Maestro Release Notes Summary
Version 5.4.097 – 5.4.160

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Maestro

Preface

Introduction:

This software release notes provide a concise overview of additional features, enhancements and revisions improving production version between 5.4.097 to 5.4.160. This document is designed to be informative only. For guidance on instructional use and implementation of the feature, users should reach out to Maestro Support for assistance or visit http://www.elearning.maestropms.com for documentations.

Audience:

This release notes summary is directed to all users of the Maestro PMS software version between 5.4.097 to 5.4.160.001.

Advisories:

Contact upgrades@maestropms.com to schedule an upgrade to version 5.4.160.

When upgrading to the Maestro Version 5.4.160, all users of Maestro Web will have to clear web browser cached history after upgrade is completed.

Customer Support:

To contact Maestro Support:
Call (905) 940-1924
Email support@maestropms.com

Maestro elearning:
http://www.elearning.maestropms.com/

Revision History:

Date	Description of Change
2018-06-12	Updated Important Notices, Front Desk, Reswave, Owner, Global, Interfaces, Incident Pending Resolution.
2018-05-31	Updated Front Desk, Spa and Activities, Member, Global Maintenance, ResWave, Interfaces, Incident Pending Resolution.
2018-05-09	Updated Front Desk, Front Desk Report, Sales and Catering, Member, Owner, Global Maintenance, Maestro Web, Interfaces, QlikView/Analytics, Incident Pending Resolution.
2018-04-10	Updated Front Desk, Front Desk Report, Spa and Activities, Interfaces, Incident Pending Resolution
2018-03-27	Updated Front Desk, Loyalty, Interfaces, Incident Pending Resolution.
2018-03-23	Updated Front Desk, Spa and Activities, Incident Pending Resolution.
2018-03-15	Updated Incident Pending Resolution

2018-03-12	Updated Crystal Report, Incident Pending Resolution
2018-03-07	Updated Reswave, Interfaces
2018-03-06	Updated Front Desk, Front Desk Reports, Spa and Activities, Member, Owner, Work Order, Global Maintenance, ResWave, Interfaces and Incident Pending Resolution.
2018-02-22	Updated Front Desk, Sales and Catering and Incident Pending Resolution
2018-02-05	Updated Front Desk, Interface, Crystal Report, QlikView/Analytics and Incident Pending Resolution.
2018-01-30	Updated Front Desk, Spa and Activity, ResWave, Mobile App, Interface, Crystal Report, QlikView/Analytics and Incident Pending Resolution.
2018-01-22	Updated Spa and Activity, Interface, Crystal Report and Incident Pending Resolution.
2018-01-17	Initial release note publication.

__Important Notices__

Upgrade to high maestro 5.4 version may require the installation of crystal 2013 reporting which will open all crystal reports in a PDF viewer. All standard crystal reports will be converted and installed however, customized crystal reports will require conversion one report at a time. Installation of Maestro Web will also be required with use of crystal 2013 reporting.

Users of Owners Management and Members Module will encounter a change in Owner statements and Member Statements and may require a statement conversion to crystal 2013 for report printing and emailing of statements. Installation of maestro web on the server for browser use of maestro PMS software will be performed for use of crystal 2013, however maestro web does not have to be used by users. Some requirements and server software installations to expect are as follows:

Crystal 2013 reporting and System Requirements
- 64-Bit Windows Operating System
- PDF viewer
- Java server JRE edition
- Libre Office (.odt / .doc format for word merge)
- Crystal 2013 report conversions.

Credit Card EMV Devices
Use of EMV devices at the property may require the maestro PMS software to be upgraded to a high 5.4 version to utilize pin pad devices.

Basics of EMV devices
- Entry of the Credit Card via EMV requires "Assign a pin pad" in maestro. Users will be prompted to "Continue / Payment / Authorise" and complete credit card processing via EMV. Once assign pin pad is used, the maestro session would retain that same pin pad unless user logs out or deassigns pin pad manually.
- Manual entry of the credit card in maestro, users must DEASSIGN the pin pad and normal entry of the credit card into maestro and processing can be performed.
- Depending on the credit card processor, alternate steps may be required for manually EMV entry of the credit card. **Please call Maestro Support for assistance.**

Front Desk

Description	Version	Incident
NEW – Quick Availability screen has been enhanced to allow users the ability to display 6 rate types on a single screen. *Configuration in:* Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to Option **603** and update Data Option to Y. Front Desk Maintenance> Setup Menu> Order of Reservation Screens> Page down to "CREATE" Res Function> add a line where user feels best place> Lookup(F8) on Program for FDAVAILAB3>Force (Frc) = N > Dialogue (Dlg) - N>Title will default in.	5.4.110	224086
NEW – Privileges Information on assignment chart has been enhanced to show Package Reconciliation components allowed, consumed and remaining. Users now have the ability to view package reconciliation components that are setup within the rate type, allowed, consumed and remaining components from assignment chart on guest reservation. *Access via:* Front Desk> Reservation Menu>Guest Reservations>Inventory Menu> Assignment Chart>Verify Menu> Privileges Information will list package reconciliate components for the guest reservation and their consumption status.	5.4.107	192702
NEW – Users will now receive pop up message when an Other Charge is being booked in a different property other than the room inventory on the reservation. Message will display "Warning: This reservation is associated to another property Check before posting/settling".	5.4.108	214011
NEW – Client Profile Address will auto default to the AVS credit card screen when **Global System Option 702** is setup. *Configuration in:* Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to Option **702** and update Data Option to Y.	5.4.098	216573
NEW – Building description has been added to Guest Reservation screen. *Access via:* Displayed on guest reservation near the Building Code.	5.4.108	217659
NEW – On Group Reservation, Group Spa Booking List has been added to the Inventory drop down menu, where user can book, view, and cancel single/multiple spa bookings. *Access via:* Front Desk> Reserve Menu>Group Reservations>Window Menu>Inventory>Group Spa Booking List will list spa group blocks/bookings link to group master /members.	5.4.109	52364

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Description	Version	Incident
NEW – PRINT ALL option is now available when using Rate Search function. Users have the ability to print entire list of rates displayed based on Rate Type Search criteria. *Access via:* Front Desk Maintenance> Rates Menu> Rate Type> Select the desired Rate Category with lookup(F8)>Look up(F8) on the Rate Type field> Enter the desired Rate Type search criteria and press Search>On the Rate Lookup screen>Select File Menu > Print All.	5.4.119	229125
NEW – Property display order has been enhanced in multi property environment. Upon the initial login to Maestro, or switching between properties, the displayed order of available properties can now be sorted based on setup. *Configuration in:* Global Maintenance> Codes Menu> Hotels-Properties> Window Menu>Select Display Order> Update the number in the second column (left of the Description column) to the desired order.	5.4.122	231663
NEW – Users can now email Maestro Support directly from Front Desk. Currently, this feature can be performed from the Assignment Chart under Guest Reservations, where the user's query, name and contact information (given they are configured in Extra Information under Clerk Code Maintenance in Global) will be forwarded as part of the message. *Configuration in:* Setup Maestro Support Email as the recipient: Global Maintenance>Setup Menu>Global System Options Maintenance> Page down to Option 723, update Data field to support@maestropms.com or Call Maestro Support for assistance. Ensure Maestro user has contact information: Global Maintenance> Security Menu>Clerk Code Maintenance> Select the desired Clerk >Window Menu>Extra Information and update the desired contact information. *Access Via:* Front Desk> Reserve Menu>Guest Reservations>Inventory Menu>Assignment Chart>Help Menu> Select Email Help>Enter question in the Email Text Box, and select OK, email will be send to Maestro Support.	5.4.125	232627
Rate Type Policy Text Code has been enhanced to be property specific. Access via: Front Desk Maintenance> Codes Menu>Policy Text Code> Update Dflt (Default) to Y> Window Menu> Property Availability> Lookup(F8) to add the Property Code.	5.4.114	224879
Tax calculation has been enhanced on early departure, and guest reservations with different daily rates.	5.4.115	219655
Enhanced scrolling capability of Suite Availability and Suite Space Chart.	5.4.114	226315

