



Maestro Release Notes Summary

Version 5.4.097 – 5.4.178



Table of Contents

| | |
|-------------------------------------------|----|
| Preface | 3 |
| Important Notices | 5 |
| Front Desk | 6 |
| Front Desk Report | 13 |
| Accounts Receivable | 16 |
| Gift Card | 16 |
| Sales and Catering | 16 |
| Spa and Activities | 17 |
| Facility | 20 |
| Member | 21 |
| Owner | 23 |
| Work Order | 24 |
| Retail POS | 25 |
| Loyalty | 25 |
| Global Maintenance | 26 |
| ResWave | 27 |
| Maestro Web | 29 |
| Maestro Mobile App | 29 |
| Interfaces | 30 |
| Crystal Report | 33 |
| QlikView/Analytics | 34 |
| Incidents Pending Resolution | 35 |



Preface

Introduction:

This software release notes provide a concise overview of additional features, enhancements and revisions improving production version between 5.4.097 to 5.4.178. 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 5.4.178.001.

Advisories:

Contact upgrades@maestropms.com to schedule an upgrade to version 5.4.178.

When upgrading to the Maestro Version 5.4.178, 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:

| <u>Date</u> | <u>Description of Change</u> |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019-02-07 | Updated Front Desk, Front Desk Report, Sales and Catering, Spa and Activities, Facility, Owner, ResWave, Maestro Web, Interfaces, and Incident Pending Resolution. |
| 2018-08-21 | Updated Front Desk, Front Desk Report, Spa and Activities, Facility, Member, Retail POS, Global, Interfaces, Incident Pending Resolution. |
| 2018-07-04 | Updated Important Notices, Front Desk, Front Desk Report, Sales and Catering, Spa and Activities, Member, Crystal Report, Interfaces, Incident Pending Resolution. |
| 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
- Minimum RAM 8GB

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.**

Group Master / Sub Groups Inventory

Use of Group Reservation Master and Sub-Accounts will experience a change in behaviour in regards to the sharing of Inventory. Upgrade to version 5.4.151 or higher, inventory relationship has been enhanced to utilise master inventory to distribute to sub-account inventory blocks. Prior to this, there was no inventory sharing amongst Master and Sub-Account group reservations. **Please call Maestro Support for assistance.**

Member Module

Use of Primary and Secondary Member Profiles will experience a change in behaviour in regards to Member Status. Upgrade to version 5.4.161 or higher will notice Secondary Member Profiles some fields locked based on Member Status as well as Join/Expiry Date freely open based on unique profile settings outlined as per property. **Please call Maestro Support for assistance.**

Front Desk

| Description | Version | Incident |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>NEW – Quick Availability screen has been enhanced to allow users the ability to display 6 rate types on a single screen.</p> <p><i>Configuration in:</i> Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to Option 603 and update Data Option to Y.</p> <p>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.</p> | 5.4.110 | 224086 |
| <p>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.</p> <p><i>Access via:</i> Front Desk> Reservation Menu>Guest Reservations>Inventory Menu> Assignment Chart>Verify Menu> Privileges Information will list package reconcile components for the guest reservation and their consumption status.</p> | 5.4.107 | 192702 |
| <p>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".</p> | 5.4.108 | 214011 |
| <p>NEW – Client Profile Address will auto default to the AVS credit card screen when Global System Option 702 is setup.</p> <p><i>Configuration in:</i> Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to Option 702 and update Data Option to Y.</p> | 5.4.098 | 216573 |
| <p>NEW – Building description has been added to Guest Reservation screen.</p> <p><i>Access via:</i> Displayed on guest reservation near the Building Code.</p> | 5.4.108 | 217659 |
| <p>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.</p> <p><i>Access via:</i> Front Desk> Reserve Menu>Group Reservations>Window Menu>Inventory>Group Spa Booking List will list spa group blocks/bookings link to group master /members.</p> | 5.4.109 | 52364 |

