# Global System Setup

| Description | Available in Version | Incident # | Global System Opt# |
|---|---|---|---|
| **Credit Card Options – Use AVS**<br>If a credit card interface has not been created previously and the user accesses the 'Credit Card Options' window, any change to 'Use AVS' screen will now be saved. | 5.2.109 | 111952 | |
| **Multi-Property User Access**<br>When turning on multi-property options, the user is now automatically given access to all properties that exist.  This avoids problems when trying to give other users' access to properties. | 5.2.113 | 114693 | |
| **Emailing Night Audit Reports**<br>Any night audit reports can now be saved in pdf format and emailed.  To use this feature a new printer type must be created in Global Maintenance.  The printer name must be 'PDF' and the printer type = 'P'.<br>Users can then modify the night audit sequence to output the report to the PDF printer and, if desired, add the emailing addresses by selecting Window | Email Reports.<br>Output from the night audit will have the property code and program name as part of the file name. | 5.2.121 | 119410 | |
| **vSock Write Error**<br>Changed the "Email send immediately" process so that the connection to the email server is only opened once and all emails are then sent, rather than opening and closing the connection with each email to be sent. | 5.2.123 | 120545 | |

# Front Desk

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Manager's Operations Report – Condo Guest Type**<br>When more than one guest type is setup as Condo guest type, the Manager's Operations Report now includes all the guest types that are setup as Condo. | 5.2.109 | 96771 | |
| **Arrival Time on a Group Guest Reservation**<br>When group guest reservations have an arrival date that is different that the default group reservation arrival date, the start time on the guest reservations is now updated with the default check-in time. | 5.2.109 | 109024 | |
| **Posting Tax when Extending or Shortening Dynamic Package Reservations**<br>When extending or shortening a reservation associated with Dynamic Package rate type that posts daily, taxes are now posted correctly. | 5.2.109 | 96171 | |
| **Applying Credits During Package Reconciliation**<br>In package reconciliation, when a restaurant check comes through POS where a discount is applied to the check and there are excess credits, the credit will now get posted to the breakdown folio instead of the guest folio as an offset. | 5.2.109 | 106266 | |
| **AVS/CVV Entry Screen**<br>Users are now able to access AVS / CCV entry screen even when the Credit card interface is not in use.  Select Window | Credit Card AVS/CVV Entry from Credit Cards screen. | 5.2.109 | 111947 | |
| **Current Status – Speed Improvement**<br>Improved the speed of display of the Current Status screen.  This change will be noticed if | 5.2.109 | 95048 | |

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|---|---|---|---|
| the property heavily used Offmarket and Last Sell. | | | |
| **Length of Stay Rate – Early Departure**<br>When a reservation is assigned a length of stay Rate and the guest departs early, Maestro now ensures that the rate value for remaining nights is posted on Check out. | 5.2.111 | 112111 | |
| **Variable Rate – Room History Records**<br>Room history records will be created for a reservation with variable package rate type, even when the package total is $0.00. | 5.2.111 | 113359 | |
| **Group Blocks – Guest History Visit**<br>Group room block now uses the quantity entered number instead of counting as a single guest to create the guest history record. | 5.2.111 | 113466 | |
| **Proforma Consolidated Invoice – Resort Fee**<br>The Proforma Consolidated Invoice now includes Resort Fees | 5.2.111 | 53569 | |
| **Proforma Consolidated Invoice – Taxes on Variable Packages**<br>Taxes are now calculating correctly on the Profroma Consolidated Invoice for variable packages when components are setup to post Separately. | 5.2.111 | 112160 | |
| **Front Desk Dashboard and Front Desk Dashboard Room List**<br>Added Travel With/Sharer indicator to the Front Desk Dashboard and Checkin Dashboard screens.  T – Travel with; S – Share with; B – Both<br>New column has been added next the Guest Type column to show a visual indicator for any Travel With and Sharer Reservations. If there is a "T" that means the reservation has a Travel With, F5 to view details. If there is an "S" that means the reservation has a Sharer, F5 to view the details. Lastly if there is a "B" for Both, drill down is required. | 5.2.111 | 72653 | |
| **Front Desk Dashboard – New Navigation Buttons**<br>Added two navigation buttons below the date field to move forward or backwards by one day or multiple days.  Also added the week of the day code next to the date field. | 5.2.111 | 112259 | |
| **Group Member Travel Agency Commission**<br>When a T/A is assigned to a Group Master, no longer will the system display a dialog box to copy the default travel agency commission to the group guest reservations.<br>The system will automatically copy the negotiated travel agency commissions to the group guest reservation. | 5.2.111 | 111341 | |
| **Zero Package Total**<br>When a variable package or a dynamic package is created and the cost of the package totals equals $0.00, the total records will still be created on both the guest and the breakdown folio. | 5.2.111 | 113611 | |
| **Date Display on Emailed Folio**<br>Ensured that the transaction date format displays on the pdf folio according to the date format on the initialization file. | 5.2.111 | 111779 | |
| **Rapid Room Assignment – New Option Guest Type**<br>Rapid Room Assignment screen can now filter based on Guest Type. F8 to view selections. | 5.2.113 | 108103 | |
| **Searching by Additional Name**<br>Addition Guest Names can now be searched on the Front Desk Dashboard and Check-in Dashboard. | 5.2.113 | 111395 | |
| **Group Rooming List Import – Children Count**<br>If the number of children field is left blank on the import file, than the reservation will not have any children count.  It used to assign an arbitrary children count. | 5.2.115 | 114955 | |
| **Resort Fees on Assignment Chart**<br>Added summary total for Resort Fees and Housekeeping Charges on the Assignment Chart. These summaries are at the lower right of the screen where spa charges and taxes are shown. F5 will display the details. Any taxes payable on these fees will also be included in the tax summary. | 5.2.115 /<br>5.2.108.11 | 102659 | |

