



Checking Out Spa Bookings

User Guide

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Overview

There are many different types of spa bookings within Maestro and in this User Manual, the user will learn how to checkout all these types of Spa bookings. The user will learn how to checkout a Stand-Alone booking, a Front Desk Integrated booking, a Service Group booking, a Spa Package Booking, a Spa booking attached to an Account Receivables and a Spa booking linked to a Member Account.

The reader should be familiar with the following Maestro functions:

- Have an understanding of the Spa Module
- Know how to make a Spa booking
- Know how to checkin the Spa bookings
- Know Folio Management

I Checking Out a Stand-Alone Booking

A Spa Stand-Alone booking is a single service booking where the booking is not attached to a Front Desk Reservation.

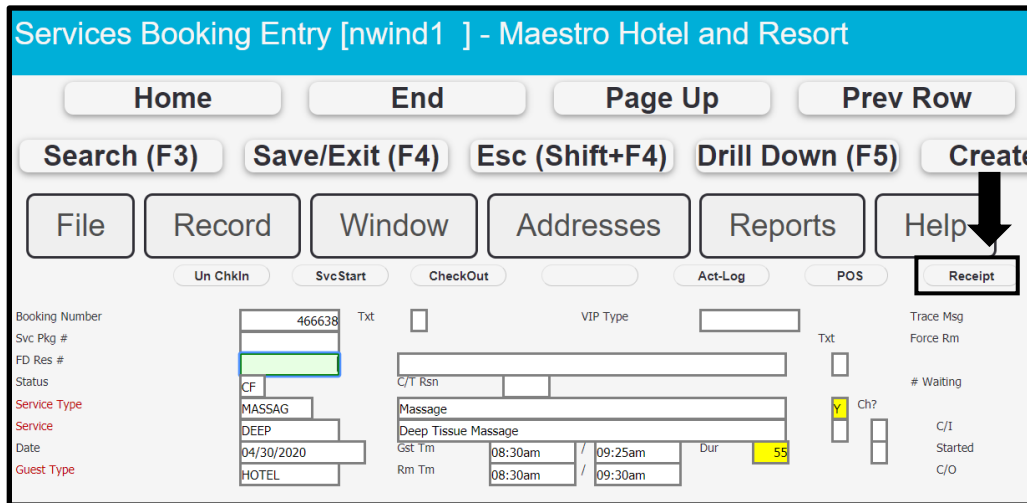
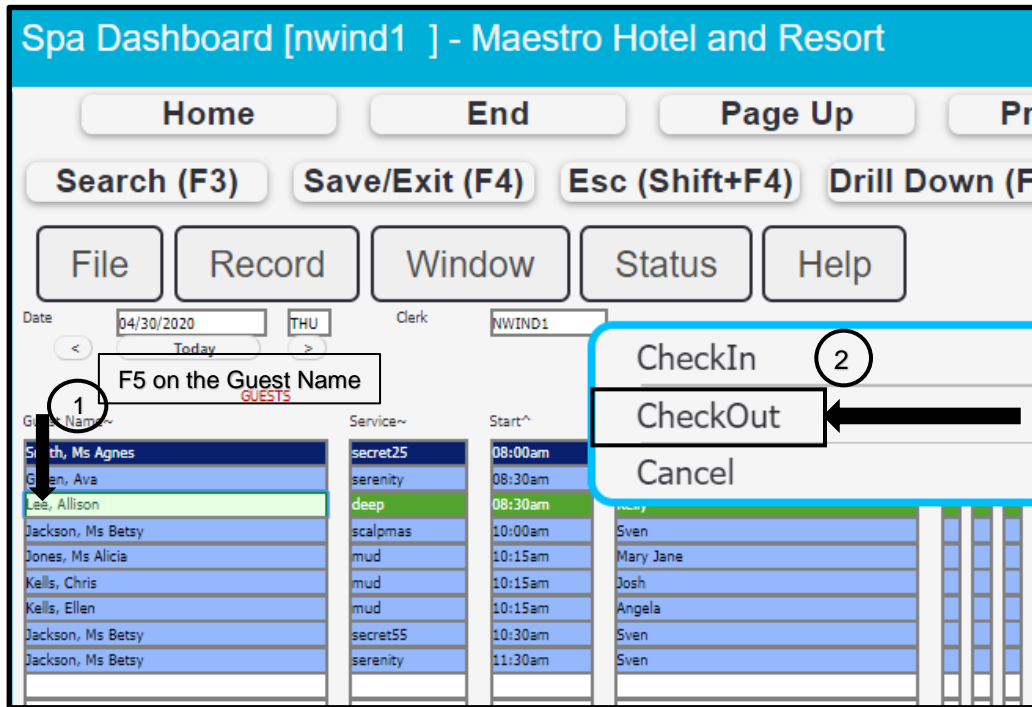
I.I How to search for the Spa Booking

- 1) In order to checkout the Spa Stand-Alone booking the user will first need to search for the booking. There are several ways in Maestro to search for the booking but in this example, the focus will be on the Spa Dashboard.

From **Spa & Activity Management** | Select **Booking** | Select **Spa Dashboard**

I.2 Checking Out from Spa Dashboard and Paying Cash/Gift Card

- 1) There are two ways to checkout from the Spa Dashboard. The 1st way is to highlight the Guest Name and **Drill Down (F5)** into the Booking. The 2nd way is to highlight the Guest Name and Select Status | Select **Checkout**.



- 2) The **Services Booking Entry** screen appears. Verify all the information first before the user selecting the Checkout button. The user should verify that the following information is correct such as the Service, Provider Name, Participant Name, Charge Fee, Addons and Service Charge (if applicable).
- 3) Ensure the Spa Receipt is printed for guest verification prior to checking out. This is the time where the guest can add a Tip/Gratuity and verify all services are on the receipt. To print the receipt, click on the Receipt button. The user has the option to email the receipt or select the printer code to print the receipt. *Please note the receipt is not a Maestro Folio, the receipt is printed from a Networked Epson Receipt printer.*



- 4) If the property has an automatic service charge the Total Gratuity field will indicate the amount to the Provider and/or Hotel. If the property doesn't automatically apply the service charge and only receives tips then the user will need to enter the amount or percentage onto the Total Gratuity Field.

Diagram A – Automatic Gratuity (Service Charge)

Charge Fee		95.00
Total Add On		
Total Gratuity	%	25.00
Sub Total		120.00
Tax Amount		17.00
Grand Total		137.00

Grp/Ind Folio
Folio Number

Diagram B – Drill Down (F5) on the Total Gratuity field to view how the gratuities are split between both Provider and Hotel

Service Gratuities [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) De

File Record Window Help

Booking Number: 466638 Date: 04/30/2020
 Participant: 59415 Lee, Allison
 Service Type: MASSAG Message
 Service: DEEP Deep Tissue Massage
 Standard Fee: 95.00 Charge: 95.00

Line	Type	Provider	Percent	Grat Amt	T	Folio No	Clerk	Last Date/Time
10	H	Spa Hotel Service Charge		5.00			NWIND1	04/30/2020 02:51pm
20	P	Kelly		20.00			NWIND1	04/30/2020 02:51pm

Diagram C – No Automatic Gratuity – User will need to enter the amount on the left or percentage on the right

Charge Fee		95.00
Total Add On		
Total Gratuity	%	
Sub Total		95.00
Tax Amount		16.15
Grand Total		111.15

- Once everything is verified the user can now click on the Checkout button. A dialogue box will appear to Confirm the Check Out. Click OK to Continue.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create

File Record Window Addresses Reports Help

Un ChkIn SvcStart **Checkout** Act-Log POS Receipt

Booking Number 466638 Txt VIP Type Trace Mag

Svc Pkg # Force Rm

FD Res # # Waiting

Status CF C/T Rsn Ch? Y

Service Type MASSAG Message

Service DEEP Deep Tissue Massage

Date 04/30/2020 Gst Tm 08:30am / 09:25am Dur 55

Guest Type DAY Rm Tm 08:30am / 09:30am C/I Started C/O

Confirm To Check Out!
Or Click Cancel To Exit.

OK CANCEL

- The **Spa Charge Settlement** screen will appear. The user will verify the charges on the left side. If the information is incorrect the user can go back to the Services Booking Entry screen by clicking the **Back to Service Booking** button. Otherwise if the Charge Fee, Add-On Total, Taxes, Gratuity and Retail Total amounts are correct then the next step is selecting the payment.

There are 3 options to settle: Transfer to Room, Cash/Gift Card and Credit Card.

Spa Charge Settlement [nwind1] - Maestro Hotel and Resort

Home
End
Page Up
Prev Row

Search (F3)
Save/Exit (F4)
Esc (Shift+F4)
Drill Down (F5)
Create

File
Record
Window
Help

Booking Number

Back To Service Booking

Charge Fee	100.00	
Add-On Total		
Tax Amount	17.00	
Gratuity Total	25.00	
Retail Total		
Transferred Due		
Other Charges		
Paid Amount		
Total Due	142.00	

Tax Included

TRANSFER TO ROOM

Tender Method:

Cash/GiftCard

CreditCard

Folio Number

Participant

Post To Servic

Bill Src SP Src Id

Voucher

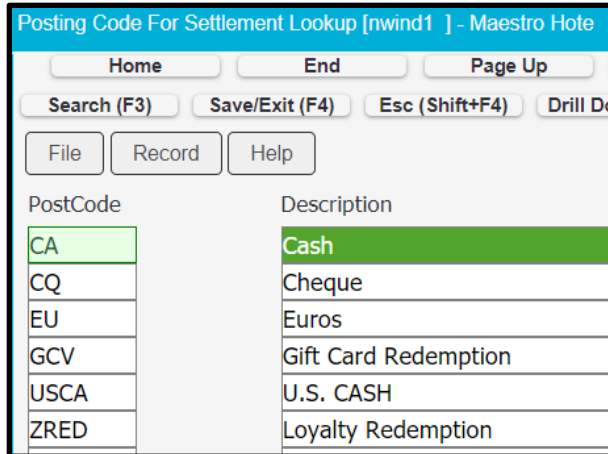
Member

Amount Tendered

Change Remaining Amount

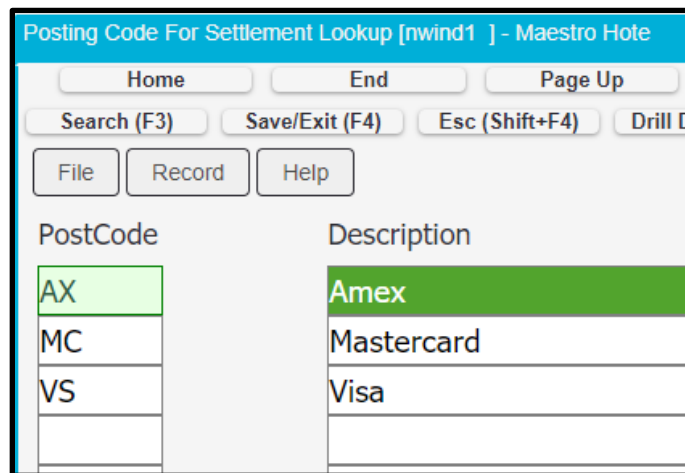
- a) Transfer to Room: if the spa booking was supposed to be integrated to a Guest Reservation and the user forgot to attach the Front Desk Guest Name onto the booking, then this is the opportunity for the user to select the Transfer to Room button. *To see this process please refer to 2.2 of this document – Intergrated Checkout.*

- b) Cash/Gift Card: this shows all the payment types related to Cash and Gift Card. Click on the payment type and press **Enter** to select.



Note: Please refer to the QRG for Retail Point of Sale Maintenance to view or assign cash/gift card payment types.

- c) Credit Card: this shows all credit card payment types. Click on the credit card type and press Enter.



Note: Please refer to the Retail Point of Sale Maintenance to view or assign credit card payment types

- 7) In this example: Select **Cash/Gfit Card** payment, the user will enter in the amount of cash received in the Amount Tendered field. If the amount collected is the exact change then the user can click on the Complete Sale button (See Diagram A below).

If cash received is less than the Total Due the user will indicate the amount in the Amount Tendered field and then click on Complete Sale button (See Diagram B below). The user will continue to select another Tender Method in order to pay the total amount of the booking. Once the other tender method is selected then click on Complete Sale button (See Diagram C below).

If cash received is greater than the Total Due the user will indicate the amount in the Amount Tendered field and press Enter, the Change field will display the amount owed back to the guest, then click on the Complete Sale button (See Diagram D)

Diagram A – Exact cash received

Charge Fee		100.00	Tax Included	
Add-On Total				
Tax Amount		17.00		
Gratuity Total		25.00		
Retail Total				
Transferred Due				
Other Charges				
Paid Amount				
Total Due		142.00		

Folio Number		183966	
Participant		59415	Lee, Allison
Post To	Servic		
Bill Src	SP	Src Id	
Voucher			
Member			
Amount Tendered		142.00	
Change			Remaining Amount

Complete Sale

Diagram B – If cash received is less than the Total Due, the Remaining Amount will show.

Folio Number		183966	
Participant		59415	Lee, Allison
Post To	Servic		
Bill Src	SP	Src Id	
Voucher			
Member			
Amount Tendered		100.00	
Change			Remaining Amount 42.00

Complete Sale

Diagram C - First payment already posted. Select another Tender Method to pay full amount.

Spa Charge Settlement [mwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Help

Booking Number 466638

Back To Service Booking

Charge Fee	100.00	Tax Included	
Add-On Total			
Tax Amount	17.00		
Gratuity Total	25.00		
Retail Total			
Transferred Due			
Other Charges			
Paid Amount	100.00		
Total Due	42.00		

Folio Number 183966

Participant 59415 Lee, Allison

Post To Servic

Bill Src SP Src Id

Voucher

Member

Amount Tendered 42.00

Change Remaining Amount 42.00

Complete Sale

Diagram D - If cash received is greater than the Total Due, the Change field will show.

