Sales & Catering Billing & Auditing Quick Reference Guide

Contents

Overview

The Sales & Catering Audit is the function of inputting the actual numbers consumed before giving the guest a final invoice and requesting payment. This Sales & Catering Audit is usually performed the day of the event or after it has finished. Each event is audited separately followed by closing the booking once all events have been audited.

This is NOT an automatic process like the Night Audit at Front Desk. The day the audit for a sub event is completed, the charges will post on that current date. If the audit is completed 2 days after the event has finished, then the charges will post on that date. There is no backdating in the Sales and Catering Audit function.

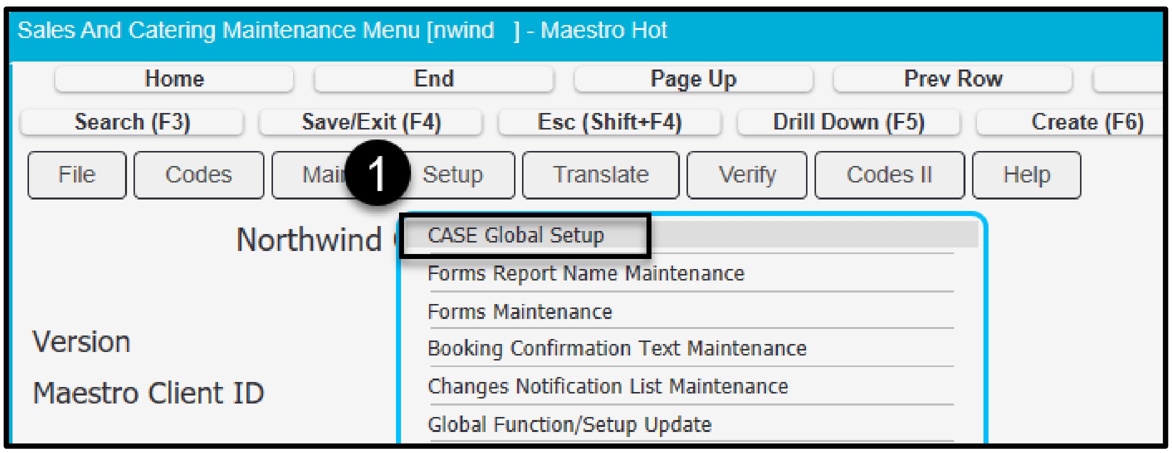
The reader should be familiar with the following Maestro functions:

- Locating an existing Sales and Catering Booking
- Sales and Catering Booking Management
- Accessing and Printing Sales and Catering Booking Reports
- Front Desk Group Reservations
- Folio Management

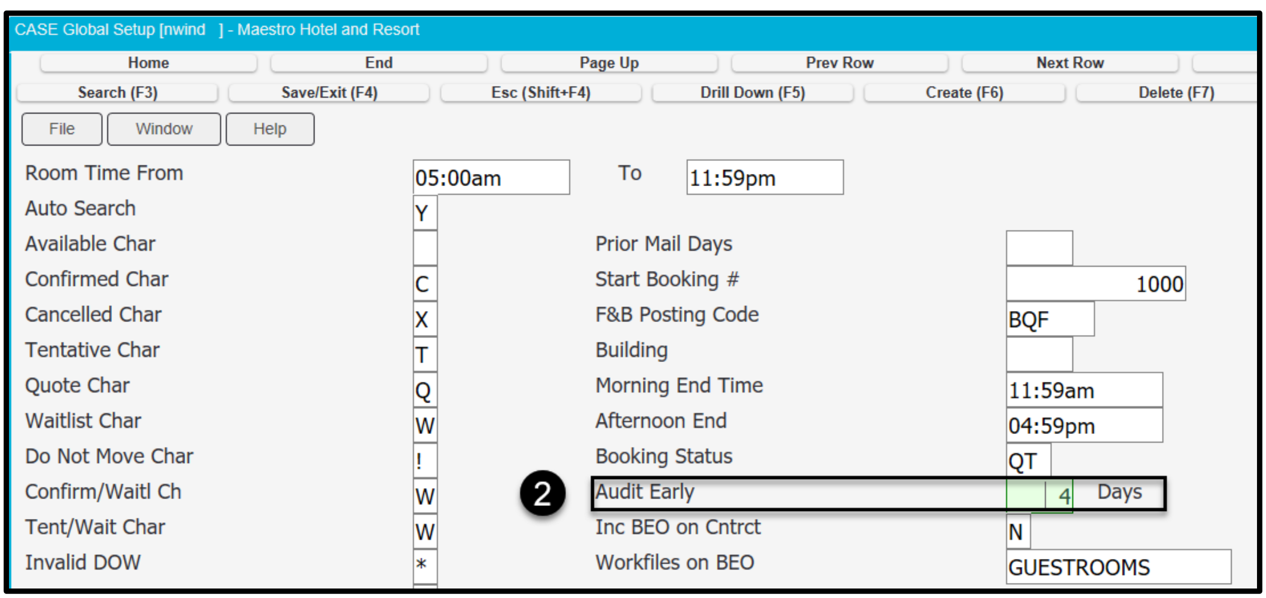
I Global Setting to Audit Early # of Days Prior to Event

If the user would like to audit an event prior to the day of, there is a setting located in Sales and Catering Maintenance:

1) Sales and Catering Maintenance | Select **Setup** | Select **CASE Global Setup**



2) Place the cursor in the **Audit Early # of Days** field and input the # of days an authorized user can audit an event/booking

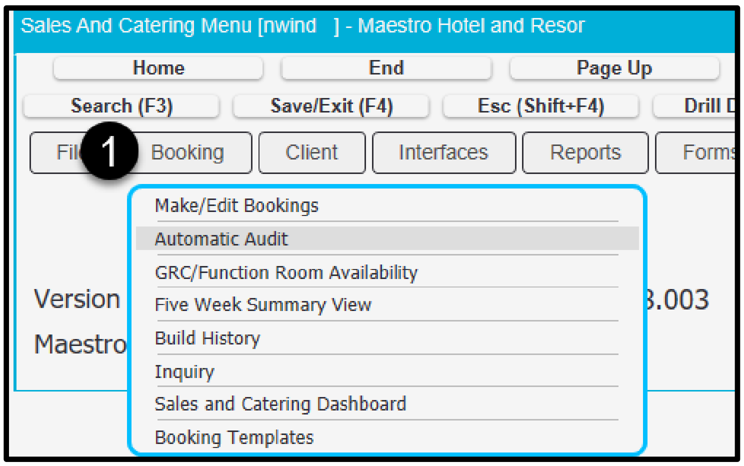


Note: Event & Booking charges **cannot be posted until the day of the event** when auditing events early

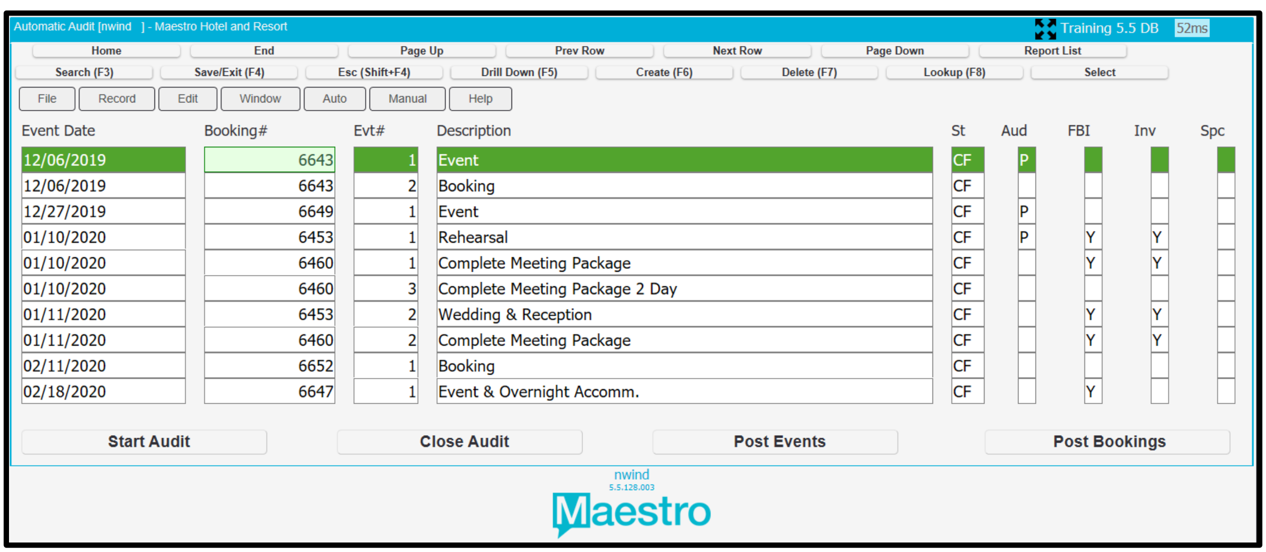
2 Find the Booking

There is one simple way to find out what events are ready for audit:

1) Select **Booking** | Select **Automatic Audit**



2) This screen displays all Sales and Catering Events that have **NOT** been audited yet

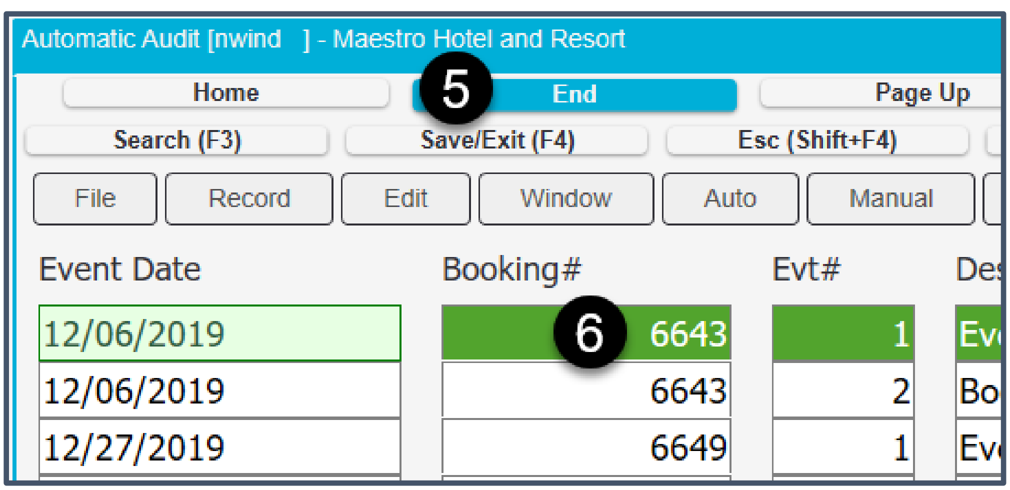


3) Each record is a Sub Event. For bookings with more than 1 sub event, there will be multiple lines

