



Work Order Management

Quick Reference Guide

Overview

The Maestro Work Order module allows users to schedule and track work order activities and status, and to generate maintenance request forms. The Work Order module is fully integrated with Maestro's Front Office and Timeshare/Condo modules. Room status can be set off market directly from the Work Order Request Information screen. Additionally, owner accounts can be direct billed for Work Order entries. Highlights Include:

- Ability to categorize work orders into user defined groupings
- Ability to issue one work order to cover multiple rooms
- Update room service history globally by range of rooms
- Ability to track costs of materials used
- Ability to generate cost analysis reports

Work Order Management

Work Order Access

To access existing Work Orders or to create new ones the user must log in to the Work Order Management Module and access the Main menu, then select Work Order Request Information.

Viewing Work Order Entries

To search for a work order, an F8 Lookup can be performed in the Work Order field on the Work Order Request Information screen to access the Work Order Search Screen.

Work Order Search [nwind] - Northwind Hotel & Conf Center

File Record Help

Work Order

Building / Area

Category

Status

Trade Type

Request Date

Desired Completion Between

Completed Between

Exclude Completed

Level Of Urgency

Problem Type

Mailbox

Inspection Date

And

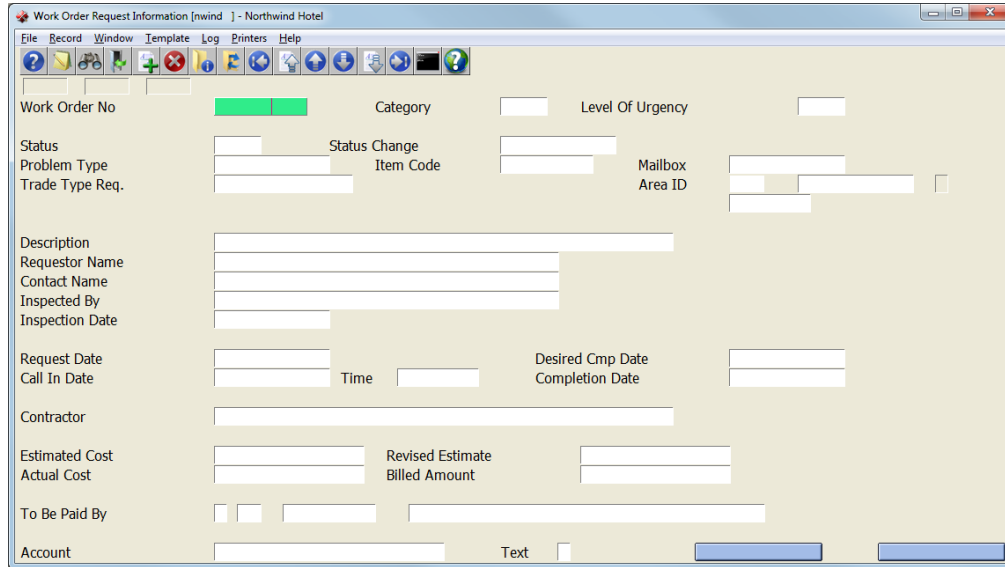
And

Excl. Not Complete

Search Cancel

Creating New Work Order Entries

From the Work Order Request Information screen, press the F6 to create a new work order. Prior to filling out the Work Order description or Area, the user must key in the mandatory fields as outlined in the sections for each field on the Work Order Request Information screen. Each of these fields can be filled in using the F8 Lookup option to select from preconfigured lists. In addition to providing information about the nature of the Work Order, these fields also allow the Work Order Report to be filtered appropriately.

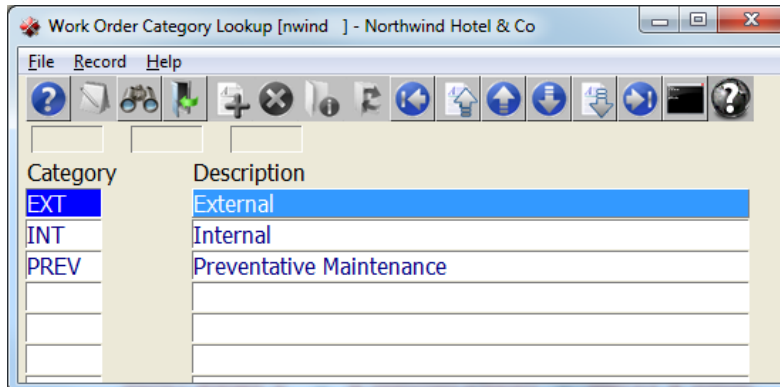


The screenshot shows the 'Work Order Request Information' window for 'Northwind Hotel'. It contains various input fields for creating a new work order. The fields are organized as follows:

- Top Row:** Work Order No. (with a green bar), Category, Level Of Urgency.
- Status Section:** Status, Status Change, Problem Type, Item Code, Mailbox, Trade Type Req., Area ID.
- Description Section:** Description, Requestor Name, Contact Name, Inspected By, Inspection Date.
- Date Section:** Request Date, Call In Date, Time, Desired Cmp Date, Completion Date.
- Contractor:** Contractor.
- Cost Section:** Estimated Cost, Revised Estimate, Actual Cost, Billed Amount.
- To Be Paid By:** To Be Paid By.
- Account:** Account, Text.

Category

User-defined options that allow the Work Orders entered into the system to be prioritized based upon category. Management can then statistically track maintenance issues to identify trends.

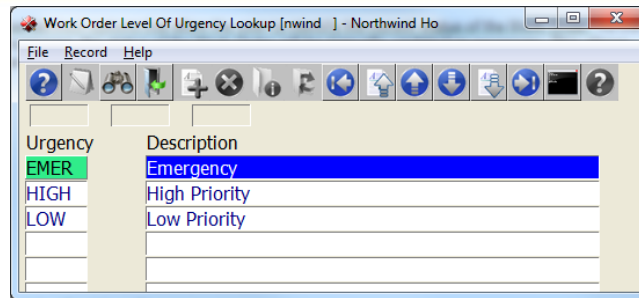


The screenshot shows the 'Work Order Category Lookup' window for 'Northwind Hotel & Co'. It displays a list of categories and their descriptions:

Category	Description
EXT	External
INT	Internal
PREV	Preventative Maintenance

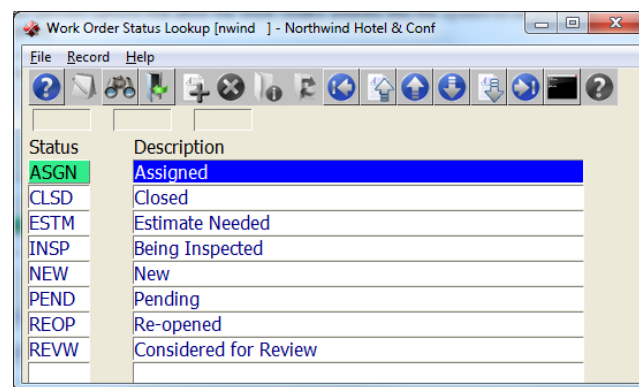
Level of Urgency

User-defined options that allow the Work Orders entered into the system to be prioritized based upon urgency.



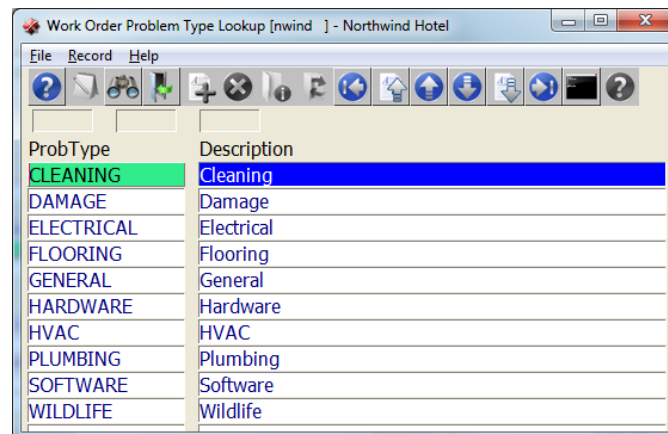
Status

User-defined options that allow the user to identify the current status of the Work Order. As the work progresses, the status of the Work Order will be manually updated as necessary. This allows management to track the status of specific Work Orders or generate reports based upon that status.



Problem Type

User-defined options that allow the user to identify the type of issue requiring maintenance. Management can then statistically track maintenance issues to identify trends.