Charge Fee	100.00
Add-On Total	
Tax Amount	17.00
Gratuity Total	25.00
Retail Total	
Transferred Due	
Other Charges	
Paid Amount	
Total Due	142.00

Folio Number 183990

Participant 59415 Lee, Allison

Post To Servic

Bill Src SP Src Id

Voucher

Member

Amount Tendered 200.00

Change 58.00 Remaining

Complete Sale

Change due guest: \$58.00

OK



- 8) Once **Complete Sale** has been selected, the **Paid Amount** field will show total paid and the **Total Due** field will show nothing to indicate it's been paid in full. The user will then click on **Print Receipt**.

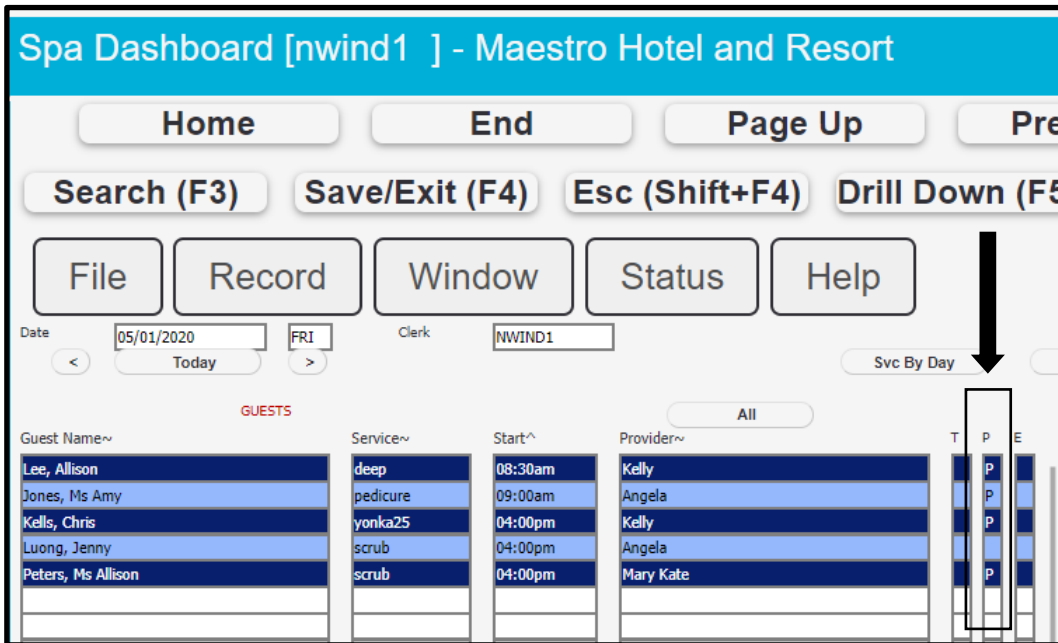
Spa Charge Settlement [nwind1] - Maestro Hotel and Resort	
Booking Number	466638
Back To Service Booking	
Charge Fee	100.00
Add-On Total	
Tax Amount	17.00
Gratuity Total	25.00
Retail Total	
Transferred Due	
Other Charges	
Paid Amount	142.00
Total Due	
Folio Number	183966
Participant	59415 Lee, Allison
Post To	
Bill Src	SP Src Id
Member	
Amount Tendered	
Change	Remaining Amount

- 9) **Save/Exit (F4)** back to the Services Booking Entry Screen the user will noticed a "**P**" next to the **Charge Fee** to indicate the charges have been posted. Maestro will generate a **Folio Number** to show where the charges were posted to. Users can **Drill Down (F5)** in the Folio Number field to see more detail and/or to print a Folio. The **Checkout** time is indicated on the right side of the booking screen.

Charge Fee	100.00	P
Total Add On		
Total Gratuity	% 25.00	\$
Sub Total	125.00	
Tax Amount	17.00	
Grand Total	142.00	
Grp/Ind Folio		
Folio Number		183966

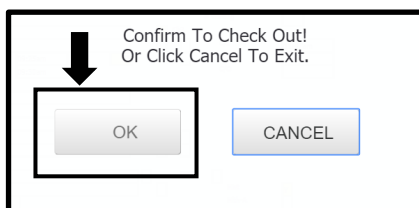
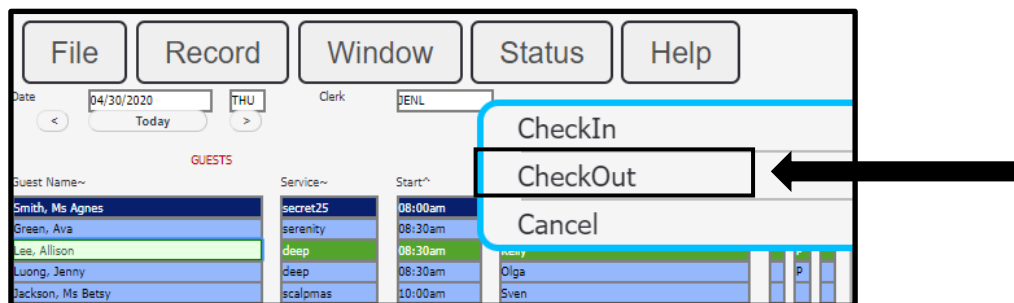
C/I	09:51am
Started	
C/O	10:20am

- 10) Save/Exit (F4) from the Services Booking Entry screen back to the Spa Dashboard. The booking will highlight in **navy blue** to represent the Checkout Status and the "P" indicated it's been posted.



1.3 Checking Out from Spa Dashboard and Paying Credit Card

- 1) As noted above in session 1.2 of the document there are two ways to checkout from the Spa Dashboard. The 2nd way is to select the Checkout from the Status menu. The only difference when using this option is it takes the user directly to the Checkout prompt message. This means it will completely bypass the Services Booking Entry screen and goes directly to the Spa Charge Settlement screen. Therefore the user cannot verify any of the information on the booking screen.



- Once the **Ok** button is selected the user will now be on the **Spa Charge Settlement** screen. Select the **Credit Card** tender method.

Spa Charge Settlement [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Booking Number: 466647

Back To Service Booking

Charge Fee	95.00
Add-On Total	
Tax Amount	16.15
Gratuity Total	23.75
Retail Total	
Transferred Due	
Other Charges	
Paid Amount	
Total Due	134.90

Tax Included

TRANSFER TO ROOM

Tender Method:

Cash/GiftCard

CreditCard

- Select the credit card type and press **Enter**.

Posting Code For Settlement Lookup [nwind1] - Maestro Hotel and Resort

Home End Page Up

Search (F3) Save/Exit (F4) Esc (Shift+F4)

File Record Help

PostCode	Description
AX	Amex
MC	Mastercard
VS	Visa

- If the user has input a credit card on file and depending on the property's credit card setup, if using a credit card reader, the Credit Card number on file (masking all but the last 4 digits) will pop up to confirm payment (See Diagram A below). If using the credit card on file then click on **Use** button. If the guest chooses to pay with a different credit card then click on **New** button. It will prompt the user to swipe the new credit card or manually key in the credit card (See Diagram B below).

Note: If the property is using an EMV device (Chip and Pin machine) the user will not see Diagram A pop up. Maestro will communicate with the EMV device directly.

Diagram A – Credit Card on File

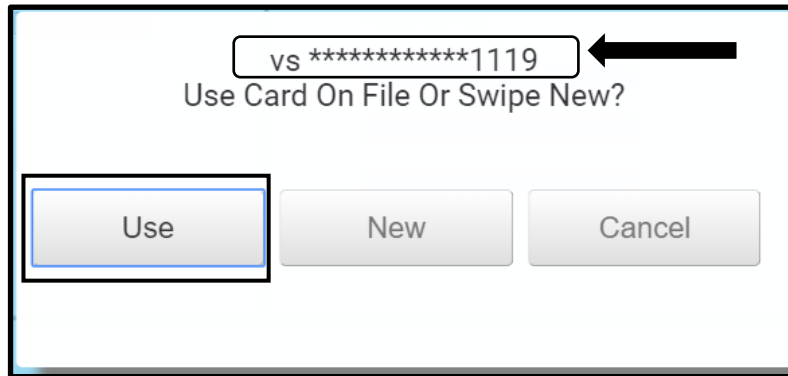
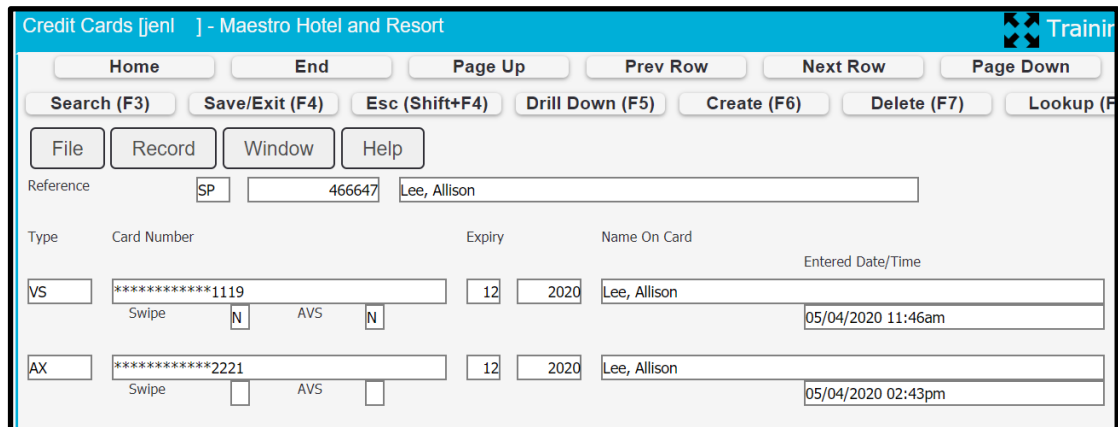


Diagram B – Manually key in the new credit card or swipe



- Continue with the checkout process as normal. Print receipt, once credit card has been processed then exit from the Spa Charge Settlement and back to the Services Booking Entry.

2 Checking Out an Integrated Booking

An integrated booking is when the Spa booking is attached to a Front Desk Reservation.

2.1 Checking out an Integrated Booking

- From the **Services Booking Entry** screen the user will notice a reservation number in the **FD Res #** field along with the Guest Name. This represents the booking is attached to a Front Desk Reservation.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Addresses Reports Help

Un Chkln Svc Start CheckOut Act-Log POS Receipt

Booking Number 466643 Txt VIP Type Trace Msg

Svc Pkg # FD Res # 136877 Kells, Chris ←

Status CF C/I Rsn # Waiting

Service Type FACIAL Facials Ch?

Service SERENITY Serenity Facial C/I

Date 05/01/2020 Gst Tm 04:30pm / 06:25pm Dur 115 Started 04:08pm

Guest Type HOTEL Rm Tm 04:30pm / 06:30pm C/O

Add On

Building QL / St Maestros Hotel and Resort Y

Service Rm BLUE / 1 Blue Room Y

Service Provider 27935 Kelly

FD Group# Participant 70141 Kells, Chris GBT

Send Confirm

Email Address test@maestropms.com

Phone Number 123-123-1234 GRC PRC

Credit Card

Caller

Hist Hlth-A SGrp#

SrcBus SubSrc

- Once all charges are verified and the receipt is printed the user can click on the **Checkout** button. Maestro will confirm the checkout, click **OK** to continue.

Confirm To Check Out!
Or Click Cancel To Exit.

OK CANCEL

- Once the **OK** is selected Maestro will prompt a message. "Service will be paid for at Front Desk upon checkout". There are two options. If the user selects **OK** then it will post the spa charges directly to the guest folio. If the user selects **Pay Now** then it will go directly to the Spa Charges Settlement screen. User to select **OK** button.

Note: If the user selects **Pay Now** then the assumption is that the guest chooses not to charge the spa back to their guest folio but to pay with another form of payment. Once another tender method is selected Maestro will automatically switch from the Guest Folio to the Spa Folio.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Reports Help

Un ChkIn SvcStart CheckOut Act-Log POS Receipt

Booking Number: 466643
 Svc Pkg #: 136877
 FD Res #: 136877
 Status: CF
 Service Type: FACIAL
 Service: YONKA25
 Date: 05/01/2020
 Guest Type: HOTEL

Kells, Chris
 Q/T Rm
 Facials
 Radiance Facial
 Gst Ym: 04:00pm
 Rm Tm: 04:00pm

Trace Mag Force Rm: NI

Add On

Building: QL
 Service Rm: BLUE / St: 1
 Service Provider: 27935
 Maestros Hotel and Resort
 Blue Room
 Kelly

FD Group#: 70141
 Participant: Kells, Chris
 Gender Pref: Send Confirm
 Email Address: test@maestropms.com
 Phone Number: 123-123-1234
 Credit Card: GRC PRC
 Caller: SvcBus SubSrc

Member Post To Service

Standard Fee(P/P) 60.00 FD Pkg Gst Pkg Extra

Service will be paid for at Front Desk upon checkout.

OK Pay Now

- 4) Once the OK is selected it will take the user back to the Services Booking Entry screen and the Checkout time will be indicated along with the "P" for posted next to the Charge Fee. The Folio Number will be the folio number of the Guest Reservation.

