

Service Charge Fees

Quick Reference Guide

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Introduction

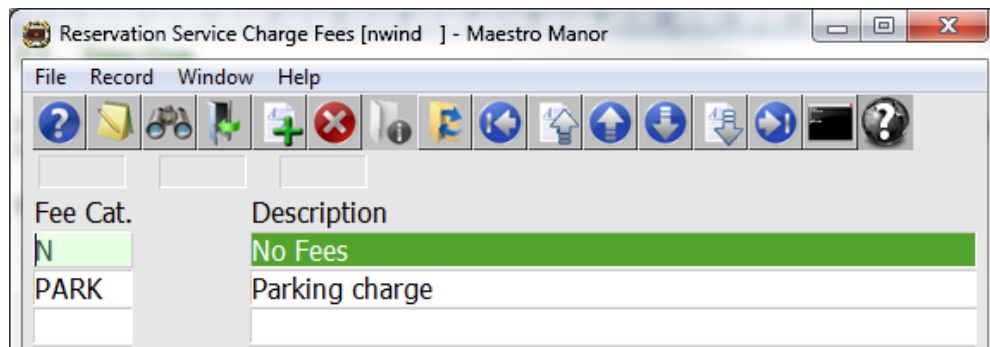
This Quick Reference Guide will guide the user through the process creating and using Service Charge Fees in the owner Maintenance module

Reservation service charge fees can be set up to apply a flat rate charge to homeowners based on the occurrence of a reservation.

Creating a new Service Charge Fees

To create a new Service Charge Fee:

- ➔ Begin on the Owner Management Maintenance Main Screen,
- ➔ Select the Setup menu,
- ➔ Select Reservation Service Charge Fees to display the following screen.

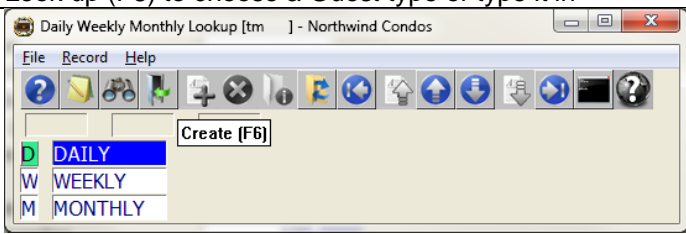


By default the on screen display is based on the property the user has logged into. As each property using Maestro's Owner module may have unique Reservation Service Charge Fees. The property can be changed by selecting the window menu and selecting "Property".

Once the property has been selected, a new Reservation Service Charge Fee can be created by creating (F6) to generate a new line, Enter a maximum of 4 characters in the "MtceFee" field and up to 30 characters for the Description

When the Service Charge Fees exists highlight the line, drill down (F5) to display the following screen.

Fill in the fields based on the information below

Field Name	Explanation
Fee Category	This field will default to what was entered on the previous screen in the fee category field
Rate Type	Look up (F8) to choose a Rate type or type it in
Guest Type	Look up (F8) to choose a Guest type or type it in
Len of Stay Flag	
LOS Units	Enter the length of stay this service charge fee applies to
Direct Amount	If "Daily" is chosen from above then enter in this field the reservation night number that the fee will begin.
Travel Agent Amount	Enter an amount to charge the homeowner.
Tour Operator Amount	Enter an amount to charge the homeowner when the reservation has a travel agent attached to it.
Tour Operator Amount	Enter an amount to charge the homeowner when the reservation has been booked via a tour operator.
GDS Amount	Enter an amount to charge the homeowner when the reservation has been booked via a GDS system.
Post as Code	Which posting code should represent the Fee
Net/gross	Is the charge a net or gross amount (meaning is the applied before or after the commission split)enter "N" for Net "G" for Gross

There is a hierarchy in the system that dictates which field: Rate Type, Guest Type, LOS Flag, LOS Units will be used to process the commission.

This means when looking for Service Charge Fees setup records, to use for commission revenue and charging the owner for the Service Charge Fees the system will:

- a) See if there is a set of records where the Rate Type matches the guest reservation. If so, it will use these records to determine the Service Charge Fees. If there is no matching Rate Type then it will:
- b) See if there is a set of records where the Guest Type matches the guest reservation. If so, it will use these records to determine Service Charge Fees. If there is no matching Guest Type then it will:
- c) Use the set of records where the LOS Flag and Units match the reservation. The LOS in the setup records must be equal to or less than the length of stay of the reservation.

An example may include: if a guest stays 30 days or more there will be a parking fee imposed, and may be based on where the reservation was made.