Maestro – 3rd Party Golf User Guide

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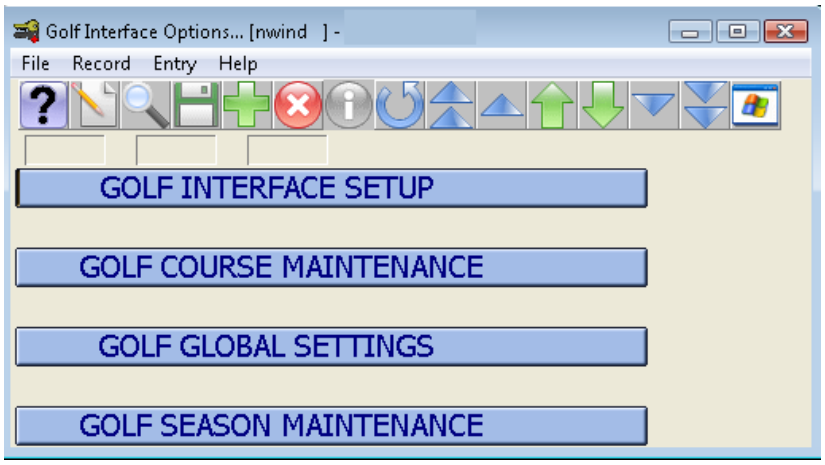
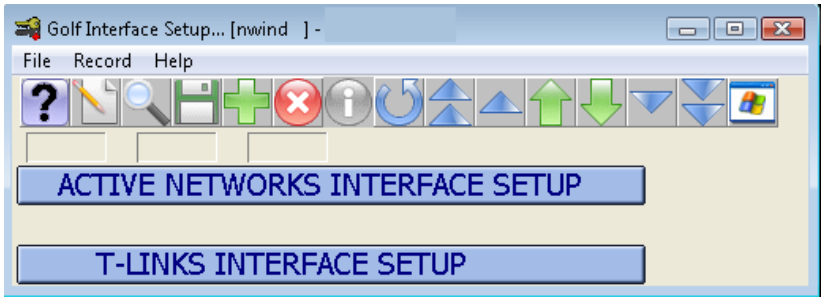
Golf Setup

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:



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.



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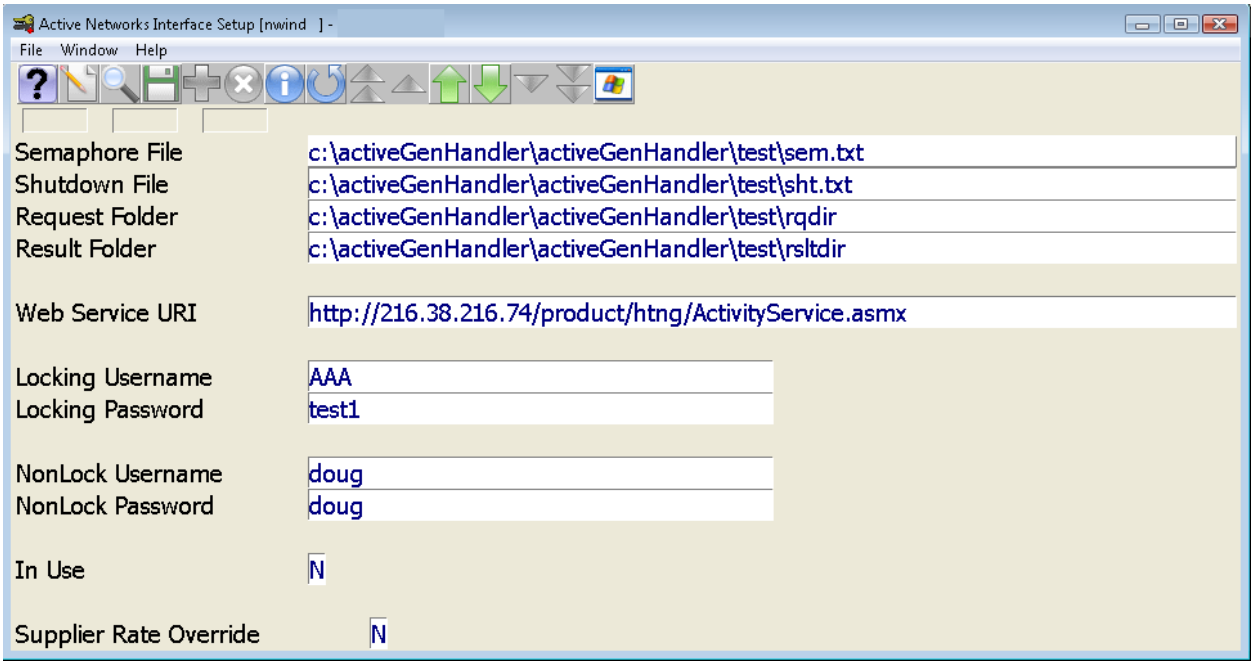
Active Networks Interface Setup