4) Each Sub Event must be audited separately

Field / Button	Action / Purpose of Field / Button
Event Date	Date of the Sub Event / Event
Booking #	Displays the Booking # for the Sub Event / Event
Evt#	Displays the Event #, i.e. a number greater than 1 may indicated multiple sub events for that booking
Description	Displays the Description the user input on the Event Details screen
St	Indicates Status of the Booking – CF – Confirmed, TN – Tentative, QT – Quote FYI: Only events in the CF Status will display
Aud	Displays the stage this event has reached in the Audit Process Blank – Not Started S – Started A – Audited P – Posted
FBI	A **Y** displays there is Food & Beverage to be audited
Inv	A **Y** displays there is Inventory to be audited
Spc	A **Y** displays there are Special Charges to be audited
Buttons	Designed to Auto Audit all Outstanding Bookings at one Time*
Start Audit	Select to Mark the Audit Started on ALL Events on this list
Close Audit	Select to Mark the Audit Done on ALL Events on this list
Post Events	Select to POST Charges to ALL Events on this list
Post Bookings	Select to CLOSE Bookings to ALL Events on this list
*This process is rarely, if ever, used. Maestro Training Services should be contacted prior to utilizing this process. Once used, there is no UNDONE or UNPOST. Some events may not be audited or posted using this process for various reasons, i.e., a booking is already partially audited	

5) Select the **END** key on the keyboard or at the top of the Maestro screen to go to the bottom of the list of unaudited bookings



6) **Drilldown (F5)** on the Booking # to access the Booking screen to begin the Audit process

7) A **Drilldown (F5)** on Event Date, Evt# or Description will display the Event Details Screen

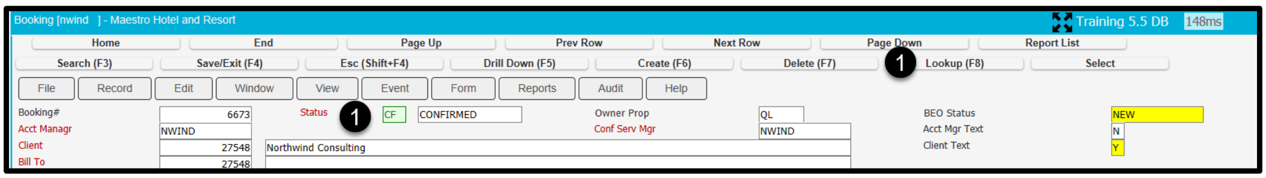
Note: All Sales and Catering Audits are started on the Booking Screen

3 Check the Booking Settings

Once the booking is accessed, there are a few settings to check prior to starting the Audit.

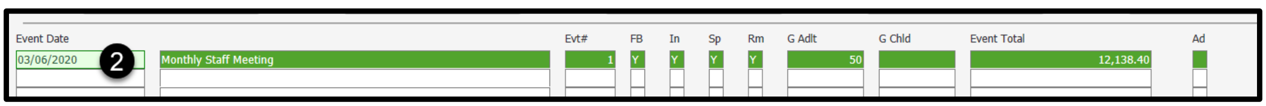
3.1 Booking Status

1) Ensure the Booking Status is **Confirmed (CF)**. If not, **Lookup** (F8) in the Status field to edit



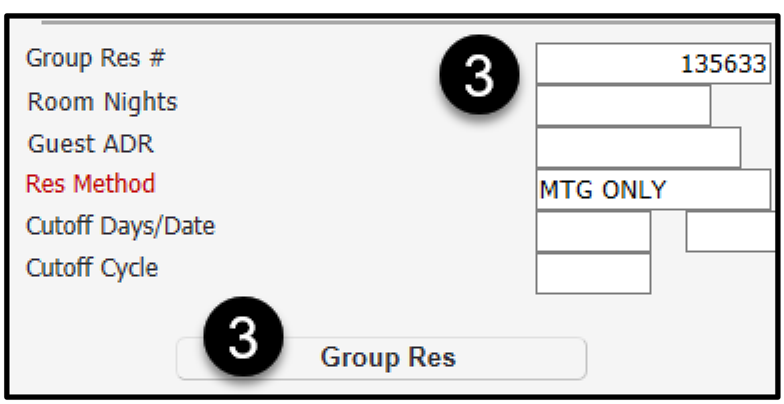
3.2 Date of Event

2) Ensure the Event is today or in the past

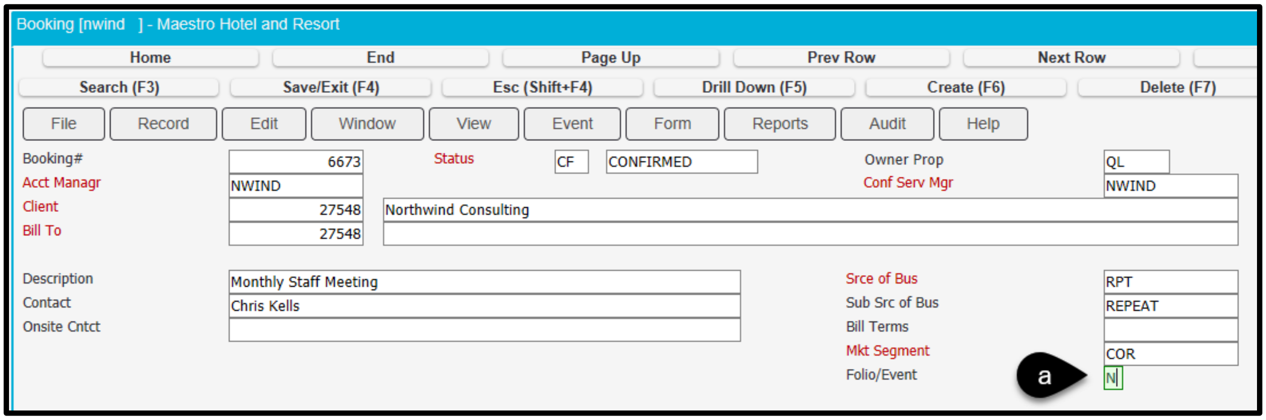


3.3 Check/Deassign/Reassign Group Reservation

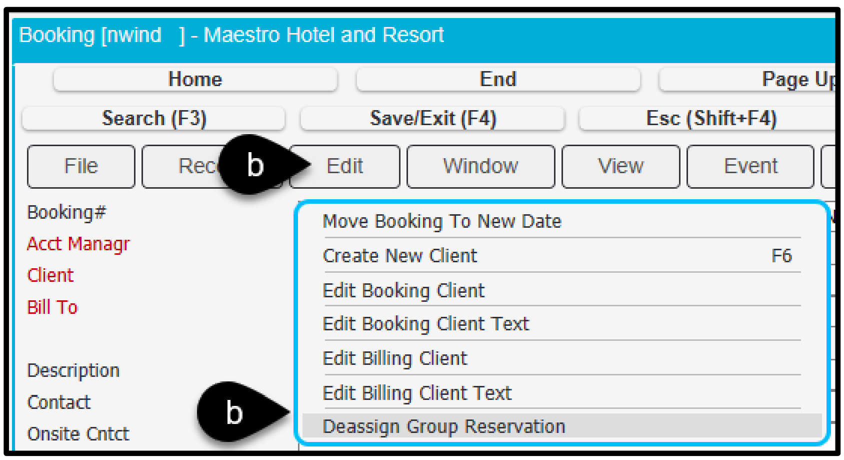
3) Ensure the correct **Group Reservation** is attached. Select the **Group Res** button to directly access the Group Reservation for more information. If the incorrect Group Reservation is attached, the user must deassign and then reassign the correct one



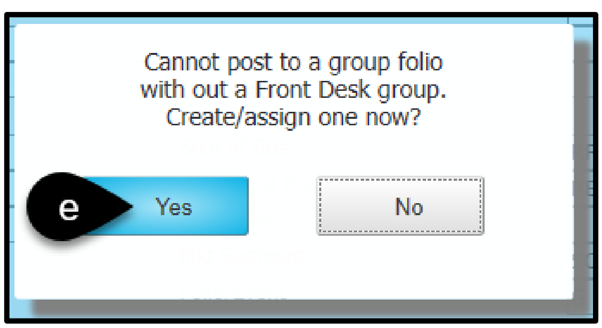
a. Edit the Folio / Event to an '**N**' or a '**Y**' (cannot be '**G**' for these steps)

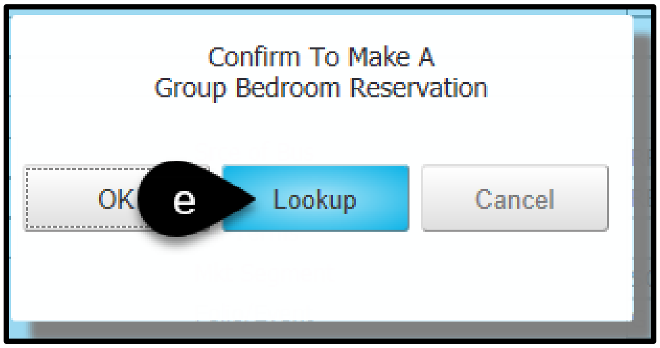


b. Select **Edit** | Select **Deassign Group Reservation** and Select **OK** to confirm

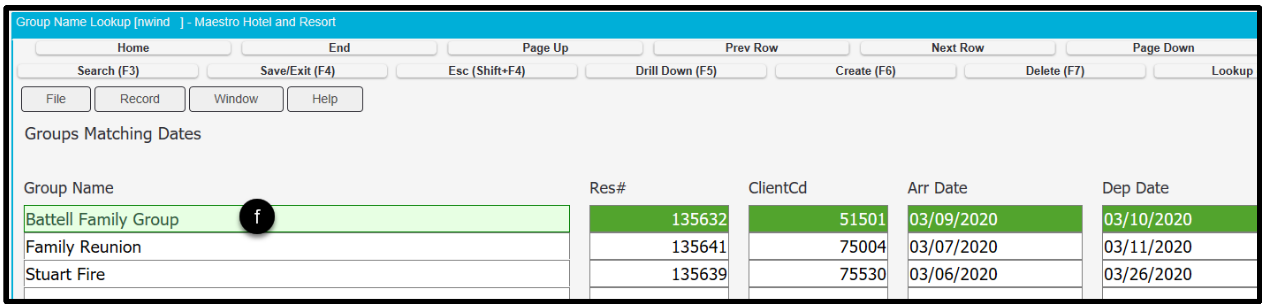


c. Edit the Folio / Event back to a **'G'** and **Enter**
d. Maestro will prompt the user to create or lookup an existing Group Reservation
e. Select **Yes** on pop up 1 and **Lookup** on pop up 2 (**OK** on the 2nd pop up will take the user to a brand new Group Reservation.)

