



# Variable Package Rates

## Quick Reference Guide

### 1 Introduction

This is a variation on the daily rates where package components can be grouped together and sold as one package, with each revenue stream allocated back to its appropriate category. These are quick and easy to quote and can handle most basic packages provided that all components are mandatory and that the package lasts a single night.

### 2 Business Strategies

Maestro and Maestro's online booking engine, Reswave allows for seamless booking of variable packages. Not all GDS/OTA providers handle variable packages in the same manner. It is recommended to consult with them before entering rates within Maestro.

### 3 Configuration

All of Maestro's *Rate Types* are configured from within *Front Desk Maintenance*. To do this, select *Rates / Rate Types*.

To create a new *Rate Type*, select *F6/Create* and complete each field as described below.

Rate Category	ROOM	
Rate Type	VTOUR	Desc. Tour Package
From Date	03/01/2013	
To Date	12/31/2014	
Number Of Days	671	
# Days Min/Max	1 999	
Minimum Amount		
Maximum Amount		
Package Srce Cd	ZPAK	
Service Category		
Service Package		
Currency Code		
Rate By Person	Y	
Suppress Rate	N	
Pay Commission	Y	
Days Commission		
Source Business		
SubSource Bus		
Meal Plan		
Billing Controls		
Billing Frequency	V	
Breakdown Frequency	D	
N/A Package breakdown	N	
Resort Fees	N	
Package Reconciliation	N	
Rate Validation		
Valid Guest	Y	
Valid Company	Y	
Valid Group	N	
Valid Loyalty Program	N	
Yield Controls		
Yield Factor	Y	
Manager Override	N	
Rate Group		
Rates		
Day Rates	N	
Package Rates	Y	
WK/MON/Flat Rates	N	
Length of Stay Rates	N	
Assocd Pkg Templates	N	
Publish to ResWave		
Last Updated By	MARK	
At	03/08/2013 09:52am	



\*\*For variable package rates, *Day Rates* do not need to be configured. Users will *F5/Drilldown* into *Package Rates* field to begin configuration for the variable package rates.\*\*

<b>Rate Category</b>	All <i>Rate Types</i> for <u>room</u> rates must be associated with the <i>Rate Category</i> "Room". All <i>Rate Types</i> for <u>non-room</u> rates must be associated with one of the other user-defined <i>Rate Categories</i> such as "Food" or "Recreation".  Key the desired <i>Rate Category</i> or <i>select it from the F8/Lookup</i> .
<b>Rate Type</b>	This is the name given to the <i>Rate Type</i> . For example – "RACK", "CORP", or "GOVT".
<b>From Date To Date</b>	The <i>From Date</i> and the <i>To Date</i> fields correspond to the valid dates for the rate period.
<b>Number of Days</b>	Maestro will calculate the number of days that this <i>Rate Type</i> is valid. The user cannot key data into this field.
<b># Days Minimum # Days Maximum</b>	Default the Days Minimum to 1 and Days Maximum to 999 if Maestro's Yield Management is not being used.  In the case of variable packages, users will change the <b># Days Min</b> to for example, 3 if the package is a 3 day package.
<b>Days Adv Book Min Occupancy % From Occ % To Minimum Amount Maximum Amount</b>	It is only necessary to configure these areas when Maestro's <i>Yield Management</i> feature is in use. For a complete explanation of this feature – Please refer to Maestro's Yield Management Reference Guide.
<b>Package Src Cd</b>	This is where users will input the <i>package source code</i> . Maestro will use this posting code to pot the lump sum on the guest folio. The standard package posting code is ZPAK.  If taxes are associated with the package posting code, the entire package will be taxed, using the assigned tax codes. If this code does not have tax codes associated, the taxes will be based on the tax codes assigned to each selected posting code. Taxes will post as a lump sum for each tax code.
<b>Other Rate Category Other Rate Type</b>	This field is not required for variable packages.
<b>Service Category Service Package</b>	This field is not required for variable packages.
<b>Currency Code</b>	If the <i>Rate Type</i> is to be expressed in a foreign currency. Select F8/Lookup and choose a currency from the list. The postings for the room charge will be posted in the home currency.
<b>Rate By Person</b>	This field will determine if the rate is based on the number of people in the room or based on per room. Leave this field blank if this is a Per Room rate.  Enter a "Y" if this is a Per Person rate.
<b>Suppress Rate</b>	Rates may be suppressed from printing on the Registration Card and Incidental Folio Header. Key a "Y" to suppress the rate. Key an "N" for the rate to print.
<b>Pay Commission</b>	By setting this flag to Y, Maestro will create travel agency commission

