

# Reservation Service Charges

## Quick Reference Guide

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### Introduction

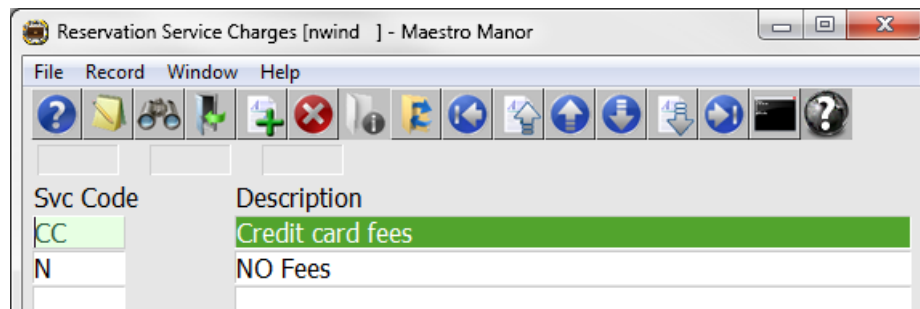
This Quick Reference Guide will guide the user through the process creating and using Reservation Service Charges in the owner Maintenance module

Reservation service charges can be used for distributing charges to the homeowner, such as credit card processing fees.

### Creating new Reservation Service Charges

To create a new Maintenance Fee:

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

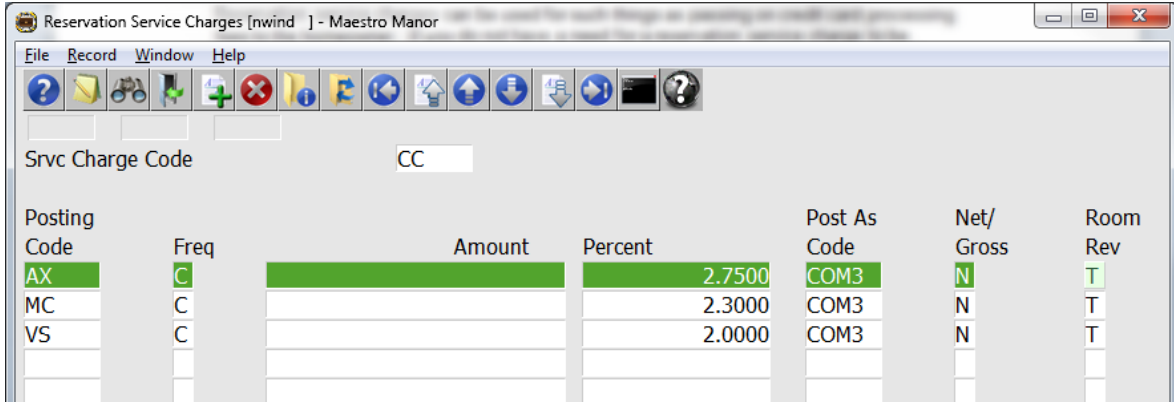


By default the on screen display is based on the property the user has logged into. As each property using Maestro's Owner module may have unique service charge requirements. The property can be changed by selecting the window menu and selecting "Property".

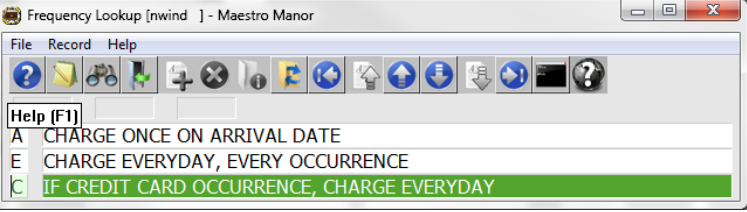
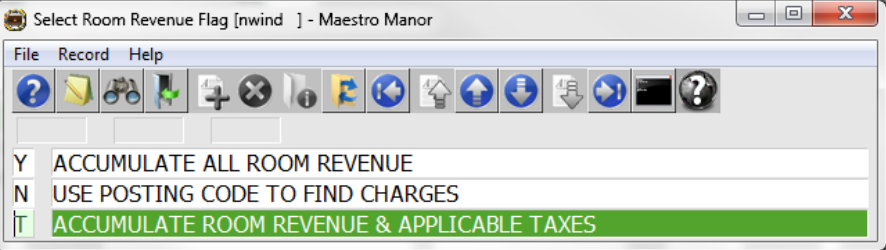
Once the property has been selected, a new Reservation Service Charge can be created by creating (F6) to generate a new line, enter a maximum of 4 characters in the "Svc Code" field and up to 30 characters for the Description

It is important to note that the description field in this program is for information only and does not print on the Owner Statement.

Once the Reservation Service Charge has been made, a blank screen will automatically display. This screen allows the user to setup the amount or percentage of indicated posting codes that will be distributed to the homeowners.



Fill in the fields using the explanation below

Field Name	Explanation
Posting Code	Select (F8) to lookup the posting codes
Frequency	 <p>Enter the frequency which this service charge should occur</p>
Amount	Enter the amount to charge or leave blank to use percentage in the next field
Percentage	Enter a percentage of the posting code to charge to the homeowner when the posting code occurs on a guest folio. If using flat amounts leave this field blank
Post As Code	Enter the posting code to be displayed on the homeowner statement when applying this charge. The description of this posting code may appear on the Owner Statement
Net/Gross	Should the amount charged to the homeowner to be based on the net amount of the posting or on the gross amount of the posting? Select "N" for Net and "G" for gross
Room Revenue	 <p>Choose the appropriate code, use "N" when using a non-room posting codes</p>

If the property does not have a need for a reservation service charge, at least one service code must be created; "NONE" is a standard. This is a mandatory field in owner management when linking a unit to an owner.