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|---|---|---|---|
| **Additional Names Screen Display**<br>Corrected the name display within the Additional Names screen to show the first line information correctly. | 5.2.115 | 115153 | |
| **Room Summary Marker – Start Date**<br>Made changes to correctly report the start date when there is a rate change. | 5.2.115 /<br>5.2.108.11 | 115098 | |
| **Dynamic Package with Variable Package**<br>Taxes are now calculated correctly when the number of guest is changed and the rate is adjusted. | 5.2.117 | 115905 | |
| **New Email Markers**<br>Created new email markers for date reserved and date cancelled. | 5.2.117 | 116092 | |
| **Maximum Capacity - Restrict Number Of Guest**<br>When adjusting the person count Maestro will now verify if the room type can accommodate the new person count. It will restrict if it's over capacity. | 5.2.117 | 92957 | |
| **Validating the Posting Code within Package Details**<br>Within the Package Detail By Rate Type screen only allow posting codes belonging to the property that logged in | 5.2.117 | 100456 | |
| **Email Confirmation with Room and Rate Summary**<br>Room Summary markers will work correctly when used in conjunction with Rate summary markers. | 5.2.117 | 116396 | |
| **Displaying Resort Fee for Suites on Assignment Chart**<br>Resort Fee now displayed the correct amount based on the suite and not by each room that makes up the suite. | 5.2.118 | 117178 | |
| **Resort Fee Information Is Displayed from any Property**<br>In the previous version the Resort Fee information within Assignment Chart was displayed only from the inventory property. This has been corrected to display from any property. | 5.2.118 | 117040 | |
| **Taxes on Batch Registration Card Print for Copied Reservation**<br>Taxes were not added for copied reservations when the registration cards are printed as a batch. This has been addressed to include the tax for all the reservation.<br>'Batch Registration Card Print' now prints Crystal report when it is setup within Crystal Report Default with Report ID BATCHREG. Need a new batchreg.rpt. | 5.2.118 | 115603 | |
| **Copy Group Reservation GTD filed to Group Member**<br>If a Group Master is guaranteed by Credit Card, the guaranteed by field will not copy over to the group member reservations for PCI Compliancy. | 5.2.118 | 103075 | |
| **Room Type Confirmation Text**<br>A fix was made to print the room type text entered within Front Desk Maintenance/Forms/Confirmation Text Maintenance for each property. | 5.2.118 | 116874 | |
| **Total on The Package On The Fly Details Screen**<br>The Package On The Fly Details screen now shows correct Total when an Other Charge is added to the Dynamic Package. | 5.2.120 | 64731 | |
| **Third Party Activity Changes – Log**<br>Third party Activities are now tracked in the Reservation Activity Log. There is a new screen to record the 3rd party Activity changes – Created, Deleted and Updated. Access "Activities Booking Log" screen by clicking on the 'Log' button on the "Rapid Activities Booking" screen. | 5.2.120 | 105777 | |
| **Release All Rooms Blocked When Cancel Group Master**<br>When cancelling a Group Master all room blocked, including rooms blocked outside of the group master stay dates are now released. | 5.2.120 | 117428 | |
| **Control on Email Confirmation File Creation**<br>More control has been placed on email confirmation file creation, prevent combining information from multiple reservations when more than one user are sending email | 5.2.120 | 104576 | |