	<p>records, calculated at the default commission rate configured on the Travel Agency Profile.</p> <p>If this flag is set to N, commissions will not be calculated nor will a record be created, regardless if there is a Travel Agency attached to the reservation.</p>
<b>Days Commission</b>	<p>If the Pay Commission flag is set to Y, commissions for Travel Agencies will be paid only the number of nights set in the Days Commission field. For example, if “2” is entered, the commission for Travel Agencies will be calculated on the first two days of the guest’s stay, regardless of the length of stay. Leave blank if all days are commissionable.</p>
<b>Source Business/ Subsource Bus</b>	<p>A default source and subsource of business can be entered. This will automatically populate the source and subsource of business fields on the Guest Reservation screen. If these fields are populated, users cannot change the source and subsource of business on the Guest Reservation Screen.</p>
<b>Meal Plan</b>	<p>Users can assign pre-configured meal plan to a rate type. The meal plan will be displayed on the guest reservation screen and is used to generate Maestro’s Meal Plan reports.</p>
<b>Desc</b>	<p>A description for the Rate Type may be keyed in this field. This is useful to provide clarification. For example a Rate Type can be called “WPAK” may have the description “Weekend Package.”</p>
<b>Valid Guest</b>	<p>Each Rate Type is only available to designated Guest Types. Move the cursor to this field and select F5/Drilldown to display/build the list. To add to the list, key the name of the desired Guest Type or select it from the F8/Lookup.</p> <p>Alternatively, select the Guest Type “ZGLOBAL” to make this rate available to all guest types.</p> <p>Additional Guest Types may be added to the F8/Lookup from Front Desk Maintenance. To do this, select Codes   Guest Types.</p>
<b>Valid Company</b>	<p>This field is only completed if this <i>Rate Type</i> is to be made available only to designated <i>Companies</i> and <i>Tour Operators</i>. To do this, move the cursor to this field and select <i>F5/Drilldown</i> to display the list. To add to the list, key the name of the desired <i>Company</i> or <i>Tour Operator</i> or select it from the <i>F8/Lookup</i>.</p> <p>Additional <i>Companies</i> and <i>Tour Operators</i> may be added to the <i>F8/Lookup</i> from <i>Accounts Receivable</i>. Further details are available in the Maestro User Document “Tour Operator &amp; Wholesaler Management.”</p> <p>By only designating the rate for a Company or Tour Operator, users will need to enter the company name or tour operator name during reservation creation in order to view and book the rate.</p>
<b>Valid Group</b>	<p>This field is only completed if this <i>Rate Type</i> is only to be made available to designated <i>Groups</i>. To view the list, move the cursor to this field and select <i>F5/Drilldown</i>.</p> <p>Group Reservations utilizing the Priority Rate option will have the</p>



