



Owner Maintenance Setup

Grouping & Calendar setup

Quick Reference Guide

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Overview

This document outlines the Owner Maintenance Module for Maestro. Functions in this module include; creating groupings, calendars, installment and intervals, for billing and invoicing property owners. 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.

All room types and rooms must be created in Global first so that they may added to the groupings

The Grouping Unit Types is the ground work for all Maestro Maintenance Fees and/or charges such as electricity, cable, internet, monthly carrying fees, etc., that are charged to an owner on a scheduled basis.

The reader should be familiar with the following Maestro Functions

- Accounts Receivable
- Creating profiles
- Room types
- Global Maintenance

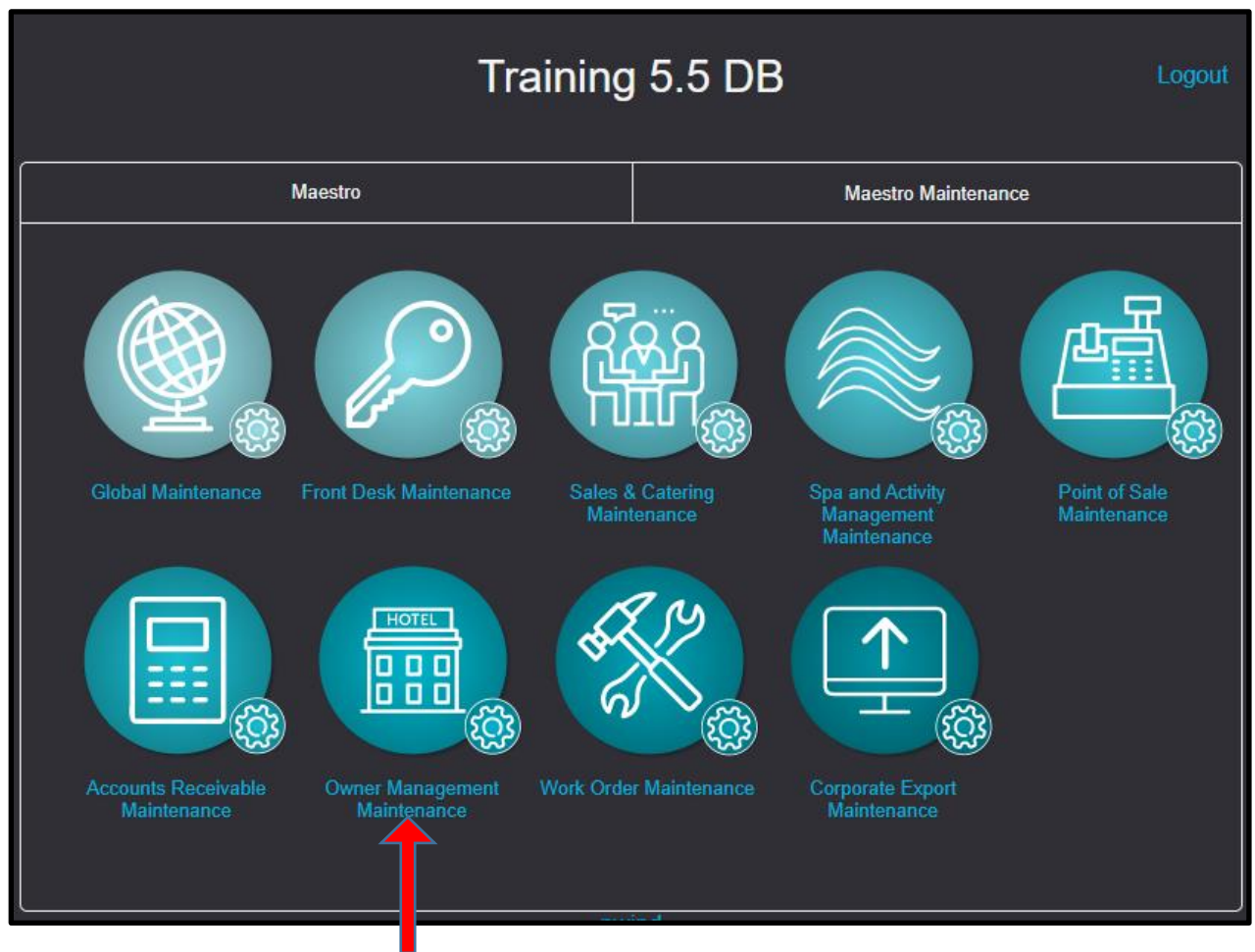
I Grouping Unit Types

II Create a new Grouping Unit Type

From the Maestro home page | Select the **Maestro Maintenance** tab



Then Select Owner Management Maintenance





Owner Management Maintenance Menu | Select Codes | Select Grouping Unit Type Maintenance



