

Maestro – 3rd Party Golf User Guide

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Golf Setup

Before Golfing reservations can be made using a 3rd party Golf Interface, an amount of setup is required. This setup is performed from Front Desk Maintenance, by accessing the Golf Interface Options option on the Interface menu.

This provides a menu popup screen as shown:

🚔 Golf Interface Options [nwind] -
File Record Entry Help
GOLF INTERFACE SETUP
GOLF COURSE MAINTENANCE
GOLF GLOBAL SETTINGS
GOLF SEASON MAINTENANCE

The first of these options is Golf Interface Setup. Accessing this option displays a sub-menu popup, allowing for the setup of the 3rd party golf system in use at the property.







Active Networks Interface Setup

🚄 Active Networks Interface Setup [nwin	d]-	- • •
File Window Help		
Semaphore File	c:\activeGenHandler\activeGenHandler\test\sem.txt	
Shutdown File	c:\activeGenHandler\activeGenHandler\test\sht.txt	
Request Folder	c:\activeGenHandler\activeGenHandler\test\rqdir	
Result Folder	c:\activeGenHandler\activeGenHandler\test\rsltdir	
Web Service URI	http://216.38.216.74/product/htng/ActivityService.asmx	
Locking Username	AAA	
Locking Password	test1	
NonLock Username	doug	
NonLock Password	doug	
In Use	N	
	_	
Supplier Rate Override	N	

The first step involved in configuring Maestro to run the Active Networks GEN interface is to set up the Golf Interface Setup screen (shown above). The fields shown above are described in the Maestro – Active Networks GEN Integration document.

Only one interface can be run at a property. The In Use field is a Y/N flag, which is used to specify which 3rd party interface is in use. Only one of the interfaces can have this flag set to Y.

Also on this screen is the Supplier Rate Override flag. This y/n flag is used to determine whether the price of the Golf Booking as determined by the Golf Reservation System can be overridden by the Maestro Rate Schedule for the Golf Activity.





T-Links Interface Setup

📬 T-Links Interface Setup [nwind] -		- • •
File Window Help		
Semaphore File	c:\tlinksHandler\tlinksHander\test\sem.txt	
Shutdown File	c:\tlinksHandler\tlinksHandler\test\sht.txt	
Request Folder	c:\tlinksHandler\tlinksHandler\test\rqdir	
Result Folder	c:\tlinksHandler\tlinksHandler\test\rsltdir	
Web Service URI	http:srvtest.tlinks.com/service1.asmx/ProcessXML	
Username	AVIStest	
Password	Install09!	
Region ID Distibutor ID Location Code	40 AVIS AVIS	
In Use	N	
Supplier Rate Override	N	

The first step involved in configuring Maestro to run the T-Links interface is to set up the Golf Interface Setup screen (shown above). The fields shown are similar to those in the Active Networks setup screen – valid values can be obtained from T-Links.





Golf Course Maintenance

Solf Course Maintenance (nwin File Record Window Help				
		Mauluur	Mauluur	Deat
1	Course Norma	i™arkup	Markup	Post
Location		Amount	Percent	Lode
ABER	Golf Course 1	10.00		
ARRO	Golf Course 2		5.00	
ARSH	Golf Course 3		3.00	
				L

Prior to being able to use the Golf Interface, Maestro must be configured with the Course Locations that will be used, as per the above Maestro Golf Course Maintenance screen. The course location values entered must have a direct correspondence with the Course Locations set up within the selected 3rd party Golf system.

Whilst the establishment and configuration of course locations are necessarily a matter for Maestro Clients and the 3rd Party Golf system, Maestro Staff are advised that for the Active Networks GEN system, the course locations entered are not necessarily for an 18 hole course. We are advised by Active Networks that a Course Location might well be the front 9 holes of an 18 hole course, or they might be the back 9 holes of an 18 hole course. These course locations may also be used to permit a variety of configurations for a 27 hole course.

This screen allows for either a Markup amount or a Markup Percentage to be specified on a per course basis. This markup is applied to the Golf price obtained from the 3rd party golf system, when a golf reservation is being made. It is not mandatory to set a markup on a course. If no markup is specified for a course; then the default markup (see later) will be applied when a golf reservation is being made. Whilst the Golf Course Maintenance screen includes a Posting Code field, this posting code value is not currently used.