	<p>group name automatically entered in this field.</p> <p><b>Note:</b> <i>Rate Types</i> are automatically created when the user configures a <i>Special Rate</i> for any <i>Group Reservation</i>. Maestro will insert the name of the group into this field. It is not advisable for the user to re-key this screen.</p>
<b>Yield Factor</b>	<p>This area is used to allow/prohibit the <i>Rate Type</i> from being managed by Maestro's automated <i>Yield Management</i> features. The default selection for <i>Group Special Rates</i> is "N" to prohibit yield tracking. For all other rates, the default selection is "Y" to allow yield tracking.</p> <p>An F5 can be used to access the Yield Flags screen. Users can choose which types of yielding can and cannot affect the rate.</p> <div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <p>Apply Availability Overrides <span style="float: right;">Y</span></p> <p>Apply Advance Booking Rate Adjustments <span style="float: right;">Y</span></p> <p>Apply Length of Stay Rate Adjustments <span style="float: right;">Y</span></p> <p>Apply Room Type Occupancy Rate Adjustments <span style="float: right;">Y</span></p> <p>Apply Overall Occupancy Rate Adjustments <span style="float: right;">Y</span></p> <p>Apply All Other Rate Adjustments <span style="float: right;">Y</span></p> </div>
<b>Manager Override</b>	<p>This field may be left blank. It is only necessary to configure these areas when Maestro's <i>Yield Management</i> feature is in use. An <i>F5/Drilldown</i> can be used to access the Manager's Override screen to easily create a new yield.</p>
<b>Rate Group</b>	<p>Rate groupings allow users to use Maestro's Yield Management to affect multiple rates at one time. Use the F8/Lookup to select a Rate grouping. Rates can only be a part of one rate grouping at a time.</p>
<b>Day Rates</b>	<p>The base rates for all <i>Rate Types</i> except <i>Variable Packages</i> rates are Setup within <i>Day Rates</i>. To do this, move the cursor to the <i>Day Rates</i> field and select <i>F5/Drilldown</i>.</p>
<b>Package Rates</b>	<p>This field is not required for Variable Package</p>
<b>WK/MON/Flat Rates</b>	<p>This field is not required for Variable Package</p>
<b>Length of Stay Rates</b>	<p>This field is not required for Variable Package</p>
<b>Associated Pkg Templates</b>	<p>This field is not required for Variable Package</p>
<b>Publish to ResWave</b>	<p>Set the flag to Y if users would like the rate to be published on the ResWave booking engine.</p>
<b>Text</b>	<p>This field is useful for communicating information about the <i>Rate Type</i> to the front office staff. Notes can be made to clarify which products and services are included in a particular package rate. To display the <i>Text</i> screen, move the cursor to this field and select <i>F5/Drilldown</i>.</p> <p><b>Note:</b> The text may be viewed during reservation time from the <i>Quick Availability Chart</i>. If text has been entered for a <i>Rate Type</i> a yellow "Y" will appear in the <i>T</i> field. To view the text, move the cursor to this field and select <i>F5/Drilldown</i>. Alternatively, the user can select <i>Text   Rate Type Text</i>. The text can also be view from the Guest Reservation screen. A yellow "Y" will appear t the right of the Rate Type</p>
<b>Billing Frequency</b>	<p>Key the desired billing frequency or select an option from the <i>F8/Lookup</i>. For a variable package, this must be set to V – Variable</p>
<b>Breakdown Frequency</b>	<p>Users will determine how the variable package breaks down in the</p>

	breakdown folio. <i>F8/Lookup</i> into this field, and select <i>Daily</i> if users want the package to be posted as one lump sum.  <b>Note:</b> It is recommended to select <i>Daily</i> if the user wants to maintain ADR integrity.
<b><i>N/A Breakdown</i></b>	Gives you the option to breakout the cost of package components that have been built in as part of the room rate to allocate the revenue to the appropriate department. <i>F5/Drilldown</i> into this field and input the packaged component into this screen. Please see <i>Section 3.1</i> for further details.
<b><i>Resort Fees</i></b>	Resort fees can be added to the rate type to post automatically with the room charge. An <i>F5/Drilldown</i> can be used to configure the resort fee.
<b><i>Package Reconciliation</i></b>	An <i>F5/Drilldown</i> can be used to configure vouchers and package reconciliation for the rate
<b><i>Last Updated By At</i></b>	Maestro will automatically document the name of the last clerk who made changes to this screen. The date and time of the last change is also provided. The user cannot key data into these two fields.

#### 4 Variable Package Setup

A variable package is when other packaged component such as breakfast, lunch, dinner, champagne, amenities, meals, spa services and activities, etc. are grouped together with the room rate to create a single package for multiple days.

Users will *F5/Drilldown* into the *Package Rates* field to access the *Package Details by Rate Type* screen.



Rate Types [nwind] - Maestro Resort

File Record Window Valid Yield Text Help

Rate Category: ROOM  
 Rate Type: CGETAWAY Desc.: Carrie's 3 Day Getaway Package  
 From Date: 11/16/2015  
 To Date: 12/31/2016  
 Number Of Days: 412  
 # Days Min/Max: 3 999  
 Minimum Amount:  
 Maximum Amount:

Package Srce Cd: ZPAK  
 Service Category:  
 Service Package:  
 Currency Code:  
 Rate By Person:  
 Suppress Rate: N  
 Pay Commission: Y  
 Days Commission:

Source Business:  
 SubSource Bus:  
 Meal Plan:

Billing Controls  
 Billing Frequency: V  
 Breakdown Frequency: D  
 N/A Package Breakdown: N  
 Resort Fees: N  
 Package Tickets: N

Rate Validation  
 Valid Guest: Y  
 Valid Company: N  
 Valid Group: N  
 Valid Loyalty Program: N

Yield Controls  
 Yield Factor: Y  
 Manager Override: N  
 Rate Group:

Rates  
 Day Rates: N  
 Package Rates: Y  
 Wk/MO/Flat Rates: N  
 Length of Stay Rates: N  
 Assocd Pkg Templates: N  
 Publish to ResWave:

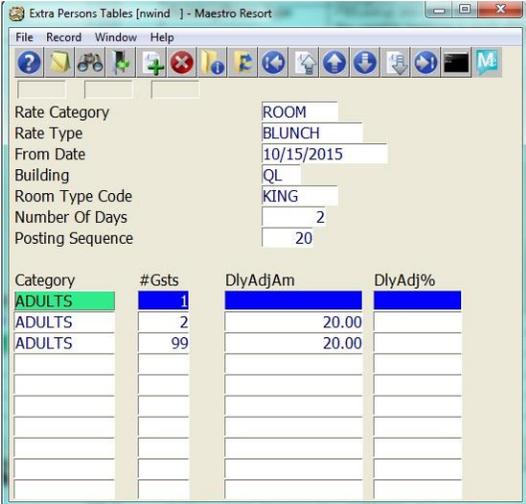
Last Updated By: CLI  
 At: 11/16/2015 04:44pm

Package Details by Rate Type [nwind] - Maestro Resort

File Record Window Help

Rate Category: ROOM Total Package Amount: 1,000.00  
 Rate Type: CGETAWAY PER ROOM RATE  
 From Date: 11/16/2015  
 Number Of Days: 3  
 Building: QL /Room Type: KING Copy To Room Typ

Posting Seq#	Code	Sep	Wt	Xtra	Amounts by			Relative Day		
					1	2	3	1	2	3
10	ROOM	N		Y	200.00	200.00	200.00			
20	CHAP	N		N	40.00					
30	BK	N		Y		30.00	30.00			
40	MASS	N		N		150.00				
50	DN	N		Y	150.00					

<b>Number of Days</b>	Users will input the # of days the variable package components will occur throughout the number of days during a guest's stay.
<b>Building/Room Type</b>	<i>F8/Lookup</i> into each of these fields to choose the building and room type the variable package is applicable to, and do the same for room type selection.
<b>Code</b>	<i>F8/Lookup</i> into this field to choose what package components to include into the variable package.  <b>Note:</b> The first line <b>MUST ALWAYS</b> be the room charge posting code to allow packages to be yielded.
<b>Sep</b>	This field indicates if the user wants the various components to be grouped and displayed together on the guest folio or not.  If Y=Yes, the chosen package component will post as a separate charge on the guest folio.  If N=No, the different package components will be combined together and be posted as one charge on the guest folio.
<b>Wt</b>	This field determines if the user wants to allocate the packaged component to the same day, or the next day.
<b>Xtra</b>	This field is for Extra Persons Factoring. <i>F5/Drilldown</i> into this field if the user wants to set this up.  In this example, the first adult will not incur any extra charges. However, starting at the second adult and onwards until 99 adults, there will be an extra \$20.00 charge per additional adult.  
<b>Amounts by/Relative Day</b>	Users will input the rate amount for each day for each of the packaged component. The first day will be the day of arrival, and followed by the consecutive days. Day of departure will not be displayed on this screen.
<b>Copy To Room Typ</b>	Users can click onto this button if the user wishes to copy the rate to other room types within the property. Once the rates are copied over, the user may adjust the rate if needed ( <i>Ex. Increase the price by \$40 for suites</i> )



## 5 Breakdown Frequency

In this example, the guest stayed for three nights and the package total for the three nights equals to \$1000.00. On the guest folio, the total packaged component will display as one lump sum under the posting code *ZPAK* (the placeholder posting code), along with the appropriate taxes. It shows up as one lump sum as the example below in the guest folio, if the **Seq** field in the Package Details by Rate Types screen was set as **N**.

### Guest Folio

Folio Detail Entry/View [nwind] - Maestro Resort

File Record Window CreditCard Info Reports Help

Folio No 129659 Guest Folio

Bill Src FD

Src Id 107863 10 Room QL 145

Desc Guest Folio

Text

Guest Li, Carrie

Posted Charges 1,166.19

Posted Payments 1,166.19

Folio Balance

Deposit Required

Seq	X	Date Eff	Post	Prn	Rld	Room	Voucher	Charges	Payments	Text
1		11/16/2015	ZPAK	QL	QL	145	QL-145	1,000.00		
2		11/16/2015	RTX	QL	QL	145	QL-145	43.50		
3		11/16/2015	HST	QL	QL	145	QL-145	84.00		
4		11/16/2015	TXAD	QL	QL	145	QL-145	6.00		
5		11/16/2015	SSTX	QL	QL	145	QL-145	7.50		
6		11/16/2015	ENTX	QL	QL	145	QL-145	.19		
7		11/16/2015	VTT	QL	QL	145	QL-145	25.00		
8		11/16/2015	CA	QL					1,166.19	

Package Rate Mtd CKO Clerk CLI Keyed 11/18/2015 / 04:49pm



## Breakdown Folio

In the breakdown folio displayed below, the charges are posted nightly and maintaining the ADR integrity.

