

Maestro Membership Billing

Northwind is currently enhancing Maestro with a Member Billing function that will allow properties with Members manage their billing and accounting of their Members.

Features Highlight

- Members will have their own profile with a corresponding A/R account to provide robust financial management
- Members will be able to post transactions directly to their account from popular POS systems
- Accept Electronic Funds Transfer payments on behalf of Members
 - ⇒ EFT functionality will allow where permitted bulk billing via credit card and checking account
 - ⇒ Successful EFT payments will be posted to the appropriate account
 - ⇒ An EFT report will list all of the transactions which were not successful
- When a Member is also a Hotel Guest, the POS operator will have a choice to charge either their Hotel account or their Member account.
- Ability to provide one master statement for charges over the entire resort detailed by item and summarized from each POS location.
- Member Profiles may be accessed from the Front Desk with the ability to enter a payment from the Member (based on clerk authorization)
- Loyalty points program for Members. As Members make purchases resort wide including hotel rooms, Members may receive a certain discount which may be increased with increased purchases. Eligibility for discounts is user defined by Member and sales locations.
- Billing of annual/monthly recurring dues, including the ability to enable different dues for different Members grouped by their Membership type.
- Tracking of F&B minimums, which may be different for each Member.
- Member statements may be produced for a single Member or for all Members for a given property. Member statements can be produced for a specific Member, a range of Members alphabetically by name, a range of Members based on their due amount or all Members matching a Membership type. All Member statements will be produced based on a user entered date range.
- Ability to track Member facility usage via a card swipe when Member enters the facility (with turnstile support)
- Capable of printing Membership cards and storing Member photo for use with Membership card (additional hardware required).
- Ability to differentiate between Memberships that have House Accounts and those that do not for appropriate billing privileges

Membership Reporting

- Aging reports filtered by Member type.
- Membership expiry report within a specified date range.
- Members report with the following options
 - ⇒ Option to list by a specific Membership type
 - ⇒ Option to select date range for join date of Members
 - ⇒ Option to select expired or active Members
 - ⇒ Option to only show Members who fall within a particular birth date range
 - ⇒ Option to report only on a particular group or all Members
 - ⇒ Member by ZIP/Postal code reporting
 - ⇒ Member usage report by date range
 - ⇒ Pending payments report (that will be applied in the next electronic billing cycle)
 - ⇒ Members whose electronic billing failed during the last billing cycle

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

Visit our website for a full list of modules and more information

www.maestropms.com