# Setup & Configuration Guide for the Manager's Flash Report

## Quick Reference Guide

## Contents

**Maestro**

## Overview

The Purpose of this Guide is to set out the required configuration and set-up when building the Manager's Flash Report.

The reader should be familiar with the following Maestro functions:

- The differences between Crystal Reports and Maestro Reports
- Installing a Crystal Report
- Creating Posting Codes and attaching Record Types

The Manager's Flash Report is run from **Front Desk | Reports | Management Reports | Manager's Flash Report** and can be either a Maestro Report or a Crystal Report.

The Manager's Flash Report is customizable based on each property's requirements.

# 1    Setup

## 1.1    Setup

The Maestro version of the Manager's Flash Report is a text document without any formatting. The Crystal version is a rich text Report. The key differences between the versions other than formatting is the provision for a Variance from Budget column in the Maestro version of the Report and the calculation of TREVPAR.

TREVPAR (Total Revenue Per Available Room) in the Crystal Report is dependent on the posting codes listed out in Section 1 – Subsections 2 & 3. In the Maestro Report TREVPAR is hard coded and includes only Room & Food and Beverage revenues.

The Configuration of both the Managers Revenue Report and Managers Flash Report are usually configured the same. This will allow the Managers Flash to be a "Snapshot" report and the Managers Revenue Report to be a more thorough analysis of the revenue.

## 1.2    Crystal Report Setup

Start by locating the Crystal Report file called flashrep.rpt. Open the Live INI file (found in N:\Program Files\Northwind\Live.ini) and note the path the Other Reports Directory (other_Reports_dir) is pointing towards. Next install the Crystal Report file in this directory. Next, open a session of Front Desk Maintenance, select Forms | Crystal Reports Defaults. Press the Create (F6) key to begin a new line. In the CR Rptid field, enter *flash* the enter *flashrep.rpt.* in the Crystal Report File field as shown below. Ensure the Preview flag is set to 'Y' so the Report can be previewed as a PDF before printing. If the print preview is not required ensure the flag is set to 'N'. The "X" option if enabled will give the option to select what format the user would like the document displayed.
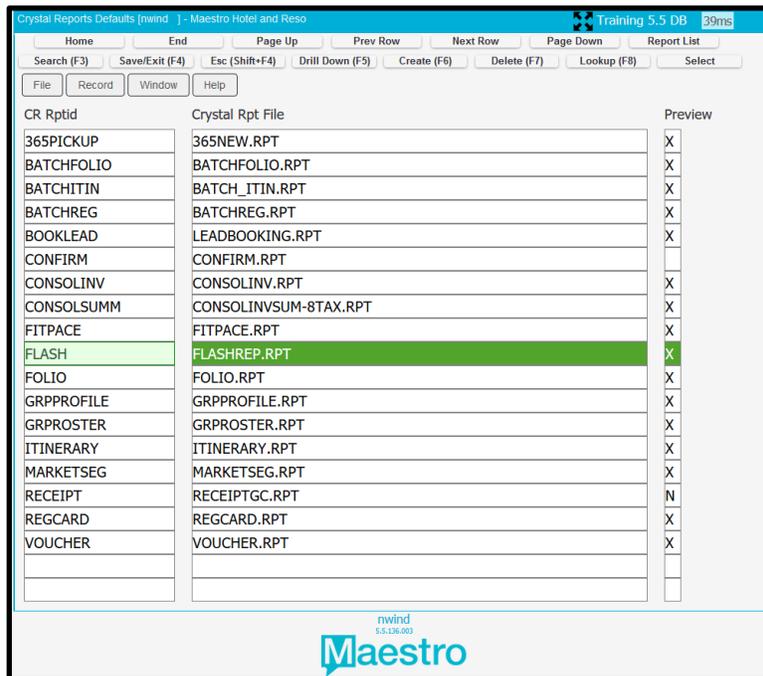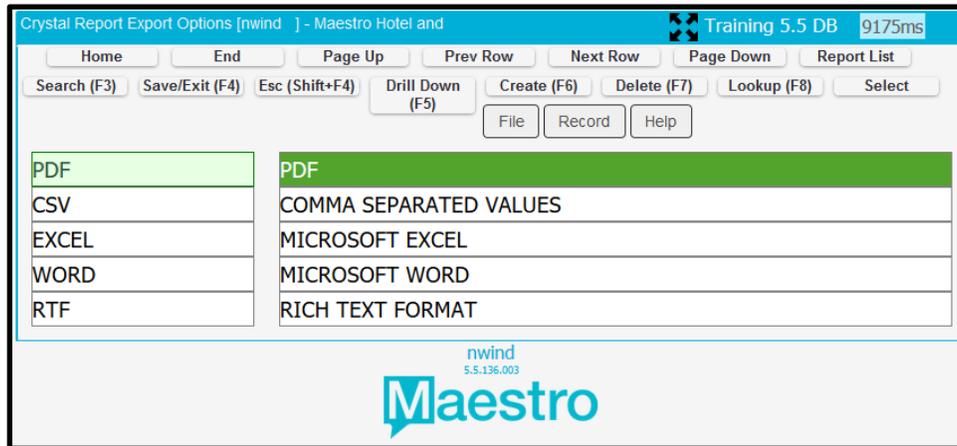
Note: This screen shot displays what options a user has when the 'X' is selected in the Preview field.

