



# Sales & Catering Billing & Auditing Quick Reference Guide

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## 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.

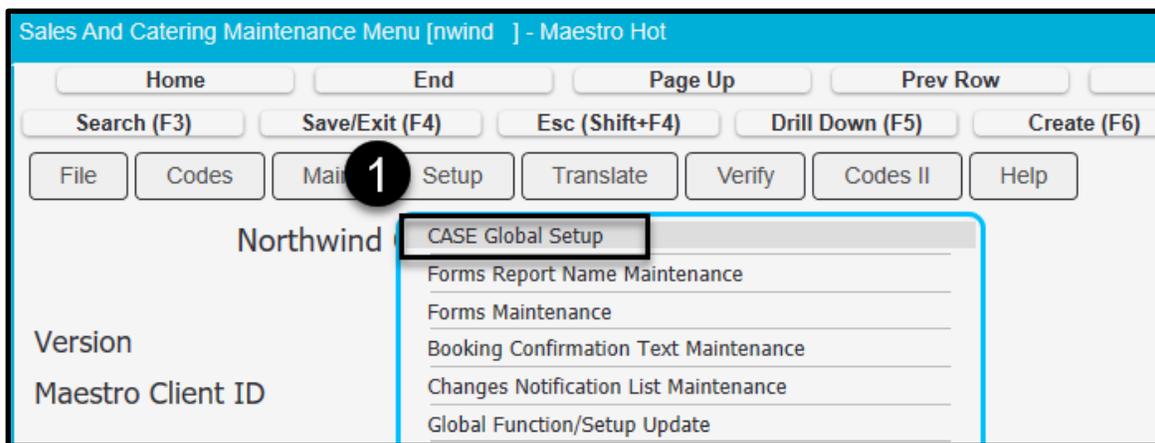
The reader should be familiar with the following Maestro functions:

- 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

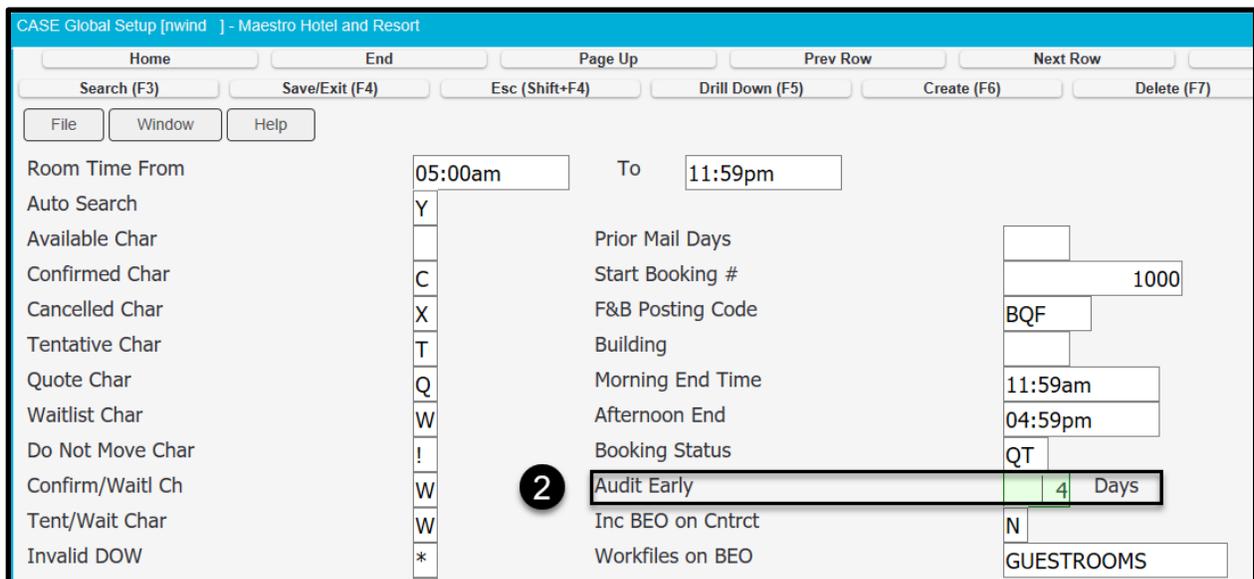
## I Global Setting to Audit Early # of Days Prior to Event

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

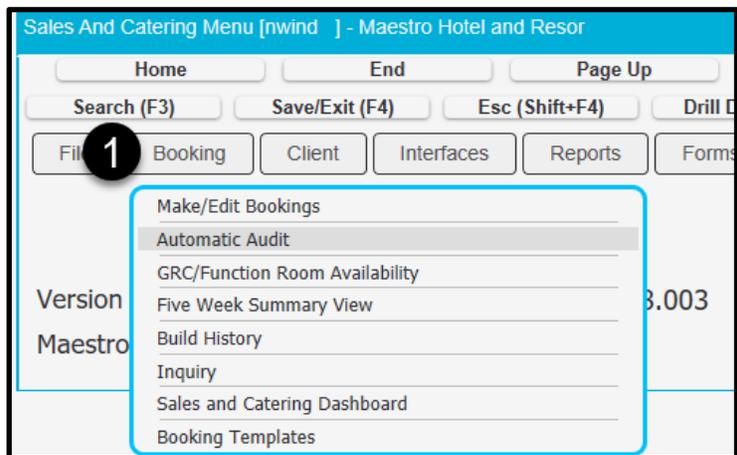


Note: Event & Booking charges cannot be posted until the day of the event when auditing events early