Golf Global Settings



This screen allows the setting of either a markup amount or a markup percentage. This global value will be applied to any golf reservation made on a course that does not have its own specific markup value specified.

This screen includes the fields 'Dollar Round Up' and 'Alert Clerk'.

Dollar Round Up can be set to Yes or No. If set to Yes, then Golf prices to the customer are rounded up to the nearest dollar. If set to No, the price to the customer, will not be rounded up to the nearest dollar. Alert Clerk can be set to a clerk or clerk group. This is the clerk or group that will be sent a Maestro message in the event that automated cancellation within Maestro of a confirmed golf booking fails at the 3rd Party Supplier. This facility allows the Hotel to take manual action concerning the golf booking.





Golf Season Maintenance

🗃 Golf Course Seasons	s [nwind] -	
File Record Window	w Help	
Start Date	End Date	Description
09/01/2009	11/30/2009	Fall
12/01/2009	03/31/2010	Winter
04/01/2010	05/31/2010	Spring
06/01/2010	08/31/2010	Summer

This screen allows seasons to be created for the Golfing activities. Each season has a start and end date. As will be seen, each season can have its own set of operating hours. Accessing these operating hours, is by drilling down when positioned on a specific season entry.





Golf Course Times

🗃 Golf Course Times [nw	vind]-			• X
File Record Help				
		<u>ن ک ک</u> ک		<u>æ</u>
Season	Fall			
Start Date	09/01/200	9		
End Date	11/30/200	9		
	Start	End	Description	
	06:00am	08:00am	EARLY	
	08:01am	11:00am	MORNING	
	11:01am	02:00pm	MIDDAY	
	02:01pm	05:00pm	AFTERNOON	
	05:01pm	08:00pm	TWILIGHT	

This screen enables the specification of the operating hours for a given season. A maximum of 5 sets of operating hours can be specified on this screen. The entries made on this screen control the data presented to the user during a Golf availability inquiry. It is recommended that no time gaps appear between these entries, otherwise possible golf tee-times returned by the 3rd party golf system may not be displayed on the Golf availability screen.





Supplier Entry/View

😂 Supplier Entry/View [nwind 🛛] -			- • •
File Record Window Reports	Help		
Client Code	68688	Status	NEW ACCOUNT
Client Name	Golf Supplier		
Contact Name			
Outstanding			
Amount			
Text	N		
Course Location	ABER	+	
		_	
Notes	For 3rd party golf		
	. , ,		

The Maestro Supplier screen has been amended to include the new field Course Location. Drilling down on this field, will result in the presentation of a new screen; called Supplier Golf Courses. This screen allows a supplier to be associated with one or more Golf Courses that have been configured within the Golf Course Maintenance screen. It is the association of these Golf Courses with a Maestro supplier that marks a supplier as being able to provide reservations through the Golf Reservation system.

🚄 Supplier Golf Courses [nwind]	-	- • ×
File Record Window Help		
Client Code	68688 Golf Supplier	
Location	Course Name	
aber	Golf Course 1	
arro	Golf Course 2	
arsh	Golf Course 3	
		_
		_





Golf Reservations

Golf Reservations within Maestro are made by way of the existing activities functionality, from the Front Desk application.

Golf Bookings are currently made exclusively through the Rapid Activities Booking screen. The use of this screen is unchanged, with respect to how entries are made on it. However, in the event that a Golf supplier is used to book an activity (as defined by its Course Location associations), then on completion of the activity line, control is passed to the Golf Availability By Time screen.

Golf Availability By Time

🚄 Golf Availability by I	Fime [nwind] -					- • •
File Record Window	w Help					
			2			
Supplier	68688 GOLF SUPPLIER					
Course Location	ABER +					
Play Date	09/22/2009					
Play Time	08:00am					
Number Persons	1					
		EARLY	MORNING	MIDDAY	AFTERNOON	TWILIGHT
		06:00am	08:01am	11:01am	02:01pm	05:01pm
Location	Course Name	08:00am	11:00am	02:00pm	05:00pm	08:00pm
			_			
			_			
			_	_	_	_
			_	-	-	_
			-	-	-	-
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This screen display varies depending on whether it is being used to interface with Active Networks or with T-Links. When run with T-Links, there is no option to restrict results by the Number of Holes required. Please also observe that the results are formatted according to the Course Times specified during the setup process.

