

# Maestro Condo Owner Management

Maestro's Condo Owner Management module provides unique features to accommodate the needs of Maestro users who need to manage Condo owners in their day-to-day operations. Recognizing that Timeshare and Condominium each have their own specific requirements, the Maestro Condo Owner Management module is designed to streamline the operations for this specific functionality. From Owner Reservations to Accounting, the Condo Owner Management module allows users quick and easy access to owner data.

An automated process creates reservations for owners based on their intervals and holds inventory so that the owners units are not available for rent until the owner has approved the rental. Owners will have reservations created for their use if they choose not to place their unit(s) in a rental pool.

There are functions that allow entry of owners, owner text and units. Users are also able to Activate, Inactivate and Lockout owners. For each of these options there are historical text windows that allow entry of information relating to any of the functions performed. Maintenance windows allow setup of the global owner management options and owner reservation status codes. These help to make this module robust and flexible.

## Features

- Allow owner information to be easily retrieved from virtually anywhere in the system.
- Room space chart highlights owned units so they are easily identified.
- Ability to mark units as available for rent.
- Reports all of the rented revenue to the G/L system.
- Rental revenue for owners is automatically calculated for reservations moving between individually owned units.
- A supervisory controlled system setting will dictate whether the system is running condo management software.
- Lockout status for owners. This is to allow the operator to lockout an owner from checking in because their account is not in good standing. Allow operator to enter text associated with each lockout. This text appears on the check-in screen when the owner attempts to check-in.
- Owner historical text view. A window from owner maintenance shows the activity related to activating, inactivating and locking out owners. This is the text that is associated with each one for display only.
- Segregated unresolved check-ins by non-owner and owner.
- Allow operator to indicate whether housekeeping is billable or not to the owner. As well allow the operators to enter housekeeping notes directly for special arrangements made with the owner.
- Authorization level for changing reservations for owners. This allows only certain operators to change the reservation for an owner. This level of authorization will prevent unauthorized users from being able to change the following fields: Arrival or Departure dates, Room number, Guest name, and Guest type
- Online web booking for condo owners including statement review.

## 20+ INTEGRATED MODULES ON A SINGLE DATABASE

- ◆ Front Office (PMS)
- ◆ Sales & Catering
- ◆ Yield Management
- ◆ 2-Way GDS Integration
- ◆ Real-Time Web Booking Engine
- ◆ Multi-Property Management
- ◆ Condo & Timeshare
- ◆ Retail & Fine Dining POS
- ◆ Table Reservation
- ◆ Analytics & BI
- ◆ Spa & Activities
- ◆ Central Reservations
- ◆ Work Order
- ◆ CRM
- ◆ Gift Card & Loyalty
- ◆ Membership
- ◆ Concierge
- ◆ Housekeeping
- ◆ Golf Management
- ◆ Guest Experience Measurement
- ◆ eMarketing

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The screenshot displays three overlapping windows from the Maestro PMS software:

- Owner Statement:** Shows a summary of activity for a client, including dates and amounts.
- Owner Profile [Window] - Northwind Resort:** Displays client information such as Client Code (4905), Owner Status (Active), Personal Title (CONDO), and Building (M7). It also shows an Outstanding balance of -\$50.00.
- Owner Units [Window] - Northwind Resort:** Provides detailed information for a specific unit, including Client Code (4905), Mark Kelly, Address 1 (1), and various unit details like Status Code (A), Timeshare Type (COND), and Building (DLX).



# Maestro Timeshare Owner Management

Maestro's Timeshare Owner Management module provides unique features to accommodate the needs of Maestro users who need to manage Timeshare and Fractional owners in their day-to-day operations. Recognizing that Timeshare and Condominium each have their own specific requirements, the Maestro Timeshare Owner Management module is designed to streamline the operations for this specific functionality.

From Owner Reservations to Accounting, the Timeshare Owner Management module allows users quick and easy access to owner data. An automated process creates reservations for owners based on their ownership intervals and holds inventory so that the owners units are not available for rent until the owner has approved the rental. Owners will have reservations created for their use if they choose not to place their unit(s) in a rental pool.

There are functions that allow entry of owners, owner text and units. Users are also able to Activate, Inactivate and Lockout owners. For each of these options there are historical text windows that allow entry of information relating to any of the functions performed.

Maintenance windows allow setup of the global owner management options, interval codes, interval calendar and owner reservation status codes. These help to make this module robust and flexible.