## 2 Find the Booking

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

- 1) Select Booking | Select Automatic Audit



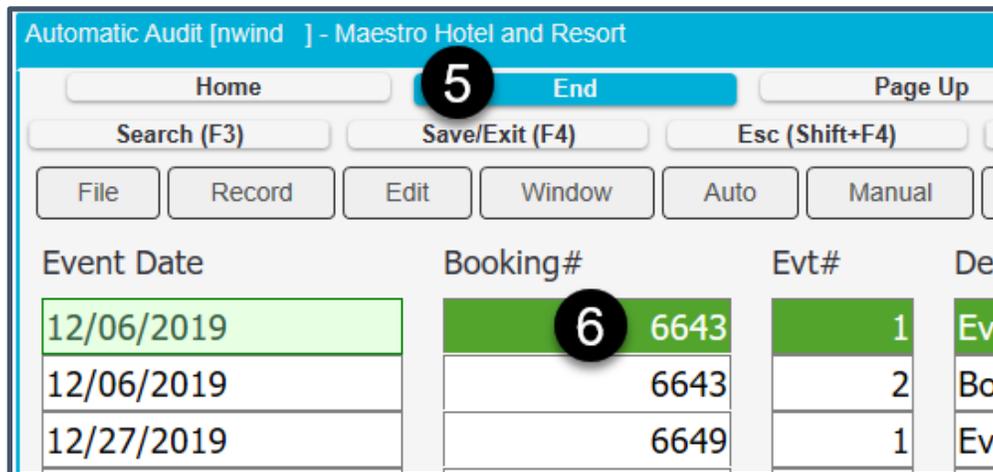
- 2) This screen displays all Sales and Catering Events that have NOT been audited yet

Event Date	Booking#	Evt#	Description	St	Aud	FBI	Inv	Spc
12/06/2019	6643	1	Event	CF	P			
12/06/2019	6643	2	Booking	CF				
12/27/2019	6649	1	Event	CF	P			
01/10/2020	6453	1	Rehearsal	CF		Y	Y	
01/10/2020	6460	1	Complete Meeting Package	CF		Y	Y	
01/10/2020	6460	3	Complete Meeting Package 2 Day	CF				
01/11/2020	6453	2	Wedding & Reception	CF		Y	Y	
01/11/2020	6460	2	Complete Meeting Package	CF		Y	Y	
02/11/2020	6652	1	Booking	CF				
02/18/2020	6647	1	Event & Overnight Accomm.	CF		Y		

- 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

Booking [nwind] - Maestro Hotel and Resort

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) **1** Lookup (F8) Select

File Record Edit Window View Event Form Reports Audit Help

Booking# 6673 Status **1** **CF** CONFIRMED QL BEO Status  
 Acct Managr NWIND Owner Prop Conf Serv Mgr NWIND Acct Mgr Text NEW  
 Client 27548 Northwind Consulting Client Text N  
 Bill To 27548 Y

#### 3.2 Date of Event

- 2) Ensure the Event is today or in the past

Event Date	Evt#	FB	In	Sp	Rm	G Adit	G Child	Event Total	Ad
<b>2</b> 03/06/2020	1	Y	Y	Y	Y	50		12,138.40	

#### 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

Group Res # **3** 135633

Room Nights

Guest ADR

Res Method **MTG ONLY**

Cutoff Days/Date

Cutoff Cycle

**3** Group Res

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

Booking [nwind ] - 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 Edit Window View Event Form Reports Audit Help

Booking# 6673 Status CF CONFIRMED Owner Prop QL  
 Acct Managr NWIND Conf Serv Mgr NWIND  
 Client 27548 Northwind Consulting  
 Bill To 27548

Description Monthly Staff Meeting  
 Contact Chris Kells  
 Onsite Cntct

Src of Bus RPT  
 Sub Src of Bus REPEAT  
 Bill Terms  
 Mkt Segment COR  
 Folio/Event N

**a**

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

Booking [nwind ] - Maestro Hotel and Resort

Home End Page Up

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

File Rec **b** Edit Window View Event

Booking#  
 Acct Managr  
 Client  
 Bill To

Description  
 Contact  
 Onsite Cntct

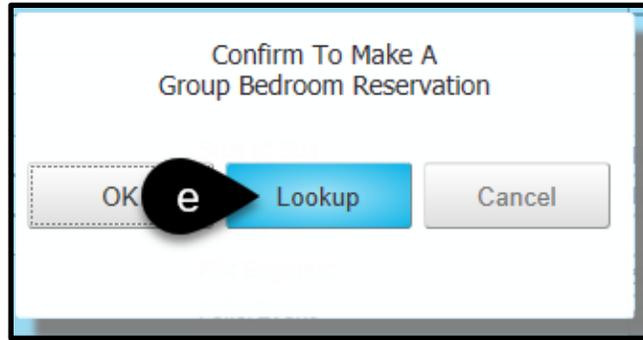
Move Booking To New Date  
 Create New Client F6  
 Edit Booking Client  
 Edit Booking Client Text  
 Edit Billing Client  
 Edit Billing Client Text  
 Deassign Group Reservation

**b**

- 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 2<sup>nd</sup> pop up will take the user to a brand new Group Reservation.)