| Description | Version | Incident |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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.</p> <p><i>Access via:</i> 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.</p> | 5.4.119 | 229125 |
| <p>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.</p> <p><i>Configuration in:</i> 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.</p> | 5.4.122 | 231663 |
| <p>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.</p> <p><i>Configuration in:</i> 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.</p> <p>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.</p> <p><i>Access Via:</i> 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.</p> | 5.4.125 | 232627 |
| <p>Rate Type Policy Text Code has been enhanced to be property specific.</p> <p><i>Access via:</i> Front Desk Maintenance> Codes Menu>Policy Text Code> Update Dflt (Default) to Y> Window Menu> Property Availability> Lookup(F8) to add the Property Code.</p> | 5.4.114 | 224879 |
| <p>Tax calculation has been enhanced on early departure, and guest reservations with different daily rates.</p> | 5.4.115 | 219655 |
| <p>Enhanced scrolling capability of Suite Availability and Suite Space Chart.</p> | 5.4.114 | 226315 |

| Description | Version | Incident |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------|
| <p>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.</p> <p>When Strenuous Housekeeping rules is activated:</p> <ul style="list-style-type: none"> - 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. <p><i>Configuration in:</i> 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.</p> <p>Setup Strenuous Housekeeping Rules: Front Desk Maintenance>Setup Menu> Housekeeping Configuration>select Strenuous Housekeeping Rules>4 fields will default to the following values:</p> <ul style="list-style-type: none"> - 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) <p>Additional strenuous rules can be setup for stay over rooms, with Service code/other charge/housekeeping service. Please call Maestro Support for assistance.</p> <p>Activate Strenuous Housekeeping Rules: Front Desk Maintenance>Setup Menu> Housekeeping Configuration>Option Settings> update Follow Strenuous Assignment Rules to Y.</p> <p><i>Access Via:</i> 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.</p> | 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 |

| Description | Version | Incident |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
| Housekeeping Floors has been enhanced to appear on Assignment Sheets if configured. <i>Configuration in:</i> 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. <i>Configuration in:</i> 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. <i>Access via:</i> 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. <i>Access via:</i> 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 |



| 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 |



| 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 |
| Enhanced fast folio posting to validate posting code in multi-property environment and inform user with error if folio posting too belongs to another property. | 5.4.163 | 256717 |
| Ensured historical records for cancel reservations with multiple inventory reports correct room revenue for each line of inventory. | 5.4.163 | 256788 |
| Enhanced reservation with EMV credit card entry with "Payment" to post to next available open folio rather than first folio even if closed. Also, do not allow posting to breakdown folios or folios with settlements that are setup with AR. | 5.4.164 5.4.165 | 257839 259148 |
| Enhanced quick availability rate detail screen to show accurate taxes and amounts when rate types have seasons and or night audit package breakdowns are in place. | 5.4.165 | 243019 258488 |
| Ensured the group inventory releases based on system settings whether to allow stay outside of group block reservation dates. | 5.4.165 | 259498 |
| Enhanced cancellation process during a reservation creation that caused order of screens to populate with details that prevents a successful cancellation of the reservation appropriately. | 5.4.166 | 229346 |
| Ensured group with multiple priority rates display on all lookups. | 5.4.167 | 245368 |
| Enhanced Housekeeping Services to display posted housekeeping charges. | 5.4.167 | 262018 |
| Ensured when in Client Extra Information screen if none of the fields are set to mandatory then user can enter through each field without it turning red and requires entry to exit screen. | 5.4.172 | 267805 |

Front Desk Report

| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
| <p>NEW – Outstanding Group Balance Report has been enhanced to be multi properties.</p> <p><i>Access via:</i> Front Desk> Reports Menu> Group Reports> Outstanding Group Balance Report>Window Menu> Property.</p> | 5.4.101 | 209302 |
| <p>NEW – Room Type Space Chart Report can now be export in CSV format. Also, ensured the run of house ZZZ room types will show accurately.</p> <p><i>Access via:</i> Front Desk> Reserve Menu> Room Type Space Chart> Print Chart (button).</p> | 5.4.105 5.4.172 | 220174 267329 |
| <p>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.</p> <p><i>Access via:</i> Front Desk> Audit Menu> Audit Reports>Daily Balance Audit Report and select the CSV button to complete export process.</p> <p><i>Configuration in:</i> 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.</p> | 5.4.107 | 218166 |
| <p>NEW – Daily Balance Check Report has the ability to generate information for all properties in Multi Property environment.</p> <p><i>Access via:</i> Front Desk> Audit Menu> Audit Reports>Daily Balance Check Report >Window Menu>Property.</p> | 5.4.110 | 223543 |
| <p>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.</p> <p><i>Configuration in:</i> 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.</p> | 5.4.109 | 221633 |
| <p>NEW – Group Billed Report now available in CSV format, and will outline actual charges including tax on folios for group members and group master.</p> <p><i>Access via:</i> Front Desk> Reports Menu> Group Reports> Group Billed Report>Enter the desired group reservation number and select CSV to complete export process.</p> | 5.4.110 | 211939 |

