



Owner Maintenance Global Setup

Quick Reference Guide

Contents

1	GLOBAL SETUP.....	- 1 -
---	-------------------	-------

Overview

This document outlines the Global Setup for the Owner Maintenance Module. The Owner Module is integrated with the Front Desk, revenue from the owner and guest reservations will be routed to the correct owner profile seamlessly.

The reader should be familiar with the following Maestro Functions:

- Accounts Receivable
- Room types
- Front Desk Maintenance

I Global Setup

In many cases these fields will be configured by a Maestro Specialist based on the Business Discovery consultations prior to training, and need not be changed unless there is a change in business operations that may affect Owner Units.

To setup or review existing global setup: | Begin on the **Owner Management Maintenance Main** Screen | Select the **Setup** menu | Select **Global Setup** to display the following screen



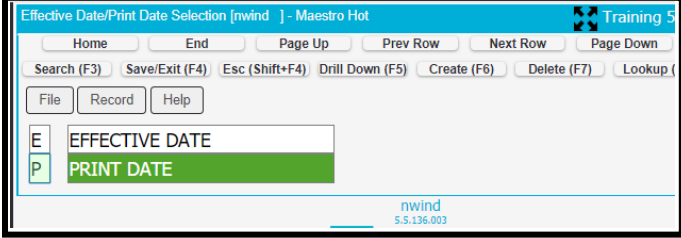
Global Setup [nwind] - Maestro Hotel and Resort Training 5.5 DB 87ms

Owner System On?	<input type="text" value="Y"/>	Complimentary Rooms	<input type="text" value="Y"/>	
Use Text Entry	<input type="text" value="Y"/>	AllowReservation	<input type="text" value="N"/>	
#Weeks Reservtns	<input type="text" value="99"/>	By Threshold	<input type="text" value=""/>	
#Weeks Hold Invt	<input type="text" value="99"/>	Threshold Amt	<input type="text" value=""/>	
Day Of Week	<input type="text" value="FRI"/>	By Guest Type	<input type="text" value="Y"/>	
		Incl House Use	<input type="text" value="N"/>	
Def. Stmt Form	<input type="text" value="TCSTMT"/>	Split Comp Rooms	<input type="text" value="Y"/>	Within Group Res <input type="text" value="Y"/>
Wk Order Post Cd	<input type="text" value="MNT"/>			Within UnitGrpTp <input type="text" value="N"/>
Alert Clerk	<input type="text" value="MARK"/>	Contracted Minimum Rate Type		<input type="text" value="BAR"/>
		Complimentary Room Split Post Code		<input type="text" value="COMC"/>
ChqCommission Only	<input type="text" value="N"/>	Split Comp. Rooms on Net/Gross		<input type="text" value="N"/>
Start Remittance	<input type="text" value="2949"/>			
Remit Report Form	<input type="text" value="TCCHQ"/>	Reservations		
Remit Posting Code	<input type="text" value="ZCQ"/>	Source Business	<input type="text" value="OWNER"/>	
Remit By Type	<input type="text" value="U"/>	SubSource Bus	<input type="text" value="OWNER"/>	
		Guaranteed By	<input type="text" value="CLRK"/>	
Developer Client	<input type="text" value="13015"/>	Rate Category	<input type="text" value="ROOM"/>	
Crystal Own Stmt	<input type="text" value="Y"/>	Rate Type	<input type="text" value="OWNER"/>	
		Def. Guest Type	<input type="text" value="OWNER"/>	
Floating Units	<input type="text" value="N"/>			
Com Posting Code	<input type="text" value=""/>	Receipt Code	<input type="text" value="ZARD"/>	
Calc Com Nightly	<input type="text" value="N"/>	Statement Format	<input type="text" value="2"/>	
Consolidate Stmt	<input type="text" value="N"/>	Create MF Folio?	<input type="text" value="N"/>	
Stmt Clsd Fol Srch	<input type="text" value=""/>	Unit/Intv. MF	<input type="text" value="U"/>	
Carry Forward Aging	<input type="text" value="Y"/>	Late Interest	<input type="text" value="Y"/>	
Age Payments	<input type="text" value="N"/>	Allocate Charges	<input type="text" value="Y"/>	
Age Discounts	<input type="text" value="Y"/>	Allocate Settlements	<input type="text" value="Y"/>	
Age By Effective Date	<input type="text" value="P"/>			
Stmt Hdr Date Override	<input type="text" value="Y"/>	1099 Sett. Incl. Record Type		<input type="text" value="REV"/>
		1099 Report Commissions Only		<input type="text" value="N"/>
Guest Type Flag	<input type="text" value="B"/>	1099 Blank TIN Type		<input type="text" value="Y"/>
Test Exceeds Max Nights	<input type="text" value="Y"/>			
		Commissions Delay Flag		<input type="text" value="P"/>
		EFT (P)ay (C)ollect (B)oth	<input type="text" value="G"/>	