Cannot post to a group folio  
 with out a Front Desk group.  
 Create/assign one now?

**e** Yes No



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

Group Name	Res#	ClientCd	Arr Date	Dep Date
Battell Family Group	135632	51501	03/09/2020	03/10/2020
Family Reunion	135641	75004	03/07/2020	03/11/2020
Stuart Fire	135639	75530	03/06/2020	03/26/2020

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

Group Res #	135632
Room Nights	
Guest ADR	
<b>Res Method</b>	
Cutoff Days/Date	
Cutoff Cycle	

### 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:

- G** = All Normal posted charges will be directed to the Group Reservation Sales & Catering folio
- 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
- 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...)

The screenshot shows the Maestro Hotel and Resort software interface. The 'Reports' menu is open, and 'Invoice - Booking' is selected. The interface includes a top navigation bar with buttons like 'Home', 'End', 'Page Up', 'Prev Row', and 'Next Row'. Below this are function keys: 'Search (F3)', 'Save/Exit (F4)', 'Esc (Shift+F4)', 'Drill Down (F5)', and 'Create (F6)'. A 'Reports' button is circled with a '1'. The main area shows booking details for booking # 6673, status CONFIRMED, and client Northwind Consulting. A dropdown menu on the right lists various report options, with 'Invoice - Booking' highlighted.

- 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

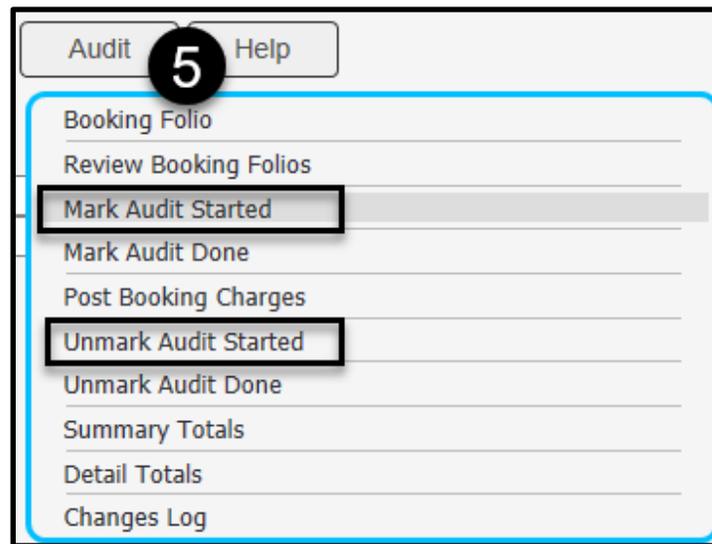
<b>BEO Number:</b> 6673 - 1	<b>Folio #:</b> 182661		
<b>Contact:</b> Chris Kells Northwind Consulting 8300 Woodbine Avenue Markham, ON L3R 0E1	<b>Account Manager:</b> nwind nwind <b>Group Reservation:</b> 135633		
<b>Onsite Contact:</b>	<b>From:</b> Mar 6, 2020 to Mar 6, 2020		
<b>Phone Number:</b> 555-555-5555	<b>Function:</b> Monthly Staff Meeting <b>Guarantees:</b> 50 Adults		
<b>Function Room Usage</b>			
<b>Start Time</b> 9:00 am	<b>End Time</b> 11:59 pm		
<b>Function Room</b> Imperial Room	<b>Room Charge</b> 5,000.00		
<b>Food and Beverage Charges</b>			
<b>Item</b>	<b>Guaranteed Qty Price</b>	<b>Actuals Qty Price</b>	<b>Total</b>
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
			<b>\$3,400.00</b>
<b>Audio Visual Charges</b>			
<b>Item</b>	<b>Guaranteed Qty Price</b>	<b>Actuals Qty Price</b>	<b>Total</b>
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
			<b>\$1,070.00</b>

- 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**

Date Created	03/06/2020
Audit Status	STARTED
Decision Date	03/06/2020
Inquiry Number	
Contract Due	03/06/2020
Min F&B Revenue	
Min Room Nights	
Waitlist Rooms	N

- 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

Event Date	Evt#	FB	In	Sp	Rm	G Adit	G Chld	Event Total	Ad
03/06/2020	1	Y	Y	Y	Y	50		12,138.40	

9) Select Audit | Select Mark Audit Started

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

The screenshot shows the 'Event Details' screen for 'Monthly Staff Meeting' on 03/06/2020. The 'Audit' menu is open, and 'Mark Audit Started' is selected. The 'Audit Status' field is set to 'STARTED'. The 'Event Summary' section shows 'FOOD/BEV', 'INVENTORY', and 'CHARGES'.

