

Voucher Setup and Configurations

Quick Reference Guide

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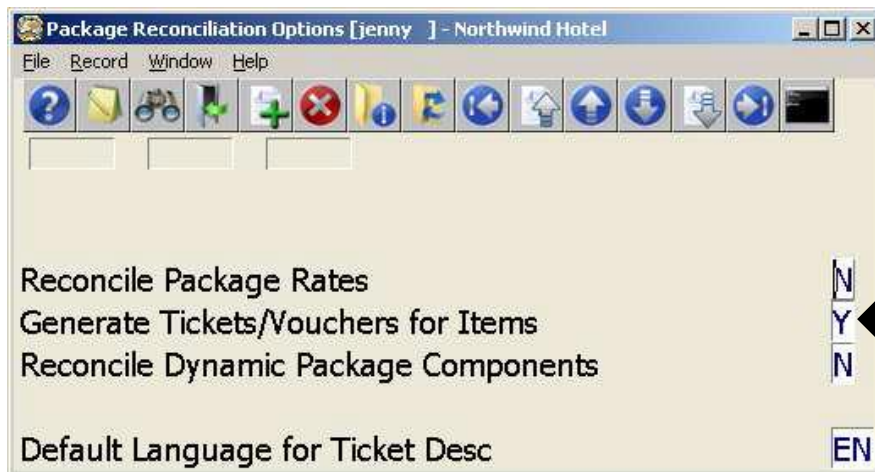
Introduction

This Quick Reference Guide will help explain the procedures to setting up Vouchers. The vouchers are based completely on the rate type and must be assigned to an individual guest and cannot be assigned to a group reservation. Once the setup is completed the user has the options to print individual vouchers or as a batch.

Setup

In order to use the voucher feature within Maestro the user must first turn on the flag, to do so go into Front

Desk Maintenance > Rates > Package Reconciliation Setup > Select the **Setup** button > Put a "Y" in the Generate Tickets/Vouchers for Items field.





Once the system flag is turned on in the *Rate Type* screen the “Package Tickets” fields is now populated.

Rate Types [jenny] - Northwind Hotel & Conf Center

File Record Window Valid Yield Text Help

Rate Category: ROOM
 Rate Type: BED Desc.
 From Date: 10/04/2010
 To Date: 12/31/2010
 Number Of Days: 89

Days Min/Max: 1 999
 Minimum Amount:
 Maximum Amount:
 Package Srce Cd:
 Service Category:
 Service Package:
 Currency Code:
 Rate By Person:
 Suppress Rate: N
 Pay Commission: Y
 Days Commission:
 Source Business:
 SubSource Bus:
 Meal Plan:
 Billing Controls:
 Billing Frequency: D
 Breakdown Frequency: N
 N/A Package Breakdown: Y
 Resort Fees: N
 Package Tickets: Y

Once the user *F5/Drilldown's* into the “Package Tickets” field, Maestro will display all the components for that rate type. This information is pulled from the setup of the “Night Audit Package Breakdown” or from the **Package Rates** screen.

Package Reconciliation Setup Header [jenny] - Northwind H

File Record Window Help

Rate Category: ROOM
 Rate Type: BED
 From Date: 10/04/2010

Line	Description	R	P	S	OC	Dys	S	Qty	W	C	1	2	3	4	6	7	- Person Cat-						
																	A	X	C	Y	I	S	O
10	Breakfast/Brunch PKG	N	Y	P	AL	D		1	W	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Booking_Source: RT Posting Category: P Code/Center: BKFT





Configuration

When the user *F5/Drilldown's* into the component, the user must verify that the following fields are completed. Majority of the fields should be populated on the left hand side.