Description	Version	Incident
NEW – Strenuous Housekeeping Rules provide a new way of auto assigning Housekeeping Services. It identifies rooms which require 'strenuous' cleaning and their sizes, and varies the workload of attendants according to the number of strenuous rooms and total room area assigned. **Please call Maestro Support for assistance.** When Strenuous Housekeeping rules is activated: - Room is identified as strenuous when it is check out or stayovers with cot/rollaway/pet/crib (optional). - Room area is used in place of the credit assigned to the housekeeping service. - Strenuous assignment rules will default with a limit of 5000 square feet (total room area), and 9 strenuous rooms per attendant per shift. - If the number of strenuous room increases in auto Housekeeping assignment, the maximum allowed area will decrease by 500 square feet per additional room. *Configuration in:* Setup Room Size: Global Maintenance>Setup Menu> Building/Rooms Inventory>Page down to a valid building>Window Menu>Room Number Maintenance>Update the Area column for each room number with size in square feet. Setup Strenuous Housekeeping Rules: Front Desk Maintenance>Setup Menu> Housekeeping Configuration>select Strenuous Housekeeping Rules>4 fields will default to the following values: - Normal maximum area per shift = 5000 (in square feet) - Reduction in maximum area = 500 (in square feet) - For each strenuous room after = 9 (measure in room, means reduction in area applies on the 10th room and onward) - Checkout will default with value Y (any check out room will be identified as strenuous) Additional strenuous rules can be setup for stay over rooms, with Service code/other charge/housekeeping service. **Please call Maestro Support for assistance.** Activate Strenuous Housekeeping Rules: Front Desk Maintenance>Setup Menu> Housekeeping Configuration>Option Settings> update Follow Strenuous Assignment Rules to Y. *Access Via:* Front Desk> Housekeeping>Housekeeping Assignment> Each Service will now list twice, with one row for strenuous and one row for normal service. The Strenuous service will be mark with an asterisk symbol.	5.4.136	226912 239302 239651 238976
Corrected spelling/grammar on error message displayed, when performing folio detail or batch transfer with posting code restriction.	5.4.115	227147

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Description	Version	Incident
Housekeeping Floors has been enhanced to appear on Assignment Sheets if configured. *Configuration in:* Global Maintenance> Setup Menu> Building/Rooms Inventory>Page down to the desired Building>Window Menu> Room Number Maintenance>Update the Floor column for each room number with the desire floor number.	5.4.115	224622
For Group Reservation with charge routing rule, Maestro has been enhanced to NOT allow charges, to be routed to a cancelled group reservation. New pop up message will alert user if charges cannot be routed during group member checkout process.	5.4.115	225146
Guarantee by on the Guest/Group reservation has been enhanced, where the guarantee type can be update while the reservation is in Reserved or Inhouse status.	5.4.116	219309
Enhanced extra person factoring computation speed and accuracy with Global System Option 705 is set to Y. *Configuration in:* Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to Option 705 and update Data to Y.	5.4.116	224896
Assignment Chart has been enhanced to display Charge and Grand Total accurately with rate changes.	5.4.116 5.4.119	227520 227273
Enhanced the ability to change/modify/remove Housekeeping Service Charges on an individual reservation.	5.4.119	228886
Enhanced rooms returning from off market process, Maestro will now allow property specific return time.	5.4.125	228827
Enhanced rate amount change process performed on Assignment chart, the selected days options (i.e. "One day", "All Days" and etc....) will apply correctly.	5.4.1119	229359
Group Block Spa Time Slots under Group Reservations, will now unblock spa times when group reservation has date change or cancelled. *Access via:* Front Desk>Reserve Menu>Group Reservations> Inventory>Group Block Spa Time Slots will release all spa group block automatically when group reservation has date changed or been cancelled.	5.4.119	52210
Enhanced folio printing process for folios created in Accounts Receivable.	5.4.121	229909
Enhanced Update Multiple Rooms under Housekeeping, to allow batch housekeeping status update on rooms assigned to a specific attendant. Access via: Front Desk>Housekeeping Menu>Housekeeping>Window Menu>Select Update Multiple Rooms>Select an appropriate housekeeping action and an on-duty Housekeeper via lookup(F8)>Select Update to complete batch process.	5.4.125	229894
Hurdled rate types can now have unique Source of Business and Sub Source when specifically assigned on the rate type.	5.4.121	229807
Enhanced the Batch Travel Agency display under Group Reservations, where the group name will display accurately.	5.4.122	230146

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Description	Version	Incident
Folio is now capable of displaying VIP status on both Guest and Group Reservation.	5.4.122	231444
Enhanced the process for manual Housekeeping Room Assignments to store and print accurately.	5.4.126	227995
Enhanced the handling of response message from Credit Card Vendors and the proceeding actions in Maestro.	5.4.130	231016
When user attempts to change arrival date on inhouse reservation, Maestro will enforce the error message "Cannot change arrival date"; and revert reservation back to its original arrival date.	5.4.125	229847
Enhanced Manager's Override calculation, to ensure if Derived Base Rate is part of Rate group, Rate Modification yields target the specific Rate Group will be applied to the Derived Base Rate.	5.4.125	232883
Enhanced rate calculation speed for Rate Modification Yields that are control by Company/Tour Operator.	5.4.125	233122
Enhanced Priority Rate selection on Group masters who are attached to Tour Operator, where only the specifically picked Priority Rate will be used for group member reservation.	5.4.126	225141
Enhanced program routines to ensure keyed revenue postings that are required on maestro revenue reports are properly collected. Routine will also ensure forecasting figures, Group master details (inventory and revenue) are being rebuilt appropriately during night audit.	5.4.126	230997, 234011, 233729
Enhanced the ability to book Other Charges that are set up as a variable package.	5.4.126	233553
Enhanced navigational function on Rate Chart in Front Desk, user can now browse through the query results via page up/down.	5.4.126	234010
Increased caching for room type groupings, and ensured the cached rates are computing accurately and promptly (changes will apply within 30 seconds in Maestro).	5.4.126	234075, 237141
Enhanced Quick and long availability screens to navigate through multiple rates displayed (arrow to right and left) accurately.	5.4.127	234155
Room Type Grouping display has been enhanced to show new/existing room type groupings of all sizes, accurately with lookup (F8) function on Room Type Grouping and Manager's Overrides screens.	5.4.128	234318 237659
Enhanced Tax Exemption displayed on Assignment Chart under Guest Reservations. When Tax Exemptions are applied to client/folio, the corresponding exempted taxes will no longer show on Assignment Chart.	5.4.128	234940
Enhanced Resort Fee display on Proforma Consolidated Invoice.	5.4.128	234932
Enhanced the ability to modify/remove housekeeping charges on Guest Reservation and ensured the Assignment Chart will re-calculate charges immediately.	5.4.129	235144
Enhanced the Credit Available display on Guest/Group Reservations, ensured it will display credit card Pre-authorization taken, or when a House Limit has been added.	5.4.130	236556
Enhanced the Night Audit pre-statistics verify process to improve night audit speed.	5.4.132	237028
Enhanced Group event in Group Reservation, where typically gets its entry from a Sales and Catering booking, or manual entry from user, it will now display data in its original format, instead of normalizing the characters.	5.4.126	222015
Enhanced the number of emails sent displayed within the GEM Survey Dashboard, calculating correct number of sent surveys now.	5.4.116	225204