Trade Type Required

User-defined field that allows the user to identify the required skill set and associated trade. Whether an internal employee or an external contractor, the hourly rate can be entered in order to calculate estimates and costs for maintenance work. Additionally, management can generate reports by trade type to identify trends in maintenance issues.

Work Order Trade Type Lookup [nwind] - Northwind Hotel & Conf Ce

Trd Type	Description	Hourly Rate
CONTRACTOR	Contractor	50.00
ELECTRIC	Electrician	75.00
EXTERMINATOR	Exterminator	60.00
INTERNAL	Internal	
MAINT	Maintenance	
PLUMBER	Plumber	100.00

Desired Completion Date

As suggested, this field represents the desired completion date of the Work Order and allows management to track status. F8 to access the Calendar function to complete this field, if desired.

Inventory Item Lookup

User-defined field which allows the user to associate a physical inventory item with the Work Order for reporting and tracking purposes.

Inventory Item Lookup [nwind] - Northwind Hotel & Conf Ce

Item	Description
BED	Bed
BEDFR	Bed Frame
BULB	Light Bulbs
CHAIR	Chair
DESK	Desk
DOOR	Door
FAUCET	Faucet
HEADBD	Head Board
HVAC	HVAC
KITCHEN	Kitchen
LAMP	Lamp
NIGHT	Night Stand
WIRE	Wires

Mailbox

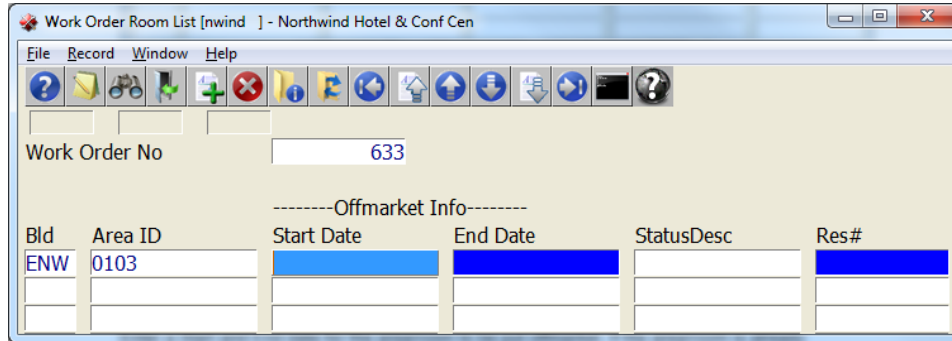
This field allows the user to key in the name, ID, or initials of the individual who will be assigned to this Work Order. This will appear on the Work Order request form. This field may be left blank if the Work Order has not yet been assigned.

Mail Box Lookup [nwind] - Northwind Hotel & Conf Center

Mailbox	Recipient Name	Phone Number	Email Address
MAINT1	Mike	Radio 1	
MAINT2	Andrew	Radio 2	
MAINT3	Jorge	Radio 3	
MAINT4	Le-Ann	Radio 4	
MAINT5	Thomas	Radio 5	
MAINTMGR	Patrick	Ext 2000	

Area ID

The area ID is the room(s), common area(s), or meeting room(s) for which the Work Order has been created. To assign one or more Area IDs, Use the F5 Drilldown option to display the room order room list. Enter a building and Area ID. An F8 Lookup can be used to select a guest room, meeting room, or a non-meeting room (public area)



Work Order Room List [nwind] - Northwind Hotel & Conf Cen

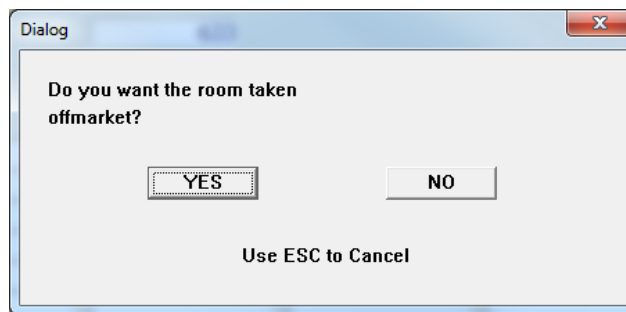
File Record Window Help

Work Order No 633

-----Offmarket Info-----

Bld	Area ID	Start Date	End Date	StatusDesc	Res#
ENW	0103				

If the room should be made offmarket, select YES to take the room offmarket. If the Guest Bedroom is not to be made offmarket, select NO and skip the following steps.



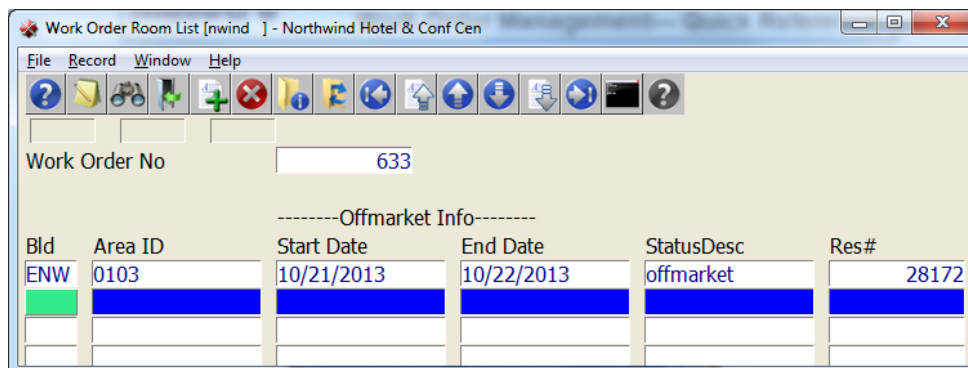
Dialog

Do you want the room taken offmarket?

YES NO

Use ESC to Cancel

Enter a Start and End date for the area/room to be put offmarket. If the area/room is already reserved during this time, Maestro will prompt the user to investigate this booking.



Work Order Room List [nwind] - Northwind Hotel & Conf Cen

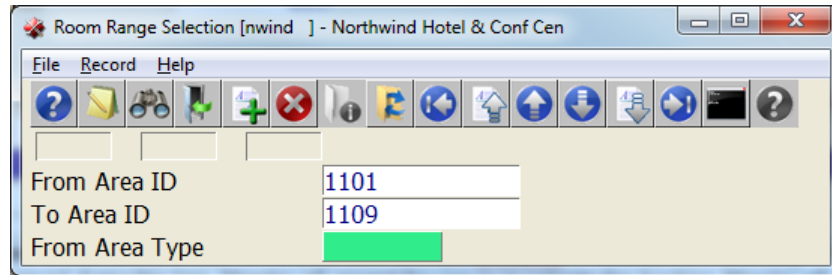
File Record Window Help

Work Order No 633

-----Offmarket Info-----

Bld	Area ID	Start Date	End Date	StatusDesc	Res#
ENW	0103	10/21/2013	10/22/2013	offmarket	28172

A list of rooms may be entered from the Work Order Room List, allowing the user to put multiple rooms offmarket from a single Work Order. Alternatively, the user may put a range of room off market, for example an entire wing or floor, by selecting Enter Room Range from the Window menu.



Room Range Selection [nwind] - Northwind Hotel & Conf Cen

File Record Help

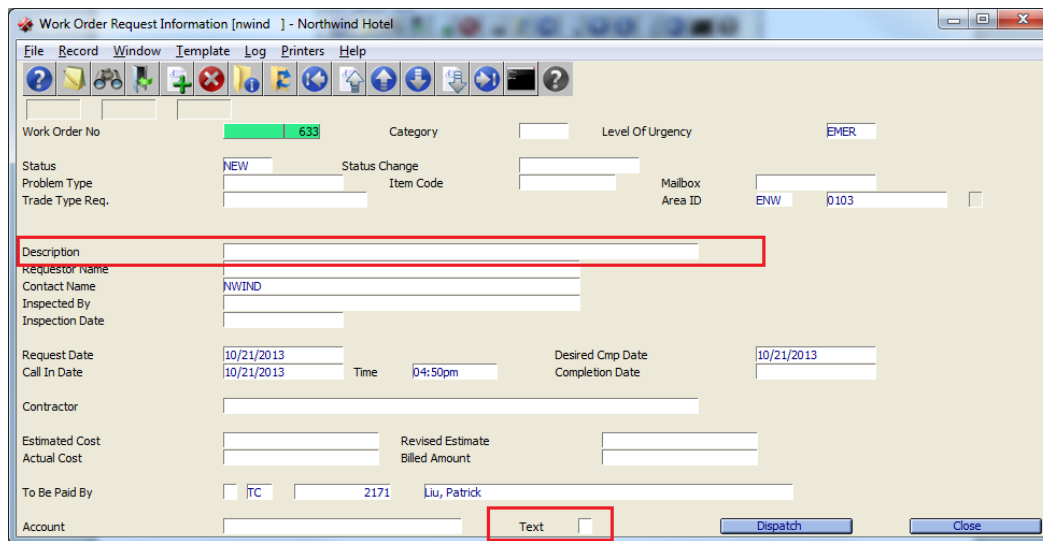
From Area ID 1101

To Area ID 1109

From Area Type

Work Order Description & Text

Next, Enter a Work Order Description (max. 40 characters) and text. To enter text, place the cursor in the text field and press F5 to access the Work Order Text.