Charge Fee	60.00	P	
Total Add On			
Total Gratuity	%	15.00	\$
Sub Total	75.00		
Tax Amount	10.20		
Grand Total	85.20		
Account Rep	NWIND1	Date/Time Post	05/01/2020 04:35pm
Res Clerk	NWIND1	Date/Time Keyed	05/01/2020 04:42pm

Grp/Ind Folio Folio Number: 183987 P-BY-BK#

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Pa

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window CreditCard Info Reports Help

Folio No: 183987 Standard Folio

Bill Src: FD

Src Id: 136877 10 Room: QL 386

Desc: Standard Folio

Text:

Guest: Kells, Chris

Posted Charges: 85.20

Posted Payments:

Folio Balance: 85.20

Deposit Required:

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments
1		05/01/2020	SPA	QL			QL -FACIAL	60.00	
2		05/01/2020	HST	QL			QL -FACIAL	10.20	
3		05/01/2020	PSVC	QL			GRATUITY	3.00	
4		05/01/2020	SVC	QL			GRATUITY	12.00	

Note: This is the Front Desk guest folio. The charges automatically post to the folio and guest will pay the charges at departure.

2.2 Checking Out and Transferring to a Guest Reservation

- 1) If the Guest Reservation was not attached to the FD Res # field but the Checkout button has already been clicked, it is not too late to “transfer” to the Guest Reservation.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create

File Record Window Addresses Reports Help

Un Chkin SvcStart CheckOut Act-Log POS Receipt

Booking Number: 466645 Txt VIP Type

Svc Pkg #

FD Res #

Status: CH C/I Rsh: # Waiting

Service Type: FACIAL Facials

Service: SCRUB Premium Scrub Facial

Date: 05/01/2020 Gst Tm: 04:00pm / 04:25pm Dur: 25

Guest Type: HOTEL Rm Tm: 04:00pm / 04:30pm

Ch? C/I

C/O

Note: No FD Res # assigned to the booking.

On the Spa Charges Settlement screen, the user will select the Tender Method of “Transfer to Room”



Spa Charge Settlement [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search Save/Exit Escape Drill Down Create Delete

File Record Window Help

Booking Number

Back To Service Booking

Charge Fee Tax Included

Add-On Total

Tax Amount

Gratuity Total

Retail Total

Transferred Due

Other Charges

Paid Amount

Total Due

TRANSFER TO ROOM

Tender Method:

Cash/GiftCard

CreditCard

Folio Number

Participant

Post To

Servic

Bill Src

Voucher

Member

Amount Tendered

Change Remaining Amount

- The Reservation Lookup by Guest Name/Room Number will appear. The user can either type in the first few letters of the guest's name last or the Building Code/Room Number. Leaving both fields blank will bring up all Guest Names that encompasses the date. Enter through the fields to bring up the results. Once the name is found highlight and Enter.

Reservation Lookup by Guest Name/Room Num [nwind1] - Maest

Training 5.5 DB 40ms

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Guest Name

Bld/Room

Type in the Guest Name or Bld/Room

Guest Name	Bld	Room #	Arrival	Departure
Peters, Allison	QL	291	05/01/2020	05/06/2020

- The Transfer Charges to Room screen will notify the user that the “From” Folio Number will now be switched to the “To” Folio Number. Meaning the spa charges will no longer be posted to a Spa Folio but instead will be transferred to the Guest Folio. The user will click Transfer button.

Transfer Charges To Room [nwind1] - Maestro Hotel and Reso Training 5.5 DB 64ms

FROM

Folio_number

Source ID

TO

Folio Number

Source ID

←

- Once the Transfer button has been selected it will go back to the Spa Charges Settlement screen. The charges have now been transferred to the Guest Folio. The Total Due and Paid Amount fields are blank indicating no payments to be collected at this point. User can continue the checkout process by printing the receipt and exiting.

Spa Charge Settlement [nwind1] - Maestro Hotel and Resort

Booking Number

Charge Fee Tax Included

Add-On Total

Tax Amount

Gratuity Total

Retail Total

Transferred Due

Other Charges

Paid Amount

Total Due

Tender Method:

Folio Number

Participant

Post To

Bill Src

Voucher

Member

Amount Tendered

Change Remaining Amount



- Back on the **Services Booking Entry** screen the user will now notice the **FD Res #** is filled in with the Guest Reservation number and Name.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create

File Record Window Addresses Reports Help

Act-Log POS Receipt

Booking Number: 466644 Svc Pkg #: VIP Type: Trace Msg: Force Rm: Ttxt: # Waiting:

FD Res #: 135458 **Peters, Ms Allison** ←

Status: CP Service Type: FACIAL Service: SCRUB Date: 05/01/2020 Guest Type: DAY

Facials Premium Scrub Facial Gst Tm: 04:00pm / 04:25pm Dur: 25 Rm Tm: 04:00pm / 04:30pm

Add On: Building: QL Service Rm: ROSE / 1 Service Provider: 28946

Maestro Hotel and Resort Rose Room Mary Kate

FD Group#: Participant: 51959 Constellation Software Peters, Ms Allison GBT: Hist: Hlth-A: SGrp#:

Send Confirm Email Address: test@maestropms.com Phone Number: 555-555-5555 GRC: PRC: SrcBus: SubSrc:

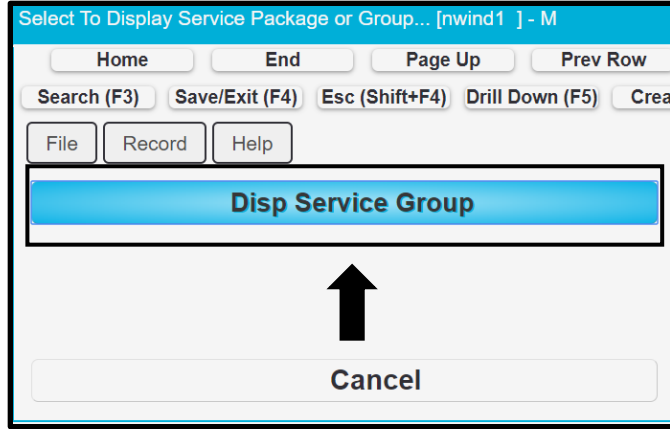
3 Checking Out a Service Group Booking

When multiple bookings are linked together this is called a Service Group. It could be multiple bookings for the same guest or multiple bookings for different guests. The concept of Service Group is that the checkout process can be done all at once or it can be done individually.

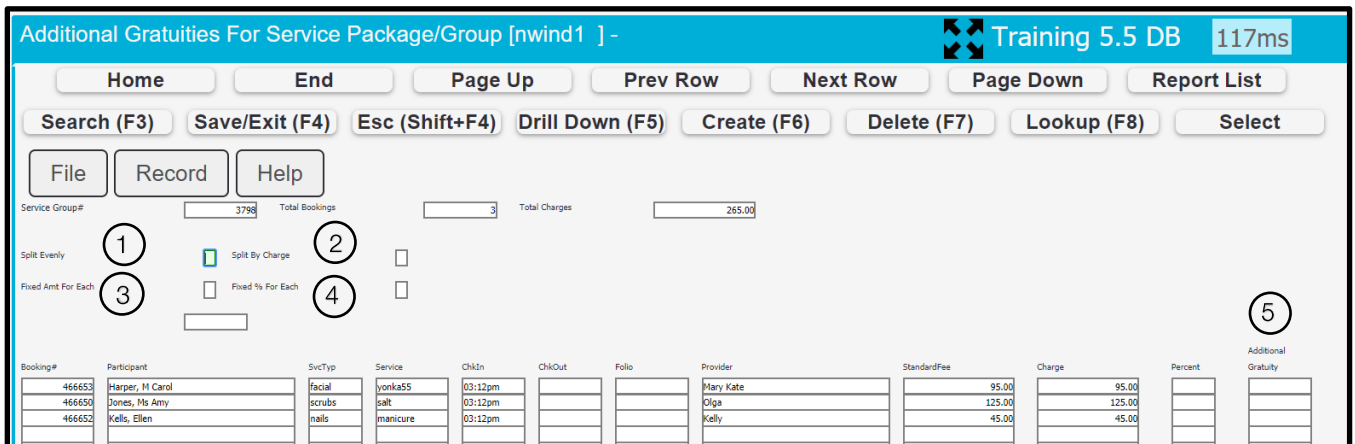
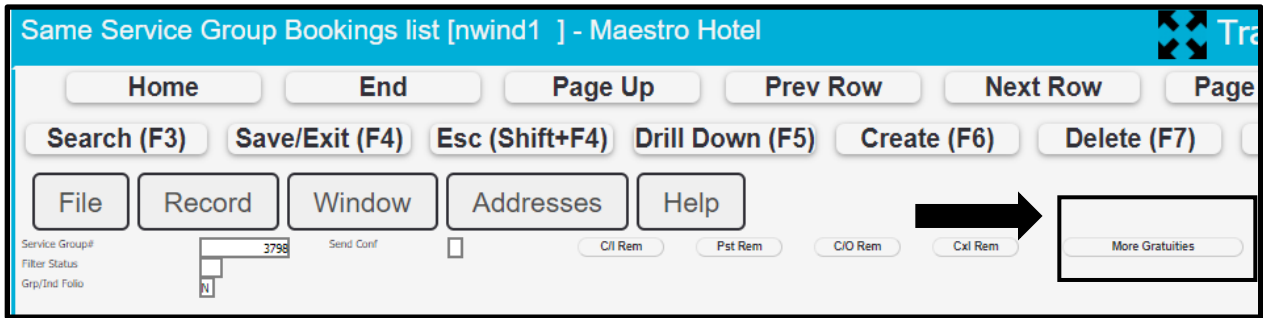
3.1 Checking Out a Service Group and Paying Together

- When **Drilling Down (F5)** into a booking that contains a Service Group number the **Select To Display Service Package or Group** screen will popup. This represents the booking is part of a Service Group. If the user clicks on **Disp Service Group** than it will go to the **Same Booking Service Group List**. If the user clicks on **Cancel** than it will take them directly to the service booking screen. In order to checkout as a group the user will select **Disp Service Group**

Note: If the **Select To Display Service Package or Group** screen doesn't popup please check your spa configuration. Select **Spa & Activity Maintenance | Select Setup | Select Order of Reservation Screen**



- 2) On the Same Booking Service Group List screen, this displays all spa bookings that are linked together. Before the checkout process happens, the user should verify the following information: Service, Charge Fee, Total Charge, Service Charge, Provider and print Receipt. If there are information that needs to be updated the user will need to update the individual booking itself.
- 3) To add gratuity, click on the **More Gratuities** button. On the **Additional Gratuities for Service Package/Group** screen there are 5 ways to apply gratuity.



1. Split Evenly

Split Evenly Split By Charge
 Fixed Amt For Each Fixed % For Each

Amount:

Booking#	Participant	SvcTyp	Service
466653	Harper, M Carol	facial	yonka55
466650	Jones, Ms Amy	scrubs	salt
466652	Kells, Ellen	nails	manicure

Split Evenly – By entering a dollar amount Maestro will divide the gratuity evenly across all services regardless of the Charge Fee.

In this example the \$50.00 is divided evenly to each service.

StandardFee	Charge	Percent	Additional Gratuity
95.00	95.00		16.67
125.00	125.00		16.66
45.00	45.00		16.67

2. Split by Charge

Split Evenly Split By Charge
 Fixed Amt For Each Fixed % For Each

Amount:

Booking#	Participant	SvcTyp	Service
466653	Harper, M Carol	facial	yonka55
466650	Jones, Ms Amy	scrubs	salt
466652	Kells, Ellen	nails	manicure

Split By Charge – By entering a dollar amount Maestro will calculate how much gratuity to be split between each service based on the Charge Fee. It will auto populate the percentage evenly based on the Amount entered and then display the gratuity amount on the Additional Gratuity field.

In this example the dollar amount is \$50.00, Maestro figured out the calculation for each service.

StandardFee	Charge	Percent	Additional Gratuity
95.00	95.00	18.86	17.92
125.00	125.00	18.86	23.59
45.00	45.00	18.87	8.49

3. Fixed Amt For Each

Split Evenly Split By Charge
 Fixed Amt For Each Fixed % For Each
 Amount:

Booking#	Participant	SvcTyp	Service
466653	Harper, M Carol	facial	yonka55
466650	Jones, Ms Amy	scrubs	salt
466652	Kells, Ellen	nails	manicure

Fixed Amount For Each – By entering a dollar amount Maestro will apply the same dollar amount to each service regardless of the Charge Fee on the Additional Gratuity field.

In this example the dollar amount is \$15.00. Maestro automatically applied \$15.00 to each service.

StandardFee	Charge	Percent	Additional Gratuity
95.00	95.00		15.00
125.00	125.00		15.00
45.00	45.00		15.00

4. Fixed % For Each

Split Evenly Split By Charge
 Fixed Amt For Each Fixed % For Each
 Percent:

Booking#	Participant	SvcTyp	Service
466653	Harper, M Carol	facial	yonka55
466650	Jones, Ms Amy	scrubs	salt
466652	Kells, Ellen	nails	manicure

Fixed % For Each – By entering a percentage, Maestro will calculate the gratuity amount based on the Charge Fee. Maestro will populate the Percent and calculate the amount on the Additional Gratuity field.

In this example the percentage is 15% and Maestro applied each service with a gratuity of 15% and came up with the dollar amount figure.

StandardFee	Charge	Percent	Additional Gratuity
95.00	95.00	15.00	14.25
125.00	125.00	15.00	18.75
45.00	45.00	15.00	6.75

5. Manual Entry of Dollar Amount or Percentage

Split Evenly Split By Charge
 Fixed Amt For Each Fixed % For Each
 Amount:

Manual Entry of Dollar or Percentage – Users can manually enter in the dollar amount or percentage without having to use the first 4 options.

