Owner Maintenance Setup Reservation Service Charge/Service Charge Fees
Quick Reference Guide

Contents

Overview

This document outlines the Owner Maintenance Module with attention to; Reservation Service Charges which can be used for distributing charges to the homeowner, such as credit card processing fees and Reservation Service Charge Fees which can be set up to apply a <u>flat rate charge</u> to homeowners based on the occurrence of a posting code used on a reservation.

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.
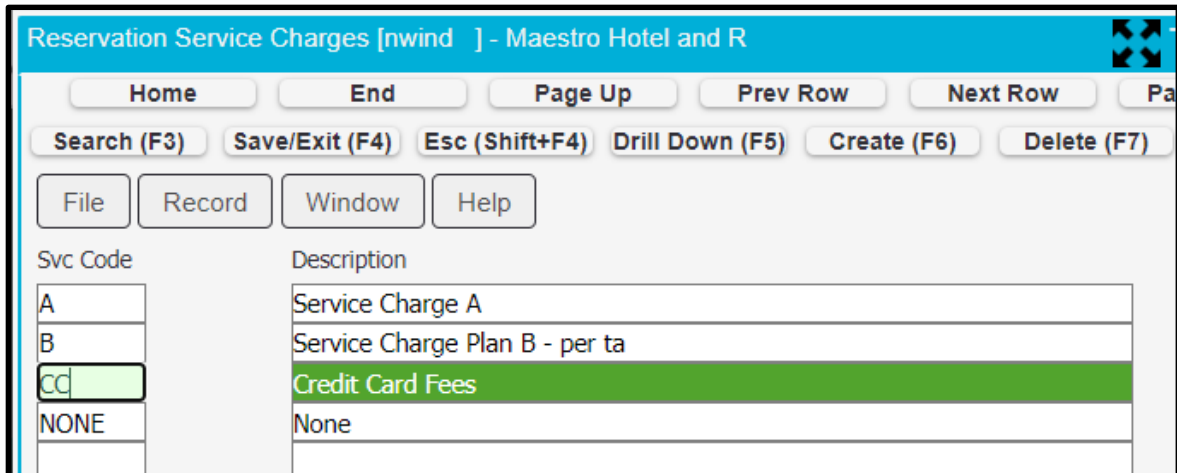
The reader should be familiar with the following Maestro Functions

- Creating profiles
- Rate types
- Global Maintenance

1   Creating new Reservation Service Charges

Reservation Service Charges which can be used for distributing charges to the homeowner, such as credit card processing fees
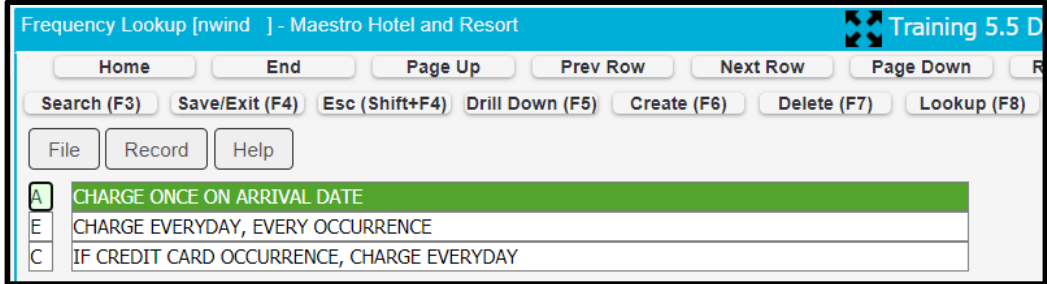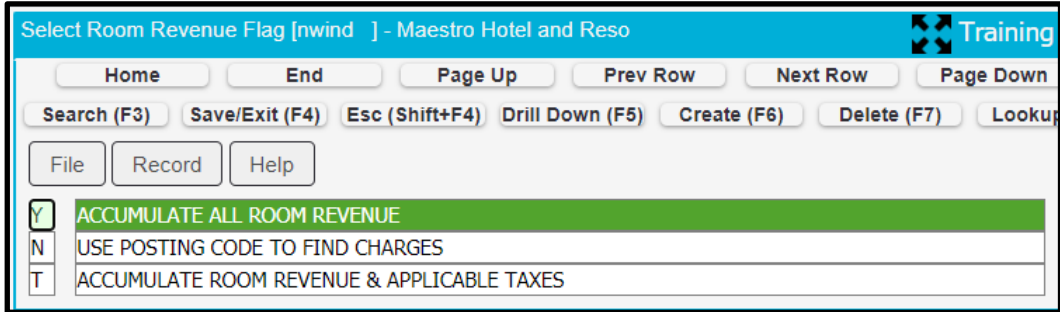
To create a new Maintenance Fee | Begin on the **Owner Management Maintenance** Main Screen | Select the **Setup** menu | Select **Reservation Service Charges** to display the following screen.

