

Oracle® Hospitality OPERA Cloud Services User Guide



Release 19.2
E81527-04
March 2019



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Part V OPERA Terminology

19 OPERA Terminology A-Z

Part VI OPERA Cloud Services Documentation Videos

1

Getting Started

From the OPERA Cloud menu, you can perform most of the daily activities needed to run your property. The Home Dashboard features customized data snapshots and provides a quick and easy-to-understand view of your property's current status. From Quick Launch, you can add shortcuts for convenient access to many of the most commonly used menu tasks.

- [Browser Setup](#)
- [Signing In and Logging Out](#)
- [Changing Your Password](#)
- [Logging Into a Hub or Different Property](#)
- [Quick Launch](#)
- [Home Dashboard](#)
- [Page Composer](#)

Browser Setup

Differences in technologies, default and security settings, or plug-ins might affect how each browser handles certain features. You might need to adjust your browser settings. When doing so, consider your browser version and platform. Links to general information on how to adjust most browsers are included in this topic. Consult your browser documentation for the latest information.

- [Setting Up the Mozilla Firefox Browser](#)
- [Setting Up the Google Chrome Browser](#)
- [Setting Up the Microsoft Internet Explorer Browser](#)
- [Setting Up the Microsoft Edge Browser](#)
- [Setting Up the Apple Safari Browser](#)

Setting Up the Mozilla Firefox Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

Pop-up blockers prevent pages from loading in the browser. In Firefox, pop-up blocking is turned on by default.

- a. In the empty browser URL, type `about:preferences#privacy`
- b. In **Permissions**, click **Exceptions** next to **Block pop-up windows**.
- c. In **Address of website**, type or paste in your OPERA Cloud URL.
- d. Click **Allow**.

- e. Click **Save Changes**.
2. Enable the Adobe Acrobat plug-in:
 - a. In the empty browser URL, type `about:addons`
 - b. Select **Extensions**.
 - c. If Adobe Acrobat is disabled, click **Enable**.
3. Clearing cache:

Browsers store elements of web pages to speed up the loading of the web page during your next visit. On occasion, you might need to empty your browser cache to enable OPERA Cloud upgrades.

 - a. In the empty browser URL, type `about:preferences#privacy`
 - b. Scroll down to Cookies and Site Data.
 - c. Click **Clear Data** in the Cached Web Content section.
4. Making OPERA Cloud your home page and start page:

The home page appears in the browser when you select the home button on the toolbar.

 - a. In the empty browser URL, type `about:preferences#general`
 - b. In **Home page**, type or paste your OPERA Cloud URL.
5. Adding bookmarks:

Bookmarks are saved links to web pages.

 - a. Click the star in the URL address field.
 - b. Enter a **Name** for the bookmark.
 - c. Select a **Folder** to store the bookmark.
 - d. Click **Done**.

Setting Up the Google Chrome Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

Pop-up blockers prevent pages from loading in the browser.

 - a. Select **Settings** in the Chrome menu.
 - b. Click **Advanced** at the bottom of the Settings page.
 - c. Click **Content** settings in the Privacy and security section.
 - d. Click **Popups**.
 - e. Click **Add** in the Allow section.
 - f. In **Site**, type or paste your OPERA Cloud URL.
 - g. Click **Add**.
2. Enabling report printing:

You must install the Adobe plug-in and set it as the default PDF viewer.

- a. Open the Chrome menu.
 - b. Open the **More tools** submenu.
 - c. Select **Extensions** in the **More tools** submenu.
 - d. Enable the Adobe Acrobat extension using the on/off switch.
 - e. Restart Google Chrome.
3. Update Target:
- If the same computer is used for both OPERA Cloud and OPERA Property Management Services, update the target for Google Chrome.
- a. From the shortcut on your desktop or the **Start** button, right-click **Google Chrome** and select **Properties**.
 - b. On the Properties screen, type `-allow-outdated-plugins` after `chrome.exe` in the **Target** field. Leave a space between `chrome.exe` and `-allow-outdated-plugins`.
 - c. Click **OK**.
4. Clearing cache:
- Browsers store elements of web pages to speed up the loading of the web page during your next visit. On occasion, you might need to empty your browser cache to enable OPERA Cloud upgrades.
- a. From the Chrome menu, select **Settings**.
 - b. Click **Advanced** at the bottom of the page.
 - c. Click **Clear browsing data** in the Privacy and security section.
 - d. Deselect **Cookies and other site data**.
 - e. Click **Clear Data**.
5. Making OPERA Cloud your home page and start page:
- Google Chrome lets you create a home page and a start page. The home page appears in the browser when you select the home button on the toolbar. The start page is the page that appears when you open Chrome.
- a. From the Chrome menu, click **Settings**.
 - b. Enable **Show home button** in the Appearance section.
 - c. Click the **Enter custom web address** option button.
 - d. In **Enter custom web address**, type or paste your OPERA Cloud URL into the field.
 - e. Locate the **On startup** section on the Settings page.
 - f. Select the **Open a specific page or set of pages** option button. If you are on the OPERA Cloud login page when making it your startup page, you can click **Use current pages** to enter the URL.
 - g. If necessary, remove the current pages using the **Remove** option in the menu.
 - h. Click **Add a new page**.
 - i. In the **Site URL** field, type or paste your OPERA Cloud URL.
 - j. Click **Add**.

6. Adding bookmarks:
Bookmarks are saved links to web pages.
 - a. Click the star in the URL address field.
 - b. Enter a **name** for the bookmarked page, if necessary.
 - c. Select a **Folder** to store the bookmark.
 - d. Click **Done**.

Setting Up the Microsoft Internet Explorer Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:
Pop-up blockers prevent pages from loading in the browser.
 - a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.
 - b. Select **Internet options**.
 - c. Click **Privacy**.
 - d. In the **Pop-up Blocker** section, click **Settings**.
 - e. Type or paste your **OPERA Cloud URL**.
 - f. Click **Add**.
 - g. Click **Close**.
 - h. Click **OK**.
2. Enabling report printing:
You must set the Adobe plug-in as the default PDF viewer.
 - a. Select **Tools** on the menu bar.
 - b. Click **Manage add-ons**.
 - c. In **Add-on Types**, click **Toolbars And Extensions**.
 - d. Click **Currently loaded add-ons** and select **All add-ons**.
 - e. In the list of add-ons, click **Adobe PDF Reader**.
 - f. If the Adobe PDF Reader Add-on status is Disabled, click **Enable**.
 - g. Click **Close**.
3. Clearing cache:
Browsers store elements of web pages to speed up the loading of the web page during your next visit. On occasion, you might need to clear your browser cache to enable OPERA Cloud upgrades.
 - a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.
 - b. Select **Internet Options**.
 - c. Click **General**.
 - d. Under the **Browsing history** section, click **Delete**.

- e. Deselect **Cookies and website data**.
 - f. Click **Delete**.
 - g. Click **OK** to confirm.
4. Making OPERA Cloud your home page:

The home page appears in the browser when you select the home button on the toolbar.

 - a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.
 - b. Select **Internet Options**.
 - c. Click **General**.
 - d. Under the **Home page** section, type or paste your **OPERA Cloud URL** into the text field.
 - e. Click **OK** to confirm.
5. Adding bookmarks:

Bookmarks, called favorites in Internet Explorer, are saved links to web pages.

 - a. Select the **Favorites** menu.
 - b. Select **Add to Favorites bar**.

Setting Up the Microsoft Edge Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

Pop-up blockers prevent pages from loading in the browser.

 - a. Click the **more options** icon (three dots) on the browser.
 - b. Select **Settings**.
 - c. Select **View advanced settings**.
 - d. Switch **Block pop-ups** to On.
2. Enabling report printing:

You must set up Microsoft Edge as the default PDF viewer.

 - a. Open **Control Panel** from the Start menu of your computer.
 - b. Click **Default Programs**.
 - c. Click **Associate a file type or protocol with a program**.
 - d. Scroll and click **Choose default apps by file type**.
 - e. Scroll the list of file types until you find .pdf and then click the default App name associated with .pdf.
 - f. Select **Microsoft Edge**.
 - g. Close **Associate a file type or protocol with a program** and then close **Control Panel**.
3. Clearing cache:

Browsers store elements of web pages to speed up the loading of the web page during your next visit. On occasion, you might need to clear your Microsoft Edge browser cache to enable OPERA Cloud upgrades.

- a. Click the **More Options** icon (three dots) on the browser.
 - b. Select **Settings**.
 - c. Click **Choose what to clear** and select items to clear such as Browsing history, Cookies and saved website data, Passwords, and so on.
 - d. Click **Clear**.
 - e. Switch **Always clear this when I close the browser** to On if you want the browser to clear your selections automatically.
4. Making OPERA Cloud your home page in Microsoft Edge:

The home page appears in the browser when you select the home icon on the toolbar.

- a. Click the **More Options** icon (three dots) on the browser.
 - b. Select **Settings**.
 - c. Click the **Open Microsoft Edge with** drop-down menu.
 - d. Select **A specific page or pages**.
 - e. Enter or paste the **OPERA Cloud home page URL** into the text field.
 - f. Click **OK** to confirm.
5. Adding bookmarks:
- Bookmarks, called favorites in Microsoft Edge, are saved links to web pages.
- a. In the URL field of the page you want to save, click **Favorites** (a star shaped icon).
 - b. In the name field, keep the default name or type a different description.
 - c. Select a folder or create a new folder to save the page
 - d. Click **Add**.

Setting Up the Apple Safari Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

Pop-up blockers prevent pages from loading in the browser.

 - a. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then click **Block Pop-Up Windows** to deselect it (the check mark next to it is removed).
2. Enabling report printing:

You must set the Adobe plug-in as the default PDF viewer.

 - a. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then select **Preferences**.
 - b. Click **Security** and select **Enable Plug-ins**.
 - c. Click **Website Settings** and select **Adobe Reader** in the list of plug-ins.

- d. Under When Visiting Other Websites, select **Allow Always** and click **Done**.
3. Clearing cache:

Browsers store elements of web pages to speed up the loading of the web page during your next visit. On occasion, you might need to clear your browser cache to enable OPERA Cloud upgrades.

 - a. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then select **Preferences**.
 - b. Click **Privacy** and then click **Remove All Website Data**.
 - c. Click **Remove Now**.
4. Making OPERA Cloud your home page:
 - a. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then select **Preferences**.
 - b. Click **General**.
 - c. In the **Homepage** field, type or paste your **OPERA Cloud URL** into the text field or click **Set to Current Page**.
5. Adding bookmarks:

Bookmarks are saved links to web pages.

 - a. Click the **Share** button in the menu bar and then select **Add Bookmark**.
 - b. Choose the location where the bookmark is added and rename it if needed. Click **Add**.
6. Saving OPERA Cloud as a home screen shortcut on your iPhone or iPad:

You can save OPERA Cloud on the home screen of your iPad or iPhone. Once saved, an app like icon appears on your home screen and opens OPERA Cloud in Safari when you tap it.

 - a. Open Safari on your iPad or iPhone and navigate to OPERA Cloud.
 - b. Tap the **Share** button on the menu bar. The Share button appears as a box with an arrow pointing up.
 - c. Tap **Add to Home Screen**.
 - d. Enter **OPERA Cloud** for the shortcut name and confirm the OPERA Cloud URL.
 - e. Tap **Add** to finish adding the OPERA Cloud shortcut to your home screen.

Signing In and Logging Out

Signing In

1. On the login screen, enter your **User Name** in the User Name field and enter your **Password** in the Password field to input your login credentials.
2. Select **Remember Me** (optional) to save your User Name for future login sessions and then click **Sign In** or press **ENTER**.

Logging Out

1. From any screen, locate your user name which appears above the OPERA Cloud menu bar on the top-right corner. This expands when you click it to show additional options.
2. Click the **Logout** button.

Logging Out a Previous User

1. Click **Sign in as a different user** (located on the top-left corner of the Home Dashboard screen) and then enter your **User Name** and **Password** to sign in under your login credentials.



Note:

When away from your terminal, it is recommended as a best practice to always log out.

Changing Your Password

1. On the login screen, click **Can't sign in?**.
2. Enter your **User Login** and click **Next**.
3. Type an answer to the challenge question and click **Next**.
4. Enter your new password and click **Save**.

Logging Into a Hub or Different Property

1. Click the area where your user name and property information appears. This information is located above the OPERA Cloud menu bar and expands when you click it to show additional options.
2. Click the **Select Location** drop-down and select **Hub** or **Property** for the **Search By** option.
3. Choose another hub or property from the list and then click **Select**.
4. Enter your user name and password to log in.

Quick Launch

The Quick Launch functionality provides you with a convenient means to access bookmarks and search the OPERA Cloud application. Access Quick Launch by clicking the rocket button at the top of the screen in OPERA Cloud, or by simply pressing the F2 button on your keyboard from anywhere in the application.

The Quick Launch page is divided into two sections: My Bookmarks and Quick Searches.

- [Managing My Bookmarks](#)
- [Quick Searches](#)

Managing My Bookmarks

The My Bookmarks tab enables you to view and manage custom links and quick links in OPERA Cloud. Custom links are URLs to websites outside of OPERA Cloud, and quick links are internal links within the application.

1. To add new custom links:
 - a. Click **Quick Launch** from the navigation bar or press F2.
 - b. Click **Manage Custom Links**.
 - c. Add a new URL by entering a **Name** and **URL**, and then click **Add**.
 - d. Repeat the following steps for all new custom links, and then click **Save** when you are finished.
 2. To edit and delete existing custom links:
 - a. Click **Quick Launch** from the navigation bar or press F2.
 - b. Click **Manage Custom Links**.
 - c. Modify the link **Name** and **URL** in the Edit URL section.
 - d. Click the **Actions** button, and then click **Delete** to delete a link. Confirm the deletion by clicking **Delete** in the pop-up screen,
 - e. Click **Save** when done.
 3. To add new quick links:
 - a. Click **Quick Launch** from the navigation bar or press F2.
 - b. Click **Manage Quick Links**.
 - c. Enter search terms, for example "Manage Reports," and then click **Go**.
 - d. Highlight the link in the search results, and then click **Add (>)** or **Add All (>>)**, and then click **Save**.
 4. To remove quick links:
 - a. Click **Quick Launch** from the navigation bar or press F2.
 - b. Click **Manage Quick Links**.
 - c. In the **Selected** panel, locate or search for the quick link you would like to remove, and then select it to highlight it in the list, and then click **Remove (<)** or click **Remove all (<<)** to remove everything in the list.
 - d. Click **Save** when you are done removing quick links.
- [Viewing the Property Brochure from Quick Launch](#)

Viewing the Property Brochure from Quick Launch

You can view the Property Brochure from Quick Launch. First, you must add Property Brochure to Quick Launch before you can access it.

Add Property Brochure to Quick Launch

1. From the OPERA Cloud menu, click **Quick Launch**.
2. Click **Manage Quick Links**.
3. In the search field, type **Property Brochure** and click **Go**.
4. Select **Property Brochure** in the Available pane. Click the arrow to move it into the Selected pane.
5. Click **Save**.

Property Brochure is now a bookmarked link in Quick Launch.

View Property Brochure

1. From the OPERA Cloud menu, click **Quick Launch**.
2. Expand the **My Bookmarks** section if needed.
3. Under My Bookmarks, select **Property Brochure** and click the **Go to Screen** button.
4. On the Property Brochure screen, enter your **Property** name and click **Search**.
All the available brochures for the property appear.
5. Expand the section for the brochure you want to view.

 **Note:**

You might need to enter additional search criteria and click **Search** to view information.

Quick Searches

The Quick Searches tab includes several predefined searches and provides a list of actions for you to launch sections of OPERA Cloud quickly. For example, to go to the Arrivals search results, type A. To launch the Arrivals search results as a new session, hold down the SHIFT key and type A. Quick Searches are provided for functions which are active at the property. For example, you may or may not have access to Quick Searches for features like Advance Checked In, Open Folios, and Scheduled Check Outs.

1. Click **Quick Launch** from the navigation bar or press F2.
2. Click the **Quick Searches** tab.
3. Review the list of quick searches and instructions for how to go to the screen or launch it in a new session window. Alternately, if you have finished working on the

billing screen and a guest arrives at the front desk to check out, there is no need to stay in the billing screen, and you could simply select **Go to Screen** instead.

- a. Use **Launch as New Session** to open a new window with your selection. For example, if you are in the process of checking a guest in and you need to search for other reservations, it would be beneficial to use this option because this enables you to perform the search without losing your progress checking in the guest.
- b. Use **Go to Screen** if there is no work in progress. For example, if you have finished working on the billing screen and a guest arrives at the front desk to check in, there is no need for you to continue working on the billing screen, and you could simply navigate away to check the guest in.

- [Advance Checked In Screen](#)

Advance Checked In Screen

Path: Quick Launch – Quick Searches - Advance Checked In (F2+V)

The Quick Launch Advance Checked In screen opens to search results filtered on Advance Checked In reservations for the current business date. This search criteria can be modified (select the **Modify Search Criteria** link) to narrow the results to show only Arrival or only Checked In status reservations, by reservation states such as Pre Registered, Open Balance, Day Use, or Queue.

You can also filter on Expected Time of Return (ETR From and ETR To), and sort the results by related criteria:

- Arrival Date and ETR ascending (default).
- Arrival Date and ETR descending.

Advance Checked In Status Filters

- Arrival shows only reservations that are flagged Advance Checked In and not yet checked in to the property for the current business date.
- Checked In shows only reservations that were flagged Advance Checked In and have already been checked in to the property for the current business date.
- Selecting both Arrival and Checked In shows all reservations flagged Advanced Checked In during the current business date, which includes reservations currently flagged Advance Checked In (not yet checked in) as well as Advance Checked In reservations that have already been checked in to the property and Advance Checked In reservations that checked in and checked out of the property on the same day, such as Day Use reservations.

The Advance Checked In reservation status includes both Arrival and Checked In reservations.

This screen is also accessible from the Advance Check In tile, with search results filtered based on the area selected: Current, Checked In, or Total for Today.

Home Dashboard

The Home Dashboard is a section of OPERA Cloud that shows customized data snapshots, giving you a quick glance at your property's current status. You can add and customize Home Dashboard pages with tiles containing information about arrivals, departures, room summary, available rooms, daily projections, and more.

When you log on to OPERA Cloud for the first time, you see a blank Home Dashboard which you can customize and/or personalize by adding informational tiles. You can further customize and/or personalize your Home Dashboard by adding multiple pages, which are similar to web browser tabs. After customizing the Home Dashboard, settings are saved for the next time you log in. The Home Dashboard also enables customization at the Chain, Hub, and Property levels to provide you with standard pages and/or tiles as required or needed by your hotel or chain.

There are two main steps to setting up your Home Dashboard: adding pages and adding tiles to those pages. Your personalized Home Dashboard enables you to group similar tiles together into pages, or to group properties together on separate pages if you manage several different locations. The Home Dashboard provides the flexibility for you to determine what data organization works best for your property and your unique role.