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| confirmation at the same time. | | | |
| **Validate Cancel Reason Field** <br> Added control to accept only valid entry in 'Cancel Reason' field within "Cancellation Confirmation" screen. | 5.2.121 | 119475 | |
| **Guest History Room Visit** <br> Guest History Room Visit now displays records from all the buildings.  It used to display records from reservations stayed in the first building. | 5.2.121 | 119610 | |
| **Rate Type and Room Text for Email Confirmation – New** <br> Room type and rate type text can now be printed on email confirmations. <br> Room type text is entered within Global Maintenance \| Setup \| Building/Room Inventory \| Room Type Maintenance \| Window \| Room Type Confirmation Text. <br> Rate type text is entered within Front Desk Maintenance \| Rates \| Rate Type \| Text \| Confirmation Text. <br> Contact Maestro support to include these texts in email confirmations. | 5.2.121 | 117667 | |
| **Posting Code Breakdown and Adjustment** <br> Posting a negative amount on a posting code that has Global posting code breakdown will now adjust properly. | 5.2.121 | 117987 | |
| **Save Any Reports as PDF** <br> Any Maestro reports can now be saved as a pdf format.  Within the Print dialogue box there is a new button 'Save as PDF' is available.  Files will be saved in the Private directory path entered on the live.ini file. | 5.2.121 | 119410 | |
| **Folio Voucher to Have Resort Fee Code** <br> When Global System Option 549 is set to Y, the voucher field within Folio Detail Entry/View screen will be populated with the resort fee code.  Otherwise it will populate with hard code tact 'Resort Fee'. | 5.2.122 | 113968 | 549 |
| **Folio and Consolidated Invoice – Last 4 Digits of the Credit Card** <br> Folio and consolidated invoice will now display the last 4 digits of the Credit Card number on a Reserved status booking. | 5.2.122 | 114731 | |
| **Early Check-out Post Option** <br> Early check-out with Post option will post the room and taxes only once even after the early check-out was aborted. | 5.2.123 | 120354 | |

# Front Desk & Guest Services Reporting

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Yielded Rate Report – Daily Adjust Amount** <br> This report now correctly reports the yielded rate for daily adjustment amount. | 5.2.109 | 108260 | |
| **Travel Agency Listing Report** <br> Three new columns were added to Travel Agency Listing Report – Federal ID, Send 1099, and Corp. | 5.2.111 | 112539 | |
| **Housekeeping Assignment Report – Font Size** <br> Font size on the Housekeeping assignment report has been increased. | 5.2.111 | 111354 | |
| **Arriving and Reserved Guests Report** <br> Fixed the Arriving and Reserved Guests Report to list all arrivals based in a single property database. | 5.2.111 | 112555 | |
| **Group Guest Count Report – Sharer Count** <br> Guest count from sharer reservations are now included in Group Guest Count Report. | 5.2.117 / 5.2.108.12 | 114411 | |
| **Housekeeping Report – Reports the actual count all the time** | 5.2.117 | 114535 | |