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Description	Version	Incident
Enhanced selection display within Night Audit Breakdown configuration setup on Rate Types.	5.4.119	47652
Enhanced Assignment Chart display for Guest Reservation with spa package reconciliation components.	5.4.117	228519
Enhanced Web Rate Type by property to allow Rate Description be edited on with correct date.	5.4.120	228140
Enhanced folio printing process with new programing to better track reservation numbers.	5.4.125	233123
Enhanced Housekeeping screen scrolling capability, to accurately display housekeeping status.	5.4.133	235894
Ensure Housekeeping assignment will show correct credit amount without Strenuous Housekeeping rule turn on	5.4.134	238976 239302
Ensured the Rate Chart screen scrolling capability, to accurately display the rate type availability with multiple pages.	5.4.138	237860
Enhanced the Additional Svcs screen that shows listing of all Spa Bookings, to ensure if Cancel Single Booking is selected on a Confirmed and Posted spa booking, the status of the booking will not update to Cancelled.	5.4.138	239955
Enhanced Rate Hurdle computation when changes are made on assigned Rate Hurdle. Users will not have to log out and back in to see hurdle changes.	5.4.138	240370
Ensured upon new Client Profile creation, inclusion of manually entered figures in the Loyalty # field will save completely.	5.4.139	240393
Enhanced the Strenuous Housekeeping Rules when used to show Area rather than Credits in multiple screens. Display screens affected are Housekeeping Assignment, Summary by Attendant, Assigned/Unassigned Rooms. Room Attendants on Duty will now follow Property Specific if used during room assignment in a multi-property environment.	5.4.142	241746 241750 241753 241759
Ensured Rapid QAS (file exchange) can insert new state/province if the address query result does not exist in Maestro and update client profile appropriately.	5.4.146	243731
Ensured the search results display in a master and subgroup relationship.	5.4.145	244564
Ensured in a multi-property environment, the assigned Housekeeping attendants are kept property specific during housekeeping auto assignment.	5.4.146	243530
Ensure dynamic template build with multiple night audit package components will breakdown based on setup.	5.4.147	245831
Ensured the batch check out on group reservation room list reservations as well as rapid check out process posts accurately to group master folio with charge routing in place.	5.4.148	232663
When reinstating a cancelled guest reservation, ensured the Charges/Verify under Guest Reservation will not allow previous assigned room number to be reinstated if not available.	5.4.149	238403
Ensured when overbooking is in place and overtyping a room type/number that is available, maestro will allow override and not show building not available message.	5.4.149	246274
Enhanced overbooking set up for a single day shows accurately on the quick availability chart.	5.4.153	241155
Enhanced client profile image upload to be compatible with 6-digit or more client codes.	5.4.153	244906
Ensured group reservation inventory is not doubling and released appropriately.	5.4.153	249959

Description	Version	Incident
Enhanced Group reservation with Spa Bookings to use same Service Group Booking #.	5.4.154	250447
Enhanced Master and Sub groups inventory to allow sub groups to pull inventory from master rather than general inventory.	5.4.158	242930
Ensured during credit card entry dialog "Please complete guarantee and settlement before processing the card" displays in appropriate menu selections.	5.4.155	251525
Enhanced group spa bookings from group reservation, ensure correct screens are available and display of information is accurate.	5.4.157	252173
Enhanced front desk dashboard Check In and Check Out buttons to perform Rapid Check In and Rapid Check Out if in correct reservation status otherwise call up reservation correctly or receive an error message.	5.4.159	251436
Enhanced room statistics calculation when multiple inventory is booked with a rate type setup with night audit breakdown to show accurate room revenue.	5.4.159	250951
Group rooming list import with sharer reservations issued an array out of bounds Maestro Support error message.	5.4.160	251515
Ensured off market release time will effectively release when room is placed for 1-day off market and is prior to night audit start.	5.4.160	252551

Front Desk Report

Description	Version	Incident
NEW – Outstanding Group Balance Report has been enhanced to be multi properties. *Access via:* Front Desk> Reports Menu> Group Reports> Outstanding Group Balance Report>Window Menu> Property.	5.4.101	209302
NEW – Room Type Space Chart Report can now be export in CSV format. *Access via:* Front Desk> Reserve Menu> Room Type Space Chart> Print Chart (button).	5.4.105	220174
NEW – Daily Balance Audit Report has been enhanced, where it can be export in CSV format. Same routine has been added to be part of Night Audit and Contingency Report Print sets. *Access via:* Front Desk> Audit Menu> Audit Reports>Daily Balance Audit Report and select the CSV button to complete export process. *Configuration in:* Global Maintenance> Report Menu> Night Audit Report Print Schedule/Contingency Report Print Schedule> Page down on Report Id until Daily Balance Audit Report> Window Menu>Report Print Commands>Window Menu> Import Fields Names and select Confirm to proceed> Look for a Field Name entry "CREATE_CSV"> Update Text Option to Y.	5.4.107	218166

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Description	Version	Incident
NEW – Daily Balance Check Report has the ability to generate information for all properties in Multi Property environment. Access via: Front Desk> Audit Menu> Audit Reports>Daily Balance Check Report >Window Menu>Property.	5.4.110	223543
NEW – Night Audit/Contingency Report Printing process for Guest Services Arrivals/Inhouse Report has been enhanced, to allow print command selection to have an option for all service codes. *Configuration in:* Global Maintenance> Report Menu> Night Audit Report Print Schedule/Contingency Report Print Schedule>Page down on Report Id until Guest Services Arrivals/Inhouse Report> Window Menu>Report Print Commands>Window Menu> Import Fields Names and select Confirm to proceed> Look for a Field Name entry "INCLUDE_ALL"> Update Text Option to Y.	5.4.109	221633
NEW – Group Billed Report now available in CSV format, and will outline actual charges including tax on folios for group members and group master. *Access via:*Front Desk> Reports Menu> Group Reports> Group Billed Report>Enter the desired group reservation number and select CSV to complete export process.	5.4.110	211939
NEW – Shift and Posting Audit report have been enhanced to allow user to control default value for Suppress Transfers. When starting to run the report, default set up as per global system option will place auto-defaults for Suppress Transfers. *Configuration in:* Global Maintenance>Setup Menu>Global System Options Maintenance> Page down to option 716 for Shift Report, update Data to Y or N; and option 717 for Posting Audit Report, update Data to Y or N.	5.4.119	227654
NEW – Guest Reports in Front Desk has been enhanced to include Guest Userfields Report, which allows user to pull a list of reservations that have the user defined fields filled out on client profile or reservation. *Access via:* Front Desk> Reports Menu> Guest Reports>Guest Userfields Report	5.4.125 5.4.133	231127 237835

Description	Version	Incident
NEW – Enhanced Manager's Revenue Report and Manager's Dashboard reports, with capability to display forecast figures by posting codes and covers (by outlet). New columns added to report for budget numbers in the Month to date and Year to date. *Configuration in:* Forecast figure by type: Front Desk Maintenance >Setup Menu> Reporting Forecasts Maintenance>Lookup(F8) on Budget Type and select the desired category> Window Menu> Forecast Amount Range Entry>Select the desired date range and enter a valid (daily) figure on the Amount field. Forecast figure by Cover: Front Desk Maintenance >Setup Menu> Outlets/Covers Forecast Maintenance>Lookup(F8) on Outlet and Meal Period and select the desired options> Window Menu> Forecast Amount Range Entry>Select the desired date range and enter a valid (daily) figure on the Covers field. Forecast figure by Posting Code: Global Maintenance > Setup Menu> Posting Code Maintenance > Page down to the desired posting code>Window Menu>Forecasting>Enter the Yearly Amount.	5.4.107	184659
NEW – Group Billed Report has been enhanced with a new Package Breakdown column, when Include Breakdown option is set to Y. The Package Breakdown will include all details other than postings from room records, resort fee, and tax codes. *Access via:* Front Desk> Reports Menu> Group Reports> Group Billed Report> >Enter the desired group reservation and update Include Breakdown to Y.	5.4.117	226523
Improved Manager's Revenue Report generation process and now tabulates all past year revenue.	5.4.117	191919
Guest Count and Services Report under Guest Reports has been enhanced to accurately display service attached to reservations with multiple rooms.	5.4.112	227672
Market Segment Forecast report removed from all properties (designed for 1 specific property only)	5.4.120	215424
Group Billed Report now will check validity of group reservation number entered before report is generated	5.4.122	231819
Cancellation and other crystal reports will now display GDS cancelled reservations	5.4.124	222922
Credit Card Auth - Inhouse Report with Building code now displays correctly based on property level signed in with and building code selection	5.4.125	228227
Updated the Manager's Revenue report to running back as single property	5.4.124	231750
Enhanced Clerk Reservations & Performance report, where report will now show Guest Reservations Reserved with no room inventory in the property that it was made. Also, reservations that was created, cancelled and reinstated in the same date will show once, under the last reservation status. As well as, the property report is ran for will display all associated reservations, including if reservation was started in property A and booked inventory for property B. Ensured the note about text will display below its associated reservation.	5.4.148	211659, 218971, 244832, 247288