| Description | Version | Incident |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
| <p>NEW – Shift and Posting Audit report have been enhanced to allow user to control default value for Suppress Transfers.</p> <p>When starting to run the report, default set up as per global system option will place auto-defaults for Suppress Transfers.</p> <p><i>Configuration in:</i> 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.</p> | 5.4.119 | 227654 |
| <p>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.</p> <p><i>Access via:</i> Front Desk> Reports Menu> Guest Reports>Guest Userfields Report</p> | 5.4.125 5.4.133 | 231127 237835 |
| <p>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.</p> <p><i>Configuration in:</i> 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.</p> <p>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.</p> <p>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.</p> | 5.4.107 | 184659 |
| <p>NEW – Group Billed Report has been enhanced with a new Package Breakdown column, when Include Breakdown option is set to Y.</p> <p>The Package Breakdown will include all details other than postings from room records, resort fee, and tax codes.</p> <p><i>Access via:</i> Front Desk> Reports Menu> Group Reports> Group Billed Report> >Enter the desired group reservation and update Include Breakdown to Y.</p> | 5.4.117 | 226523 |
| <p>Improved Manager's Revenue Report generation process and now tabulates all past year revenue.</p> | 5.4.117 | 191919 |
| <p>Guest Count and Services Report under Guest Reports has been enhanced to accurately display service attached to reservations with multiple rooms.</p> | 5.4.112 | 227672 |
| <p>Market Segment Forecast report removed from all properties (designed for 1 specific property only)</p> | 5.4.120 | 215424 |
| <p>Group Billed Report now will check validity of group reservation number entered before report is generated</p> | 5.4.122 | 231819 |



| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------------------------------|
| 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 |
| 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 |
| Ensured the Guest Userfields Report will show details of fields accurately on print and CSV reports. | 5.4.161 | 253936 |
| In a single property environment with GL codes setup, ensured the Manager's Revenue Report will display all postings. | 5.4.164 | 247689 |
| Ensured rate type display is accurate on Inhouse Guest by Arrival Date report, when step inventory is in place on guest reservations. | 5.4.164 | 251937 |
| Enhanced Consolidated Proforma Report to show accurate charges when setup of Travels with, charge routing, and or charge posting is in place with Spa and Facility Bookings. | 5.4.165 | 257783 |
| Ensure Clerk Reservation and Performance Report shows number of nights correctly with variable package rates and anniversary post = N. | 5.4.166 | 260205 |
| Ensure Pro Forma Consolidated Invoice will show accurate tax amounts prior to charges being posted when charge routing rules are in place. | 5.4.172 | 264092 |
| NEW - Client profile Guest Report on all client activity to assist with compliance with Global Data Protection Regulation (GDPR) initiative. Access via: Front Desk > Profile menu > Client Profile > access client profile > Privacy menu > Guest Report | 5.4.157 | 252962 |

Accounts Receivable

| Description | Version | Incident |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>A/R Shift Report has been enhanced to have the ability of export in CSV format.</p> <p><i>Access via:</i> Accounts Receivable> Reports Menu>Select Shift Report> CSV is a newly added button for the export feature.</p> | 5.4.109 | 212824 |
| <p>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.</p> <p><i>Access via:</i> Accounts Receivable> Reports Menu> Select Aging Report>CSV is a newly added button for the export feature.</p> | 5.4.107 | 218750 |

Gift Card

| Description | Version | Incident |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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.</p> | 5.4.125 | 229481 |

Sales and Catering

| Description | Version | Incident |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------|
| <p>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.</p> <p><i>Access via:</i> 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</p> | 5.4.110 | 221858 |
| <p>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.</p> <p><i>Configuration in:</i> Sales and Catering Maintenance>Setup Menu>CASE Global Options> Allow Modified Inv Text and Allow Modified SPC Text is set to Y.</p> | 5.4.112 | 222060 222062 |

| Description | Version | Incident |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------|
| 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) <i>Access via:</i> 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 |
| Ensure Sales & Catering charges posted to Folio (in SC or FD) when transferred upto to 1 time will not be suppressed and will show on Pro Forma Consolidated Invoice report. | 5.4.162 | 251588 |
| Enhanced XML marker that sums Food and Beverage totals on merge contracts. | 5.4.161 | 255370 |
| Ensured Shared Function Rooms, when changes are made dialog message appears "shared room" warns the user and allows changes successfully. | 5.4.174 | 269160 270096 |
| Enhanced Guest ADR calculation in a multi-property environment where blocks are across multiple properties. | 5.4.175 | 269942 |