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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 then 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 | 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 | **Drill Down (F5)** to display the screen below.
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	Action or Purpose of Field
Posting Code	Select (F8) to lookup the posting codes
Frequency	 Lookup (F8) Enter the frequency which this service charge should occur
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 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	 Choose the appropriate code, use "N" when using a non-room posting codes

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

I.I   Owner Commission Service Charges Cross Reference Table

The table below will guide the user in selecting the correct flags; with respect to **Posting Code** and is it a credit card, **Frequency** and **Room Revenue**
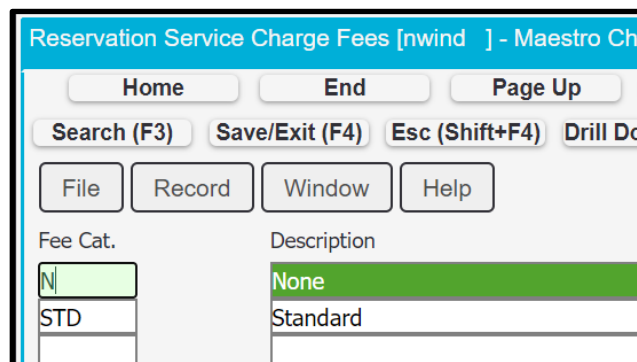
Freq	Room Rev	Is Posting code CC	Description of what posting will take place
E	Y/T	Y	Settle by in res must match posting code. If not, no posting takes place. If so, post $ or % based on room revenue (Total + taxes).
A	Y/T	Y	On arrival day only, settle by in res must match posting code. If not, no posting takes place. If so, post $ or % based on room revenue (Total + taxes).
C	Y/T	Y	Settle by is ignored. Use largest c/c posting on guest folio. If this posting code matches then post $ or % according to room revenue (Total + taxes).
E	N	Y	If posting code on guest folio matches, then post $ or % based on posting amount.
A	N	Y	On arrival day only, if posting code on guest folio matches, then post $ or % based on posting amount.
C	N	Y	If posting code on guest folio matches, then post $ or % based on posting amount.
E	Y/T	N	If posting code on guest folio matches, then post $ or % based on room revenue amount (Total + taxes), on every occurrence of posting code.
A	Y/T	N	On arrival day only, if posting code on guest folio matches, then post $ or % based on room revenue (Total + taxes).
C	Y/T	N	If posting code on guest folio matches, then post $ or % based on room revenue amount (Total + taxes).
E	N	N	If posting code on guest folio matches, then post $ or % based on posting amount, on every occurrence of posting code.
A	N	N	On arrival day only, if posting code on guest folio matches, then post $ or % based on posting amount, on every occurrence of posting code.
C	N	N	If posting code on guest folio matches, then post $ or % based on posting amount, on every occurrence of posting code.

2 Creating a new Service Charge Fees

Reservation Service Charge Fees which can be set up to apply a flat rate charge to homeowners based on the occurrence of a posting code used on a reservation.

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 service charge requirements. The property can be changed by selecting the window menu then 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 "Fee Cat." field | 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 property has been selected, a new **Reservation Service Charge Fee** can be created by creating (F6) to generate a new line | When the **Reservation 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	Action / Purpose of Field
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	 Enter the length of stay this service charge fee applies to

LOS Units	If "Daily" is chosen from above then enter in this field the reservation night number that the fee will begin.
Direct Amount	Enter an amount to charge the homeowner when a reservation is made Directly with the hotel
Travel Agent 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 <u>Rate Type</u> 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 <u>Guest Type</u> 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 <u>LOS Flag</u> and Units match the reservation. The LOS in the setup records must be equal to or less then the length of stay of the reservation.

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

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.

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