You can return to your Home Dashboard from anywhere in the application by clicking **OPERA Cloud** in the Navigation Bar.

- [Managing Dashboard Pages](#)
- [Managing Dashboard Tiles](#)

Managing Dashboard Pages

You can add pages to your Home Dashboard to group and view tiles for different roles, such as housekeeping or front desk operations, or to sort activities, such as arrivals and departures. Each page can be given a descriptive name to differentiate it from the other pages on your Home Dashboard. For example, you could have two pages on your Home Dashboard, one called "Front Desk" for arrival and departure overviews and a second called "Housekeeping" for maintenance status tiles. If you manage several different properties, you might want to use pages to differentiate between properties, or group all arrivals for all properties on one page and all departures for all properties on another page. Pages give you the flexibility to organize the data in a way that makes sense for you and your area(s) of responsibility.

1. To add new pages:
 - a. From the OPERA Cloud dashboard screen, click the **Add Page** button.
 - b. Enter a name for the new page and click **Save**.
 - c. The new page appears in the tabbed page list on the Home Dashboard.
2. To edit existing pages:
 - a. Click the vertical ellipses icon for the page you wish to edit.
 - b. Click **Edit**.
 - c. Enter the new page name, and then click **Save**.
3. To delete pages:
 - a. Click the vertical ellipses icon for the page you wish to remove.

- b. Click **Delete**.
- c. Confirm your removal by clicking **Delete** on the pop-up confirmation window.

Managing Dashboard Tiles

Tiles are blocks of information that you can add to your Home Dashboard pages. There are several types of tile, each providing unique real-time information. Some segments of tiles highlight when you hover over them, indicating that the highlighted segment of the tile is a clickable link that provides more detailed data. You can drag and drop tiles on the Home Dashboard to rearrange them to fit your needs.

If you manage more than one property, each tile must be configured for a specific property. You can have multiple tiles of the same type for multiple properties. For example, if you manage maintenance for three properties, you can add three Room Maintenance tiles to your Home Dashboard — one Room Maintenance tile for each property you manage. The property name is specified on each tile in small text below the title of the tile.

The following table provides a list of tiles available.

Table 1-1 Tile Names and Descriptions

Tile Name	Tile Description
60 Minutes Activity	View check-ins, check-outs, and rooms cleaned totals for the previous 60 minutes.
Advance Check In	View the number of advance check ins for individual and block reservations for the current date.
Arrivals	View the number of expected arrivals for the current date.
Available Rooms	View the number of rooms available for the current date.
Complimentary/House Use	View complimentary and house use rooms activity for the current date.
Daily Projections	View projected figures by date, including persons, rooms, and revenue.
Departures	View the number of expected departures for the current date.
Queue Reservations	View reservations on queue, rooms available by room type, and room status.
Reservation Activity	View a breakdown of arrival, in-house, and departure reservations for the current date.
Reservation Revenue Summary	View rooms sold and revenue figures by date.
Reservation Statistics	View reservation statistics for the current date.
Room Maintenance	View resolved and unresolved maintenance requests.
Room Status	View totals by room status, broken down by front office status: clean and dirty (occupied, assigned, and vacant), as well as skip or sleep.
Room Summary	View the number of available rooms, physical (total) rooms, out of order rooms, and out of service rooms.
Rooms Availability Summary	View rooms sold and available, by day and room type.
Rooms Sold Summary	View summary of rooms sold and availability by room type.

Table 1-1 (Cont.) Tile Names and Descriptions

Tile Name	Tile Description
Task Sheet	View totals including room status, percentage of rooms cleaned, and today's task sheet notes, along with details and completion status of task sheets.
VIP Guests	View a snapshot of VIP guests.

1. To add new tiles:
 - a. From the OPERA Cloud Home Dashboard, select the page to which you wish to add tiles, and then click the **Add New Tiles** link.
 - b. Locate the type of tile in the list, enter the number of tiles to add in the Quantity column, and then click **Add to Dashboard**.
 - c. If needed, after the tile appears on the Home Dashboard, click the link within the tile marked **Go to Settings to assign property**. If required, enter the property or click the magnifying glass icon to search for a property in the list, and then click **Save**.
 2. To edit existing tiles:
 - a. Hover over the desired tile, and click the **Gear** icon to open Settings.
 - b. Make changes to settings, and then click **Save**.
 3. To delete tiles:
 - a. Hover over the desired tile, and click the **X icon** in the top right corner.
 - b. The tile is deleted from your Home Dashboard.
 4. To rearrange tiles:
 - a. Click and hold the tile you would like to move.
 - b. Drag the tile to the new location.
 - c. Drop the tile by releasing the mouse button.
- [Advance Check In Tile](#)
 - [Updating Room Status from the Dashboard](#)

Advance Check In Tile

The Advance Check In tile on the home dashboard page provides statistical information to identify the number of Advance Checked In individual and block reservations for today (the property's current business date), and to differentiate between today's Advance Checked In reservations that are Checked In and those that are still in Advance Checked In state.

The Advance Checked In tile is divided into three areas: Current, Checked In, and Total for Today. Each area links to the Advance Checked In search screen prefiltered for that area:

- **Current** - The number of arrival (due in) individual and block reservations that are in Advance Checked In state.
- **Checked In** - The number of individual and block reservations that were flagged Advance Checked In today and are now checked in to the property.

- **Total for Today** - The total number (current plus checked in) of individual and block reservations for today. This total includes Advance Checked In reservations that were checked in and checked out of the property on the same day, such as Day Use reservations.

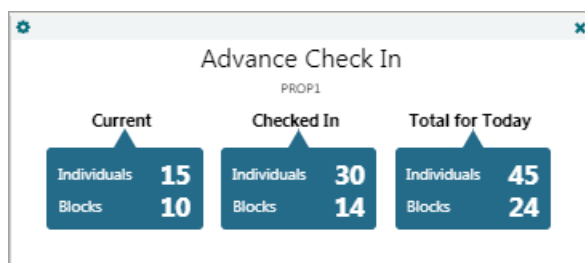


Table 1-2 Advance Check In Tile

Reservation Type	Currently in Advance Checked In State	Previously in Advance Checked In State and now Checked In to the Property	Total for Today
Individual reservations	15	30	45 = 15 Advance Checked In + 30 Checked In reservations
Block reservations	10	14	24 = 10 Advance Checked In + 14 Checked In reservations

Updating Room Status from the Dashboard

You can change the status of rooms from the Room Status tile on the Dashboard. Options are: inspected, clean, pickup, dirty, out of order, out of service, vacant, and occupied.

1. From the **Dashboard**, click the **Room Status** tile to go to the Housekeeping Board.
2. Search for room status based on property and room type, room class, room number range, or room status.
3. From search results, select one or more rooms and then click the **Update Room Status** link. Select a new room status for the room and click **Close**.

Page Composer

Page Composer is a tool you can use to make custom changes to the OPERA Cloud user interface (UI) by hiding or adding fields to select screens. You can also rearrange fields on the screen layout and add custom flex fields (that is, user defined fields) and links.

Page composer helps your hotel maintain data standards between systems. For example, OPERA Cloud users often pass information from the hotel property to an external system(s). Page Composer enables the two systems to maintain the same data standards by making certain fields mandatory or required when collecting information. Page Composer also enables your hotel chain to maintain consistency by enforcing the same field standards and customization options across properties.

You enable Page Composer at the global level or at the property/hub level. With Page Composer, you can do the following:

- Add or hide fields
- Change field labels
- Move location of a field on a screen
- Make fields required
- Reorder fields
- Change colors
- Add tooltips
- Reorder table columns
- Hide or show table columns
- Add advanced options and Expression Language (EL)

User Role Tasks

Page Composer customization options are based on tasks assigned to a user's role in Role Manager. Tasks for Personalize, Customize Chain, Customize Property/Hub, and Column Options control access to their respective customization option.

The **Personalize** task enables the user to make changes that are only applicable/visible to the user who made the change. For example, hide/show fields, reorder columns in tables, reorder fields in panels, and search areas where personalization is available.

The **Customize Chain** task controls access to the Chain Customization Level, which enables users to make changes that affect or apply to all properties in the chain.

The **Customize Property/Hub** task controls access to the Property/Hub Customization Level. Changes are applied or visible to users when logged in to a specific property or at the hub level based on the login context (Property or Hub).

The **Column Options** task enables you to reorder and hide or show table columns.

Customizable Screens and Pages

You can customize the following screens and related pages with Page Composer:

Table 1-3 Customizable Screens and Related Pages

Screen	Related Page / Screen
Profiles	Profile Overview
	Profile Details
	Identification (Personal Details)
	Create Profile (Guest Details)
	Manage Profile (Advanced Search area)
	Profile Claims (Search area)
	Correspondence (Mailings tab)
Walk In Reservation	Search area
Look To Book Sales Screen	Caller Info
	LTB Search Filters
	Book Now screen
	Turnaway
Reservations	Reservation Overview
	Stay Details
	Manage Reservation (Advanced Search area)
Dashboard / Homepage	Page and Tiles
Check In	Reservation Overview
	Identification Step (Personal Details)
Check Out	Reservation Overview
Blocks	Block Overview
	Room Details
	Catering Details
	Manage Activities (Advanced Search area)
	Manage Blocks (Advanced Search area)
Quick Launch	Custom and Quick Links
Search Area	Search Filters
	Manage Columns

- [Enabling Page Composer](#)
- [Customizing or Personalizing a Screen with Page Composer](#)
- [Page Composer Field Property Descriptions](#)

Enabling Page Composer

You enable Page Composer at the global level or at the property/hub level.

1. On the OPERA Cloud side bar menu, select **Settings**.
2. On the Settings screen, select either the **Global Level**, **Property/Hub Level**, or **Off**.

- **Global Level** Users can add Flex Fields and modify the properties of components. Customization at the Global level applies to all properties and users.
 - **Property/Hub Level** Users can add Flex Fields and modify properties of components. Customization at the Property/Hub level applies to the selected Property/Hub.
 - **Off** Customization is inactive. Users can only personalize a screen by hiding and showing fields / reorganizing columns. Personalization at the User level only applies to the currently logged in user. The user can only personalize the screen for his or her user and modifications do not affect other users.
3. Click **Save** and then click **Save** again on the Confirmation screen to save your changes to a panel.
 4. Set the Settings screen to **Off** when your customization is complete.

The Customization or Personalize icon appears on certain screens (appears as a gear icon in the corner of panels) enabling you to customize fields on these screens.

**Note:**

When you select either **Global Level** or **Property/Hub Level**, a “Customizing” information message appears above the OPERA Cloud menu to indicate you have enabled Page Composer.

Customizing or Personalizing a Screen with Page Composer

Page Composer customization options are based on tasks assigned to a user’s role in Role Manager. The following tasks for Page Composer can be assigned to a user’s role:

- **Personalize** This task enables the user to make changes that are only applicable/visible to the user who made the change. For example, hide/show fields, reorder columns in tables, reorder fields in panels, and search areas where personalization is available.
- **Customize Chain** This task controls access to the Chain Customization Level, which enables users to make changes that affect or apply to all properties in the chain.
- **Customize Property/Hub** This task controls access to the Property/Hub Customization Level. Changes are applied or visible to users when logged in to a specific property or at the hub level based on the login context (Property or Hub).

You can use Page Composer to customize screens at the global level or property/hub level or you can personalize them at the user level. You can customize any screen that has a gear icon on it. When customizing screens at the global or property/hub levels, the label for the gear icon appears as Customize when you hover over the icon. When customizing screens at the user level, the label appears as Personalize.

Personalizing for your User

1. Click the **Personalize** icon (appears as a gear in the corner of the screen) on the screen to customize its fields.

2. To hide fields on the screen, click the red X for each field you want to hide.
3. To add fields to the screen, click the **Show Inactive** link and then click the green + sign for each field you want to add.
4. Click **Save**.
5. Click **Close Personalize** to exit the customization mode for the screen.

 **Note:**

If a field is hidden at the property level using Page Composer, users logged in at the property cannot see the field when they personalize the screen for their user.

Customizing at the Global or Property/Hub Level

1. Click the **Customize** icon (appears as a gear in the corner of the screen) on the screen to customize its fields.
2. To hide fields on the screen, click the red X for each field you want to hide.

 **Note:**

If a field is hidden at the global level, users logged on to any property or hub in the chain cannot see the field.

3. To add fields to the screen, click the **Show Inactive** link and then click the green + sign for each field you want to add.
4. Click the **Add Field** drop-down list and select from a number of field options.
5. If the Component you want to add is unavailable, select **Flex Field** and then select either **Add Text**, **Add Number**, **Add Date**, or **Add Link**.
6. Define the properties of the Flex field you selected. Refer to the [Page Composer Field Property Descriptions](#) topic for detailed descriptions of these properties.

 **Note:**

You can select the pencil icon for a field to go back and edit it. To remove a field you added, click the pencil icon and then click **Remove**.

7. Click **Save**.
8. Click **Close Customize** to exit the customization mode for the screen.

Page Composer Field Property Descriptions

The customization mode for a screen occurs when you click the pencil icon for a field. When a screen is in customization mode, the following field properties are available on some screens:

Table 1-4 Field Properties

Property	Description
Displayed	Select to show the text/link on the screen.
Disabled	Select to disable the field on the screen.
Read Only	Select to prevent the field from being edited.
Required	Select to make the field mandatory. When saving the screen, an error appears if the field is not completed. You can use this with Show Required, which also places a red asterisk by the field to indicate that the field is mandatory.
Tooltip	Enter a tooltip for the field.
Charactercase	Enables you to enforce uppercase, lowercase, or mixed use characters for the input text in a field.
Uppercase	Formats the user input text in a text field as uppercase.
Label	Enter the name of the label that appears for the custom field.
Default Value	Enter a number, date, or text into the field to appear as the initial data.
Background Color	Sets the background color for the field.
Label Color	Sets the color for the field label.
Text Color	Sets the text color for the field.
Refresh	Select to trigger the validation of a value entered by the user.
Custom Validator/RegEx Validator	Enables the coding of system inserted data (SID) categories (categories that are implemented upon installation) or regular expressions to the field.

Flex Fields / User Defined Fields (UDF)

Flex fields are user-defined fields that you can add to a screen. You can select either text, number, link, or date types for a Flex field. In addition to the above properties, Flex fields also provide the following properties:

Table 1-5 Flex Field Properties

Property	Description
Show Required	Select to place a red asterisk by the field to indicate the field is mandatory.
Value	Sets the internal identifier for the field. The system uses this value to identify the new field control on its related screens. For example, if you create a text field on the Reservation screen using the value Text UDF 10 and make it a required field, then you can also create a text field on the Check In Reservation screen using the same field value (Text UDF 10) and set it as Read Only. The information entered into the field in the Reservation screen automatically populates the Read Only field in the Check In Reservation screen.
Field Length	Determines the display size of the field on the form. It does not dictate the number of characters the field accepts.
Enable LOV	Determines whether a drop-down list is used for the field data.
Allow Multiselect	If a drop-down list is used, this determines if the user can select more than one item in the list.

Table 1-5 (Cont.) Flex Field Properties

Property	Description
LOV Group	Select the group of values to use for the drop-down list. To configure the values for this drop-down list, select the Administration menu, select Enterprise , select User Interface Management , select User Defined Field Values and then search for the LOV group. You can click New to create a new value for the list.

User Defined Link (UDL)

User defined links enable you to configure links to appear within the panel on the page. The link can be either a static or dynamic URL. A static URL launches a web page where the URL is always the same. A dynamic URL is variable, being based on field values referenced in the link. A dynamic URL can be used to launch an external web application and pass values from the OPERA Cloud record in the URL.

For example, you could configure the following dynamic link to append the guest's membership number in the URL:

```
https://myreward.com/#{bindings.MembershipId.inputValue}
```

The following properties are only available for UDL fields (URL Links).

Table 1-6 UDL Properties

Property	Description
Text	Enter the text that appears as the link.
Destination	Enter the URL (web address).
Append Parameter	The option to attach additional values to a web page address that can be parsed on demand, provided the web page is set up to handle the code. The available parameters depend on the screen being customized. Enter the website address followed by a trailing slash (/), and then select the parameter to append.

Custom Options

On the Customize screen, a custom option is available for most fields by clicking the **</>** button for the property or selecting **Custom** from the property's drop-down list. The Custom option enables you to add Expression Language (EL) expressions for a field and evaluate the expressions.

When a property for a field has been customized, a **Reset** link appears next to the property. The Reset link helps you identify if a property has been customized and you can click this link to revert the customization.

The first example applies a simple EL expression to the Membership Type field to evaluate a profile's details and change the background color of the field based on the membership type. In this example (shown below), the expression evaluates if the Membership Type of the profile is OR. If the statement is true, the background color of the field changes to Hex Color #ffff00 (Yellow). If it is false (Membership Type is not OR), then no changes are made to the field.

```
#{bindings.MembershipType.inputValue == 'OR' ? '#ffff00' : '' }
```

This next example evaluates if the Membership Level is OR and changes the background color of the field to Hex Color #0493f2 (Blue) if the statement is true:

```
#{bindings.MembershipType.inputValue=='OR' ? '#0493f2' : '' }
```

This example hides the field if the Room Type is the same as the Room to Charge (RTC):

```
#{bindings.RoomTypeCharged.inputValue== bindings.RoomType.inputValue ? false : true }
```

This last example marks the Visa Expiry Date field as required based on a condition:

```
#{bindings.VisaNumber.inputValue== null ? false : true}
```

For further information on EL expressions, refer to the following links:

<https://docs.oracle.com/javaee/7/tutorial/jsf-el.htm>

<https://docs.oracle.com/javaee/6/tutorial/doc/gjddd.html>

Advanced Options

You can define conditional properties for a field by clicking the **Advanced** tab on the Customize screen. When the condition is true, an action can result, such as a field being updated. When the condition is false, a different action can result, such as a warning message appearing to indicate the user input was invalid. The following actions can be selected from the **Action** drop-down list: **No Action**, **Show Message**, **Update Field**, and **Show Message and Update Field**.

The following is an example of how you can configure an advanced option for the Middle Name field on the Profile Details screen. In this example, when a user enters a name in the Middle Name field, the Last Name, First Name, and Middle Name values are appended and populated into the Alternate Name field and an information message appears to the user.

Under the **Advanced** tab, enter the following:

- Under the **If (Condition)**, select **Custom**.
- Under **Then (True)**, select **No Action** for the Action.
- Under **Else (False)**, select **Show Message and Update Field** for the Action.
- For the **Message Type**, select **Info**.
- In the **Message** field, enter the message that appears to the user.
- For the **Update Field**, select **Alternate Name**.

To evaluate the empty field, enter this expression for the **Field Value**:

```
#{bindings.FormerName_MiddleName.inputValue != '' ? false : true}
```

To update the Alternate Name field value using the Name, First, and Middle Names, enter these expressions:

```
#{bindings.FormerName_Surname.inputValue}
```

```
#{bindings.FormerName_GivenName.inputValue}
```

```
#{bindings.FormerName_MiddleName.inputValue}
```


Part I

OPERA Cloud

This part of the OPERA Cloud Help system contains information on working within the OPERA Cloud menu.