Field Name	Explanation
Rate Category	The rate category field will automatically populate based on the rate type.
Rate Type	This field will automatically populate based on the rate type.
From Date	This field will automatically populate based on the rate type.
Booking Source	<i>F8/Lookup</i> to view the options, select RT – Rate Items, CF – Facilities used for future development.
Pickup Category	This field is used for Package Reconciliation. There are three options: <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <input type="checkbox"/> POSTING CODE <input type="checkbox"/> RECORD TYPE/ REVENUE TYPE <input type="checkbox"/> PROFIT CENTER </div>
Pickup Post Category	This field works in conjunction with the Pickup Category. If you have chosen “P” in the previous field, then <i>F8/Lookup</i> will allow users to choose a posting code. The description appears in the Description field on the right; this Description field can be keyed over.
Offset Code	There are 5 options for the Offset Code. This field will dictate how many times during the guest’s stay the privileges will occur.

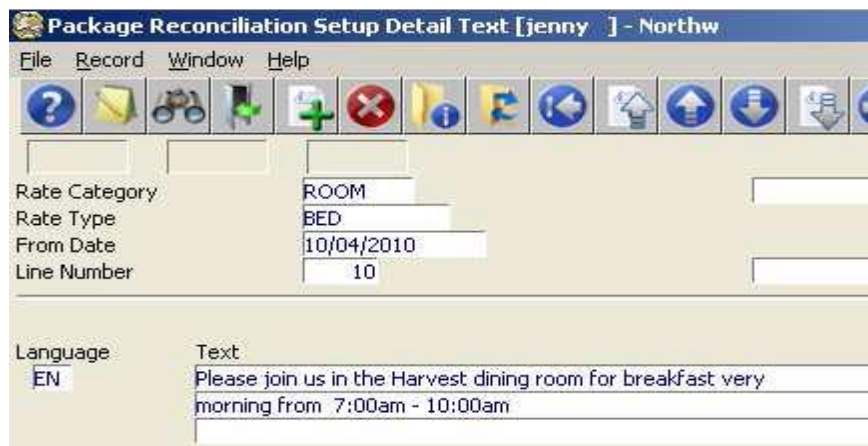
	<p>The first three options are for the number of days following the room night. If the user is programming breakfast voucher and wants one for each morning following a room night, choose “AL” with an offset day of 1. If user wants dinner for each evening of the stay, choose “AL”, but with an offset of 0 as the dates will need to correspond with the dates of stay.</p>
Days	This field works in conjunction with the Offset Code.
Per Person/Res	This field is based on a Per Person or Per Reservation when allocating the privileges.
Quantity	This field presents how many vouchers to print based on the per person or reservation field.
Valid Date/Stay	There are two options for this field; Date of Voucher refers to the date as programmed from the Offset Code and Days field. Length of Syau refers to when the guest wants to use the privileges during the stay.
Print Voucher	If the user requires printing vouchers for the rate type, then the field should be filled in with a “Y”.
Days of Stay	There are two ways to setup the Days of Stay <ul style="list-style-type: none"> a) Weekdays – refers to when the privileges are offered during the week. b) Cycle Days – refers to the relative day of the guest stay when the privileges are offered.
Person Category	This field represents which person category to print voucher for.

To customize the crystal voucher form the users may personalize it by adding text.

Within the Rate Privileges/Voucher Detail screen go to the Window drop down menu > Add Text

The user must fill in the Language field by pressing F8 to look for the options. The Language field is for reference only and will not print any voucher s based on the language selected.