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Description	Version	Incident
Enhanced the Redirected Printer to default when printing maestro reports and crystal reports. Crystal reports using format of Crystal 8.5 with the following server versions were affected: Server Windows 2008 Server Windows 2012 Server Windows 2016 Server Windows 10 - **Please call Maestro Support for assistance.**	5.4.141	241902
Forecast Rooms Report under Strenuous Housekeeping Rules set to a Y will not show number of credits.	5.4.142	241742
Ensured the Batch Registration Card Print will generate the batch forms even if there is a reservation with no inventory reserved and balance on folio for the arrival date the forms are printed for.	5.4.143	243065
Enhanced the Manger's Revenue Report and Manager's Dashboard Report to display the first/last day budget/forecast amounts.	5.4.153	249543
Enhanced the Proforma Consolidated Invoice when using housekeeping fee to accurately display on report.	5.4.153	244089

Accounts Receivable

Description	Version	Incident
A/R Shift Report has been enhanced to have the ability of export in CSV format. *Access via:* Accounts Receivable> Reports Menu>Select Shift Report> CSV is a newly added button for the export feature.	5.4.109	212824
A/R Aging Report has been enhanced to have the ability of export in CSV format and configured as part of Night Audit and Contingency Report Print sets. *Access via:* Accounts Receivable> Reports Menu> Select Aging Report>CSV is a newly added button for the export feature.	5.4.107	218750

Gift Card

Description	Version	Incident
The Gift Card selling process from Retail POS Module has been enhanced, if user Save/Exit (F4) from the Gift Card Swipe Screen without swipe or manual entry of Gift Card, the program will still follow activation procedure and post the funds accurately.	5.4.125	229481

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Sales and Catering

Description	Version	Incident
NEW – Extended display for Booking lookup by Contact Name under Make/Edit Bookings screen, to allow booking contact to be viewed by Contact Name, Email Address, Phone Number, and Zip/Postal Code. *Access via:* Sales and Catering> Booking Menu> Make/Edit Bookings> Check Box for Include Past Bookings & Status ALL, enter first letter in Contact Name> Search> Booking Lookup By Contact Name appears with newly added detailed fields	5.4.110	221858
NEW – New Text Modifier for Inventory and Special Charge Items, to behave in the same fashion as the F&B Text modifier. Once configured, user can copy the Inventory Item/Special Charge Text in the subevent during the booking process. Similarly, when duplicating a booking/event/subevent, if user select Y to copy the corresponding Modified text, they will be copied to the duplicated booking/event/subevent. *Configuration in:* Sales and Catering Maintenance>Setup Menu>CASE Global Options> Allow Modified Inv Text and Allow Modified SPC Text is set to Y.	5.4.112	222060 222062
Ensured accurate display of Room nights and ADR calculations on bookings that were copied from past bookings.	5.4.114	222661
Enhanced Client Trace, if all traces are marked as done, the client trace field on Client Profile/Sales and Catering Client Profile will be represented with "C" instead of N (no trace) *Access via:* Globally across all Client Profile Trace Message handling, for example: Sales and Catering> Client> SC Client Entry/View> Client Trace will now have the following representations: - 'n' is no traces; 'y' is undone traces present; 'c' -only completed traces are present.	5.4.117	224476
Enhanced Function Rooms, they can no longer be deleted once room has been used historically. The intention is to preserve and prevent past and future bookings from being affected.	5.4.122	226080
Enhanced the Pro Forma Consolidated Invoice to accurately show postings, even if they transferred out from its original sales and catering folio to the group master folio.	5.4.126	231445
Enhanced the Booking Text and Billing Text on Sales and Catering Booking Template to respond accurately when drill down(F5).	5.4.130	236884
Merge capability has been enhanced to conform with date style of Date Month Year.	5.4.133	237793
Ensured all filter functions while running Client Trace Summary Report will produce accurate results.	5.4.149	247821

Spa and Activities

Description	Version	Incident
NEW – Allows the Participant name that is booked with group master name, to be overwritten with a guest name from within the group rooming list. *Configuration in:* Spa and Activity Management Maintenance> Setup Menu> System Options> CM Guest on Rooming List is set to Y	5.4.110	222626
NEW – Maximum Daily Minutes has been added, it will allow restrictions to be place on Spa Services, that can be performed on daily basis by Service Provider. The setup for Maximum Daily Minutes is part of Service Provider Skill, that can be found under Spa and Activity Management Maintenance for each Spa Service. When booking a Spa Service, if the selected Service Provider has exceeded the daily maximum minutes, a pop-up message will alert user to select another Provider, and the booking cannot be completed until changes are made. *Configuration in:* Spa and Activity Management Maintenance> Service Menu> Select Service Provider Master> Page down on Provider Code to the desired Provider> Window Menu> Service Provider Skill> Update the DailyMaxMins column with desired minutes.	5.4.129 5.4.144	212055 243434
Enhanced tax and gratuity display on Spa bookings.	5.4.114	225955
Service by Day screen will now display Default Service Provider in the order of station number they have been setup with. Similarly, Service Booking Entry will auto update service provider to the default service provider assigned to each station.	5.4.116	226858
Spa booking error message "Time is Outside of Spa Hour" will display when Spa booking are on at times outside of valid service hours.	5.4.115	227034
Service Booking Entry screen will now auto assign the next available station number without user intervention.	5.4.116	226998
Enhanced non EMV swiped credit card linked to client, with previous service history, can now be copied to new bookings.	5.4.117	226848
Spa booking entry enhanced, building code is a mandatory selection in multi property environment.	5.4.117	228921
Enhanced the folio display on spa gratuities to correctly show for group member folio with Charge Routing Rules.	5.4.119	222619 229162
Enhanced Spa Cancellation Policy to display the correct total if an Add On and Gratuity are part of the fee calculations.	5.4.120	210448
Enhanced Service Package bookings, if Substitution is allowed, the substituted service will update service rate and duration according to the service setup.	5.4.124	230557
Enhanced the cursor placement to follow Mandatory Fields on the Service Booking Entry screen.	5.4.122	231461

Maestro

Description	Version	Incident
NEW – Professional Stock has been added to allow tracking of Back Bar used products, consumed over a user defined time period. All setups for Professional Stock are found under Spa and Activity Management Maintenance>Service drop down menu. After defining the Item Unit Measurement (i.e. bottle, ML, etc.), Retail POS item can then be added to a Spa Service with a standard consumed amount, in units previously defined. There is a new dedicated menu for ProStock within Spa and Activity Management. Customizable periods are defined under Professional Stock Inventory Period with Start and End Date. Similarly, the Start and End period count of Retail POS Items, for the period can also be entered with drill down(F5) on the date fields. Once the period and count figures are entered, Professional Stock Variance and Professional Stock Forecast/Consumption are reports that can analyze variance of count VS expected consumption, and forecasting, on Back Bar products needed respectively. *Configuration in:* For Retail POS Item Unit Measurement Spa and Activity Management Maintenance> Service Menu>Item Unit of Measurement Codes> Create (F6) new measurement codes to be used (i.e. ml or oz, etc). Add Professional Stock for Spa Service Spa and Activity Management Maintenance> Service Menu> Select Service>Page Down on Serv Type the desired service> Window Menu>Professional Stock> Update out line with the Retail POS Item that will require an amount to perform this service for Pro Stock Feature. Look up (F8) select Item Cate> Look up (F8) select Item, Description will default> enter Amount required for the usage of the spa service> Look up (F8) on Unit of Measurement to select. Addition of import button allows selected Service Type/ all Services, be batch import to a Service Room Number or Service Provider Access via: Spa and Activity Management Maintenance> Service Menu>Service Room Number> Page down on Building, and place cursor on the desired Room No> Window Menu> Room Service Allowed>Import(button). Spa and Activity Management Maintenance> Service Menu>Service Provider Master>Page down on Provider Code to desired provider> Window Menu>Select Service Provider Skill>Import(button).	5.4.127 5.4.125	230022 232182
When booking with Client Profile, who has no previous service history, the profile information For Quick Book section on all Spa booking screens will have consistent profile information. It is now capable of keeping the Quick Books data on display while toggle between 5/12 rooms or 5/12 provider views on Service by Day and Providers Booking screens.	5.4.130	232920 235976 236066
Complimentary Spa bookings (100% discount) with Gratuity and/or Add On Service will now trigger the settlement selection if folio has outstanding balance.	5.4.130	231895
Enhanced buttons on Spa Booking Entry screen to respond effectively.	5.4.130	235851
Enhanced all ResWave integrated spa bookings, to send Maestro email with accurate booking information.	5.4.130	236117