- [Client Relations](#)
- [Bookings](#)
- [Front Desk](#)
- [Inventory](#)
- [Financials](#)
- [Miscellaneous](#)
- [Reports](#)

2

Client Relations

From the Client Relations menu, use Manage Profiles to create and manage profile names, addresses, contact information, financials, accounts receivables, negotiated rates, and so on. Profiles identify guests, companies, travel agents, sources, groups, and contacts doing business with your hotel. Use Manage Memberships to create and manage your membership programs as offered by hotels, auto clubs, and airlines to reward guest loyalty.

- [Profiles](#)
- [Managing Profiles](#)
- [Membership](#)

Profiles

The Profile is where all details of the guest are stored, containing demographic records for guests, companies, travel agents, sources, groups, and contacts. Individual profiles provide better guest recognition through VIP level, address information, preferences, membership enrollments, and additional data that make reservations handling, accounting, and other activities faster and more accurate.

- [Copying Bank Accounts to Other Properties](#)

Copying Bank Accounts to Other Properties

You can copy a travel agent / source profile's bank account and commission code to other properties. To copy, you need the following:

- A login at the HUB level
 - The Profile Commission task
 - The profile's Commission Bank Account, Payment Method, Commission Code, and Currency must be set up in the target properties.
1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
 2. Select either a **Travel Agent** or **Source** for View By, enter a **Name**, and then click **Search**.
 3. Click **I Want To...** next to the travel agent/source, select **Show All**, and then select **Commission**.
 4. Click the vertical ellipsis button, select **Distribute**, and then select the properties to which you want to copy commission setup details.
 5. Click **OK**. A results message appears.

Managing Profiles

Profiles store and display a wide range of information, and there are many ways you can configure them with information about a guest, travel agent, or company. The following sections outline many of the ways you can manage profiles in OPERA Cloud. These options can be found from the **Navigation Bar** by clicking **Client Relations** and then clicking **Profiles**.

- [Creating Profiles](#)
- [Viewing and Editing a Profile](#)
- [Viewing and Adding Primary Details to a Profile](#)
- [Linking Profiles](#)
- [Viewing Other Profiles Attached to Reservations](#)
- [Adding a VIP Status to a Profile](#)
- [Adding Identification Information to a Profile](#)
- [Adding Search Keywords to a Profile](#)
- [Adding Guest Preferences to Profiles](#)
- [Adding or Clearing an Alternate Name or Incognito Name for a Profile](#)
- [Adding Profile Communications](#)
- [ID Document Scanning](#)
- [Adding Notes and Internal Comments to a Profile](#)
- [Attaching Files to a Profile](#)
- [Viewing Profile Future and Past Stays](#)
- [Viewing a List of Recently Viewed Profiles](#)
- [Making a Guest Profile Private](#)
- [Deactivating a Profile](#)
- [Restricting a Profile](#)
- [Downloading a Profile from the Central Reservation Database](#)
- [Profile Anonymization](#)
- [Guest Revenue Statistics](#)

Creating Profiles

1. From the **Navigation Bar**, select **Client Relations**, **Profiles**, and then **Manage Profiles**.
2. Click **I Want To . . .** and then select the type of profile you want to create.
3. Complete the mandatory fields and any optional fields on the Create Profile screen.
4. Click **Save** or click **Save Profile and Add More Details** to open the profile in Manage Profile.

Viewing and Editing a Profile

1. From the **Navigation Bar**, select **Client Relations, Profiles**, and then **Manage Profiles**. If you wish to view or edit a suspended profile, select **Manage Suspended Profiles** rather than Manage Profiles.
2. Search for and select the profile, or click **I Want To...** to view and select from a list of recently viewed profiles.
3. Scroll to the **Profile Details** section to view information.
4. Click **Edit** to add or edit details and click **Save** when finished

Viewing and Adding Primary Details to a Profile

Viewing Primary Profile Details

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to a profile.
3. Scroll to the **Profile Details** section to view the profile details.

Adding Primary Details to a Profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to the profile.
3. Scroll to the **Profile Details** section to view the profile details.
4. Click **Edit** to add additional details to the profile and click **Save** when finished.

Linking Profiles

Profile links are used to establish a relationship between two or more profiles. For example, you might link a guest profile to a travel agent profile or a company profile to several employees. To link profiles:

1. Locate and open a profile.
2. In the Profile Overview panel, under the Profile column, click **Profile Links**. You may need to select **Show All** to expand all options.
3. Click **New**.
4. Select the **Profile Type, Type of Profile Link, Related Profile**, and if applicable, select the check box for **Primary Profile Link**. Setting a profile link as primary can be useful when linking several profiles that have the same profile type.
5. Click **Save**.

Viewing Other Profiles Attached to Reservations

1. Search for and open a profile.
2. Click **Connected Profiles**.
3. Click the **Associated Profiles** panel to show any companies, travel agents, groups, or source profiles associated with the reservation.
4. Click the **Accompanying Profiles** panel to see any other guest profiles attached to the reservation.

Adding a VIP Status to a Profile

1. Search for and open a profile.
2. In the Profile Overview panel, click **Edit**.
3. In the VIP Status field, search and select or enter a VIP status, and then click **Save**.

Adding Identification Information to a Profile

Profiles contain extensive demographic information (including name, mailing address, email address, phone number, preferences, driver's license, passport, and so on).

1. Locate and open a profile.
2. In the Profile Overview panel, under the Profile column, click **Correspondence**. You might need to select **Show All** to expand all options.
3. Select the **Identifications** tab, and click **New**.
4. Add ID details and any personal details and then click **Save**.

Adding Search Keywords to a Profile

You can set up and attach keywords to a profile to associate a variety of identifying information with the profile. Keywords can include the search name, abbreviations, tax numbers, corporate ID numbers, ticker symbols, and so on. The keywords attached to a profile help to narrow the results when searching for profiles. To add search keywords to a profile:

1. Locate and open a profile.
2. In the Profile Overview panel, under the Profile column, click **Keyword**. You may need to select **Show All** to expand all options.
3. Click **New**.
4. Enter a **Keyword Type** and **Keyword**, and then click **Save**.

Adding Guest Preferences to Profiles

You can add preferences to a guest profile to personalize or enhance your guest services.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.

2. Search and select a profile or create a new profile.
3. On the profile, click **Preferences** and then click **New**.
4. Select one or more values from the list of Available Values.
You can use the filter field to narrow the list or clear the list.
5. Click **Add** to move your selections to Selected Values.
6. Click **Save to Profile**.

Adding or Clearing an Alternate Name or Incognito Name for a Profile

Incognito name functionality enables a guest to create a fictitious name and profile to use while dealing with a property. This functionality can be used for celebrities, so that news does not get out by the hotel personnel that a celebrity is staying at the property. The alternate name feature allows you to record an alternate (or native) name, title, language, and salutation for each profile. Alternate names can help identify and manage profiles during the profile merge process.

Adding Incognito Names and Alternate Names to Profiles

1. Locate and open a profile using the steps above.
2. Under **Profile Details**, click **Edit**.
3. Click the link labeled **Alternate Name** or the hat and glasses icon to add an **Incognito Name**, then fill in the appropriate information in the dialog box, and click **Save**.
4. Click **Save** in the Profile Details panel when you are done.

Clearing an Incognito Name or Alternate Name

1. Locate and open a profile using the steps above.
2. Under **Profile Details**, click **Edit**.
3. Click the **Incognito Name** icon or the **Alternate Name** link, delete the name from the field, and then click **Save**.

Adding Profile Communications

You can add communication types to a profile, such as additional addresses, phone numbers, fax numbers, and email addresses.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to the profile.
3. In the **Profile Overview** section, click **Communication** and click **Manage**.
4. Click **New** in the section where you want to add a communication type.
5. Complete the fields for the new communication type and click **Save**.

ID Document Scanning

With document scanning, you can scan ID documents (such as a passport or driver's license) using a third-party scanning interface which then populates the information into the ID fields of the Guest or Contact profile. The profile for which the identification is scanned must be an individual profile, that is a Guest profile or Contact profile. In addition, ID document scanning only supports passport and enhanced driver's license document types.

Workflow

Use the following workflow when setting up and working with ID document scanning:

1. Enable the **OPP_IDS ID Document Scanning** add-on license.
2. Turn on the **Mobile Document Scanning** and **Desktop Document Scanning** parameters under the **Profile** group in **OPERA Controls**.
3. Assign the required User Tasks for document scanning.
4. Add and set up the third-party scanner for the property.
5. Scan the guest's ID during reservation check-in or when updating the guest's profile.

Adding Notes and Internal Comments to a Profile

OPERA Cloud enables you to add notes and internal comments to profiles. Typically, notes that are flagged as internal are not transmitted to external systems when the profile is sent out or is hidden on printed correspondence with the customer. To add notes and internal comments to a profile:

1. Locate and open a profile.
2. In the Profile Overview panel, under the Notifications column, click **Notes**. You may need to select **Show All** to expand all options.
3. Click **New**.
4. Enter the type of note, select the check box if the note should be internal use only, enter a **Title**, **Comment**, and select if the note should be available globally or only in a specific property. If the note should only apply in a specific property, enter the property code. Click **Save** to save and exit, or **Save and Continue** to save this note and add another.

Attaching Files to a Profile

You can attach files to profiles that can be used for corporate contracts, proposals, and similar documents.

1. Locate and open a profile.
2. In the Profile Overview panel, under the Notifications column, click **Attachments**. You may need to select **Show All** to expand all options.
3. Click **New**.
4. Choose an attachment, set the availability to global or specify a property, enter a name and description, and then click **Save**.

Viewing Profile Future and Past Stays

You can view a guest's future or past reservations, including details on room types and rates, arrival/departure dates, previous reservation status, and so on, including any profiles associated with the bookings.

Future and Past Stays also shows the total number of reservation records attached to the guest profile. This is a global count of all reservation records for the guest in all available properties within the chain. When logged into a single property, you see only the reservations in that property.

1. Locate and open a profile.
2. In the Profile Overview panel, under the Stay column, click **Future & Past Stays**. You may need to select **Show All** to expand all options.
3. From the list of future and past stays, click any linked information for additional details.

Viewing a List of Recently Viewed Profiles

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. On the Manage Profile screen, click **I Want To...**. A list of recently viewed profiles appears under the View section for easy access to those profiles.

Making a Guest Profile Private

You can mark profiles as private to prevent them from appearing in central reservations systems or other properties in a chain or multi-property configuration. Use OPERA Controls and Manage Profiles to mark profiles as private.

1. From the **Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Under Groups, click **Profile** and then set the **View Profiles Created in Hubs** parameter to **Off**.
3. From the **OPERA Cloud** menu, click **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
4. Search for profiles.
5. From your search results, click **Actions** on a profile and select **Mark Profile as Private**.

Deactivating a Profile

You can deactivate a profile if a guest requests it or if the profile has not been used for a long time. Changing a profile to inactive makes it easier to find when you need to purge it. To deactivate a profile:

1. Locate and open a profile using the steps above.

2. Under Profile Details, click **Edit** and deselect the **Active** check box.
3. Click **Save**.

Restricting a Profile

You can mark a profile as restricted from being updated. Profiles can still be updated while restricted, but a prompt appears every time you attempt to use a restricted profile for a reservation or a block. Depending on your permissions, you may be able to override the restriction. To restrict a profile:

1. Locate and open a profile using the steps above.
2. Under Profile Details, click **Edit** and select the **Restricted** check box.
3. Click **Save**.

Downloading a Profile from the Central Reservation Database

You can download profiles from your central reservation system to your property. OPERA Cloud automatically downloads the profile during profile advanced search, which evokes lookup from the central system. In order for this feature to work, you must have the Cloud Loyalty license active in your central system.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Click **Advanced Search**.
3. In the Search area, enter the profile name and any other search filters.
4. Select **External System** from the LOV in advance search.
5. Click **Search**. A list of profiles from the central system appear in the left column and the matches from the local database appear on the right. You can choose to download the profile from the central system database by clicking **I Want To...** and clicking **Download Profile**.

Profile Anonymization

To protect personal information for guests, a guest profile's data can be made private through data anonymization. The Profile Anonymization feature uses data anonymization to encrypt or remove a guest's personal information from the database so the guest can remain anonymous.

OPERA Controls

The following OPERA Controls activate this feature for Individual profiles:

Table 2-1

Name	Group	Type	Description
Personal Information Protection	Profiles	Parameter	When active, additional security procedures are available, which includes anonymization of profile data.

Table 2-1 (Cont.)

Name	Group	Type	Description
Number of Days until Anonymization	Profiles	Setting	Available when the Personal Information Protection parameter is active. This value defines the number of days after the last activity occurs in which the requested profile can be anonymized.

Required Conditions for Profile Anonymization

You can activate Profile Anonymization for guest profiles by clicking **I Want To...** next to the profile and then selecting **Anonymize Profile** on the Profile Presentation. You can also choose to cancel the anonymization by selecting the **Do Not Anonymize** action until the point the profile is anonymized. The following conditions are required for a guest profile to be anonymized:

- Number of Days for Anonymization setting requirement must be met. This requirement is met when the defined number of days has passed since the last activity for the profile. For example, if the setting is 5 days, the profile is eligible for anonymization five days after the profile's last activity, such as a stay or transaction.
- Profile is not a Contact profile type.
- Open Folios do not exist for the profile.
- Outstanding Balance does not exist for the profile.
- Routing Instructions do not exist with the guest profile as the payee.
- No Accounts Receivable Invoices (open / closed) exist for the guest profile and none are attached to the profile's Accounts Receivable (AR) account.
- No Accounts Receivable Invoices (open / closed) exist for the guest profile and none are attached to the invoice.
- Outstanding Commissions do not exist for the profile.
- Future Reservations do not exist for the profile.

If a profile cannot be anonymized, a message appears indicating the reason. For example, there might be one or more dependencies as described in the Conditions for Profile Anonymization list. If there are multiple validation failures, all reasons are listed in the message to help you better resolve these issues and anonymize the profile.

Anonymized Profile Information

The following information is anonymized for the profile:

Table 2-2

Profile Element	Anonymization Format	Removed from Database?
Name — This includes the Profile, Reservation Name, Credit Card Names, Membership Card Name, and Room Key Card Name.	AXXXXXXXXZ	No

Table 2-2 (Cont.)

Profile Element	Anonymization Format	Removed from Database?
Salutation	XXXXXXXXXXZ	No
Envelope Greeting	XXXXXXXXXXZ	No
Alternate Name	XXXXXXXXXXZ	No
Alternate Salutation	XXXXXXXXXXZ	No
Alternate Envelope Greeting	XXXXXXXXXXZ	No
Alias/Incognito	XXXXXXXXXXZ	No
Address (excluding State and Country)	XXXXXXXXXXZ	No
Communication (that is, Email, Phone)	XXXXXXXXXXZ	No
Identification (that is, Driver's License, Passport Number)	XXXXXXXX99	No
Birth Date	Not applicable	Yes, removed
Birth Place	XXXXXXXXXXZ	No
Birth Country	Not applicable	Yes, removed
Gender	Not applicable	Yes, removed
Photographic Images (attachments of any type)	Not applicable	Yes, removed
Tax ID	XXXXXXXXXXZ	No
Comments/Notes	Not applicable	Yes, removed
Membership Card Number	XXXXXXXXXXZ	No
Change Log	Not applicable	Yes, removed
Profile Links/Relationships (including the linked profile's change log)	Not applicable	Yes, removed
Web Accounts (username/password)	Not applicable	Yes, removed
Keywords	Not applicable	Yes, removed
Client ID	XXXXXXXXXXZ	No
Credit Card Number	Not applicable	Yes, removed

Post Profile Anonymization

After you anonymize a profile, the following conditions are true:

- The profile no longer appears in Profile drop—down within the application. However, a search from the Profile Search screen still returns the profile, but the data is anonymized.
- You no longer have access to the folio history for the anonymized profile. All options are hidden when the highlighted folio is linked to an anonymized profile, regardless of the Permanent Folio Storage functionality being active.
- The I Want To... actions are hidden for the profile.
- User Log entries are removed, including Join Share/Break Share and Link Profiles/Relationships. This includes all Reservation user logs and Financial user logs.

- Updates to the Profile from external systems are no longer accepted, and a new profile is created.
- Profile match and merge rules are no longer considered. After a profile is anonymized, you cannot merge it into other guest profiles.

Guest Revenue Statistics

You can use the Revenue Statistics feature to determine how much a guest has contributed to your hotel revenue while staying at your properties. You can search by property and view the dates of a guest's past stays, and the amounts of revenue generated. The revenues for a guest are categorized and grouped into revenue stay buckets. You can configure these revenue buckets for the profile revenue bucket type. Each revenue bucket tracks the guest expenditures associated with transaction codes.

 **Note:**

You can configure an unlimited number of profile revenue buckets, but only up to 30 appear at a time on the screen.

You can view the following information for the guest's stays and revenue:

- Property where the guest stayed
- Arrival and departure dates for the guest
- Calendar year that includes the reservation arrival date
- Revenue buckets for the stay detailing the total revenue associated with the transaction codes attached to that bucket. Depending on your configuration, one or more revenue buckets appear.

Membership

A guest might be a member of your hotel loyalty program and/or a member of multiple airline frequent flier programs. In OPERA, there's no limit to the number of memberships you can enroll the guest in, and you can choose from these multiple available memberships to decide which ones should be used for a particular reservation.

Enroll the guest within their Profile. You can then use their membership information — such as membership number, type, or level— in searches, reports, and bookings. Membership information is stored on both the guest profile and on the reservation.

- [Calculating or Expiring Membership Points](#)
- [Membership Types](#)
- [Upgrading, Downgrading, or Renewing Membership Types in Batch](#)
- [Searching by Membership Level](#)
- [Managing Membership Information](#)

Calculating or Expiring Membership Points

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, and select **Calculate Membership Points**.
2. Select **Calculate Points** to calculate the points for a membership type or select **Expire Points** to expire points.
3. Enter a **Membership Type** and enter a date that represents the point in time up to which you want to calculate or expire points. Click **Submit** to finish.

Membership Types

Guests often belong to membership programs offered by hotels, auto clubs, airlines, and so on. These memberships might offer discounts and other benefits to guests staying at your property. To apply membership privileges and awards to a guest stay, the guest must belong to a membership program recognized by your property.

Membership types allow you to identify and manage the membership programs on a profile. For example, your hotel might have a guest loyalty program that awards guests based on the amount of revenue generated or the number of stays per year. You would create a specific membership type for this program.

You can add membership types to a guest profile or to a reservation at booking or check-in. You can add more than one membership type to a profile, but you must designate one of the membership types as primary.

Each membership type has a membership type rule setup associated with it. Membership type rules determine the actions that result in membership award points and tier point accrual. One of two types of points, award points or tier points, can be defined for the membership program. Members redeem award points towards specific awards, and tier points are evaluated to determine membership tier / level upgrades and downgrades.