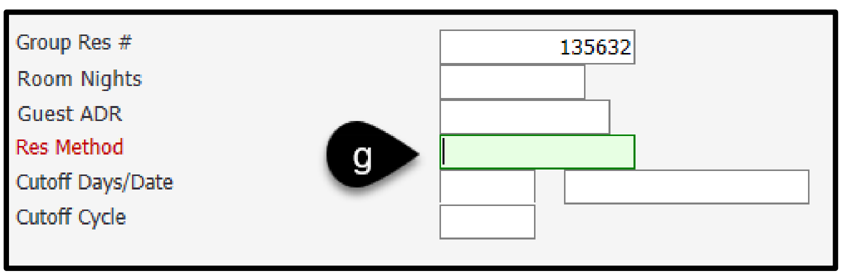




f. Select the correct Group Reservation on the list and **Enter**



g. Back at the Booking screen, **Lookup (F8)** on the **Res (Reservation) Method** field to update accordingly, i.e. Rooming List, Individual Call In, Meeting only



3.4 Folio / Event Options

4) Ensure the Folio / Event is correct based on the Properties posting/billing requirements. **Lookup (F8)** to view the current options:

a. **G** = All Normal posted charges will be directed to the Group Reservation Sales & Catering folio
b. **N** = All posted charges for all events will be directed to a single folio on the Accounts Receivable (A/R) account. If an A/R account has not been created, one will automatically be created when charges are posted
c. **Y** = Each event's charges will post to a separate folio within the A/R account. If an A/R account has not been created, one will automatically be created when charges are posted

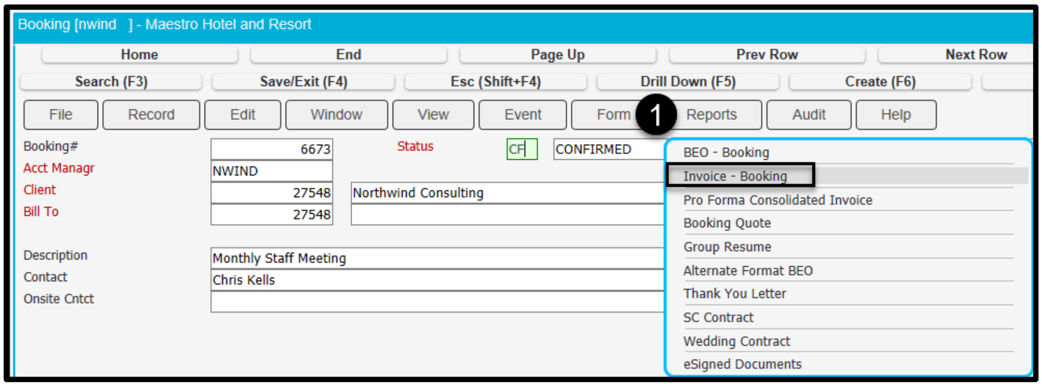
Note: The Industry standard Folio / Event is '**G**'. This ensures Sales and Catering/Front Desk Staff have access to posted charges prior to the group checking out. Generally, charges posted to A/R are not accessible by general staff.

4 Start the Audit

The audit can be marked started and unstarted as required. Until all charges have been posted on the Booking screen, the events can be started/unstarted, or done/undone to make any necessary changes to the BEO. Once the Status of the booking changes to PO Posted, all adjustments must be completed at the folio level. To start the Audit the user should follow these steps:

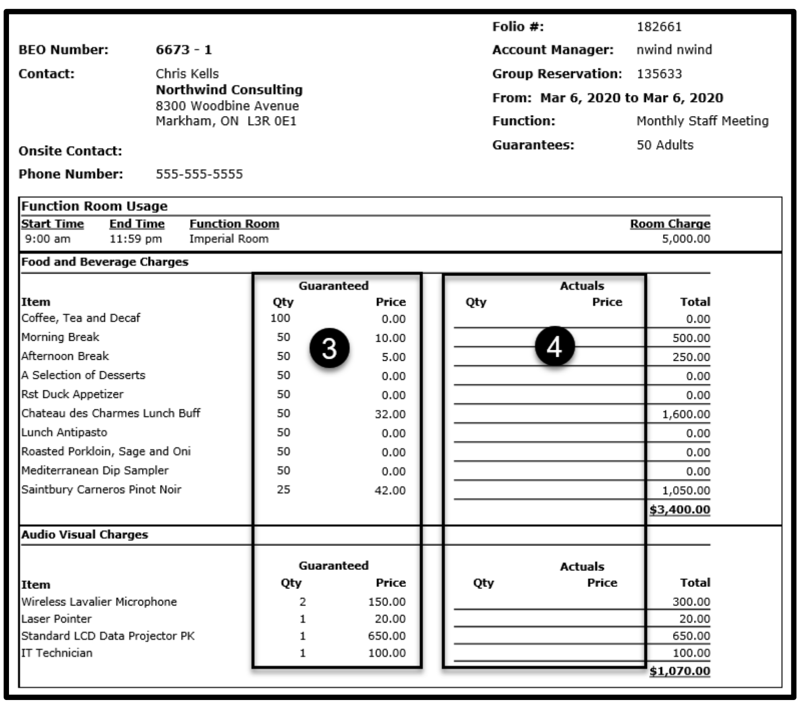
4.1 Review Invoice

1) Select **Reports** | Select **Invoice** (the invoice might be called Banquet Invoice, Booking Invoice…)



2) The Invoice displays all Sales and Catering charges for this booking. If there are multiple events they will be displayed sorted by date and time

3) The left side of the Invoice displays the **Guaranteed items, quantity and price** each



BEO Number: 6673 - 1
Contact: Chris Kells
Northwind Consulting
8300 Woodbine Avenue
Markham, ON L3R 0E1
Onsite Contact:
Phone Number: 555-555-5555

Folio #: 182661
Account Manager: nwind nwind
Group Reservation: 135633
From: Mar 6, 2020 to Mar 6, 2020
Function: Monthly Staff Meeting
Guarantees: 50 Adults

Function Room Usage

Start Time	End Time	Function Room	Room Charge
9:00 am	11:59 pm	Imperial Room	5,000.00

Food and Beverage Charges

Item	Guaranteed Qty	Guaranteed Price	Actuals Qty	Actuals Price	Total
Coffee, Tea and Decaf	100	0.00			0.00
Morning Break	50	10.00			500.00
Afternoon Break	50	5.00			250.00
A Selection of Desserts	50	0.00			0.00
Rst Duck Appetizer	50	0.00			0.00
Chateau des Charmes Lunch Buff	50	32.00			1,600.00
Lunch Antipasto	50	0.00			0.00
Roasted Porkloin, Sage and Oni	50	0.00			0.00
Mediterranean Dip Sampler	50	0.00			0.00
Saintbury Carneros Pinot Noir	25	42.00			1,050.00
					$3,400.00

Audio Visual Charges

Item	Guaranteed Qty	Guaranteed Price	Actuals Qty	Actuals Price	Total
Wireless Lavalier Microphone	2	150.00			300.00
Laser Pointer	1	20.00			20.00
Standard LCD Data Projector PK	1	650.00			650.00
IT Technician	1	100.00			100.00
					$1,070.00

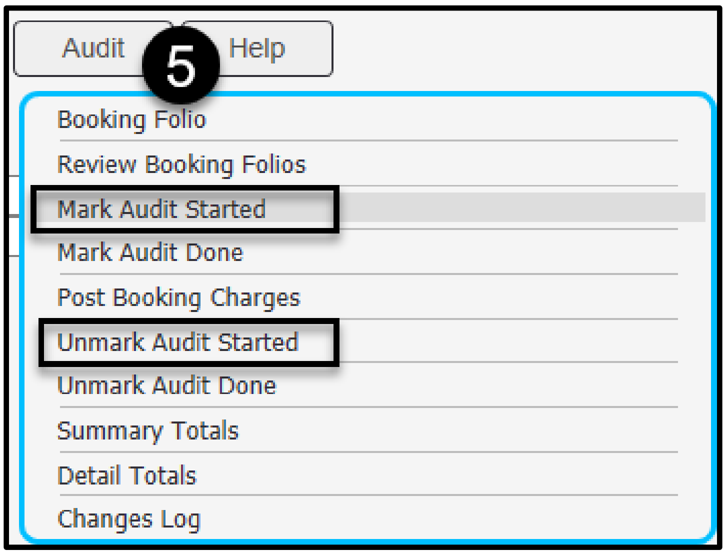
4) The right side of the Invoice is **blank** and will autofill in once the audit is complete

Note: This blank portion can also be used if the property prints the invoice and has staff to manually fill in the consumed quantities. The invoice is then delivered to the staff member responsible for inputting the actuals consumed during the Sales and Catering Audit

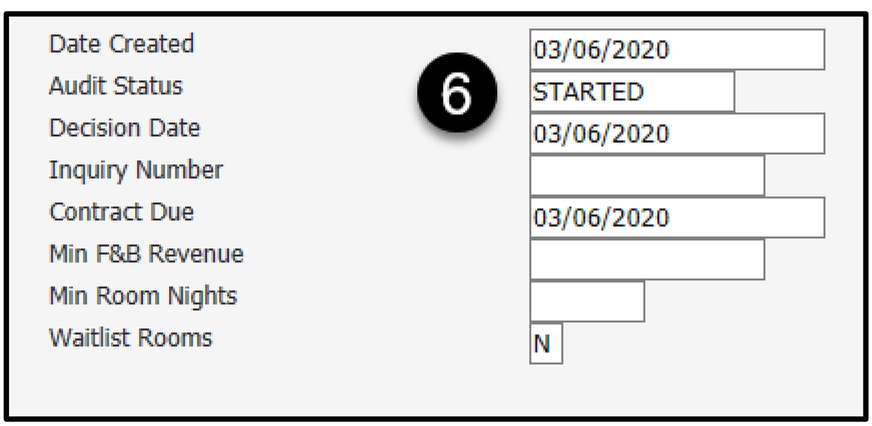
4.2 Mark Audit Started

5) To officially start the audit, Select **Audit** | Select **Mark Audit Started**

   a. If the Audit is started by mistake there is an **Unmark Audit Started** option on the same menu