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|---|---|---|---|
| Fixed the Stats under Housekeeping Summary section of the Housekeeping Report to always get the correct count. It used to double the numbers in this section when the report is printed the first time. | | | |
| **Group Guest Count Report Validates the Group Reservation Number**<br>Fixed the 'Grp Res #' filed within "Group Guest Count Report" to validate the group reservation number. | 5.2.118 | 95528 | |
| **Vehicle Report – Single Property**<br>A change to the Vehicle Report prevented this report to be printed within a single property database. This issue has now been resolved and this report now can be printed in a single property database. | 5.2.119 | 117768 | |
| **Travel Agency Commission Records – CSV File Format – New**<br>Travel Agency Commission records can now be saved as a CSV file for third party Travel Agency Commission software to pick up and process.<br>Process commissions just as you would if printing cheques, but produce an export file instead of cheques.<br>To produce the file, first set it up in Front Desk Maintenance, under Setup/Travel Agency/CSV Export options. Once setup, produce the file from the option on the Audit/Travel Agency/Export TA Commission Info button in Front Desk. The cheques and commissions are marked as printed, so that they won't be picked up again. All regular TA reporting can then be used for looking at commissions paid and owing. | 5.2.119 | 112311 | |
| **Rate Breakdown Report**<br>Rate Breakdown Report now reports all the stays within the reporting period. | 5.2.121 | 119668 | |
| **Advance Deposit Report – Crystal Reports**<br>A column displaying the reserved Rate Type Code has been added to the report, along with summary totals. The print criteria option to run the report by Guest Type has also been added. Please contact Support for an updated version of the crystal report to be loaded. | 5.2.109 | 120590 | |
| **Arrivals Manifest – Crystal Reports**<br>This report can be run by: Arrival Date range, by Property. You can choose (Y yes / N no) to include on the report; Loyalty, Additional Names (Share with/Travel with & Additional Names) & confirmation numbers, GEM Scores & Comments from last date of survey completion, Activities & Other Charges, Client Text, Reservation Notes about, Web Guest Request text, Service Codes, Profile Preferences, Transportation Information, Table Reservations, Spa Services , Facilities, Alternate Inventory, and Shuttle. This report will also display; VIP Status and Past Stays count.<br><br>Please contact Support for an updated version of the crystal report to be loaded. | 5.2.109 | 85522 | |

# Rate Management

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Yield Management

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Rate Modification Yield with Advisory**<br>When a rate modification yield and advisory affect the same date and rate type and yield is configured as Allow Multiple Discounts - Y while advisory is configured Allow Multiple Discounts - N, rate modification yield now works. | 5.2.109 | 107764 | |
| **Minimum Stay Yield on Departure Date**<br>Unable to make reservations when the departure date and the From Date of a minimum stay yield were the same.  This issue is now resolved. | 5.2.121 | 119473 | |

# Housekeeping & Offmarket Room Management

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Housekeeping Service Plan – Default to Occupant Pays**<br>Housekeeping service plans will now default to 'Occupant Pays'.  The default will be used even if the Housekeeping services have no fee. | 5.2.113 | 114422 | |
| **Housekeeping Service – Multi-Inventory**<br>When the Housekeeping Service screen is accessed from the Assignment Chart using the Window pull down menu, the program will display the services for the current inventory line (as it did before).  Now by using Page UP/DOWN while on the Service Plan or Paid By fields you can move to the other inventory lines that have services assigned. | 5.2.113 | 114423 | |

# Timeshare/Condo Management

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Printing Owner Statement for One Owner**<br>Able to print Owner Statement just for one Owner. | 5.2.117 / 5.2.108.12 | 116501 | |
| **Owner Statement and Owner Statement Summary – Inactive Client**<br>The status of "Inactive" client will not be included in the Owner Statement and Owner Statement Summary. | 5.2.117 / 5.2.108.12 | 116631 | |
| **Room Count By Owner Type**<br>A new feature has been added to quickly count up rooms by their owned Owner Type. Within the Owner Management under the 'Reports' pull down is the report 'Room Count by Owner Type'.  Please contact Maestro Support for a document describing this new feature. | 5.2.117 | 102852 | |
| **Owner Check Report – Cutoff Date**<br>Added logic that defaults the Cutoff date for the "Owner Check Report" to be the most recent Process Past Commissions end date.  This date comes from pre-processing.  If the property has never run pre-processing then default the date to the last day of the previous month. | 5.2.118 | 117310 | |
| **Pre-Process Past Commission Report**<br>Created a report that allows a property to see what will occur when running the Process Past Commissions program.  There is an option 'Include Pre-Post Posting' within Owner Statement Summary and Owner Statement Report.  If this is set to Y, then the Pre-Process Past Commissions Report will be generated. | 5.2.120 | 50980 | |