I.2 Create Unit Grouping Type

To create a new grouping **Create (F6)** enter a maximum of 4 characters in the "UnitType" field and up to 30 characters for the Description

Note: By default, the on-screen display is based on the property the user has logged into. If a different property is needed Select the window drop down select **Property** | select the property required.

Groupings are created so each type may have a different set of Maintenance Fees linked to them
Tactics to Grouping property units include:

- the unit types
- the size of the unit
- the location of the unit
- the usage of the unit (an owner can live in their unit or put it in a rental pool)
- or a combination of any of the above

****A Permanent Client (Perm Cln) number is not required for groupings unless they are "floating".**

Note: A floating unit is a room or unit type that typically is owned by the week. (timeshare or fractional)
Example; an owner owns a king unit but not a specific Unit Number, reservations made for that owner king, could be in a different room or section of the hotel. If there are charges or fees associated, they will be added together with all the owners from the same set of floating units then distributed based on the configuration set up. The permanent client is where Maestro collects the data does the math and redistributes the revenue or expense if needed.

A permanent client is created in Accounts Receivable then an Owner Profile is created in the Owner Module although this profile does not need to have any units linked to it.

Grouping Unit Type Maintenance [nwind] - Maestro Hotel an Training 5.5 DB

Home End Page Up Prev Row Next Row Page Down Rep

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8)

File Record Window Help

UnitType	Description	Perm Cln
DLX	Deluxe	
FLT	Floating Units by Type	38379
FLTB	Floating King Units	38378
PRIM	Prime Suite	
STD	Standard	
STE	Suites	

I.3 Adding rooms to a Grouping

After creating the Grouping Unit Type, the room types and/or room numbers must be added; **Drill Down (F5)** on the Unit Type | **Create (F6)** a new line | type in or **Lookup (F8)** the appropriate Building | type in or **Lookup (F8)** the Room Type | Type in or **Lookup (F8)** the room Number;

- If All rooms in a specific room type are in that grouping, the room number is NOT required.
- If even one of the rooms in a room type is not in the same grouping then every room that is in the grouping must be added separately.

Grouping Units [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row P

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Unit Group Type PRIM

Line Number	Building	Room Typ	Room No	RelWth	MntCstUA
10	QL	SUITE2			
20	QL	SUITE3	PENTH		
30					

A unit may only belong to one grouping; however, a unit may be removed from one grouping and added to another.