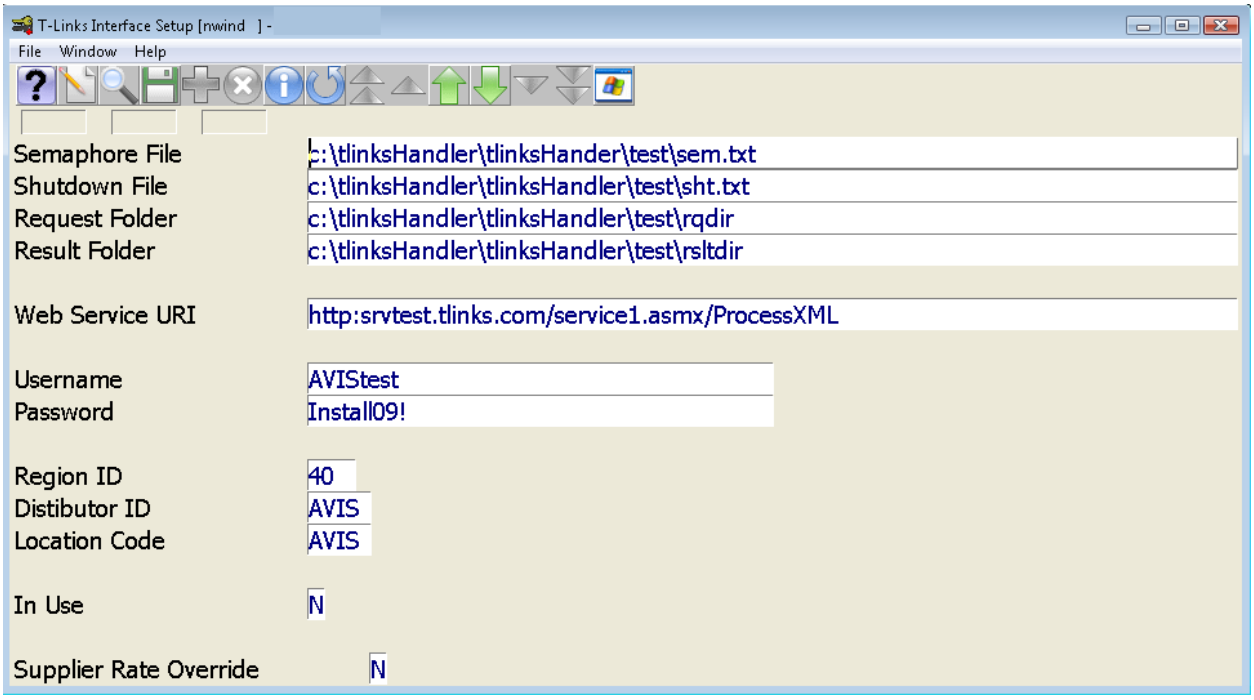


The first step involved in configuring Maestro to run the Active Networks GEN interface is to set up the Golf Interface Setup screen (shown above). The fields shown above are described in the Maestro – Active Networks GEN Integration document.

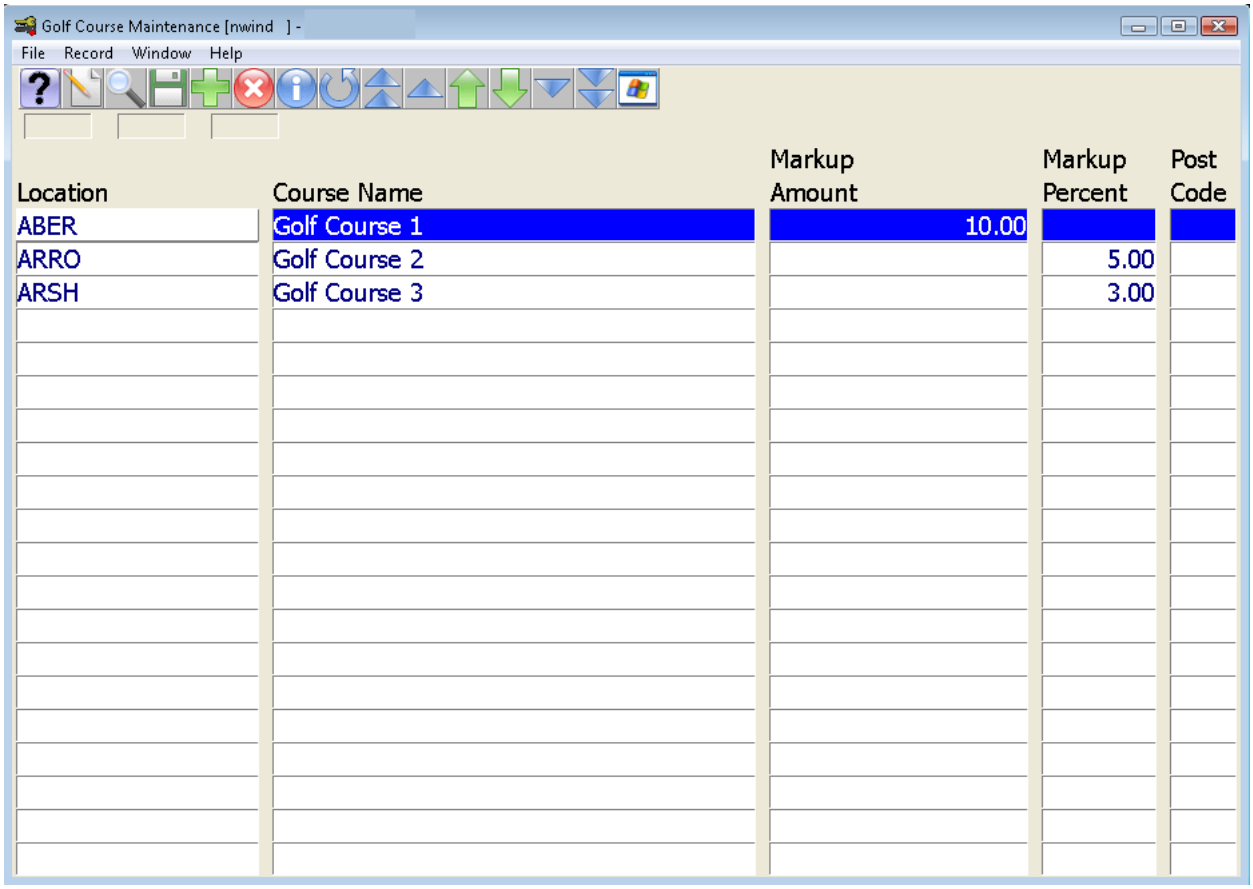
Only one interface can be run at a property. The In Use field is a Y/N flag, which is used to specify which 3rd party interface is in use. Only one of the interfaces can have this flag set to Y.

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



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.



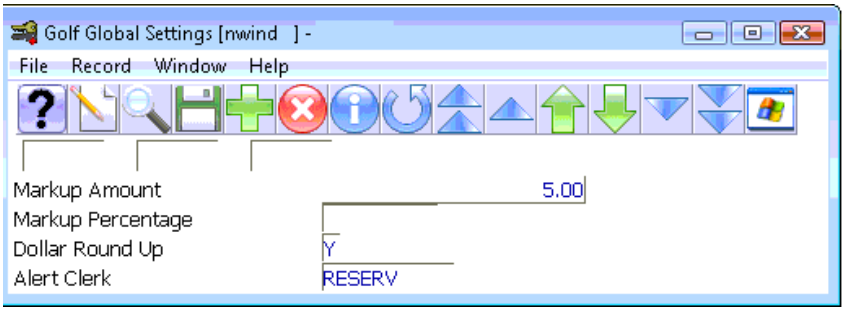
Location	Course Name	Markup Amount	Markup Percent	Post Code
ABER	Golf Course 1	10.00		
ARRO	Golf Course 2		5.00	
ARSH	Golf Course 3		3.00	

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.