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Make Batch Reservations**<br>Enhanced the Make Batch Reservation process so only if the owner is using their unit will the process make the reservation for them.  Use the Owner Reservation Status screen and the arrival date of the ownership to determine this.  If the Owner Reservation Status is one that indicates the owner is using their unit, then make the reservation.  If the owner reservation status indicates they are not using their unit, then do not make the reservation.  If the owner does not have any owner reservation status entered for the arrival date of ownership, then use the 'owner using room' flag for the default owner reservation status to determine if they are using the room or not. | 5.2.120 | 119093 | |
| **Receipt Distribution and Folio Status**<br>Folio Action Type of timeshare_condo_closed is now used when a folio is closed after clearing the balance using receipt distribution.  This will allow proper inter module transfer. | 5.2.123 | 120509 | |
| **Owner Check Report and Check Count**<br>Owner Check Report will match the Check Count when printing the checks. | 5.2.123 | 120747 | |

# Work Order Management

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Setting up Dispatch Printer – Single Property**<br>Program has been modified to allow setting up of dispatch printer in a single property database. | 5.2.115 | 115208 | |

# Night Audit & Balancing

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Front Office Management Reporting

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Manager's Daily Flash Report**<br>Made changes to calculate covers correctly for Spa postings. | 5.2.117 | 114172 | |

# Analytics

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Accounts Receivable

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Tour Operator Management

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Gift Card Management

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Spa Services

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Service Provider Commission Report**<br>Changes made to this report to not include inactive providers. | 5.2.109 | 110762 | |
| **Spa Dashboard – New Navigation Buttons**<br>Added two navigation buttons below the date to go forward and backwards a day on the Spa Dashboard. Also added week of the day code field. | 5.2.111 | 79553 | |
| **Same Service Booking List – Summary of Charges**<br>Added the Summary of Charges to the Same Service Group Bookings List screen. | 5.2.113 | 104722 | |
| **Multiple Service Bookings List – Copy/Move**<br>Renamed Select button to Copy/Move. | 5.2.113 | 113244 | |
| **Update the Gratuity to the Updated Provider**<br>When a provider is changed, the gratuity is automatically assigned to new provider. | 5.2.115 | 114315 | |
| **Status Field for Service Booking Within a Service Package**<br>A fix was made to the package booking screen to disable the using from using F5 to display the booking screen until there is a status assigned to the booking. This fix resolved an error message that was displayed. | 5.2.118 | 116437 | |
| **New Marker for Participant Name**<br>Added 2 new markers to print participant's first and last name separately in the email confirmation. | 5.2.119 | 117335 | |
| **Spa Package Booking**<br>Made changes to properly handle room/station and providers on Spa Package booking. Also fixed Service Package Booking screen to assign proper station number and to build Spa package components correctly. | 5.2.120 | 117515 | |
| **New Marker for Service Package Code**<br>Created a new marker to print the Service Package Code description on E-confirmations / cancellations. | 5.2.120 | 118466 | |
| **Spa Payment is assigned to Front Desk Merchant ID**<br>The settlement screen is now displayed when additional charges are posted to a Spa booking that is associated with a Front Desk reservation after it is checked out when the 'Pay Now' button was previously selected. This will ensure that the Credit Card payment will go to the correct merchant ID when there are different merchant ID's for Spa and Front Desk. | 5.2.121 | 107575 | |

# Spa Services Reporting

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Spa Booking Activity – Crystal Reporting**<br>This report will allow you to monitor booking activity (Reserved, Cancelled, Tentative, Wait list, Turn-away) for Spa Services, by activity date.<br>A new crystal report which can be run by property, booking clerk, booking activity start and end dates, services arrival to/ from dates, booking status, Guest Type, in Detail or Summary.  The report will display the Reserved by Clerk, Booking number, Service Type and Service, Treatment room, Participant Name, Guest Type, Discount & Reason, Charge, Provider, Date Reserved, Service Date, Front Desk Booking number and Booking Status.  With Summary Grand Totals, by Clerk, by booking status.<br>Please contact Support to have the Crystal Report installed. | 5.2.109 | 112799 | |
| **Treatment Room Utilization by Room – Crystal Reporting**<br>This report can be run by property, date range, room type, room code, with detail Yes or No.<br>The report shows by Treatment Room Type and Room, for the date range selected, the hours available based on the room schedule, hours consumed, % productive, % idle, Total Treatment Revenue and Revenue Per Available Treatment Hour (REVPATH).  The Detail will provide day by day, the Show Detail N will provide totals for date range by room.  Both display Grand totals.  This will allow you to monitor productivity and revenue generation by Treatment room.<br>Please contact Support to have the Crystal Report installed. | 5.2.109 | 111619 | |