Work Order Request Information [nwind] - Northwind Hotel

File Record Window Template Log Printers Help

Work Order No 633 Category Level Of Urgency EMER

Status NEW Status Change

Problem Type Item Code Mailbox Area ID ENW 0103

Trade Type Req.

Description

Requester Name

Contact Name NWIND

Inspected By

Inspection Date

Request Date 10/21/2013 Time 04:50pm Desired Cmp Date 10/21/2013

Call In Date 10/21/2013 Completion Date

Contractor

Estimated Cost Revised Estimate

Actual Cost Billed Amount

To Be Paid By ☐ TFC 2171 Liu, Patrick

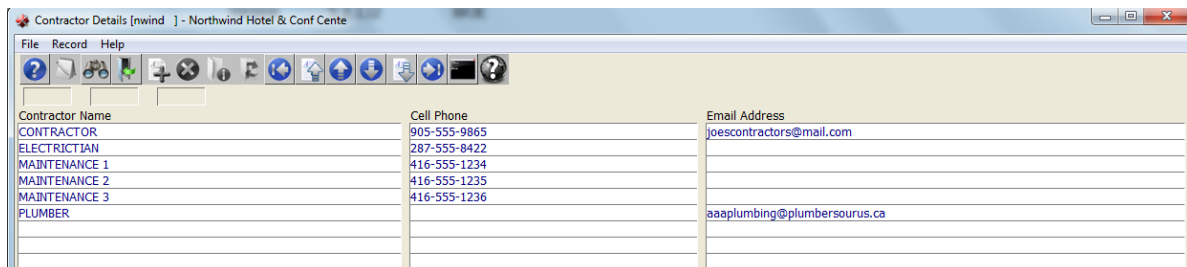
Account

Text ☐

Dispatch Close

Contractor

The contractor field can be used for assigning a contractor to the work order. An F8 Lookup can be performed on the Contractor field. Select the contractor and press Enter.

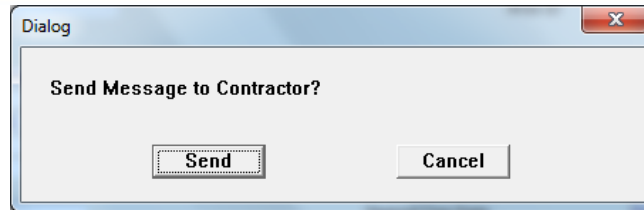


Contractor Details [nwind] - Northwind Hotel & Conf Centre

File Record Help

Contractor Name	Cell Phone	Email Address
CONTRACTOR	905-555-9865	joescontractors@mail.com
ELECTRICIAN	287-555-8422	
MAINTENANCE 1	416-555-1234	
MAINTENANCE 2	416-555-1235	
MAINTENANCE 3	416-555-1236	
PLUMBER		aaaplumbing@plumbersourus.ca

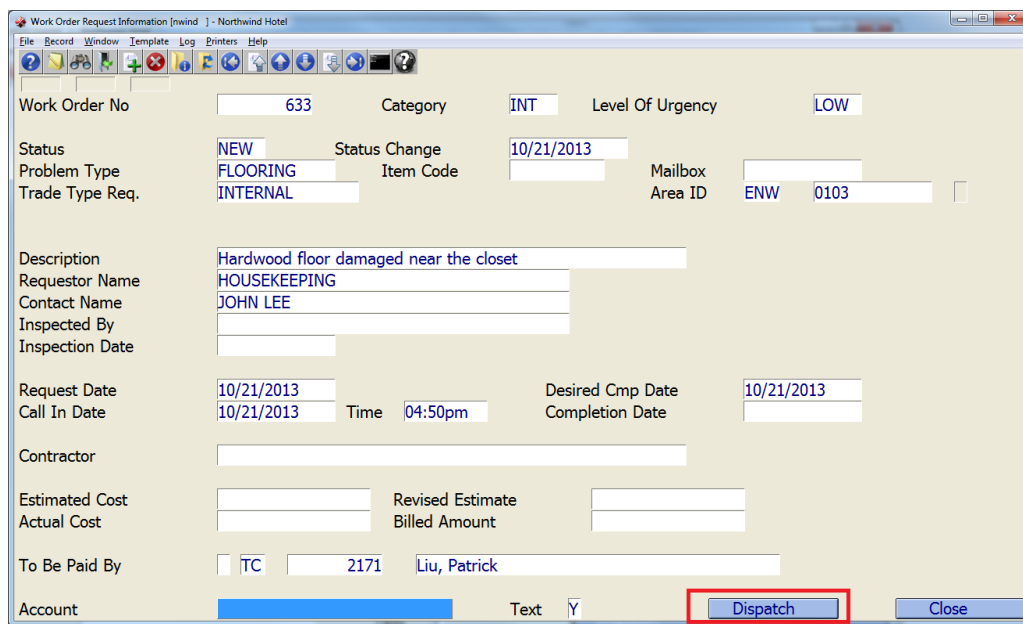
If an email account or a cell phone number is associated with a contractor, Maestro has the ability to send a message via email or SMS to the contractor stating the Work Order Number, Description, and Area ID. Once a contractor is selected, Maestro will display a dialog box asking the user to send the message. Click on send to send the message. For more information about sending work orders using email or SMS, please refer to the Email/SMS Integration Quick Reference Guide.



Alternatively, users can select Send Message form the Window menu.

Dispatching/Printing a Work Order Request

Work Orders can be printed locally or dispatched to a designated printer. After creating a work order, by pressing the Dispatch button, the work order will be printed on the designated printer. If users wish to print locally, select Print Locally from the Printers Menu. The print button will display as "Print". Press the Print button to print the work order.



Work Order Request Information [nwind] - Northwind Hotel

File Record Window Template Log Printers Help

Work Order No: 633 Category: INT Level Of Urgency: LOW

Status: NEW Status Change: 10/21/2013

Problem Type: FLOORING Item Code: Mailbox: Area ID: ENW 0103

Trade Type Req.: INTERNAL

Description: Hardwood floor damaged near the closet

Requestor Name: HOUSEKEEPING

Contact Name: JOHN LEE

Inspected By:

Inspection Date:

Request Date: 10/21/2013

Call In Date: 10/21/2013 Time: 04:50pm

Desired Cmp Date: 10/21/2013

Completion Date:

Contractor:

Estimated Cost:

Actual Cost:

Revised Estimate:

Billed Amount:

To Be Paid By: TC 2171 Liu, Patrick

Account:

Text: Y

Dispatch Close



Below is an example of a printed work order.

```
WORK ORDER INFORMATION
-----
ROOM NUMBER: a101
BUIDLING: COT
-----
WORKORDER #: 1                      WORKORDER STATUS: DONE
-----
PROBLEM INFORMATION

PROBLEM TYPE: AIRCON
PROBLEM DESCRIPTION: AIRCONDITIONER LEAKING
DATE REPORTED: 02/12/2007
REPORTED BY: JIM HUDSON

DATE TO BE COMPLETED: 02/19/2007
WORK ORDER CONTACT:
WORK ORDER ASSIGNED TO: MIKE

STAFF/TRADE REQUIRED: MAINT STAFF
ACCOUNT:

-----
ADDITIONAL NOTES

The leakage may have caused some carpet damage
(mold/mildew). Please investigate.
-----
ASSOCIATED COSTS
```

Work Orders on ResWave

For properties that are using Maestro's Owner Management module in conjunction with ResWave, Work Order has the ability to create PDF copies of work orders which can be posted onto ResWave. This allows unit owners to view completed work orders online.