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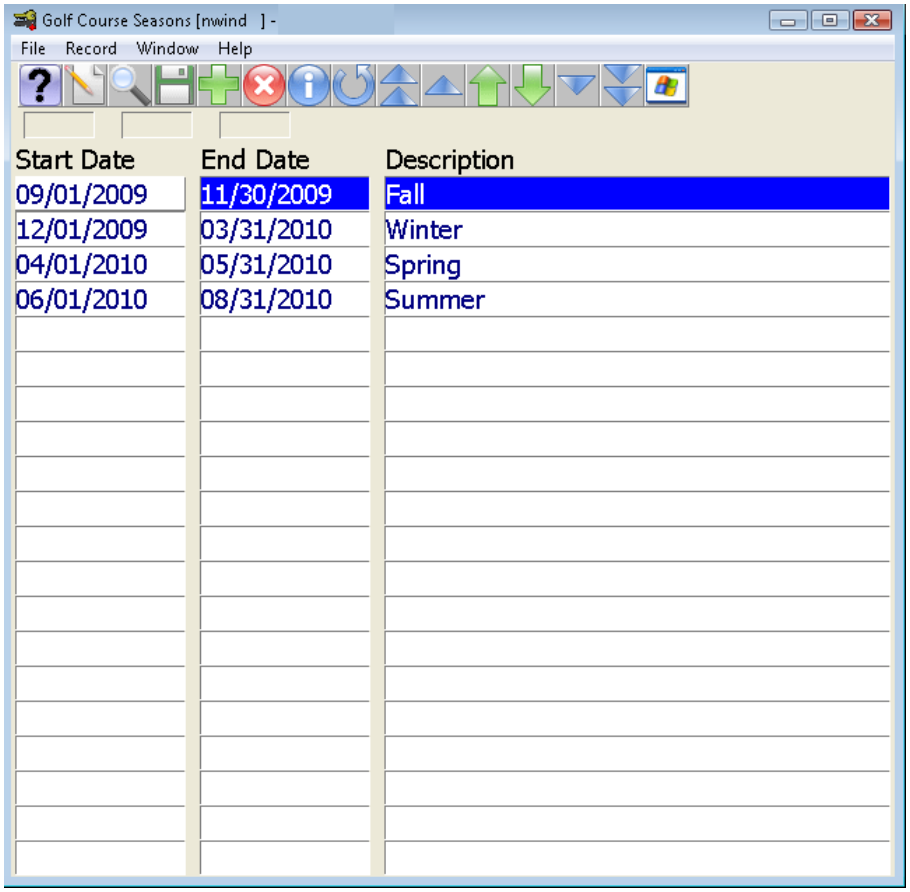
Golf Season Maintenance



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.

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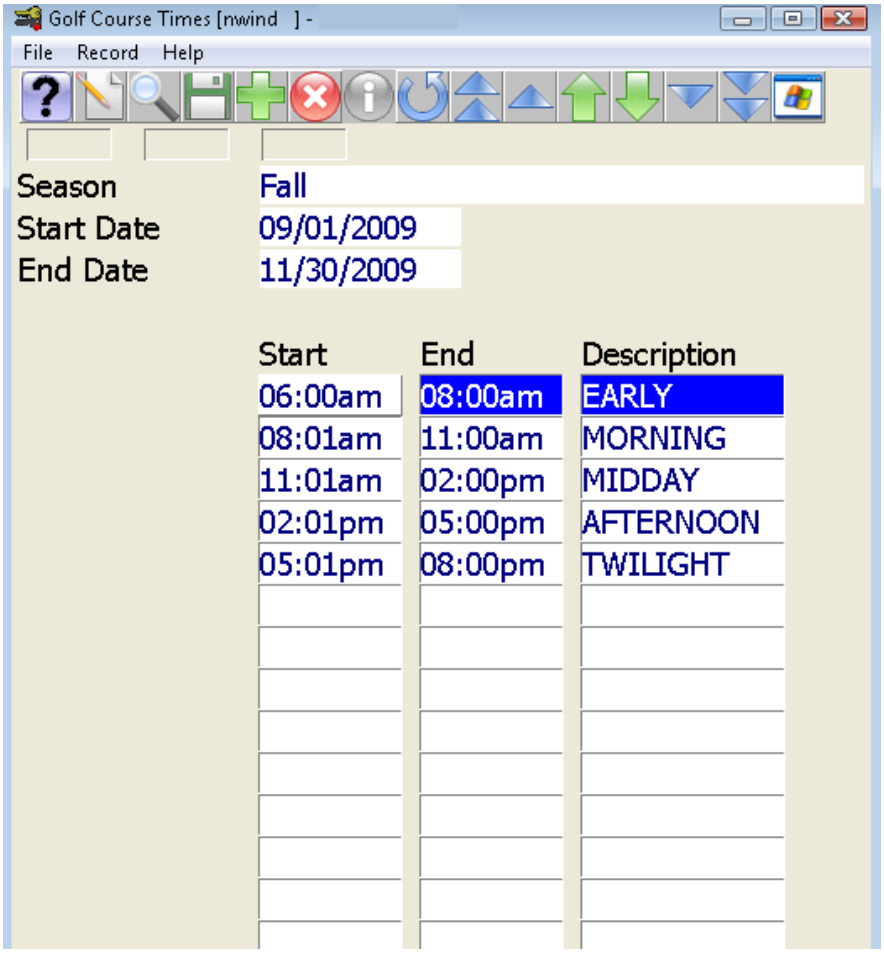
Golf Course Times



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.