# Membership

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Online Membership Enrollment**<br>Developed a system for online membership enrollment.  The hotel will set up the program available on-line, and Maestro allows the end user to choose the program and say whether they are new or a retuning member.<br>Once address information is collected, the user will confirm the data and sign up.  At this point, the dues for the program are posted to a member folio, and their credit card will be charged with the total for the program. Activity log records are created to record success/failure of the enrollment. | 5.2.117 | 63607 | |
| **Receipt Distribution – Folio Closed**<br>When using receipt distribution for members the folios are now closed when the balance is cleared. The action type is CLUB_FOLIO_CLOSED. | 5.2.123 | 120515 | |

# Alternate Inventory

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Facilities Management

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Facility Rates Posting Code**<br>When the Change Time Slot button is used within Facility Management, the revenue will be assigned to the posting code under Weekly Schedule instead of the default posting code assigned in System Options within Spa and Activities Maintenance.<br>When the guest type is blank or a different guest type is selected the posting code within Weekly Schedule will be assigned. | 5.2.113 | 85528 | |
| **New Two Weeks Court and Classes Screen**<br>Added a new availability screen 'Two Weeks Courts and Classes' to Facilities Availability/Avail dropdown menu. | 5.2.120 | 117126 | |
| **Facilities Availability – Filter by Building Code**<br>Facilities can now be filtered by building code | 5.2.120 | 117172 | |
| **Facility Instructor Master – New**<br>Added new menu 'Facility Instructor Master' to the 'Facilities' menu within Spa And Activity Management Maintenance to have a skill, schedule, time block, and certification information entered for an instructor. Further Development to this piece is still in progress. | 5.2.120 | 117324 | |
| **Folio Detail Transfer & Batch Transfers**<br>Folio Detail Transfer and Batch Transfers can now be done within a Facility Booking to a Membership Account. | 5.2.122 | 118863 | |
| **Discount Feature**<br>Added ability to discount by percentage or dollar amount, with a discount "reason" applied for Facility Bookings. | 5.2.124 | 118457 | |

# Shuttle Management

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Retail Point of Sale

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Pay Process to Show the Correct Total**<br>Pay Process now shows the total intended amount in settlement screen. | 5.2.111 | 111953 | |
| **Cancelling a Sale**<br>Changes were made to the cancellation of a retail sale when a partial payment, such as a credit card, has declined or the customer has changed their mind.  This will enable the user to exit out of this screen, reversing the previous partial payment made without forcing to complete the sale transaction. | 5.2.115 | 113829 | |
| **Refund Procedure**<br>Modified the refund procedure for the failure of selling gift card.<br>1. Reverse items properly<br>2. Reverse inventories properly<br>3. Control to swipe Credit Card again to apply the refund. | 5.2.115 | 114848 | |

# Retail Point of Sale Reporting

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Retail POS Sales – Crystal Reporting**<br>The report has been augmented to include Total Daily Average Sales and Grand Total Average Sales, with Summary or Detail.<br>Please contact Support to have the Crystal Report installed. | 5.2.109 | 111424 | |