Start	Sub#	End	Bld	Room	Gtd#	Exp#	Function	Set Up	FB	In	Sp	ST	DT
09:00am	1	11:59pm	QL	IMPERIAL	50	50	MEETING	R10		Y			
10:30am	2	11:00am	QL	IMPERIAL	50	50	BREAK	OUTSIDE	Y				
01:00pm	3	02:00pm	QL	IMPERIAL	50	50	LUNCH	OUTSIDE	Y		Y		
03:30pm	4	04:00pm	QL	IMPERIAL	50	50	BREAK	OUTSIDE	Y				

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:

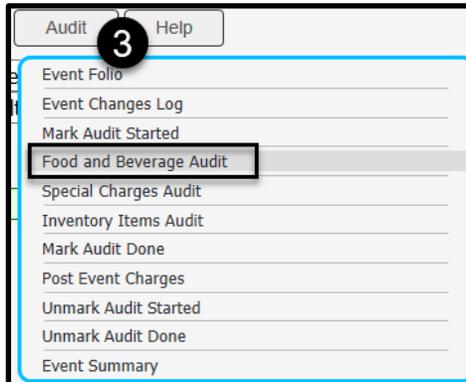
- 1) Review the Sub Events to determine if Food and Beverage, Inventory and Special Charges are included
- 2) In the screen shot below the user can see all 3 options have a 'Y' in the left field under FB, In, Sp

Start	Sub#	End	Bld	Room	Gtd#	Exp#	Function	Set Up	FB	In	Sp	ST	DT
09:00am	1	11:59pm	QL	IMPERIAL	50	50	MEETING	R10		Y			
10:30am	2	11:00am	QL	IMPERIAL	50	50	BREAK	OUTSIDE	Y				
01:00pm	3	02:00pm	QL	IMPERIAL	50	50	LUNCH	OUTSIDE	Y		Y		
03:30pm	4	04:00pm	QL	IMPERIAL	50	50	BREAK	OUTSIDE	Y				

**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.

## 5.1 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

SbEv	Line	Type	Group	Menu Code	NP	Qty	Price	Act Qty	Actual Price
2	10	CBREAK	BREAK	AMBK		50.00	10.00	50.00	10.00
3	10	LUNCH	****	CDCLUNBUF		50.00	32.00	50.00	32.00
3	20	LUNCH	PRIVBU	LUNCHANTIPAS		50.00		50.00	
3	30	LUNCH	WRKLUN	MEDDIPSAMPLE		50.00		50.00	
3	40	DINNER	FRSTCR	DUCKAPP		50.00		50.00	
3	50	LUNCH	PRIVBU	RSTPORKLOIN		50.00		50.00	
3	60	DINNER	CONBBQ	BUFFETDESSER		50.00		50.00	
3	70	BFAST	EXTRAS	COFFEE,TEA		100.00		100.00	
3	80	WINE	RED	SAINTSPINOT		25.00	42.00	25.00	42.00
4	10	CBREAK	BREAK	PMBREAK		50.00	5.00	50.00	5.00

- 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)**



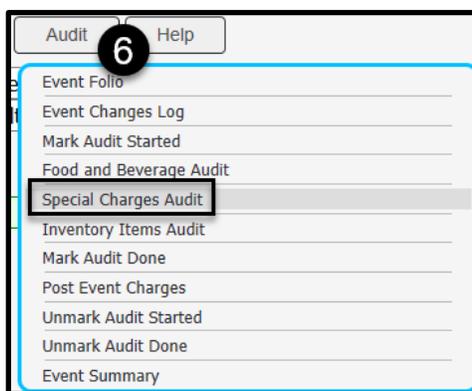
- d. Input the **Sub Event #** the new item is being added to then **Enter** and **Lookup (F8)** on each field filling them in as required
- e. **Save/Exit (F4)** when Food and Beverage actual numbers have been input

3	90	LUNCH	****	APPLECRUMBLE	50.00	5.00	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

A screenshot of the 'Special Charges Audit' window. The window title is 'Special Charges Audit [nwind] - Maestro Hotel and Resort'. It shows a table with columns: SubEv#, Type, Group, Charge Code, NP, Qty, Price, Act Qty, and Actual Price. The table contains four rows of data. The first row (SubEv# 3) is highlighted in green. The second row (SubEv# 3) is highlighted in red. The third row (SubEv# 3) is highlighted in green. The fourth row (SubEv# 3) is highlighted in green. A circled number '7' is placed over the SubEv# field of the second row.

SubEv#	Type	Group	Charge Code	NP	Qty	Price	Act Qty	Actual Price
3	ACT	LAND	ROPES		1	20.00	1	20.00
3	LABOUR	LABOUR	BARTENDER		1	50.00	1	50.00
3	LABOUR	LABOUR	CHEF		1	150.00	1	150.00
3	SERVIC	SERVIC	LANTERNS		1	250.00	1	250.00