Maestro

Description	Version	Incident
Enhanced Spa booking screens to show the accurate toggle button description under the Quick book section.	5.4.133	237491
Ensure the auto service charge for hotel and provider will post using the unique posting code.	5.4.130	235469
Enhanced the Copy feature from the Providers Bookings screen, where if the Room+Building flag is set to Y, Maestro will attempt to find the next available treatment room if the intended room/station is not available.	5.4.135	236892
Ensured the Copy feature of Spa and Activities module in maestro web version will function correctly and not terminate the session.	5.4.135	238600
Ensured the default Hotel and Provider service charge will post with their respective, unique posting codes if setup.	5.4.136	239469
Ensured the Service Package booking will re-build and select the next available station when a package time changes.	5.4.139	241125
When spa service package is used, and the spa components are not setup to follow previous service, ensured Maestro will not auto update the following component's guest time when the leading component guest time is modified.	5.4.143	238595
Ensured service booking can automatically pick the next available treatment room when time slot is occupied by room block.	5.4.146	244083
Ensured when rapid search for service group, after user drill down on search result and return to rapid search screen, the guest name on booking remain on display.	5.4.146	244469
Enhanced the spa booking when modify a spa package where components are not restricted to follow the previous service, user is able to move the component to time/room conflict with each other. Now users will be alerted with error message if cannot complete the change when there is a conflict.	5.4.147	244803
Enhanced spa email markers to show accurate figures for Grand Total, Payment Received and Charge Fee.	5.4.149	248390
Enhanced group spa bookings, when front desk res # is removed it will also remove the spa group number.	5.4.155	252104
Enhanced provider booking screen to display spa blocks a different colour.	5.4.157	252418

Facility

Description	Version	Incident
NEW – Facility Booking Activity Log is now available on Booking Entry screen.		
Facility Blocking screen has been enhanced to allow more entries to be configured.	5.4.114	223844
Booking Entry screen has been enhanced, where quantity and availability will update in a timely manner. Same change has also been applied to Email Messages.	5.4.116	221559
Corrected Discount error message with proper spelling.	5.4.130	236123
Enhanced Facility Availability, and Booking Information and Summary displays, if a facility block exists, the effected date/time ranges will not appear on either screen.	5.4.130	236254

Description	Version	Incident
Enhanced Facility Instructor assignment process, if user attempt to assign Instructor to class times that conflict with Instructor Time Block, the Facility Instructor will not appear as a candidate for assignments.	5.4.130	236259

Member

Description	Version	Incident
NEW – Member Card can now be enter/swiped in formats that do not adhere to Maestro Member Card Rules (i.e. begins with 32208 follows by Member Card Number) In order to activate this new Feature, Global System Option 725 need to be Y, then Maestro will accept all Member Card swiped/entered. The Swiped/enter value will appear on Member Card screen under Member Profile *Configuration in:* Global Maintenance> Setup Menu>Global System Options Maintenance> 725 is set to Y	5.4.125	232378
NEW – When EFT is setup for Direct Debit File ONLY, new option to replace Maestro Member Profile number with Account Number in the EFT export. For the same EFT setup, EFT file now contains customizable values to indicate new and existing EFT Members This New feature only applies to EFT setup in the format of Direct Debit File Only, and the values will appear on the EFT export, based on setup. If Global System Option 729 is set to Y, then Maestro will use Member Account number in place of the Maestro Member Profile number in the EFT export, if Member Account is present. User also has the ability to customize two numerical values that represent new and existing member profile to EFT function. *Configuration in:* Allow Member Account Number in EFT Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to 729 and update Data to Y. Indicator of New and Existing Members that uses EFT Spa and Activity Management Maintenance> Setup Menu>Member Setup>Select Banking Information Setup>Enter numeric figure (up to 2 digits integer) to represent EFT Code for new and existing members. Values also can be entered on Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to option 730 for New, 731 for existing, and update the numerical values.	5.4.126	233525
In a multi property environment, Spa POS interface has been enhanced to check for which property member profile belongs to. It will create a new Member folio when it detects the member profile resides in a different property.	5.4.126	234122
Enhanced Credit Card screen handling under Member Profile.	5.4.129	235259

Maestro

Description	Version	Incident
Enhanced SSL certificate handling.	5.4.120	230198
Default Member Folio Type to "All Folio Types" (*) on Member Aging Report and Legacy Member Statement.	5.4.119	229251
Ensured Member Statements Print and Email functions are consistent for batch and individual members.	5.4.125 5.4.142 5.4.149	229288 239615 247819
Enhanced member join and expiry date to validate entry. Before if entered an invalid date caused an ODBC error and crash of program.	5.4.153	248849
Ensured during member statement email display log is present at all times.	5.4.154	250935 251340

Owner

Description	Version	Incident
NEW – "Owner Lookup for Room" available on six Room Number Chart from Window drop down menu to display past, current, and future Owners of an unit. *Access via:* Room Number Space Chart (Front Desk> Reserve Menu). Room Number 2-week Tape Chart (Front Desk> Reserve Menu). Room Number Tape Chart (Front Desk> Reserve Menu). Room Number Space Chart by Room Number (Front Desk> Reserve Menu). Who has Room Booked List (Room Number Space Chart>select date on row of room type> look up (F8)). Assigned Rooms/Rates (Guest Reservation> Inventory> Assignment Chart>Window).	5.4.101	209237
Enhanced owner statement can still be exported in HTML format to support third party owner statement upload.	5.4.112.002	228843
Enhanced Owner Reservation Commission calculation, when a specific rate type is configured, will ensure commission calculation is computed based on the dedicated rate type.	5.4.124	231243
Enhanced Owner Statement CSV Summary Generation will export consolidate owner statement based on selection.	5.4.130	235759
Enhanced the Owner Reservation by Interval, displays Timeshare Owners with multiple weeks of ownership accurately and smoothly.	5.4.130	235756
Enhanced when selling owner unit with the Sell Owner Unit feature, Maestro will properly update Percentage Owned on both the buying and selling Owner Profiles. *Access via:* Owner Management>Owner Profile Menu> Page Down or look up (F8) current owner profile> Window Menu>Owner Units>Window Menu>Sell Owner Unit.	5.4.130	236109
Enhanced the Timeshare/Condo Stay History will display Room Revenue accurately. *Access via:* Owner Management> Owner Profile Menu> Page down or lookup (F8) on Owner Profile to search by criteria> Once on the desired Owner Profile, select Reserve Menu> Display Unit Stay History.	5.4.124	229527

Maestro

Description	Version	Incident
Owner ResWave "View Unit Reservation" has been enhanced, so that non-owner reservation will not display guest name.	5.4.128	229071
Enhanced owner reservation commission calculation, when a reservation service charge fee is configured for rate type, guest type or length of stay.	5.4.138	239963
Enhanced Service Charge setup to process and split the charge amongst multiple owners on the same unit instead of posting full amount on each owner of the unit.	5.4.150	224083
Enhanced owner reservation commission calculation to compute correctly with only room records setup.	5.4.159	253490