## I.3 Configuration

Regardless of which format (Crystal or Maestro) of Report is being used, the configuration to customize the Report is done in Global Maintenance | Report Printing Sequence Maintenance.

The Program ID of the Managers Flash Report is fdflashrep

The Report is split into sections and sub-sections e.g. Section 1 Sub-section 1, 2, 3 etc. At the end of each section the total of all the subsections are added together.

The following list outlines each of the sections and sub-sections purpose. Note that if the section has a specific purpose it cannot be configured to do anything else.

| Section/Sub-Section | Purpose |
|---|---|
| 1.1 | System Use Only (Statistics) |
| 1.2 | Room Revenues |
| 1.3 | Other Revenue |
| 2.1, 2.2, 2.3, etc. | Any Other Revenues that are to be displayed on the Report (but not counted in TREVPAR) |

Section 1 – Subsection 1

This Section should not be created as it is a 'system-use' section where room statistics are generated.

Section 1 - Sub-Section 2

This section is for calculating room revenue and as such the Sub-section description should be set to Room Revenue. All room revenue posting codes should be included in this list for accurate calculations.

To enter in posting codes, press the Create (F6) key on the Line field. Use the Look Up (F8) key in the Post Code field to select the first valid Room Revenue posting code or type the code in. Press the enter key to move to the next line and continue to add posting codes as required.

### Section 1– Sub Section 3

In this sub-section, the description should read Other Revenues. Any revenue that the property needs to have included in the TREVPAR calculation (when using the Crystal Report) should be listed out using the appropriate posting code. Examples include Food & Beverage, Spa, Laundry, Dry Cleaning, telephone calls etc.

It is important to note that when building the Other Revenue section when it includes revenues generated and posted through an interface, the Report will only display the revenue that was settled by a room charge. The only exception is where the interface has been configured to send all charges to Maestro regardless of the settlement method.

A separate section can be created if additional revenues or posting codes should be reflected on the Flash Report in order to separate out from TREVPAR or if non-revenue generating posting codes need to be displayed on the Report. For example, Tax or Settlement methods could be listed in this section. Sub-sections can be used to keep a running section total. If this is not required then separate sections should be used to prevent a running total from being kept.