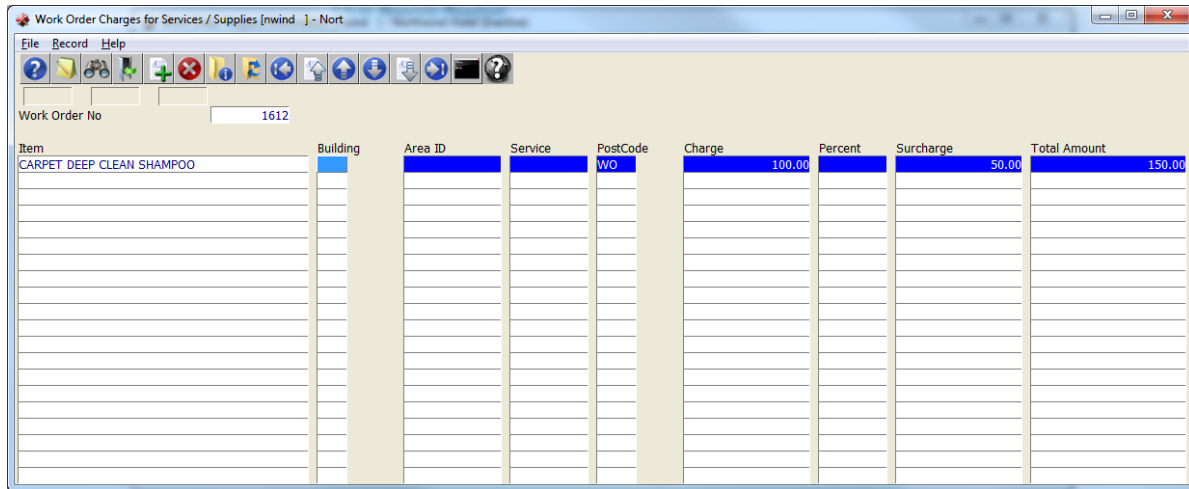
To create the work order PDF files, begin on the main screen of Work Order. Go to **Reports | Work Order Batch Report**. An F8 Lookup can be used in the Forms Header ID. Select WORKORDER. Users may select a different form if currently configured. Next, select the From and To dates. The dates refer to the date..... Then, enter the Building and Area/Room ID. Once the fields have entered, press the OK button.

Once this process has been completed, users will be required to contact Maestro Support to have the Work Order PDF files uploaded to ResWave. Please send requests to support@maestropms.com, stating the From and To dates of the work orders created.

Additional Work Order Options

Chargeable Services/Supplies

Chargeable Items and Services can be added to a work order, which can be billed to an account when the work order is closed. To add items or services to a Work Order, select the Chargeable Services/Supplies from the Window Menu.



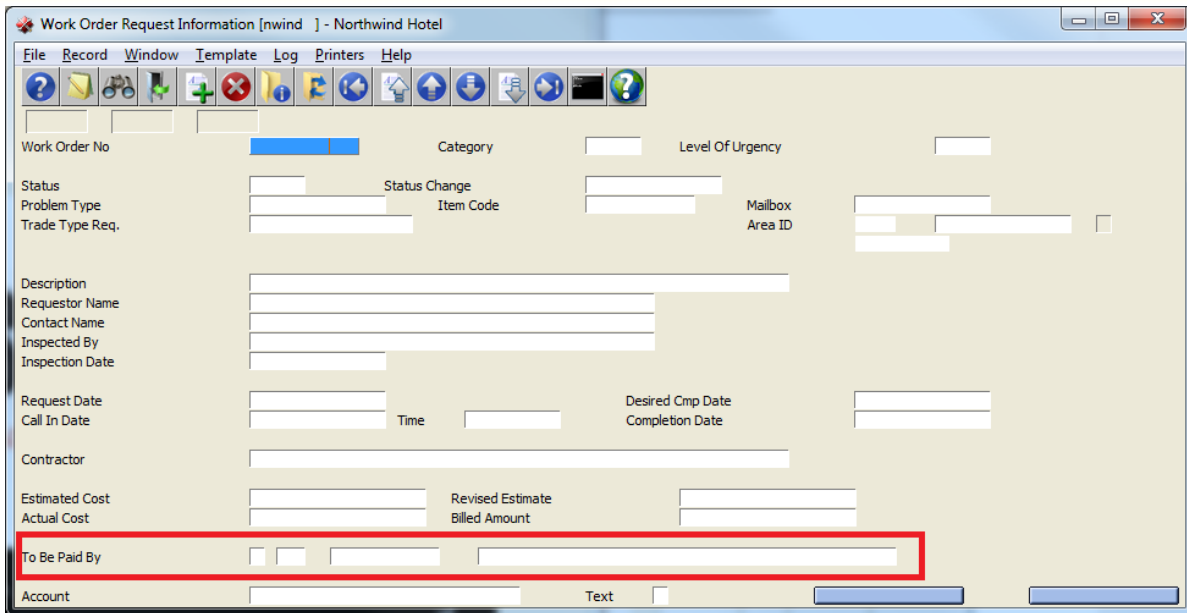
Item	Building	Area ID	Service	PostCode	Charge	Percent	Surcharge	Total Amount
CARPET DEEP CLEAN SHAMPOO				WO	100.00		50.00	150.00

Perform an F8 Lookup on the Item field to select an item from the Chargeable Item Lookup screen. Once selected, users must enter a Building and Area ID. F8 can be used in these fields. The charge, Percent Markup and Surcharge will automatically populate with the configured amounts. Users are able to configure the Charge, Percent and Surcharge fields. The total amount will update with the changes.

If the Chargeable Item includes a housekeeping service. The service will be assigned for the date entered in the completion date field.

Billing Work Orders to Accounts

Work orders with Chargeable Services\Supplies can be charged Regular AR Accounts, Permanent accounts, Owner Accounts and Preset Billing Accounts. To assigning an account, place the cursor in the first To Be Paid By field and press F8.



Work Order Request Information [nwind] - Northwind Hotel

File Record Window Template Log Printers Help

Work Order No. [] Category [] Level Of Urgency []

Status [] Status Change []

Problem Type [] Item Code [] Mailbox []

Trade Type Req. [] Area ID []

Description []

Requestor Name []

Contact Name []

Inspected By []

Inspection Date []

Request Date []

Call In Date [] Time [] Desired Cmp Date []

Completion Date []

Contractor []

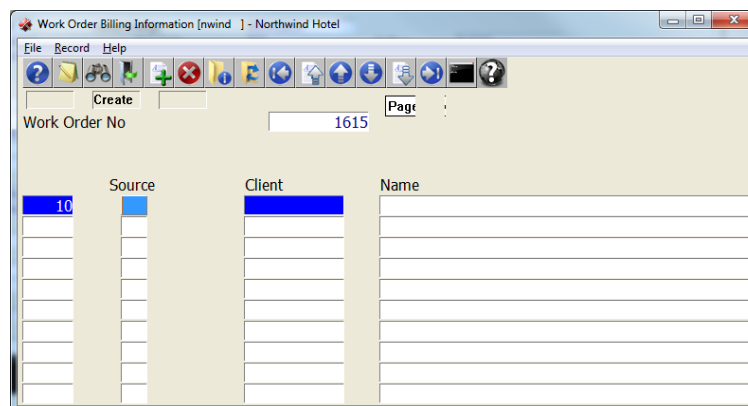
Estimated Cost [] Revised Estimate []

Actual Cost [] Billed Amount []

To Be Paid By []

Account [] Text []

Once the Work Order Billing Information screen is displayed, use the F6 Create key to create a new line number.



Work Order Billing Information [nwind] - Northwind Hotel

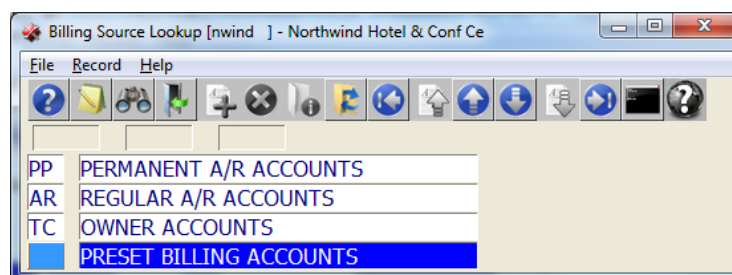
File Record Help

Create [] Page []

Work Order No. [] 1615

Source	Client	Name
10		

On the Source field, use the F8 Lookup to select the type of account.