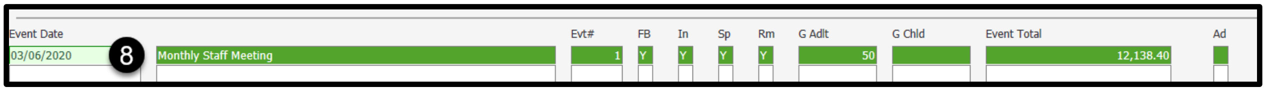


6) The Audit Status on the Booking screen will populate with **STARTED**



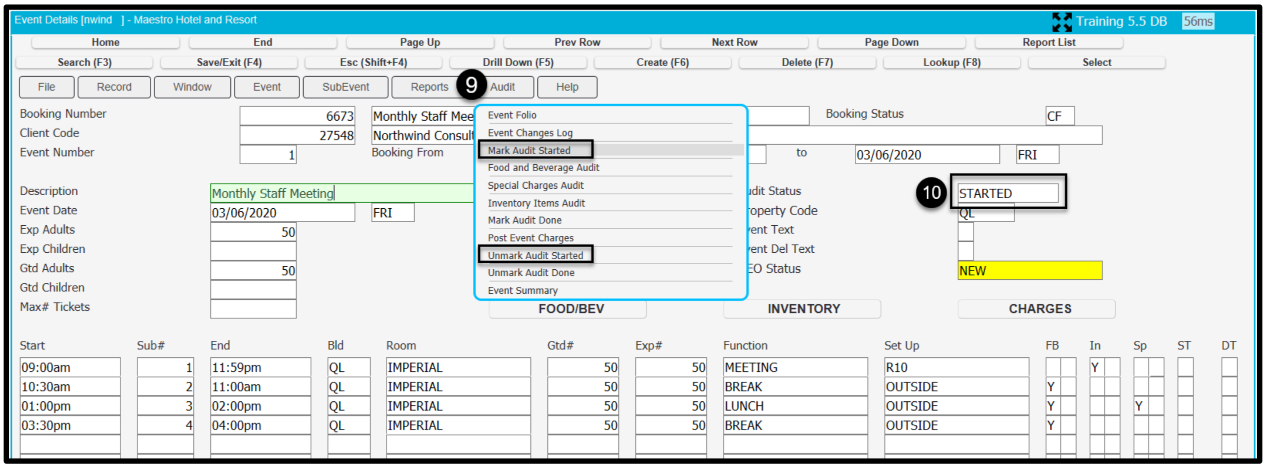
7) Until ALL the events are completely audited the user will not have to return to the **Booking** screen

8) **Drilldown (F5)** on the first event to access the **Event Details** screen



9) Select **Audit** | Select **Mark Audit Started**

   a. If the Event audit is started by mistake or the user realises that more items need to be added to the BEO first, the user can **Unmark the Audit Started** from the same menu



10) The Audit Status on the Booking screen will populate with **STARTED**

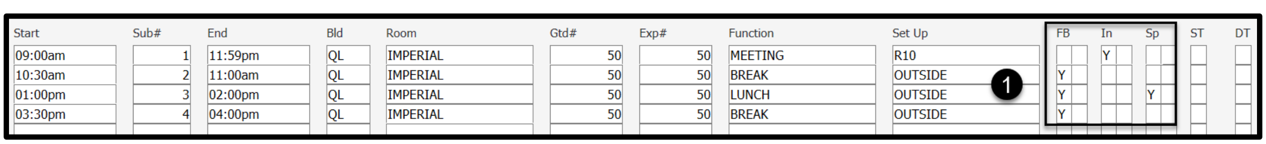
The user has now started the audit and is ready to start inputting the actual consumed numbers.

5 Audit the Event

Each Event Audit is completed on the Event Details screen. Follow the Audit menu in order as follows:

1) Review the Sub Events to determine if Food and Beverage, Inventory and Special Charges are included

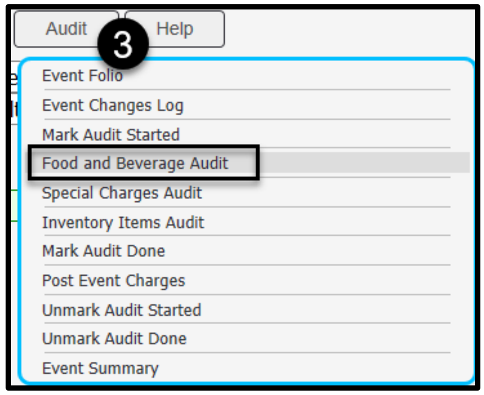
2) In the screen shot below the user can see all 3 options have a 'Y' in the left field under FB, In, Sp



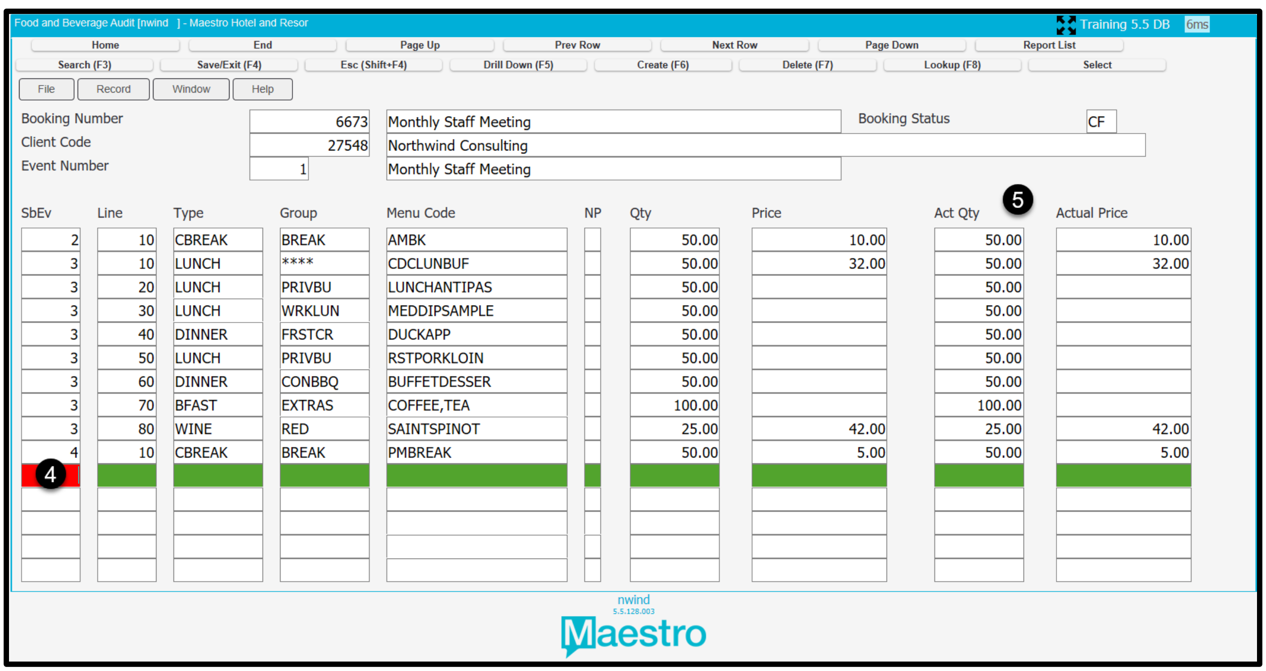
Note: Any events without Food and Beverage or Inventory or Special Charges do not require those items to be audited. Those options can be skipped on the Audit Menu. However, if the user tries to post event charges without auditing one of these options that has items to audit, an error message will appear.

5.l Food and Beverage Audit

3) Select **Audit** | Select **Food and Beverage Audit**



4) Hold the **Enter** key down (until a field turns RED) to populate all the Actuals consumed with the Guaranteed numbers

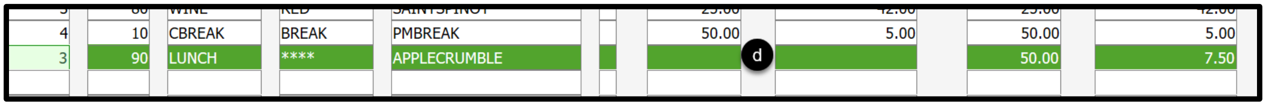


5) Review the actual numbers and edit as required

a. The **Actual Quantity and Price Each** can be edited as required
b. Items can be **Deleted (F7)**
c. Items can be added by selecting **Create (F6)**

d. Input the **Sub Event #** the new item is being added to then **Enter** and **Lookup (F8)** on each field filling them in as required

e. **Save/Exit (F4)** when Food and Beverage actual numbers have been input

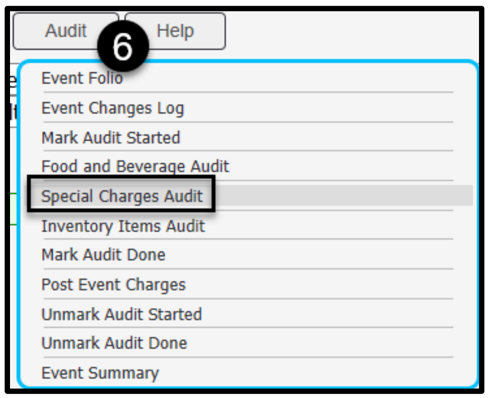


4	10	CBREAK	BREAK	PMBREAK			50.00	5.00	50.00	5.00
3	90	LUNCH	****	APPLECRUMBLE					50.00	7.50

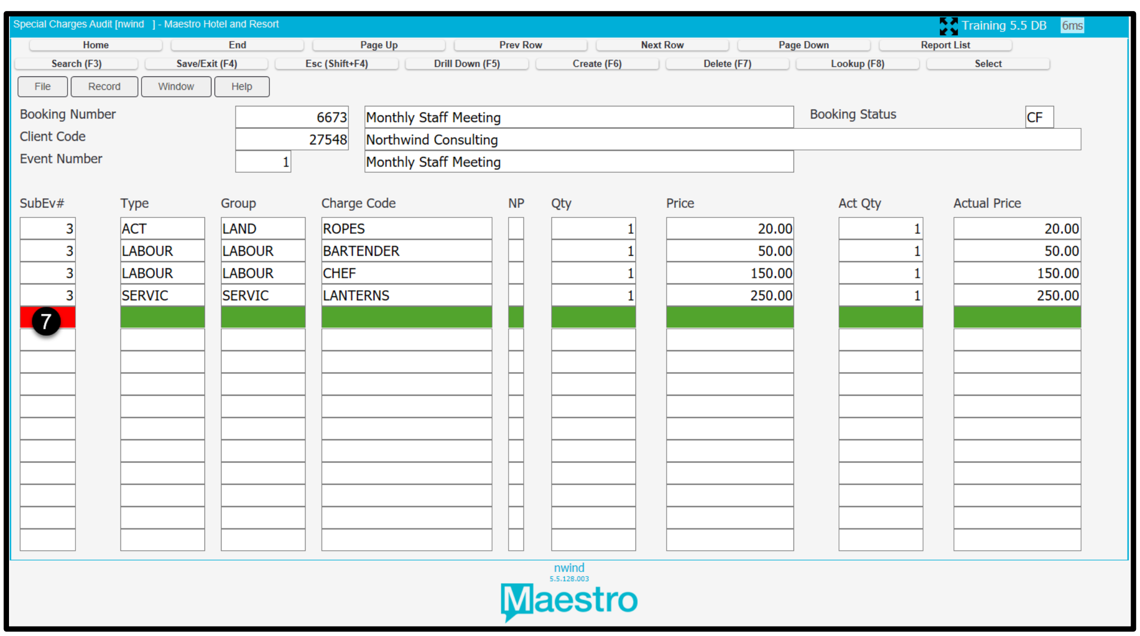
Note: The Guaranteed Quantity and Price fields are not filled in when adding a new item as these were not on the original BEO