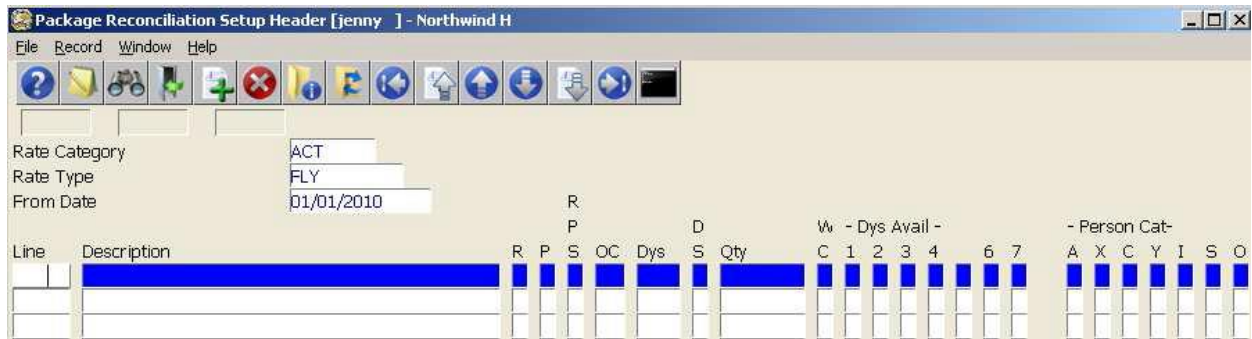
Once the Language is populated the user may enter the text. This will then display on the voucher.



Vouchers can also be printed for 3rd party activities, if vouchers are required to be setup for 3rd party activities go to the Activities Rates Setup screen. Front Desk Maintenance > Rates > Activities Rates Setup Search for the Rate Type that requires vouchers by paging up or down. Once the rate type is located there is a Package Tickets field F5 drill down to setup the voucher.



Once you drill down to the Package Tickets field the user will need to F6 to create the line item, from there drill down to the Rate Privileges/Voucher detail screen to setup the voucher.



Important Note:

If the user makes any modifications to a previously existing rate type, any future reservations that booked on this rate type will not have the proper privileges populated.

In order to generate the privileges on the updated rate type, go to: **Front Desk Maintenance > Rates> Package Reconciliation Setup> Gen. Privileges.**



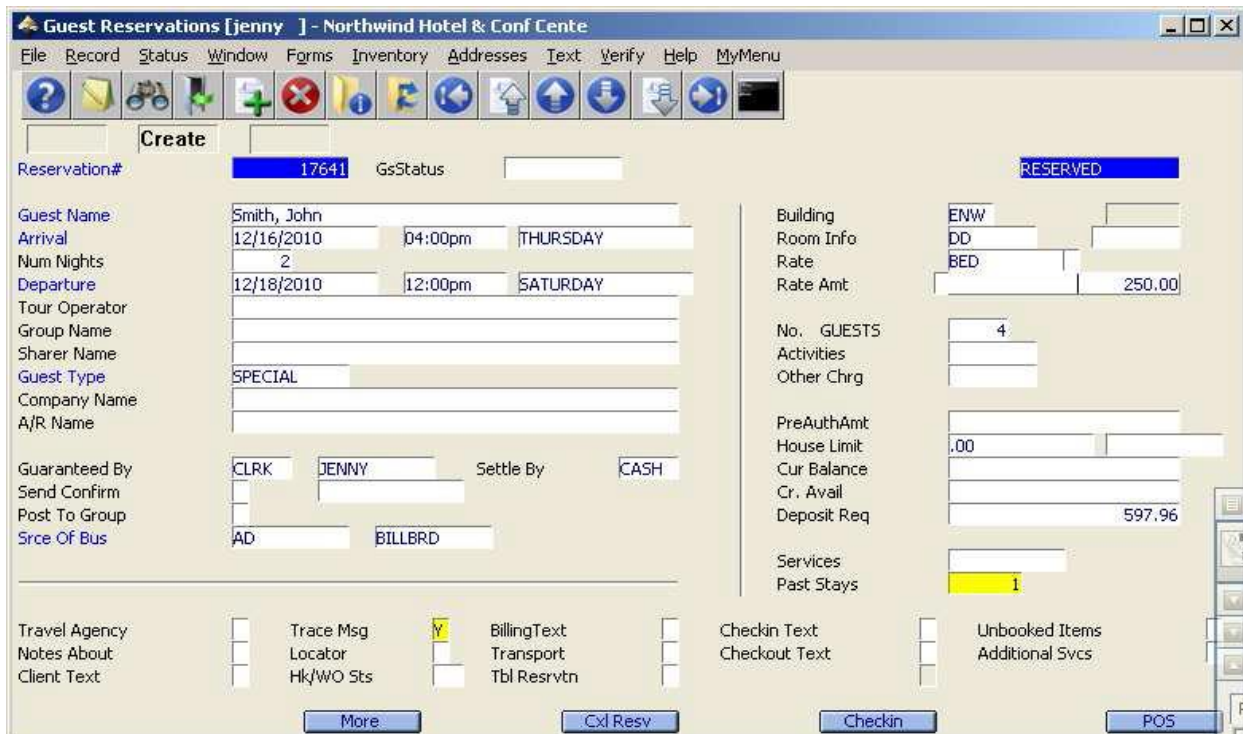
Once the Generate Privileges screen appears the user will F8 to Select the Rate Category and F8 to select the rate type that was update then enter all the way through the ok button and click ok.