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. <i>Configuration in:</i> Spa and Activity Management Maintenance> Setup Menu> System Options> CM Guest on Rooming List is set to Y | 5.4.110 | 222626 |

| Description | Version | Incident |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------------------------|
| <p>NEW – Maximum Daily Minutes has been added, it will allow restrictions to be placed on Spa Services, that can be performed on a daily basis by Service Provider.</p> <p>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.</p> <p>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.</p> <p><i>Configuration in:</i> 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.</p> | <p>5.4.129 5.4.144</p> | <p>212055 243434</p> |
| <p>Enhanced tax and gratuity display on Spa bookings.</p> | <p>5.4.114</p> | <p>225955</p> |
| <p>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.</p> | <p>5.4.116</p> | <p>226858</p> |
| <p>Spa booking error message “Time is Outside of Spa Hour” will display when Spa bookings are on at times outside of valid service hours.</p> | <p>5.4.115</p> | <p>227034</p> |
| <p>Service Booking Entry screen will now auto assign the next available station number without user intervention.</p> | <p>5.4.116</p> | <p>226998</p> |
| <p>Enhanced non EMV swiped credit card linked to client, with previous service history, can now be copied to new bookings.</p> | <p>5.4.117</p> | <p>226848</p> |
| <p>Spa booking entry enhanced, building code is a mandatory selection in multi property environment.</p> | <p>5.4.117</p> | <p>228921</p> |
| <p>Enhanced the folio display on spa gratuities to correctly show for group member folio with Charge Routing Rules.</p> | <p>5.4.119</p> | <p>222619 229162</p> |
| <p>Enhanced Spa Cancellation Policy to display the correct total if an Add On and Gratuity are part of the fee calculations.</p> | <p>5.4.120</p> | <p>210448</p> |
| <p>Enhanced Service Package bookings, if Substitution is allowed, the substituted service will update service rate and duration according to the service setup.</p> | <p>5.4.124</p> | <p>230557</p> |
| <p>Enhanced the cursor placement to follow Mandatory Fields on the Service Booking Entry screen.</p> | <p>5.4.122</p> | <p>231461</p> |
| <p>NEW – Professional Stock has been added to allow tracking of Back Bar used products, consumed over a user defined time period.</p> <p>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.</p> <p>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.</p> | <p>5.4.127 5.4.125</p> | <p>230022 232182</p> |

| <p><i>Professional Stock continued...</i></p> <p>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.</p> <p><i>Configuration in:</i> 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).</p> <p>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</p> <p>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).</p> <p>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).</p> | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------------------------|
| Description | Version | Incident |
| 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 |
| 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 |

| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| 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 |
| Ensured when Recur Rapid Function is used to book reoccurring spa bookings, maestro will not allow overlapping bookings. | 5.4.161 | 251186 |
| Ensured when Swap Rapid Function is used to allow swap to available room/stations, otherwise if not available, do not complete swap. | 5.4.161 | 255315 |
| Enhanced the Spa Booking – Batch Process to not encounter an ODBC error. | 5.4.165 | 259352 |
| Enhanced the Full Day Services by Day and Full Day Providers Bookings screen to show entire day with Time Intervals appropriately | 5.4.165 | 259480 |
| Enhanced Service Provider Schedule, when adding setup for default room, can exit screen easily. | 5.4.166 | 260195 |
| Ensured same client code for spa booking and facility booking can be used as long as activity or treatment do not overlap. | 5.4.167 | 261372 |
| Ensured spa itinerary section of the email confirmation will show all spa and facility bookings if there are multiple bookings in a day for the guest name and or additional name of the attached front desk guest reservation. | 5.4.175 | 268554 |