5.2 Special Charges Audit

6) Select **Audit** | Select **Special Charges Audit**



7) Hold the **Enter** key down (until a field turns RED) to populate all the Actuals consumed with the Guaranteed numbers



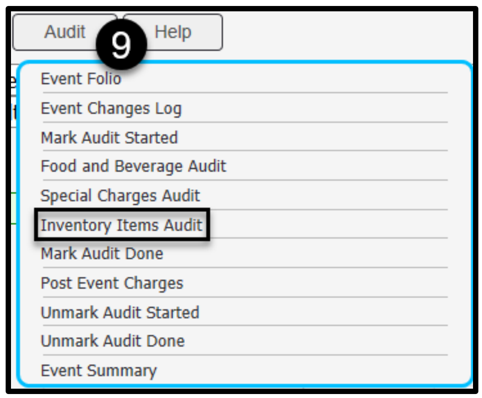
8) Review the actual numbers and edit as required

   a. The **Actual Quantity and Price Each** can be edited as required
   b. Items can be **Deleted (F7)**
   c. Items can be added by selecting **Create (F6)**
   d. Input the **Sub Event #** the new item is being added to then Enter and Lookup (F8) on each field filling them in as required
   e. **Save/Exit (F4)** when Special Charges actual numbers have been input

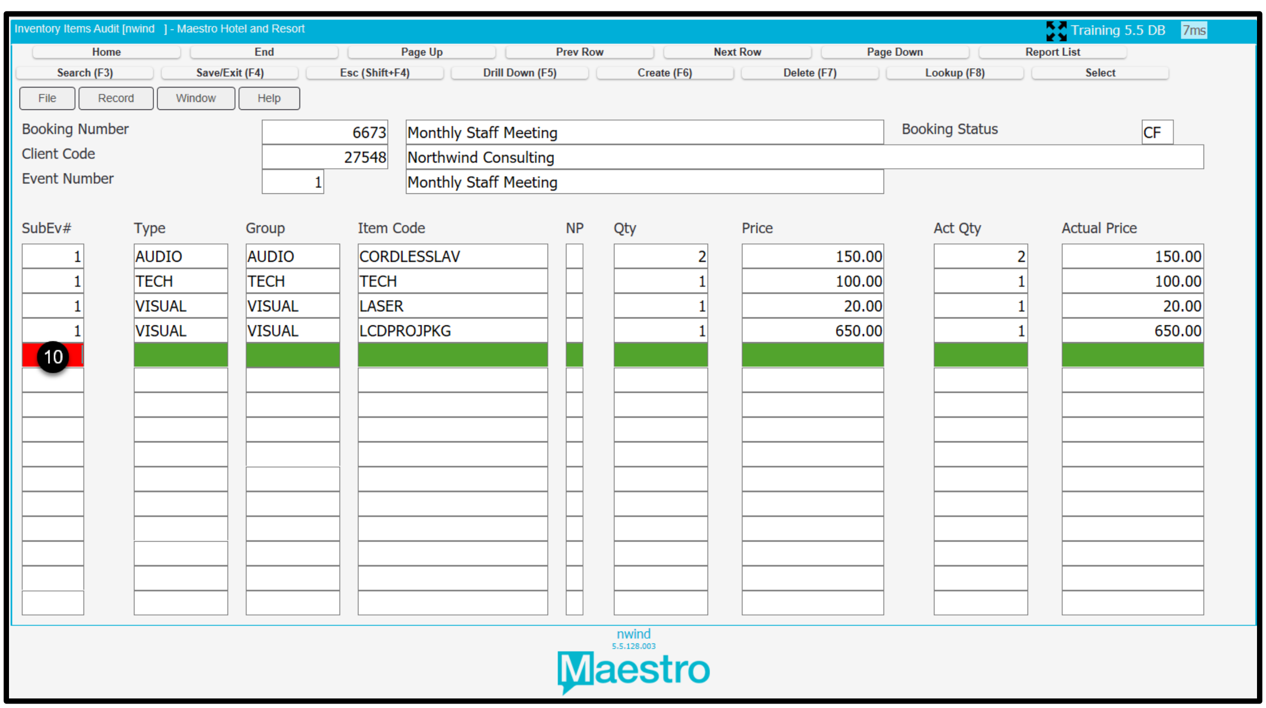
9)

5.3 Inventory Items Audit

10) Select **Audit** | Select **Inventory Items Audit**



11) Hold the **Enter** key down (until a field turns RED) to populate all the Actuals consumed with the Guaranteed numbers



Maestro

12) Review the actual numbers and edit as required

a. The **Actual Quantity and Price Each** can be edited as required
b. Items can be **Deleted (F7)**
c. Items can be added by selecting **Create (F6)**
d. Input the **Sub Event #** the new item is being added to then **Enter and Lookup (F8)** on each field filling them in as required
e. **Save/Exit (F4)** when Inventory Items actual numbers have been input

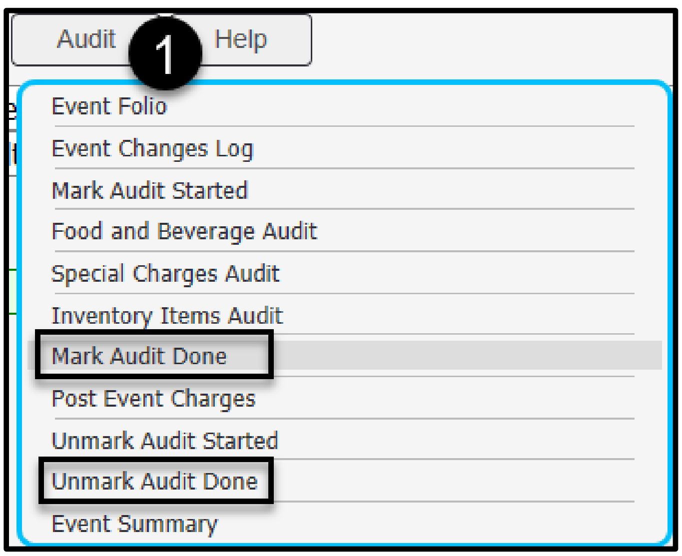
6 Complete the Event Audit

Once the actual numbers have been input for all necessary items the user is now ready to post the event charges.

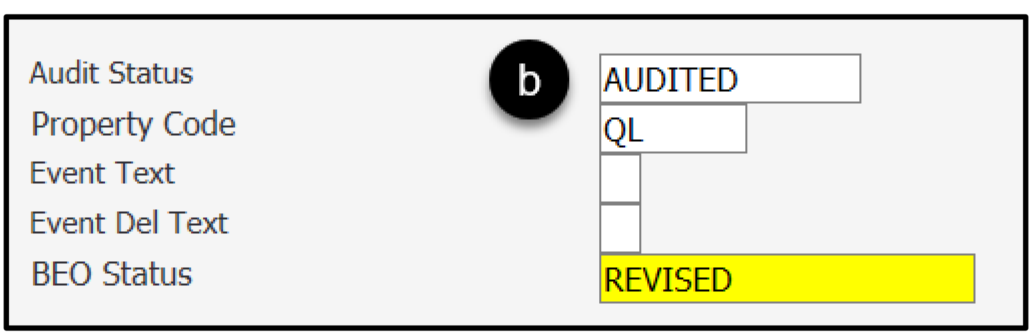
6.1 Mark the Audit Done

1) Select **Audit** | Select **Mark Audit Done**

a. If the Audit is Marked Done by mistake there is an **Unmark Audit Done** option on the same menu