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

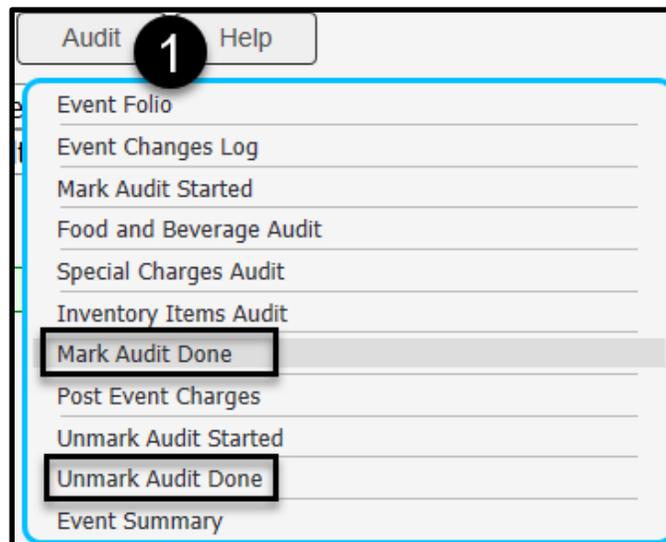
## 6 Complete the Event Audit

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

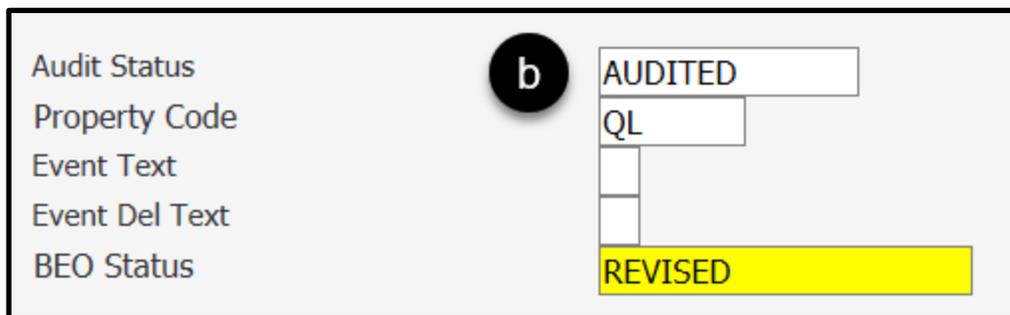
### 6.I Mark the Audit Done

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

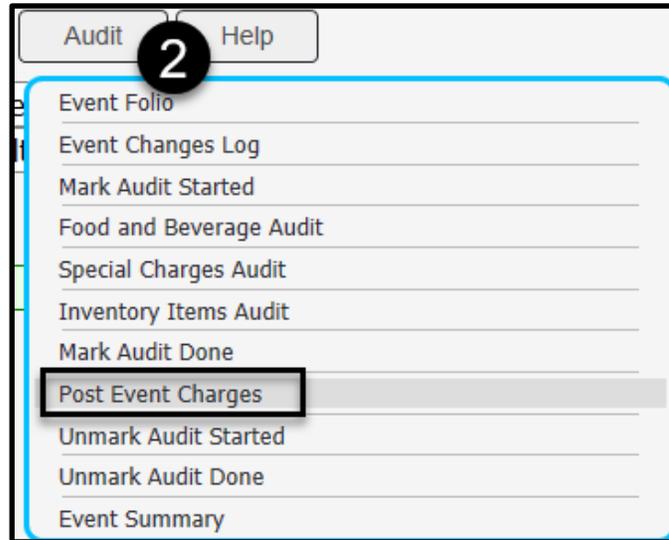


- b. The **Audit Status** on the Event Details screen now displays **AUDITED**

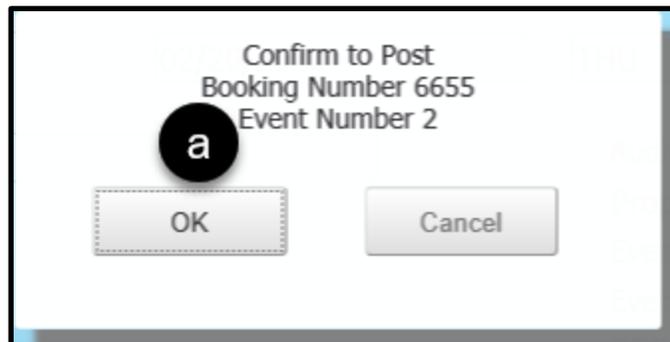


## 6.2 Post Event Charges

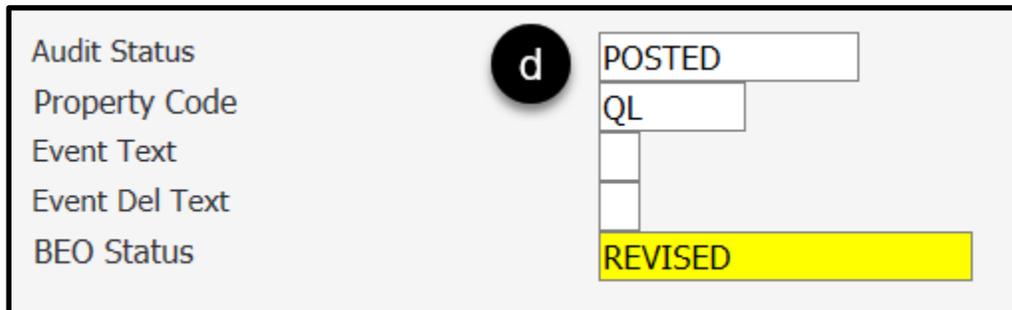
2) Select **Audit** | Select Post Event Charges



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



- b. There is **NO UNPOST**. 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

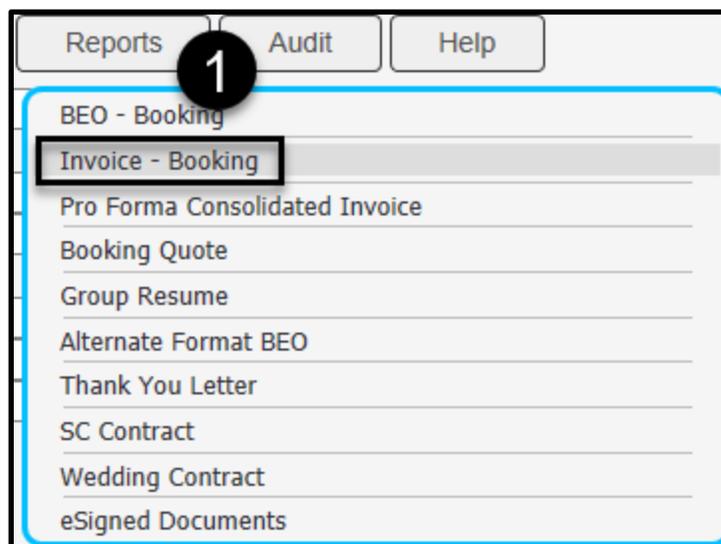
Event Date		Evt#	FB	In	Sp	Rm	G Adit	G Chld	Event Total	Ad
03/06/2020	Monthly Staff Meeting	1	Y	Y	Y	Y	50		12,577.15	P