The 1st diagram shows none of the 4 options are being used.

StandardFee	Charge	Percent	Additional Gratuity
95.00	95.00		12.00
125.00	125.00		20.00
45.00	45.00		5.00

The 2nd diagram shows the dollar amount entered regardless of the Charge Fee.

StandardFee	Charge	Percent	Additional Gratuity
95.00	95.00	15.00	14.25
125.00	125.00	20.00	25.00
45.00	45.00	10.00	4.50

The 3rd diagram shows when the percentage is entered and Maestro calculates the gratuity amount.

- Once the gratuity option has been selected, click on the **Process** button. This will apply the gratuities to each service. Then **Save/Exit (F4)** back to the **Same Booking Service Group List** screen.

Additional Gratuities For Service Package/Group [nwind1] - Training 5.5 DB 45ms

Home End Page Up Prev Row Next Row Page Down Report List
 Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Help
 Service Group# Total Bookings Total Charges
 Split Evenly Split By Charge
 Fixed Amt For Each Fixed % For Each
 Amount:

Booking#	Participant	SvcTip	Service	ChkIn	ChkOut	Folio	Provider	StandardFee	Charge	Percent	Additional Gratuity	
466653	Harper, M Carol	Facial	JonikaSS	03:12am			Mary Kate	95.00	95.00	15.00	14.25	
466650	Jones, Ma Amy	scrubi	jaft	03:12am			Diga	125.00	125.00	20.00	25.00	
466652	Kelle, Ellen	nails	manicure	03:12am			Kelly	45.00	45.00	10.00	4.50	
											Total	43.75



- On the **Same Service Group Booking List** screen, the gratuity total will display on the **Gratuity** field. Depending on the service that's being highlighted Maestro will show the gratuity for the individual service. In this example Ellen Kells's booking is highlighted, gratuity will show for that manicure service.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help

Service Group# 3798 Send Conf C/I Rem Pst Rem C/O Rem Cxl Rem More Gratuities

Filter Status Grp/Ind Folio N More Discounts

GuestName	Charge	Folio#	SC	Date	FD Plg	Room	Time	Guest	Time	C/I Tm	C/O Tm	SrvTyp	Service	Bk#	Res#	Svc Pkg#	BT	ATpy
Harper, M Carol	95.00			05/06/2020		09:30am	09:30am	09:30am	09:15am			Facial		466653			CF	
Jones, Ms Amy	125.00			05/06/2020		09:30am	09:30am	09:30am	09:15am			scrubs		466650			CF	
Kells, Ellen	45.00			05/06/2020		09:30am	09:30am	09:30am	09:15am			manicure		466652			CF	

Payer: Booking# FD Res# FD Group# Participant Post To Credit Card

DateTookAmt 265.00

	Group:	manicure :
Std Charge	265.00	45.00
Add On		
Gratuity	43.75	4.50
Mem Disc		
Discount		
Sub Total	308.75	49.50
Taxes	45.05	7.65
Total Charge	353.80	57.15

Process Exit Clear Receipt

- Before the checkout process can happen, it is imperative that the payer is identified. User must highlight the guest name that will be paying for all the bookings. Then double click on the **ATPY** field. Once the user double clicks on the **ATPY** field the dialogue 'Select this booking as a payer?' click **Yes**.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page D

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help

Double Click on ATPY (2)

1 Highlight Booking To Pay

GuestName	Charge	SC	Date	Room	C/I Tm	Srv Tvp	Bk#	Res#	Svc Pko#	BT	ATPY
Harper, M Carol	95.00		05/06/2020	09:30am							
Jones, Ms Amy	125.00		05/06/2020	09:30am							
Kells, Ellen	45.00		05/06/2020	09:30am							

3 Select this booking as a payer?

Yes No

Note: On the bottom of the screen the **Payer** information is captured with the Participant Name and the method of payment such a Credit Card. The Date Tot Amt field will show the total of services combined before taxes and gratuities.

Payer:

Booking# 466652 Folio#

FD Res#

FD Group#

Participant 75711 KELLS, ELLEN

Post To Servic

Credit Card VS *****1119

DateTotAmt 265.00



- 7) Once the **Yes** button has been selected the user will then click on the **Pst Rem** button. The **ATPY** field will now show **PST** for posted. Next the user will click on **Process** button and a dialogue box 'Post charges to selected bookings?'. Click **Yes** to continue with the checkout process.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help **1**

Service Group# 3798 Send Conf C/I Rem **Pst Rem** C/O Rem Cxl Rem More Gratuities More Discounts

GuestName	SC	Date	Room	Guest	C/I Tm	Srv Typ	Bk#	Res#	Svc Pkg#	BT	ATpy
Harper, M Carol		05/06/2020	09:30am	09:30am	09:15am	Facial	466653			CF	PST
Dones, Ms Amy	95.00	05/06/2020	10:30am	10:25am		yonka55	Mary Kate			CF	PST
Kells, Ellen	125.00		09:30am	09:30am	09:15am	scrubs	466650			CF	PST
	45.00		10:30am	10:25am		salt	Olga			CF	PST
			09:30am	09:30am	09:15am	nails	466652			CF	PST
			10:30am	10:25am		manicure	Kelly				

Payer: Booking# 466652 Folio# Participant 75711 KELLS, ELLEN

Std Charge	Group:	manicure :
265.00	265.00	45.00
43.75		4.50
308.75		49.50
45.05		7.63
Total Charge	353.80	57.15

DateTotAmt 265.00

2 Process Exit Clear Receipt

Post charges to selected bookings?

Yes No



- 8) The letter **P** in yellow now appears next to rate field to indicate the charges have been posted and a **Folio number** to represent where the charges were posted to. Next, click on the **C/O Rem** button, the **ATPY** field now shows **C/O**. Then click on the **Process** button and the **Spa Charge Settlement** screen appears.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page D

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help

Service Group# 3798 Send Conf C/O Rem Pat Rem **C/O Rem** Cxl Rem More Gratuities

Guest/Name	Charge	Folio#	Date	FD Pkg	Room	Guest	C/O Tm	Srv/Typ	Bk#	Res#	Svc Pkg#	BT	ATPy
Harper, M Carol	95.00	P	05/06/2020		09:20am	09:30am	09:15am	facial	466653			CF	C/O
Jones, Ms Amy	125.00	P	05/06/2020		10:30am	10:25am	09:15am	lyonka55	466650			CF	C/O
Kells, Ellen	45.00	P	05/06/2020		10:30am	10:25am	09:15am	salt	466652			CF	C/O

1

2

Process Exit Clear Receipt

- 9) Since this Service Group is a Stand-Alone booking, payment is required. The Participant field shows the guest name that's paying. Continue the checkout process by selecting the Tender Method and click on the **Complete Sale** button.

Spa Charge Settlement [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Booking Number 466653

Back To Service Booking

Charge Fee 265.00 Tax Included

Add-On Total

Tax Amount 45.00

Gratuity Total 43.75

Retail Total

Transferred Due

Other Charges

Paid Amount

Total Due 353.80

TRANSFER TO ROOM

Tender Method:

Cash/GiftCard

CreditCard

Folio Number 184040

Participant 75711 Kells, Ellen

Post To Servc

Bill Src

Voucher

Member

Amount Tendered 353.80

Change Remaining Amount



Note: If the Service Group is part of an Integrated Booking then the Payer will be the Hotel Guest. Below shows the FD Res# the name of the Guest Reservation. Once the Pst Rem and Process buttons are selected then Maestro will popup a message to charge to the Front Desk folio.

Payer:			
Booking#	46662	Folio#	
FD Res#	136866	OLSEN, JIMMY	
FD Group#			
Participant	76173	OLSEN, JIMMY	
Post To	A/R		
Credit Card			
		DateTotAmt	

↓ Folio to be settled at Front Desk?

OK

Pay Now

- Once the payment has been posted **Save/Exit (F4)** back to the **Same Service Group Booking List** screen and the checkout process is complete. The Checkout time will indicate. If the user **Drills Down (F5)** into the **folio number** all the spa charges, gratuities and payment will appear. User can click on the Print button to print a folio.

Same Service Group Bookings list [nwind1] - Maestro Hotel										
Home		End		Page Up		Prev Row		Next Row		Page D
Search (F3)		Save/Exit (F4)		Esc (Shift+F4)		Drill Down (F5)		Create (F6)		Delete (F7)
File		Record		Window		Addresses		Help		
Service Group#	3798	Send Conf	<input type="checkbox"/>	C/I Rem	Pst Rem	C/O Rem	Cxl Rem	More Gratuities		
Filter Status										
Grp/Ind Folio										
GuestName	Charge	Folio#	SC	Date	Room	Guest	C/I Tm	SrvTyp	Blk#	Res#
Harper, M Carol	95.00	P		05/06/2020	09:30am	09:30am	09:15am	facial	466653	
					10:30am	10:25am	11:21am	lyonka55	Mary Kate	
Dones, Ms Amy	125.00	P		05/06/2020	09:30am	09:30am	09:15am	scrubs	466650	
					10:30am	10:25am	11:21am	salt	Olga	
Kells, Ellen	45.00	P		05/06/2020	09:30am	09:30am	09:15am	hails	466652	
					10:30am	10:25am	11:21am	manicure	Kelly	

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor Training

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup

File Record Window CreditCard Info Reports Help

Folio No: 184040 Kells, Ellen Closed

Bill Src: SP

Src Id: 466652

Desc: Kells, Ellen/SV#466652

Text:

Posted Charges	353.80
Posted Payments	353.80
Folio Balance	

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		05/06/2020	SPA	QL			S: 3798	45.00		Y
2		05/06/2020	HST	QL			S: 3798	7.65		Y
3		05/06/2020	GRAT	QL			GRATUITY	4.50		Y
4		05/06/2020	1BOD	QL			S: 3798	125.00		Y
5		05/06/2020	HST	QL			S: 3798	21.25		Y
6		05/06/2020	GRAT	QL			GRATUITY	25.00		Y
7		05/06/2020	SPA	QL			S: 3798	95.00		Y
8		05/06/2020	HST	QL			S: 3798	16.15		Y
9		05/06/2020	GRAT	QL			GRATUITY	14.25		Y
10		05/06/2020	VS	QL	QL	BLUE			353.80	Y

Spa Services Mtd: SV Clerk: NWINDOW1 Keyed: 05/06/2020 / 11:13am

Print Toggle All Batch Xfer

3.2 Checking Out a Service Group and Paying Individually

- 1) When **Drilling Down (F5)** into a booking that is part of a Service Group, it's imperative before the checkout process happens the user verifies how the guest(s) would like to pay. If there are multiple guests in a service group and each person would like to pay individually than on the Select To Display Service Package or Group comes up ensure to select the Cancel button. By selecting Cancel it will take the user to the Services Booking Entry screen. From there checkout the booking as if this was a Stand-Alone Booking. See section 1.2 or 1.3 of this document on how to checkout a Stand-Alone Booking.

Select To Display Service Package or Group... [nwind1] - M

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Crea

File Record Help

Disp Service Group

Cancel

- 2) Ensure the **Cancel** button is selected for each booking that is part of the Service Group. Maestro will know that the checkout process will be done individually and not as a group.

3.3 Checking Out a Service Group - Partial Group Pay and Partial Individual Pay

- 1) Before the checkout process can happen, the user will need to identify if the Service Group will be paid all together or individually. If there happens to be a mixture of both then the following steps will need to be taken. First the user will need to separate out the bookings that are paying individually. For example, if there are 3 guests on a Service Group and Guest #1 is paying for Guest #2 but Guest #3 is paying on their own then the user will need to remove the service group number from Guest #3.

In this example Dr. Chris Kells will be paying for Lindsay Kells but Amanda Jones is paying for herself.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help

Service Group# 3800 Send Conf C/I Rem Pst Rem C/O Rem Cxl Rem More Gratuities

Filter Status Grp/Ind Folio

GuestName	Charge	Folio#	SC	Date	Room	Guest	C/I Tm	Srv Typ	Blk#	Res#	Svc Plg#	BT	ATpy
Jones, Amanda	60.00			05/06/2020	05:00pm	05:00pm	04:48pm	massag	466667			CF	
Kells, Dr Chris	60.00			05/06/2020	05:30pm	05:25pm	04:48pm	secret25	Mary Kate			CF	
Kells, Lindsay	60.00			05/06/2020	05:00pm	05:00pm	04:48pm	secret25	Olga			CF	
	60.00				05:30pm	05:25pm		secret25	Kelly				

- 2) The user must access the individual booking(s) of the ones paying on their own and remove the Service Group Number. The reason why the Service Group Number needs to be deleted is because we want to disassociate the booking from the other services. This way the booking can be checked out as a Stand-Alone booking.