# Sales & Catering

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Changing Account Manager or Conference Services Manager on Traces**<br>When the Conference Service Manager or the account manager on a booking is changed, update the traces from the original Conference Services Manager or Account Manager to the new one.  Only future traces, those not done and non-confidential traces will be updated. | 5.2.109 | 109093 | |
| **Inquiry Traces vs Booking Traces**<br>Restricted the booking trace screen to only booking traces, instead of showing both booking and inquiry traces for the booking number. | 5.2.111 | 113383 | |
| **Duplicate Booking – Default Status**<br>When duplicating a booking, create the new booking in the status specified as the default for new bookings. | 5.2.111 | 113384 | |
| **Changing the Start Time on an Event**<br>There was a message returned in error when a user tried to change the event start time within the Event Details screen.  This issue now has been resolved. | 5.2.117 | 114829 | |
| **Wildcard Search for Contact**<br>Contact name can be searched using wildcard.  The wildcard search on contact name will only work if the client name is not filled in, and so the contact name is the main search criteria. | 5.2.120 | 113381 | |
| **Folios in A/R Before the Booking is Posted**<br>Added control for folios not to show within A/R module before the booking and group master has been checked-out. | 5.2.120 | 116563 | |
| **Sub-Event Start time – Additional Control**<br>Added additional control to ensure that the start time on a sub-event cannot be after the end time. | 5.2.122 | 1185546 | |

# Sales & Catering Reporting

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Booking Status Report – Cancelled Bookings**<br>Changed the Booking Status Report to include canceled bookings when they are explicitly requested on-screen. | 5.2.109 | 108257 | |
| **Build Work Files for BEO**<br>When the BEOs are generated room block work files are being built. | 5.2.117 | 113711 | |
| **BEO Revision Number** | 5.2.117 | 114836 | |

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| When the BEO is reprinted and issued to client ensured that the revision number is updated on the printed BEO. | | | |
| Sales & Catering Inquires Report – Crystal Other Reports<br>The option to print traces messages (Y or N)  has been included to the report print criteria selections.  Please contact support for an updated version of the report. | 5.2.109 | 121261 | |

# Loyalty Program Management

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Manually Promote to Higher Tier**<br>Created Authorized Function to determine who is allowed to manually update tier.  New authorized function is GB/CHL - Allowed to change loyalty level manually". Without this authorized function the users will not be able to change the loyalty level manually. | 5.2.115 | 113123 | GB/CHL |
| **Manual Level changes – More control**<br>Added controls to handle Level changes with specific logging and control members who's Levels are manually changed not to prompt for further changes when account is accessed. Must demote and promote any members in the database for this issue to be permanently addressed. | 5.2.114 | 115131 | |

# Table Reservations

~No changes in Maestro Version 5.2.109 to 5.2.124~

# ResWave

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Spa Policy Text**<br>Made changes to ResWave to send Spa policy text as keyed in. | 5.2.109 | 74216 | |
| **Added a New Sort Order**<br>Added Sort Order of 9 – Rate Type, Room type Group, Room type. | 5.2.111 | 113567 | |
| **Accommodation Selection for Group**<br>When entering a Group ID on the ResWave page and select a room type, returned result will only include the selected room type. It used to ignore the room type selection and showed all room types available in the block. | 5.2.111 | 113605 | |
| **Deleting and Loading Room Numbers**<br>Room numbers loaded from Maestro now can be deleted within ResWave Room Number Maintenance by F7/Delete.  Also added a button 'Load Room #' within the same screen to load the room numbers from Maestro.  This will only load the missing room numbers. | 5.2.111 | 111596 | |
| **Assign Default Credit Limit**<br>Default credit limit setup in Maestro will be assigned to reservations made through ResWave. | 5.2.111 | 112679 | |
| **Other Charges Grouping**<br>Added new setup menu to Other Charges Grouping under Window menu. | 5.2.113 | 104609 | |

| | | | |
|---|---|---|---|
| **Getting Daily Amount for Owners**<br>ResWave now filters correctly to get the daily rate for Owners by given rate type. | 5.2.118 | 116060 | |
| **Rate Type Text and Rate Periods**<br>ResWave will use the first date's rate type text if there are multiple rates for the whole stay. | 5.2.121 | 119143 | |