Folio Detail Entry/View [nwind ] - Maestro Resort

File Record Window CreditCard Info Reports Help

Folio No 129660 Breakdown Folio Closed

Bill Src FD

Src Id 107863 Room QL 145

Desc Breakdown Folio

Text

Guest Li, Carrie

Posted Charges

Posted Payments

Folio Balance

Deposit Required

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
3		11/16/2015	CHAP	QL	QL	145	QL -145	40.00		
4		11/16/2015	BK	QL	QL	145	QL -145			
5		11/16/2015	MASS	QL	QL	145	QL -145			
6		11/16/2015	DN	QL	QL	145	QL -145	150.00		
7		11/16/2015	ROOM	QL	QL	145	QL -145	200.00		
8		11/16/2015	CHAP	QL	QL	145	QL -145			
9		11/16/2015	BK	QL	QL	145	QL -145	30.00		
10		11/16/2015	MASS	QL	QL	145	QL -145	150.00		
11		11/16/2015	DN	QL	QL	145	QL -145			
12		11/16/2015	ROOM	QL	QL	145	QL -145	200.00		
13		11/16/2015	CHAP	QL	QL	145	QL -145			
14		11/16/2015	BK	QL	QL	145	QL -145	30.00		
15		11/16/2015	MASS	QL	QL	145	QL -145			
16		11/16/2015	DN	QL	QL	145	QL -145			

champagne Mtd CKO Clerk CLI Keyed 11/18/2015 / 04:49pm

Print Toggle All Batch Xfer Email Folio



In the example below for the Guest Folio, the **Sep** field in the Package Details by Rate Types screen was set as **Y**. Hence the packaged components are posted separately under its respective posting code, as indicated earlier in the set up.

### Guest Folio

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		11/06/2015	ZPAK	QL	QL	285	QL-285	480.00		
2		11/06/2015	HST	QL	QL	285	QL-285	57.60		
3		11/06/2015	GOLF	QL	QL	285	QL-285	20.00		
4		11/06/2015	PST	QL	QL	285	QL-285	1.60		
5		11/07/2015	GOLF	QL	QL	285	QL-285	20.00		
6		11/07/2015	PST	QL	QL	285	QL-285	1.60		
7		11/08/2015	GOLF	QL	QL	285	QL-285	20.00		
8		11/08/2015	PST	QL	QL	285	QL-285	1.60		
9		11/10/2015	CA	QL	QL	285			602.40	

In the screen below, you can see that each of the posting codes are set to a **Y** in the **Sep** field, to separate each posting code within the variable package.

Posting Seq#	Code	Sep	Wt	Xtra	Amounts by 1	Amounts by 2	Amounts by 3
10	AFR	N	N	Y	200.00	200.00	200.00
20	GOLF	Y	N	N	20.00	20.00	20.00

## 6 Glossary

- **Variable Package** – A type of package which can be created within Maestro where users can set the total package price based on each individual component – Please refer to the Variable Package Reference Guide for more information
- **Priority Rates** – Used with Group Reservations, users link an existing rate type to a group as opposed to creating a rate type specifically for a group.
- **Yield Tracking** – The ability for Maestro’s Yield Management overrides to affect the rate.
- **Dynamic Packages** – A type of package which users can create by packaging other charges to be booked simultaneously when the room is booked. – Please refer to the Dynamic Packages QRG for more information.
- **Night Audit Breakdown** – A type of package in which package components are part of the room rate. During the night audit, Maestro will allocate revenue from room and redirect it to other posting codes – Please refer to the Night Audit Breakdown Packages Reference Guide for more information.
- **Resort Fee** - A voluntary nightly surcharge imposed by hotels, nominally to cover the cost of certain amenities. Unlike room rates, which vary hugely according to season, the resort fee is generally a fixed amount per night.