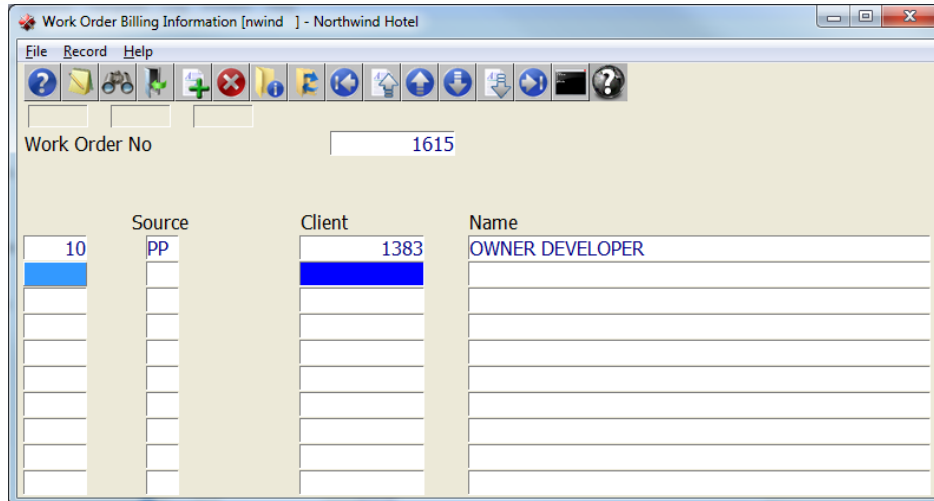


Billing Source Lookup [nwind] - Northwind Hotel & Conf Ce

File Record Help

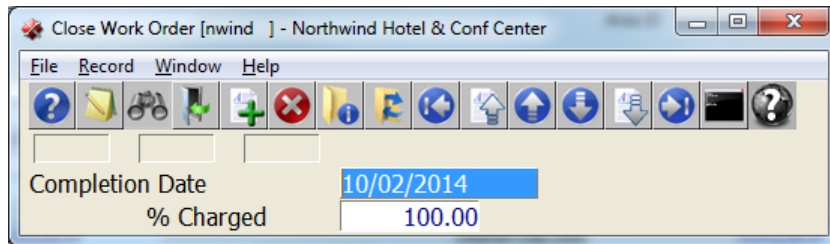
PP	PERMANENT A/R ACCOUNTS
AR	REGULAR A/R ACCOUNTS
TC	OWNER ACCOUNTS
	PRESET BILLING ACCOUNTS

Once the type of account is selected, press the Enter button to place the cursor on the Client field. Once on the Client field, use the F8 Lookup to select an account. The screen that is displayed will depend on the type of account chosen. By choosing the PP – Permanent AR Accounts, the Permanent Accounts by Last Name will display. By choosing AR – Regular Accounts and TC – Owner Accounts, the Client Lookup screen will display. By choosing Preset Billing Accounts, users will see a list of Approved Billing Accounts.



Source	Client	Name	
10	PP	1383	OWNER DEVELOPER

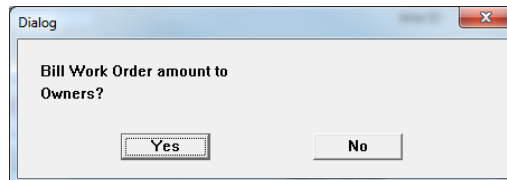
When closing a work order and there are charges to be billed, Maestro will display the Close Work Order screen, indicating what percentage of the charges are being billed to the attached account.



Completion Date: 10/02/2014

% Charged: 100.00

Maestro will ask if the charges are to be billed to the accounts.



Dialog

Bill Work Order amount to Owners?

Yes No

Maestro will display next the Work Order Allocate Client Charges. Users have the option to have all charges to the account. If there are more than 1 account on the work order, the Even Split option will split the charges evenly between the accounts.

By pressing the Accept button, the charges will be charged to the appropriate accounts

By pressing the Cancel Button, users will be reverted to the Work Order Request Information screen for further editing.



Work Order Allocate Client Charges [nwind] - Northwind Ho

File Record Window Help

Work Order No 1616

ClientCd	Name	Building	AreaID	Amount
8717	MARMOT HOME OWNER ASSOCIATION	ENW	0101	250.00

Even Split All to Owner Accept Cancel

Once a work order is closed, users can view the amount billed by selecting Owner Charges under the Window menu.

Time Spent

Work Order time spent may be recorded for tracking purposes. To do this, select Time Spent from the Window menu. Start and End times may also be recorded along with an hourly or flat rate for the Trade Type.

Work Order Time Spent Information [nwind] - Northwind Ho

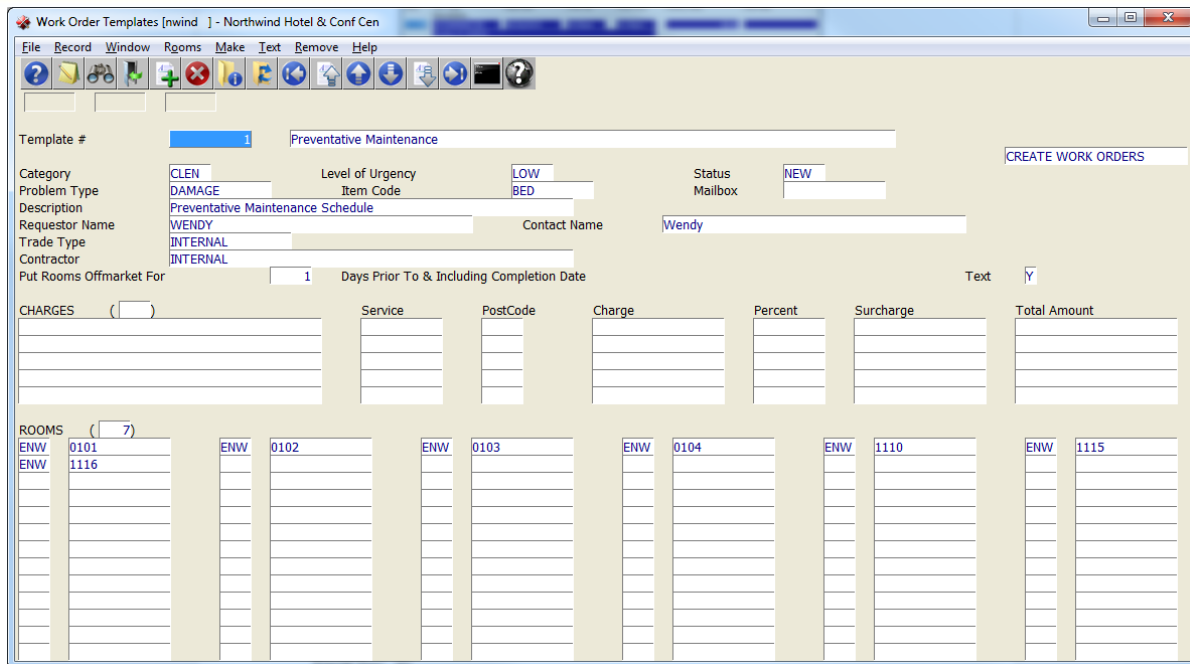
File Record Window Help

Work Order No 1615

Line	Trd Type	Description	ReprDate	Time Str	Time End	Hourly Rate	Flat Rate
10	EXTERMINATOR	Invoice # 122533	09/30/2014	09:00am	01:00pm	60.00	

Work Order Templates

Work order templates can be used to create repeating work orders for multiple rooms at a time. To configure a work order template, on the Work Order Request Information screen, select Templates from the Templates Menu.



Press F6 Create to create a new template. The Template # will automatically populate with the next available number. If the user is looking for an existing work order template, the Page Up and Page Down keys can be used to scroll through the templates.

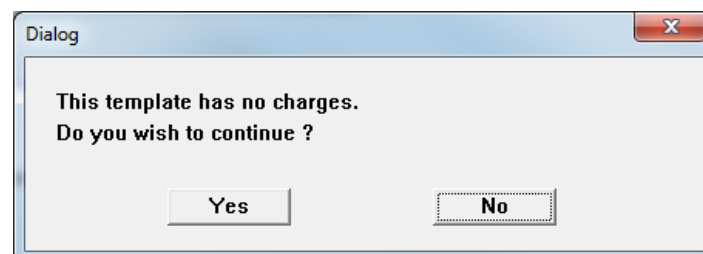
An F8 Lookup can be used in the Category, Level of Urgency, Status, Problem Type, Item Code, Mailbox, Trade Type and Contractor fields.

The Description, Requestor Name, Contact Name fields are freeform text. The Work Order Text can be accessed by F5 Drilling Down in the Text field.