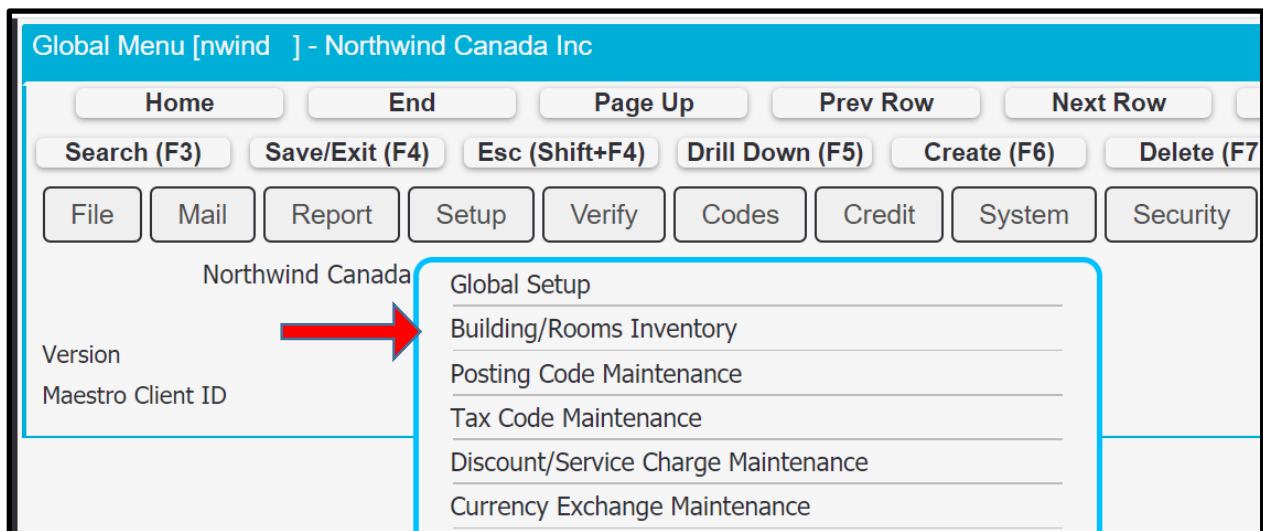
Field	Action / Purpose of Field
Line Num	Create (F6) a new line
Building	Look up (F8) in the Building Field or Type it in,
Room Type	Look (F8) up in the Room Type or type it in. (groupings may include more than one room type)
Room Number	If all rooms in the room type are in the Room Grouping it is not necessary to enter any room number, however if even one room is not in the grouping all rooms in the type must be entered in the grouping
RelWth	For Future Use
MntCstUA	Maintenance Cost by Unit Area, Type the amount that you want to charge per the area based on the units' area entered in Global. If the area of a room is 800 sq Feet (value) and the MntCstUA is 1.00 then the charge will be \$800.

I.4 Owner Maintenance Fees Based on Area of the unit "MntCstUA"

When Maintenance fees are charged by the area per unit (Square Feet, Metres or Merit), the area per unit setup, is done in Global Maintenance.

I.4.1 To setup or review existing Area per Unit

Begin on the **Global Maintenance** Main Screen | Select the **Setup** menu | Select **Building/Rooms Inventory** | Page Down to the correct Building





Select **Window** Menu | Select **Room Number Maintenance** to display the following screen.

Building/Rooms Inventory [nwind] - Northwind Canada Inc

Home End Page Up Prev Row Ne

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Contents Help

Building

Site ID

Description

Property/Hotel

Address 1

Address 2

Zip/Postal Code

Lookup F8

Building Wing Maintenance

Room Type Maintenance

Room Number Maintenance

Building Text Maintenance

Suite Type Maintenance

Suite Maintenance

Time Share Rooms

Under the heading, “Area” type in the Value to be used to calculate the Owner Maintenance Fee

