



If an alternate date is selected, the first available shuttle departure time will populate the Time field. If a different departure time is desired, key the new time into the Time field, or keep the default departure time to view all available departure times for that point forward for the specified day.

Guest Type is a mandatory field. Place the cursor in the Guest Type field and use the lookup key to highlight a specific guest type.

Start Stop and End Stop are also mandatory fields, and represent the entire shuttle route to be booked. Place the cursor in these fields and use the lookup key to highlight a specific Start Stop and End Stop.

The Adult Rate and Child Rate fields display the per person charge associated with the selected shuttle route and guest type.

All results for shuttle availability are listed in time-sequential order, and show the Onboard location and departure time, the Offboard (or destination) location and arrival time and the Total duration of the shuttle trip. If the exact For Time cannot be met, the next available shuttle route will be presented. The field to the right of the Onboard and Offboard location will display a Y if this location is a transfer point. The total remaining number of seats available is displayed in the far right hand field. Drill down on this field to make a booking for the selected shuttle route.

Booking Maestro Shuttle

To make a new Shuttle booking, begin by selecting a booking status. A booking status of confirmed will reserve a shuttle seat from inventory. A Tentative status takes the booking details for information only, but does not hold a place from inventory. If a tentative status is selected, the booking may later be changed to a status of confirmed, providing that there is remaining inventory.

The Shuttle booking may be linked to a front desk reservation through the Front Desk Reservation # field.

Booking Number	904	For Date	02/12/2007	Booking Status	CF	
FD Res #	70880	LE BON, MR SIMON				
Guest Name	Le Bon, Simon	GstT	HOTEL			
Adult Rate	10.00	Child Rate	5.00			
Adults	2	Children		Number Persons	2	
					Total Cost	20.00
Billing Code						
Folio Number						
Booking Clerk						
Date Keyed		Time Keyed				

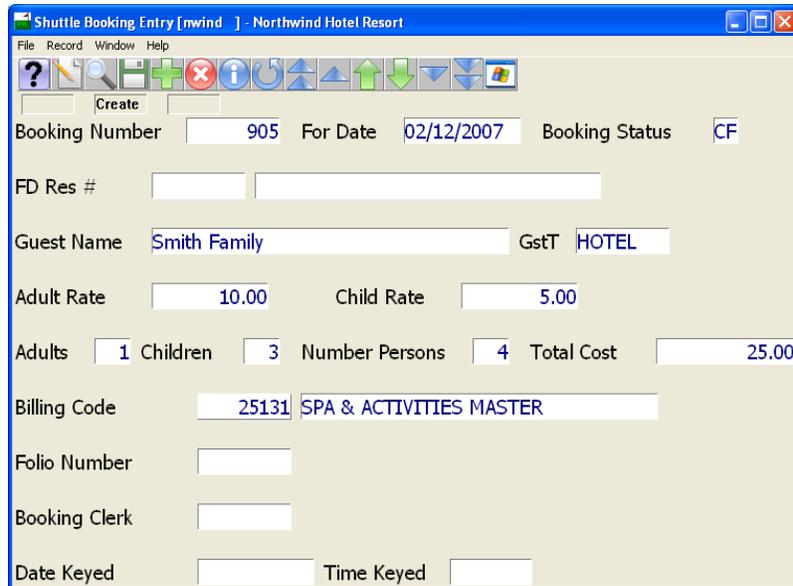
Place the cursor in this field and use the lookup key to view a list of front desk room reservations that are in-house on the selected Shuttle booking date.

When a Front Desk booking is highlighted and selected, the guest's name will automatically populate in the Guest Name field. This may be overkeyed with an alternate name or even with a group name such as "Robinson Family". If there are additional names on the Front Desk reservation, place the cursor in the

Guest Name field and use the lookup key to view the additional names. Highlight and enter to select one of these names as the participant for the Shuttle booking.

For a freestanding booking that is not linked to a Front Desk Reservation, leave the Front Desk Reservation # field blank and proceed to the Guest Name field below. Key in the name of the participant who will be booking the Shuttle item using the following format: last name, followed by a comma, then first name.

When the Shuttle booking is freestanding the Billing Code field will default to the Spa & Activities Default Account for Shuttle bookings.