When creating a membership type, you can set an expiration date, and you can set up the membership to auto-generate membership numbers or require them to be manually entered for each new member.

Upgrading, Downgrading, or Renewing Membership Types in Batch

You can use Tier Processing to manually apply upgrades, downgrades, or renewals in batch to members with a particular membership type.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership Workspace**, select **Tier Management**, and click **Tier Processing**.
2. Select either **Upgrade**, **Downgrade**, or **Renewal** depending on the action you want to take for the membership type.
3. Search for and select a **Membership Type** for the batch processing.
4. Enter an end date, which is the date up to which you want to evaluate the membership information for an upgrade, downgrade, or renewal.

Searching by Membership Level

You can use Profile Advanced Search to search by membership level.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Click **Advanced Search**.
3. In the Search area, enter or select a **Membership Level**.
4. Click **Search**.

Managing Membership Information

Guest profiles include information about the guest's memberships in rewards programs. To view and edit membership information for a guest, follow the steps below.

1. From the OPERA Cloud Navigation Bar, select **Client Management**, **Profiles**, and then **Manage Profile**.
2. Search for a profile, or select a recently viewed profile from the **I Want To...** menu.
3. In the Profile column, click **Membership**. You may need to click **Show All** to view all options.
4. Click **View Inactive** to view any inactive membership information.
5. Click **New** to add new membership information.
 - a. Fill out the Membership page with the membership type, card number, and any other information.
 - b. Select the **Inactive** check box if this is not an active membership.
 - c. Click **Save**.

3

Bookings

Bookings provides the ability to create and manage reservations across locations and properties. Easily create and manage all types of reservations, such as individual, group or tour series, travel agency, multi segment (multi-legged), multi-rate, and walk ins. You can find additional reservation and event planning tools within Manage Reservation, Reservations Workspace, Blocks, and Events.

- [Reservations](#)
- [Reservations Workspace](#)
- [Blocks](#)
- [Events](#)

Reservations

OPERA Cloud Reservations provides a complete set of capabilities for creating and updating individual, share, walk in and day use reservations. Using the Look To Book Sales Screen, you can collect caller information, search and select room types and rates, build reservation scenarios, and book the reservation. If property brochures and photos are added in your system, you can view them from Look To Book.

Look To Book also provides room/rate search and a trip composer for creating multi-property itineraries and multiple room type reservation scenarios.

 **Note:**

To create Group Block reservations, refer to [Creating a Block](#).

- [About Reservations](#)
- [Booking a Reservation](#)
- [Managing Reservations](#)

About Reservations

Reservations are a central feature of OPERA Cloud. As a key source of information, the reservation specifies a guest's arrival date, departure date, room type, rate, packages, and many other details. It is also a gateway to dozens of other functions that contribute to the guest's experience.

Within Reservations, you can:

- Handle advance deposits.
- Access guest, company, agent, and source profiles.

- Perform guest billing functions.
- Make room assignments.
- Communicate with housekeeping.
- Schedule wake-up calls.
- Search for room availability across properties, and move reservations from one room or property to another.
- Generate confirmation letters and registration cards from the reservation.
- Customize certain screen layouts or fields to streamline the reservation processing.
- Search for reservations quickly by guest name, company, group, block, reservation type, travel agency, or confirmation number.
- Perform complex functions such as shared reservations, split reservations, multiple reservations, frequent flyer memberships, and group bookings.
- Copy an existing reservation for use as a template for an unlimited number of additional reservations.
- Add comments to the reservations for display prior to check in, when guest is in-house, and when posting to guest's bill.
- Add folio instructions by reservation or by profile.
- Apply fixed charges to reservations.

Reservations require a guest profile. The profile identifies the guest's name, address, contact information, and other details. It provides information on billing, membership benefits, service preferences, and more. You can create profiles while booking a reservation or using the Manage Profiles function. If a profile already exists, you can look it up and attach it to the reservation during the reservation booking process.

You can access reservations in multiple ways: from the Bookings menu, by accessing tiles on the Home Dashboard, through Quick Launch, or through confirmation number hyperlinks. You can search for reservations from the Navigation Bar by selecting **Bookings**, selecting **Reservations**, and then selecting **Manage Reservation**. This screen is where you will perform basic and advanced searches to locate existing reservations. Many other functions are available in the **Reservations Workspace**.

Reservation search is a process that enables you to select a pre-defined search type, such as Arrivals, Departures, In House, Mass Cancellation, Queue, Quick Check Out, Scheduled Check Out, and so on. This enables you to quickly search for and view reservations at your property that are relevant to the selected search type. The reservation search results have several sorting and viewing options. To sort search results, select the **Sort By** drop-down and make a selection from the list. Additionally, there are several options you can access for viewing search results by selecting the appropriate **Views** icon. These options are table, list, card, or console format. In the search results, you can select the **I Want To..** button for a reservation and choose from several options related to the reservation, such as modify/update, create, view, or go to different screens.

Reservation Terminology

When working with reservations, there are several terms with which you should be familiar. The table below includes some of these terms.

Term	Definition
Pseudo Room Reservation	Pseudo rooms are used for accounting purposes. They can be actual rooms, such as meeting rooms, but they do not have to represent a physical location. Pseudo rooms do not affect the property's guest room inventory. Pseudo rooms are used for posting certain charges, including those from POS Interfaces. For example, a POS Cash Card would have all the days postings and payments for cash from the POS system if interfaced. This would bring all revenue into OPERA Cloud for reporting purposes. Physical Rooms are different from Pseudo Rooms. Physical Rooms are the actual physical rooms configured for the property and do affect inventory availability.
Transient Reservation	An individual reservation (non-group reservation) that can include shares, day use, walk-ins, Company, and Travel Agent reservations.
Block Reservation	A block reservation is a group of rooms held for guests who are attending an event, meeting, or function, such as conferences, catered events, weddings, or conventions. A block reservation can also be used for companies booking rooms for delegates attending a conference or meeting, for travel agents who have groups or a tour series, or for holding room allocations.
No Show Reservation	A reservation in which a guest does not check in on the arrival date specified in the reservation. If the reservation is not canceled by the guest and not canceled during the Night Audit process, the Night Audit procedure turns it into a no show.
Day Use Reservation	A reservation made for zero nights with no overnight stay.
Standard Reservation Types	The reservation policies of the property can be set as required. For example, 6:00 PM Hold, Guaranteed by Credit Card, and Guaranteed by Company.

Term	Definition
Deduct and Non-Deduct	<p>A reservation type can be marked as Deduct or Non-Deduct. A Non-Deduct reservation type does not deduct the room from availability if you select to view Deduct only. For example, a Non-Deduct reservation type could be used for a 4 PM release, which is not classed as a guaranteed reservation and would normally be cancelled at the specified time if the guest does not arrive. If a property wants to automatically deduct all rooms for reservations from availability, the property would not set up Non-Deduct reservation types.</p> <p>Areas of the application in which Deduct and Non-Deduct appear are the Group Rooms Control screen and the Look To Book Sales Screen.</p>
Checked In	A reservation where the guest has checked in. This is a required reservation type and cannot be removed.
VIP Level	This indicator appears on the reservation to show the primary guest's VIP level.
First or Repeat Guest	This indicator appears on the reservation to show the primary guest is either a first time visitor or a repeat guest at the property.
House Posting Account	An account for managing deposits, charges, and other payments that are posted to a pseudo room. You can create a house posting account from the Manage Reservation screen by clicking I Want To... and clicking House Posting Account .

- [Suppress Rates](#)

Suppress Rates

OPERA has functionality that will hide the rate amount on screens throughout the application (making rates confidential) if a user does not have appropriate permissions. When the Suppress Rates feature is active, and a rate code has been selected as a suppressed rate, "SR" (suppressed rate) displays in the rate amount field.

Single reservations can only have a suppressed rate when the reservation is assigned a rate code that has been configured as Suppress Rate. If a reservation is created without a rate code or with a non-suppress rate code, the rate amount cannot be suppressed.

For block reservations, rate codes are either suppressed or not suppressed depending on the block configuration and cannot be changed on an individual reservation made as a part of a block.

If a single reservation is created without a rate code and is later attached to a block that has the Suppress Rate check box selected, the single reservation existing rate

code is changed to SR. This is because the single reservation is now part of the block that it has been attached to.

Booking a Reservation

You can book reservations for guests using the Look To Book Sales Screen or as a Walk In reservation. Use the Look To Book Sales Screen when the guest's stay is in the future and Walk In reservations when the guest is booking for the same day. The Walk In feature can be used to book a reservation and check in the guest at the same time or it can be used to book future reservations.

You can also book a Day Use reservation. A Day Use reservation can be created for a guest who needs a room during the day, but who does not need the room overnight. In other words, the guest checks in and checks out the same day. To book a Day Use reservation, you must use a rate code marked as "Day Use" and select zero nights for the reservation.

Look To Book Sales Screen

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter the caller and/or contact information (if applicable) and then click **Begin Booking**.
3. Enter the property, arrival and departure dates, and the guest information and click **Search**.

 **Note:**

When entering the guest information under Profile Options, you can search for an existing profile or create a new profile for the guest.

4. Select the room rate combination and click **Select** or drag and drop a room rate into the **Trip Composer** section.
5. Review the **Stay Information** section for any deposit requirements, restrictions, or other details attached to the selected room rate.
6. Enter the guest's information or look up an existing profile in the **Guest Information** section.
7. Enter the booking information and payment method in the **Booking Details** section.
8. Click **Book Now** to finalize the booking, **Add to Trip Composer** to consider further adjustments before finalizing the booking, or **Waitlist Now** to add the reservation to the waitlist.
9. If you wish to book reservations for the guest at multiple properties, after clicking **Add to Trip Composer**, repeat your search with the other properties and stay dates, and then double-click or drag and drop to add the additional room rates to the trip composer. Repeat as needed and click **Book Now** when all rooms have been added to the trip composer.

Walk In Reservation

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Walk In Reservation**.
2. Select a Property if logged in at Chain (Hub) level. Search for rooms availability by entering a **Property** and an **Arrival** date and clicking **Search**.
3. Select the required room/rate combination and click **Select** or drag and drop a room rate into the **Trip Composer** section to open the Book Now screen.
4. Review the **Stay Information** section for any deposit requirements, restrictions, or other details attached to the selected room rate.
5. Enter the guest's information or look up an existing profile in the **Guest Information** section.
6. Enter the booking information and payment method in the **Booking Details** section.
7. Click **Book Now** to finalize the booking. To check in the guest now, follow the remaining steps. Otherwise, close the reservation by clicking **Go To Reservation** at the top of the screen.
8. In the Room Selection section, click **Search** and then select the room number by clicking **Select Room**.
9. Click **Complete Check In**.

Day Use Reservation

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
 2. Enter the caller and/or contact information (if applicable) and then click **Begin Booking**.
 3. Enter a **Property**, enter or select an **Arrival** date, enter 0 for **Nights**, and click **Search**.
 4. Select the required room/rate combination and click **Select** or drag and drop a room rate into the **Trip Composer** section to open the Book Now screen. You must select a room rate from a rate code marked as "Day Use."
 5. Review the **Stay Information** section for any deposit requirements, restrictions, or other details attached to the selected room rate.
 6. Enter the guest's information or look up an existing profile in the **Guest Information** section.
 7. Enter the booking information and payment method in the **Booking Details** section.
 8. Click **Book Now** to finalize the booking. To check in the guest now, follow the remaining steps. Otherwise, close the reservation by clicking **Exit Reservation**.
 9. Click **Check In**.
 10. In the Room Selection section, click **Search**, select the room number by clicking **Select Room**, and then enter other required information.
 11. Click **Complete Check In**.
- [Copying Reservations](#)

- [Copy Credit Card Payment Method](#)
- [Creating a Multi-Segment Stay Reservation](#)
- [Waitlist](#)
- [Turnaways](#)
- [Shared Reservations](#)
- [Future and Past Stays](#)
- [Pre-Register Guests](#)
- [Viewing the Property Brochure While Booking Reservations](#)
- [Sell Messages](#)
- [Closing Scripts](#)
- [Confirmation Numbers](#)
- [Reservation Discounts](#)
- [Creating a Multi-Room Reservation](#)

Copying Reservations

Copying a reservation enables you to create a second instance of an existing reservation. You can change certain reservation information on the copied reservation, including the guest, property, and stay details.

 **Note:**

The copy reservation functionality is available when the Reservation function for Copy Reservation is active in OPERA Controls.

 **Note:**

The credit card payment method can be copied from the reservation when the **Copy Credit Card Payment Methods** task under the Bookings group is granted to your user in Role Manager. If this task is not granted, you must enter a payment method to check in the reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. Select **I Want To...** , and then select **Copy Reservation**.
4. Select the reservation information to be copied and then click **Copy Reservation**.
5. On the Look to Book Sales Screen, make changes as needed to the room/rate combinations, arrival/departure dates, and the guest profile and then click **Search**.

6. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.
7. Click **Book Now** on the details screen when you are ready to book the new reservation.

Copy Credit Card Payment Method

You can copy credit card payment methods from one reservation to another when copying a source reservation that has a credit card payment method. To reduce the potential error of copying a guest's payment method to the wrong reservation, this feature is controlled by the **Copy Credit Card Payment Method** task in Role Manager.

To use the copy payment method feature, the following requirements must be met:

- The **Reservation Management** task in the Bookings group in Role Manager must be granted to the user. When this task is granted, the Copy Credit Card Payment Method task becomes available.
- The **Copy Credit Card Payment Method** task under the Bookings group in Role Manager must be granted to the user.
- The payment method on the source reservation (that is, the reservation to be copied) must be a credit card.

Use Case Scenarios

This section describes the various scenarios and differences that occur when copying a credit card payment method to a reservation with the Copy Credit Card Payment Method task granted or with it revoked.

When the Copy Credit Card Payment Method task is granted, you can copy a credit card payment method in these scenarios:

- Copying a reservation
- Creating a share reservation
- Splitting a reservation with multiple rooms
- Checking in a reservation with multiple rooms
- Creating a new reservation within a block via the Rooming List option
- Updating the payment method on a block reservation
- Adding a reservation via the Trip Composer

Table 3-1 Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Copying a reservation	Reservation screen	You can select the reservation attributes to copy from the source reservation into the new reservation (that is, the target reservation). The Payment Methods section provides two options (Credit Cards and Non Credit Cards) which are selected by default. When you click Copy Reservation , any selected reservation attributes are automatically copied to the new reservation. All payment methods from all windows of the source reservation are copied to the new reservation.	The credit card payment method under Payment Methods is disabled by default. You are not permitted to copy the payment method of the source reservation into the new reservation when the payment type of the source reservation is a Credit Card. The credit card payment method of the source reservation is not copied into the windows of the new reservation. When you copy the reservation, you must manually add payment information into any window of the new reservation that had a credit card payment method.
Creating a share reservation	Shares screen	When the Create New Share option is selected, the payment methods selected in the Payment Methods section are automatically copied from the payment windows of the source reservation to the windows of the target reservation. You can still change these payment method details before saving the share reservation. If you select the Combine Existing Reservation option, the payment methods from each of the reservations remains unchanged and the Copy Credit Card Payment Method task is not considered in this scenario.	The Payment Methods information is automatically removed from any windows where the payment type of the source reservation is a credit card. You must populate new Payment Method information for the windows of the new share reservation.

Table 3-1 (Cont.) Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Splitting a reservation with multiple rooms	Split Reservation screen	When splitting a reservation, you are presented with the split options for the reservation. In the Copy Options panel on the Split Reservation screen, the Credit Cards and Non-Credit Cards options are selected by default. You can deselect these options before splitting the reservation.	The Credit Cards option is disabled when you open the Split Reservation screen. The Non-Credit Cards option is enabled and selected by default. The reservations are split according to the split option you defined, and the split reservations have the credit card payment methods removed from all windows. You can enter new payment information for each split reservation via the Payment Instructions panel on the Reservation screen.
Checking in a reservation with multiple rooms	Split Reservation screen and Check In Reservation screen	When checking in a reservation with multiple rooms, the Verify Payment panel is automatically populated with the payment method from the source reservation. No further action is required for this panel. Other payment windows can be accessed via the vertical ellipsis button.	The credit card payment methods are removed from all windows and the Verify Payment panel is not populated with payment method information. An "Attention Required" message appears indicating that further information is needed before check-in can be completed. Entering new payment method information for other windows is available via the vertical ellipsis button.
Creating a new reservation within a block via the Rooming List option	Rooming List screen	When you add an additional reservation(s) into a block and payment methods are already defined on the PM Reservation, the payment methods are automatically copied into the new reservation(s).	When you select the Add Rows link from the Rooming List screen to create a new reservation(s) within the block, the credit card payment methods of the windows on the source reservation/PM reservation are not copied to the new reservation. You must add new payment methods using the Payment Information link for the new reservation(s). If the Mandatory Method of Payment parameter is active in OPERA Controls, a payment method is required for each new reservation. The confirmation number is not assigned to the new reservation(s) until their method of payments are entered.

Table 3-1 (Cont.) Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Updating the payment method on a block reservation	Block Reservations on screen	When you update the payment method on a block reservation, you are prompted to apply changes to other reservations in the group. Selecting Yes to this prompt enables you to define the criteria for applying changes to these other reservations.	When you update the method of payment on a block reservation to a credit card, the “apply changes to other reservations in the group” prompt does not appear. Updates to the payment method only apply to the selected reservation and do not affect other reservations. If you update another payment method (Cash, Check, or Direct Bill), the prompt appears. If you update the method of payment to a credit card and also update other areas of the reservation (for example, creating routing instructions, adding reservation notes, adding preferences), an “Apply Changes to All” prompt appears. Additionally, a warning message also appears and informs you that the method of payment update cannot be applied to the other reservations.
Adding a reservation via the Trip Composer	Trip Composer	When you add additional reservations into Trip Composer, the payment method on the first reservation is copied to the other reservations placed in Trip Composer. You maintain the ability to click the room/rate combination to access the Book Now screen where you can change the method of payment for the additional reservations. However, if you select a different property (that is, a second leg) for the other reservations, the payment details are not copied.	When you add additional reservations into Trip Composer, the credit card payment method on the first reservation is not copied into the additional reservations placed in Trip Composer. The Book Now screen appears, enabling you to enter the payment method for each additional reservation added to Trip Composer. If the payment method on the first reservation is not a credit card, it is automatically copied into the reservations added to Trip Composer.

Creating a Multi-Segment Stay Reservation

Using the Multi Segment option in the Look to Book Sales Screen, you can book a reservation for the same guest with multiple rates during the stay.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Look to Book Sales Screen**.

2. Enter the caller information and click **Begin Booking**.
3. Select **Multi Segment**.
4. Enter the first **Property** and dates for Leg 1 and Leg 2 of the reservation (select **Add Leg** to add additional legs to the reservation) and click **Search**.
5. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.
6. Enter any additional information necessary. For example, enter a profile/guest name, reservation type, market/source code, payment method, and click **Add to Trip Composer**.
7. Rate/room type information are displayed for Leg 2.
8. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.
9. Click **Book Now**.

