

# Charge Routing

## Quick Reference Guide

### Overview

Charge Routing Rules allow a group to pay all or part of the charges incurred by individual guests of the group. The amounts that the group pays are routed from the individual Guest's Folio to the Group Folio when the guest checks out. The group can redefine any of the Charge Routing Rules at any time during the reservation cycle -- until the Guest / Group checks out.

Charge routing rules are based on the property's posting codes. The group can pick up either a defined dollar amount or a percentage of these charges as applied to:

- Each charge that is posted to that Posting Code, Revenue Type and/or a Profit Centre
- The total daily charges to that code
- The total charges to that code for the guest's entire stay

In addition to the general rules for all members of the group, special override rules can be created and applied to individual guests in the group in the same way that the group rules are created.

### Activate Charge Routing for the Property and the Group

To allow any group to route individuals' charges to the group folio, two Maestro options must be set.

- The System Administrator must permit Charge Routing for all groups. In FD Maintenance:
  - Setup >System Options
  - Set Use Charge Posting Rules = Y
- When setting up the Group Master, set Group Post = P

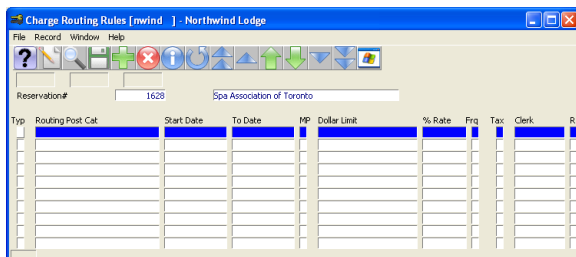
Although a user creates Charge Routing Rules, they will not apply until steps 1 and 2 are completed.

### Create Charge Routing for a Group

#### Charge Routing Rules for a Specific Group

An authorized user can access, create, edit Charge Routing rules for the group from both the Group Master screen and the Group Rooming List.

Note: Adding/Changing rules is an Authorized Function. Only users with the proper authorization can define or modify Charge Routing Rules.



- Select Window > Charge Routing Rules
- This takes you to Charge Routing Rules screen.
- Complete the fields as defined below

Field name	What it does	
Type	Applies the rule to a: P = Posting Code R = Revenue Type C = Profit Centre	
Routing Post Category	Name of the Posting code, Revenue Type or Profit Centre	
Start date To date	Range of dates for which this rule applies	
MP	Code for Meal Plan to which the rule applies (only enter this for a Meal Plan Posting Code when the property uses either an Infogenesis POS or a Micros extended POS) Key a valid meal plan codes	
Enter a value in EITHER field	Dollar Limit *	Amount of the charge the group pays. This is the maximum charge the group accepts.
	% Rate *	Percent of the charge the group pays
Frq	Frequency – The charge routing can be applied: 1. Once per day 2. Once for every charge 3. Once during the group's entire stay	
Tax	Determines whether the taxes for the charge should be split according to the same rules as the charge Y = Yes the group does pay a percentage of the tax N = No the individual guest pays the tax	
Clerk	Clerk name, entered by Maestro	
R	Rule Status, entered by Maestro A = Active D = Deleted	

### Create Charge Routing Rules for the Individual

The property can create Charge Routing Rules for individual guests within the group. The Group Rules can also be viewed from the individual Group Member reservations. If the guest does not already have individual rules in place, the clerk is asked whether he/she would like to view the group rules or copy the group rules to the group member. In order to have individual rules for the guest, the group rules must first be copied to the guest.

Once the guest has individual rules in place, these rules can be modified and added to. The guest no longer follows the group rules. If the group rules change, note that the change will not be carried through to the group member.

At time of checkout, any guest without individual rules in place will have a copy of the group rules attached to his / her reservation.



## Charge and Credit Processing

### Charge Processing

When Charge Routing is in use, all charges are initially posted to the guest folio. When the guest checks out, Maestro:

- Reverses every charge to which a routing rule applies
- Calculates the amount charged to the guest and the group and posts them to the respective folios.
- Split taxes according to the Include Taxes rules.

When the group checks out, Maestro moves all applicable charges to the group folio for any guests still in house. After this point, any of the guests' charges remain on the guest folio.

Note: When making corrections on the folio, always reverse and reapply the charge instead of manually correcting. Manual corrections do not work with charge routing.

### Credit Monitoring

Balances displayed on both the group and guest reservation screens take Charge Routing into account. Automatic credit card authorizations for the guest also take the charge routing rules into account. Those charges picked up by the group are not counted against the guest's authorized amount.

## Appendix: Charge Routing Example

The Spa Association of Toronto creates the rules shown below. They will accept the following charges from individual members:

Typ	Routing Post Cat	Start Date	To Date	MP	Dollar Limit	% Rate	Frq	Tax	Clerk	R
R	SPA RETAIL	01/12/2006	01/15/2006			25.00	S	Y	NWIND	A
C	SPA SERVICES	01/12/2006	01/14/2006		50.00		D	Y	NWIND	A
P	AMAS	01/15/2006	01/15/2006		100.00		D	Y	NWIND	A

- Discount the cost and taxes for all Spa Retail purchases by 25%. The individual Group Member pays the remainder: 75% of the cost plus 75% of the tax.
- Pay \$50 (plus taxes) for all Spa Services used on Jan. 12, 13, and 14
- Assumes all charges for any massage on the day of departure (Jan. 15, 2006)

The individual group member pays for all other spa services on the day of departure (Jan. 15, 2006). These will be posted to the group member's folio.

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		01/12/2006	AMAS	LDG		50.00		N
2		01/13/2006	SDCR	LDG		80.00		N
3		01/13/2006	AMAS	LDG		120.00		N
4		01/14/2006	AMAS	LDG		150.00		N
5		01/14/2006	SNPL	LDG		20.00		N
6		01/15/2006	AMAS	LDG		200.00		N
7		01/15/2006	SPED	LDG		80.00		N
8		01/15/2006						N

Here's a sample Guest Reservation for the Spa Association Group showing all of the SPA charges posted to the guest's folio.

When the guest checks out, the charges are reduced on the guest's folio and rerouted to the Group Master folio