Key in the number of Adults and number of Children for this shuttle booking. The total Number of Persons that these two fields represent will determine the Total Cost. These default rates may be overkeyed if required.

Viewing/Searching for Existing Bookings

Shuttle Rapid Search: Guest

To do a rapid search for an existing Shuttle booking, begin by selecting the Window menu from the Shuttle Availability Screen, then select Rapid Search –Guest. The Shuttle Rapid Search may also be accessed through the Search menu from the Main Maestro screen

The parameters on the Shuttle Rapid Search screen may be selected and combined to filter the search results.

To specify a range of dates to search, key in a From date and a To date value, or use the lookup key to select the dates from a calendar. A blank field will search for all results from the selected start date forward. To specify a range of booking times, key the time values into these fields.

The Rapid Search may be conducted for a specific Front Desk Reservation Number or Shuttle booking number. To use either of these search parameters, key the number into the appropriate field and press enter to confirm the selection.



The Rapid Search may also be conducted by participant name. When searching by participant name, begin by placing the cursor in the participant field and key in the first three letters of the last name.

To specify search results for a particular route ID, Shuttle Vehicle, From Stop or To Stop, specify these selections on the bottom left hand side of the search parameters. Place the cursor in the appropriate field and use the lookup key to make an alternate selection, or use the space bar on the keyboard to delete the current selection. A blank selection will display all results for that field value.

To specify search results by day of the week, use the Y or N options in the Day of The Week search criteria section on the bottom right hand side of the Rapid Search screen. An N below the field that represents each day of the week will exclude any Shuttle bookings for that day. A Y will include any Shuttle Bookings for that day.

Press the Search button to display the results based on the selected parameters. The Route ID, Shuttle Vehicle, From Stop, Participant name, date, From Time and To Time are displayed in a list format. Highlight and drill down on any one of these results to view or modify the Shuttle Booking Entry screen, which displays the booking details.

The screenshot shows the 'Shuttle Rapid Search' window for Northwind Hotel Resort. The search parameters are: From Date 02/12/2007, To Date 02/15/2070, From Time 10:00am, To Time 11:59pm, Res# (blank), Booking# (blank), and Participant Le. The search criteria include RoutID, Shu, FromSt (AIRPA), ToStop (AIRPC), and DOW (M:Y, T:Y, W:Y, T:Y, F:Y, S:Y, S:Y). The results table shows one entry for LE BON, SIMON on 02/12/2007, with From Time 11:20am and To Time 11:30am. The bottom status bar shows 904 CF, AIRPORT TERMINAL A, AIRPORT TERMINAL C (, and 20.00.

RoutID	Shu	FromSt	ToStop	M	T	W	T	F	S	S
		AIRPA	AIRPC	Y	Y	Y	Y	Y	Y	Y

T	Name	Date	Fm.Tr	To Time
	LE BON, SIMON	02/12/2007	11:20am	11:30am

Shuttle Inquiry

To view a list of existing and historical Shuttle Bookings, begin by selecting the Inquiry menu from the main Spa & Activities Management screen. Select Shuttle Inquiry. To search for a specific booking within these results, use the Search key and select a booking number and press enter. Once the specific booking has been located, highlight the booking and drill down to view or modify the booking details from the Shuttle Booking Entry screen.

Guest Name	For Date	Booking#	FD Res#	Status
HIXON, SCOTT	11/23/2005	388	69004	CA
YERUNCLE, MR BOB	11/18/2005	438	69145	CF
CARL	11/25/2005	450	69143	CF
DAWKINS, JOHNNY	04/08/2006	606	70111	CF
BROWN, DAGMAR	07/25/2006	820	70773	CF
BROWN, DAGMAR	07/28/2006	822	70773	CA
LANG, LANA	07/26/2006	826	70785	CF
IVANISOVIC, GORAN	08/22/2006	836	70975	CF
LONG, CINDY	09/17/2006	891	69696	CF
LE BON, SIMON	02/12/2007	904	70880	CF

Shuttle Report

To run the Shuttle Report, begin from the main Spa & Activities Management screen. Select the Reports menu, then Shuttle Report. Specify the date range for the report by keying in the date from and date to fields, or use the lookup key to select the dates from a calendar. To run the report for a particular Route ID, Shuttle ID or Stop ID, place the cursor in these fields and use the lookup key to select a specific value. Leaving these fields blank will display results for all routes, shuttle vehicles and stops.