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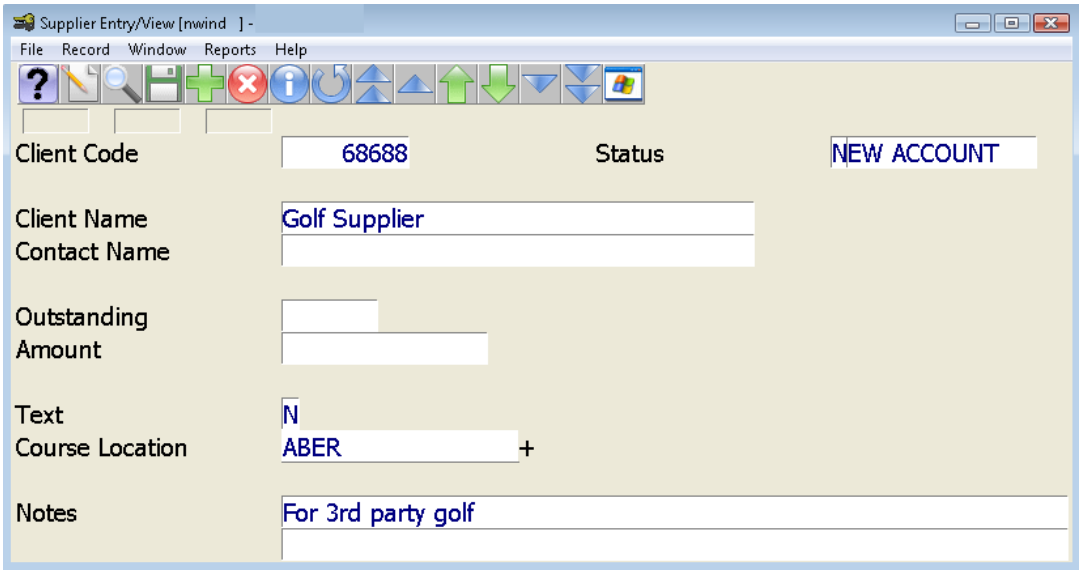
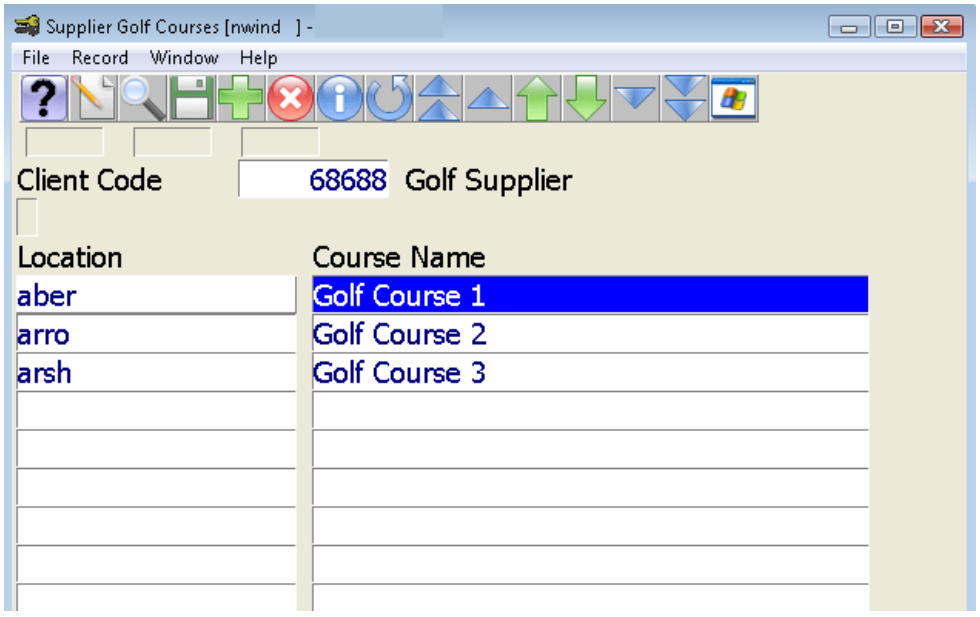
Supplier Entry/View



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.



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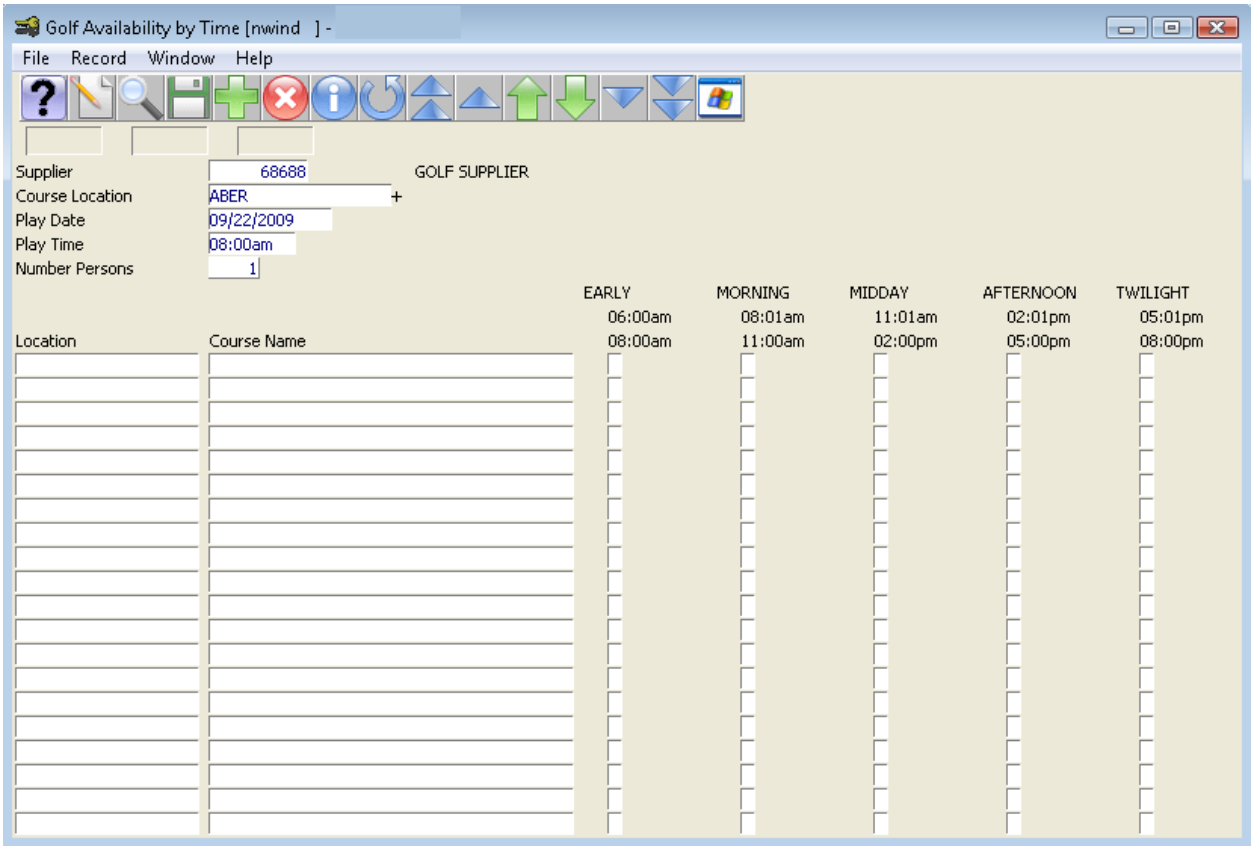
Golf Reservations

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



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.