## 2   Cover Counts

The Flash Report can be configured to show the number of covers per outlet providing the appropriate POS interface is capable of sending this information. For further information on available interfaces, please contact our Support Department.
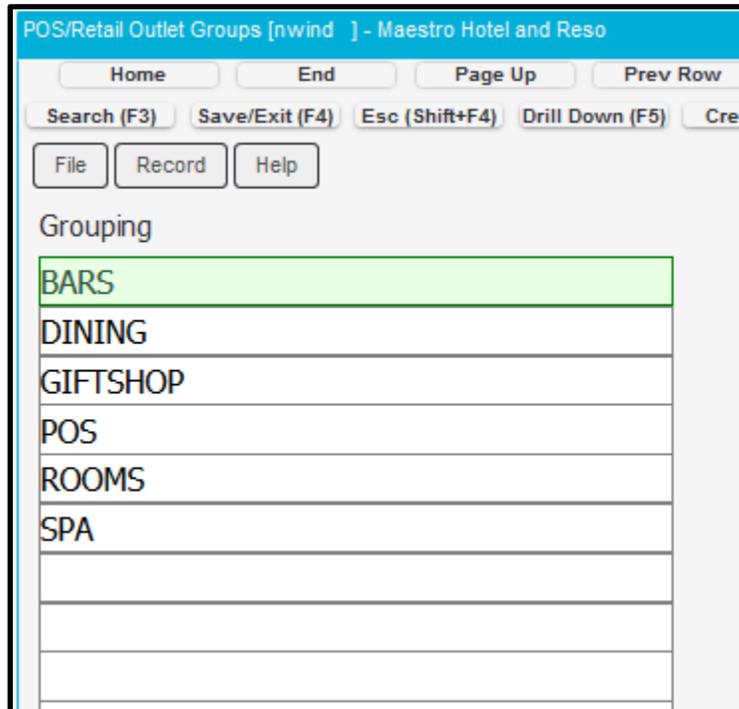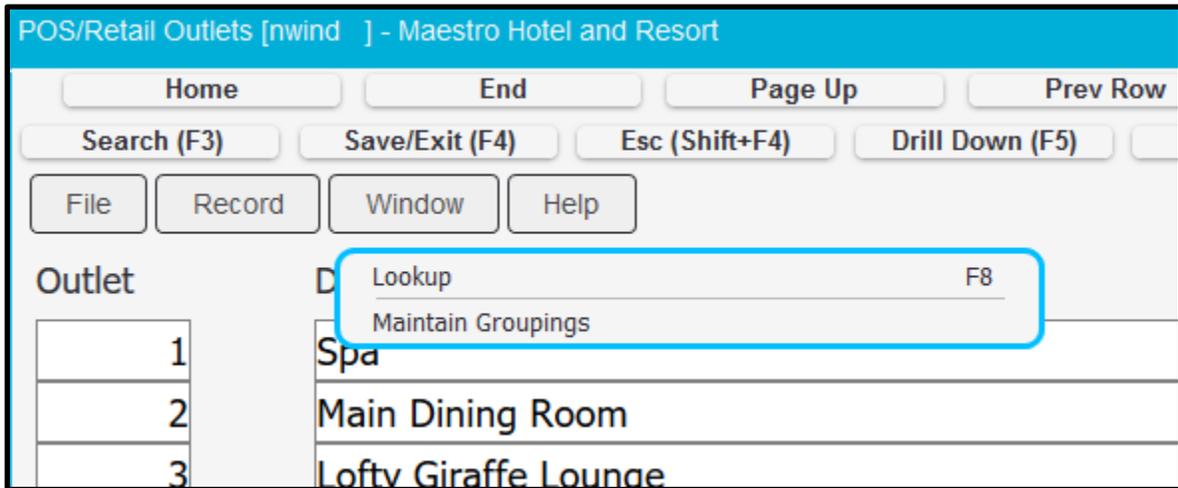
### 2.1    Cover Counts Setup

Cover counts can be added to all sections, by Outlet. Outlets must first be created in **Global Maintenance | POS/Retail Outlets**. Use the **Look Up (F8)** key in the **Grouping** field once the Groupings have been configured.



To setup up the Groupings for the Outlets for Reporting, Select **Window** | Select **Maintain Groupings**

## 2.2    Adding Cover Counts

Once the outlets have been created, they can then be associated with the various Report Subsections. To do this from within Global Maintenance, select **Report | Report Printing Sequence Maintenance**. Using the Page Up / Page Down keys scroll to the appropriate section and subsection.
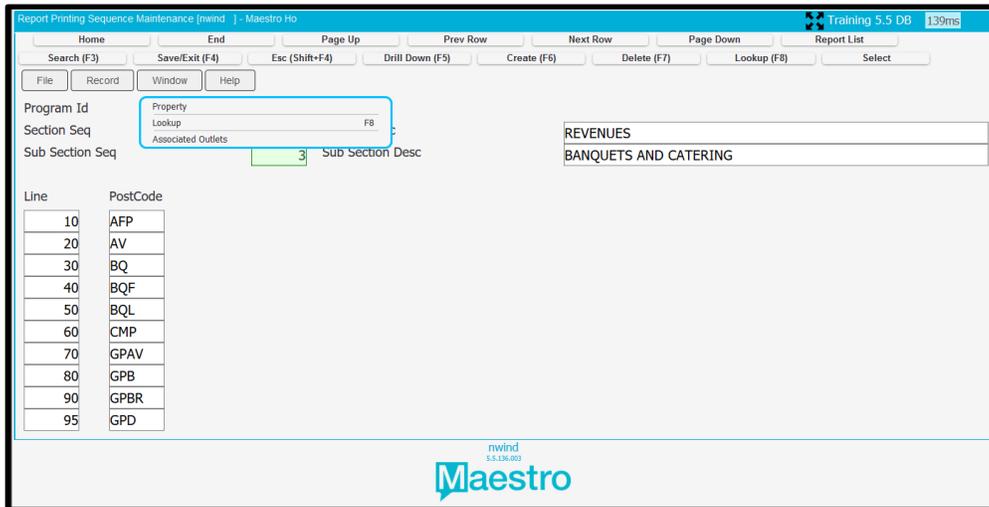
From the **Window** pull-down menu select **Associated Outlets**. Press the **Create (F6)** Key to generate a new line number.