To remove the Service Group #, **Drill Down (F5)** on the **Participant** name to access the **Services Booking Entry** screen and place the cursor on the **SGrp#** and press the **Delete** key on the keyboard or the **Backspace** key.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Addresses Reports Help

Un ChkIn SvcStart CheckOut Act-Log POS Receipt

Booking Number: 466667
 Svc Plg #: []
 FD Res #: []
 Status: CF
 Service Type: MASSAG
 Service: SECRET25
 Date: 05/06/2020
 Guest Type: HOTEL

VIP Type: []
 C/T Rsn: []
 Message: Stress Relief Massage
 Gst Tm: 05:00pm / 05:25pm
 Rm Tm: 05:00pm / 05:30pm
 Dur: 25

Trace Msg: []
 Force Rm: N
 # Waiting: []
 C/I Started: 04:48pm
 C/O: []

Add On: []

Building: QL
 Service Rm: ROSE / 1
 Service Provider: 28946
 Maestros Hotel and Resort
 Rose Room
 Mary Kate

FD Group#: []
 Participant: 61451
 Gender Pref: []
 Email Address: test@maestropms.com
 Phone Number: 111-555-8979
 Credit Card: []
 Caller: []

GBT: []
 Hist: Y
 SGrp#: 3800
 SrcBus: []
 SubSrc: []

Hist: Y

SGrp#: []

SrcBus: []

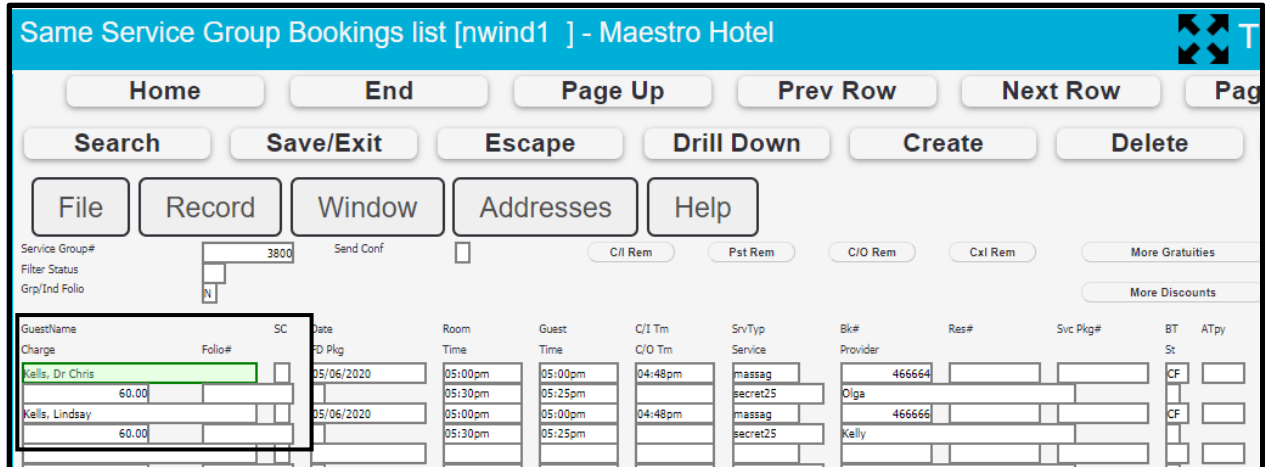
SubSrc: []

To remove the Service Group Number, use the Delete key or the Backspace key.

- Once the SGrp# is removed the user can checkout the individual booking. See section 1.2 or 1.3 of this document to go through checking out a Stand-Alone booking.

For the other bookings that are still linked together and paying together the user will perform the Service Group Checkout. See section 3.1 of this document to go through Service Group Checkout paying together.

In the example below Amanda Jones is no longer part of the Service Group, but Dr. Chris Kells and Lindsay Kells are still a group.

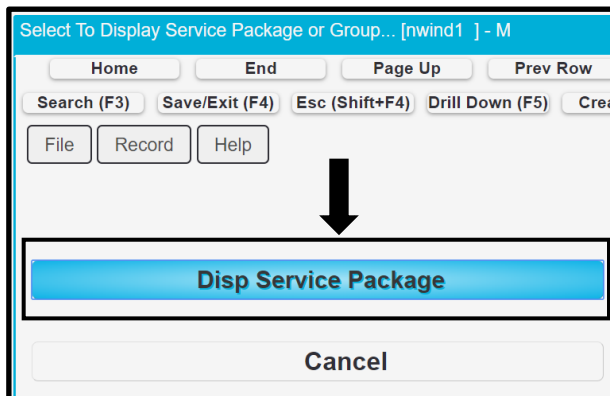


4 Checking Out a Service Package

A service package is when there are multiple bookings combined with one set price. The Service Package is checked in and out as a whole.

4.1 Checking Out a Stand-Alone Service Package

- 1) To checkout the Service Package, **Drill Down (F5)** into one of the bookings that is part of the package. The **Select To Display Service Package or Group** screen pops up. By selecting the **Disp Service Package** button it will take the user directly to the service package screen. If the user clicks on the **Cancel** button then it will take them directly to the individual booking.



- 2) From the **Service Package Booking** screen the user should verify the package information before checking out. Users should verify the package total, individual package component amounts, provider(s) and services. Once confirmed click on the **Receipt** button. Then if the gratuity has not been added click on the **More Gratuities** button. Please see section 3.1 point 3 of this document to review gratuity assignment.



Service Package Booking [nwind1] - Maestro Hotel and Resor Training

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup

File Record Window Help

SVC Pkg# 46668
 PD Res #
 PD Group#

First Treatment Date 05/11/2020 MON Time 08:00am
 Svc Pkg Type SPCL Specials
 Svc Pkg Code INDULGE Pure Body Indulgence
 Guest Type DAY Spa Day Guest (Non-Hotel)
 Svc Of Bus
 VIP Type Gender Pref Send Confirm

Package	serenity	
Std Charge	245.00	75.00
Add On		
Gratuity	61.25	18.75
Mem Disc		
Discount		
Sub Total	306.25	93.75
Taxes	41.65	12.75
Total Charge	347.90	106.50

Guest Info Receipt

S#	SvType	T	Date	Guest	Room	Bld	Rm	Rate	MemDisc	Charge	Folio	P	C/I Tm	Provider	St
10	FACIAL	N	05/11/2020	08:00am	08:00am	QL	1	75.00		75.00	75.00	N	10:21am	Kelly	CF
20	MASSAG	Y	05/11/2020	10:00am	10:00am	QL	1	85.00		85.00		N	10:21am	Kelly	CF
30	LUNCH	N	05/11/2020	11:00am	11:00am	QL	1	30.00		30.00		N	10:21am	Angela	CF
40	NAILS	N	05/11/2020	12:00pm	12:00pm	QL	1	55.00		55.00		N	10:21am	Angela	CF

Participant Member 75711 Kelly, Ellen SC
 Post To Service
 Email Address test@maestropgms.com
 Phone Number 514-212-2500
 Credit Card VS *****119

Update CR Post Chg CIO Exit

Services By Day
 Providers Books
 More Discounts
 More Gratuities

Note: If the information is inaccurate the user can Drill Down (F5) into the service booking and make the modifications.

- When ready, click on the **Post Chg** button. A dialogue box will appear to confirm the posting of the package components. Click **OK** and the letter 'P' will represent that each of the services have been posted. Also, a folio number will generate to indicate the charges are posted to the folio. Users can Drill Down (F5) into the folio number to see the details of the postings.



Svc Plg# 466668
 FD Res #
 FD Group#

First Treatment Date: 05/11/2020 MON Time 08:00am
 Svc Plg Type: SPCL Specials
 Svc Plg Code: INDULGE Pure Body Indulgence
 Guest Type: DAY Spa Day Guest (Non-Hotel)
 Svc Of Bus
 VIP Type

BT Std Charge 245.00
 Add On
 Gratuity 61.25
 Mem Disc
 Discount
 Sub Total 306.25
 Taxes 41.65
 Total Charge 347.90

Package 55.00
 13.75
 68.75
 9.35
 78.10

Guest info Receipt

'P' for Posted and a Folio Number

S#	SvType	T	Date	Guest	Room	Bld	Rtn	Rate	MemDisc	Charge	P	C/O Tm	Provider	St
10	FACIAL		05/11/2020	08:00am	08:00am	QL	1	75.00		75.00		10:21am	Kelly	CF
	SERENITY	N		09:55am	10:00am	BLUE	N	347.90		184064	P			
20	MASSAG	Y	05/11/2020	10:00am	10:00am	QL	1	85.00		85.00		10:21am	Kelly	CF
	SECRETSS	N		10:55am	11:00am	BLUE	N	347.90		184064	P			
30	LUNCH		05/11/2020	11:00am	11:00am	QL	1	30.00		30.00		10:21am	Angela	CF
	LUNCH	N		12:00pm	12:00pm	LOUNGE	N	347.90		184064	P			
40	NAILS		05/11/2020	12:00pm	12:00pm	QL	1	55.00		55.00		10:21am	Angela	CF
	PSPED	N		01:25pm	01:30pm	BLUE		347.90		184064	P			

Participant: 75711 Kelly, Ellen
 Member
 Post To
 Email Address: test1@maestropms.com
 Phone Number: 514-212-2500
 Credit Card: V5 432100000001119

Update Ctl Post Chg C/O Exit

Services By Day
 Providers Books
 More Gratuities

Post all Package Components?

OK Cancel

- 4) Then, click on the C/O button. A dialogue box will appear to confirm the Package Checkout process. Click OK. Next, The Spa Charge Settlement screen will appear, continue by selecting a Tender Method, Complete Sale and print Receipt. Please refer to section 1.2 points 5-9 or section 1.3 points 2-5 on how to collect payment.

Check out all Package Components?

OK Cancel



Spa Charge Settlement [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row
 Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Booking Number: 466668

Back To Service Booking

Charge Fee: 245.00
 Add-On Total: []
 Tax Amount: 41.65
 Gratuity Total: 61.25
 Retail Total: []
 Transferred Due: []
 Other Charges: []

Tax Included: []
 Tender Method: []

Paid Amount: 347.90
 Total Due: []

Folio Number: 184064

Participant: 75711 Kells, Ellen

Post To: []
 Bill Src: SP Src Id: []

Member: []

Amount Tended: []
 Change: [] Remaining Amount: []

Print Receipt

- 5) Once the payment has been posted **Save/Exit (F4)** back to the Service Package Booking screen. The user can also **Drill Down (F5)** to see the folio or print. The **Checkout** time will now display.

Service Package Booking [nwind1] - Maestro Hotel and Resort

Training 5.5 DB 350ms

Home End Page Up Prev Row Next Row Page Down Report List
 Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

SVC Pkg #: 466668

Package: [] piped: []

STL Charge: 245.00
 Add On: []
 Gratuity: 61.25
 Mem Disc: []
 Discount: []
 Sub Total: 306.25
 Taxes: 41.65
 Total Charge: 347.90

STL Charge: 55.00
 Gratuity: 13.75
 Sub Total: 68.75
 Taxes: 9.35
 Total Charge: 78.10

Guest Info Receipt

S#	SvType	T	Date	Guest	Room	Blid	Stn	Rate	Member	Charge	C/D Trm	Provider	St
			DC	Start	Start	Room	F	FolioBalance		Folio	C/D Trm		
10	FACIAL		05/11/2020		08:00am	08:00am	QL	75.00		75.00	N	00:21am	Kelly
	SERENITY	N			09:25am	10:00am	BLUE			184064	N	03:56pm	
20	MASSAG		05/11/2020		10:00am	10:00am	QL	85.00		85.00	N	00:21am	Kelly
	SECRETSS	N			10:25am	11:00am	BLUE			184064	N	03:56pm	
30	LUNCH		05/11/2020		11:00am	11:00am	QL	30.00		30.00	N	00:21am	Angela
	LUNCH	N			12:00pm	12:00pm	LUNGE			184064	N	03:56pm	
40	NAILS		05/11/2020		12:00pm	12:00pm	QL	55.00		55.00	N	00:21am	Angela
	PSPED	N			01:25pm	01:30pm	BLUE			184064	N	03:56pm	

Participant: 75711 Kells, Ellen

Member: []

Post To: []

Email Address: keel@maestrosprms.com

Phone Number: 514-212-2500

Credit Card: VS 4321000000001119

Update Ctl Post Chg C/D Exit

Services By Day Providers Books More Gratuities

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor Training

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup

File Record Window CreditCard Info Reports Help

Folio No: 184064 Kells, Ellen Closed

Bill Src: SP

Src Id: 466668

Desc: Kells, Ellen/SV#466668

Text:

Posted Charges: 347.90

Posted Payments: 347.90

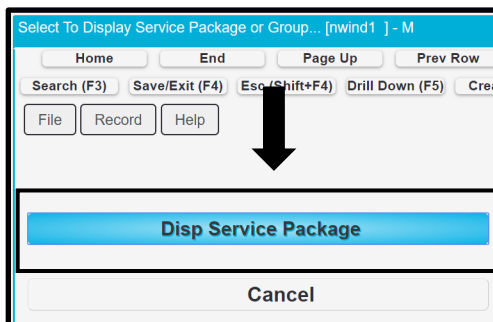
Folio Balance:

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		05/11/2020	SPKG	QL			P-INDULGE	245.00		Y
2		05/11/2020	HST	QL			P-INDULGE	41.65		Y
3		05/11/2020	PSVC	QL			GRATUITY	3.75		Y
4		05/11/2020	SVC	QL			GRATUITY	15.00		Y
5		05/11/2020	PSVC	QL			GRATUITY	4.25		Y
6		05/11/2020	SVC	QL			GRATUITY	17.00		Y
7		05/11/2020	PSVC	QL			GRATUITY	1.50		Y
8		05/11/2020	SVC	QL			GRATUITY	6.00		Y
9		05/11/2020	PSVC	QL			GRATUITY	2.75		Y
10		05/11/2020	SVC	QL			GRATUITY	11.00		Y
11		05/11/2020	VS	QL	QL	BLUE			347.90	Y

Note: The folio will display the total Service Package price along with gratuities and payment.

4.2 Checking Out an Integrated Service Package.

- 1) To checkout the Service Package, Drill Down (F5) into one of the bookings that is part of the package. The user Drills Down (F5) the Select To Display Service Package or Group screen pops up. By selecting the Disp Service Package button it will take the user directly to the service package screen. If the user clicks on the Cancel button then it will take them directly to the individual booking.



