

# 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 ] - N		nter
<u>File Record Window Valid</u>	Yield <u>T</u> ext <u>H</u> elp	
2 3 3 B 5		0
		8 0
Rate Category	ROOM	
Rate Type	BED	Desc.
From Date	10/04/2010	Desc.
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		
n oan nicht.	1	
Billing Controls		
an an <del>a</del> n dan an an an		
Billing Frequency	D	
Breakdown Frequency	N	
N/A Package Breakdown		
Resort Fees	N.	
Package Tickets	M	

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 ] - North	win	d H	)																j	_   (	2	×
File Record Window Help																						
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Rate Category ROOM																						
Rate Type BED																						
From Date 10/04/2010			R P			D			W	- D)	is A	vail				- F	ersc	nn (	Tat-			
Line Description	R			OC	Dys		Qty				2 3			6	7	A			Y		S	0
	N	2004	P	AL		D		1	M	2	Y		Y	Y	Y		Y					
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	F		F.	1000	1	1	-	-					-		1		-	F.	1	-	1	
Booking_Source RT Posting Category		P		C	tode/0	Cent	er	ВК	FT	8-3						-				Ye is		





# 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.

🧟 Rate Privileges/Vo	ucher Details [jenny ] - Northwi	nd Hotel	
Eile Record Window	Help		-
3 3 8	· <mark></mark>		
Rate Category Rate Type From Date Line Number	ROOM BED 10/04/2010 10	Bed and Breakfast	
Booking Source Pickup Category Pickup Post Cat Offset Code Arrival Time Departure Time Per person/Res Quantity Valid Date/Stay Print Voucher Reconcile Pkg Week or Cycle Days of Stay	RT         P           BKFT         AL           AL         Days           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P           1         P	Description     Breakfast/Brunch PKG       Meal	
Person Cat Y/N A Y C Y I S O	Package Portion	Clark Code DENNY Last Date/Time 12/16/2010 10:45am	

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:           POSTING CODE           R         RECORD TYPE/ REVENUE TYPE           C         PROFIT CENTER
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.





	ar AFTER_ARRIVAL
	dp BEFORE DEPARTURE
	do DAY OF
	EVERY DAY OF STAY
	ad EVERY DAY OF STAY, INCLUDING BOTH ARRIVAL AND DEPARTURE
	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.
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.
	SL PATE OF VOUCLER
	S LENGTH OF 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
, ,	a) <b>Weekdays</b> – refers to when the privileges are offered during the week.
	b) <b>Cycle Days</b> – 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.

Package I File <u>R</u> ecord		ion Setup D <u>I</u> elp	etail T	ext [	jenny	]-N	orthw	8	u 44
	88 👫	40	10	£	$\bigcirc$		$\mathbf{O}$	0	零(
Rate Category Rate Type	,I	ROOM						Ţ	
From Date Line Number		10/04/201	0						
Language	Text						16.1		
EN	and the second sec	oin us in the H from 7:00am			room f	or bre	akrast	very	





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.

🧱 Activities Ra	ates Setup [jenny ] - Nor	thwind Hotel & Conf	C							_ 0 >
Eile Record W	/indow Help									
0 🔍 8	8 🏄 📮 🚳 梮	r 📀 🖓 🕻	) 🕑 🗐 🔇							
Rate Cat	ACT	Activities								
Rate Type	FLY	Fly Fishing					· —			
From Date	בן/01/2010									
To Date	12/31/2010									
Package Ticket	ts	N 🗲								
				Post				Curr	No.	Max.
Supplier	SupplierName	Standa	rd Chg	Code	Standard Cost	Standard Sur.		Code	Bookd	Capp.
1307	Five Point Oh		100.00	ACT	57.90		10.00			
				-						1

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.

Package Reconciliation Setup [	
Eile Record Interface Help	
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.

	[jenny ] - Northwind Hotel & Conf Ce		
<u>Eile Record Status W</u>	jindow F <u>o</u> rms Inventory <u>A</u> ddresses <u>I</u>	ext <u>V</u> erify <u>H</u> elp <u>M</u> yMenu	
	<b>₩</b>		
Reservation#	17641 GsStatus		RESERVED
Guest Name Arrival Num Nights Departure Tour Operator	2	IRDAY Building RSDAY Room Info Rate RAte Amt	ENW DD BED 250.00
Group Name Sharer Name Guest Type Company Name A/R Name	SPECIAL	No. GUESTS Activities Other Chrg PreAuthAmt	4
Guaranteed By Send Confirm Post To Group Srce Of Bus	CLRK DENNY Settle By AD BILLBRD	CASH Cur Balance Cr. Avail Deposit Req	597.96
Travel Agency Notes About	Trace Msg Y BillingTex	t Checkout Text	1 Unbooked Items Additional Svcs
Client Text	Hk/WO Sts Tbl Resrv	/tn Cxl Resv Chec	kin POS

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**.





1	Verify Help MyMenu	
	Charges/Inventory Verify	
2	Folio Verify	
	Reservation Activity Log	
	Dynamic Package Audit	
	Privileges Information	
-	Cancellation Policy	

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

👍 Privileges [j	jenny ] - Northwind Hotel & Conf	Center				
Eile Record V	<u>M</u> indow <u>H</u> elp					
338	8 🖡 📮 😵 🐻 😰 🤇	0000				
Billing Source	FD	Source Id	1	17641		
Ticket Date	Description	St	#Print	Allowed	Consumed	
12/17/2010	Breakfast/Brunch PKG	RS				
12/17/2010	Breakfast/Brunch PKG	RS				
12/17/2010	Breakfast/Brunch PKG	RS				
12/17/2010	Breakfast/Brunch PKG	RS				
12/18/2010	Breakfast/Brunch PKG	RS				
12/18/2010	Breakfast/Brunch PKG	RS				
12/18/2010	Breakfast/Brunch PKG	RS				100
12/18/2010	Breakfast/Brunch PKG	RS		100		Linc 📃
			-			Attenc

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> <li>RS – Reserved</li> </ul>					
	<ul> <li>PR – Printed</li> </ul>					
	<ul> <li>XL – Cancelled</li> </ul>					
	<ul> <li>CS – Consumed</li> </ul>					
	<ul> <li>RC – Reconciliation</li> </ul>					
# 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.

	Window	Help		
	Drilldo	wn	F5	
1	Verify Privileges			
	Print All			
	Print One			
	Toggle	All		
DESCRIPTION				

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





D	ialog	×
	Would you like to print all vouchers or just those not yet printed?	
	All	
	Use ESC to Cancel	

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** 

📤 Batch Package Voucher Print [jenny 🛛] - N	orthwind Hotel & C	
Eile Record Window Help		
Reservations Arriving From	12/16/2010	
То	12/16/2010	
Include Previously Printed?	N	
Voucher Format		
OK	CANCEL	

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 Voucher