Use the **Look Up (F8)** key in the **Outlets** column to select the correct outlet to be associated with the section.

For every POS outlet that the property has, cover counts can be associated by Outlet. It is recommended that each outlet be configured as a unique Section to allow the Cover Counts to be assigned. For example, a Bar or Banqueting could be added as Section 3 Sub Section 1
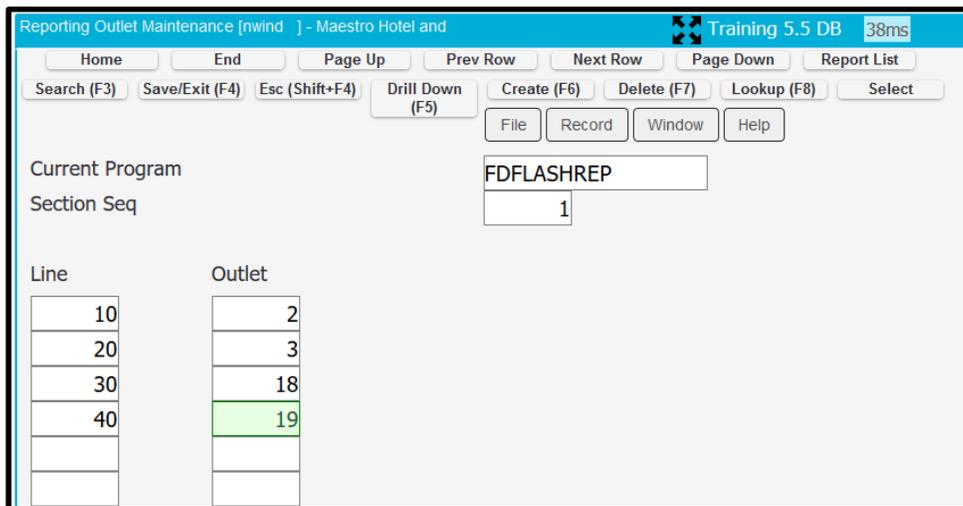
## 3 Flash Report Sample

The Flash Report can be run from Front Desk | Reports | Management Reports | Manager's Flash Report