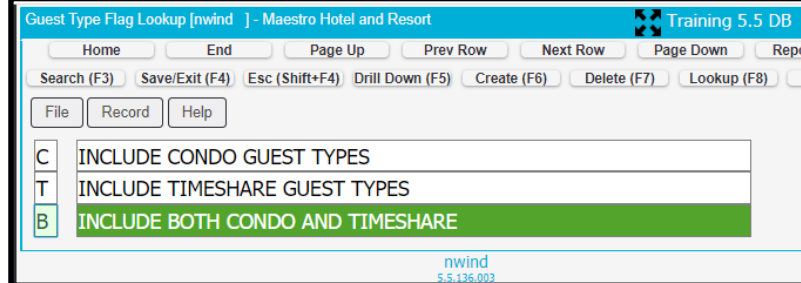
** = Property Specific options available

Field Name	Action / Purpose of Field
Owner System On	Select "Y" to turn the owner system on
Use Text Entry	Select "Y" in this field to allow access to a notepad window to enter text on the owner profile in owner management.
# Weeks Reservtns	For reference only. Type in a number (51 is typical) of weeks this selection will not impact the system.
# Weeks Hold Invt	For reference only. Type in a number (52 is typical) of weeks this selection will not impact the system.
Day of week	For reference only. Look up (F8) and choose a day this selection will not impact the system.
Def. Stmt Form	Enter the default code for owner statement form here. Look up (F8) to search
Wk Order Post Code	Enter the posting code that will be used when posting closed workorders to owner folios. Look up (F8) to search.
Alert Clerk	Enter clerk code to alert a clerk when a rate type cannot be found for "Split Comp Rooms" during the commission processing.
Commission Only	Select "N" to have cheque processing look at all debits and credits before generating a cheque amount. Select "Y" Maestro so will not consider debits and credits before determining a Cheque amount for the owner; it will be based on income only.



Start Remittance	The number entered here will be the first Cheque number in the Cheque run when generating Cheques from Maestro. This number may be changed for each Cheque run. Note that number may NOT go backwards. The correct number is only required if using Maestro to generate Owner Cheques
Remit Report Form	Enter the default code for Cheque report form here. Look up (F8) to search
Remit Posting Code	Enter the posting code used to post Remittance Cheques to the owner folio. Look up (F8) to search
Remit By Type	This option is system wide and may not be change property to property Options to post Cheque amounts include: U=Unit: When choosing this option, a Cheque will be created for each owned unit. If one unit has revenue while the other has expenses, two statements will be produces one where a cheque will be produced and a second where the owner is required to send a payment to the property. O=Owner: When choosing this option, a Statement and if required a Cheque will be created for each owner profile. P=Property: When choosing this option, a Statement and if required a Cheque will be created for each property. Example: If an owner owns two units in one property one Cheque will be produced. If an owner owns one unit in two different properties two cheques will be produced.
Developer Client	Enter developer client code if required
Crystal Own Stmt	Select "Y" if the owner statement has been set up as a crystal report Select "N" if it is not.
Floating Units	Select "Y" if owners own unit types rather than unit numbers. If all owners own unit numbers then select "N"
Com Posting Code	Enter the Default posting code that is used for posting commissions to the owner folio. Look up (F8) to search this is not a required field
Calc Com Nightly	Select "N" here to process the commissions at the end of each statement period. Choosing "N" is a more accurate way of performing the commission processing. When performing the process once monthly it will allow Maestro to account for changes made to room revenue after room postings have occurred on the folio. Select "Y" here for reservation commissions to be calculated nightly in the audit and post to the owner statement. This is NOT a recommended procedure
Consolidate Stmt	Select "N" this is for future use.
Stmt Clsd Fol Srch	This is the number of days in the past Maestro will search folios to be processed on an owner's statement. This can be left blank
Carry Forward Aging	Select "Y" This is the standard selection and will carry forward aging for reporting
Age Payments	Select "N" to not age Payments Select "Y" to age Payments
Age Discounts	Select "Y" this is the standard selection and will age Discounts.
Age by Effective Date	 Aging can be "E" Effective date, the date of the posting Or "P" the date the statement is printed
Stmt Hdr Date Override	Statement Header Date Override allows for a change on the date of the Statement Header; if a statement is printed on a Monday instead of the Saturday the date on the statement may be adjusted to reflect Saturday.