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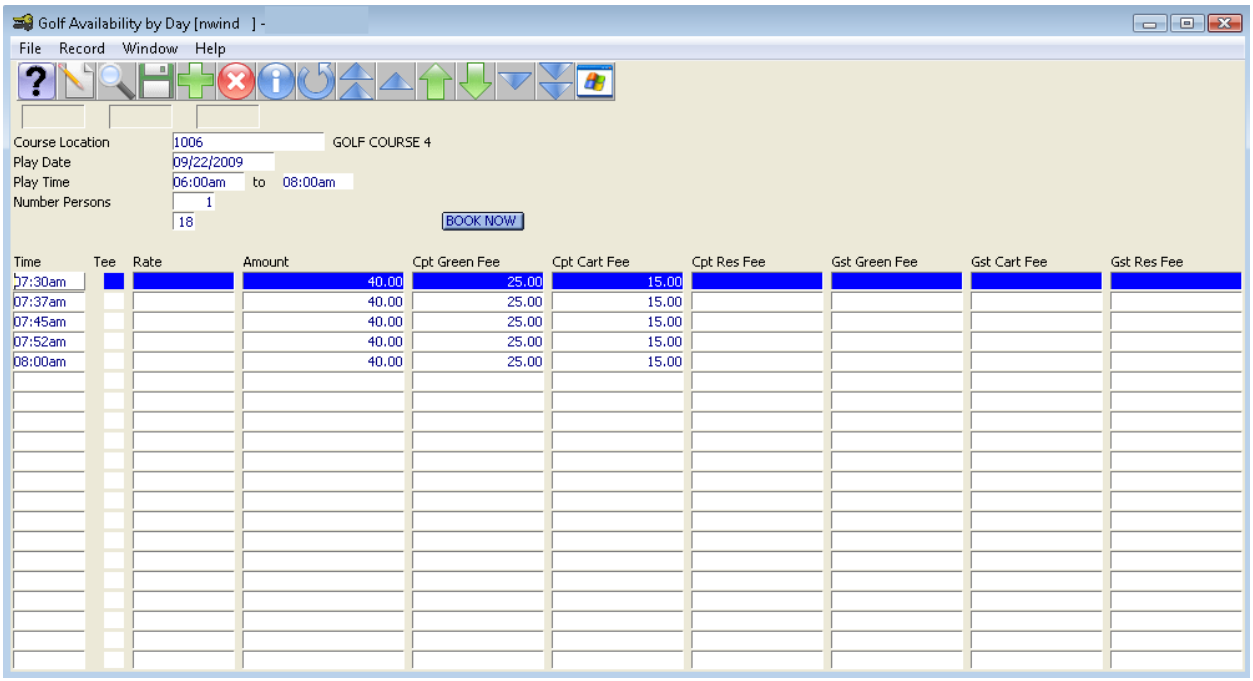
Please note that if the results returned from the 3rd party system indicate availability for only a single golf course, then the user will be directed immediately to the Golf Availability By Day Screen.
Otherwise, where there is availability for the required course, the user will be able to drill down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

Golf 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.

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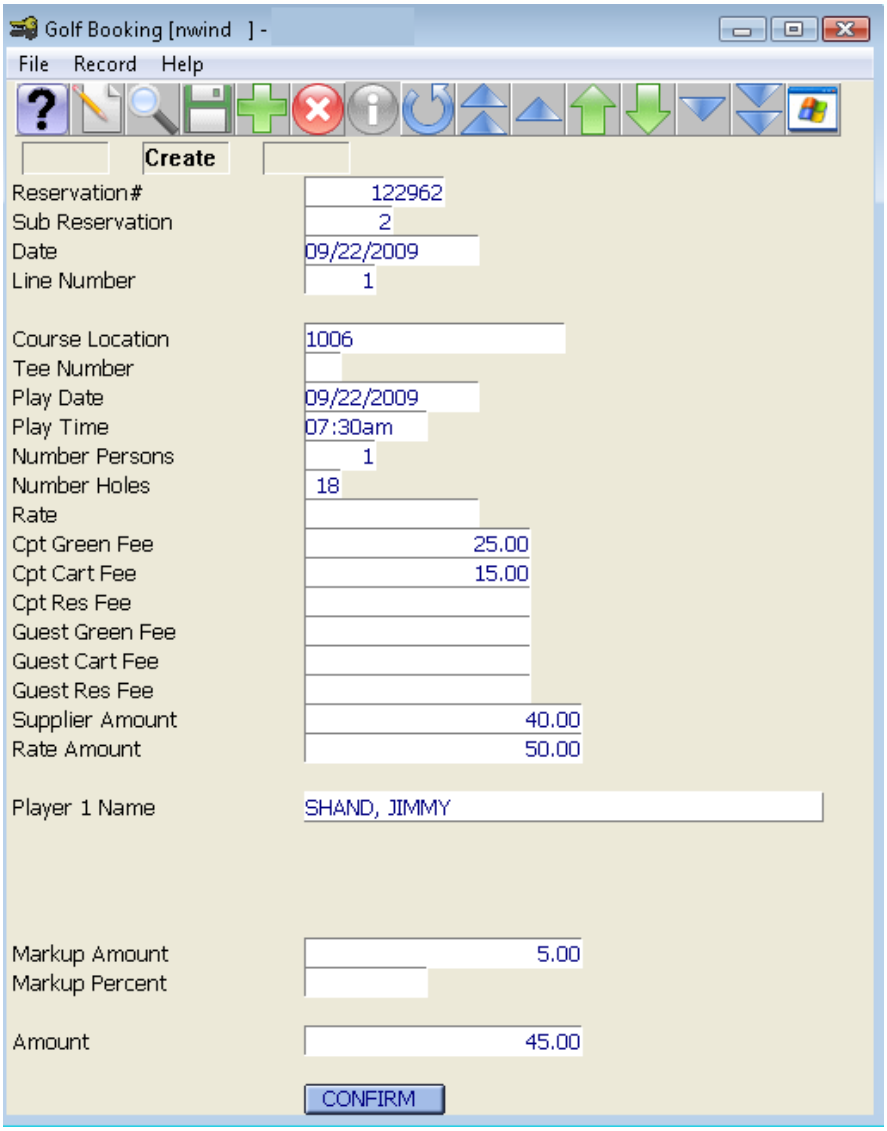

Upon entry of the Player names and possibly amount, the user confirms the reservation by clicking on the Confirm button. This action will initiate a confirmation with the 3rd party Golf system, which on completion will return a confirmation number that is displayed to the user through a popup dialog.