### Manager's Daily Report

For May 19, 2020
Property: Maestro Hotel and Resort

| | Today | | Month-to-Date | | | Year-to-Date | | |
|---|---|---|---|---|---|---|---|---|
| | Actual | Budget | Actual | Budget | Prior Yr | Actual | Budget | Prior Yr |
| **REVENUES** | | | | | | | | |
| COVERS | | | | | | | | |
| COVERS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| COVERS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| COVERS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| COVERS | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| PERCENT OCCUPIED | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| ADR - HOUSE COMPS | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| AVG PERSON RATE | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| ROOM YIELD | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| TREVPAR | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **SALES** | | | | | | | | |
| STATISTICS | | | | | | | | |
| GUESTS IN HOUSE | 22 | 189 | 505 | 3,591 | 0 | 4,310 | 14,931 | 0 |
| ROOMS OCCUPIED | 23 | 0 | 430 | 3,000,000 | 693 | 4,138 | 14,005,708 | 3,508 |
| COMP/HOUSE ROOMS | 0 | 0 | 1 | 0 | 0 | 7 | 0 | 6 |
| ROOMS OCCUPIED - HOUSE | 23 | 0 | 429 | 3,000,000 | 693 | 4,131 | 14,005,708 | 3,502 |
| ROOMS OFFMARKET | 0 | 0 | 0 | 0 | 0 | 31 | 0 | 4 |
| ROOMS AVAIL FOR SALE | 138 | 0 | 2,629 | -3,000,000 | 2,366 | 18,402 | -14,005,708 | 18,871 |
| PERCENT OCCUPIED | 14.29% | 0.00% | 14.02% | 0.00% | 22.65% | 18.33% | 0.00% | 15.65% |
| ADR - HOUSE COMPS | 169.13 | 0.00 | 153.78 | 0.00 | 73.05 | 233.39 | 0.06 | 123.75 |
| AVG PERSON RATE | 176.82 | 0.00 | 130.64 | 0.00 | 0.00 | 223.70 | 52.24 | 0.00 |
| ROOM YIELD | 24.16 | 0.00 | 21.57 | 0.00 | 16.55 | 42.77 | 0.00 | 19.37 |
| TREVPAR | 24.16 | 0.00 | 23.27 | 0.00 | 166.07 | 48.45 | 0.00 | 87.21 |
| SALES | | | | | | | | |
| GUEST ROOM REVENUES | 3,890.00 | 0.00 | 65,973.00 | 0.00 | 50,625.95 | 964,137.47 | 780,025.03 | 433,384.86 |
| BANQUETS AND CATERING | 0.00 | 0.00 | 5,202.38 | 0.00 | 457,389.00 | 129,351.24 | 0.00 | 1,518,664.10 |
| TOTAL GUEST REVENUE | 3,890.00 | 0.00 | 71,175.38 | 0.00 | 508,014.95 | 1,093,488.71 | 780,025.03 | 1,952,048.96 |
| **FOOD & BVERAGE** | | | | | | | | |
| COVERS | 0.00 | 0.00 | 0.00 | 0.00 | -7.00 | 0.00 | 0.00 | 236.00 |
| OUTLET DETAILS | 80.00 | 0.00 | 350.00 | 0.00 | 2,466.75 | 3,250.00 | 0.00 | 31,603.14 |
| F&B MISCELLANEOUS | 80.00 | 0.00 | 892.16 | 0.00 | 6,112.00 | 14,113.43 | 0.00 | 47,837.49 |
| TOTALS FOR FOOD & BVERAGE | 160.00 | 0.00 | 1,242.16 | 0.00 | 8,578.75 | 17,363.43 | 0.00 | 79,440.63 |

flashrep_ls_showdetails.rpt - Printed on 5/20/20 at 2:26PM                                                                 Page 1 of 2

### Manager's Daily Report

For May 19, 2020
Property: Maestro Hotel and Resort

| | Today | | Month-to-Date | | | Year-to-Date | | |
|---|---|---|---|---|---|---|---|---|
| | Actual | Budget | Actual | Budget | Prior Yr | Actual | Budget | Prior Yr |
| **GOLF COURSES** | | | | | | | | |
| COVERS | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| GOLF COURSE ACTIVITIES | 0.00 | 0.00 | 270.00 | 0.00 | 0.00 | 690.00 | 0.00 | 5,970.00 |
| TOTALS FOR GOLF COURSES | 0.00 | 0.00 | 270.00 | 0.00 | 0.00 | 690.00 | 0.00 | 5,970.00 |
| **SPA, ACTIVITIES AND RETAIL** | | | | | | | | |
| COVERS | 0.00 | 0.00 | 43.00 | 0.00 | 80.00 | 142.00 | 0.00 | 633.00 |
| SPA SERVICES | 75.00 | 1,125.83 | 4,955.50 | 21,390.77 | 5,406.00 | 330,475.99 | 116,042.86 | 62,688.80 |
| ACTIVITIES | 0.00 | 0.00 | 125.00 | 0.00 | 1,445.00 | 290,497.77 | 0.00 | -2,805.80 |
| RETAIL | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 19,785.32 | 0.00 | -227.03 |
| TOTALS FOR SPA, ACTIVITIES AND RETAIL | 75.00 | 1,125.83 | 5,080.50 | 21,390.77 | 6,851.00 | 640,759.08 | 116,042.86 | 59,655.97 |
| AVG SPEND PER COVER | 0.00 | 0.00 | 118.15 | 0.00 | 85.64 | 4,512.39 | 0.00 | 94.24 |
| **TOTAL REVENUE** | 4,125.00 | 1,125.83 | 77,768.04 | 21,390.77 | 523,444.70 | 1,752,301.22 | 896,067.89 | 2,097,115.56 |

**Maestro**