The reports results may be sorted by Route, Shuttle and Stop ID or by date and time. To sort by Route, Shuttle and Stop ID enter an R into this sort field. To sort by date and time enter a D.

To include audit details on this report, key a Y into the Audit Details field.

The report results may further be sorted by booking status of Cancelled, Confirmed or Tentative. Use the lookup key, then highlight and select the desired status. Leave these fields blank to display results for all booking statuses.

Once the report parameters have been set, the OK button will run the report.

Making an Shuttle Booking From a Front Desk Reservation

Integrated Shuttle bookings may be made directly from a guest's front desk reservation.

Begin by selecting the Inventory menu from the Guest Reservation screen. Then select the Spa Inventory option.

The first time a Shuttle booking is made for an integrated booking, the inventory selection screen will be displayed, and show the four inventory selection options available through Spa & Activities management. Select the Shuttle button to proceed with a Shuttle booking. From the Shuttle Availability screen, begin the booking process by selecting a date, time, guest type, start and end stop. Drill down on the Seats Available field to access the Shuttle Booking Entry screen. Fill in all required fields to complete the booking, then exit this screen to display to Booking List By Reservation #.

The Shuttle booking summary will now display on the Booking List by Reservation # screen. The Shuttle Booking number, Inventory Category, date and time of booking, shuttle route, shuttle start stop, total cost and booking status are listed for any and all Spa & Activities inventory bookings that have been made for this guest. The full description of the Route Name and the Start Stop name are summarized at the footer of the screen when the line item is highlighted.

To continue making Shuttle bookings for this guest, select the Window menu option, then Shuttle Availability to return to the Shuttle Availability screen.

Drill down on any of the bookings listed on the Booking List by Reference # screen to access to booking details, or to modify an existing Shuttle booking.

The Spa & Activities inventory booking charges—before tax—are displayed on the Assignment Chart in the Spa Charges field. Selecting the Window menu option, then Spa Charges or drilling down on the Spa Charges field will display the Booking List by Reservation # screen.

Canceling Shuttle Bookings

To cancel a Shuttle booking, begin from the Shuttle Booking Entry Screen. From the Window menu, select Cancel Booking. To confirm the booking cancellation, key a Y into this field, or to abandon the booking cancellation process, key in an N.

Shuttle Billing

Shuttle bookings will post automatically during the night audit, both for freestanding and integrated bookings. For integrated bookings, the charges will post to the appropriate front desk folio to be reconciled at check out. For freestanding bookings, the charges will post to the Default Spa & Activities Account.

It is recommended that payment is taken for all freestanding bookings on the Shuttle booking date. In order to facilitate this process, the Shuttle booking can be posted at any time on the current business date. From the Shuttle booking screen, go to Window, then select Post Charge.

The Billing Code will be for all freestanding bookings will be the Default Spa & Activities Account. This AR account will now populate the Billing Code field. The folio number will appear just below this in the Folio Number field. Place the cursor in the folio number field and drill down to access the folio details.

To post a payment, press the create key and select a settlement method from the Post field. Enter the payment amount. The Folio Balance should now be zero to indicate that the Shuttle has been paid in full.

Shuttle Maintenance

System Options

This area contains the configuration screens that affect the common elements for all five types of Spa & Activities inventory. To locate this area, log into *Spa & Activities Maintenance*. All screens can be displayed from the *Set Up* menu.

To activate the Shuttle component of Maestro Spa & Activities Management, the Shuttle Inventory flag must be turned to a Y.

FD Flag	Y
Use Text Entry	Y
A/R Client Code	25131 Spa & Activities Master
SvcPkg Brk Clnt	28248 SPA PACKAGE BREAKDOWN
Posting Code	SPA Spa Services
Facility Inv	Y
Shuttle Inv	Y
Service Inv	Y
Activity Inv	N
Alternate Inv	Y
Def. Guest Type	HOTEL For Alternate Inventory Rates
Gst Pkg Rate Cat	SPA
Source Business	WALKIN
FD Res Cancel	CXLH
FD Res Change	CXLH

