posting Code(s) used for all revenue posted to the Guest and Breakdown Folios for each Inhouse Reservation based on the selected date and Rate Category. This report can be run in a Summary format which shows Package Revenue based on Package Posting Code or can be run in a Detailed format to see the Package Allocation by Posting Code(s). Total revenue, room revenue and other package component revenue display for each reservation. This report is run from Front Desk > Audit > Audit Reports > Charge Posting Report.

Daily Balancing

Daily Balance Audit Report
Used in conjunction with the Daily Balance Check Report and Closing Balance Report, this report (FDDLYBAL) lists all folios and associated balances (debit or credit) for all Maestro modules. Totals by module are shown at the end of the report as well as separated totals for Advance Deposits and Group Masters. This report is run from Front Desk > Audit > Audit Reports. The following reports can be used to review or report specifically on Front Desk / Guest and AR Ledgers.

Daily Balance Check Report
This report (FDCHECKBAL) provides a summary of all Revenue/Charges, Payments/Settlements, Inter-Property Transfers and the Opening and Closing Balance based on date. The Daily Ledger change by module and a combined ledger balance is displayed allowing the property to report on Net Ledger changes and Ledger Transfers. This report is run from Front Desk > Audit > Audit Reports.

Charge Posting Report

The Charge Posting Report is a valuable tool to review prior to running the Night Audit. It provides a preview of all in-house reservations and expected arrivals, displaying the anticipated room postings. This allows users to audit each reservation and make any necessary rate adjustments in advance. The report also identifies reservations that may be unable to post successfully during the audit.

Night Audit Posting Report

The Night Audit Posting Report can be reviewed either before or after the audit process. It presents a breakdown of the room charge, the package amount, and the package component total. This enables users to confirm that package components are allocated correctly, ensuring the remaining room balance is accurate.

A/R Analysis Report

This Analysis Report (AR0800) shows all balances with all or selected A/R accounts based on a selected date range and includes each A/R accounts Opening and Closing Balance, New Invoices settled to A/R, New Receipts (payments applied) as well as Activity or Adjustments made to any folio once it has been settled to the A/R module, by folio. This report is run from Accounts Receivable > Reports.

Aging Report

The Aging Report (AR0700) shows A/R Aging balances, for all or selected A/R Accounts within a selected date range. This report includes Client Totals, Current Amounts owing, Amounts owing over 36, 60, 90 and 120+ days. This report is run from Accounts Receivable > Reports.

Folio Transfer Report

This report (AR1000) can be used to review Folio Transfers completed in Maestro based on a selected Activity Date Range. Report criteria allows the user to report on all clients or a specific client code, select a Transfer Direction (From, To or Both), Include Wholesalers (Tour Operators) and sort the report by Date/Time or Folio #). This report can be used in conjunction with the Shift Report / Posting Audit Report when reviewing transfers that have occurred. This report is run from Front Desk > Audit > Audit Reports.

Tax History Report, Tax Exemption Reporting and Handling (Before & After Posting)

This report (FDTAXEXP) provides information on Client and Folio Tax Exemptions and exemptions made using the Posted Tax Exemptions feature that occurred during a specific posting Start and End Date. Users can select to report based on the Posted Date or Date of Exemption, for a Specific Group Reservation Number (including the Group Master and Group Guests) and sort the results by Reference, Date, Tax Posting Code or Record Type. This report is run from Front Desk > Reports > Credit Reports.

City Ledger Transfer

To ensure that all transfers to A/R are accurate, the City Ledger Transfer Report (FD4600) can be run for a selected date and will show all folios, including reservation details, that were settled to an A/R account, by A/R account name. This report also includes all credit card transactions by card type, although they are not necessarily settled to an A/R account, should the property wish to review these details. This report is run from Front Desk > Audit > Audit Reports.

Best Practice for Balancing & Troubleshooting when out of Balance

If users identify that certain reports are not balancing, the recommended best practice is to begin by reviewing the **Shift Audit Report** or **Posting Audit Report**. These reports provide a detailed breakdown of all transactions posted throughout the day, organized by clerk code, department, and posting code. Once reviewed, compare the totals against the **Closing Balance Report**, which summarizes all postings. This comparison allows validation of posting code totals and helps to identify any discrepancies.