Room Number Maintenance [nwind] - Northwind Canada Inc

Home End Page Up Prev Row Next Row Pag

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Building 23

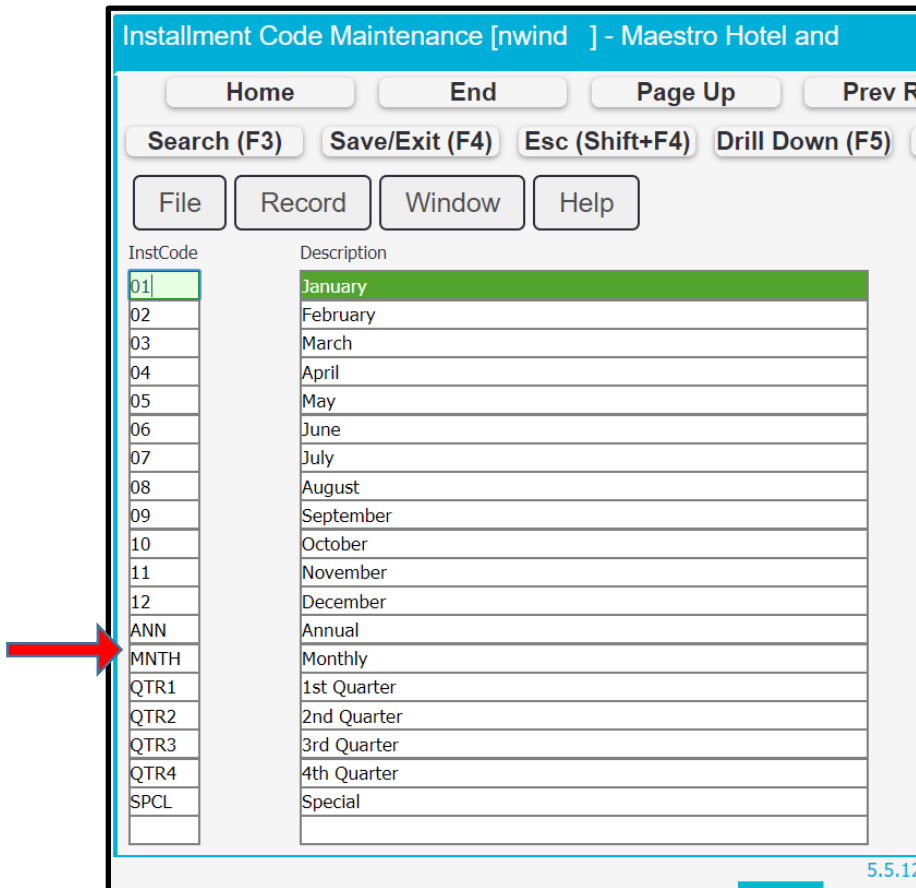
Room	Type	Asgn	Asgn Value	Floor	Wing	Area	Unit Type	Beds	Units	Bedding	Grade
01	1BDC	159	51	1							
02	2BDC	160	52	1							
03	1BDA	161	53	1							
04	1BDB	162	54	1							
05	2BDB	163	55	1							
06	2BDC	164	56	1							
10	1BDB	165	57	2							
11	2BDA	166	58	2							
12	1BDC	167	59	2							
14	2BDA	168	60	2							
15	1BDA	169	61	2							
16	2BDB	170	62	2							

2 Installment, Intervals Codes and Calendars,

2.1 Installment Codes

Installment codes are used to setup Maestro Maintenance fees that are charged on a monthly, quarterly or any cyclical time period required.

Begin on the **Owner Management Maintenance Main Screen** | Select the **Codes** menu | Select **Installment Code Maintenance** to display the following screen.



InstCode	Description
01	January
02	February
03	March
04	April
05	May
06	June
07	July
08	August
09	September
10	October
11	November
12	December
ANN	Annual
MNTH	Monthly
QTR1	1st Quarter
QTR2	2nd Quarter
QTR3	3rd Quarter
QTR4	4th Quarter
SPCL	Special

A new installment can be created by **creating (F6)** to generate a new line | enter a maximum of 4 characters in the **InstCode** field | up to 30 characters in the **Description** Field

Establishments can have different installment strategies per property or per unit grouping and can be processed monthly, quarterly, and annual or any cycle required to post recurring charges such as ownership dues, television, internet and/or utilities etc.

The code Month may be used as opposed to each individual month; if fees are the same each month of the year, this will make creating and sustaining the Maintenance Fees much simpler.

It is important to note that even if no maintenance fees are being charged, at least one default code must be created for the mandatory field on the owner unit screen