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 |

| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------|
| 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 |
| 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 |
| Ensure accurate client profile age, height and weight is displayed in Facility Booking and Facility Booking Info and Summary Screens. | 5.4.165 | 258947 |
| Ensured facility booking with a zero rate will show Quantity and Participant Name with or without client code accurately when retrieved from Rapid Search – Guest, Rapid Search – Facility, and Facility Inquiry screens. Also, ensured Client Code is passed to Facility Booking entry screen. | 5.4.172 | 267007 268301 |

Member

| Description | Version | Incident |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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)</p> <p>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</p> <p><i>Configuration in:</i> Global Maintenance> Setup Menu>Global System Options Maintenance> 725 is set to Y</p> | 5.4.125 | 232378 |
| <p>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</p> <p>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.</p> <p>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.</p> <p><i>Configuration in:</i> Allow Member Account Number in EFT Global Maintenance> Setup Menu>Global System Options Maintenance> Page down to 729 and update Data to Y.</p> | 5.4.126 | 233525 |

| <p><i>EFT Direct Debit continued...</i></p> <p>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.</p> <p>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.</p> | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------|
| Description | Version | Incident |
| 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 |
| 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 |
| Enhanced Membership Reporting to display total number of members at bottom of report. | 5.4.161 | 255058 |
| Enhanced Secondary Member fields to auto sync with Primary Member setup upon changes. Lock fields based on Member Status and unlock Join/Expiry Date on secondary members. | 5.4.161 | 255193 |
| <p>NEW – (R)eport (Fix) Secondary Member Profiles to update secondary profiles with setup details matching with primary member profiles. Fields that should be synced from Primary to Secondary include: Member Status, Account Number, Member Type Code, Member Group, Discount Type, Minimum Code, Credit Limit, Late Payments, Daily Statements, Invoice Copies, Automatic Apply. The Join/Expiry Date may also update only if Secondary Member Join and Expiry Date is blank, otherwise each profile is unique. The Fix will always take the Primary Setup and copy over to Secondary member profiles. Report mode will provide member profiles that will be affected before running the Fix mode.</p> <p>Access via: Global Maintenance > System > Support > Fix Secondary Member Profiles.</p> | 5.4.163 | 257219 |
| Ensured Member EFT process will distribute to secondary member balance accounts if needed to balance and close folios. | 5.4.167 | 259707 |

Owner

| Description | Version | Incident |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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.</p> <p><i>Access via:</i> 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).</p> | 5.4.101 | 209237 |
| Enhanced owner statement can still be exported in HTML format to support third party owner statement upload. | 5.4.112 | 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 |
| <p>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.</p> <p><i>Access via:</i> Owner Management>Owner Profile Menu> Page Down or look up (F8) current owner profile> Window Menu>Owner Units>Window Menu>Sell Owner Unit.</p> | 5.4.130 | 236109 |
| <p>Enhanced the Timeshare/Condo Stay History will display Room Revenue accurately.</p> <p><i>Access via:</i> 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.</p> | 5.4.124 | 229527 |
| 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 |

| Description | Version | Incident |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------|
| Enhanced owner reservation commission calculation to compute correctly with only room records setup. | 5.4.159 | 253490 |
| Enhanced Owner ResWave Owner Reservations display to show list of reservations that are assigned to unit and Last Name will display "Guest" or "Last Name" of each listing depending on the global system option selection. <i>Configuration in:</i> Owner Management Maintenance> Setup Menu>Global Setup> Owner Portal name by (C)lient or (G)uest Type C = Client Code, where only reservations that match the owner client code, Last Name will appear. All other reservations will display as "Guest". G = Guest Type, where only reservations that match the owner guest type, Last name will appear. All other reservations will display as "Guest". | 5.4.178 | 299660 300711 |

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. <i>Access via:</i> 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. <i>Configuration in:</i> 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. <i>Access via:</i> 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 |
| Ensured receipt print marker for total amount charged prints accurately. | 5.4.162 | 256806 |
| Enhanced POS settlement screen to not post anything until payment method is selected and processed successfully, otherwise cancel transaction appropriately. | 5.4.166 | 259891 |