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.

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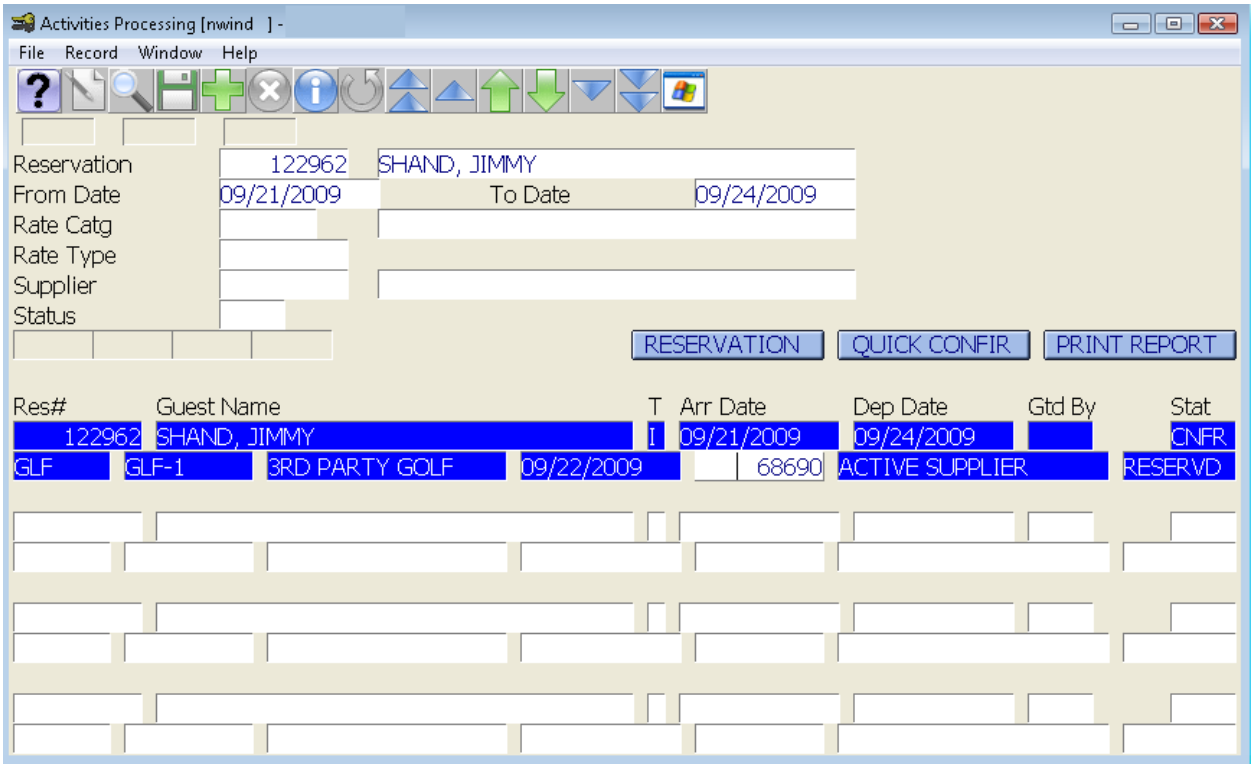

Golf activities created from a 3rd party system are automatically registered as confirmed on the Activities processing screen.