Work Order

Description	Version	Incident
NEW – Ability to force the user to configure billing details on where the charges should be posted for the work order. If Global System Option 722 is set to a Y, this will prompt a warning for the user to confirm the Bill To owner, member or accounts receivable account. *Access via:* Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to Option 722> under Option Data enter Y>then save/exit (F4); if the Global System Option 722 Option Data is set to N, then set up as per Work Order Maintenance> Setup Menu> Global Setup bottom right section shows "Allow to bill…" details and it will be used to bill work orders	5.4.121	228516
Enhanced the ability to update the status of the work order to "Closed" prior to a completion date is entered. *Configuration in:* Work Order Maintenance> Setup Menu> Progress> When Work Order Closed = Status as per what is considered as closed status (property specific)	5.4.119	224632
Enhanced the wording of pop up messages during billing process, it will not display "Bill to owner" that may be misleading if a member or accounts receivable is configured to bill to.	5.4.121	229217
Enhanced the bill work order to owner's accounts, if configuration on the owner profile charge work order =N then user will be prompt with warning to double check billing and change bill to recipient.	5.4.126	231468
Enhanced the Work Order Cost report, it will display building code accurately.	5.4.130	235785
Enhanced the Work Order batch report to select building code.	5.4.130	236001
Work order billing enhanced to use manual entry of time spent or material costs when chargeable items configuration is not used. Allows users to mark costs for Hourly or Flat rates along with option for Material costs that will show in work order, however will not post to a receiving account.	5.4.139	235734

Retail POS

Description	Version	Incident
Enhanced Retail POS folio screen is capable of displaying all transactions up until the current audit date.	5.4.116	227527
Added Item Code Description to Retail POS Provider Commissions Report. *Access via:* Retail POS> Reports Menu> Provider Commission Report.	541192	181659
Enhanced the Item Maintenance screen to allow search by item code or item description.	541192	181663
Enhanced scrolling within the Inventory Query with selected outlets that have more than 1 page of items listed.	5.4.130	235708

Loyalty

Description	Version	Incident
Enhanced Loyalty Program, where Loyalty Points availability can now be controlled in Loyalty Setup Options. To reduce fraud, the "Points Avail After C/O" field has been updated to accept numeric value (measured in days), instead of Y/N value. It accepts figures from 0 to 99 where: 0 = Loyalty Points available immediately 1 = Loyalty Points available 1 day after check out 2 = Loyalty Points available 2 days after check out and etc... *Configuration in:* Global Maintenance> Codes Menu>Loyalty Program Setup>Loyalty Setup Options>update Points Avail After C/O with a numerical value.	5.4.124	219263
Ensured Loyalty configured Service Codes are generated on guest reservations when using a rate type with preconfigured source and sub source of business.	5.4.146	240556

Global Maintenance

Description	Version	Incident
NEW – Ability to access ELEARNING QRG documents from corresponding Maestro screens given live.ini file is setup. On each Maestro screen, there is a new Learning Materials section under the Help drop down menu. Corresponding documents related the active Maestro screen will be listed. *Configuration in:* workstation ini file or server ini file - ***Please contact Maestro Support for assistance.*** application "c:\program files\internet explorer\iexplore.exe" URL http://elearning.maestropms.com/	5.4.112	224240

Maestro

Description	Version	Incident
NEW – Credit Card Entry by EMV Only has been enhanced to ensure when activated (Global System Option 696 is set to y), user will not be able to manually enter credit card in Maestro. *Configuration in:* Global Maintenance>Setup Menu> Global System Options Maintenance> Page down to System option 696 and update Data to Y.	5.4.119	228907
Printing Reports from Maestro Web has been enhanced to follow the date format as per configuration in ini file.	5.4.116	227827
Enhanced cache accuracy on posting code with property restrictions.	5.4.119 5.4.124	228336 232416
When using a Cancellation/Modification Policy, the configured currency symbol displays on prompt to continue with policy. *Configuration in:* Global Maintenance>Setup Menu>Global System Options Maintenance>Page down to System Option 586, update Data to the desired currency symbol.	5.4.102	188631
Implemented new locking mechanism, which enhance experience for multiple users accessing/updating, the same information on the same screen at the same time.	5.4.128	227307
Enhanced Fusebox configuration in Maestro to follow Fusebox protocol.	5.4.118	228889
Enhanced new locking mechanism to remove old locks.	5.4.128	229436
Expand the number of properties allow on display when lookup (F8) on Property Code in Hotels-Properties. *Access via:* Global Maintenance>Codes Menu>Hotels-Properties >Lookup(F8) on Property Code field.	5.4.128	231448
Enhanced the mandatory field requirements within Client profile>Client Extra Information screen.	5.4.132	234384
When post check in email is configured, enhanced the email interface process to send emails effectively. Also, during night audit built of emails, they will remain until time to send out upon reservation Inhouse status and post check in time.	5.4.133	237362 238383
Ensured tax code that are setup with tax modifier will display the tax amount correctly on assignment chart, email, proforma report.	5.4.143	242806
Enhanced the Generate Email function that will produce emails using language specific setup.	5.4.149	248019
Enhanced trace message purge to follow parameters	5.4.153	246543
NEW- Global system option 740 set to a 'N' added for the ability to represent covered privilege amounts in the email confirmation as a visual of included privilege amounts on package reconciliation rate types. *Configuration in:* email markers <em.guest.total_tax_no_wait> & <em_guest.total_tax_no_fee> - **Please contact Maestro Support for assistance.**	5.4.154	250429
Enhanced GEM post stay email to generate and send out when using language specific setup	5.4.158	248548

Maestro

Description	Version	Incident
Ensured global system option 20 will correctly adhere to yields with consideration of stay through dates.	5.4.155	249231
Enhanced the industry card type for DI (Discover) with Fusebox (Elavon).	5.4.155	250883
Ensured tax modifiers are following individual tax codes and appropriate lengths of stay.	5.4.160	252830
Ensured that room number deletion is prevented if reservation has used this room number. *Please contact Maestro Support for assistance.*	5.4.160	253943

ResWave

Description	Version	Incident
Enhanced the ResWave Group management, a convener has the ability to edit/modify/cancel rooming list reservations, maestro will receive and update reservation details. *Configuration in:* Group reservation> Window Menu> Web Rooming List Access Permission> add entry for Email Address, UpdAld (Update Allowed where Y = View & Edit/Remove and N= View Only) For Group Convenor Access Via: https://www.reseze.net/servlet/SendPage?page=signIn&skipfirstpage&hotelid="Hotel ResWave ID"	5.4.120	229665
Enhanced caching in maestro suites.	5.4.117	228503
Enhanced the advance deposit requirement due, in the case of multiple advance deposit collection is in place.	5.4.120	228504
Enhanced booking of Other Charges specific to the date booked.	5.4.120	230315
Enhanced the ability to enter detailed description about the rate type within Web Rate Type Text fields. Added the ability for the web rate type text to be property specific and work with rate seasons. *Configuration in:* Front Desk Maintenance> Interface Menu> CRS/WEB Interface Setup> ResWave> Window Menu> Property> Select Property> Window Menu> Web Rate Type> Select Rate Type> Window Menu> Web Rate Type Text Maintenance	5.4.120	228140, 228256, 230309
Enhanced the rate type description display if booking is crossing over multiple seasons, will use first rate type season description to display.	5.4.125	230556
Enhanced Group member reservations that generates a modified email confirmation will now show true updated reservation changes.	5.4.118	228262
For Group member reservation, can now use the View/Modify/Cancel to access reservation details on ResWave.	5.4.120	228396
Enhanced the booking of maestro suites, next available suite can be booked without errors.	5.4.126	233429
Enhanced the page display return message when "Room is Not Available" on a booking query.	5.4.124	232547

Description	Version	Incident
Enhanced the ResWave Spa and Facility Web Setup in multi property environment (with different ResWave instances), to display the Spa Services and Facility Activities according to the building selected.	5.4.136	236987
Enhanced ResWave Group name display to show 50 characters, same as Client Profile.	5.4.140	122754
Enhanced ResWave to assign the next available provider to spa booking when the Maximum Daily Minutes are configured to services.	5.4.143	242617
Ensured spa building and other spa setup screens are displaying configuration in a multi-property multiple instance reswave environment.	5.4.144	243688
Ensured spa provider with no gender setup can display appropriate availability.	5.4.146	244030
Enhanced ResWave display sort to include 2 new options of: B: Room Type Group > Amount with Rate Type > Room Type C: Amount with Rate Type > Room Type Group > Room Type	5.4.154	250349
Ensured the rate display matches details pop-up link when using yields.	5.4.157	252339
Ensured in a multi-property environment with consolidated ResWave setup, confirmation text will show accurately within the confirmation email marker as per property set up.	5.4.159	252456