Guest Type Flag

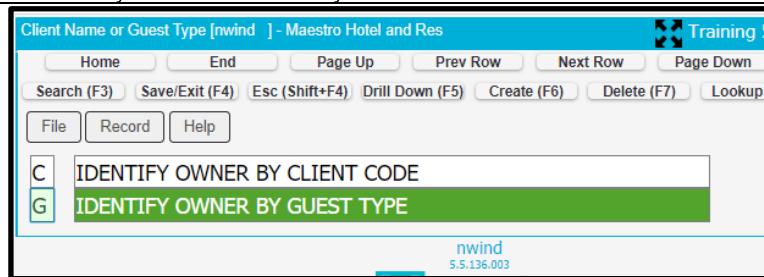


This selection will Tell Maestro which Guest Type is Included in the Owner Management System. The selection here works in conjunction with the selection in the Special Names Maintenance screen under the Forms menu in Front Desk Maintenance.

Test Exceeds Max Nights

If 'Y' is Selected, Maestro will check a reservation that is being changed; It will check if the new dates of the reservation exceeds the maximum number of nights allowed by the number of days maximum set for the owners unit.

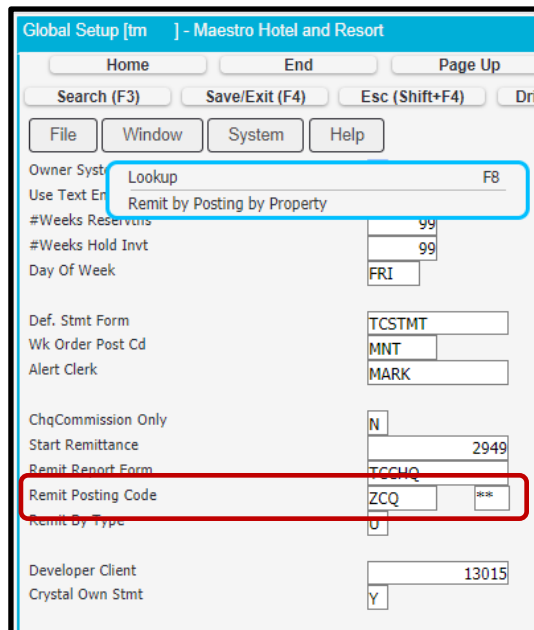
Owner Portal name by (C)lient or (G)uest Type



Maestro recommendation at this time is to use G,
If the owner portal is configured to show up-coming reservations
Select "C" (client) to see "guest" as the name in *each* of the upcoming reservations
Select "G" (guest type) to see the Owners name and the Owner Guests name and all other guest types will show as Guest in each of the upcoming reservations.