## 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...)

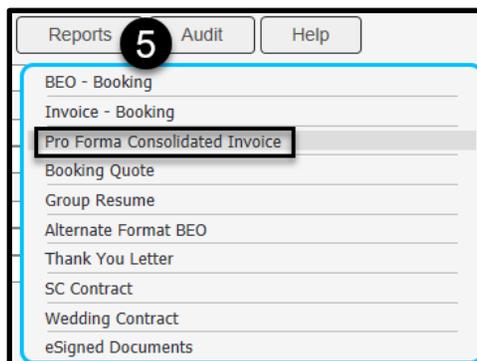




- Review the Guaranteed vs the Actuals-Consumed numbers

BANQUET INVOICE					
<b>BEO Number:</b>	6673 - 1		<b>Folio #:</b>	182661	
<b>Contact:</b>	Chris Kells Northwind Consulting 8300 Woodbine Avenue Markham, ON L3R 0E1		<b>Account Manager:</b>	nwind nwind	
<b>Onsite Contact:</b>			<b>Group Reservation:</b>	135633	
<b>Phone Number:</b>	555-555-5555		<b>From:</b>	Mar 6, 2020 to Mar 6, 2020	
			<b>Function:</b>	Monthly Staff Meeting	
			<b>Guarantees:</b>	50 Adults	
<b>Function Room Usage</b>					
<b>Start Time</b>	<b>End Time</b>	<b>Function Room</b>	<b>Room Charge</b>		
9:00 am	11:59 pm	Imperial Room	5,000.00		
<b>Food and Beverage Charges</b>					
<b>Item</b>	<b>Guaranteed</b>		<b>Actuals</b>		
	<b>Qty</b>	<b>Price</b>	<b>Qty</b>	<b>Price</b>	<b>Total</b>
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
					<b>\$3,775.00</b>
<b>Audio Visual Charges</b>					
<b>Item</b>	<b>Guaranteed</b>		<b>Actuals</b>		
	<b>Qty</b>	<b>Price</b>	<b>Qty</b>	<b>Price</b>	<b>Total</b>
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
					<b>\$1,070.00</b>
Monday, 9 March, 2020					

- This Invoice can be used as a final invoice if the client has no further charges on the Group Master
- If there are guest room charges that the group is responsible for, then Maestro recommends utilizing the Proforma Consolidated Invoice
- Select Reports | Select Proforma Consolidated Invoice





- 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
<b>Name</b>	<b>Arrival Date</b>			<b>Departure Date</b>			
Northwind Consulting	March 06, 2020			March 06, 2020			
5300 Woodbine Avenue	<b>Reservation Number</b>			<b>Booking Number</b>			
Markham, ON L3R 0E1	135833			6873			
All Charges							
All Payments							
<b>6</b>							
<b>Front Desk Charges</b>							
<b>Guest Name</b>	<b>Date</b>	<b>Room</b>	<b>Description</b>	<b>Visa</b>	<b>Credit Card</b>	<b>Amount</b>	
Northwind Consulting	3/6/20		Visa	Visa		-5,000.00	
<b>Total for:</b>						<b>-5,000.00</b>	
<b>Total Front Desk Charges</b>						<b>-5,000.00</b>	
<b>Sales and Catering Charges</b>							
<b>Start</b>	<b>End</b>	<b>Item</b>	<b>Room</b>	<b>Qty</b>	<b>Price</b>	<b>Amount</b>	
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 C	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	383.00	
<b>Total for: 3/6/20</b>						<b>4,295.50</b>	
<b>Total for: Food &amp; Beverage Charges</b>						<b>4,295.50</b>	
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	
<b>Total for: 3/6/20</b>						<b>1,070.00</b>	
<b>Total for: Inventory Charges</b>						<b>1,070.00</b>	
9:00AM	11:59PM	Imperial Room	Imperial Room	15.00	0.00	5,000.00	
<b>Total for: 3/6/20</b>						<b>5,000.00</b>	
<b>Total for: Function Room Charges</b>						<b>5,000.00</b>	
1:00PM	2:00PM	Room 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	
<b>Total for: 3/6/20</b>						<b>470.00</b>	
<b>Total for: Special Charges</b>						<b>470.00</b>	
1							
<b>Consolidated Invoice</b>							
							Printed on: March 09, 2020
<b>Name</b>	<b>Arrival Date</b>			<b>Departure Date</b>			
Northwind Consulting	March 06, 2020			March 06, 2020			
5300 Woodbine Avenue	<b>Reservation Number</b>			<b>Booking Number</b>			
Markham, ON L3R 0E1	135833			6873			
All Charges							
All Payments							
11:59PM	12:00AM	HST at 17%		1.00	0.00	1,741.65	
<b>Total for: 3/6/20</b>						<b>1,741.65</b>	
<b>Total for: General Charges</b>						<b>1,741.65</b>	
<b>Total Sales and Catering Charges</b>						<b>12,577.15</b>	
<b>Grand Total:</b>						<b>7,577.15</b>	