The screen as shown has been changed to include the Supplier at the top. In fact, the criteria displayed will include the Supplier, the Date the time and the number of players, as taken from the Rapid Activity Booking screen. Since availability is required for a single day only, only a single day will be displayed on the rights hand side of the screen.

When the user tabs off the Number of Persons/Holes field (or clicks into the results area), then the 3rd party system is sent a request for availability from the courses associated with the supplier. When the results are displayed, then availability for a particular course is indicated by an asterisk in the date column.





Please note that if the results returned from the 3rd party system indicate availability for only a single golf course, then the user will be directed immediately to the Golf Availability By Day Screen. Otherwise, where there is availability for the required course, the user will be able to drill down to the Golf Availability By Day Screen.

🚄 Golf Av	/ailabil	ity by Day [nwind	1]-						- • •
File Rec	ord \	Window Heln							
?									
Course Loca	ation	1006	GOLF COURS	5E 4					
Play Date		09/22/200	9						
Play Time		06:00am	to 08:00am						
Number Per	sons	1							
		18		BOOK NOW					
Time	Тее	Rate	Amount	Cpt Green Fee	Cpt Cart Fee	Cpt Res Fee	Gst Green Fee	Gst Cart Fee	Gst Res Fee
57:30am			40.00	25.00	15.00				
07:37am			40.00	25.00	15.00				
07:45am			40.00	25.00	15.00				
07:52am			40.00	25.00	15.00				
08:00am			40.00	25.00	15.00				

Golf Availability By Day

This screen displays the available tee times for the selected course around or following on from the selected time. This screen displays the same regardless of which 3rd party golf system is in use, however, if the Active Networks solution is in use then the Tee Number and Rate Id fields will not contain data. For the Active Networks solution, the Course Location determines the starting Tee Number. Within this screen, the user will scroll to the most appropriate time slots and drill down to the Golf Booking screen.

Golf Booking

The displayed screen has been amended to display (for information purposes) both the Supplier Amount (from the 3rd party Golf System) and the amount from the Maestro Golf Rate Schedule. The player 1 name will be pre-filled with the Guest name on the reservation.

The amount field will be pre-filled with either the Supplier amount or the rate amount depending on the value set in the Supplier Rate Override flag within the Golf Interface Setup screen. The amount field, will also have taken account of the markup amount or percentage that applies to the selected course.

Depending on whether the authorized function FD-GLF has been set, the amount field value can be overridden by the user.





🚄 Golf Booking [nwind 🛛] -	
File Record Help	
Create	ًᢄ᠃᠃
Reservation#	122962
Sub Reservation	2
Date	09/22/2009
Line Number	1
Course Location	1006
Tee Number	
Play Date	09/22/2009
Play Time	07:30am
Number Persons	1
Number Holes	18
Rate	
Cpt Green Fee	25.00
Cpt Cart Fee	15.00
Cpt Res Fee	
Guest Green Fee	
Guest Call Fee	
Supplier Amount	40.00
Rate Amount	50.00
Player 1 Name	SHAND, JIMMY
Markup Amount	5.00
Markup Percent	
Amount	45.00
	CONFIRM

Upon entry of the Player names and possibly amount, the user confirms the reservation by clicking on the Confirm button. This action will initiate a confirmation with the 3rd party Golf system, which on completion will return a confirmation number that is displayed to the user through a popup dialog.

When the user acknowledges the dialog, then control is returned to the Rapid Activity Booking screen. Upon return to the Rapid Activity Booking screen, if the Golf Booking was confirmed, then the confirmed tee time will replace the time previously entered. If the Golf Booking was not confirmed, then the Rapid Activity Booking entry will be removed.