The end result is a single reservation comprised of two different rates during the stay.

Waitlist

At times it is not possible to make an active reservation for the dates requested by the guest. For example, the property may be full, or the particular room or rate requested by the guest might not be available at the time the guest wants to stay. The same situations may also prevent you from making immediate changes to an active reservation in response to a guest's request. In cases like these, your property may choose to use the waitlist feature. The waitlist feature allows you to assign the Waitlist status to a reservation. If the guest's requested room or rate becomes available for the desired stay dates, the waitlisted reservation can be accepted and made active.

Waitlisted reservations are deleted during end-of-day processing two days after the reservation departure date. For example, any waitlisted reservations having a departure date of October 6 will be deleted during the night audit of October 8.

A reservation may be moved to Waitlist status at the time it is being created, or once it has been confirmed as long as the status of the reservation is Reserved or Due In.

Turnaways

The Turnaways feature enables you to record statistical information related to turned away business. Turnaway business is sometimes classified as either regrets (for example, when the guest declines to place a reservation because of price, property features, location of the property, and so on) or as denials (for example, when the property cannot accept the reservation because inventory is sold out, or the desired rate or room type is not available). Assume a guest calls and wants to make a reservation at the corporate rate for July 17. If a review of the rate query screen shows that the corporate rate is not available on that date for that property, you may record the inquiry as a turnaway if the guest does not accept an alternate rate or date.

The Turnaways screen automatically appears when you search for a room or rate on the Look To Book Sales Screen and select **Exit Booking** without booking a reservation. On the Turnaways screen, you can record the reason that the guest determined that they would not like to proceed with a reservation, link to a specific guest's profile, and more.

Shared Reservations

Shared Reservations enable several guests to occupy the same room. Each guest can have separate billing and folio information. Guests with shared reservations are not required to share the same arrival and departure dates, but must share at least one night in common.

When creating a shared reservation at the time of booking, select one guest as primary (the lead reservation). Add other guest profiles to the reservation during the booking process. You must create the sharing guest profiles either before or during the booking.

You can also:

- Create shared reservations by combining reservations. Enter the reservations and then link them.
- Separate shared reservations before or after check in.

You must select one of the following rate sharing methods for shared reservations:

- Apply Full Rate (the full rate for the number of persons is applied to each reservation).
- Apply Entire Rate (the primary guest pays the entire rate for the total number of people).
- Apply Split Rate (each guest pays an even share).
- Apply Custom Split (each guest pays a customized amount). With this option, a discount can be applied to reservations as required.
- [Redistributing Guests Within Shared Reservations](#)
- [Separating \(Breaking\) a Shared Reservation](#)
- [Moving a Shared Reservation to a Different Property](#)
- [Changing Shared Reservation Rate Sharing Methods](#)
- [Adding New Sharers to Shared Reservations](#)
- [Combining Reservations into a Share](#)
- [Creating Shared Reservations at Booking](#)

Redistributing Guests Within Shared Reservations

Use Manage Reservations to move guests within a shared reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select the shared reservation.
3. In the Reservation section, select **Shares**.
4. On the Shares screen, click the ribbon, and then select **Manage Share Guests**.
5. Drag and drop the icon for each adult or child you wish to move within the share.
6. Click **Save**.

Separating (Breaking) a Shared Reservation

When you break a shared reservation, each sharer becomes an independent reservation. The system notifies you before the break if there are not enough rooms available or if the rate code/room type you wish to select is restricted.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select the reservation.
3. Select **Stay Details** and select **Move Room**.
4. In the Room Details screen, deselect the sharing reservations, and then click **Continue**.
5. Search and select the new room number, and then select **Assign Room**.

Moving a Shared Reservation to a Different Property

When logged into a hub, you can move shared reservations to other properties.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select the reservation.
3. Click **I Want To...** and then select **Move to Another Property**.
4. Select the sharers to move to another property, and then click **Move to Another Property**.
5. On the Look to Book Sales Screen, in the Property field, enter the destination property and any other information, and then click **Search**.
6. Search and select a room rate, or double-click to add booking to the Trip Composer.
7. Confirm or update booking details and click **Update Trip Composer**.
8. Click **Move Reservation**.

Changing Shared Reservation Rate Sharing Methods

Rate sharing methods determine how room costs are split between guests who are sharing a reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Search for and select the shared reservation.
3. In the Reservation section, select **Shares**.
4. Select one of the following options:
 - a. **Apply Full Rate**: select this option to apply the rate in full to each sharing guest.
 - b. **Apply Entire Rate**: select this option to apply the rate in full for the total number of persons to one sharing guest.
 - c. **Apply Split Rate**: select this option to split the rate evenly between all sharing guests.

- d. **Apply Custom Split Rate:** select this option to apply a custom split rate between all sharing guests. The amount can be different for each sharing reservation if required.
5. Exit the Shares screen when you have selected the appropriate rate sharing method.

Adding New Sharers to Shared Reservations

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select the reservation.
3. In the Reservation overview section, click **Show All**, and then select **Shares**.
4. Select the ribbon, and then select **Create New Share**.
5. Enter the profile name or search for a guest profile.
6. Select the number of adults, children, begin and end date, and reservation type.
7. Enter a payment method (such as cash, credit card, and so on).
8. Click **Save**.
9. Select either the existing rate (the current rate for all guests on the reservation) or the proposed rate (an updated rate for all guests on the reservation). If available, use the Custom Split for Shares functionality to customize the rate for each sharer, and then click **Continue**.
10. Exit the Shares screen when all shares have been added to the reservation

Combining Reservations into a Share

You can combine two or more reservations into one shared reservation with several guests. All reservations must have at least one stay date the same to be able to share the reservations.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation overview section, click **Show All**, and then select **Shares**.
4. Select the ribbon, and then click **Combine Existing Reservation**.
5. Enter the profile name of the second reservation and then press Tab or click the **magnifying glass** icon to search for a reservation.
6. Search for and select the reservation, and then click **Select**. Confirm the selection on the Shares screen by clicking **Save**.
7. If you need to separate the reservations, click the ribbon and then select **Separate Share**

Creating Shared Reservations at Booking

You can create a shared reservation when booking a reservation in the Look To Book Sales Screen. The process lets you select the primary guest first and then add a sharing guest before finalizing the reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter the property name, the number of adults who are going to be sharing the reservation, the stay dates, and other details.
3. Search for and select a room rate, then click **Select** or double-click to open the booking screen.
4. On the booking screen in the Guest Information section, search for and select the primary guest name. If no profile exists, click **New Profile** to create one.
5. Click **Add Sharing Guest**, then search and select the sharing guest's profile.
6. Select a **Rate Share** method and enter the number of sharing adults.
7. Complete the Reservation Type, Market, Source, and any other fields.
8. Select a payment method and enter any additional payment information required.
9. Click **Add to Trip Composer**.
10. Click **Book Now**.

Future and Past Stays

When a profile is selected within the Look To Book Sales screen, any future or past reservations associated with this guest appear in the Future & Past Stays section. Some of the guest details include the following:

- Upcoming or past reservations
- Confirmation number and amount for the reservation
- Type of rooms or rates the guest booked
- Length of stay (arrival / departure dates)
- Previous reservation status (like no-shows, cancellations, checked out, and current in-house)
- Other profiles associated with the bookings

Pre-Register Guests

You can offer your guests the ability to check in for their reservations by pre-registering. When searching for and viewing arriving guests, you can filter reservations that are pre-registered. When a guest is pre-registered, all of the guest's information to finish the registration process is collected, including authorizing the guest's credit card for the reservation. This makes it easy to check in guests once they are ready to check in or when their room is available.

Viewing the Property Brochure While Booking Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Look To Book Sales Screen**, and then select **New Reservation**.
2. Enter the caller information and then click **Begin Booking**.
3. Enter a **Property**, **Arrival** date, **Nights**, and then click **Search**.
4. From your search results, click the link for the **property name**. This link is located in the Availability panel where the available room/rates appear. The Property Brochure opens.

Sell Messages

You can create sell messages to help your reservation agents secure a booking during a customer query. The sell messages contain important selling features that the agent can read to the customer or motivational messages intended for the sales agents themselves. When your reservation agents need to gather information about a room or property, sell messages conveniently provide this information without the agent leaving the screen to find it.

Appropriate sell messages appear depending on your point in the reservation flow and depending on the selections you make. For example, when on the reservations screen, general sell messages appear. Once a property is selected for the reservation, property-level sell messages appear. In addition, when searching availability, availability-level sell messages appear depending on room-type and rate code selections. When making block reservations, block-level sell messages appear.

Sell messages can be configured in multiple languages. By default, sell messages appear in the language you select when you log in.

Closing Scripts

Closing scripts are displayed for you to read at the end of the reservation process to confirm the reservation and other reservation details to the guest. You can create closing scripts for properties and Hub (Chain) as well as edit closing scripts, copy them to other locations, or delete them. Once a closing script is created, you can assign it to a property at any time. The closing script appears once the reservation information has been confirmed and prior to ending the call and helps you summarize the reservation information at the conclusion of a sales call.

Closing Script Confirmation

Closing scripts are controlled by the Reservations group parameter **Closing Script New and Update Reservation**. When this parameter is set to **On** at the Hub (Chain) level, the closing script appears when you are creating a reservation and are logged in at the Hub (Chain) level. When set to **On** at the property level, the closing script appears when you are creating a reservation and are logged in at the property level. If the property-level parameter is set to **Off** and the Hub (Chain) level parameter is **On**, users logged in at the property level do not see the closing script, but users logged in at the Hub (Chain) level see it.

Confirmation Numbers

Confirmation numbers are unique numbers generated for a reservation once the reservation has been completed and saved. You can use confirmation numbers to quickly search for reservations, to reference reservations, and to confirm reservations with guests.

Reservation Discounts

The reservation discounts feature enables you to apply a discount to a rate in a reservation. When you apply a discount to a rate, the discounted amount or percentage is applied to the original rate code attached to the reservation. The original rate code is the one initially attached to the reservation at the time it was created. It is considered the default rate for the reservation. The discount rate is attached to the reservation after the discount amount or percentage is applied. The original rate code must support discounts before a discount can be applied to the reservation.

You can enable a rate code to support discounts by selecting this option when creating the rate code. When applying a discounted rate to a reservation, you can enter a reason for the discount and enter either a discount amount or discount percentage, but you cannot enter both.

Creating a Multi-Room Reservation

A multi-room reservation is a reservation with more than one room entered for it. You can split the reservation into multiple reservations at a later date. In OPERA Controls, if the **Block Creation Prompt Threshold Rooms** setting has a value set for the threshold and the number of rooms meets or exceeds this threshold, you have the option to either create a reservation or convert the reservation to a block.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Look to Book Sales Screen**.
2. Enter the stay details, such as **Property**, **Arrival**, and **Nights**.
3. In the **Rooms** field, enter 2 or more for the number of rooms. Click **Search**.
4. Drag and drop (or double-click or use the Select button) the rate/room type to the Trip Composer (for example, Room Type JSTE).
5. Enter any additional information if necessary. For example, you can enter the profile/guest name, reservation type, market/source code, and payment method.
6. Click **Book Now**.

The end result is a single reservation comprised of 2 rooms for room type JSTE.

Managing Reservations

When managing reservations, you can:

- Search by property for reservations. You can filter your search by name, travel agent, arrival/departure dates, source profile types, and other criteria. Search results provide reservation summaries.
- View, add, and edit reservations. The Manage Reservations screen provides access to reservation details, connected profiles, awards/certificates, deposits/cancellations, memberships, guest messages, and other information.

- View billing information where you can post charges and adjustments, transfer postings (within a folio or to/from other rooms), make payments, generate folios, and so on.
- Use the Reservations Workspace to perform multiple actions such as adding traces, configuring wake up calls, generating confirmation letters, sending messages to guests, and so on.

Choose from the following that correspond to the groups organized as on the Reservation Overview screen for more detail on each panel.

- [Modifying Reservations](#)
- [Reservation Notifications](#)
- [Reservation Billing](#)
- [Reservation Profiles](#)
- [Credit Ratings](#)
- [Credit Card History](#)
- [Cancelling Multiple Reservations](#)
- [Stay Revenue Details](#)
- [Advance Billing and Folios](#)
- [Transferring Transactions](#)
- [Service Recovery Adjustments](#)
- [Postings, Adjustments, and Payments](#)
- [Authorizing Credit Card Transactions](#)
- [Viewing the Billing Summary](#)
- [Finding and Researching Guest Transactions](#)
- [Queue Rooms](#)
- [Enabling Housekeeping Turndown Service for a Reservation](#)
- [Reservation Upgrades](#)
- [Linking Profiles to Reservations](#)

Modifying Reservations

- [Credit Card Authorization Reversals](#)
- [Editing Stay Details](#)
- [Confirming Reservations](#)
- [Assigning Rooms to a Reservation](#)
- [Attaching Items Outside of Stay Dates](#)
- [Linked Reservations](#)

- [Viewing and Adding Information in Call History](#)
- [Managing Locators](#)
- [Managing Transportation](#)
- [Managing Daily Details](#)
- [Fixed Rates](#)
- [Auto Attach Elements](#)
- [Rate Changes During Stay](#)
- [External References](#)
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- [Marking a Room as Do Not Move](#)
- [Moving Reservations to Other Properties](#)
- [Managing Additional Details](#)
- [Managing Room Interfaces](#)

Credit Card Authorization Reversals

OPERA Cloud allows you to switch the credit or debit card authorized for the reservation to a different credit card or payment method at any time during the guest's stay. For example, the guest uses a Visa card when checking in but decides to use a different card or other payment method at checking out.

If the credit card vendor supports authorization reversal and the card type is configured for Authorization Reversal Allowed in the OPERA Controls Credit Card group, changing a credit card on a reservation triggers OPERA Cloud to send an authorization reversal amount on the card to the credit card vendor for releasing the amount on hold.

- [Changing an Authorized Credit Card Payment Method](#)

Changing an Authorized Credit Card Payment Method

Guests can switch the credit card authorized for their reservation to another payment type. If the Authorization Reversal Allowed setting is configured for the cardholder's card type in the OPERA Controls Credit Card group, OPERA Cloud will send an authorization reversal request to the cardholder's credit card company. Guests can change their card regardless of whether reversal is configured.

1. From the OPERA Cloud menu, open the guest's reservation using either Quick Launch or by searching for the guest in Manage Reservations.
2. If switching cards prior to checkout, click **I Want To . . .** and then select **Payment Instructions**.
3. Enter the new payment instructions.
4. If switching cards at checkout, click **I Want To . . .** and then select **Check Out**.
You can also use **I Want To . . .** to view credit card authorizations history.
5. Click the payment method drop-down and select a new payment type.

If selecting a different card type, swipe or enter the card number, expiration date, and cardholder name

6. Complete the remaining check out tasks.
7. Click **Check Out Now**.

At checkout, OPERA Cloud sends the credit card authorization reversal to the vendor only after you select **Check Out Now**. If you perform settlement during checkout but leave the checkout process, authorizations will remain on the card until checkout is finalized.

Editing Stay Details

The Stay Details screen provides information about a guest's stay. It provides the reservation's arrival and departure dates, rooms and rates, and any blocks associated with the reservation. You can change stay details such as rate codes, room types, and length of stay. In addition, you can also edit basic stay information from this screen.

The Daily Details tab provides a day-by-day breakdown of the number of guests (adults and children) on the reservations. It provides each day's rate code, rate amounts, room type, and room type to charge.

The Change Stay Details link takes you to the Book Now Sales Screen. You can view room availability, future and past stays, and other details. You can also make changes to the reservation and search for new rates based on your changes.

1. From the Navigation Bar, select **Bookings**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. Open the Stay Details screen.
4. Click the **Change Stay Details** link.
5. When the Look To Book Sales Screen appears, make changes to stay dates, number of guests, and other details.
6. If changing the room type/rate, click and drag a different room type/rate to the Trip Composer and then click **Confirm**.

Confirming Reservations

Confirmation letters acknowledge the details of a reservation. You can send them to the guest and any associated profiles attached to the reservation using email, fax, text messaging, or postal mail.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. Select **Show More** to display the **Confirmation Letters** link (if it is not already displayed) and then click **Confirmation Letters**.
4. Select a delivery method: email, preview/print, or fax. The option to send a registration card is also available.

5. Enter the recipient's information: email address, phone number, fax number, or other information. If information already exists on the profile it be selected. For Example Address, Email.
6. Select the confirmation letter from the drop-down list.
7. Click **Customize** to change the letter's appearance and then click **OK**.
A second confirmation can be added if required.
8. Click **Save**, **Send**, or **Cancel**.

Assigning Rooms to a Reservation

You can assign a room to a reservation from the Reservation screen or from the Room Assignment screen.

From Manage Reservation

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. In the Reservation Search, click **Advanced Search** (if not already displayed), and select **Arrivals** to search for reservations that are due to arrive that day.
3. Locate the reservation in the search results and click **Assign Room**.
4. A search for the reservations Room Type is automatically performed. To change the search criteria for the room (for example, Room Type, Room Number, or Room Status), update the search fields and click **Search**.
5. Locate the room you want to assign and click **Select Room**.

From Room Assignment

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Room Assignment**.
2. A search is automatically performed for Arrivals without a room assigned. To change the search criteria, select **Modify Search Criteria**, enter additional search information (for example, Arrival Date, Block Code, Company, or Travel Agent) and click **Search**.
3. Locate the reservation in the search results and click **Assign Room**.
4. A search is automatically performed for the reservations Room Type. To change the search criteria for the room (for example, Room Type, Room Number, or Room Status), update the search fields and click **Search**.
5. Locate the room you want to assign and click **Select Room**.

Attaching Items Outside of Stay Dates

You can attach inventory items to reservations outside of a guest's stay dates. The package/inventory availability date must overlap the reservation's date range by at least one night.

Before attaching items outside of stay dates, configure inventory items.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select a reservation.
3. Select **Packages and Items** or **Inventory Items**.
4. Click the Inventory Items tab and then click **New**.
5. Click the number associated with an inventory item on the date needed.
6. On the pop-up screen, enter the number of items needed and adjust the dates, if necessary.
7. Click **Select Item**.
8. Click **Save**.

Linked Reservations

You typically link reservations when a guest needs to make reservations for a small number of associated guests who are staying at your property during the same, or nearly the same, period. For example, the linked reservation option might be used if a guest makes reservations for a family celebration or for a group of friends on holiday together. To link reservations, you create a single reservation for the total number of rooms needed by the group, then split the reservations by selecting the number of rooms in the Stay Details screen. This gives the option to split the multi-room reservation into separate reservations. The resulting separate reservations are identical to the starting reservation. However, you can edit each reservation as necessary. For example, you can change the guest name (by creating a new or selecting another profile) or modify the number of adults and children on each reservation. Each reservation is assigned its own confirmation number after the split.