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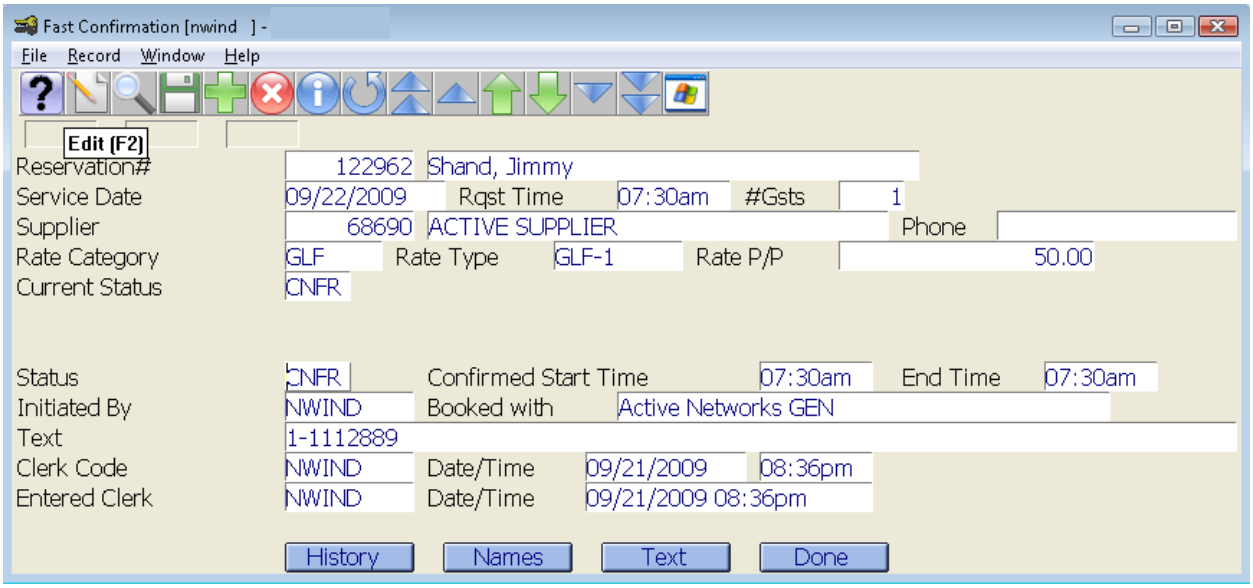
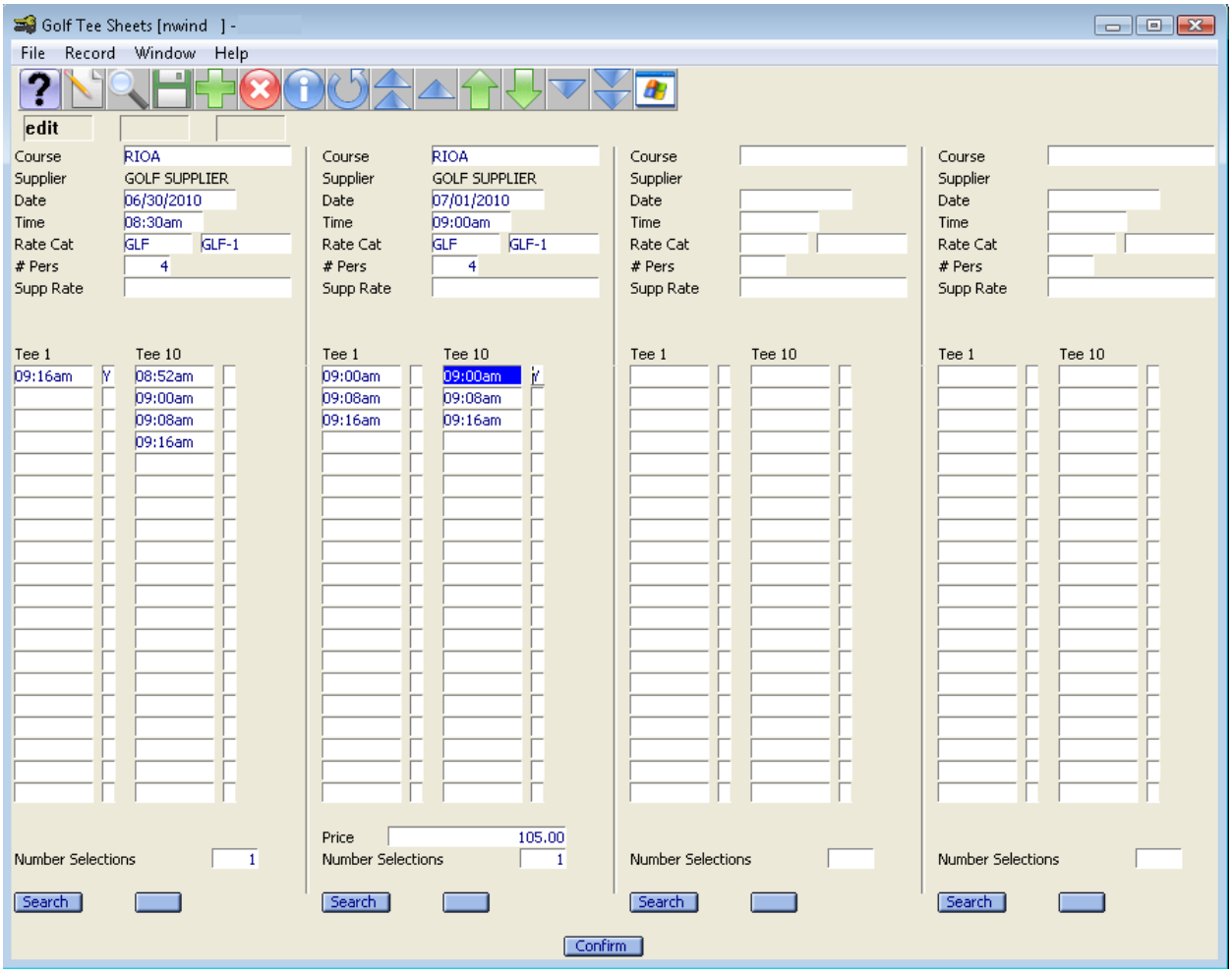


Golf activities will indicate the 3rd party system used to create the activity in the Booked with field. The 3rd party confirmation number is recorded on the Text field.

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



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:

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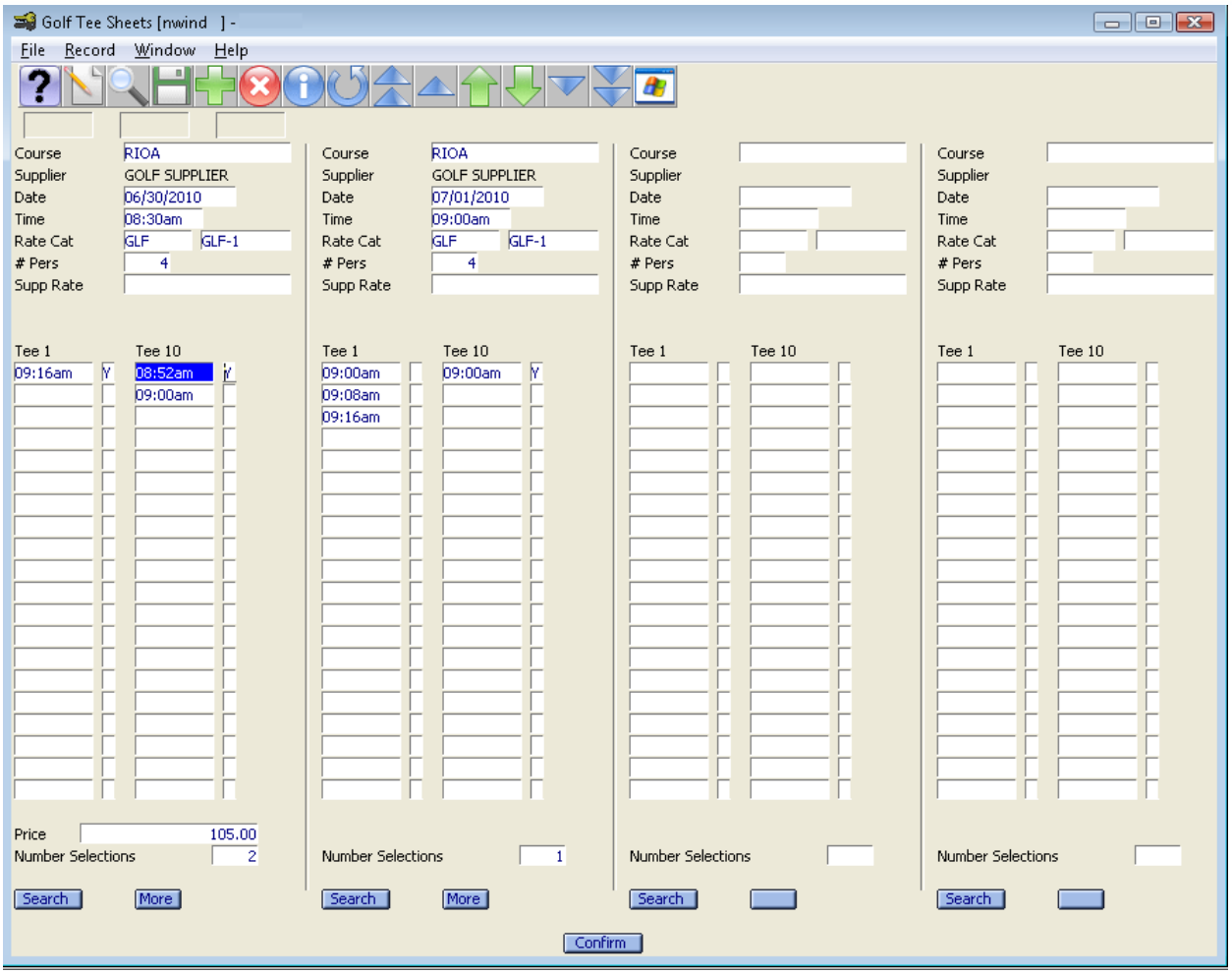