Maestro Web

Description	Version	Incident
NEW – Added new parameter where the maximum number of pages on a single report print can be controlled. If report size exceeds page limit, a warning message will populate, and the report will not generate. *Configuration in:* Config.xml, <maxMaestroReportPages>"enter max page number here" </maxMaestroReportPages> - **Please call Maestro Support for assistance.**	5.4.129	235250
NEW – Added new parameter to allow control on the length of inactive time for Maestro to terminate a web session. Once a web session had reach the designated period of inactivity, Maestro will automatically terminate the session and user will see warning message "Maestro Program Terminated on Server". *Configuration in:* Config.xml, <purgeMemListDuration>"enter time here"</purgeMemListDuration> <purgeIdleSessionDuration>"enter time here" </purgeIdleSessionDuration> <idleSessionTerminateDuration>"enter time here" </idleSessionTerminateDuration> - **Please call Maestro Support for assistance.** Time can be expressed in - Hours ##h, or Minutes ##m, or Seconds ##s	5.4.129	235447
Ensured odtTemp directory file is part of the Maestro Web Build.	5.4.144	243303

Maestro Mobile App

Description	Version	Incident
NEW – Mobile Digital Signature App, will allow signature capture and retrieval on a mobile device or web browser, where registration card can be signed/retrieved based on signed date range or reservation number. Setup is a schedule task, where digital registration card can be customized based on property needs. **Please call Maestro Support for assistance.**	5.4.097	210421
Enhanced Guest Reservation Activity Log, under Guest Reservation in Front Desk. When Maestro user log into Mobile Digital Signature App for Registration Card Retrieval, it will maintain the clerk information as the specified Maestro user that is designated to run the service. *Configuration in:* Workstation ini or server ini file - **Please call Maestro Support for assistance.** [pcservicesserver] user pcserve	5.4.100	206001
Enhanced check in routine for Credit Card authorization process, where proper response is send back to vendor when credit card is declined.	5.4.121	230345
Enhanced both Housekeeping and Digital Signature Mobile Apps on Menu and Button placements.	5.4.129	234881
Webpro mobile app has been enhanced to ensure the Private Transportation details transition into Maestro accurately.	5.4.129	232794
Housekeeping mobile app has been enhanced to ensure service codes display within the details page of the room number.	5.4.129	234997 236030
Folio mobile app has been enhanced to support bilingual text display. *Configuration in:* Mobile app HTML Templates Folder - **Please call Maestro Support for assistance.**	5.4.136	237354
Enhanced Payment Portal to show an error when no email address is entered on first page of maestro app to proceed with processing a payment.	5.4.160	251170

Interfaces

Description	Version	Incident
NEW – Maestro can now integrate with Experian on-line address lookup, as an alternative to the rapid QAS functionality. *Configuration in:* Purchase Service Package with Experian QAS Address Verification **Please call Maestro Support for assistance on setup.**	5.4.126	229824
NEW – Hitachi interface has been enhanced to include new option to turn off LRC checking. *Configuration in:* Front Desk Maintenance> Interface Menu>PBX Interfaces Setup>Select Hitachi> Update Tty LRC Checking to N.	5.4.126	234065

Maestro

Description	Version	Incident
PXP Credit Card interface had been enhanced to send proper link transaction values.	5.4.122	231630
Credit Card Pin Pad Devices setup in Global Maintenance has been enhanced to accept ports up to five digits in length.	5.4.124	231961
Genomi interface has been enhanced to group historical information into monthly packets, and upload, to prevent information overload for vendor.	5.4.126	233819
Speed improvement on Rainmaker/Duetto interface.	5.4.126	233922
General Ledger Export has been enhanced to allow Statistic exports be send separately to all selected recipients by property. *Configuration in:* Front Desk Maintenance> Interface Menu>Data Import/Export Interfaces Setup> General Ledger Export Setup> update Export Statistics To Separate File to Y. Front Desk Maintenance> Interface Menu>Data Import/Export Interfaces Setup>General Ledger Export Setup> Window Menu>Email Setup>Update Email Address with desired recipients> Window Menu > Property> Switch to another Property to setup unique recipient, each recipient will only receive exports for the property they are setup with.	5.4.130 5.4.133 5.4.142	213973 238361 242611
For Shift4 credit card interface, when credit card holder does not respond to the signature prompt on the EMV device, and credit card transaction reviewed approval for transaction value, Maestro will follow Shift4 protocol.	5.4.130	236159 231016
TTI scanner interface has been enhanced to prevent crash in the image test or on Client Profile.	5.4.116	203968
Enhanced Fusebox protocols with non- EVM credit card swipe capture.	5.4.133	237682
Enhanced logging protocols for POS interface service.	5.4.133	238369
Enhanced GDS interface to upload rate/yield/hurdle changes in timely manner.	5.4.133 5.4.136	236849 234006 239304
Enhance Maestro GDS interface to integrate IATA information from SiteMinder reservation message.	5.4.130	235575
Enhanced Delphi interface to not double encode the "Request" elements. Send information in correct date format and send group member pick up in a timely manner. Also, ensured the interface does not drop pickup for past days.	5.4.133 5.4.136 5.4.149	235654 239310 239478 248558
Enhanced Fusebox response messages when partial approvals and partial payments are received back, as well as posted to folio.	5.4.138	237004
Enhanced Fusebox response messages to show all decline messages.	5.4.138	235310
Rainmaker Revenue Management interface enhanced to use https protocol integration.	5.4.137 5.4.139	240130 240427
Ensured Group Master reservation records are built before sending out to Revenue Management interfaces mainly for Duetto, Rainmaker or Ideas.	5.4.139	238983
Enhanced Travel Tripper GDS interface with tags for Source of Business to migrate into maestro successfully when configured.	5.4.139	240555

Maestro

Description	Version	Incident
Enhanced Synxis interface message files to use description "AmountAfterTax" when inclusive or VAT tax setup is in place. *Configuration in:* Front Desk Maintenance> Interface> CRS/WEB Interface Setup…> GDS Two-Way> Page down to valid GDS Instance> enter a Y in Rates are Tax Inclusive	5.4.139	240766
Enhanced Fuel Interactive and Synxis GDS interface to handle Other Charges.	5.4.140	240767 241710
Ensured when using the Experian QAS interface, the insertion of a new State or Province will update in maestro as well as if no results, a message appears "No Matches Found". Also, enhanced when setup is incorrect no error message "QAS INIT failed" will appear and prevent exit from client profile screen.	5.4.140 5.4.149	240783 248067
Squirrel POS interface was enhanced to respond with message when clerk looks up a guest and the look up fails.	5.4.139	241034
Ensured Siteminder GDS interface reservation migrations into maestro will keep "Set By" flag as N on Credit Cards when configuration for Use CC for Settlement is set to a N. *Configuration in:* Front Desk Maintenance> Interface> CRS/WEB Interface Setup…> GDS Two-Way> Page down to valid GDS Instance> Use CC for Settlement is set to a N.	5.4.142	241861
Enhanced Travel Click GDS interface with group reservations that migrate into maestro, source and sub source of business will auto fill if configured. *Configuration in:* Front Desk Maintenance> Setup> Group Master to Group Members> Copy Source / Sub Source is set to a Y	5.4.142	242031
Enhanced credit card handling with Shift 4 processor where after assigning pin pad, select credit card type, hit cancel on EMV device (credit card was not entered in EMV device), maestro will NOT post to folio or capture a blank masked credit card.	5.4.144	243467
Enhanced Shift 4 processor messages to include guest name and reservation number to be sent when manual entry of credit card is entered to reservation while no EMV device is being used.	5.4.146	232035
Ensured PXP processor sends manually entered credit card entry payment and authorizations as "mail order" instead of "keyed". Also, correct display the voucher field when received response from processor.	5.4.148 5.4.154	247310 250914
Enhanced Fusebox processor with ability to use processing device for manual entry of credit cards. Now will be able to use "EMV – Keyed Entry" or "EMV-Chip or Swipe" options.	5.4.154	244117
Enhanced Shift 4 processor for manually entered credit cards with AVS/CVV numbers entered, when authorise / post payment log shows "Keyed" not "Swiped".	5.4.154	250179
Enhanced display authorization screen to show accurate credit card type when using Shift 4 processor and swiping incorrectly chosen card type in EMV device.	5.4.158	247702
POS posting error when the check has exceeded maestro limit during posting.	5.4.158	253460
Enhanced Shift 4 processor with Debit Card entry, when folio posting code is Debit Card then retain original posting code and not get error message.	5.4.160	253515