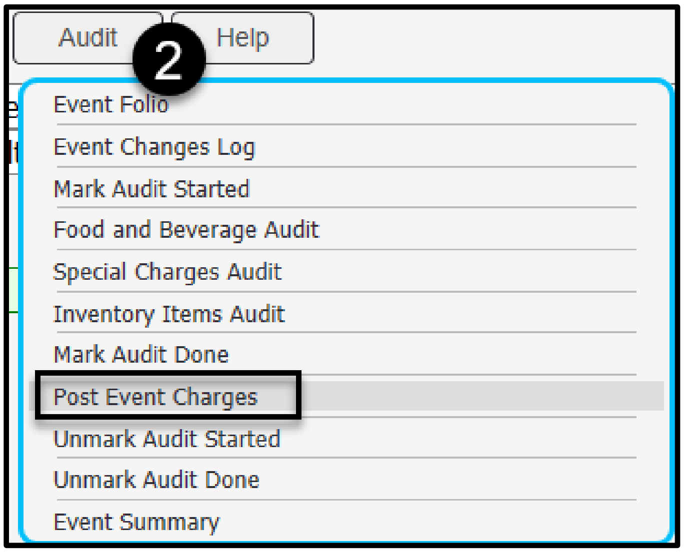


b. The **Audit Status** on the Event Details screen now displays **AUDITED**

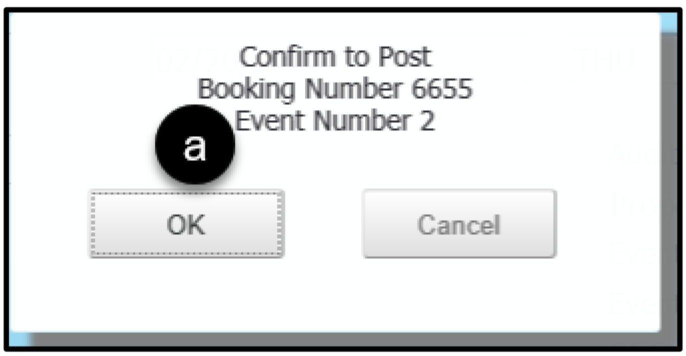


6.2 Post Event Charges

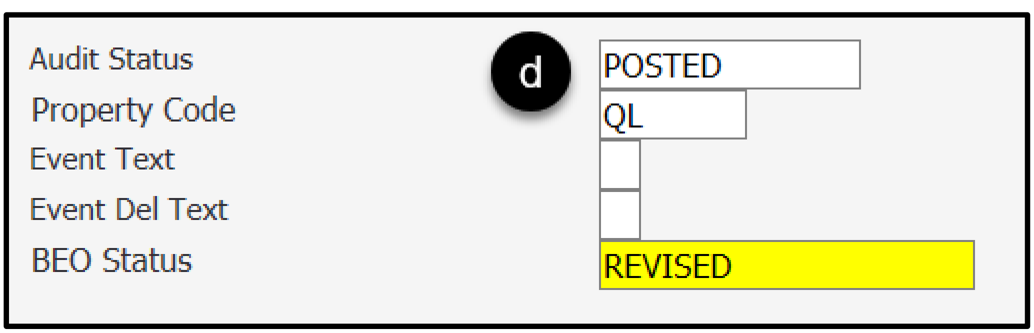
2) Select **Audit** | Select **Post Event Charges**



a. Select **OK** to confirm the posting of event charges or **Cancel** to abort



b. There is <u>NO UNPOST</u>. Once the charges are posted, they transfer to the folio specified in the Folio / Event field
c. All adjustments for this event must now be completed at the folio level
d. The **Audit Status** on the Event Details screen now displays **POSTED**

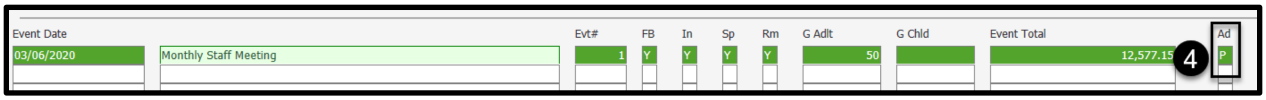


The Event Sales and Catering Audit is now complete.

- Repeat the same steps for each subsequent event on this booking until all events have been audited.

3) **Save/Exit (F4)** back to the Booking screen

4) Notice the **AD** field on the far right of the Event has a **P**
    a. Blank = Not Started
    b. **S** = Started
    c. **A** = Audited
    d. **P** = Posted

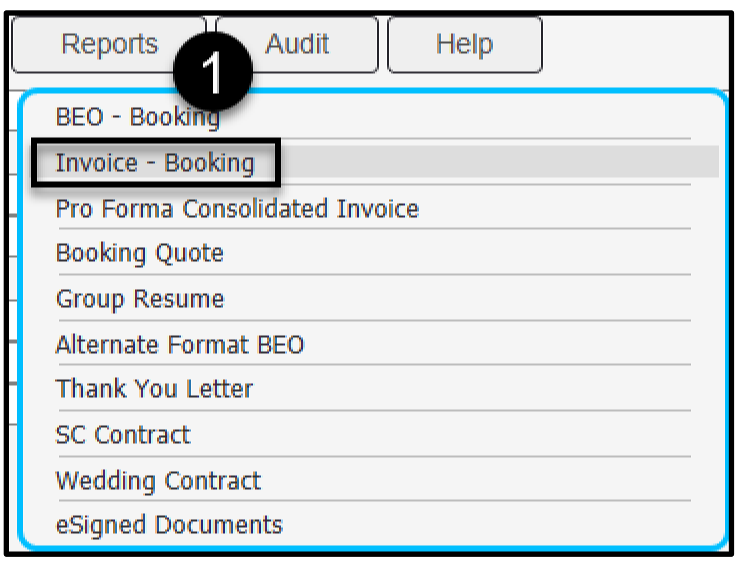


7 Review the Final Invoice

7.1 Review Invoice

After posting the event charges the user will want to review the final Sales and Catering Invoice and the Booking folio to ensure all charges were posted as planned. Any adjustments required at this time should be made on the folio.

1) From the Booking screen, Select **Reports** | Select **Invoice** (the invoice might be called Banquet Invoice, Booking Invoice…)



2) Review the Guaranteed vs the Actuals-Consumed numbers

BANQUET INVOICE

BEO Number: 6673 - 1
Contact: Chris Kells
Northwind Consulting
8300 Woodbine Avenue
Markham, ON L3R 0E1
Onsite Contact:
Phone Number: 555-555-5555

Folio #: 182661
Account Manager: nwind nwind
Group Reservation: 135633
From: Mar 6, 2020 to Mar 6, 2020
Function: Monthly Staff Meeting
Guarantees: 50 Adults

Function Room Usage

Start Time	End Time	Function Room	Room Charge
9:00 am	11:59 pm	Imperial Room	5,000.00

Food and Beverage Charges

	Guaranteed		Actuals		
Item	**Qty**	**Price**	**Qty**	**Price**	**Total**
Coffee, Tea and Decaf	100	0.00	100		0.00
Morning Break	50	10.00	50	10.00	500.00
Afternoon Break	50	5.00	50	5.00	250.00
A Selection of Desserts	50	0.00	50		0.00
Rst Duck Appetizer	50	0.00	50		0.00
Chateau des Charmes Lunch Buff	50	32.00	50	32.00	1,600.00
Apple Crumble Pie	0	0.00	50	7.50	375.00
Lunch Antipasto	50	0.00	50		0.00
Roasted Porkloin, Sage and Oni	50	0.00	50		0.00
Mediterranean Dip Sampler	50	0.00	50		0.00
Saintbury Carneros Pinot Noir	25	42.00	25	42.00	1,050.00
					$3,775.00

Audio Visual Charges

	Guaranteed		Actuals		
Item	**Qty**	**Price**	**Qty**	**Price**	**Total**
Wireless Lavalier Microphone	2	150.00	2	150.00	300.00
Laser Pointer	1	20.00	1	20.00	20.00
Standard LCD Data Projector PK	1	650.00	1	650.00	650.00
IT Technician	1	100.00	1	100.00	100.00
					$1,070.00

Monday, 9 March, 2020 1

3) This Invoice can be used as a final invoice if the client has no further charges on the Group Master

4) If there are guest room charges that the group is responsible for, then Maestro recommends utilizing the Proforma Consolidated Invoice

5) Select Reports | Select Proforma Consolidated Invoice

Reports Audit Help

- BEO - Booking
- Invoice - Booking
- Pro Forma Consolidated Invoice
- Booking Quote
- Group Resume
- Alternate Format BEO
- Thank You Letter
- SC Contract
- Wedding Contract
- eSigned Documents

6) Notice there are both Front Desk and Sales and Catering charges/payments on this report making this a good solution as 1 invoice for the client at the end of the event instead of multiple invoices

Consolidated Invoice

Printed on: March 09, 2020

Name	Arrival Date	Departure Date
Northwind Consulting	March 06, 2020	March 06, 2020
5300 Woodbine Avenue	Reservation Number	Booking Number
Markham, ON L3R 0E1	135633	6673

All Charges

6

All Payments

Front Desk Charges

Guest Name	Date	Room	Description		Credit Card	Amount
Northwind Consulting	3/6/20		Visa	Visa		-5,000.00
					Total for: Northwind Consulting	-5,000.00
Total for:						**-5,000.00**
Total Front Desk Charges						**-5,000.00**

Sales and Catering Charges

Start	End	Item	Room	Qty	Price	Amount
11:59PM	12:00AM	Service Charge		1.00	0.00	157.50
10:30AM	11:00AM	Morning Break	Imperial Room	50.00	10.00	500.00
1:00PM	2:00PM	Lunch Antipasto	Imperial Room	50.00	0.00	0.00
1:00PM	2:00PM	Mediterranean Dip Sampler	Imperial Room	50.00	0.00	0.00
1:00PM	2:00PM	Chateau des Charmes Lunch	Imperial Room	50.00	32.00	1,600.00
1:00PM	2:00PM	Rst Duck Appetizer	Imperial Room	50.00	0.00	0.00
1:00PM	2:00PM	Roasted Porkloin, Sage and (	Imperial Room	50.00	0.00	0.00
1:00PM	2:00PM	A Selection of Desserts	Imperial Room	50.00	0.00	0.00
1:00PM	2:00PM	Coffee, Tea and Decaf	Imperial Room	100.00	0.00	0.00
1:00PM	2:00PM	Saintbury Carneros Pinot Noi	Imperial Room	25.00	42.00	1,050.00
1:00PM	2:00PM	Apple Crumble Pie	Imperial Room	50.00	7.50	375.00
3:30PM	4:00PM	Afternoon Break	Imperial Room	50.00	5.00	250.00
11:59PM	12:00AM	Service Charge		1.00	0.00	363.00
					Total for: 3/6/20	4,295.50
Total for:Food & Beverage Charges						**4,295.50**
9:00AM	11:59PM	Wireless Lavalier Microphone	Imperial Room	2.00	150.00	300.00
9:00AM	11:59PM	IT Technician	Imperial Room	1.00	100.00	100.00
9:00AM	11:59PM	Laser Pointer	Imperial Room	1.00	20.00	20.00
9:00AM	11:59PM	Standard LCD Data Projector	Imperial Room	1.00	650.00	650.00
					Total for: 3/6/20	1,070.00
Total for:Inventory Charges						**1,070.00**
9:00AM	11:59PM	Imperial Room	Imperial Room	15.00	0.00	5,000.00
					Total for: 3/6/20	5,000.00
Total for:Function Room Charges						**5,000.00**
1:00PM	2:00PM	Ropes Course	Imperial Room	1.00	20.00	20.00
1:00PM	2:00PM	Bartender	Imperial Room	1.00	50.00	50.00
1:00PM	2:00PM	Chef in Attendance	Imperial Room	1.00	150.00	150.00
1:00PM	2:00PM	Paper Lanterns	Imperial Room	1.00	250.00	250.00
					Total for: 3/6/20	470.00
Total for: Special Charges						**470.00**