## Features

- Allow owner information to be easily retrieved from virtually anywhere in the system.
- Room space chart highlights owned units so they are easily identified.
- Ability to mark units as available for rent.
- Includes the ability for units to be rented for all or part of the owner's time.
- Reports all of the rented revenue to the G/L system.
- For reservations moving between individually owned units, rental revenue for each owner is automatically calculated.
- A supervisory controlled system setting will dictate whether the system is running timeshare management software.
- Lockout status for owners. This is to allow the operator to lockout an owner from checking in if their account is not in good standing. Allow operator to enter text associated with each lockout. This text appears on the check-in screen when the owner attempts to check-in.
- Owner historical text view. A window from owner maintenance shows the activity related to activating, inactivating and locking out owners.
- Segregated unresolved check-ins by non-owner and owner.
- Allow operator to indicate whether housekeeping is billable or not to the owner. As well allow the operators to enter housekeeping notes directly for special arrangements made with the owner.
- Ability to maintain multiple owners per unit, through interval ownership, and multiple units per owner.
- Interval time periods can start on any day of the week.
- Authorization level for changing reservations for owners. This allows only certain operators to change the reservation for an owner guest. This level of authorization will prevent certain users from being able to change the following fields:
  - ⇒ Arrival or Departure dates
  - ⇒ Room number
  - ⇒ Guest name
  - ⇒ Guest type

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# Maestro Timeshare Owner Management

## Features (continued)

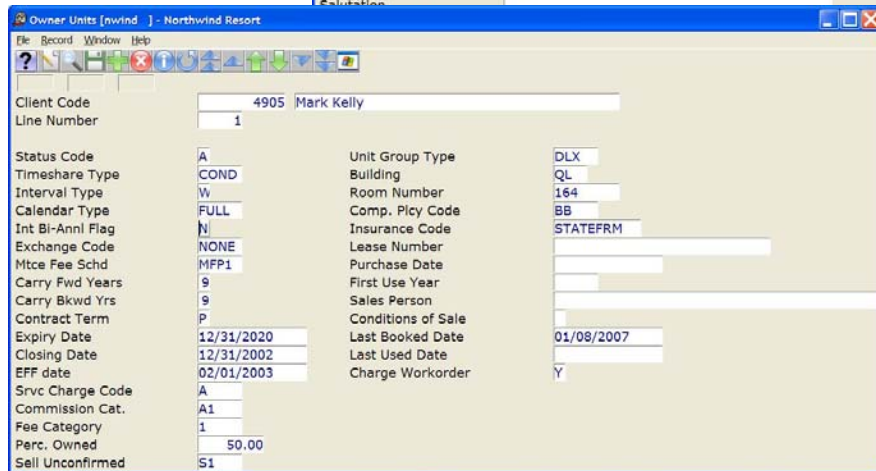
- Allow operator to quickly and easily indicate what the owner will be doing with their unit for their time interval. Options are user-defined. Some examples could be:
  - ⇒ Owner using unit
  - ⇒ Guest using unit
  - ⇒ Exchanged through RCI or Interval International
  - ⇒ Belonging to a 'Rental Pool' and available for re-rent
  - ⇒ Owner not coming but does not want unit in 'Rental Pool'
- Ownership intervals done in a user-defined manner. Some examples could be:
  - ⇒ Fixed weekly shares
  - ⇒ Monthly shares
  - ⇒ Quarter-shares
  - ⇒ Fifth-shares
  - ⇒ And any combination
- Fractional assignment is accomplished through the entry of a time interval calendar. A function exists that allows the operator to quickly enter the date ranges for the individual time intervals.
- Allows mix of non-ownership and ownership rooms within one building and also mix of different time intervals within one building.
- Automatically holds inventory for owners up to any number of years in the future based on the interval ownership calendar and a system flag indicating the number of years to hold inventory.
- Handles exchange time reservations by easily allowing the name to be changed in the reservation screen.
- Allow ability to inactivate an owner. This feature also has an automatic text window allowing the user to key in information regarding the inactivation of this owner.
- User has the ability to activate an owner. This feature also has the automatic window pop-up allowing the user to key in information pertaining to this activation.
- Supports deadline dates for notification to resort that owner is joining rental pool. If owner response is past due an available report reveals which owners responses are overdue.
- Automatically hold inventory to cover when an owner checks out prematurely for the remainder of their stay.

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Client Code	4905 Mark Kelly		
Line Number	1		
Status Code	A	Unit Group Type	DLX
Timeshare Type	COND	Building	QL
Interval Type	W	Room Number	164
Calendar Type	FULL	Comp. Ply Code	BB
Int BI-Annl Flag	N	Insurance Code	STATEFRM
Exchange Code	NONE	Lease Number	
Mtce Fee Schd	MFP1	Purchase Date	
Carry Fwd Yrs	9	First Use Year	
Carry Bkwd Yrs	9	Sales Person	
Contract Term	P	Conditions of Sale	
Expiry Date	12/31/2020	Last Booked Date	01/08/2007
Closing Date	12/31/2002	Last Used Date	
EFF date	02/01/2003	Charge Workorder	Y
Svc Charge Code	A		
Commission Cat.	A1		
Fee Category	1		
Parc. Owned	50.00		
Sell Unconfirmed	S1		