- 2) From the Service Package Booking screen the user should verify the package information before checking out. User should verify the package total, individual package component amounts, provider(s) and services. If the gratuity has not been added click on the More Gratuities button. Please see section 3.1 point 3 of this document to review gratuity assignment. Most importantly verify the FD Res # field has a reservation number and guest name attached. This will determine the package is linked to a Front Desk Reservation.

Service Package Booking [nwind1] - Maestro Hotel and Resor Training

SVC Pkg# 466677
 FD Res # 136950 Evans, Richard Post Chg

Package : 240.00
 secret55 : 110.00

Add On 60.00
 Gratuity 27.50
 Mem Disc
 Discount
 Sub Total 300.00
 Taxes 40.80
 Total Charge 340.80

110.00
 27.50
 137.50
 18.70
 156.20

S#	SvType	T	Date	Guest	Room	Bld	Stn	Rate	MemDisc	Charge	P	C/I Tm	Provider	St
Service	DC		Start	Start	Room	F	FolioBalance	Folio		Folio	C/O Tm			
10	NAILS	N	05/11/2020	01:00pm	01:00pm	QL	1	65.00		65.00	N	04:14pm	Mary Kat	CF
	PSMAN	N		02:25pm	02:30pm	PURPLE								
20	NAILS	N	05/11/2020	02:30pm	02:30pm	QL	1	65.00		65.00	N	04:14pm	Mary Kat	CF
	PSPED	N		03:55pm	04:00pm	BLUE	N							
30	MASSAG	Y	05/11/2020	04:00pm	04:00pm	QL	1	110.00		110.00	N	04:14pm	Kelly	CF
	SECRETSS	N		04:55pm	05:00pm	BLUE	N							

- Click on the **Post Chg** button, a dialogue box will appear to confirm posting of the package components. Click **OK**, then immediately another dialogue box appears to "Folio to be settle at Front Desk?". User will click on **OK**; this will automatically post the package directly to the guest's folio. If the user selects "Pay Now" than the **Spa Charge Settlement** screen will appear.

SVC Pkg# 466677
 FD Res # 136950
 FD Group# Evans, Richard

Package : secret55 :
 Std Charge 240.00
 Add On 60.00
 Gratuity 27.50
 Mem Disc
 Discount
 Sub Total 300.00
 Taxes 40.80
 Total Charge 340.80

110.00
 137.50
 18.70
 156.20

First Treatment Date 05/11/2020 MON Time 01:00pm
 Svc Pkg Type HALF
 Svc Pkg Code BODYSOUL
 Guest Type HOTEL
 Svc Of Bus
 VIP Type

Half Day Spa Packages
 Body & Soul
 Hotel Guest

BT Txt
 Gender Pref Send Confirm

Guest Info Receipt

S#	SvType	T	Date	Guest	Room	Bld	Str	Rate	MemDisc	Charge	P	C/I Trm	Provider	St
Service	DC		Start	End	Room	F	FolioBalance			Folio		C/O Trm		
10	NAILS	N	05/11/2020		01:00pm	01:00pm	QL			65.00				
	PSMAN	N			02:25pm	02:30pm	PURPLE			340.80			Mary Kat	CF
20	NAILS	N	05/11/2020		02:30pm	02:30pm	QL			65.00			Mary Kat	CF
	PSPED	N			03:55pm	04:00pm	BLUE			340.80				
30	MASSAG	Y	05/11/2020		04:00pm	04:00pm	QL			110.00			Kelly	CF
	SECRETS	N			04:55pm	05:00pm	BLUE			340.80				

Participant 15023 Evans, Richard SC

Member
 Post To
 Email Address
 Phone Number 555-555-5555
 Credit Card

Update C/I Post Chg C/O Exit

Services By Day
 Providers Books
 More Gratuities

Post all Package Components?

OK Cancel

Folio to be settled at Front Desk?

OK Pay Now

- 4) On the Service Package Booking screen the letter 'P' is indicated as Posted. The next step is click on the C/O button. A dialogue box will appear to checkout all package components. The user will click OK.

Check out all Package Components?

OK Cancel

5 Checking Out a Spa Booking to Accounts Receivable/Permanent Account

There are some instances that the spa booking would be paid for by a company or a personal account. If that's the case the spa booking can be transferred to Account Receivables or Permanent Account.

5.1 Checking Out a Stand-Alone Booking to A/R or Permanent Account

- 1) If a booking is supposed to be covered by an Account Receivable or Permanent Account the first step is to assign the account to the spa booking. On the **Services Booking Entry** screen there is a field called "Post to Service".

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down

File Record Window Addresses Reports

CheckIn Act-Log P

Booking Number: 466690 Txt: VIP Type:

Svc Pkg #: FD Res #:

Status: CF C/T Rsn:

Service Type: FACIAL Facials:

Service: YONKA25 Radiance Facial

Date: 05/12/2020 Gst Tm: 11:30am / 11:55am Dur: 25

Guest Type: HOTEL Rm Tm: 11:30am / 12:00pm

Add On:

Building: QL / St: BLUE / 1

Service Rm: BLUE / 1

Service Provider: 28946

Maestro Hotel and Resort

Blue Room

Mary Kate

FD Group#:

Participant: 70141

Kells, Chris

Gender Pref: Send Confirm:

Email Address: test@maestropms.com

Phone Number: 123-123-1234 GRC: PRC:

Credit Card:

Caller:

Member:

Post To Service:

Standard Fee(P/P): 60.00 FD Pkg: Gst Pkg: Extra:

Mbr Disc %:

Total Discount: % \$ Discount Reason:

Note: Assigning the A/R or Permanent Account can be done anytime prior to clicking on the Checkout button.



- 2) **Lookup (F8)** in the **Post to Service** field. The **Client Lookup** screen will now appear, the user can search by the following criteria's: Folio Number, Client Code, Client Name, Phone Number and Zip/Postal Code. In this example the company name is being searched under the Client Name field. Next, click on the **Search** button.

Client Lookup [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) C

File Record Window Help

Folio Number

Client Code

Client Name

Phone Number

Zip/Postal Code

Search Cancel

- 3) If there is a match to the Client Name, Maestro will present the Client Lookup screen. Highlight the **A/R or Permanent Account** name and press **Enter** to make the selection. On the **Services Booking Entry** screen the **A/R or Permanent Account** name along with Client Code number will appear on the "Post to A/R" field.

Client Lookup (by Name) [nwind1] - Maestro Hotel and Resor Training 5.5 DB 52ms

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

A/R CLIENTS

Client Name	ClientCd	ClntType	R	\$	AR	Phone Number	City	Text	Spa	FD	I	LoyalPgm	LoyalLvl	Survey	Rating	M
Maestro Advertising	58325	CORP	Y	Y	ACT	555-555-5555	Calgary									
Maestro Baseball	68483	CORP	N	Y	ACT	416-444-4444	Markham									
Maestro Corporation	56877	CORP	Y	Y	ACT	555-555-5555	Louisville									
Maestro Farmstead Holdings	51774		N	N	ACT		Markham									
Maestro Hotel	63472	CORP	Y	Y	ACT	239 398 7698	Bradenton									
Maestro Industries	59238	CORP	Y	Y	ACT	555-555-5555	Minneola									
Maestro Institute	57470	CORP	Y	Y	ACT	555-555-5555	Los Angeles									
Maestro Media	279	CORP	Y	Y	ACT	555-555-5555	Toronto									
Maestro Mining and Manufacturing	61169	CORP	Y	Y	ACT	555-555-5555	Omaha									
Maestro Mutual Insurance	51741	CORP	Y	Y	ACT	555-555-5555	Sauquoit					F&F	SILVER			
Maestro Pharmac	53341		N	N	ACT	43657567658757	Toronto									
Maestro Pharmac	53340	CORP	N	N	ACT	323-445-6687	Toronto									
Maestro Pharmaceuticals	7	CORP	Y	Y	ACT	555-555-5555	Etobicoke									
Maestro PMS	427	CORP	N	Y	ACT	123-555-5555	Markham									
Maestro Real Estate Holdings	51764	CORP	Y	Y	ACT	555-555-5555	Beverly Hills									



Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete

File Record Window Addresses Reports Help

Un ChkIn Svc Start **CheckOut** Act-Log POS Receipt

Booking Number: 466690
 Svc Pkg #:
 FD Res #:
 Status:
 Service Type: FACIAL
 Service: YONKA25
 Date: 05/12/2020
 Guest Type: HOTEL

Facials
 Radiance Facial
 Glt Tm: 11:30am / 11:55am
 Rm Tm: 11:30am / 12:00pm
 Dur: 25

Maestro Hotel and Resort
 Blue Room
 Mary Kate

Maestro Media
 70141
 Kells, Chris

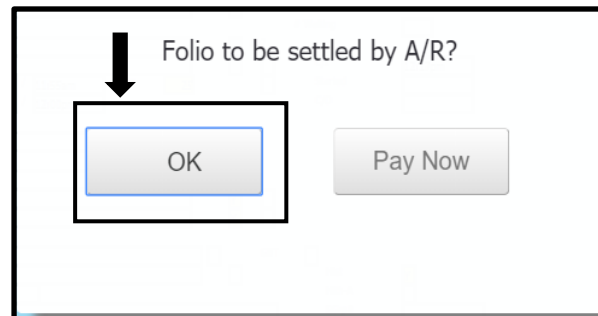
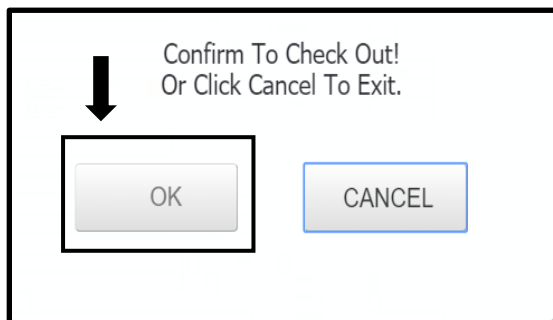
Member
 Post To A/R: 279

Charge Fee: 60.00
 Total Add On: 15.00
 Sub Total: 75.00
 Tax Amount: 10.20
 Grand Total: 85.20

Account Rep: NWIND1
 Res Clerk: NWIND1
 Date/Time Post:
 Date/Time Keyed: 05/12/2020 11:20am

Note: Noticed the field name has changed from "Post To Service" to "Post to A/R"

- Once the account name has been attached and the user is ready to checkout click on the **Checkout** button. The "Confirm to Check Out" dialogue box will appear first, click **OK** to continue. Next the "Folio to be Settled by A/R?" message will pop up. Click **OK** to continue. If the user clicks on "Pay Now" then it will go to the Spa Charge Settlement screen.





- The charges will now display the letter 'P' to show it's been posted. If the user Drills Down (F5) into the Folio Number field the folio belongs to the A/R account and the Billing Source is A/R.

Member					
Post To	A/R	279	Maestro Media		
Standard Fee(P/P)		60.00	FD Pkg	<input type="checkbox"/>	Gst Pkg <input type="checkbox"/> Extra <input checked="" type="checkbox"/>
Mbr Disc %					
Total Discount		%	\$	Discount Reason	
Charge Fee		60.00			P
Total Add On					
Total Gratuity		%	15.00	\$	
Sub Total		75.00			
Tax Amount		10.20			
Grand Total		85.20			
Account Rep	NWIND1		Grp/Ind Folio		
Res Clerk	NWIND1		Folio Number	184115	P-BY-BK#
			Date/Time Post	05/12/2020 12:29pm	
			Date/Time Keyed	05/12/2020 12:29pm	

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor Training

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup

File Record Window CreditCard Info Reports Help

Folio No	184115	Maestro Media		Open
Bill Src	AR			
Src Id			Posted Charges	85.20
Desc	Kells, Chris/SV#466690		Posted Payments	
Text			Folio Balance	85.20

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		05/12/2020	SPA	QL			QL-FACIAL	60.00		Y
2		05/12/2020	HST	QL			QL-FACIAL	10.20		
3		05/12/2020	PSVC	QL			GRATUITY	3.00		Y
4		05/12/2020	SVC	QL			GRATUITY	12.00		Y

5.2 Integrated Booking with an A/R or Permanent Account Assigned

- If the spa booking is linked to a Front Desk Reservation and also an Account Receivables is assigned, Maestro will automatically charge the service directly to the Front Desk folio during the checkout process. The charges **will not be posted to the Account Receivable/Permanent Account**. If the charges should be posted to Account Receivable/Permanent Account than the FD Res # field must be removed. The user can use the Backspace key or Delete key to remove the reservation number.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5)

File Record Window Addresses Reports

Act-Log POS

Booking Number 466691 Txt VIP Type

Svc Pkg #

FD Res # 136098 Kells, David

Status CF C/T Rsn

Service Type FACIAL Ch?

Service SCRUB Premium Scrub Facial Y

Date 05/12/2020 Gst Tm 02:30pm / 02:55pm Dur 25

Guest Type HOTEL Rm Tm 02:30pm / 03:00pm

Add On

Building QL / St Maestro Hotel and Resort

Service Rm ROSE / 1 Rose Room Y

Service Provider 27935 Kelly

FD Group# GBT

Participant 7649 Kells, David

Gender Pref Send Confirm

Email Address kdbbe@aivjer.com

Phone Number 555-555-5556 GRC PRC

Credit Card

Caller

Member

Post To A/R 279 Maestro Media

Standard Fee(P/P) 45.00 FD Pkg Gst Pkg Extra Y

Mbr Disc %

Total Discount % \$ Discount Reason

5.3 Service Group Booking with an A/R or Permanent Account Assigned

- 1) If one of the Service Group booking has an Account Receivable/Permanent Account assigned and the charges are supposed to go to the A/R account then ensure when doing the checkout process the user selects the correct payer.