1

Consolidated Invoice

Printed on: March 09, 2020

Name	Arrival Date	Departure Date
Northwind Consulting	March 06, 2020	March 06, 2020
5300 Woodbine Avenue	Reservation Number	Booking Number
Markham, ON L3R 0E1	135633	6673

All Charges

All Payments

11:59PM	12:00AM	HST at 17%		1.00	0.00	1,741.65
					Total for: 3/6/20	1,741.65
Total for:General Charges						**1,741.65**
Total Sales and Catering Charges						**12,577.15**
Grand Total:						**7,577.15**

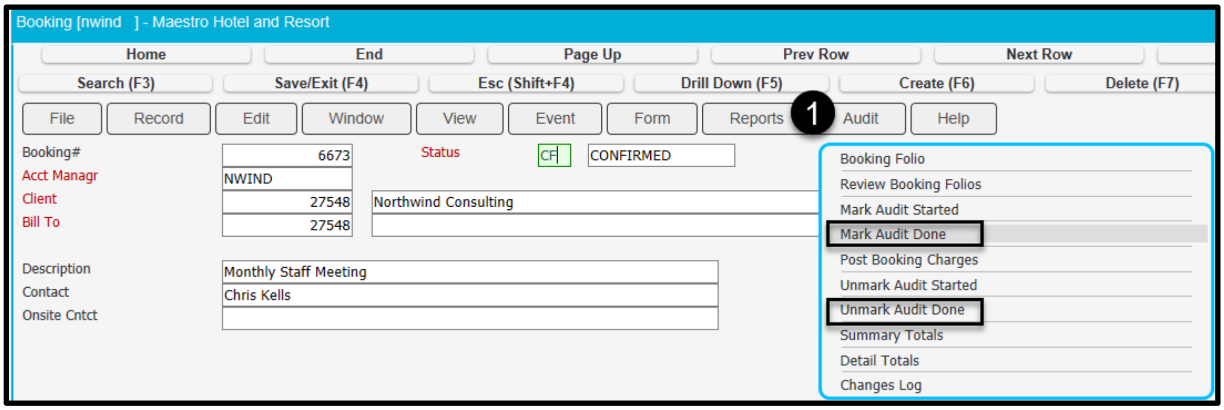
Maestro

7.2 Post Booking Charges

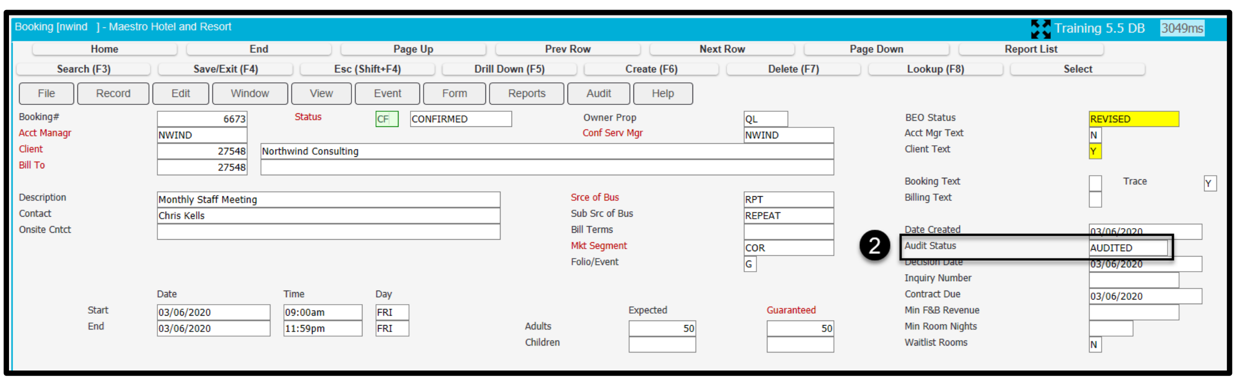
Once all events have been audited within the booking and the invoice has been printed and reviewed the Sales and Catering booking can now be closed.

1) Select **Audit** | Select **Mark Audit Done**

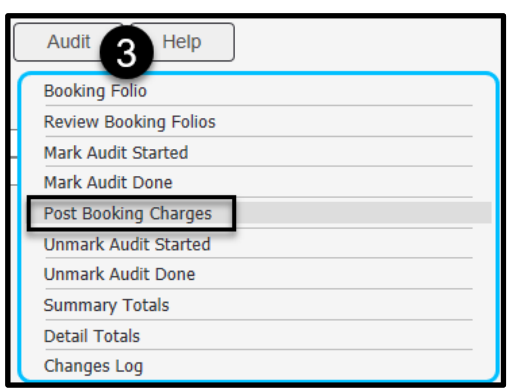
    a. If the Audit is Marked Done by mistake there is an **Unmark Audit Done** option on the same menu



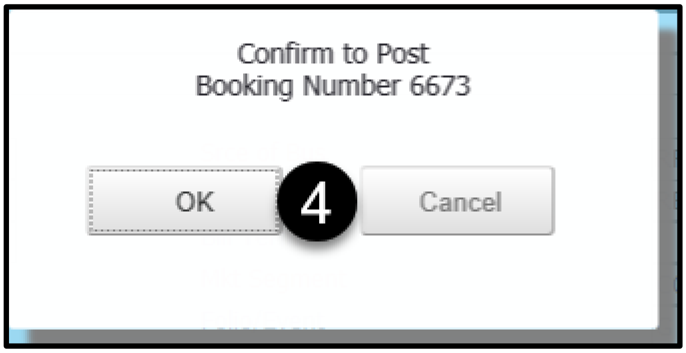
2) The audit status will display as **AUDITED**



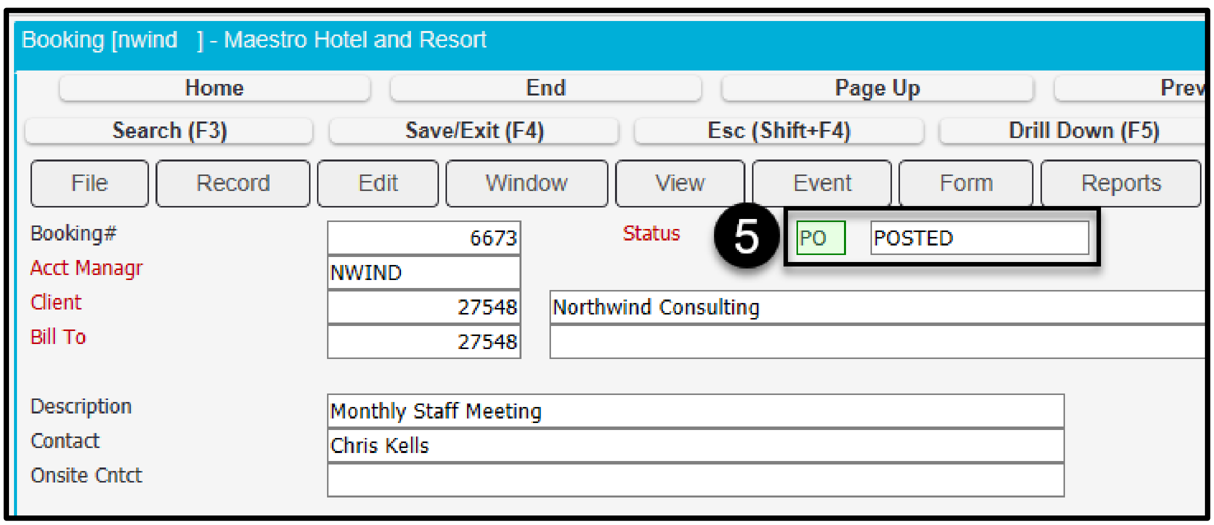
3) Select **Audit** | Select **Post Booking Charges**



4) Select OK to complete this step or Cancel to abort



5) This step actually closes the booking and updates the booking Status to PO – Posted



6) At this point no further changes can be made to the BEO's and this booking is now closed

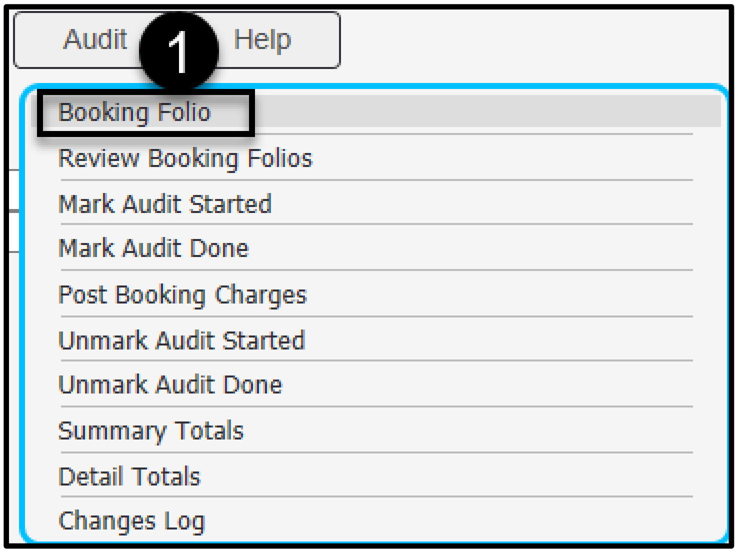
7) The booking can be duplicated to a future date if required. Select Window | Select Duplicate Booking