Activities Processing

Activities Processing [r	wind]-					• 🔀
File Record Window	Help					
Reservation	122962	SHAND, JIMMY				
From Date	09/21/2009	To Date	09/24/2009			
Rate Catg				_		
Rate Type						
Supplier						
Status						
			RESERVATION	QUICK CONFIR	PRINT RE	PORT
Res# Guest	Name		Arr Date	Dep Date	<u>Gtd By</u>	Stat
122962 SHAN				00/01/0000		
			I 09/21/2009	09/24/2009		UNFR
GLF GLF-1	3RD PART	Y GOLF 09/22/20	09/21/2009	ACTIVE SUPPLIE	R RE	<u>UNFR</u> SERVD
GLF GLF-1	3RD PART	Y GOLF 09/22/20	09 68690	ACTIVE SUPPLIE	RE	
GLF GLF-1	3RD PART	Y GOLF 09/22/20	09/21/2009 09 68690	ACTIVE SUPPLIE		
GLF GLF-1	3RD PART	Y GOLF 09/22/20	09 68690 	ACTIVE SUPPLIE		
GLF GLF-1		Y GOLF 09/22/20		ACTIVE SUPPLIE		
GLF GLF-1		Y GOLF 09/22/20				
GLF GLF-1		Y GOLF 09/22/20				
GLF GLF-1		Y GOLF 09/22/20				
		Y GOLF 09/22/20				

Golf activities created from a 3rd party system are automatically registered as confirmed on the Activities processing screen.





Fast Confirmation

🚄 Fast Confirmation [nwind] -		
<u>F</u> ile <u>R</u> ecord <u>W</u> indow <u>H</u> elp		
	004	
Edit (F2)		
Reservation#	122962	Shand, Jimmy
Service Date	09/22/2009	Rqst Time 07:30am #Gsts 1
Supplier	68690	ACTIVE SUPPLIER Phone
Rate Category	GLF Ra	ate Type GLF-1 Rate P/P 50.00
Current Status	CNFR	
Status	DNFR	Confirmed Start Time 07:30am End Time 07:30am
Initiated By	NWIND	Booked with Active Networks GEN
Text	1-1112889	
Clerk Code	NWIND	Date/Time 09/21/2009 08:36pm
Entered Clerk	NWIND	Date/Time 09/21/2009 08:36pm
	History	Names Text Done

Golf activities will indicate the 3rd party system used to create the activity in the Booked with field. The 3rd party confirmation number is recorded on the Text field.

If the golf reservation needs to be cancelled, it is done from this window. During the cancellation, the 3rd party system will generate a cancellation number. This cancellation number will be recorded on the history for the activity.

One final observation is that none of the 3rd party interfaces support 'modify' functionality. This means that if a golf booking is to be re-scheduled, then it is first necessary to cancel the existing booking and rebook. This has an impact when the dates of a guest reservation are moved. In such a case, any golf reservations associated with the reservation will be cancelled and it will be necessary for the Golf activity to be rebooked as previously described.





Golf Tee Sheets

🖼 Golf Tee Sheets [nwind] -						
File Record Window Help						
edit						
Course	RIOA	Course RIOA	Course	Course		
Supplier	GOLF SUPPLIER	Supplier GOLF SUPPLIER	Supplier	Supplier		
Date	06/30/2010	Date 07/01/2010	Date	Date		
Time	08:30am	Time 09:00am	Time	Time		
Rate Cat	GLF GLF-1	Rate Cat GLF GLF-1	Rate Cat	Rate Cat		
# Pers	4	# Pers 4	# Pers	# Pers		
Supp Rate		Supp Rate	Supp Rate	Supp Rate		
Tee 1	1ee 10					
09:16am Y	00:52am	09:00am 09:00am r				
-	09:08am	09:16am 09:16am				
-	09:16am	09.10am				
-						
ii-						
ii-						
ii-	· · · · · ·					
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	· _					
1 1						
		Deiter 105.00				
Number Selecti		Number Selections	Number Selections	Number Selections		
Number Selecti	UIIS 1	Number Selections 1	Number Selections	Number Selections		
Search		Search	Search	Search		
Confirm						

The Golf Tee Sheets screen allows users to make and display up to and including 4 different availability inquiries on a single screen. Each inquiry can be for differing golf courses, and for different dates/times This screen is particularly useful for Thirty Party Golf systems that represent multiple non-associated Golf Courses, for example the T-Links system.