Important note: Do not type in the Rate Category or Rate Type fields, must press F8 to lookup.



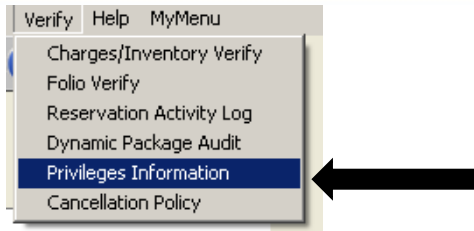
Operations

In this example, the reservation is a 2 night stay at the Bed and Breakfast rate for 4 people.

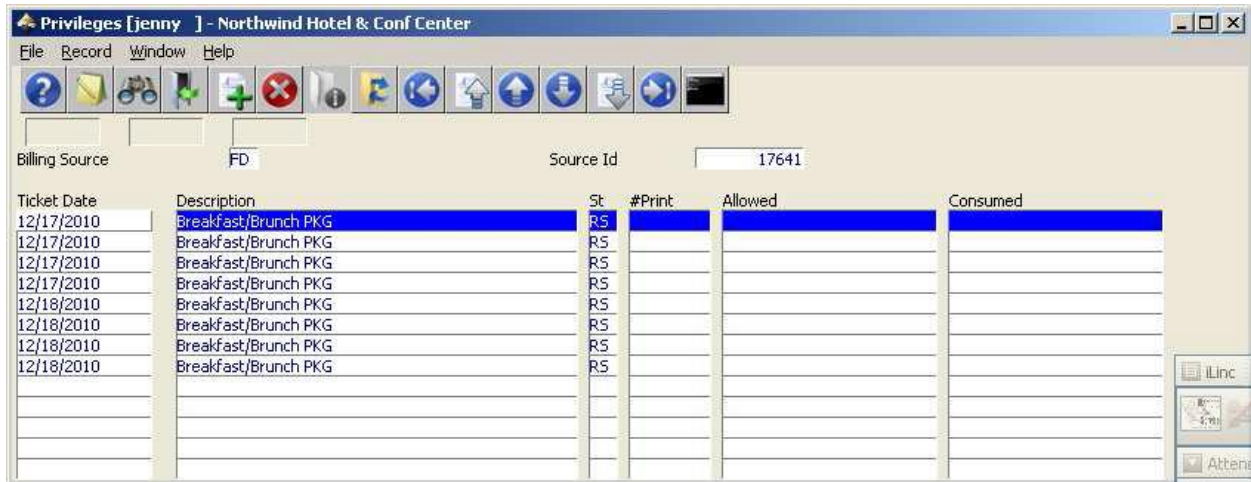


From the **Guest Reservations** screen, the user may check if the correct privileges are populated based on the rate type booked.

To verify the privileges from the **Guest Reservations** screen go to **Verify** drop down menu and select **Privileges Information**.