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... <i>Configuration in:</i> 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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
| <p>NEW – Ability to access ELEARNING QRG documents from corresponding Maestro screens given live.ini file is setup.</p> <p>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.</p> <p><i>Configuration in:</i> 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/</p> | 5.4.112 | 224240 |
| <p>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.</p> <p><i>Configuration in:</i> Global Maintenance>Setup Menu> Global System Options Maintenance> Page down to System option 696 and update Data to Y.</p> | 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 |
| <p>When using a Cancellation/Modification Policy, the configured currency symbol displays on prompt to continue with policy.</p> <p><i>Configuration in:</i> Global Maintenance>Setup Menu>Global System Options Maintenance>Page down to System Option 586, update Data to the desired currency symbol.</p> | 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 |
| <p>Expand the number of properties allow on display when lookup (F8) on Property Code in Hotels-Properties.</p> <p><i>Access via:</i> Global Maintenance>Codes Menu>Hotels-Properties >Lookup(F8) on Property Code field.</p> | 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 |

| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------|
| 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. <i>Configuration in:</i> 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 |
| 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 as well as backdate configurations. Also, in multi-property environment, the reservation inventory property will be used to post tax audit adjustments rather than use audit property code. | 5.4.160 5.4.163 5.4.167 | 252830 257977 259094 |
| 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. <i>Configuration in:</i> 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 |

| Description | Version | Incident |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------|
| 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. <i>Configuration in:</i> 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 |
| 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 |
| Ensured all Spa Service types will upload correctly even if some Services between listings in ResWave setup are missing complete Service setup from Spa side. | 5.4.172 | 268763 |
| Ensured maestro suite types will show correct availability on ResWave when setup to display/not display room numbers. | 5.4.177 | 272581 |



Maestro Web

| Description | Version | Incident |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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.</p> <p><i>Configuration in:</i> Config.xml, <maxMaestroReportPages>"enter max page number here" </maxMaestroReportPages> - Please call Maestro Support for assistance.</p> | 5.4.129 | 235250 |
| Description | Version | Incident |
| <p>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".</p> <p><i>Configuration in:</i> 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</p> | 5.4.129 | 235447 |
| Ensured odtTemp directory file is part of the Maestro Web Build. | 5.4.144 | 243303 |
| Ensured dates in multiple maestro screens will not default to 00/00/00#0, including Additional Names DOB, Personal Information DOB, and Work Order Inspection and Completion date to name a few. | 5.4.177 | 269772 |

Maestro Mobile App

| Description | Version | Incident |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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.</p> <p>Setup is a schedule task, where digital registration card can be customized based on property needs. Please call Maestro Support for assistance.</p> | 5.4.097 | 210421 |
| <p>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.</p> <p><i>Configuration in:</i> Workstation ini or server ini file - Please call Maestro Support for assistance. [pcservicesserver] user pcserve</p> | 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 |



| Description | Version | Incident |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------|
| 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. <i>Configuration in:</i> 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. <i>Configuration in:</i> 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. <i>Configuration in:</i> Front Desk Maintenance> Interface Menu>PBX Interfaces Setup>Select Hitachi> Update Tty LRC Checking to N. | 5.4.126 | 234065 |
| 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. <i>Configuration in:</i> 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 |

| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------|
| 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 GDS interface upload messages to follow flag for "Rates are Tax Inclusive". | 5.4.174 | 269029 |
| 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 |
| Enhanced Synxis interface message files to use description "AmountAfterTax" when inclusive or VAT tax setup is in place. <i>Configuration in:</i> 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 |

| Description | Version | Incident |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
| <p>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.</p> <p><i>Configuration in:</i> 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.</p> | 5.4.142 | 241861 |
| <p>Enhanced Travel Click GDS interface with group reservations that migrate into maestro, source and sub source of business will auto fill if configured.</p> <p><i>Configuration in:</i> Front Desk Maintenance> Setup> Group Master to Group Members> Copy Source / Sub Source is set to a Y</p> | 5.4.142 | 242031 |
| <p>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.</p> | 5.4.144 | 243467 |
| <p>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.</p> | 5.4.146 | 232035 |
| <p>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.</p> | 5.4.148 5.4.154 | 247310 250914 |
| <p>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.</p> | 5.4.154 | 244117 |
| <p>Enhanced Shift 4 processor for manually entered credit cards with AVS/CVV numbers entered, when authorise / post payment log shows “Keyed” not “Swiped”.</p> | 5.4.154 | 250179 |
| <p>Enhanced display authorization screen to show accurate credit card type when using Shift 4 processor and swiping incorrectly chosen card type in EMV device.</p> | 5.4.158 | 247702 |
| <p>POS posting error when the check has exceeded maestro limit during posting.</p> | 5.4.158 | 253460 |
| <p>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.</p> | 5.4.160 | 253515 |
| <p>PMS Connect GDS interface requires group reservation to send last stay date rather than departure date.</p> | 5.4.163 | 253207 |
| <p>Enhanced GDS interface to include Cipher Key.</p> | 5.4.164 | 257852 |
| <p>Ensured GDS interface reservations migrate with inventory when “GDS availability overrides hotel availability”</p> | 5.4.165 | 259281 |
| <p>Enhanced Sonifi movie interface to process express checkout messages.</p> | 5.4.165 | 259297 |
| <p>Enhanced credit card encryption when returned from Fusebox credit card processor.</p> | 5.4.165 | 259309 |
| <p>Ensure POS interface can post to Sales & Catering Folio.</p> <p><i>Configuration in:</i> Global Maintenance>Setup Menu> Global System Options Maintenance> Page down to System option 753 and update Data to Y</p> | 5.4.166 | 260721 |
| <p>Enhanced Experian QAS to allow display of picklist with more than 200 characters.</p> | 5.4.167 | 261983 |