Users can add Chargable Items/Services by using the F8 Lookup in the fields under the Charges header. The number of charges will be populated in the parentheses next to the Charges header. Users are able to adjust the charge, percentage markup, and surcharge. Up to 5 charges can be added

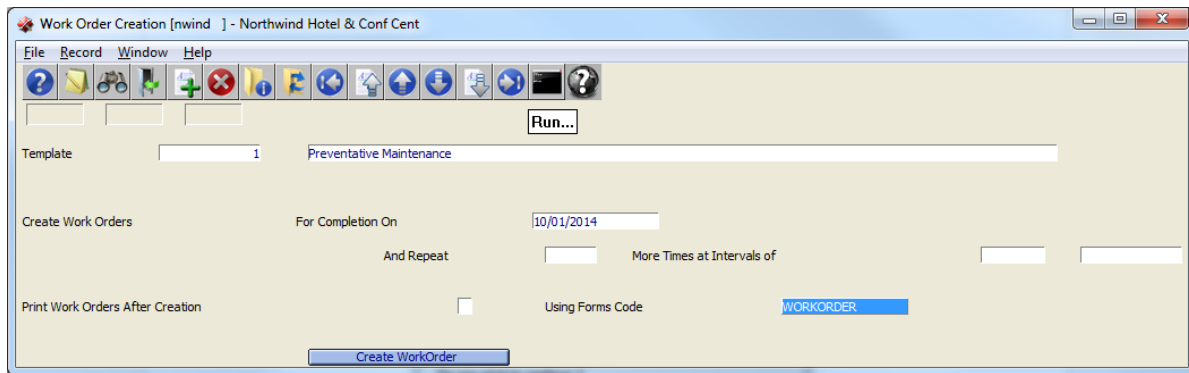
Users can add rooms by entering the room numbers/area ID in the rooms section. F8 Lookup can be used to select the rooms. The number of charges will be populated in the parentheses next to the Rooms header.

Once the template has been completed. Place the cursor on Create Work Orders field and press Enter. Alternatively, users can go to the Make menu and select Create Work Orders
If there are no charges on the work order, Maestro will display the following dialog box:



By clicking No, users will be brought back to the Work Order Template screen to edit and add charges.

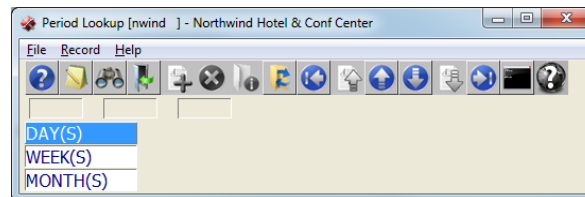
By clicking Yes, users will continue the work order creation process.



The field For Completion on, users can type in or use the F8 Lookup to access the calendar screen to select a date the work order is to be completed on.

On the And Repeat field, enter the number of times to create the work orders after the initial creation.

The Intervals of fields will allow the user to enter how often to make the work orders for. On the first field, enter the interval number. On the second field, use the F8 Lookup to select the unit which the number represents.



Users can configure the template to print work orders by setting the Print Work Orders After Creation flag to Y.

An F8 can be used in the Using Forms Code field and WORKORDER should always be selected.

Press the Create Work Order button at the bottom of the screen. Maestro will now create the work orders.

Work Order Report

The Work Order Report allows the user to run a log of work orders for any range of dates by a number of sort parameters including Building/Room Number, Trade Type, Work Order Status, Problem Type, Work Order Category and Level of Urgency.



02/16/2007 03:09pm WD0200 Northwind Bay Resort Page 1

Selection Criteria
Bldg/Room : ALL
Trade Type : ALL
W/O Status : ALL
Problem Type: ALL
W/O Category: ALL
Urgency : ALL
From Date : 01/01/2007 To Date: 02/16/2007
Report Type : W/O NUMBER
Include Text: N

Workorder Report

Building	COT	AreaID	Description	Problem Type	Request Date	Status
Work Order No						
1		A101	Airconditioner Leaking	AIRCON	02/12/2007	DONE
2		B103	Polish: Veneer Damage on Tabletops	FURNITURE	02/12/2007	NEW
3		C104	Tiles broken near basin/tub	TUB	02/12/2007	DONE
4		A101	All bulbs need replacing	BULB	02/16/2007	EMER

end of report

Work Order Cost Report

The Work Order Cost Report allows the user to run a log of work orders for all the same parameters as above, as well as provide Estimated Cost, Actual Cost, Revised and Billed Amounts information.

02/16/2007 03:07pm WD0300 Northwind Bay Resort Page 1

Summary Report

Selection Criteria
Building : ALL
Area/Room : ALL
Workorder Status : ALL
Problem Type : ALL
Workorder Category: ALL
Urgency Level : ALL
From Date : 01/01/2007 To Date: 02/16/2007
Workorder Number : ALL
Report Type : W/O NUMBER

Workorder Cost Report

Workord#	Bld	AreaID	Account Number	Description	Reqst Date	Problm Typ	Stat	Estimate	Actual	Revised	Billed
5					02/16/2007						
1	COT	A101		Airconditioner Leaking	02/12/2007	AIRCON	DONE	75.00	240.00	200.00	200.00
2	COT	B103		Polish: Veneer Damage on Tabletops	02/12/2007	FURNITURE	NEW				
3	COT	C104		Tiles broken near basin/tub	02/12/2007	TUB	DONE	100.00	140.00	140.00	140.00
4	COT	A101	owner account	All bulbs need replacing	02/16/2007	BULB	EMER	30.00		30.00	30.00
Report Totals:								205.00	380.00	370.00	370.00

Work Order Maintenance

The Work Order Maintenance module of Maestro is where users can configure the Work Order module to the specific needs of the property. The options listed in the following sections describe the usage and format of the various fields on the Work Order Request Information screen.

Work Order Codes

Trades Type Maintenance

Allows add, change and delete of trade types and their descriptions. Trade types are used to describe trades e.g. carpenter, plumber, etc. Enter a code (up to 12 characters) to describe a trade type. E.g. carpenter, plumber, etc. Enter a description (up to 30 characters) of the activity. Enter the typical hourly rate charged by this trade type. It may be over keyed later during Work Order entry.



Services Type Maintenance

Allows add, change and delete of service types and their descriptions. Service types are used to describe services e.g. repair, clean, etc. Enter a code (up to 8 characters) to describe a service type. Ex: repair, clean, etc. Enter a description (up to 30 characters) of the service.

Status Maintenance

Allows add, change and delete of Work Order statuses and their descriptions. Work Order statuses are used to describe statuses e.g. pending approval, waiting for drawings, done, etc. Enter a code (up to 4 characters) to describe a Work Order status. Enter a description (up to 30 characters) of the status.

Problem Type Maintenance

Allows add, change and delete of problem types and their descriptions. Problem types are used to describe problems e.g. broken window, leaky faucet, etc. Enter a code (up to 10 characters) to describe a problem type. Enter a description (up to 30 characters) of the problem type.

Category Maintenance

Allows add, change and delete of Work Order categories and their descriptions. Work Order categories are used to describe different categories of Work Orders, if applicable, e.g. dispatch, internal personnel, etc.

The Work Order system requires at minimum one category. Enter a code (up to 4 characters) to describe the category e.g. dispatch, internal personnel, etc. Enter a description (up to 30 characters) of the category.

Urgency Maintenance

Allows add, change and delete of urgency types and their descriptions. Urgency types are used to describe the urgency of Work Orders, e.g. urgent, not urgent, etc. Enter a code (up to 4 characters) to describe urgency. Enter a description (up to 30 characters) of the urgency.

Item Maintenance

Allows add, change and delete of inventory items and their descriptions. Inventory items are used to describe items in a room, e.g. chair, desk, lamp, etc. Enter a code (up to 8 characters) to describe an inventory item. Enter a description (up to 30 characters) of the item.

Accounts Maintenance

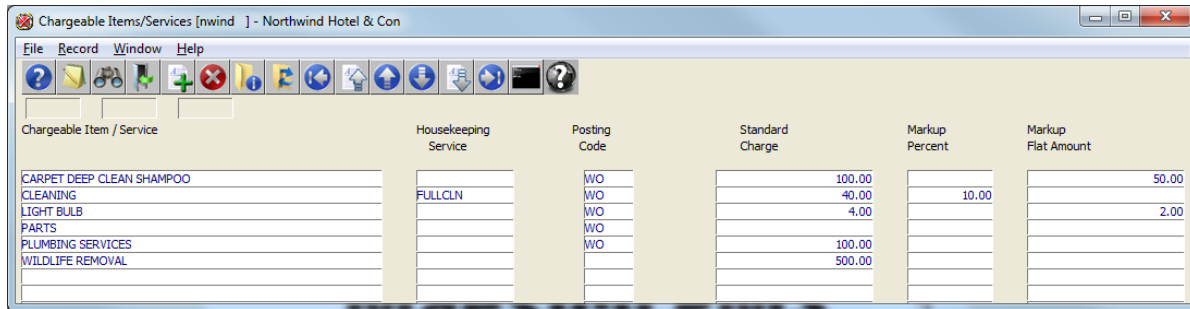
Allows add, change and delete of account numbers and their descriptions. Account numbers are used to associate a Work Order with an account to bill. Enter a code (up to 20 characters) to describe an account number. Account numbers are used to associate a Work Order with an account to bill. Enter a description (up to 30 characters) of the account.