The example below shows 3 spa bookings linked by a service group but only one booking has the A/R name assigned. Only Dr. Chris Kells has the Maestro Media A/R name attached to the booking whereas Ellen Kells and Lindsay Kells don't have the A/R name attached. If all three bookings are supposed to be paid by the A/R account then it's important to ensure that Dr. Chris Kells is selected as the payer.

FD Group#						GBT	<input type="checkbox"/>	Hist	<input type="checkbox"/>
Participant	54041	Kells, Dr Chris						Hlth-A	<input type="checkbox"/>
Gender Pref		Send Confirm						SGrp#	3802
Email Address	test@maestropms.com								
Phone Number	905-940-1923	GRC	PRC					SrcBus	
Credit Card								SubSrc	
Caller									
Member									
Post To	A/R	279	Maestro Media						
Standard Fee(P/P)		60.00	FD Pkg	<input type="checkbox"/>	Gst Pkg	<input type="checkbox"/>	Extra	<input type="checkbox"/>	Y
Mbr Disc %									
Total Discount		%		Discount Reason					

FD Group#						GBT	<input type="checkbox"/>	Hist	<input type="checkbox"/>
Participant	75711	Kells, Ellen						Hlth-A	<input type="checkbox"/>
Gender Pref		Send Confirm						SGrp#	3802
Email Address	test@maestropms.com								
Phone Number	514-212-2500	GRC	PRC					SrcBus	
Credit Card								SubSrc	
Caller									
Member									
Post To	Service								
Standard Fee(P/P)		60.00	FD Pkg	<input type="checkbox"/>	Gst Pkg	<input type="checkbox"/>	Extra	<input type="checkbox"/>	Y
Mbr Disc %									
Total Discount		%		Discount Reason					

FD Group#						GBT	<input type="checkbox"/>	Hist	<input type="checkbox"/>
Participant	73005	Kells, Lindsay						Hlth-A	<input type="checkbox"/>
Gender Pref		Send Confirm						SGrp#	3802
Email Address	test@maestropms.com								
Phone Number	705-222-2214	GRC	PRC					SrcBus	
Credit Card								SubSrc	
Caller									
Member									
Post To	Service								
Standard Fee(P/P)		60.00	FD Pkg	<input type="checkbox"/>	Gst Pkg	<input type="checkbox"/>	Extra	<input type="checkbox"/>	Y
Mbr Disc %									
Total Discount		%		Discount Reason					

- In the Same Service Group Booking List screen once all information has been verified and the gratuities has been added the user can then highlight the booking that contains the A/R name and double click on the ATPY field. The dialogue “Select this booking as a Payer” click Yes to continue.

The user will notice on the bottom section of the screen the Payer information is displayed. It now showed the Post to A/R field the name of the account along with the Participant Name.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Service Group#

Filter Status

GuestName	Charge	Folio#	SC	Date	FD Pkg	Room	Time	Guest	Time	C/I Tm	C/O Tm	SrvTyp	Service	Bk#	Provider	Res#	Svc Pkg#	BT	St	ATpy
Kells, Dr Chris	60.00			05/13/2020		12:30pm	12:30pm	12:30pm	12:23pm	nails		frped		466693				CF		
Kells, Ellen	60.00			05/13/2020		12:30pm	12:30pm	12:30pm	12:23pm	nails		frped		466692				CF		
Kells, Lindsay	60.00			05/13/2020		12:30pm	12:30pm	12:30pm	12:23pm	nails		frped		466694				CF		
						01:30pm	01:25pm													

Select this booking as a payer?

Payer:

Booking# Folio#

FD Res#

FD Group#

Participant

Post To

Credit Card

- Next click on the **Pst Rem** button. The dialogue box will appear to post the charges. Click **Yes** to continue. Then another dialogue box will appear to settle the charges to the **A/R** account. Click **Ok** to continue. Next, in order to post the charges user must click on **Process** button. The charges will now show the letter **P** for posted along with the folio number. The final step is to check out the service group. Click on the **C/O Rem** button and then **Process** button. The checkout time will display. **Save /Exit (F4)**.

Post charges to selected bookings?

Folio to be settled by A/R?

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help 1 2

Service Group# 3802 Send Conf C/I Rem Pst Rem C/O Rem Cxl Rem More Gratuities

Guest/Name	Charge	Folio#	SC	Date	Room	Guest	C/I Tm	Service	Blk#	Res#	Svc Pkg#	BT	ATpy
Charge				FD Plg	Time	Time	C/O Tm		Provider			St	
Kells, Dr Chris	60.00	P	184140	05/13/2020	12:30pm	12:30pm	12:23pm	halls	466693			CF	<input type="checkbox"/>
Kells, Ellen	60.00	P	184140	05/13/2020	12:30pm	01:25pm	12:59pm	frped	466692			CF	<input type="checkbox"/>
Kells, Lindsay	60.00	P	184140	05/13/2020	12:30pm	01:25pm	12:23pm	halls	466694			CF	<input type="checkbox"/>
					01:30pm	01:25pm	12:59pm	frped	Angela				<input type="checkbox"/>

Payer: Booking# 466693 Folio# 54041 Participant 279 A/R MAESTRO MEDIA

Std Charge 180.00 Group: 180.00 frped : 60.00

Add On 45.00

Gratuity 15.00

Mam Disc

Discount

Sub Total 225.00

Taxes 30.60

Total Charge 255.60

DateTotAmt 180.00

Process Exit Clear Receipt

5.4 Service Package with an A/R or Permanent Account Assigned

- 1) If a service package is supposed to be direct billed to an Account Receivable/Permanent Account, the user will need to go into one of the booking that is part of the package and locate the **Post to Service** field. Then assign the **A/R name** by **Looking Up (F8)** and type in the company name in the Client Name on the Client Lookup screen. Once the company profile is located press **Enter** to select. Maestro will immediately populate a dialogue box "This booking is part of a Service Package. All components will be associated with this Billing Client." Click **OK** to proceed. This statement means all services that are part of the package will also be assigned the A/R name.



Services Booking Entry [nwind1] - Maestro Hotel and Resort

Booking Number: 466697
 Svc Pkg #: 466697
 FD Res #:
 Status: CF
 Service Type: NAILS
 Service: PSMAN
 Date: 05/13/2020
 Guest Type: DAY

VIP Type:
 C/T Rsn:
 Nails
 Perfect Spa Manicure
 Gst Tm: 02:30pm / 03:55pm
 Dur: 85
 Rm Tm: 02:30pm / 04:00pm

Trace Msg:
 Force Rm:
 # Waiting:
 Ch?:
 C/I: 02:29pm
 Started:
 C/O:

Add On:
 Building: QL
 Service Rm: BLUE / St: 1
 Service Provider: 27935
 Maestros Hotel and Resort
 Blue Room
 Kelly

Y
 Y
 Y

FD Group#:
 Participant: 5327
 Gender Pref: Send Confirm
 Email Address: test@maestropms.com
 Phone Number: 555-555-5556
 Credit Card:
 Caller:

GBT:
 Hist: Y
 Hlth-A:
 SGrp#:
 SrcBus:
 SubSrc:

Member:
 Post To: A/R
 279
 Maestro Media

Standard Fee(P/P): 65.00
 Mbr Disc %:
 Total Discount:
 Charge Fee: 65.00
 Total Add On:
 Total Gratuity: % 16.25
 Sub Total: 81.25
 Tax Amount: 11.05
 Grand Total: 92.30

GRC:
 PRC:
 Grp/Ind Folio:
 Folio Number:
 P-BY-BK#:

This booking is a part of Service Package.
 All components will be associated with
 this Billing Client.

↓



- On the **Service Package Booking** screen before the user checkouts the package the A/R name is displayed at the bottom of the screen. Regardless which service booking is highlighted Maestro will show the A/R name attached.

Next, the user will verify the package total and add gratuity if needed and when ready click on the **Post Chg** button. Maestro will display a dialogue box to confirm the posting of the package components. Click **Ok** to continue. Then another dialogue box will display to confirm settling the folio to A/R. Click **Ok** to proceed.

Participant Member	5327	Smith, Agnes	SC <input type="checkbox"/>
Post To A/R	279	Maestro Media	
Email Address	test@maestropms.com		
Phone Number	555-555-5556		
Credit Card			

↓
Post all
Package Components?

OK

Cancel

↓
Folio to be settled by A/R?

OK

Pay Now

- Once the charges have been posted the user will now see the letter **'P'** for posted and the folio number. When ready, click on the **C/O** button to continue the checkout process. Maestro will confirm to checkout all package components. Click **OK** to continue. The checkout time will now display. Users can also **Drill Down (F5)** in the Folio to see the detail posting and that the charges being posted to the A/R account folio.

↓
Check out all
Package Components?

OK

Cancel



Service Package Booking [nwind1] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Page Down

Search Save/Exit Escape Drill Down Create Delete Looku

File Record Window Help

SVC Pkg# 466697
 PD Res #
 PD Group#

Package : secret55 :
 Std Charge 240.00 110.00
 Add On
 Gratuity 60.00 27.50
 Mem Disc
 Discount
 Sub Total 300.00 137.50
 Taxes 40.80 18.70
 Total Charge 340.80 156.20

First Treatment Date: 05/13/2020 WED Time: 02:30pm
 Svc Pkg Type: HALF Half Day Spa Packages
 Svc Pkg Code: BODYSOUL Body & Soul
 Guest Type: DAY Spa Day Guest (Non-Hotel)
 Svc Of Bus
 VIP Type

BT Send Confirm

Guest info Receipt

S#	SvType	T	Date	Guest	Room	Bld	Room	Stn	Rate	MemDisc	Charge	F	C/O Tm	Provider	St
10	NAILS		05/13/2020	02:30pm	02:30pm	QL		1	65.00		65.00		02:29pm	Kelly	CF
	PSMAN	N		03:55pm	04:00pm	BLUE			340.80		184146	P	05:16pm		
20	NAILS		05/13/2020	04:00pm	04:00pm	QL		1	65.00		65.00		02:29pm	Kelly	CF
	PSPED	N		05:25pm	05:30pm	BLUE			340.80		184146	P	05:16pm		
30	MASSAG	Y	05/13/2020	05:30pm	05:30pm	QL		1	110.00		110.00		02:29pm	Kelly	CF
	SECRET55	N		06:25pm	06:30pm	BLUE		N	340.80		184146	P	05:16pm		

Participant: 5327 Smith, Agnes SC
 Member
 Post To: 279 Maestro Media
 Email Address: test@maestropms.com
 Phone Number: 555-555-5556
 Credit Card

Update Ctl Post Chg c/o Exit

Services By Day
 Providers Books
 More Gratuities

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window CreditCard Info Reports Help

Folio No 184146 Maestro Media Open

Bill Src AR

Src Id
 Desc Smith, Agnes/SV#466697
 Text

Posted Charges 340.80
 Posted Payments
 Folio Balance 340.80

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		05/13/2020	SPKG	QL			P:BODYSOUL	240.00		Y
2		05/13/2020	HST	QL			P:BODYSOUL	40.80		Y
3		05/13/2020	PSVC	QL			GRATUITY	3.25		Y
4		05/13/2020	SVC	QL			GRATUITY	13.00		Y
5		05/13/2020	PSVC	QL			GRATUITY	3.25		Y
6		05/13/2020	SVC	QL			GRATUITY	13.00		Y
7		05/13/2020	PSVC	QL			GRATUITY	5.50		Y
8		05/13/2020	SVC	QL			GRATUITY	22.00		Y

Note: The Folio belongs to the A/R account and the Bill Source is A/R

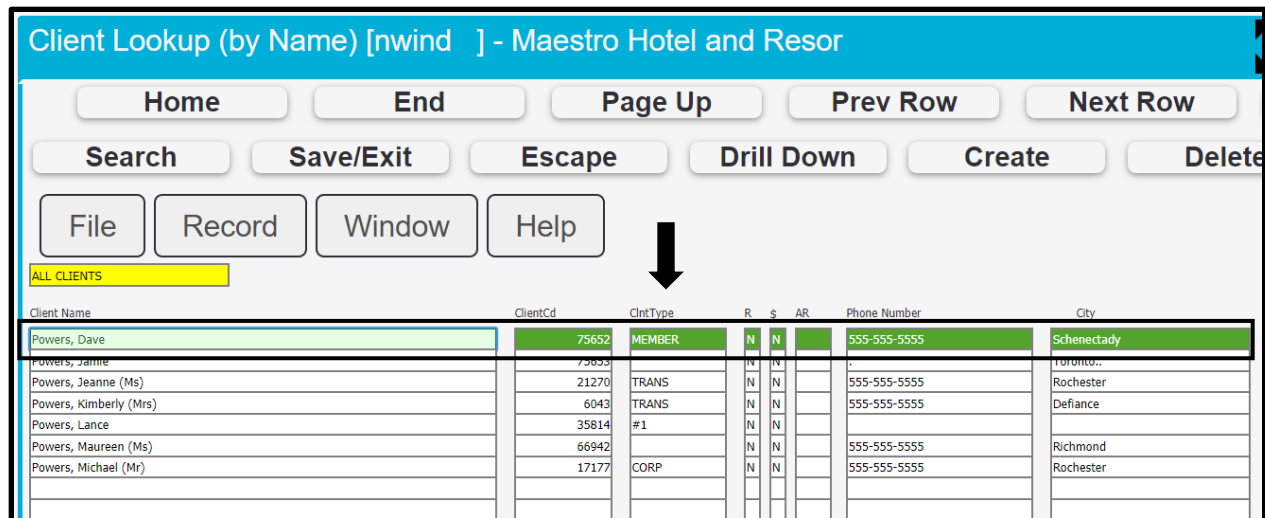


6 Checking Out a Stand-Alone Booking to a Member Account

If a property has the Maestro Membership Module, one of the privileges for their members is the ability to charge their spa services to their member account. This way the members are not required to pay upfront for the service but wait to receive a statement at the end of the month.