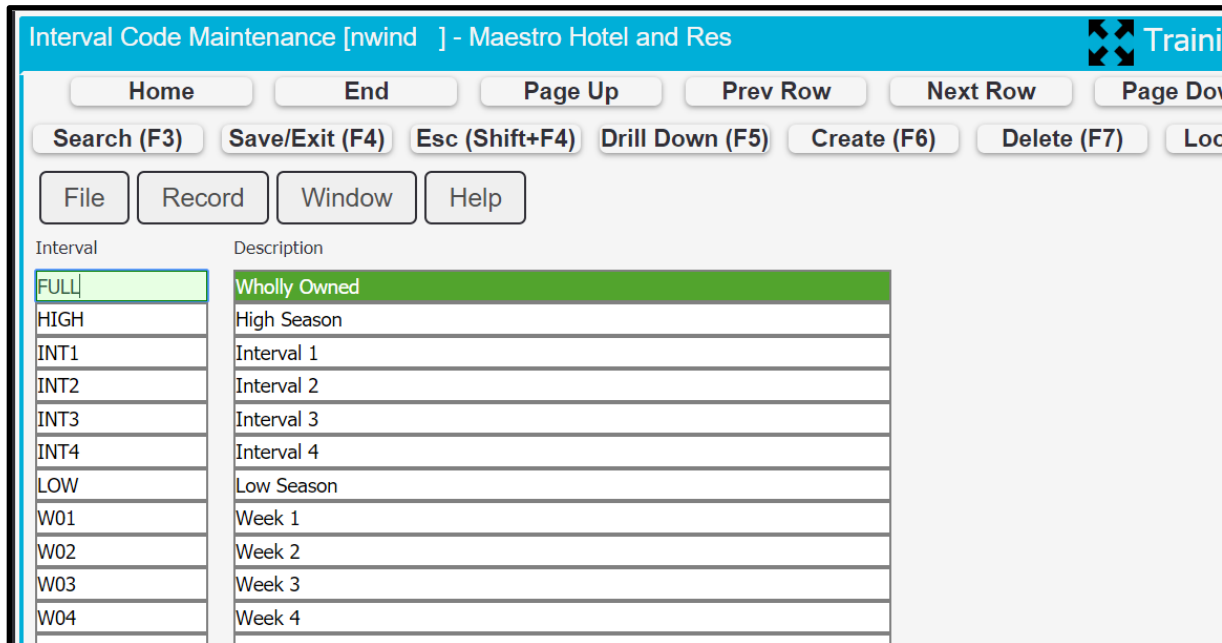
2.2 Interval Codes

Interval codes are attached to owner units, indicating when ownership applies; this could be weekly, monthly, quarterly or years as in a wholly owned condo ownership.

Interval Codes are created prior to, and are needed for the Calendar Type Maintenance setup.

2.2.1 Creating Interval codes

To create or review existing Interval codes: Begin on the **Owner Management Maintenance** Main Screen | Select the **Codes** menu | Select **Interval Code Maintenance** to display the following screen.



Interval	Description
FULL	Wholly Owned
HIGH	High Season
INT1	Interval 1
INT2	Interval 2
INT3	Interval 3
INT4	Interval 4
LOW	Low Season
W01	Week 1
W02	Week 2
W03	Week 3
W04	Week 4

As each property using Maestro's Owner module may have unique interval strategies. The property can be changed by selecting the window menu and selecting "Property".

A new interval code can be produced by **Creating (F6)** to generate a new line | enter a maximum of 4 characters in the "Interval" field | up to 30 characters for the Description

Establishments can have different interval strategies per property, per unit grouping and may start on different days of the week and be of varying lengths of time, depending on the ownership specifications.

It is important to note that every unit is owned for a period of time; Intervals can be weeks, months, seasons, fractional, or "Full" the term typically used by Maestro to indicate the unit is wholly owned by a condo owner

The sample above is portion of timeshare, fractional and wholly owned interval codes.

After creating an Interval Code, it is added to the "Timeshare Type Maintenance" this will pre-populate fields when linking units to an Owner Profile

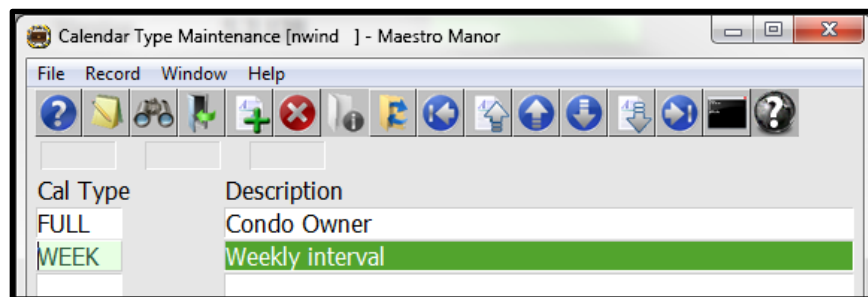
2.3 Calendar Type Maintenance

Calendar Types indicate a period of time(s) that a unit is owned by a specific owner

After creating a Calendar Type, it is added to the “Timeshare Type Maintenance” so it will pre populate fields when linking units to an Owner Profile.