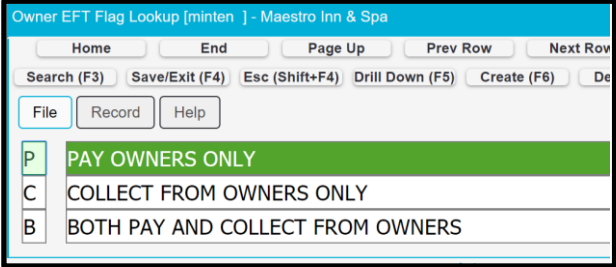
** = Property Specific options available

Window



	If there is more than one property and each is using a different posting code for remitting cheques to owners, select window, then select remit by posting by property, change property and add appropriate posting code
Complimentary Rooms:	The following fields determine if and how complimentary nights are handled
Allow Reservation	Select "Y" to allow complimentary bookings, even when maximum allowance has been exceeded. Select "N" to block complimentary bookings once maximum allowed has been exceeded.
By Threshold	Select "Y" if complimentary bookings are allowed and a threshold level by dollar amount is set. Select "N" if complimentary bookings have been blocked
Threshold Amt	Enter a threshold dollar amount if above two field were selected as "Y". If "N" was selected above then leave blank.
By Guest Type	This field indicates if a room should be considered a complimentary room based on a guest type. If this field is set to a "Y" any reservation that has a guest type that matches the Comp Guest type in front desk maintenance will be considered a complimentary room.
Incl House Use	Select "Y" to include House Use reservations in the allowed complimentary bookings.
Split Comp Rooms	Select "Y" if the value of a complimentary reservation is shared amongst the owned units. Select "N" when the value of a complimentary reservation will not share the value of a complimentary reservation amongst the owned units.
Within Group Res	Selecting "Y" will split the complimentary reservation amongst all units in a group booking. Select "N" to apply the complimentary value to just one unit
Within Unit Grp Tp	Select "Y" to split the complimentary reservation value amongst all units in a specific unit group type within a group. Select "N" to apply the complimentary value to just one unit.
Contracted Minimum Rate Type	A rate type must be assigned here that reflects the value of a complimentary reservation. This amount is what will be divided among units as specified above
Complimentary Room Split Post Code	The posting code entered here is the code the owner will see on their owner statement when complimentary reservations have been split among owned units.
Split Comp Rooms on Net/Gross	Select "N" to split the comp rooms based on the net income of the reservation. Select "G" to split the comp rooms based on the gross income of the reservation.
Reservations:	The fields below are used to specify owner reservation details when bookings are made via the <i>owner management module</i> .
Source of Business	Enter the default source of business for owner reservations.
Subsource of Business	Enter the default Subsource of business for owner reservations.
Guaranteed By	Enter the default Guaranteed by for owner reservations. Typically this would be "CLRK" as a credit card is not normally required.
Rate Category	Enter the default rate category for owner reservations. "ROOM"
Rate Type	Enter the default rate type for owner reservations.
Default Guest Type	Enter the Default Type for owner reservations
Receipt Code	F8 and select the settlement code for receipt distribution, this would have been created in Posting Code Maintenance it can be the same as the Accounts Receivable Receipt code. A separate code may make it easier to follow.
Statement Format	Select 1 or 2 this feature is for future use
Create MF Folio	Select "Y" If a new Maintenance Fee folio should be created each time the Maintenance Fee processing is run. Select "N" if the default is to create a new folio <i>each calendar year</i>



Unit/Intv MF	Select "U" if Maestro should create a new Maintenance Fee folio per Unit or Select "I" if Maestro should create a new Maintenance Fee folio per Interval.
Late Interest	Select "Y" if Late Fees will be charged, Select "N" if not
Allocate Charges	Select "Y" If using Late interest fees, and charges should be allocated Select "N" if not
Allocate Settlements	Select "Y" If using Late interest fees, and settlements should be allocated Select "N" if not
1099 Sett. Incl. Record Type	Enter the posting code here that should be included in 1099 forms
1099 Report Commissions Only	Select "Y" to report only commissions on 1099 forms, Select "N" to report income and commissions.
1099 Blank TIN Type	This indicator is able to differentiate between Company and Individual client Profiles. This information can then be communicated to the IRS in the form of an electronic 1099 Select "Y" to show blank TIN types on the 1099 Select "N" to exclude
Commission Delay Flag	 <p>If the property does not pay out commission till the room has been paid or till the guest has checked out</p>
EFT Pay, Collect, Both	 <p>At the time of this report only Canadian properties with the correct bank can collect from owners. May 2020</p>