The benefit of using linked reservations is you can easily create separate reservations for guests from the initial multi-room reservation, which serves as a template. In addition, you can quickly identify all members of the linked reservation by their party affiliation when searching for in-house guests. Searching by linked reservation is especially useful to telephone operators.

Viewing and Adding Information in Call History

Call History displays information about the phone calls a guest has made to set up and make changes to reservations.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Call History**. You may need to select **Show All** to show all options.
4. Review calls in the call history log, or click **New** to log a new call.
5. Enter the call date, the name of the person making the call, and any other information about the caller, and then click **Save**.

Managing Locators

Locators inform hotel personnel, particularly front desk staff and telephone operators, of a guest's on-premises location if the guest wants to be contacted for phone calls or other reasons while away from their room. A locator can even be placed on a guest

who has checked out, but only for the check-out date of the guest, not any date in the future. This feature may, for example, be used when guests request that their phone calls be temporarily transferred to an alternate location, such as the spa or dining room.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Locator**. You may need to select **Show All** to show all options.
4. Review existing locators, or click **New** to add a new one.
5. Enter the beginning and end dates, beginning and end times, and location information in the text field, and then click **Save**.
6. To edit or delete an existing locator, click the vertical ellipses and select **Edit** or **Delete**.

Managing Transportation

Transportation options enable you to specify pick up and drop off information for guests.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Transportation**. You may need to select **Show All** to show all options.
4. Review pick up and drop off information, and click **Edit** to add or edit.
5. Populate the pick up and drop off information (date, time, type of transportation, and so on), add any notes, select the check box to specify that pick up or drop off is required, and then click **Save**.

Managing Daily Details

The Daily Details tab on the Stay Details page enables you to review a summary of a guest's reservation and edit the reservation details.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Stay Details**. You may need to select **Show All** to show all options.
4. Click the **Daily Details** tab.
5. Review existing daily details, and click the vertical ellipses and select **Edit** to edit details.
6. Make any edits to the dates, number of guests, rate code, rate, room type, and so on, and then click **Save** when you are done.

Fixed Rates

The Fixed Rates feature allows manual changes to rates that would otherwise be set by rate codes. The Fixed Rate check box on the Reservations screen can be configured to be selected by default.

This feature may be used in several ways depending on the particulars of the guest's reservation.

For example, this feature may be used when you want to explicitly override the rate amount that is associated with the rate code attached to the reservation. If the rate amount is \$200 for the rate code attached to the guest's reservation, you may enter a different rate, say \$175, in the Rate field. A check mark appears in the Fixed Rate check box. Updating the rate for a reservation prompts you with the question: "Rate for the reservation should be XXX. You are charging YYY. Do you want to update the rate to YYY?" Confirming this selection will change the rate for the reservation and OPERA automatically re-selects the Fixed Rate check box by default.

Another example: fixed rates can be used when you want to ensure that a rate amount stays the same for a guest, even if a change is made to the reservation that would otherwise result in a rate update. For instance, assume the original reservation was made for one person. By selecting Fixed Rate, you can ensure that the one-person rate amount is kept when you change the number of people to two, even if there is an additional charge for a second person under the selected rate code.

When you change the number of people, a message prompts whether you want to change the rate amount to the new rate specified by the rate code. Select No to keep the rate amount for one person. If you select Yes, the amount in the Rate field will change to the rate amount specified by the rate code.

This feature may be used to ensure that the rate amount stays the same when the guest is staying over a period that includes a rate change under the rate code attached to his reservation. For instance, assume the guest is staying six days, from November 15 through November 21. There is a rate increase from \$250 to \$300 on November 16 according to the rate code attached to the reservation. In this situation, you can fix the rate at \$250 for the guest's entire stay.

Auto Attach Elements

The Reservation Auto Attach Elements feature enables you to define rules for automatically attaching different element types to a new reservation.

Using this feature, if the predefined rule applies to a reservation, when the reservation is made, the element type will automatically attach to the reservation. Unless the reservation is a Rooming List reservation that was made using the Group module, then the element type is not attached as the functionality does not apply to reservations made by this method.

The element types that are attached to a reservation are determined by rule codes set in OPERA Controls. These are examples of different combinations that can be created as rule codes:

- Specials attached to a reservation based on membership type.
- Specials attached to a reservation based on rate code.

- Specials attached to a reservation based on room type.
- Traces attached to the reservation based on rate code.
- Traces attached to the reservation based on room type.
- Item inventory attached to a reservation based on profile preference.
- Packages attached to a reservation based on membership type.

Rate Changes During Stay

Sometimes, rates change during a guest's stay. Reasons for this can include one or more of the following:

- Hotel staff overrides the current Rate Amount and/or Rate Code with a new value.
- The Rate Amount changes due to Rate Code configuration updates, including a Room Type update, adding/removing Adults/Children, and/or completing a Rate Refresh.
- A Share reservation Rate Amount is updated due to, for example, a Full Share reservation being split.
- Adding/Removing a Discount and Rate Code/Rate Amount changes due to adding/removing a Block Code.

External References

An External References number can be associated with a reservation by referencing it to the External References number on a reservation. The External References Update utility is used to maintain the External References number of the reservation when changing external systems that are interfaced through OPERA Xchange Interface (OXI). This utility might be used when your property is switching from once Central Reservation system to another provided by the same company (for example, from UNIREZ to PEGASUS).

Common Reservation Actions

From the reservation search results or from a reservation, several common actions can be executed from the **I Want To...** option.

Go to Profile

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select a **Search Type**, click **Search**, and select a reservation.
3. Click **I Want To...** and under Go To, click **Profile**.

Enroll Guest into Membership Program

1. Go to the Profile associated with the reservation (see steps above).
2. On the Manage Profile screen, click **I Want To..** and click **Enroll Guest**.
3. On the Enroll Guest screen, complete the **Name**, **First Name**, **Card Number**, **Name on Card**, and **Membership Level** fields and click **Save** to finish enrolling the guest.

Check In a Reservation

1. On the Manage Reservation screen, select **Arrivals** for the Search Type and click **Search**.
2. Select a reservation and click **I Want To . . .** and then select **Check In**.
3. Verify the reservation details and complete the required sections on the Check In Reservation screen and click **Complete Check In**.

Cancel a Reservation

1. On the Manage Reservation screen, select **Manage Reservation** for the Search Type, enter the **Name**, **First Name**, or **Confirmation Number**, and then click **Search**.
2. Select a reservation and click **I Want To . . .** and then select **Cancel Reservation**.
3. On the Cancel Reservation screen, enter or select a **Cancel Reason** and enter a **Cancel Description**.
4. Click **Cancel Reservation**.

Place a Reservation in Queue

1. On the Manage Reservation screen, select **Arrivals** for the Search Type and click **Search**.
2. Select a reservation and click **I Want To . . .** and then select **Place Reservation in Queue**.
3. On the Information screen, click **OK** to confirm.

Copy a Reservation

1. On the Manage Reservation screen, select a **Search Type** and click **Search**.
2. Select a reservation and click **I Want To . . .** and then select **Copy Reservation**.
3. Make changes as needed to the room/rate combinations, arrival/departure dates, the guest profile, and so on.
4. Click **Book Now** on the details screen when you are ready to book the new reservation.

View the Changes Log

1. On the Manage Reservation screen, select a **Search Type** and click **Search**.
2. Select a reservation and click **I Want To . . .** and then select **Changes Log**.

Go to Property Interface Controls

1. On the Manage Reservation screen, select a **Search Type** and click **Search**.
2. Select a reservation and click **I Want To . . .**, select **Property Interface Controls**, and then select the interface you want to manage.

Marking a Room as Do Not Move

Once a room has been assigned to a reservation, you can prevent it from being reassigned by marking it as do not move.

 **Note:**

For this feature to be available, the Do Not Move Room function in the Reservations group must be active in OPERA Controls, and you must have the associated task for Do Not Move Room assigned in Role Manager.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter the name of the reservation for which you want to lock the room assignment and click **Search**.
3. In the search results, click the **confirmation number** of the reservation.
4. In the Stay Details area, click the **room number** and on the Room Details screen, click **Mark as Do Not Move Room**.

A lock symbol appears to the right of the room number to show the room is now locked.

Moving Reservations to Other Properties

When logged into a Hub, you can move reservations to other properties. You cannot move cancelled reservations or those that have incurred financial transactions.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**, and then search by property for the reservation.
2. From your search results, select the reservation you want to move.
3. Click the **Action** menu and then click **I Want To . . . Move to Another Property**.
4. In the **Property** field, enter the destination property name.
5. Search for available rates and then click and drag the new room/rate to the Trip Composer.
6. When the Booking Details screen appears, click **Update Trip Composer**.
7. Click **Move Reservation** and enter a reason.

Managing Additional Details

Additional Details enable you to specify elements of a reservation such as reservation type, arrival and departure times, purpose of stay, and so on.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Additional Details**. You might need to select **Show All** to show all options.
4. Review additional detail information, and click **Edit** to add or edit.
5. Modify or enter new details, select or deselect the **Print Rate** and **Receive External Notifications** check boxes, and then click **Save**.

Managing Room Interfaces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search and select a reservation.
3. Click **I want to . . . Go to Property Interface Controls**, and then select the interface that you want to manage.

Reservation information is passed to the Property Interface Controls, so you can only search interfaces related to that reservation for the current business date. Search results are automatically fetched when you select a different interface.

- [Room Interfaces](#)

Room Interfaces

Room interfaces enable access to various services and amenities, such as key card, point of sale, telephone, video, accounting, and voicemail. You can configure these interface systems for individual rooms and change their statuses through Property Interface Controls. For example, a guest might want to order a movie and need you to turn on the video interface for the room. Certain interfaces trigger the message-waiting lamp on the room phone.

Reservation Notifications

- [Searching for Reservations Flagged for External Guest Notifications](#)
- [Reservation Alerts](#)
- [Creating Guest Messages](#)
- [Adding Notes to Reservations](#)
- [Adding Traces to Reservations](#)
- [Managing Messages](#)
- [Service Requests](#)
- [Managing Wake Up Calls](#)

Searching for Reservations Flagged for External Guest Notifications

To search for only those reservations that are flagged to receive external notifications, follow one of these procedures.

From the Manage Reservations Advanced Search

You must be in the default (blank) or the Manage Reservation Search Type.

1. From the **OPERA Cloud** menu, select **Bookings**, **Reservations**, and then **Manage Reservation**.
2. In the **Search** panel, select the Property and Arrival Date, and then check the **Receive External Notifications** check box, and then click **Search**.

From the Room Assignment Search

1. From the **OPERA Cloud** menu, select **Bookings, Reservations**, and then **Room Assignment**.
2. In the **Search** panel, select the **Receive External Notifications** check box, and then click **Search**.

Since this is a predefined search, you might need to show the full search panel by selecting **Modify Search Criteria**.

Reservation Alerts

Reservation alerts are messages attached to a reservation that present notifications to hospitality staff upon opening the reservation. You can view or print an alert when one appears. Alerts can be set to appear on a reservation, during check-in, during checkout, or when a reservation is opened while the guest is in-house. You can attach a pre-defined alert or customize the alert text.

Some examples of reservation alerts are as follows:

- When a guest checks in, an alert could prompt staff to advise the guest of local events.
- When a guest checks out, an alert could be used to remind staff to obtain credit card information if guest pays by personal check.

Alerts are purged 30 days after check out (or, for canceled or no show reservations, 30 days following the end date in the system).

If you add an alert to a reservation, and then copy additional reservations from the original, the alerts will not be automatically copied to the new reservations. Additionally, if you link two reservations together as a shared reservation, any alerts will remain with the original reservation.

You are able to configure global alerts to automatically apply an alert to all reservations of a given status, depending on a set of pre-configured conditions.

Creating Guest Messages

You can create guest messages and deliver them by phone, printed copy, or text message. Messages sent by phone go to the guest's room phone and printed messages are delivered to the guest's room. You need the guest's mobile phone number for text messages.

You can also view and edit all messages before sending. After delivery, you can mark a message as delivered or undelivered.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. Under **Notifications**, click **Guest Messages**.
4. Click **New** and select either **Print Message, Text**, or **Room** to determine the delivery method.
5. Enter the sender's name and contact information.
6. Enter the message you want to send to the guest.
7. Click **Save**.

8. If you selected to print the message, select a printer and the number of prints after saving.

Adding Notes to Reservations

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation.
3. Select **Show More** to display the Reservation Notes link (if it is not already displayed) and then click **Reservation Notes**.
4. Select the type of note required and then select the **Internal** check box if the note is to be considered internal to hotel staff.
5. Create a **Title** and **Notification Area** for the note, type your note in the **Comment** field, and then click **Save**.

Adding Traces to Reservations

Traces are communications attached to a reservation that only certain departments can view. You can use traces to inform departments about actions they must take for a reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Search for and go to the reservation.
3. Select **Show More** to display the Traces link (if it is not already displayed) and then click **Traces**.
4. Select a **Department**, select the date range, type the message into the **Trace Text** field, and then click **Save**.

Managing Messages

With the Messages feature you can send messages to individual guests, to specific groups of guests, and to selected guests in a group such as a party or block. You can keep an unlimited number of messages for every guest, mark the messages as received or not received, and print the messages.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Message**. You may need to select **Show All** to show all options.
4. Review existing messages, or click **New** to add a new one.
5. Select the delivery option (Print Message, Text, or Room), enter the name, company, and contact information of the person sending the message, enter the message text, and then click **Save** when you are done.

Service Requests

Service Requests enable you to create a request for a specific department to service a room or perform an action in relation to the room, the reservation, or the profile associated with the reservation. Requests can be created for a reservation, a profile, or a room. When created, a broadcast message with information about the request appears to users who belong to the department for which the request was created. Service Requests go through 3 stages. Once a request is created, it is in the OPEN status. When the request is completed by the associated department, the request moves into the PENDING FOLLOW UP status. Once the follow up is completed and noted in the request, the request moves into the CLOSED status.

You can create service requests, assign them to a department, and assign a priority level. For example, you might create a request for a room with a leaky faucet. The broadcast message would look like this: “A new Service Request has been created. Leaky Faucet. Room 125. Priority 1 Urgent.”

You can also edit service requests and change the assigned department and priority level. In this scenario, a new broadcast message is sent out to the subscribed members of that new department. For a user in a department to receive the message, the user must be logged in at the time the request is created.

Managing Wake Up Calls

You can manage wake up calls in the Reservations Workspace.



Note:

For this feature to be available, the Wake Up Calls function under the Reservations group in OPERA Controls must be active.

1. From the Navigation Bar, select **Bookings**, select **Reservations Workspace**, and then select **Wake Up Call Companion**.
2. To review existing wake up calls:
 - a. Enter the property and select a date, then further refine your search by entering the guest's name, block code, and room number.
 - b. Select the status of the wake up call; options are Pending, No Answer, and Completed. You can search for multiple statuses.
 - c. Click **Search**, and then review wake up calls in the search results.
3. To add new wake up calls:
 - a. Click **New**.
 - b. Enter the room number, date, and time, along with any further details and notes on the Manage Wake Up Call screen.
 - c. Click **Save**.
4. To generate a report of wake up calls:
 - a. Click the vertical ellipsis button and select **Report**.
 - b. Populate the report parameters, including property, date range, wake up call status, and so on.

- c. Set display options: select the appropriate check boxes to include notes and alternate names.
- d. Specify the sort order: room number, alphabetical, or wake up time. The order is determined by the options in the right column. Use the greater than symbol (>) and less than symbol (<) to move options from one column to the other. To set a secondary sort order, add the option to the list underneath the primary option. For example, if you would like the report to sort by wake up time, and then by room number, you would add wake up time to the right column, and then add room number to the right column. Use the up and down arrows to reorder in the list.
- e. Select a report destination: Preview, Email/Print, Email, or Fax.
- f. Click **Process**.

Reservation Billing

- [Routing Instructions](#)
- [Creating Routing Instructions](#)
- [Reservation Deposits and Cancellations](#)
- [No Show and Cancellation Postings](#)
- [Payment Instructions](#)
- [Managing Fixed Charges](#)
- [Cancelling a Reservation with a Deposit](#)

Routing Instructions

Routing instructions transfer guest charges to an associated primary profile (a company, agent, source, or contact profile). This transfer happens automatically.

For example, a company books a conference at your property and wants to put employee room and tax charges on its account. You create the company's profile and routing instructions and assign room and tax transaction codes to the routing instructions. As each employee makes a room reservation, you create the employee guest profile, and the routing instructions will be applied when the company profile is attached to the reservation. Routing instructions will be applied to the reservation as soon as the appropriate company, agent, source, or contact profile is attached to the reservation, as long as the Auto Populate Routing check box is selected.

You can associate a reservation with a company, agent, source, or contact profile at the time of booking using the Look To Book Sales Screen.

Creating Routing Instructions

1. To create routing instructions:
 - a. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, select **Manage Profile**.
 - b. Search for and select a profile and then click **Financials**.
 - c. Click **New** and then select a property.

- d. On the Search and Select Routing Instructions screen, search for routing codes or transaction codes.
 - e. Select one or more **Routing Codes** or **Transaction Codes** from the **Available** list and then click **Add**.
 - f. Click **Auto Populate Routing** to attach the routing instructions to any associated profiles.
2. You can update routing instructions on a reservation billing window that has existing instructions if no overlapping transactions or codes exist for the same dates. To update routing instructions:
 - a. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**, and then search and select the reservation.
 - b. Click the **Actions** link, click **Routing**, click **Edit**, change the desired code or other information, and then click **Save Instructions**.

Reservation Deposits and Cancellations

Use the Deposit and Cancellation feature to manage a guest's reservation advance deposits and reservation cancellation penalties. Reservation Deposit and Cancellation covers two separate but related features:

- Reservation Deposit deals with managing the advance deposit pre-payments that guests make prior to their stays.
- Reservation Cancellation covers the handling of cancellation charges or penalties, which might involve forfeiture of deposits already applied to the reservation.

Deposit and Cancellation Rules

You can add deposit and cancellation rules to a reservation type, a rate code, or directly to the reservation. Rules attached to the reservation type or rate code automatically attach to the reservation at the time the reservation is made. In addition, you can attach deposit and cancellation rules to the reservation by selecting the **Action** menus on the Deposit / Cancellation presentation screen.

Be aware of these guidelines when setting up deposit and cancellation rules:

- You can make only one deposit rule and one cancellation rule in effect at a time (even if the reservation type, rate code, and reservation each has its own rule attached).
- The rate code rule takes precedence over any other type of rule, followed by the reservation type rule, and finally by the rule attached to the reservation.

Define deposit rules by:

- The amount of the deposit (either a flat amount, a percentage of the rate, a percentage of the first night's rate, or the number of nights).
- The length of time before arrival or after booking.

Define cancellation rules by:

- The amount of the penalty charge if the reservation is canceled (a flat amount, a percentage of the rate, a percentage of the first night's rate, or based on the number of nights).