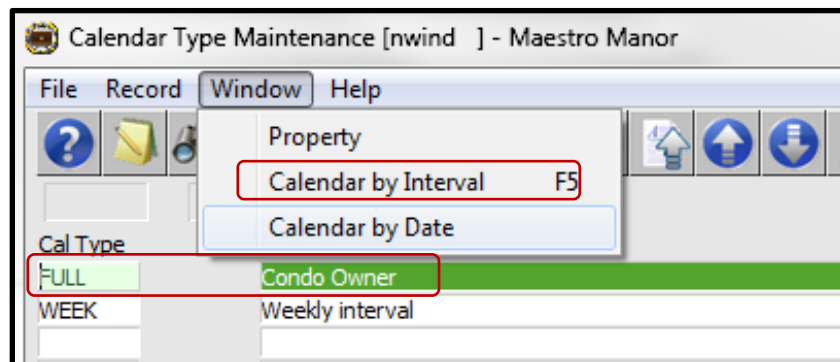
2.3.1 Creating a Calendar Type

To create a new Calendar Type, begin on the **Owner Management Maintenance** Main Screen | Select the **Codes** menu | Select **Calendar Type** to display the following screen.

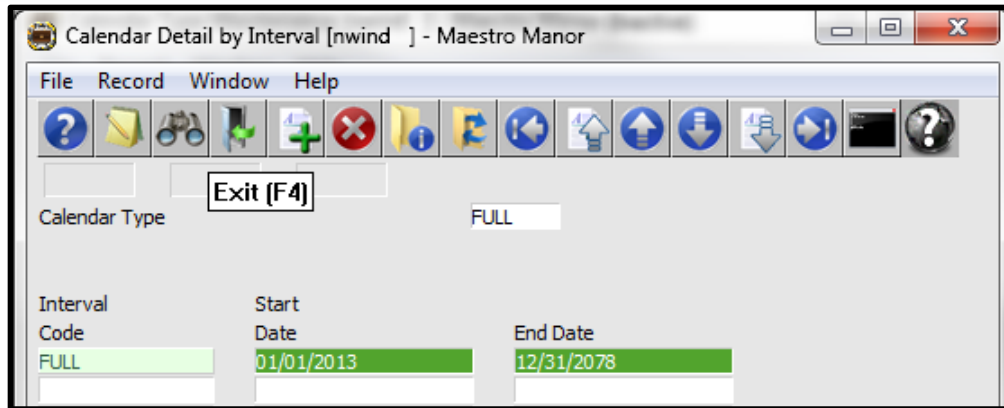


2.3.2 Creating the dates within the Calendar Type for Calendar by Interval

Once the Calendar Type has been made | Select the **Window** menu | Select either the **Calendar by Interval**



With a “Full “whole owner, it may be easier to use Calendar Detail by Interval.

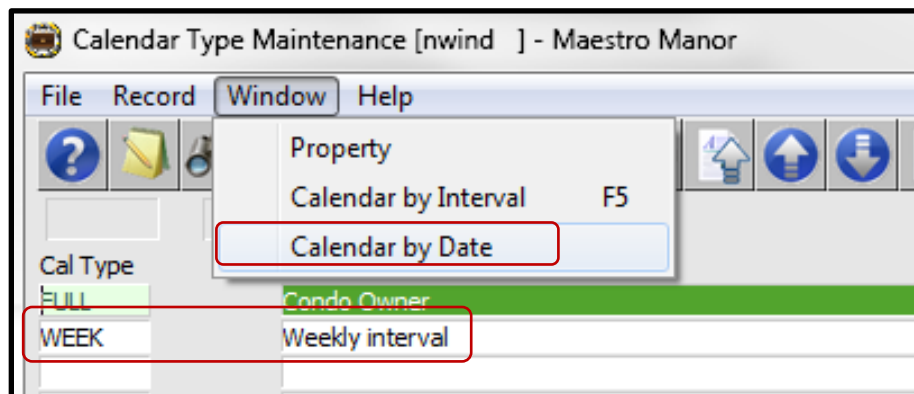


The Interval code Full for Condo Whole Ownership has the start date of the date the property goes live with Maestro and can end well into the future, the date shown 12/31/2078, is the latest date Maestro can use as of the date of this QRG.