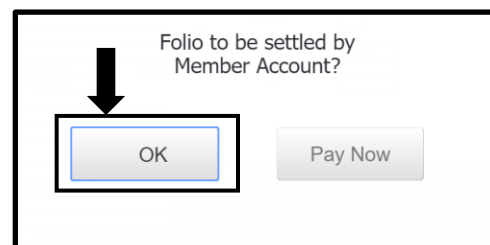
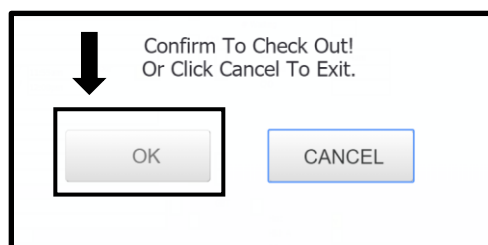
6.1 Checking Out a Stand-Alone Booking to a Member Account

- 1) In order to assign a member to a spa booking it's important to select the client profile that is also a member profile. From the **Services Booking Entry** screen, in the Participant name field when the user does a **Lookup (F8)** and type the first few letters in the Client Lookup screen and clicks on the **Ok** button the search results will display. The best way to identify that the profile is also a member profile is looking at the **ClntType** field. Highlight the Client Profile and press **enter** to make the selection.



- 2) On the **Services Booking Entry** screen the **Participant** field, **Member** field and **Post to Member** field all show the name of the member.

Once the user is ready to checkout, the dialogue box will appear to confirm the checkout process. Click **OK** to continue. Then another dialogue box will appear to confirm the charges will be settled to a Member Account. Click **Ok** to proceed. If the user chooses the **Pay Now** button then the booking will be checked out as Stand-Alone booking.





Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up Prev

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5)

File Record **Window** Addresses Reports

Un ChkIn SvcStart **CheckOut** Act-Log POS

Booking Number: 466703
 Svc Pkg #:
 FD Res #:
 Status: CF
 Service Type: FACIAL
 Service: SERENITY
 Date: 05/21/2020
 Guest Type: HOTEL

C/T Rsn:
 Facials: Serenity Facial
 Gst Tm: 10:00am / 11:55am Dur: 115
 Rm Tm: 10:00am / 12:00pm

Add On:
 Building: QL
 Service Rm: BLUE / St: 1
 Service Provider: 28946
 Maestros Hotel and Resort
 Blue Room
 Mary Kate

FD Group#:
 Participant: 75652 Powers, Dave

Email Address: test@maestropms.com
 Phone Number: 555-555-5555
 Credit Card:
 Caller:
 Member: 75652 Powers, Dave
 Post To: 75652 Powers, Dave

Standard Fee(P/P): 105.00
 Mbr Disc %: 10.00
 Total Discount: % \$ Discount Reason:

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup

File Record Window CreditCard Info Reports Help

Folio No: 182905 Powers, Dave Open

Bill Src: MM
 Src Id: 2020
 Desc: 2020 Member Dues
 Text:
 Posted Charges: 263.20
 Posted Payments:
 Folio Balance: 263.20

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		03/20/2020	ZDUJE	QL			MTH 2020	67.74		
2		05/15/2020	LFAC	QL			QL-FACIAL	40.50		Y
3		05/15/2020	HST	QL			QL-FACIAL	6.89		Y
4		05/15/2020	PSVC	QL			GRATUITY	2.25		Y
5		05/15/2020	SVC	QL			GRATUITY	9.00		Y
6		05/21/2020	SPA	QL			QL-FACIAL	94.50		Y
7		05/21/2020	HST	QL			QL-FACIAL	16.07		Y
8		05/21/2020	PSVC	QL			GRATUITY	5.25		Y
9		05/21/2020	SVC	QL			GRATUITY	21.00		Y

Dues Mtd: CHD Clerk: TJ Keyed: 03/20/2020 / 10:4am

Note: This is a member folio. The Bill Source is MM for Member

6.2 Checking Out an Integrated Booking with a Member Account

- 1) If a spa booking is assigned to a Front Desk Reservation and the Participant Name is associated to a Member Account. When the checkout process happens Maestro will automatically charge the Guest Reservation and not the Member Account.

Services Booking Entry [nwind1] - Maestro Hotel and Resort

Home End Page Up

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down

File Record Window Addresses Reports

Un Chkln Svc Start CheckOut Act-Log

Booking Number: 466705 Txt: VIP Type:

Svc Pkg #: 137090

FD Res #: 137090 Knaebe, Mrs Julia

Status: CFI

Service Type: NAILS

Service: HPARA

Date: 05/21/2020

Guest Type: HOTEL

Add On:

Building: QL

Service Rm: YELLOW / St: 1

Service Provider: 26429

Maestro Hotel and Resort

Yellow Couples

Olga

FD Group#:

Participant: 69892 Snyder, Mr Larry

Gender: Prst

Email Address: test@maestropms.com

Phone Number: 905-666-4444

Credit Card:

Caller:

Member: 69892 Snyder, Mr Larry

Post To: Member 69892 Snyder, Mr Larry

Standard Fee (P/P): 25.00

Mbr Disc %: 10.00

Total Discount: % \$ Discount Reason:

Note: The example displays a Front Desk Guest Name but the Participant Name is a Member. The Post to Member field shows the same name as the participant name.

- 2) When the Checkout button is selected the dialogue box will confirm the service to be posted to Front Desk and not to the Member Account. Click **Ok** to continue the checkout process.

Service will be paid for at Front Desk upon checkout.

OK Pay Now

Note: if the charges should go to the Member Account then the FD Res# has to be removed prior to the checkout process.

Folio Detail Entry/View [nwind1] - Maestro Hotel and Resor Training

Folio No: 184197 Guest Folio
 Bill Src: FD
 Src Id: 137090 10 Room: QL 283
 Desc: Guest Folio
 Text:
 Guest: Knaebe, Mrs Julia

Posted Charges	215.10
Posted Payments	
Folio Balance	215.10
Deposit Required	

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		05/20/2020	AFR	QL	QL	283	QL-283	156.00		
2		05/20/2020	HST	QL	QL	283	QL-283	26.52		
3		05/21/2020	SPA	QL			QL-NAILS	22.50		Y
4		05/21/2020	HST	QL			QL-NAILS	3.83		
5		05/21/2020	PSVC	QL			GRATUITY	1.25		Y
6		05/21/2020	SVC	QL			GRATUITY	5.00		Y

Note: The charges were posted to the Guest Folio and not to the Member Account. The Bill Source is FD and not MM.

6.3 Checking Out a Service Group to a Member Account

- 1) When checking out a service group and the charges should be posted to the Member Account, it's important that the user highlights the booking that has the member profile assigned. In the **ATPY** field **double click** to select as the **Payer**. The **Participant** and **Post to Member** field will display to Member billing information. To continue with the service group checkout please review section 3.1 of this document.

Same Service Group Bookings list [nwind1] - Maestro Hotel

Home End Page Up Prev Row Next Row Page

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Addresses Help ① ②

Service Group# 3803 Send Conf C/I Rem Pst Rem C/O Rem Cxl Rem More Gratuities

Filter Status Grp/Ind Folio N More Discounts

GuestName	Charge	Folio#	SC	Date	Room	Guest	C/I Tm	Srv/Typ	Blk#	Res#	Svc Pkg#	BT	ATpy
Jones, Ms Susan	49.50			05/21/2020	03:00pm	03:00pm	02:45pm	wraps	466708			CF	<input type="checkbox"/>
Powers, Dave	49.50			05/21/2020	03:00pm	03:00pm	02:45pm	cream25	466707			CF	<input checked="" type="checkbox"/>
Smith, Mr Adrian	55.00			05/21/2020	03:00pm	03:00pm	02:52pm	wraps	466709			CF	<input type="checkbox"/>
					03:30pm	03:25pm		cream25	Angela				<input type="checkbox"/>

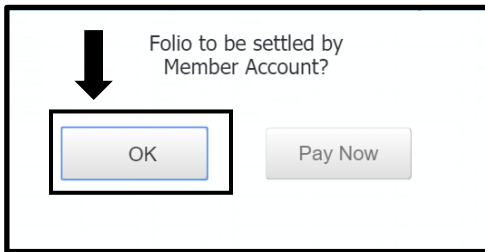
Payer: Booking# 466707 Folio# Participant 75652 POWERS, DAVE Post To Member 75652 POWERS, DAVE

Group:	Std Charge	cream25 :
	165.00	55.00
	41.25	13.75
	-11.00	-5.50
	195.25	63.25
	26.19	8.42
	221.44	71.67

DateTotAmt Total Charge

Process Exit Clear Receipt

- Once the **Post Rem** button and **Process** has been selected Maestro will populate the dialogue to post the charges to the Member Account. Click **OK** to continue.



6.4 Checking Out a Service Package to a Member Account

- Checking out a guest with a member profile is the same process as a Stand-Alone or Integrated Service Package checkout. The difference is on the bottom left side this will display the member information. The user will notice in the "Post to Member" field the name of the member that the package will billed to.

Service Package Booking [nwind1] - Maestro Hotel and Resor Training

SVC Pkg# 466710
 PD Res #
 PD Group#

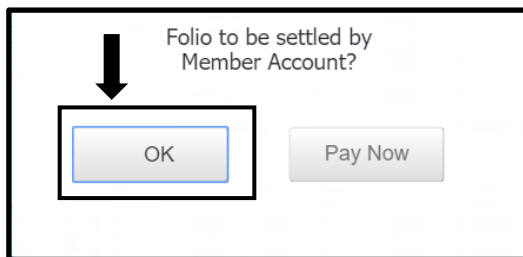
First Treatment Date 05/21/2020 THU Time 04:00pm
 Svc Pkg Type HALF Half Day Spa Packages
 Svc Pkg Code FRESH Fresh Start
 Guest Type HOTEL Hotel Guest
 Svc Of Bus
 VIP Type

Package : secret25 :
 Std Charge 360.00 90.00
 Add On
 Gratuity 90.00 22.50
 Mem Disc -36.00 -9.00
 Discount
 Sub Total 414.00 103.50
 Taxes 55.08 13.77
 Total Charge 469.08 117.27

S#	SvType	T	Date	Guest	Room	Blid	Stn	Rate	MemDisc	Charge	P	C/O Tm	Provider	St
10	WRAPS		05/21/2020	04:00pm	04:00pm	QL	N	150.00	10.00	135.00	N	04:21pm	Dlga	CF
	ALGAE		N	04:55pm	05:00pm	BLUE	N							
20	FACIAL		05/21/2020	05:00pm	05:00pm	QL	N	120.00	10.00	108.00	N	04:21pm	Kelly	CF
	SERENITY		N	06:55pm	07:00pm	BLUE	N							
30	MASSAG		05/21/2020	07:00pm	07:00pm	QL	N	90.00	10.00	81.00	N	04:21pm	Kelly	CF
	SECRET25		N	07:25pm	07:30pm	BLUE	N							

Participant 75652 Powers, Dave
 Member 75652 Powers, Dave
 Post To Member 75652 Powers, Dave
 Email Address
 Phone Number 555-555-5555
 Credit Card

- Once the **Post Chg** button is selected the dialogue box will appear to confirm the folio to be settled to the Member Account. Click **OK** to continue.



- On the Service Package Booking screen the user will now see the letter **'P'** for posted. Also, the user can **Drill Down (F5)** into the Folio number to see the folio and print if needed. **Save/Exit (F4)** when ready.



Service Package Booking [nwind1] - Maestro Hotel and Resor Training

SVC Pkg# 466712
 FD Res #
 FD Group#

First Treatment Date 05/21/2020 THU Time 04:00pm
 Svc Pkg Type HALF Half Day Spa Packages
 Svc Pkg Code FRESH Fresh Start
 Guest Type HOTEL Hotel Guest
 Svc Of Bus
 VIP Type

Package : algae :
 Std Charge 360.00 150.00
 Add On
 Gratuity 90.00 37.50
 Mem Disc -36.00 -15.00
 Discount
 Sub Total 414.00 172.50
 Taxes 55.08 22.99
 Total Charge 469.08 195.43

S#	SvType	T	Date	Guest	Room	Bld	Str	Rate	MenDisc	Charge	P	C/I Trn	Provider	St
Service	DC		Start	Start	Room	F	FolioBalance			Folio		C/O Trn		
10	WRAPS		05/21/2020	04:00pm	04:00pm	QL	N	150.00	10.00	135.00	N	04:21pm	Olga	CF
	ALGAE		05/21/2020	04:55pm	05:00pm	BLUE	N	953.72		183905				
20	FACIAL		05/21/2020	05:00pm	05:00pm	QL	N	120.00	10.00	108.00	N	04:21pm	Kelly	CF
	SERENITY		05/21/2020	06:55pm	07:00pm	BLUE	N	953.72		183905				
30	MASSAG		05/21/2020	07:00pm	07:00pm	QL	N	90.00	10.00	81.00	N	04:21pm	Kelly	CF
	SECRET25		05/21/2020	07:25pm	07:30pm	BLUE	N	953.72		183905				

Participant 75652 Powers, Dave SC
 Member 75652 Powers, Dave
 Post To Member 75652 Powers, Dave
 Email Address test@maestrooms.com
 Phone Number 555-555-5555
 Credit Card