## 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

The screenshot shows the 'Booking [nwind ] - Maestro Hotel and Resort' window. The 'Audit' menu is open, and the 'Mark Audit Done' option is highlighted. The booking details are as follows:

Booking#	6673	Status	CF	CONFIRMED
Acct Managr	NWIND			
Client	27548	Northwind Consulting		
Bill To	27548			
Description	Monthly Staff Meeting			
Contact	Chris Kells			
Onsite Cntct				

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

The screenshot shows the 'Booking [nwind ] - Maestro Hotel and Resort' window with the audit status updated to 'AUDITED'. The booking details are as follows:

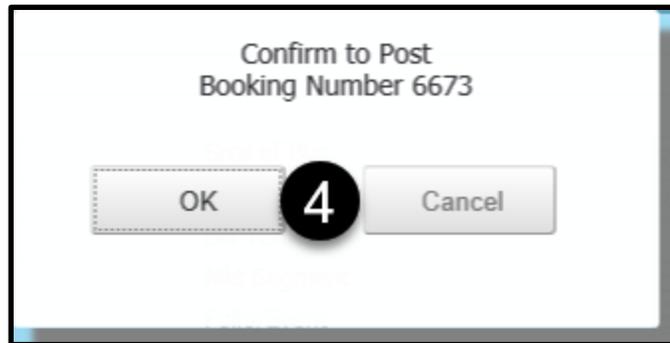
Booking#	6673	Status	CF	CONFIRMED	Owner Prop	QL	BEO Status	REVISED
Acct Managr	NWIND				Conf Serv Mgr	NWIND	Acct Mgr Text	N
Client	27548	Northwind Consulting					Client Text	Y
Bill To	27548						Booking Text	
Description	Monthly Staff Meeting				Src of Bus	RPT	Billing Text	Trace
Contact	Chris Kells				Sub Src of Bus	REPEAT	Date Created	03/06/2020
Onsite Cntct					Bill Terms	COR	Audit Status	AUDITED
					Mkt Segment	G	Decision Date	03/06/2020
					Folio/Event		Inquiry Number	
Start	Date	Time	Day	Expected	Guaranteed		Contract Due	03/06/2020
End	03/06/2020	09:00am	FRI	50	50		Min F&B Revenue	
				Adults			Min Room Nights	
				Children			Waitlist Rooms	N

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

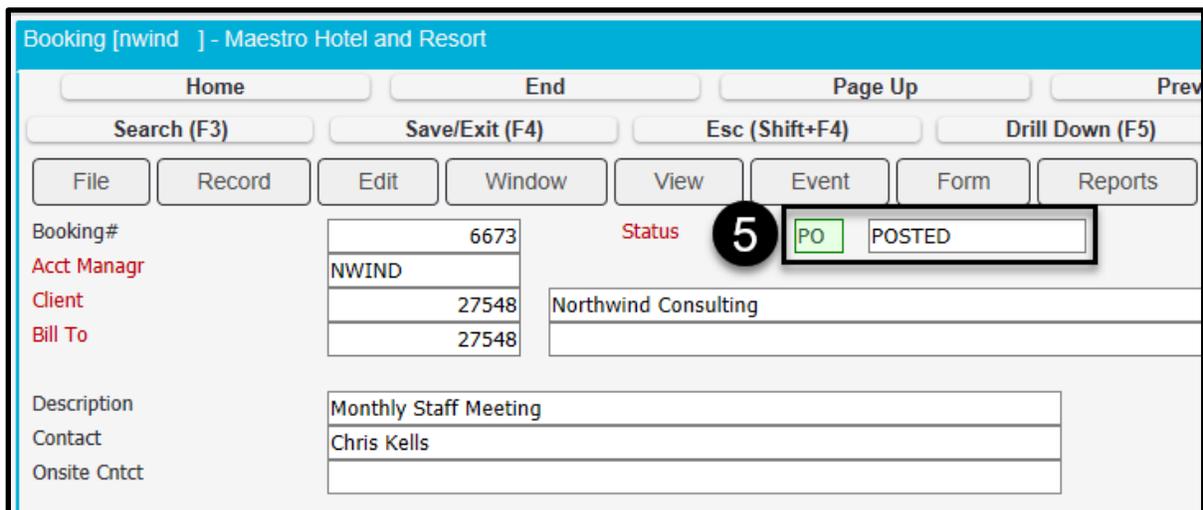
The screenshot shows the 'Audit' menu with the 'Post Booking Charges' option highlighted. The menu items are as follows:

- Booking Folio
- Review Booking Folios
- Mark Audit Started
- Mark Audit Done
- Post Booking Charges
- Unmark Audit Started
- Unmark Audit Done
- Summary Totals
- Detail Totals
- Changes Log