2.3.3 Creating the dates within the Calendar Type for Calendar by Date

Once the **Calendar Type** has been made | Select the **Window** menu | Select the **Calendar by Date**

For weekly intervals it may be easier to use Calendar by Date. Both can be used for all calendar types



When creating the calendar for a weekly interval it may be easier to use calendar detail by Date, if dates of each week into the future are known,

Start by entering the first date the end date | The interval code | The next Start and End date will prepopulate | Then type in the next Interval Code

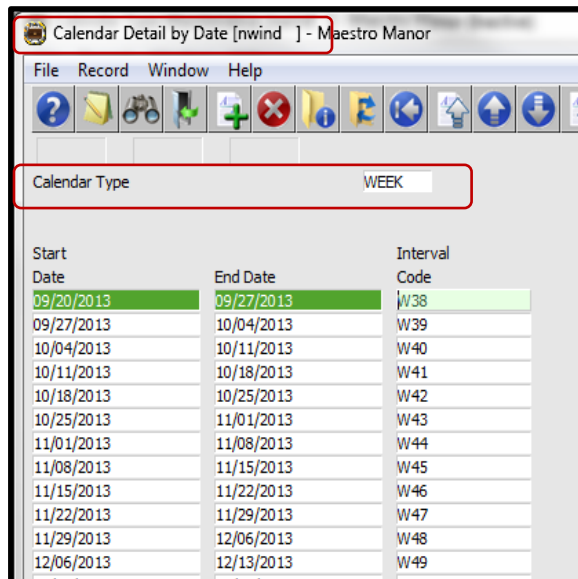
Sample 1, below is a portion of the end of 2013, showing Friday weeks 38 through 49 (W38 – W49) on a Calendar Detail by Date.

Sample 2, below is a portion of the end of 2014, showing Sunday weeks 38 through 49 (W38 – W49) on a Calendar Detail by Interval

Note: If the property has weeks starting on Friday, Saturday and Sunday a of minimum 3 calendars will need to be created, if the property has annual and biennial (every two years) 6 calendars will need to be created.

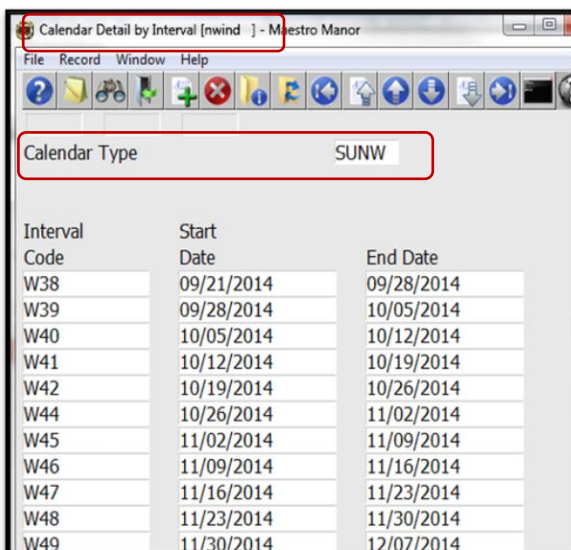
Because the dates of each start of the week will be different each year these calendars are built for many years in advance so that reservations for the owned weeks can be “Batched Processed” well into the future.

Sample 1:



Start Date	End Date	Interval Code
09/20/2013	09/27/2013	W38
09/27/2013	10/04/2013	W39
10/04/2013	10/11/2013	W40
10/11/2013	10/18/2013	W41
10/18/2013	10/25/2013	W42
10/25/2013	11/01/2013	W43
11/01/2013	11/08/2013	W44
11/08/2013	11/15/2013	W45
11/15/2013	11/22/2013	W46
11/22/2013	11/29/2013	W47
11/29/2013	12/06/2013	W48
12/06/2013	12/13/2013	W49

Sample 2:



Interval Code	Start Date	End Date
W38	09/21/2014	09/28/2014
W39	09/28/2014	10/05/2014
W40	10/05/2014	10/12/2014
W41	10/12/2014	10/19/2014
W42	10/19/2014	10/26/2014
W44	10/26/2014	11/02/2014
W45	11/02/2014	11/09/2014
W46	11/09/2014	11/16/2014
W47	11/16/2014	11/23/2014
W48	11/23/2014	11/30/2014
W49	11/30/2014	12/07/2014