8 Review Posted Charges on Folio(s)

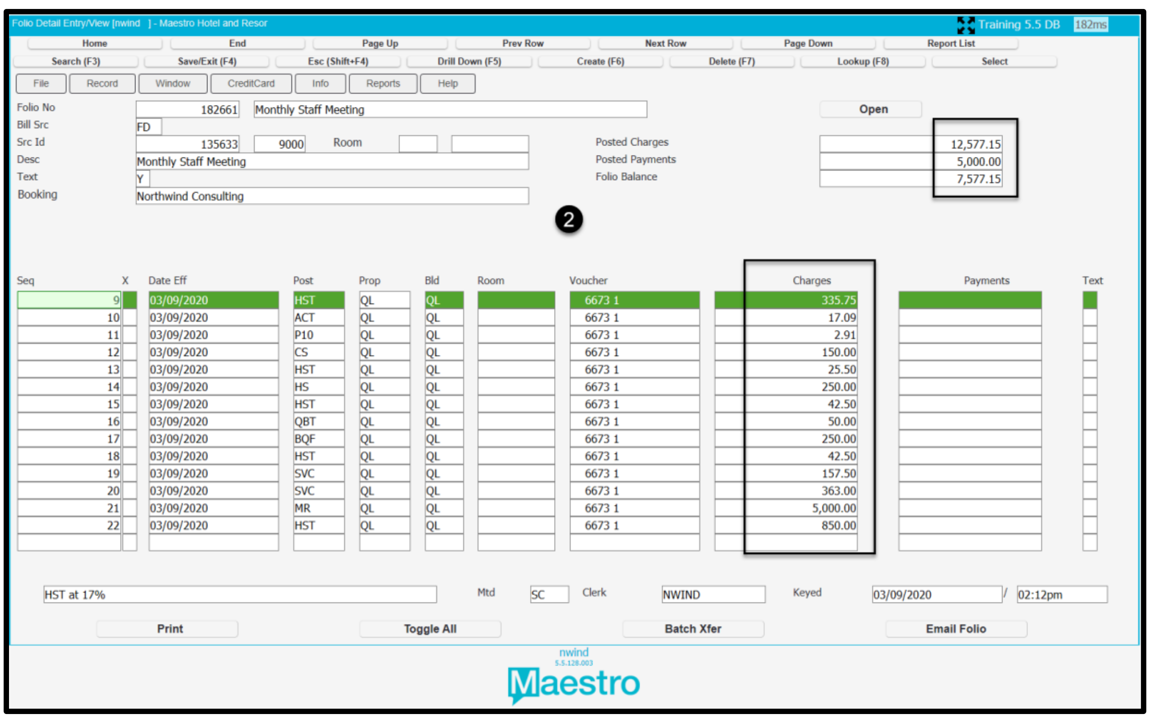
Once the Sales and Catering booking has been closed, the user can access the booking folio from the booking or from the group reservation or from the accounts receivable account.

8.1 Access Folio from Sales and Catering Booking

1) Select **Audit** | Select **Booking Folio**

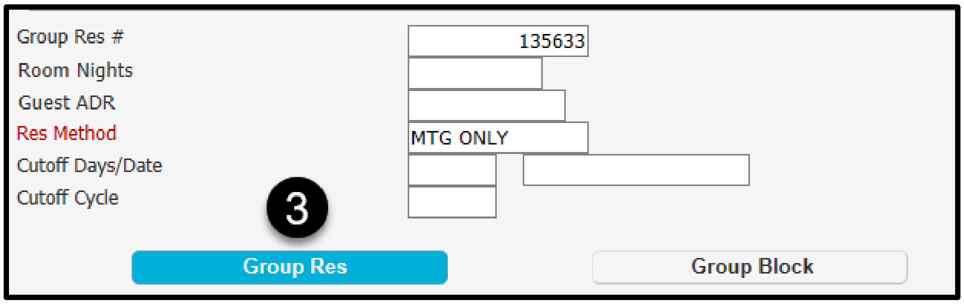


2) Review the charges to ensure the final numbers are accurate

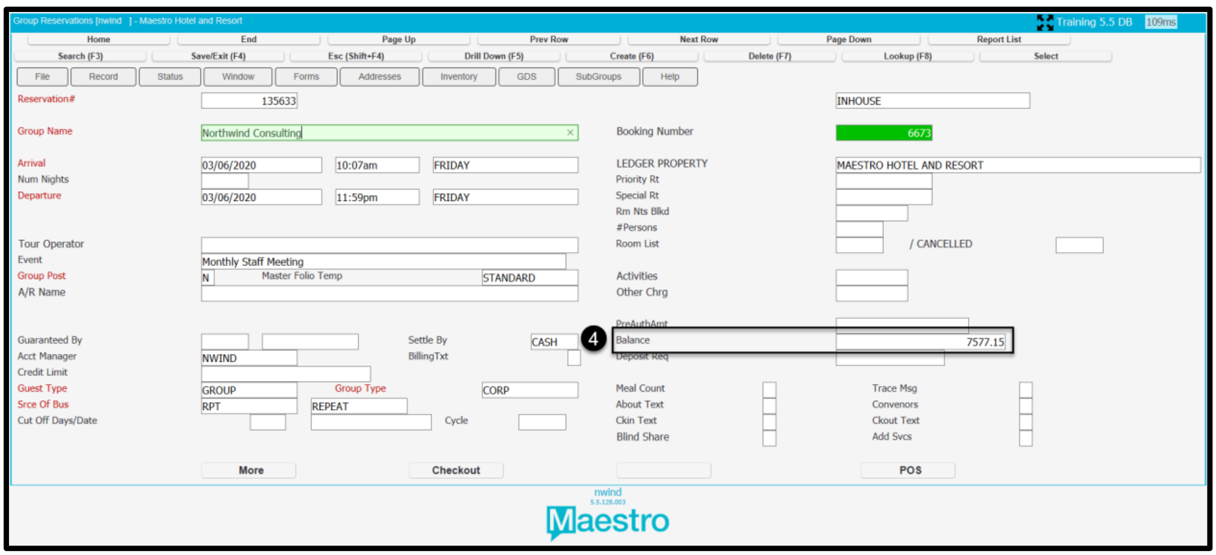


8.2 Access Folio from the Group Reservation

3) From the Sales and Catering booking, Select the **Group Res** button

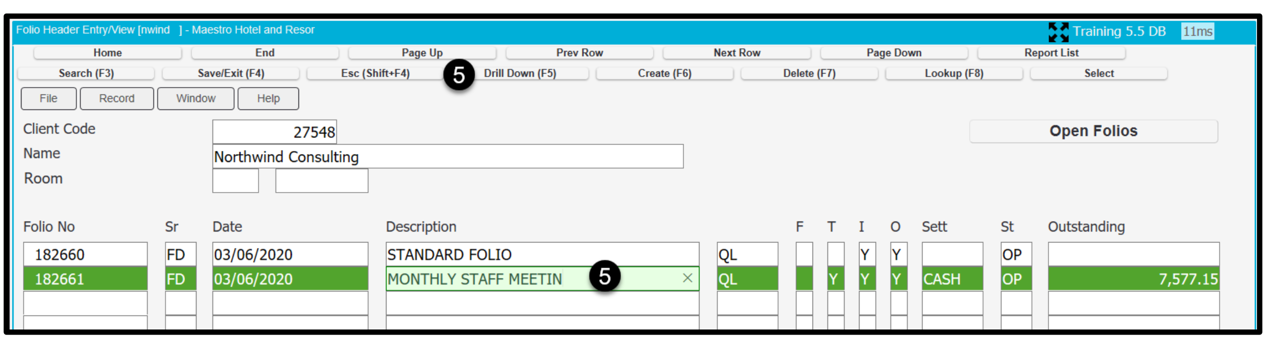


4) **Drilldown (F5)** on the **Balance** field to access the folios associated with the Group Reservation

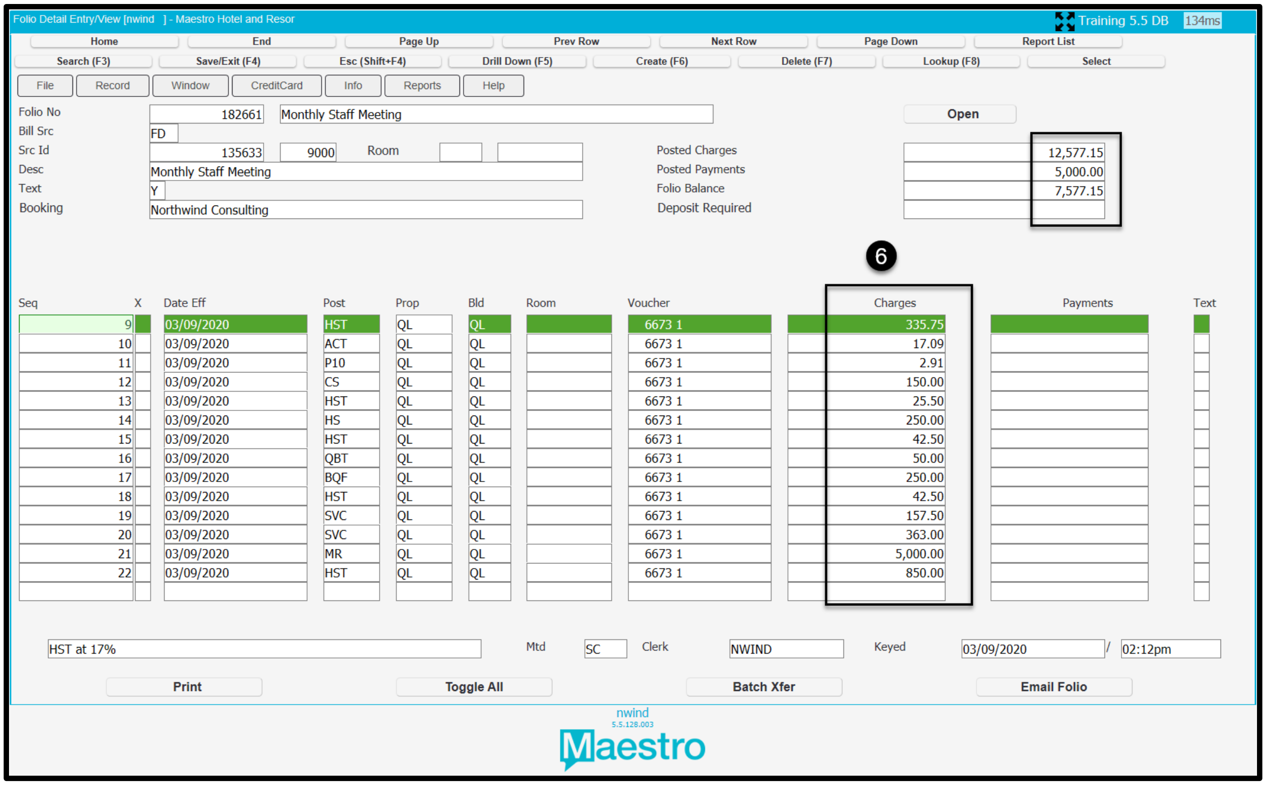


5) **Drilldown (F5)** to the Sales and Catering folio

a. If there are charges on the Front Desk folio and the user needs all charges on one folio, a folio detail transfer or Batch transfer can be performed here to transfer charges from one folio to another. *See Folio Management Quick Reference Guide for more information on folio transfers*



6) Review the charges to ensure the final numbers are accurate



Note: When a Sales and Catering Booking is linked to a Group Reservation, Maestro will auto create 2 folios. One for Front Desk charges and one for Sales and Catering charges. It is the properties' decision where to post the advance deposits. This decision will be discussed during Maestro training of Sales and Catering.