Field Name	What it does
FD Flag	Turns on the SA integration to <i>FD</i> . This allows the use to create SA Bookings that are integrated with <i>FD</i> Reservations.
Use Text Entry	Turns on the free form text entry functions. This option supports line wrapping and other functions similar to <i>Windows Wordpad</i> .
† A/R Client Code	Designates the default <i>A/R Client</i> account for free-standing <i>Bookings</i> .
Posting Code	Defines the default <i>Posting Code</i> for charge postings.
Facility Inv, Shuttle Inv, Service Inv, Activity Inv and Alternate Inv,	Activates or De-activates each of the five types of SA inventory. When de-activated, the availability screens will not display on the menus.
Def. Guest Type	Designates the default <i>Guest Type</i> for new bookings. This is operational for <i>SA-Alternate Inventory</i> only.
Gst Pkg Rate Cat	Defines the link to the <i>FD Rate Type</i> for the all-inclusive <i>SA Packages</i> . See Section 2.2.16.
* FD Res Cancel	This selection is used as a default reason for canceling an Appointment
* FD Res Change	This selection is used as a default reason for turning away an Appointment

† **NOTE:** The default A/R Client account is created in the A/R module and is used for all Day Guests or those guests who do not wish to transfer the charge to their room folio.

* **NOTE:** The FD Res Cancel and FD Res Change must be created in the *Turnaway/Cancel Reason* option in the Service Menu of Spa & Activities Management Maintenance module.

Shuttle Routes

Shuttle routes are used to identify the individual routes and number of stops per route.

Code	Description	Totstops
AIRP	Airport Route	8
BEACH	Sunday Clam Bake	2
INN	Waterside Inn	2

Shuttle Vehicles

Shuttle vehicles are used to identify the physical characteristics of the vehicle used on the shuttle routes including seat capacity.

Code	Description	Capacity
BUS	32 Passenger Bus	32
INN	Inn Van	8
VAN	8 Passenger Van	8

Shuttle Stops

Shuttle Stops are used to identify each individual stop on all routes and flag this stop if it is a transfer point (Y).

StopID	Description	Tran Det
AIRPA	Airport Terminal A	
AIRPB	Airport Terminal B	
AIRPC	Airport Terminal C (Int'l)	
BEACH	Shell Beach	
HOTEL	Hotel Main Lobby	Y
INN	Waterside Inn	

Shuttle Rates Table

The Shuttle Rates Table is used to specify the charges by guest type for each route, and designate Adult and Children rates.

Code	GstType	PostCode	AdRate	ChRate
AIRP	HOTEL	CMSF	10.00	5.00
AIRP	MEMBER	CMSF	8.00	2.50
AIRP	PUBLIC	CMSF	12.00	7.00
BEACH	HOTEL	CMSF	50.00	20.00
BEACH	MEMBER	CMSF	50.00	20.00
BEACH	PUBLIC	CMSF	50.00	20.00
INN	HOTEL	CMSF	10.00	5.00
INN	MEMBER	CMSF	8.00	2.50
INN	PUBLIC	CMSF	12.00	7.00

Shuttle Stops and Time Setup

Shuttle Stops and Time is used to lay out the routes in order of the stops along the route and the minutes between each stop.

Code	Stop No	StopMin	StopID
AIRP	1		HOTEL
AIRP	2	20	AIRPA
AIRP	3	5	AIRPB
AIRP	4	5	AIRPC
AIRP	5	30	HOTEL
AIRP	6	20	AIRPA
AIRP	7	5	AIRPB
AIRP	8	5	AIRPC
BEACH	1		HOTEL
BEACH	2	30	BEACH

Shuttle Schedule

The Shuttle Schedule is used to specify the dates that individual routes will be available and which vehicle will be used for the route.

Shu	Route	StartDate	EndDate	StartTm	EndTime	MC	TU	WE	TH	FR	SA	SU
INN	INN	09/01/2006	01/01/2010	10:50am	11:00am	Y	Y	Y	Y	Y	Y	Y
VAN	AIRP	09/01/2006	01/01/2010	11:00am	12:30pm	Y	Y	Y	Y	Y	Y	Y
BUS	BEACH	09/01/2006	01/01/2010	05:00pm	05:30pm	N	N	N	N	N	N	Y

Shuttle Schedule in Detail

The Shuttle Schedule in Detail is a view-only window that provides a list of the shuttle routes by date. This information may be printed by selecting File- Print All.