Crystal Report

| Description | Version | Incident |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| <p>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.</p> <p><i>Configuration in:</i> 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.</p> <p>Global Maintenance> System Menu>User Forms Maintenance> update the View field with "X" on desired crystal report.</p> <p>Front Desk Maintenance> Forms Menu> Crystal Report Defaults> enter "X" in the Preview column on the desired crystal report.</p> <p>(All modules Third-Party Reports Defaults - Please call Maestro Support for assistance).</p> | 5.4.117 | 227076 |
| <p>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.</p> <p><i>Report Name:</i> resByRoomCode.rpt</p> | 5.4.130 | |
| <p>Sales and Catering Contact report has been enhanced, it will now display an additional prompt to allow report to include/exclude Inactive client contacts.</p> <p><i>Report Name:</i> sccontact.rpt</p> | | 237162 |
| <p>Daily Schedule report has been enhanced to show the status of the booking when listed in Sales and Catering.</p> <p><i>Report Name:</i> dailyschd.rpt</p> | | 239004 |
| <p>Facilities report is now enhanced with criteria if asked to include email address the report will now display the participants email address.</p> <p><i>Report Name:</i> facilities.rpt</p> | | 239817 |
| <p>Sales and Catering Contact report has been enhanced to include parameter to select a state/province.</p> <p><i>Report Name:</i> SCContacts_allcon.rpt & SCContacts.rpt</p> | | 240369 |
| <p>Member Profile List has been enhanced to include member minimum code.</p> <p><i>Report Name:</i> cm_memprofile.rpt</p> | | 241066 |
| <p>Reservation Activity Log has been enhanced to include parameter to select a clerk code.</p> <p><i>Report Name:</i>reservationActivity.rpt</p> | | 241048 |
| <p>Group Roster Report has been enhanced to include event name.</p> <p><i>Report Name:</i>grproster2013.rpt</p> | | 242792 |

| 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 |
| Group cutoff report enhanced to exclude group reservations that do not have a building code or block records for the property running the report. Report Name: cutoffs.rpt | | 256316 |

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 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Front Desk | | |
| Front Desk Dashboard was enhanced with speed improvements. Drill downs for fields in Re-Calc Status section specifically for VIP Inhouse/Arrng, Cutoff Groups, No Inventory and Unassigned, are not populating a list of detailed reservations affected in each respective category. | 5.4.168 | 274883 300146 |
| Booking Facility from a front desk reservation or in Facility Availability, when in Booking Information and Summary screen, type in a guest name that is not associated with client code and enter through, the participant name does not get passed to Facility booking screen. Occurs in setup for facility type and code have default and guest rates, however the Weekly schedule has no guest type defined. | 5.4.168 | 269353 |
| 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 |
| 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". This is for Enter key, Tab and Arrow right keyboard actions. | 5.4.146 | 245771 |
| Analytic view database table is not associating a building code accurately to revenue for past. | 5.4.153 | 241117 |
| Daily Balance Check Report not handling inter-property transfers accurately. | 5.4.158 | 252113 |
| Sales and Catering | | |
| ODT merge is causing program to crash when invalid characters in Name, address, city, state on client profile. | 5.4.153 | 249645 |
| Spa and Activities | | |
| 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 |
| Member | | |
| Member EFT process does not consider partial settlement causing discrepancy postings to folio. | 5.4.167 | 259327 |
| Owner | | |
| Owner Statement Summary report with remit by property is not showing owners who own multiple units. | 5.4.149 | 248255 |
| Owners check production remittance numbers with EFT remittance numbers post incorrect amounts. | 5.4.154 | 251593 |
| Cannot delete unit from owner profile in a single property database environment. | 5.4.158 | 253480 |
| Owner Check markers <chk_hed.country_code> and <chk_hed.country_name> not pulling correct country name and codes. | 5.4.167 | 261644 |
| Ensured Owner commissions processing is following Remittance By Type flag for owner and for property. Flag set to Remittance By Type = Unit is accurately processing data. | 5.4.173 | 268977 |



