



Owner Statement Quick Reference Guide

Published Date: November 15

Introduction

The purpose of this Quick Reference Guide is to indicate the areas in Owner Management that have an impact on the way the Owner Statement is generated. It assumes the reader is familiar with the following areas:

- The Maestro user Interface
- Setting up third party reports (Crystal)/ defaults
- Reservation Commission
- Reservation Service Charges
- Reservation Service Charge Fees
- Owner Types
- Floating Units
- Processing Past Commissions

Dependent on the property's configuration in certain areas the Owner Statement information will be presented differently. In the following sections this guide will review the Set-up/ configuration in Owner Management Maintenance that will impact how the statement is displayed as well as how it will display when the statement is run in Owner Management.

Set-up & Configuration

The description of charges & payments displayed on the Owner Statement is based on the description of the Posting Codes created in Global Maintenance. How these codes are applied in Owner Management Maintenance also impacts how the statement will be generated.

Owner Management - Global Set-up

Set-up | Global Set-up

System Option	Explanation & Impact on Owner Statement
Def. Stmt Form	The Maestro Owner Statement form to be used if a Crystal Owner Statement is not being used
WK Order Post Cd	The posting code used by Maestro Work Order when a Work Order is closed & the Owner of the unit is charged. Note the description of this posting code is determined within Global Maintenance
Floating Units	<p>If set to a Y Maestro will pool the total revenue earned by all the Owners that own a particular Grouping Unit Type. The Owner's Statement will have a single entry crediting them with their share of the revenue. The detail of where the commission originated, any management fees or commission splits will remain on the permanent owner profile where Maestro performs the initial calculation.</p> <p>If set to 'N' all the commission generated will be for the unit indicated on the Unit Detail Screen less any management fees, commission splits etc. The Statement will therefore display this detail.</p>
Crystal Own Stmt	If set to a 'Y' Maestro will generate the crystal owner statement and not the Maestro form
Remit Post Code	This posting code is used by the check production program. It is suppressed from being displayed in the main detail section of the owner Statement. At the bottom of the Owner Statement a total value is displayed.
Aging	Age by print should be selected if the details on the statement are to match the total amount due to the owner. If set to a 'E' it will not match

Reservation Commissions

Set-up | Reservation Commission

This screen displays the different commission splits at your property and can be configured in multiple ways.

This screen will allow Maestro to gather the commission due – known as gross, and, to deduct the Management Fee or the property's share of the commission. Depending on the property's requirements multiple sets can be created based on length of stay, what revenue is commissionable and if management fees need to be detailed out on the Statement. Further, the revenue amount credited to the owner or the management fee deducted can vary based on reservation source – i.e. Direct (made in Maestro); By a Travel Agent, Tour operator or GDS. The amount deducted can be either a percentage or flat amount.



Based on the number of separate commission splits and how each is configured the Owner's Statement will subsequently reflect all layers of each split on a reservation by reservation basis.

Reservation Service Charge Fees

If a flat amount is to be charged either before (Gross) or after (Net of) the commission split this displays on the Owner statement either before the management fee or after the management fee.

Reservation Service Charge

This allows for a service charge to be levied to the owner when certain posting codes are used on the guest reservation. The fee charged can either be an amount or percentage and calculated based on Room revenue only, Room & tax or based on usage of a particular posting code. The Charge can then be deducted before or after the commission split hence affecting what is displayed on the owner statement.

Third party Reports Defaults

If a crystal report is required (and indicated in Global Set-up) then the report id must be entered otherwise Maestro will not generate the statement.

Running the Statement

When running the statement in Owner Management the user can select certain options which will have an additional impact on the Owner Statement.

Item	Detail
Client Code	Run the statement for just 1 Owner
Owner Type	Runs statements for multiple owners of a certain type
Account name to print from & to	Show statements for an alphabetical range of owners e.g. from Smith to Robertson
Minimum Amount to print from & maximum amount to print	Show statements that have a balance between a numerical range e.g. 500 – 1000
Statement report format	Display the Maestro statement – 1 format has the aging at the bottom; the other does not. Also used by ResEze/ResWave if making this statement available for Owners to view online
Suppress '0' Balances	Do not include folios for an owner if they net to zero (i.e. the sum of all charges & payments is zero).