Crystal Report

Description	Version	Incident
NEW – Maestro now has the ability to export Crystal reports that are setup with "X" on the Preview column. Once configured, user will be able to choose from five types of export format - PDF, CSV, EXCEL, WORD, RTF. This is applicable to all Crystal Reports across all modules. *Configuration in:* Global Maintenance> Report Menu> Other Reports File Maintenance or Other Reports File Maintenance (NoCat)>Select the desired crystal report, enter "X" in the preview column. Global Maintenance> System Menu>User Forms Maintenance> update the View field with "X" on desired crystal report. Front Desk Maintenance> Forms Menu> Crystal Report Defaults> enter "X" in the Preview column on the desired crystal report. (All modules Third-Party Reports Defaults - Please call Maestro Support for assistance).	5.4.117	227076
Reservations By Room Number report has been enhanced to include Grand Total by room number for the report period. In addition to total revenue, total number of reservations and room nights will also be display in a summarized format. *Report Name:* resByRoomCode.rpt	5.4.130	
Sales and Catering Contact report has been enhanced, it will now display an additional prompt to allow report to include/exclude Inactive client contacts. *Report Name:* sccontact.rpt		237162
Daily Schedule report has been enhanced to show the status of the booking when listed in Sales and Catering. *Report Name:* dailyschd.rpt		239004
Facilities report is now enhanced with criteria if asked to include email address the report will now display the participants email address. *Report Name:* facilities.rpt		239817
Sales and Catering Contact report has been enhanced to include parameter to select a state/province. *Report Name:* SCContacts_allcon.rpt & SCContacts.rpt		240369
Member Profile List has been enhanced to include member minimum code. Report Name: cm_memprofile.rpt		241066
Reservation Activity Log has been enhanced to include parameter to select a clerk code. Report Name:reservationActivity.rpt		241048
Group Roster Report has been enhanced to include event name. Report Name:grproster2013.rpt		242792

Maestro

Description	Version	Incident
Groups with No Cut-offs report has been enhanced to display group information on the selected property when specifically entered. Report Name:noCutoff.rpt		244880

QlikView/Analytics

Description	Version	Incident
Enhanced the Analytics views that is using database table where the other charges bucket will accurately show other charges amounts booked and posted.	5.4.153	231851

Description	Date Modified	Incident
Marketing54.xml.qvw was enhanced with group master and group member reservation details to display accurately on the Additional Selections Tab. Reservations Selection Tab now displays the Stay Date Year correctly.	01/24/2018	239557 239763
Marketing54.xml.qvw enhanced to show Total Revenue where before, it was only showing total room revenue on the Reservation Selections> Yellow display box section.	01/26/2018	239763

Description	Date Modified	Incident
Sale&Catering53.qvw was enhanced, where the Pipeline report under the Pipeline tab will now display the cumulative total on the number of guest column when the view is collapsed.	01/30/2018	240107
Sales&Catering54.qvw was enhanced with addition of client code to the Email List under the Mailing Lists tab. Also, the ADR was added to the Confirmed Booking Guest Rooms Report under the Pipeline tab.	02/01/2018	240358

Description	Date Modified	Incident
Stats53.qvw was enhanced with addition of Group tab	02/02/2018	239830

Description	Date Modified	Incident
BigPicture53_xml.qvw was enhanced on the Big Picture tab to include Billing Client.	02/20/2018	232686

Incidents Pending Resolution

Description	Reported Version	Incident
Ensure all Meal Reports in Front Desk Module will display meal plans for guest reservations with step inventories, where multiple meal plans exist on date of room move for both inventories.	5.4.133	235854
Status changes on Spa bookings that were posted during night audit (Skip NA Srvc Posting = N), from Front Desk Additional Srvcs will allow status update when using Cancel All Bookings or Cxl Single Booking, even if spa booking was posted.	5.4.136	239609
Spa booking is retrieved by 2 users, getting a record locked message.	5.4.138	240026

Description	Reported Version	Incident
Duetto interface enhanced to include "last modified date and time" as per a requirement for interface communication. Also, eliminate activity record creation for release of inventory on Cancelled reservations.	5.4.140	240812 241705
Rainmaker and Duetto interface, ensure all traces are within mutex control, causing interface to crash. Building availability messages are not being built completely and interfaced with Rainmaker. Also, parsing inbound messages simultaneously causing interface to crash.	5.4.140 5.4.142 5.4.149	241700 242159 247640
GDS setup screen "Restrict Mod. If Room Assigned" is set to Y for a particular client's interface. The Interface will read messages to verify reservations that have inventory booked and room numbers assigned. Then interface will take advance deposits or receive a warning message to review reservations.	5.4.140	241728
Strenuous Housekeeping rules set to a Y, the total area during Housekeeping assignment do not match total area displayed in Summary by Attendant screen.	5.4.142	241743
Delphi interface improve extra level of encoding on response messages only. Also, send pick up numbers for past dates.	5.4.143	243309
No EMV and manual entry of credit card on front desk reservation, when cursor is past credit card number field, dialog box appears multiple times "Please complete guarantee and settlement before processing card".	5.4.146	245771
PXP Credit Card Processing not displaying the authorized messages received back from approvals in the Voucher Field on folio.	5.4.148	248433
Siteminder GDS using Other Charges setup is not migrating into maestro correctly.	5.4.149	246620
Owner Statement Summary report with remit by property is not showing owners who own multiple units.	5.4.149	248255
Status Tracker and HotSOS interface was not accepting all messages and does not update all rooms housekeeping statuses.	5.4.150	249041
It Just Works interface does not indicate error to maestro when credit card fails during check in on iPad.	5.4.151	229180
Members enrollment portal is not allowing reuse of token to charge existing members with credit card on file.	5.4.151	248732
Enhanced mobile applications to use a cipher suite when in use.	5.4.152	249730
Analytic view database table is not associating a building code accurately to revenue for past.	5.4.153	241117
ODT merge is causing program to crash when invalid characters in Name, address, city, state on client profile.	5.4.153	249645
Owners check production remittance numbers with EFT remittance numbers post incorrect amounts.	5.4.154	251593
Increase revenue management interface tracing to get details on where program is crashing.	5.4.157	244956
Delphi Departed Production report not showing accurate revenue.	5.4.138	250406
Synxis GDS interface accept company or wholesaler profile as the company in maestro.	5.4.157	252378
GDS interface inbound reservations with an error is reporting back false errors on earlier reservations migrated successfully.	5.4.157	252396
Client profile report on all client activity	5.4.157	252962

Description	Reported Version	Incident
Daily Balance Check Report not handling inter-property transfers accurately.	5.4.158	252113
New iDeas revenue management systems interface 1-way format. Ensure the routine will send availability last rather than first.	5.4.158 5.4.160	253254 254886
Cannot delete unit from owner profile in a single property database environment.	5.4.158	253480
Enhanced GDS interface to not support SSLv3, TLS 1.0, TLS1.1 and 128-bit ciphers.	5.4.158	253626
ResWave interface executable gets error array out of bounds dues to 12 or more tax codes on a package rate with components uploading to ResWave.	5.4.159	253592
Sales & Catering postings when transferred from folio to another is not appearing on proforma consolidated invoice.	5.4.160	251588
Konami system accepts date in format "Sat Jun 30" instead of "2018-06-30". Also, is Description field for voucher is blank, pass back Name field.	5.4.160	254613

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