- 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

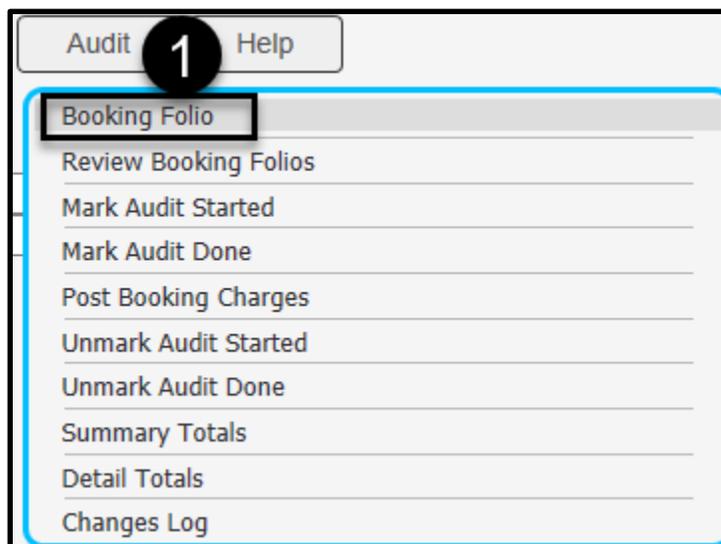


## 8 Review Posted Charges on Folio(s)

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

The screenshot displays the 'Folio Detail Entry/View' window. At the top, there are navigation buttons: Home, End, Page Up, Prev Row, Next Row, Page Down, and Report List. Below these are function keys: Search (F3), Save/Exit (F4), Esc (Shift+F4), Drill Down (F5), Create (F6), Delete (F7), Lookup (F8), and Select. A menu bar includes File, Record, Window, CreditCard, Info, Reports, and Help.

The main area shows folio details for Folio No. 182661, Monthly Staff Meeting. It includes fields for Bill Src (FD), Src Id (135633), Desc (Monthly Staff Meeting), Text (Y), and Booking (Northwind Consulting). On the right, a summary table shows: Posted Charges (12,577.15), Posted Payments (5,000.00), and Folio Balance (7,577.15).

A circled '2' points to the 'Charges' column in the table below. The table has columns for Seq, X, Date Eff, Post, Prop, Bld, Room, Voucher, Charges, Payments, and Text.

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
9		03/09/2020	HST	QL	QL		6673 1	335.75		
10		03/09/2020	ACT	QL	QL		6673 1	17.09		
11		03/09/2020	P10	QL	QL		6673 1	2.91		
12		03/09/2020	CS	QL	QL		6673 1	150.00		
13		03/09/2020	HST	QL	QL		6673 1	25.50		
14		03/09/2020	HS	QL	QL		6673 1	250.00		
15		03/09/2020	HST	QL	QL		6673 1	42.50		
16		03/09/2020	QBT	QL	QL		6673 1	50.00		
17		03/09/2020	BQF	QL	QL		6673 1	250.00		
18		03/09/2020	HST	QL	QL		6673 1	42.50		
19		03/09/2020	SVC	QL	QL		6673 1	157.50		
20		03/09/2020	SVC	QL	QL		6673 1	363.00		
21		03/09/2020	MR	QL	QL		6673 1	5,000.00		
22		03/09/2020	HST	QL	QL		6673 1	850.00		

At the bottom, there are fields for HST at 17%, Mtd (SC), Clerk (NWIND), Keyed (03/09/2020 / 02:12pm), and buttons for Print, Toggle All, Batch Xfer, and Email Folio. The Maestro logo is at the bottom center.



## 8.2 Access Folio from the Group Reservation

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

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

- Drilldown (F5) to the Sales and Catering folio

- 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

Folio No	Sr	Date	Description	F	T	I	O	Sett	St	Outstanding	
182660	FD	03/06/2020	STANDARD FOLIO	QL			Y	Y	OP		
182661	FD	03/06/2020	MONTHLY STAFF MEETIN	QL		Y	Y	Y	CASH	OP	7,577.15



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

Folio Detail Entry/View [nwind] - Maestro Hotel and Resor Training 5.5 DB 134ms

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: 182661 Monthly Staff Meeting Open

Bill Src: FD

Src Id: 135633 9000 Room

Desc: Monthly Staff Meeting

Text: Y

Booking: Northwind Consulting

Posted Charges: 12,577.15

Posted Payments: 5,000.00

Folio Balance: 7,577.15

Deposit Required:

**6**

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
9		03/09/2020	HST	QL	QL		6673 1	335.75		
10		03/09/2020	ACT	QL	QL		6673 1	17.09		
11		03/09/2020	P10	QL	QL		6673 1	2.91		
12		03/09/2020	CS	QL	QL		6673 1	150.00		
13		03/09/2020	HST	QL	QL		6673 1	25.50		
14		03/09/2020	HS	QL	QL		6673 1	250.00		
15		03/09/2020	HST	QL	QL		6673 1	42.50		
16		03/09/2020	QBT	QL	QL		6673 1	50.00		
17		03/09/2020	BQF	QL	QL		6673 1	250.00		
18		03/09/2020	HST	QL	QL		6673 1	42.50		
19		03/09/2020	SVC	QL	QL		6673 1	157.50		
20		03/09/2020	SVC	QL	QL		6673 1	363.00		
21		03/09/2020	MR	QL	QL		6673 1	5,000.00		
22		03/09/2020	HST	QL	QL		6673 1	850.00		

HST at 17% Mtd SC Clerk NWIND Keyed 03/09/2020 / 02:12pm

Print Toggle All Batch Xfer Email Folio

nwind 5.5.128.003  
**Maestro**

**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.