| Description | Reported Version | Incident |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------|
| Loyalty | | |
| Enhanced Loyalty emails to follow language specific setup from client profile. | 5.4.178 | 272742 |
| Ensured newly created loyalty registrations will check first and last name as well as email address before creating new client profile with loyalty id. | 5.4.178 | 300710 |
| ResWave | | |
| 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 |
| ResWave daily amount does not display dates, during start of routine for availability. Also, policy code text not displaying for group reservations made within ResWave. Ensure policy code displays when rates are setup as seasons. | 5.4.165 5.4.166 5.4.166 | 259204 260054 260248 |
| Ensured ResWave when using Rate Type Group as Promo Codes will show correct rates and availability. | 5.4.178 | 300942 |
| Ensured ResWave rate type policy show one time when group reservation has a priority and special rate in place. | 5.4.178 | 301039 |
| Maestro Mobile App | | |
| 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 |
| Interfaces | | |
| 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 |
| 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 |
| 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 |
| 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 |

| Description | Reported Version | Incident |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----------------------------|
| 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 |
| New iDeas revenue management systems interface 1-way format. Ensure the routine will send availability last rather than first. Cleanup configuration screen by allowing mixed case usernames/passwords, edit directory names on-screen. Alter the send of reservations for more than a year to prevent retrigger of a long history send rather require a reservation start date not to be empty. Resend Group records whenever add or remove reservations as well as send zero block dates for group start and end dates. | 5.4.158 5.4.160 5.4.161 5.4.163 5.4.165 | 253254 254886 257990 |
| Enhanced GDS interface to not support SSLv3, TLS 1.0, TLS1.1 and 128-bit ciphers. | 5.4.158 | 253626 |
| 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 |
| 2-way enhanced iHotelier (PMS Connect) interface upload send comments as Guestviewable='0' (false) and Name='Reservation'. | 5.4.161 | 256106 |
| Enhanced Squirrel POS interface to post to permanent AR accounts. | 5.4.162 | 256336 |
| Enhance Corporate Export (CE), performance and new table added for folio header. Also, added voucher number details from folios to be sent. | 5.4.165 | 253667 259055 259121 |
| GDS Interface messages send all capitals "RESERVATION". | 5.4.167 | 261581 |
| Kiosk interface using run of house room type is returning an error. | 5.4.167 | 261850 |
| Genomi interface sends client information with zero client code if reservation is created with no name and left incomplete for a certain time. | 5.4.167 | 262115 |
| Corporate Export in multi-property environment is not validating new property additions. Also, in interface screen, show listing of all properties. | 5.4.172 | 267495 |
| Enhanced GDS interface Travel Tripper, send messages once during a reservation cycle and ensured accurate messages for sharers are sent. | 5.4.172 | 267908 |
| Enhanced Delphi interface to properly escape the BookingDetails.Name in response messages, as well as do not send partial availability messages for past dates. | 5.4.172 | 268432 268447 |
| Ensured GDS interface will return modification message on valid reservations if "Restrict Mod. If Room Assigned" flag is set to Y. Do not send on all modification messages. | 5.4.173 | 266240 |
| Ensured GDS interface will upload accurate amounts for variable packages with extra person factoring and yield restrictions if in place. | 5.4.173 | 269243 |
| Ensured Kiosk interface will return correct message when a run of house room type is successfully assigned to reservation. | 5.4.174 | 261851 |
| Ensured revenue management interface for iDeas trace log files will purge as per configuration. | 5.4.177 | 299419 |
| Ensured revenue management interface for Rainmaker can accept and process recommendations. | 5.4.177 | 299712 |