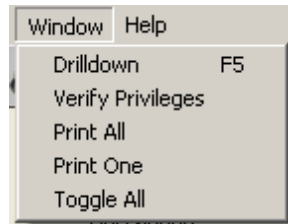


Based on the setup, this example indicates 4 breakfasts for 2 days.

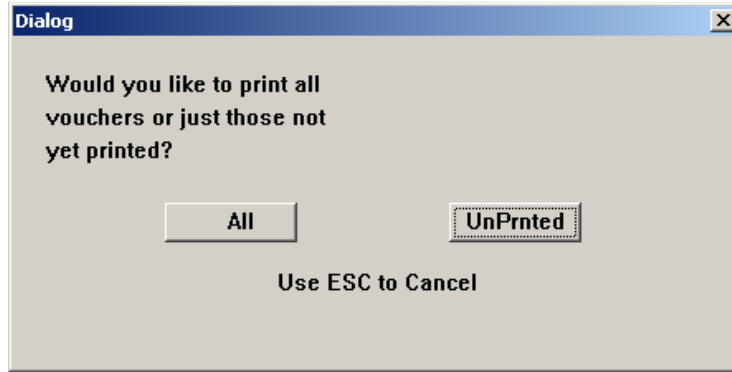


Field Name	Explanation
Billing Source	The module this posting is resides from.
Source ID	The reservations number.
Ticket Date	The dates the voucher is valid for.
Description	This description is pulling from the posting code.
ST	Status of the voucher, there are 5 display codes: <ul style="list-style-type: none"> ▪ RS – Reserved ▪ PR – Printed ▪ XL – Cancelled ▪ CS – Consumed ▪ RC – Reconciliation
# Print	Number of times the voucher was printed for.
Allowed	Used for Package Reconciliation.
Consumed	Used for Package Reconciliation.

The vouchers can be printed two ways; first from the Privileges screen the Window drop menu will display the options to print a single voucher or all vouchers for this reservation.

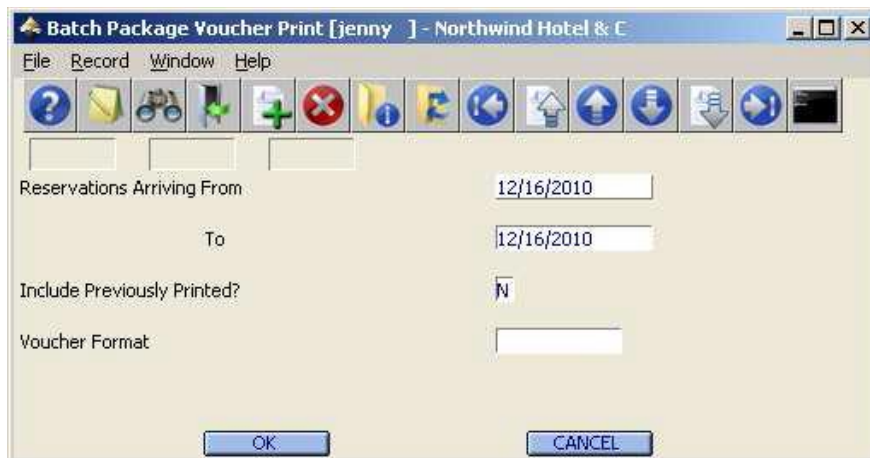


If the user selects “Print All” option, a dialogue box will appear. The user has the option to print unprinted vouchers or all vouchers.



The second way to print the vouchers is printing a batch. To print batch voucher the hotel must have the batch Crystal voucher form installed on their network.

From the Front Desk Module go to **the Reports > Batch Forms > Batch Voucher Print**



Field Name	Explanation
Res. Arriving From & To	The user may enter a date range to print the batch vouchers.
Include Previously Printed?	F8/Lookup and select Yes or No.
Voucher Format	F8/Lookup to the select the forms report name of <u>Voucher</u>