- The number of days prior to the arrival date that the reservation can be canceled without penalty. You can also specify a time deadline with the date deadline. For example, the rule might specify the guest must cancel the reservation before 5 p.m. one day prior to the arrival date to avoid penalty.

No Show and Cancellation Postings

When the No Show and Cancellation Postings function under the Cashiering group is active, a property has the ability to post revenue against a no-show or a canceled reservation. This means a property can realize the stay revenue and remove the reservation deposit from the deposit ledger, but still show the reservation status for statistical purposes as No Show or Cancelled. In essence, this enables you to go back into a reservation that was canceled or no show and post charges to it. For example, a guest might book a wedding package and later decide to cancel it after food and flowers arrangements were already prepared. With this feature active, you could go back into the reservation and charge the guest for the package.

You can configure No Show and Cancellation Posting rules that indicate how much revenue should be posted to the reservation based on the source code, reservation type, or both for the arrival night. Posting rules can be of the following types:

- **ALL NIGHTS** — Total rate amount for all nights of the reservation is posted. If the reservation has multiple rate codes, then the system determines the amount for each night and posts it accordingly.
- **FIRST NIGHT** — The amount for the first night of the reservation is posted.
- **DEPOSIT ONLY** — The amount of all the deposits received is posted.

Posting Rule Examples

During the End of Day processing, all reservations marked as No Show and subject to a no-show posting rule (based on the reservation type and/or source code) have any associated deposits moved to the guest ledger (that is, the deposit matures). The appropriate no show revenue is posted against the deposit based on the no-show posting rule. Here are some examples:

- **All Nights Value** — If the rate amount for the reservation is 200.00 and the reservation is for 3 nights, 600.00 is posted (assuming there are no rate changes) regardless of the deposit.
- **First Night Value** — If the rate amount of the reservation is 200.00, regardless of the deposit, 200.00 is posted.
- **Deposit Only Value** — If the reservation does not have a deposit, no-show revenue is not posted. If the reservation rate amount is 200.00 and the deposit is 100.00, 100.00 is posted. If the reservation rate amount is 200.00 and the deposit is 300.00, 300.00 is posted.

When the posted revenue results in a debit or credit for the reservation, the reservation is matured to the guest ledger. Once on the guest ledger, you have full cashiering capabilities and can zero out the folio to remove it from the ledger

A no-show reservation could have a no-show posting rule attached that results in an outstanding charge (that is, an amount not covered by a deposit) posted to the reservation. Such charges are posted to the reservation on the departure date by the End of Day processing.

Payment Instructions

Reservation payment instructions enable you to define the payment method and payment details for each folio window. For example, some guests might want to pay for their stay using more than one payment method. To accommodate this request, you can define the payment method and authorization rule for each folio window the reservation posts charges to, and you can move a payment method from one folio window to another.

In the payment instructions, the authorization rule for a credit card payment can be used to place a hold on the guest's card for a specific amount. This amount is determined by your hotel and is used to guarantee charges during the guest's stay.

You can select No Post, Pre-Stay Charging, and Post-Stay Charging options on the payment instructions. No Post prohibits charges from being posted to the reservation. Pre-Stay charging controls whether your property enables charges to the reservation before check in, and Post-Stay charging controls whether the property enables charges to be posted after checkout.



Note:

For the Pre-Stay Charging and Post-Stay Charging options to be available, the Post Stay Charges and Pre Stay Charges parameters must be active in the OPERA Controls Cashiering group.

Managing Fixed Charges

Using the Fixed Charges feature, you can add charges that apply on a regular schedule (for example, daily or weekly). Some examples of fixed charges are a rollaway bed, valet service, or parking, which might be incurred each day of the guest's stay. The Fixed Charges feature lets you identify these kinds of recurring charges so they can be automatically posted to the guest's account. The Fixed Charges feature also offers a convenient way to automatically post a single fixed charge on a specific date.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Fixed Charges**. You may need to select **Show All** to show all options.
4. Review existing fixed charges, or click **New** to add new fixed charges.
5. Select a frequency for which the charge is applied, the beginning date, an amount or percentage of room rate, a type of transaction, and quantity. Enter any notes in the Supplement field, and then click **Save**.

Cancelling a Reservation with a Deposit

In OPERA Controls under the Cashiering group, the **Cancellation Handling** function must be active and the **Cancel with Deposit** parameter must be On. This enables you to cancel reservations with deposits.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter the name for the reservation you want to cancel and click **Search**.
3. Next to the reservation, click **I Want To...** and then click **Cancel Reservation** under Modify/Update.
4. Select a **Cancel Reason** and enter a **Cancel Description**.
5. Click **Cancel Reservation**.

Reservation Profiles

- [Adding Preferences to Reservations](#)
- [Attaching Memberships to Reservations](#)
- [Adding or Removing Linked / Associated Profiles](#)
- [Guest Communication Details](#)

Adding Preferences to Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for a reservation and select it in the search results.
3. Click **I Want To...** and under Profile select **Preferences**.
4. Click the vertical ellipsis button and select **Profile Preference**.
5. Click vertical ellipsis button and select **Reservation Preference**.
6. Click **New** to add preferences.
7. Enter a filter and click **Go** to narrow your search for preference options.
8. Expand the list for the type of available preferences you want to add and select one or more of the options.
9. Click the arrow to move preferences from the Available panel over to the Selected panel. You can also move a selected preference back into the Available preferences panel.
10. Click **Save** to save the preferences to the reservation.

You can optionally click **Save to Reservation and Profile** to save the preferences to both.

Attaching Memberships to Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation by clicking the confirmation number in the search results.
3. Click **Membership**, located under Profile in the Reservation Overview panel.
4. Click the vertical ellipsis button and select **Manage**.

5. Select a membership in the Available Profile Memberships section and click the down arrow to move it into the Membership section of the screen.

You can click **New** to create a membership and then attach it to the reservation if one does not exist for the guest.
6. Click **Save**.

Adding or Removing Linked / Associated Profiles

A guest profile on a reservation can be linked with other profiles — a linked or associated profile. For example, a relationship might exist between a guest profile and a profile associated with a company, such as a point of contact for the company. You could also have an Accompanying Profile attached to the reservation. This scenario might occur when a guest has another person staying with them.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Search for the reservation and open it by clicking the confirmation number.
3. In the Reservation Overview section and under Profile, click **Linked Profiles**.
4. Click the **Associated Profiles** tab.
5. Add an Associated Profile:
 - a. Click **Edit** on the Associated Profiles section of the screen.
 - b. Search for and select a company, travel agent, source, group, reservation contact, or billing contact.
 - c. Click **Save**.
6. Attach an Accompanying Profile:
 - a. Follow steps 1 through 4 above. In the Accompanying Profiles section of the screen, click **Attach**.
 - b. On the Search and Select screen, select the profile you want to attach.
 - c. Click **Save**.
7. Remove an Associated Profile and/or an Accompanying Profile:
 - a. Follow steps 1 through 4 above. In the Associated Profiles section, click **Edit** and then click **Remove**.
 - b. In the Accompanying Profiles section, click **Remove**.
 - c. Click **Save**.

Guest Communication Details

The Communication details on a reservation enables you to enter email, phone, fax, and cell numbers for the guest profile associated with the reservation. You can also configure different types for each communication method, such as address types, phone types, email types, and web pages. For example, you can have some of the following address types: home address, business address, accounts receivable (AR) address, shipping address, billing address, and so on. All the communication methods for the guest are easily managed from the Communication option on the reservation.

Credit Ratings

You can set different levels of credit ratings for Company, Source, and Travel Agent profiles. The credit ratings you add to a profile can be used as criteria when configuring deposit/cancellation rule schedules for reservations and business blocks attached to the profile. This enables both guests and travel agents or bookers who make reservations with the property to have these cancellation and deposit rules applied, based on the credit rating indicated on their profile.

Reservation types have different credit ratings defined for them under the Reservation Types Schedule. To link the credit rating to the profile, you assign a reservation type to the Company, Source, or Travel Agent profile.

Credit Card History

You have the ability to view the credit card authorization and payment history for reservations that made payments by credit card. From the Authorization and History screen, you can search for and view the credit card payment history associated with a particular reservation and filter your search by credit card Authorizations, Payments, Refunds, or Failures. If a reservation has credit card authorization or history, you can view the following information:

- Date when approval was obtained
- Time when approval was obtained
- Amount of approval
- Approval code for the authorization
- Credit card type
- Card expiration date
- Transaction type being performed at time authorization was sought. For example, Check In, Pre Check In Authorization, Batch Authorization, and so on.
- An indication if the credit card transaction was an authorization or a settlement
- The card entry method: Swiped, Chip, or Manual
- User name of the user who performed the transaction requiring authorization
- Status of the authorization: Successful, Pending, or Failed
- Failure reason if the authorization failed

Credit Card Authorization History Report

From Credit Card History, you can also generate the `cc_auth_history` report by clicking the **Report** link, which opens the Manage Report screen. The filter options you selected on the Authorization and History screen (Authorizations, Payments, Refunds, or Failures) are selected by default when you open the Manage Report screen. On the Manage Report screen, you can edit the report parameters as needed before generating the report.

Cancelling Multiple Reservations

Mass Cancellation enables you to cancel multiple reservations at the same time.

To cancel multiple reservations:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Click **Advanced Search**. If you have predefined searches, you can alternatively select **Mass Cancellation** from your predefined searches.
3. Select **Mass Cancellation** for Search Type and select a property. Click **Search**.
4. From the search results, select one or more reservations and then click **Mass Cancellation**.
5. On the Cancel Reservations screen, select a **Cancel Reason** and enter a **Description**. You also have the option to Delete All Reservation Traces, Ignore Cancellation Penalty, and Cancel Sharing Reservations if required.
6. Click **Cancel Now** to start the mass cancellation.

Stay Revenue Details

Use the Stay Revenue Details screen to determine how much a reservation has contributed to your Property's revenue and to view the type of revenue for the stay.

This screen is split into two sections:

- Revenue (by revenue bucket)
- Folio History

The **Revenue** portion of the screen provides a breakdown of the revenue generated for the stay. The information is categorized into the revenue buckets configured for the property.

Each revenue bucket tracks guest expenditures associated with one or more transaction codes. The screen also provides the payment amounts.

The **Folio History** portion of the screen provides the bill for the stay.

The Stay Revenue indicator provides the revenue breakdown and folio history of selected, checked out, reservations. You can generate a Stay Revenue report and print, email, or fax it. The indicator is available on the Reservation Search results screen and is only visible on checked out reservations.

Advance Billing and Folios

An Advance Bill enables you to apply anticipated fixed charges, such as room and tax or service charges, in advance. You can apply charges for the current night, for several nights, or for the length of the reservation. A guest who is planning to leave early in the morning might request an Advance Bill the night before.

A folio is a list of charges billed to the guest.

- [Advance or Interim Billing](#)

Advance or Interim Billing

You can generate interim bills or advance bills using the Generate a Folio function.

An **Interim Folio** shows you the guest's outstanding charges up to the present. You can post charges and accept payments. You can review credit card authorizations and history. You also can view routing instructions and move payment methods.

An **Advance Bill** allows you to apply fixed charges to the guest's bill in advance. This includes room and tax or service charges.

For example, a guest with a Sunday check out requests an Advance Bill on Saturday morning. The Advance Bill would include Saturday night's fixed charges for room and tax.

On an Advance Bill, you can apply charges for the current night, several nights, or the entire stay.

- [Generating a Folio for an Advance Bill](#)
- [Generating a Folio for a Specific Window](#)
- [Generating a ProForma Invoice](#)
- [Generating a Folio for an Interim Bill](#)

Generating a Folio for an Advance Bill

An Advance Bill enables you to apply anticipated fixed charges such as room and tax or service charges in advance. You can apply charges for the current night, for several nights, or for the entire length of the stay. A guest who is planning to leave early in the morning might request an Advance Bill the night before.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **I Want To . . .** and then click **Advance Bill**.
5. Select either **Tonight, Nights to Charge** (enter a number of nights), or **Entire Stay** and click **Apply Advance Charges** to settle the folio and generate the Advance Bill.

Generating a Folio for a Specific Window

The Generate a Folio for a Window option provides printing options for individual windows on a guest's billing account.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **I Want To . . .** and then click **Generate a Folio for a Window**.
5. On the Generate a Folio screen, select a Window (1 - 8).
6. Select preview, print, email, fax, or download. Click **Process**.

Generating a ProForma Invoice

A ProForma generates an invoice with current charges and any anticipated charges, such as fixed charges and accommodation charges that are incurred by the reservation until the scheduled departure date.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **I Want To . . .** and then click **Proforma Invoice**.
5. Select print, email, fax, or preview the folio.

Generating a Folio for an Interim Bill

An Interim Folio shows a guest's outstanding charges up to the present. You can process payments, post charges, and perform other actions on a guest's Interim Folio without first checking out the guest.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **I Want To . . .** and then click **Interim Folio**.

Transferring Transactions

Transferring a guest's financial transactions to different folio windows or even to other guests at your hotel can be completed through the Financials menu.

- [Routing Limits](#)
- [Transferring Transactions Using Drag and Drop](#)
- [Transferring Guest Folio Postings](#)

Routing Limits

Setting a routing limit enables you to impose a limit on the total value of transactions that can be routed to a folio window. For example, a guest's company might only agree to pay a certain amount or percentage of the bill or only pay certain expenses for their employee. This agreed amount or percentage of the guest's bill can be routed to a specific folio window so that payment is made by the company's credit card and the remaining balance paid by the guest.

Routing limits are defined on the routing instructions as either an amount or a percentage of the guest folio. With percentage, you can route a percentage of the transactions associated with the routing instruction. For example, if 10 is defined for the routing instruction percentage, 10% of each transaction would be routed. Generates such as taxes and service charges are also split by the designated percentage.

With an amount limit, you can specify a maximum amount for the routing instruction. For example, if you set a limit of 200 on a window routing instruction for transaction code 1001, the first 200 charged by the guest to transaction code 1001 would be routed per the instruction to window 2 of the Billing screen. Any overage would

automatically be split off and transferred to window 1. If the routing instruction was set up for room routing, the first 200 would go to window 1 of the target room and any overage would automatically be split off and transferred to window 1 on the originating guest's Billing screen.

The following rules govern the behavior of routing limits:

- When the routing instruction is set up for multiple routing codes (or multiple transaction codes or a mix of transaction codes plus routing codes), the routing limit applies to the sum of charges against all transaction codes included in the routing instruction.
- When routing a charge for an inclusive transaction code, the value is routed. This includes the generates (taxes and service charges).
- When routing a charge for an exclusive transaction code, the value of any generates is not routed.
- If the limit is changed after a transaction has been routed, a folio refresh shows an increase or decrease in the routed amount, if appropriate.
- When transferring postings to a target room, the routing limit for the routing instruction is observed. Only an amount up to the routing limit can be transferred to the target folio.
- When moving postings between folio windows, the routing limit for the target window is observed. Only an amount up to the routing limit can be moved to the target window.
- Routing limits and splitting behavior are observed by End of Day and Point of Sale (POS) postings.
- Routing limits can be set up for selected dates of a multi-night stay.
- Routing limits for multi-night stays are based on the business date when the revenue is realized. A pro forma folio or advance bill for a multi-night stay with routing applied separately to each date of the stay reflects routed charges and routing limits by business date. For example, assume a 4-night reservation has a rate code of 100 per night. Routing instructions are configured such that each night's room charge is routed to a separate window with a 50 limit for each routing instruction. When an advance bill for the entire stay is generated, routing limits are applied by date.

Transferring Transactions Using Drag and Drop

A quick way to transfer a guest's charges between folio windows is to use drag and drop functionality. This method does not let you split charges when transferring.

1. From the Billing screen, click **Move Charges** and then select the **Windows** option or verify this option is selected.
2. Click the window from which you want to move a transaction. From the table listing transactions for the window, click the transaction you want to move and drag and drop it to another window.

The transaction moves into the new window. The balance in both windows updates to reflect the change.

Transferring Guest Folio Postings

Use Transfer Posting to transfer entire or partial postings to different windows within a guest's folio or to another guest staying at the property.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click the vertical ellipsis button and select **Transfer Posting**.
5. On the Transfer Postings screen, select either **Entire Folio** or **Partial/Selected Postings**.
 - a. If you select **Entire Folio**, select either **To a Room** or **From Room(s)**. Enter the room number and the guest's name.
 - b. If you select **Partial/Selected Postings**, select **To a Folio Window** and choose the window, or select either **To a Room** or **From Room(s)**. If you select the room options, enter the room number and the guest's name.
6. Under Split Options, select one of three options: **Do not split**, **Amount**, **Percentage**, or **Quantity**. Enter an amount or percentage if you selected either Amount or Percentage.
7. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.
8. Enter your search criteria and click **Search**.
9. Select a transaction to transfer and click the down arrow to move it into the selected section of the screen. Click **Select**.
10. Click **Transfer**.

Service Recovery Adjustments

A Service Recovery Adjustment enables you to associate a department, reason code, and clarifying text with an adjustment. You can also gain a guest signature acknowledging the adjustment. The Service Recovery Adjustment provides the ability to post and track Service Recovery Adjustments versus other non-service recovery related adjustments. This feature requires the Service Recovery Adjustment parameter under the Cashiering group to be set to ON.

- [Posting Service Recovery Allowance Adjustments](#)

Posting Service Recovery Allowance Adjustments

You can post service recovery allowance adjustments to transactions on a guest's bill when service issues warrant a discount, refund, and so on.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. On the Billing screen, select a transaction and click the vertical ellipsis and then select **Post Service Recovery Adjustment**.

5. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.
6. Enter your search criteria and click **Search**.
7. Select a transaction to adjust and click the down arrow to move it into the selected section of the screen. Click **Select**.
8. On the Adjustment panel:
 - a. Select **Amount** or **Percentage** and enter either an adjustment amount or a percentage of the original posted amount.
 - b. In the **Department** field, select the department responsible for the adjustment.
 - c. In the **Reason** field, select a reason code associated with the selected department.
 - d. Enter additional information about the adjustment into the **Reason Text** field.
9. Click **Process Adjustment**.

Postings, Adjustments, and Payments

The Financials and Cashiering tools enable you to post charges to guest folios, post rate codes to guest folios, apply batch postings to reservations, make adjustments to guest accounts, apply payments to guest accounts, and move payments from one folio window to another. These are just a few of the many tasks you can complete.

- [Moving a Payment Method from One Folio Window to Another](#)
- [Making a Payment to a Guest Account](#)
- [Making an Adjustment to a Guest Account](#)
- [Moving Posted Transactions from One Folio Window to Another](#)
- [Posting Fixed Charges](#)
- [Posting Charges to Guest Folios](#)
- [Posting a Rate Code to a Guest Bill](#)

Moving a Payment Method from One Folio Window to Another

You can set up multiple payment methods using different folio windows on a reservation. For example, you might set up one folio window for corporate credit card use and another folio window for a personal credit card.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select the reservation.
3. Click **I Want To . . .** and then select **Payment Instructions**.
4. On the Payment Instructions screen, click the vertical ellipsis button and select **Move Payment Method** and select the source window (if multiple payment methods exist) and choose a destination window. This moves the payment method from the source to the destination window.
5. Click **Save**.