Tee times can get be selected by double clicking on the box to the right of the required tee time. A selected tee time is marked with a Y. Details of Selected tee times can be viewed by drilling down on the selected tee time. This causes the Golf Booking screen to display. Depending on the users privileges, the user may amend Price details on the Golf Booking screen.

This screen allows for multiple course selections. The T-Links system caters for courses that offer 36 holes. Such configurations are unusual, however, in such cases, the Maestro Tee Sheet screen will display as follows:





📾 Golf Tee Sheets [nwind] -						
File Record Window Help						
Course Supplier Date Time	RIOA GOLF SUPPLIER 06/30/2010 08:30am	Course RIOA Supplier GOLF SUPPLIER Date D7/01/2010 Time D9:00am	Course Supplier Date Time	Course Supplier Date Supplier Time Supplier		
Rate Cat	GLF GLF-1	Rate Cat GLF GLF-1	Rate Cat	# Deve		
# Pers	4	# Pers 4	# Pers	# Pers		
Tee 1 09:16am N	Tee 10 08:52am / 09:00am F F F F F F F F F F F F F F F F F F F	Tee 1 Tee 10 09:00am D9:00am Y 09:08am D9:00am Y 09:16am D9:00am Y D9:00am D9:00am Y D9:00am D9:00am Y D9:00am D9:00am Y D9:06am D D D9:06am D	Tee 1 Tee 10	Tee 1 Tee 10		
Price Number Select	105.00 ions 2	Number Selections 1	Number Selections	Number Selections		
Search More Search Search Search Search Search						

Clicking on the 'More' button presents the user with access to the entire range of tee times for that selected course/tee time.





🚅 27 Hole Tee Sheet [nwind] -				
File Record Window Help				
Supplier GOLF SUPPLIER				
Date 07/01/2010				
Time 09:00am				
Rate Cat GLF GLF-1				
# Pers 4				
Supp Rate				
Tee 1 Tee 10 Tee 19 09:00am 09:00am Y 09:08am 0 09:08am - 09:16am - 09:16am - - 09:16am - 09:16am - - - - - 09:16am - - - - - 09:16am - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -				
Price 105.00 Number Selections 1				

Users are able to select from the full range of tee times offered. On exiting the 27 Hole Tee Sheet screen, the number of selections made for the course will be updated appropriately on the Tee Sheet screen.

Entered selections are confirmed using the Confirm button, the user is then returned to the calling screen. The Golf Tee Sheet screen is available from the following screens:

- Rapid Activities Booking
- Assignment Chart (From Rates/Charges Menu)
- Activities Availability and Rates

Please note that when a Golf Booking is made for a confirmed reservation, then the golf booking will be confirmed with the 3rd party supplier.

When Golf bookings are made for tentative bookings, then the golf bookings are held in Maestro with an unconfirmed status. They do NOT get confirmed with the 3rd party supplier. They are therefore at risk of being sold to others.

When a tentative reservation - with golf bookings – gets confirmed within Maestro, then Maestro will need to confirm the golf bookings with the third party. To do so, it automatically calls the Golf Tee Sheet and attempts to retrieve the availability for each golf booking. The Golf Tee Sheet will be automatically populated with the appropriate bookings. Where the original tee time is found to be available it will be selected. Once this process has completed, the user will need to press the 'Confirm' button and the bookings will be confirmed with the 3rd party golf system.





Manual Bookings

📬 Manual Golf Booking (nwir	id]-	- 0 <mark>X</mark>
File Record Window He	p	
	10007.4	
Reservation#	123054	
Sub Reservation		
Date		
Line Number		
Course Location		
Course Location		
Play Date		
Play Time		
Number Persons	1	
	1 1	
Tee Number		
Rate Category		
Rate Amount		
Supplier Amount		
Price		
Player 1 Name	Adams, John	
GUILKESV. IO		
	CONFIRM	
	CONFIRM	

In the event that the 3rd Party Golf System unavailable, then the Golf Tee Sheet screen has a menu option allowing for the entry of a manual golf booking. The intent is that this screen be used for confirmed reservations. The intended purpose is for the user to contact the requested golf course by telephone and arrange the golf booking. The details of the booking, including the golf reservation id are then entered into the screen and the confirm button pressed. The golf booking is then considered to be confirmed.