# GDS

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Multiple Changes**<br>1. Modified to save text from multiple special requests when special request codes are not configured.<br>2. Allow use of a non-permanent A/R account as the Expedia billing client.<br>3. If Expedia is paying, set face of reservation and the room folio as settle to A/R. If Expedia supplied a credit card, change only the folio to settle by Credit Card.<br>4. Ignore configured 'number of days' when processing inbound reservations. Previously ignored the requested rate type, if it fell outside number of days.  Now it will book the requested rate type as long as it's valid in Maestro. | 5.2.109 | 111911 | |
| **Password Message**<br>In the latest versions of the GDS interface the password field was badly formatted in messages to Genares and Trust. This is now corrected. | 5.2.111 | 113707 | |
| **Minimum Stay Message**<br>Synxis interprets minimum stay as being arrival based.  In order to match Maestro's interpretation of minimum stay as stay based a different message will be passed over for minimum stay restrictions. | 5.2.113 | 113932 | |
| **Purge Trace Files – New Feature**<br>On the GDS setup screen there is now an entry to purge trace files after a user defined number of days. | 5.2.113 | 113933 | |
| **Multiple Changes**<br>1.  Interface set up can now be accessed from the main interface screen using the Setup pull-down.  This should be the preferred way to configure the interface as it ensures that maintenance is in sync with the GDS version and is aware of all tables, system options, etc.<br>2. The GDS Booking report is now accessible from the main interface screen using the Reports pull-down.  When run from here you are guaranteed the most complete error reporting.<br>3. The interface can now be configured to purge its own trace files. There is a place on the main configuration screen where you can enter the number of days to retain trace files. If left blank no purge will occur.<br>4. The nightly purge of archived files has been cleaned up and it will now get rid of reservation retrieval requests (....GET.xml)<br>5. Genares now send minimum stay through messages for minimum length of stay. Genares will apply the restriction to all days of the guest stay.<br>6. There is a new option to stop the interface from using existing maclient records if only the guest name is provided.  This will eliminate  where multiple name-only reservations were booked using the same maclient record and problems later occurred when the maclient address, etc was modified after one of the guests checked in.  The option is on the main configuration screen as 'Even if only guest name provided' - enter N to force | 5.2.117 | 116237 | |

creation of new guest client records when only a name is received.

7. Synxis - now identify and use the primary guest on the reservation. This should eliminate concerns about not capturing guest address & contact info. If we can get a sample xml file we will capture secondary guests as additional names.

8. Synxis now uses minimum stay through instead of minimum arrival stay.

9. There is a new feature to take advantage of unique IDs sent with some guest, company, and travel agency records. For each category, guest, company, or travel agency, there are now two options - one to control whether or not to use the unique ID to find the correct Maestro client and the second controls whether or not to accumulate the unique ID cross-references automatically. On the main configuration screen there is a pull-down for IDs. The first entry has the option settings that control whether to use and accumulate the IDS.

There is also an entry for each client category which provides access to a maintenance program to review and/or update the unique ID cross-references. The hotel can preload a list of unique IDs if they can obtain this from the CRS/GDS. They can also modify or delete entries.

This feature is really intended for use with Synxis / companies and Pegasus / travel agencies. Whether it works for anything else will depend on whether or not the CRS/GDS sends the unique IDs and whether or not they can be clearly identified.

10. Minimum rate yields are now applied to the room portion of a package rate.

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Travel Agency Information Via Synxis** <br> Maestro now handles the travel agency information sent in the TravelArranger segment. | 5.2.121 | 119405 | |
| **Expedia Allows One Room Type per Rate Type** <br> Maestro can be setup one room type only per rate type to comply with Expedia. <br> Select the appropriate room type for each rate type within GDS Rate Type Maintenance. | 5.2.121 | 119408 | |

# Mobile & Self Serve

~No changes in Maestro Version 5.2.109 to 5.2.124~

# Interfaces

| Description | Version | Ref # | Opt# |
|---|---|---|---|
| **Tablet Folio Display** <br> Added a new front-end for tablet folio display, that takes in building code, room code, and last name, and displays folios for the matching guest found. The building code drop down will hold all buildings for the property in the configuration file; if property is not specified, then all buildings are shown. | 5.2.120 | 116539 | |
| **Delphi XML Interface** <br> Enhancement was made to handle 2 separate instances of Delphi interface, one for each property. | 5.2.120 | 118636 | |
| **Micros Interface to Post Tax** <br> Changed the interface so it allows a 'POS Post Taxes' flag of 'D'. When the POS Post taxes flag is set to 'D', the interface will post the original charge and also post the taxes associated with the charge posting code. | 5.2.122 | 119977 | |

# ~End of Document~