Clicking on the ‘More’ button presents the user with access to the entire range of tee times for that selected course/tee time.

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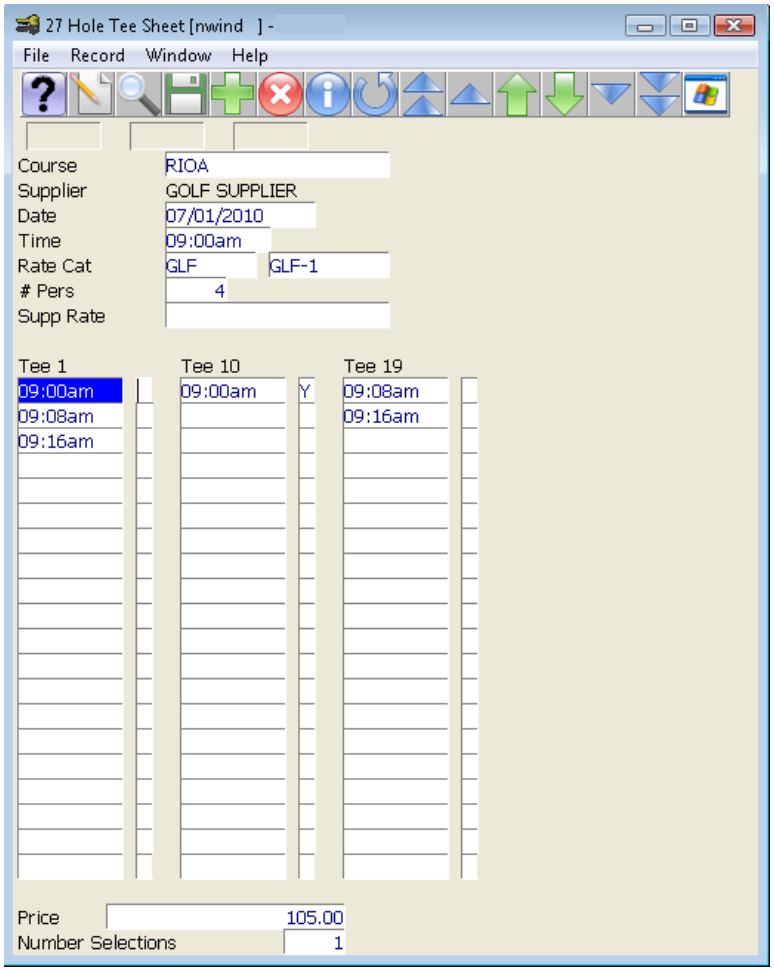


Users are able to select from the full range of tee times offered. On exiting the 27 Hole Tee Sheet screen, the number of selections made for the course will be updated appropriately on the Tee Sheet screen.

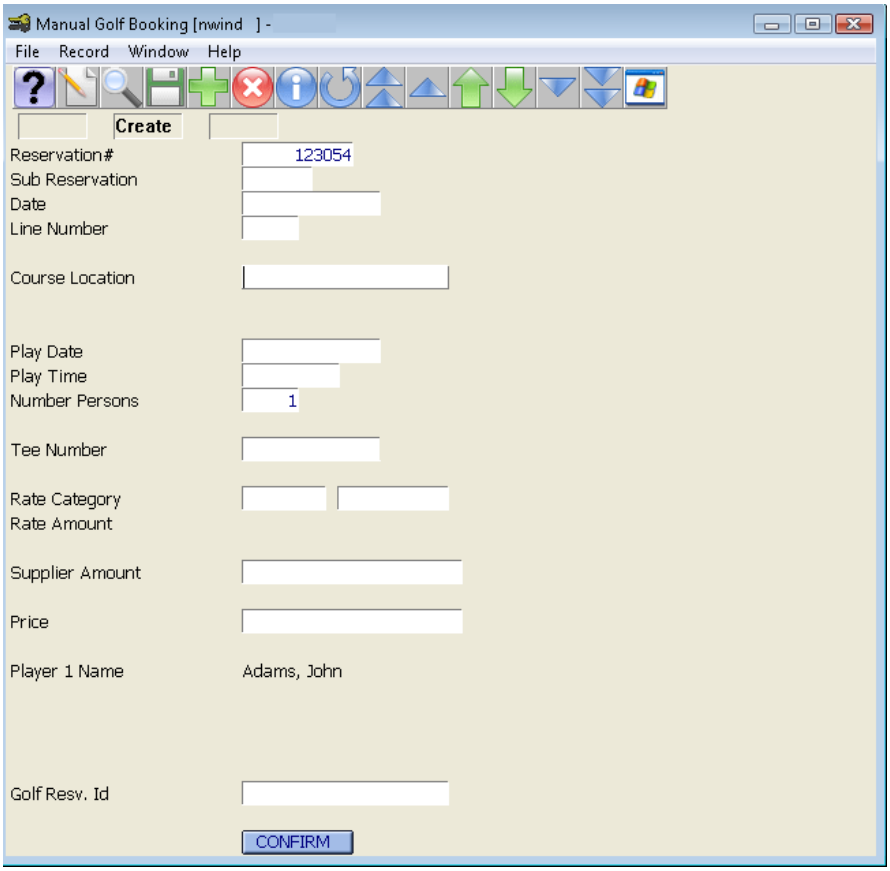
Entered selections are confirmed using the Confirm button, the user is then returned to the calling screen. The Golf Tee Sheet screen is available from the following screens:

- 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.



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.

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