Contractor Maintenance

Allows add, change and delete of contractors and their contact information. Contractors are used to associate a contractor to a Work Order. Enter a Contractor Names (up to 40 characters), a phone number (must have a prefix of 1 in order to use SMS), and an email address (up to 50 characters). An F8 can be performed in the Msg field to select the desired method of sending the work order. Users can select (E)mail, (S)MS, or (B)oth.

Chargeable Items/Services

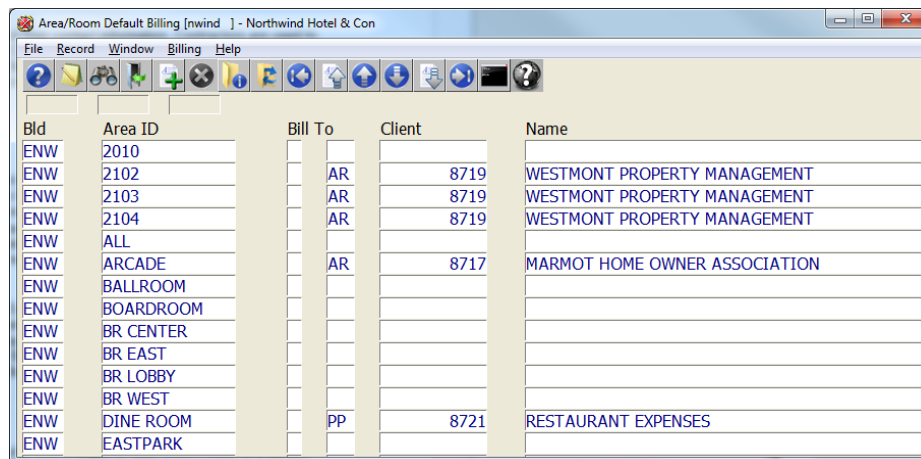
Allows add, change or delete of chargeable items/services. Enter a Chargeable Item/Service (up to 30 characters). A housekeeping service can be assigned to the item. An F8 Lookup can be used to select the posting code Maestro is going to use to post the charges. Enter a standard charge, Markup Percent or Markup Flat Amount.



Chargeable Item / Service	Housekeeping Service	Posting Code	Standard Charge	Markup Percent	Markup Flat Amount
CARPET DEEP CLEAN SHAMPOO		WO	100.00		50.00
CLEANING	FULLCLN	WO	40.00	10.00	
LIGHT BULB		WO	4.00		2.00
PARTS		WO			
PLUMBING SERVICES		WO	100.00		
WILDLIFE REMOVAL			500.00		

Area/Room Default Billing

Allows add, change, or delete of default billing accounts associated to specific room numbers and areas. An account can be set for Work Orders to be billed to specific AR Accounts, Permanent Accounts or Owner Account. Select the Area/Room Default Billing from the Billing menu. A list of all rooms/areas will be listed on the screen. Use the Page Up and Page Down to scroll through the list. Place the cursor on the Bill To field and use the F8 Lookup to access the Billing Defaults screen. Use the F6 Create to create a new line. Use the F8 Lookup in the Type field to select the type of account.



Bld	Area ID	Bill To	Client	Name
ENW	2010			
ENW	2102	AR	8719	WESTMONT PROPERTY MANAGEMENT
ENW	2103	AR	8719	WESTMONT PROPERTY MANAGEMENT
ENW	2104	AR	8719	WESTMONT PROPERTY MANAGEMENT
ENW	ALL			
ENW	ARCADE	AR	8717	MARMOT HOME OWNER ASSOCIATION
ENW	BALLROOM			
ENW	BOARDROOM			
ENW	BR CENTER			
ENW	BR EAST			
ENW	BR LOBBY			
ENW	BR WEST			
ENW	DINE ROOM	PP	8721	RESTAURANT EXPENSES
ENW	EASTPARK			

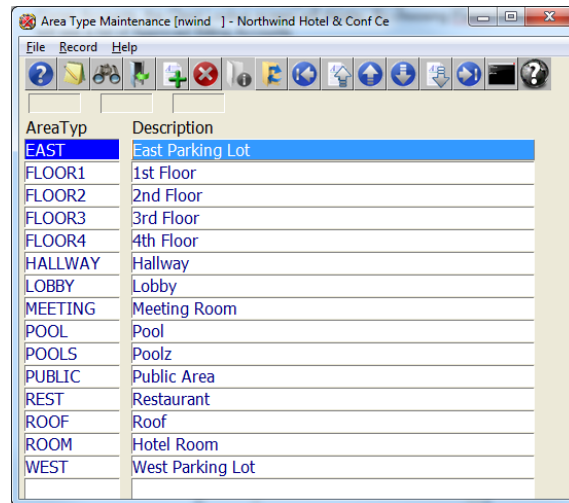
Once the type of account is selected, press the Enter button to place the cursor on the Client field. Once on the Client field, use the F8 Lookup to select an account. The screen that is displayed will depend on the type of account chosen. By choosing the PP – Permanent AR Accounts, the Permanent Accounts by Last Name will display. By choosing AR – Regular Accounts and TC – Owner Accounts, the Client Lookup screen will display. By choosing Preset Billing Accounts, users will see a list of Approved Billing Accounts.

Approved Billing Accounts

A list of approved billing accounts can be created to limit charges of work orders billed to a certain number of AR Accounts. Select Approved Billing Accounts under the Billing menu. Use the F8 Lookup in the Source field to select the type of account. Enter the client code in the Client field or use the F8 Lookup to access the Client Lookup screen.

Area Type Maintenance

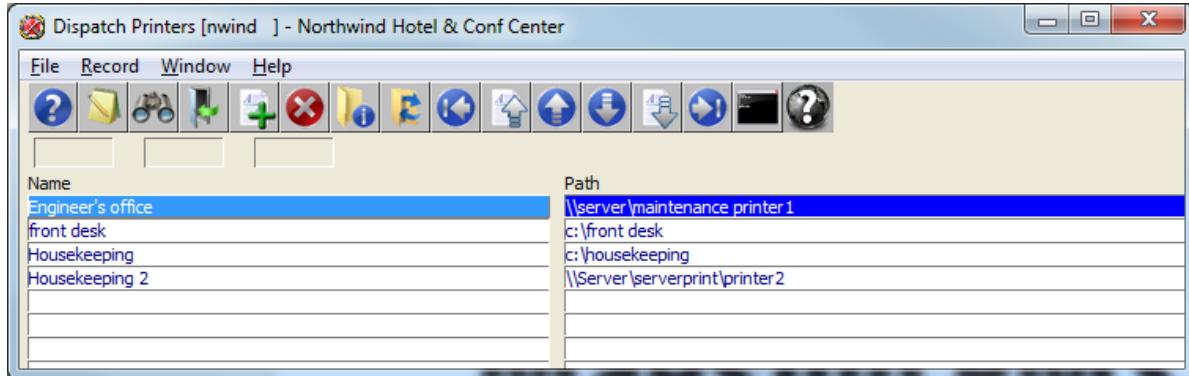
Area Type Maintenance allows the user to track inventory items in a particular area of the property through Area/Room Type Inventory Maintenance (see section 3.2.1 & 3.2.2).



Dispatch Printers

Work orders can be printed to a designated printer.

To set dispatch printers go to Dispatch Printers under the Printers menu.



Enter the name of the printer or location of the printer in the Name field. Enter the network path of the printer in the Path field. An F8 Lookup can be used in the Path field to select from the list of configured printers for the work station being used.

Once the printers have been listed, users can set up a schedule as to when and where the work orders are dispatched to. Select the Dispatch Printer Assignments under the Printers menu on the Work Order Request Information screen.



Prop	Building	Day	Start	End Time	Printer Name (Short Form)	Until	Created	Clerk
NWH	ENW	FRIDAY	08:00am	05:00pm	Engineer's office		10/01/2014 03:42pm	NWIND
NWH	ENW	MONDAY	08:00am	05:00pm	Engineer's office		10/01/2014 03:39pm	NWIND
NWH	ENW	SATURDAY			front desk		10/01/2014 03:42pm	NWIND
NWH	ENW	SUNDAY			front desk		10/01/2014 03:44pm	NWIND
NWH	ENW	THURSDAY	08:00am	05:00pm	Engineer's office		10/01/2014 03:41pm	NWIND
NWH	ENW	TUESDAY	08:00am	05:00pm	Engineer's office		10/01/2014 03:39pm	NWIND
NWH	ENW	WEDNESDAY	08:00am	05:00pm	Engineer's office		10/01/2014 03:41pm	NWIND

Prop: Printer assignments can be set based on the property. An F8 Lookup can be used to select the property.

Building: Work orders can be printed in different locations based on the building the work order is for. To specify a specific building, users can select the building by using the F8 Lookup. To have the printer print for all buildings, leave this field blank.

Day: Dispatch printers can be specified by the day of the week. An F8 Lookup can be used. The field can be left blank for all days of the week.

Start and End Time: Time of the day can be used to set the dispatch printer. Users can enter the time as AM/PM format or enter the 24 hour format and Maestro will convert to AM/PM.

Printer Name: An F8 Lookup can be used to select a printer.

Until: Users can set an end date to stop using a specified printer. Users must key in a date as the calendar screen is not available.

Created/Clerk: These fields will automatically populate with the date and clerk configuring the printer assignment.

Printing the work orders outside of the printing schedule will default to the workstation's default printer.

Work Order Room

Area/Room Type Inventory Maintenance

This program allows the user to enter the typical inventory of what is in a given room type. From this information, the actual room inventory can be built using the Room Type to Actual Build Process. This field will allow the user to enter the inventory for room types within this building. Pressing [F8] will display a list of valid building codes from which to choose. This field will allow the user to enter the inventory for this room type. The Room Type to Actual Build Process can then be used to update the individual rooms matching this room type for the inventory listed under this room type. Pressing [F8] will display a list of valid room type codes from which to choose. The inventory item code is the code, which indicates the inventory of the room. Pressing [F8] will display a list of valid inventory item codes from which to choose. This field indicates how many of an inventory item there is (typically) in this room type.

Item	Quantity
CHAIR	3
LAMP	2

Actual Room Inventory File Maintenance

This program allows the user to enter the actual inventory of what is in a given room. Some of the information in this file can be entered globally by entering the inventory for each room type in the Room Type Inventory File Maintenance and then using the Room Type to Actual Build Process to load in the inventory of each room for a given room type. This field will allow the user to enter the inventory for rooms within this building. This field will allow the user to enter the inventory for this room. The inventory item code is the code, which indicates the inventory of the room. This field indicates how many of an inventory item there is in this room.

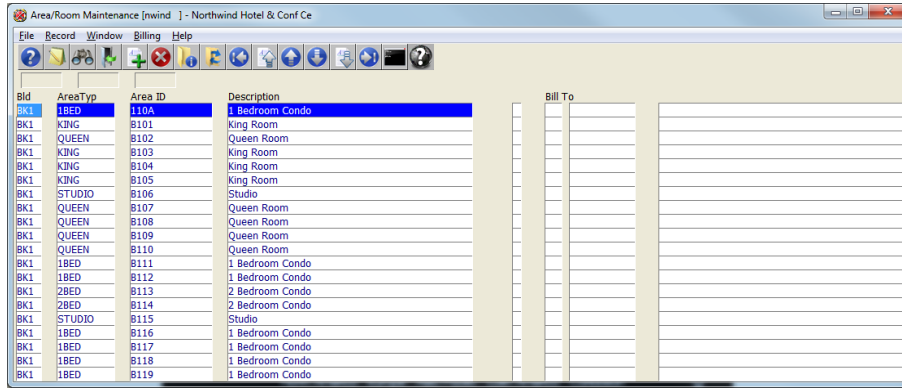
Item	Quantity
BED	2
CHAIR	1
DESK	1
FAUCET	1
HEADBD	1
LAMP	4
NIGHT	2

Room Type to Actual Build Process

This program helps aid the user in setting up the inventory items for each room. The typical inventory for a given room type should be entered into the Room Type Inventory File Maintenance. Once this has been done this program can be done which will update all rooms within a building for a given room type. The user also has the ability to update a specific room based on the inventory entered into the Room Type Inventory File Maintenance. If the room field is left blank the program will update the inventory for all rooms of that room type. This field will allow the user to globally update all rooms within a room type within this building. This field allows the user to update all rooms within this room type. If the room code field is left blank then the process will update the inventory for all rooms within this room type, which are within the building specified. The room code can be left blank if all rooms within the room type and building are to be updated. If a specific room needs to be updated, simply enter the room and the process will update just that one room.

Area/Room Maintenance

This is the most important step in setting up Maestro Work Order. From the Window Menu, select Import Bedrooms to Import all of the guestrooms that have been configured in Global Maintenance. To import any Conference space, select Import Meeting Rooms to import all of the meeting rooms that have been configured in Maestro Sales & Catering.



Bld	AreaType	Area ID	Description	Bill To
BK1	1BED	B101	1 Bedroom Condo	
BK1	KING	B102	King Room	
BK1	QUEEN	B103	Queen Room	
BK1	KING	B104	King Room	
BK1	KING	B105	King Room	
BK1	STUDIO	B106	Studio	
BK1	QUEEN	B107	Queen Room	
BK1	QUEEN	B108	Queen Room	
BK1	QUEEN	B109	Queen Room	
BK1	QUEEN	B110	Queen Room	
BK1	1BED	B111	1 Bedroom Condo	
BK1	1BED	B112	1 Bedroom Condo	
BK1	2BED	B113	2 Bedroom Condo	
BK1	2BED	B114	2 Bedroom Condo	
BK1	STUDIO	B115	Studio	
BK1	1BED	B116	1 Bedroom Condo	
BK1	1BED	B117	1 Bedroom Condo	
BK1	1BED	B118	1 Bedroom Condo	
BK1	1BED	B119	1 Bedroom Condo	

Any additional areas that need to be available in the Work Order module must also be defined here. This will include any non-inventory spaces, such as a lobby, food and beverage outlet, gym, spa, elevator, etc. This ensures that any maintenance request can be managed through the Work Order Module.

Room Warnings and Warranties

Room Warnings and Warranties can be printed on every work order for a specific room/area. Room warnings can be text the person fulfilling the work order should know such as pets in the room or where the circuit box is located. Room Warranties can be information such as policy numbers for appliances. Room Warnings and Room Warranties can be selected from the Text menu.

Select the building and room number. An F8 Lookup can be used in these fields. Once a room/area has been selected, click on the Change Text button. Enter the information into the Room Warranties/Advisory text box.

Work Order Options Configuration

Progress

Users can set the Status of a work order to be changed automatically based on the actions of the user. Select Progress from the Setup Menu. An F8 Lookup can be used to select the status Maestro will assign when certain actions are performed.

Progress [nwind] - Northwind Hotel & Conf Center

ACTION	STATUS
When Work Order Created	NEW
When Mailbox Assigned	ASGN
When Contractor Assigned	ASGN
When Inspected	INSP
When Work Order Closed	CLSD
When Work Order is Reopened	REOP

Mandatory Entries

Work order fields can be made mandatory. Select Mandatory Entries from the Setup menu. Enter a Y or N to make each field mandatory.

Mandatory Entries [nwind] - Northwind Hotel & Conf Center

Work Order Field	Entry Required (if set to Y)
Category	N
Level of Urgency	Y
Status	N
Problem Type	Y
Item Code	N
Mailbox	N
Trade Type	N
Description	Y
Requestor Name	Y
Contact Name	N
Desired Completion Date	N
Contractor	N
Account	N
Text	Y
Rooms/Areas	Y
Chargeable Items/Services	N

Billing Options

Billing options allow users to control what types of accounts work orders can be billed to. Select Billing Options from the Billing menu. The Allow Billing To Other Than Owner flag must be set to Y in order to allow billing to AR and Permanent accounts. The Allow Billing To Other Owners will allow work order to be billed to Owner Accounts not associated with the room.

Billing Options [nwind] - Northwind Hotel & Conf Center

File Record Window Help

Allow Billing To Other Than Owner Y

Allow Billing To Permanent A/R Accounts Y

Allow Billing To Regular A/R Accounts Y

Allow Billing To Other Owners Y

Allow Billing To Approved Choices Y