Making a Payment to a Guest Account

You can apply payments to guest accounts using the Post Payment option. This lets you apply credit card, cash, checks, and other forms of payments to any of eight different billing windows. The guest must be checked in.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
 2. Search for and open the reservation.
 3. Click **I Want To . . .** and then click **Billing**.
 4. Click the vertical ellipsis button and select **Post Payment**.
 5. Click a folio window (1–8) and then select a payment method of credit card, cash, or check.
 6. If a credit card is selected, enter a card number and an expiration date.
 7. Enter the payment amount in the **Amount** field.
 8. Complete the following optional fields if needed: **Card Holder**, **Reference**, and **Supplement**.
 9. Click **Apply Payment** to complete the transaction and enable printing, emailing, faxing, or previewing the receipt.
- [Applying Payments to Guest Folios](#)

Applying Payments to Guest Folios

Use the Post Payment option to apply credit card, cash, check payments, and other forms of payments to the guest folio. You can apply payments to any of eight different billing Windows.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click the vertical ellipsis button and select **Post Payment**.
5. Enter or select information for the **Method** field. Payment method options are **credit card**, **cash**, and **check**.
6. If a credit card is selected, provide a card number in the **Card Number** field and an expiration date in the **Expiration** field.
7. Enter the amount of the payment in the **Amount** field.
8. Complete the following optional fields as needed to ensure payment receipt: **Card Holder**, **Reference**, and **Supplement**.
9. Click **Apply Payment** to complete the transaction and enable printing, emailing, faxing, or previewing the receipt.

Making an Adjustment to a Guest Account

The Make Adjustments option in Billing enables you to adjust transactions by a fixed amount or a percentage of the cost.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. On the Billing screen, click **I Want To . . .** and click **Post Adjustment**.
5. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.
6. Enter your search criteria and click **Search**.
7. Select a transaction to adjust and click the down arrow to move it into the selected section of the screen. Click **Select**.
8. In the Adjustment panel, select **Amount** and enter an amount or select **Percentage** and enter a percentage for the adjustment.
9. Select a **Reason** for the adjustment and enter a text description of the adjustment.
10. Click **Process Adjustment**.

Moving Posted Transactions from One Folio Window to Another

The Move Charges option lets you move charges from one folio window to another. For example, a guest might want to move charges to keep business expenses separate from personal expenses.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. On the Billing screen, click **Move Charges** and then select the **Windows** option or verify this option is selected.
5. Click the window from which you want to move a transaction. From the table listing transactions for the window, click the transaction you want to move and drag and drop it to another window.

The transaction moves into the new window. The balance in both windows updates to reflect the change.

Posting Fixed Charges

You can set up fixed charges to post automatically to reservations. You can schedule them to post once, daily, weekly, or monthly.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Search for and open an account.
3. On the Manage Accounts Receivables screen, click **Fixed Charges**.
4. Click the vertical ellipsis button next to a fixed charge and click **Edit**.

5. In the **Frequency** field, select once, daily, weekly, and so on.
6. In the remaining fields, select a begin date, the transaction code to post, quantity, and amount.
7. Enter text in the Supplement field as an option.
8. Click **Save**. Repeat steps 4 through 8 for each fixed charge you want to post.

Posting Charges to Guest Folios

Use the Post Charge option within Billing to post charges to the guest's folio. You can apply new charges to any of eight different billing windows.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **I Want To . . .** and then click **Post Charge**.
5. Select a Window for the posting (1–8).
6. Enter or select the **Code**, **Price**, and **Quantity** (these fields are required).
7. Click **Apply Charge**.

Posting a Rate Code to a Guest Bill

The Post Rate Code option on the Make a Posting screen allows you to manually add room and tax charges on a guest's bill by selecting from a list of preset rate codes.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation
3. Click **I Want To . . .** and then click **Billing**.
4. Click **I Want To . . .** and then click **Post Rate Code**.
5. Select a **Window** (1–8).
6. Enter or select information in the **Rate Code**, **Amount**, and **Quantity** fields.
7. Select **Post Packages** if posting packages.
8. Click **Post Rate Code**.

Authorizing Credit Card Transactions

You can authorize credit card transactions from the reservation or from Billing. If your property uses chip and pin terminals, you must select the terminal during the authorization process.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**. Search for and open a reservation.

2. If authorizing from Billing, click **I Want To . . .** and click **Billing**. Next, click **I Want To . . .** and click **Interim Folio**, enter an **Amount**, and click **Settle and Send Folio**.
 3. If authorizing from the reservation, click **Payment Instructions**, click the vertical ellipsis button, and select **Credit Card Authorization**.
 4. Click the vertical ellipsis button and do one of the following:

If charging a partial amount, select **Additional**, enter the **Authorization Amount**, and click **Run Additional Authorization**.

If authorizing the credit card manually, select **Manual**, gain authorization approval, enter the **Approval Code**, and click **Run Manual Authorization**.
- [Viewing Credit Card History](#)
 - [Viewing Credit Card Details](#)

Viewing Credit Card History

You can view a guest's credit card history while settling the guest folio.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. On the Reservation screen, click **I Want To** and click **Billing**.
4. On the Billing screen, click **I Want To . . .** and click **Authorization and History**.
5. On the Authorization & History screen, click **Credit Card History** and click **Search**. Use the check boxes to filter your search by Authorizations, Payments, Refunds, or Failures.

Viewing Credit Card Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Search for and go to the reservation.
3. In the **Payment Details** section, click **View Sensitive Information**.

Viewing the Billing Summary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation, click **I Want To . . .** and then click **Billing**.
3. In Manage Billing, click **I Want To . . .** and then click **Billing Summary**.

Finding and Researching Guest Transactions

You can use the Search Transactions feature to locate and research transactions posted to the guest folio.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.
2. Search and select a reservation.
3. Click **I Want To Go to Billing**, click **Actions**, and then select **Search Transactions**.
4. Select the **Non-Billed Transactions** check box, select the desired transactions, and then click **More...**
Generate Information Folio: Generates an information folio for a bill review of all or selective charges posted to a guest folio or group master reservation.

- [Researching Transactions](#)

Researching Transactions

You can research guest transactions from the Manage Reservation screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for a reservation.
3. Click **I Want To...** and click **Billing**.
4. Click **Actions** and then click **Search Transactions**.

Queue Rooms

The Queue Rooms feature is accessible when the application function Rooms Management > Queue Rooms application function is set to Active.

At times, guests arrive before their selected room or a room of their chosen room type is available for assignment. The resulting backlog can cause confusion at the front desk and, worst of all, guest dissatisfaction unless the situation is handled equitably and expeditiously. The OPERA Queue Reservations/Queue Rooms feature helps you manage room assignment fairly, and get guests into their rooms faster by coordinating front desk and housekeeping efforts.

Front Desk staff can assign reservations to the reservation queue if the guest's room is not ready for assignment or if there are no available rooms of the room type attached to the reservation. Housekeeping staff can use the Queue Rooms functionality to determine if there are guests waiting to check in to a particular room or type of room; if there are, the queue list can provide guidance in determining which rooms need attention first.

When you attempt to check in guests before their accommodations are available — for example, if the assigned room is still occupied or all rooms of the desired room type are dirty — the Queue Reservations feature tells you that there is a rooms queue and prompts you whether you want to continue with check-in or stop the check-in so that you can put the reservation on queue.

Enabling Housekeeping Turndown Service for a Reservation

Turndown service is an optional service per occupied room. To report on the rooms that require turndown service, the Turndown Task Sheets can be generated for the evening housekeeping attendants.

To enable Turndown service for a reservation, do the following:

The Turndown function under Room Management in OPERA Controls must be active.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for the reservation for which you want to enable the turndown services.
3. Click the **Confirmation Number** link, and in the **Reservation Overview** section, under **Notifications**, select **Housekeeping**.
4. On the **Housekeeping** window, click the vertical ellipsis button and select **Edit**. Select the **Turndown** check box and click **Save**.

Reservation Upgrades

Note:

Upgrade functionality is only available when the **Reservation Upgrade** function is active under the Reservations group in OPERA Controls and the user has the associated tasks.

You can upgrade a reservation during the check in process, but it must match the date ranges, the room types, and the formulas defined in the upgrade rules for the property. A message alerts you to available upgrades and prices.

Note:

Reservations associated with a block are eligible for upgrade whether or not they have a rate code associated with them.

You cannot upgrade reservations under the following conditions:

- The reservation status is Checked In, Cancelled, No Show, or Waitlist.
- The reservation has a fixed rate. This is only available if the **Allow Fixed Rate Reservations** parameter is on under the Reservations group in OPERA Controls.
- The reservation is a shared reservation.
- The reservation already has rate discounts applied. This is only available if the **Allow Reservation Discounts** parameter is on under the Reservations group in OPERA Controls.

- The reservation has multiple rate codes.

Linking Profiles to Reservations

OPERA Cloud enables you to link guest profiles to reservations. The guest profile option enables you to access, view or edit primary details, such as name, address, or communication methods of guest profile linked to the reservation. It is also possible to open the full guest profile from this option or to change the guest profile linked to the reservation by selecting another profile.

You can also attach other types of profiles to reservations, such as company, travel agent, source, group, reservation contact, and billing contact.

1. To link an associated profile to a reservation:
 - a. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
 - b. On the Manage Reservations screen, search for a reservation and open it.
 - c. Click the **Linked Profiles** link located in the Reservation Overview panel under Profile.
 - d. Click the **Associated Profiles** tab and click **Edit**.
 - e. Search for an associated profile, highlight it, and click **Select**.
 - f. Click **Save**.
2. To link an accompanying guest profile to a reservation:
 - a. On the Manage Reservations screen, search for a reservation and open it.
 - b. Click the **Linked Profiles** link located in the Reservation Overview panel under Profile.
 - c. Click the **Associated Profiles** tab and click **Edit**.
 - d. In the **Accompanying Profiles** panel, click the vertical ellipsis button and click **Attach**.
 - e. Search for an accompanying profile, highlight it, and click **Select**.
 - f. Click **Save**.
3. To view profiles linked to a reservation:
 - a. On the Manage Reservations screen, search for a reservation and open it.
 - b. Search for and open a reservation.
 - c. Click the **Linked Profiles** link located in the Reservation Overview panel under Profile.
 - d. Click the **Associated Profiles** tab. Review the company, travel agent, source, group, reservation contact, and billing contact profiles linked to the reservation. The lower panel in this screen shows a list of accompanying guest profiles.

Reservations Workspace

As a companion to managing reservations, the Reservations Workspace is a central area to manage or monitor guest needs during their stay, for both individual and block reservations. For example, you can process registration cards, generate room key

packets, compose and manage traces and wake up calls, generate confirmation letters, and create and monitor guest messages.

- [Property Calendar](#)
- [Setting Guest Wake Up Calls](#)

Property Calendar

The Property Calendar provides a quick overview of the events and day types that were defined for a certain period of time. It is accessed by clicking **Bookings**, selecting **Reservations Workspace**, and then selecting **Property Calendar**. Using the calendar, you can see at a glance a broad view of the daily status of the property. For example, you can view total arrivals and departures, availability, occupancy, events, and daily type.

- Use the Property Calendar to manage events or special periods that can affect rates. Here you can enter certain events which might affect your booking situation. Events can be city-wide festivals, concerts in town, property happenings, and so on. You might use this option, for example, when you are in the Control Panel and see a plus [+] beside the indicated event of the day. This means that there is more than one event on that particular day, but there is no room in the Control Panel to show you the additional events.
- The Property Calendar can also be used to organize the order that your property's rate codes display within a rate query. Day types can be used to increase/decrease existing rates by a certain predefined factor. Day types can also be used to control the sequence of the rates in the rate grid on a daily basis. The date range option allows you to view from one day to a range of days.
- The Property Calendar can be helpful in assisting guests when making reservation stay changes, or informing guests making reservations of the local events happening during their stay.

You can view the Property Calendar in several ways. You can select various view icons to change the view:

- Day: Show only one day at a time
- Week: Show only one week at a time
- Month: Show one month at a time (this is the default view)
- List: Show the calendar events as separate lines in a list

Setting Guest Wake Up Calls

You can set wake up calls for reservations currently in-house and search for wake up calls by date.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations Workspace**, and select **Wake Up Call Companion**.
2. Select **New**.
3. Enter the guest room number, date, and time.
4. Indicate if a follow-up call time is needed, and add any notes.
5. Set the wake up call frequency as **Once** or **Daily**.

6. Click **Save**.

Blocks

A block is a group of rooms held for guests who are attending an event, meeting, or function. You can create blocks for family reunions, business conferences, weddings, and so on. You can also set aside rooms for the event. From the Bookings menu, use Manage Block to create blocks.

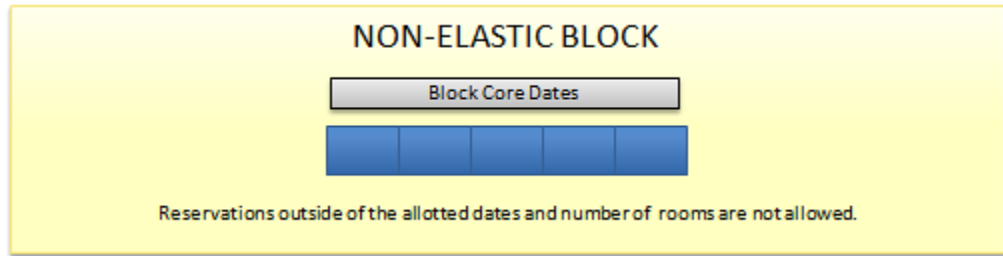
- [Non-Elastic, Elastic, Sell Limits, and Shoulder Dates](#)
- [Master and Sub Blocks](#)
- [Master and Sub-Allocations](#)
- [Creating a Block](#)
- [Creating a Reservation for Blocks](#)
- [Registration Cards](#)
- [Creating Room Keys](#)
- [Generating Key Packets for Blocks](#)
- [Group Tour Series](#)
- [Viewing Stay Statistics](#)
- [Viewing Production Changes](#)
- [Viewing Changes Log](#)
- [Applying Changes to Multiple Block Reservations](#)
- [Customizing View Options for Blocks](#)
- [Share Block Reservations](#)
- [Group Rooms Control](#)
- [Group Rooming Lists](#)
- [Mass Checking In Block Reservations from the Manage Block Screen \(Check In Arrivals\)](#)
- [Auto Assigning Rooms and Checking In Multiple Block Reservations from the Manage Block Screen \(Assign Rooms\)](#)
- [Reversing Advance Checked In Reservations](#)
An Advance Checked In reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.
- [Assigning or Removing a Block Code](#)

Non-Elastic, Elastic, Sell Limits, and Shoulder Dates

Non-Elastic, Elastic, Sell Limits, and Shoulder Dates settings allow you to control if block reservations can be made beyond the allotted number of rooms and/or beyond the number of days outside of the block's core (start and end) dates.

Non-Elastic Block

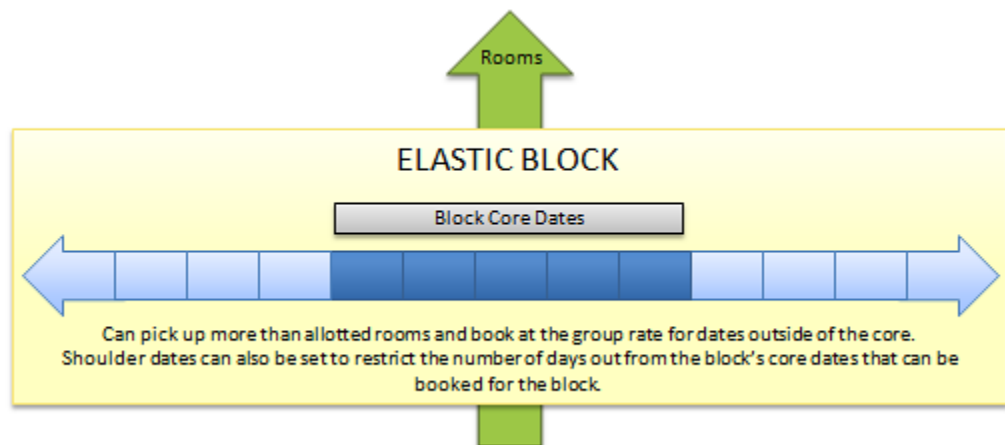
Reservations outside of the allotted dates and number of rooms are not allowed.



Elastic Block

(In the Blocks group, the Elastic Block controls must be active.)

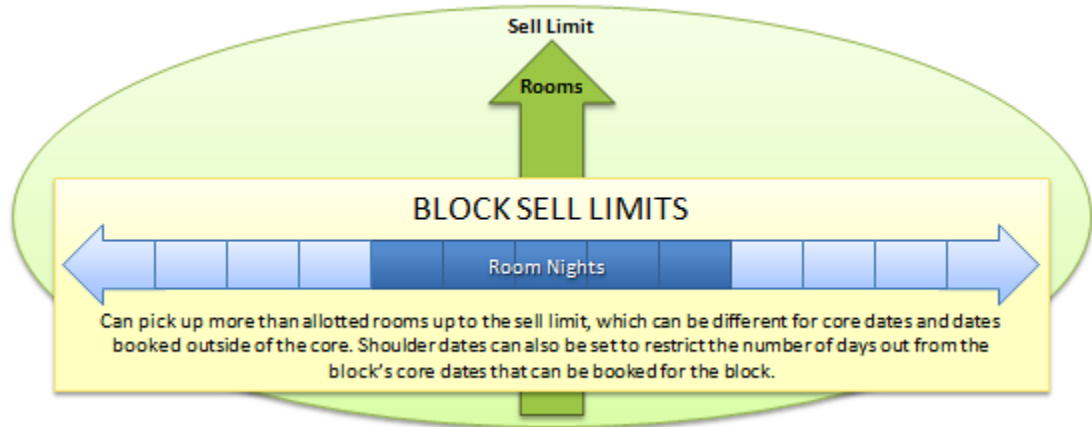
Elastic means that the block can be stretched to accommodate reservation demand, having the ability to pick up more than the block's allotted rooms and to book outside of the block's core dates. You can use shoulder dates in conjunction with Elastic to set restrictions on how many days outside of the block's core dates that reservations can be booked (see Shoulder Dates).



Sell Limits

(In the Blocks group, the Sell Limits controls must be active.)

With Sell Limits, you can specify a maximum number of rooms that can be borrowed from house availability for the block beyond the allotted number of rooms or room types. You can use Shoulder Dates in conjunction with Sell Limits to set restrictions on how many days outside of the block's core dates that reservations can be booked (see Shoulder Dates). You can set Sell limits separately for core dates and for shoulder periods.

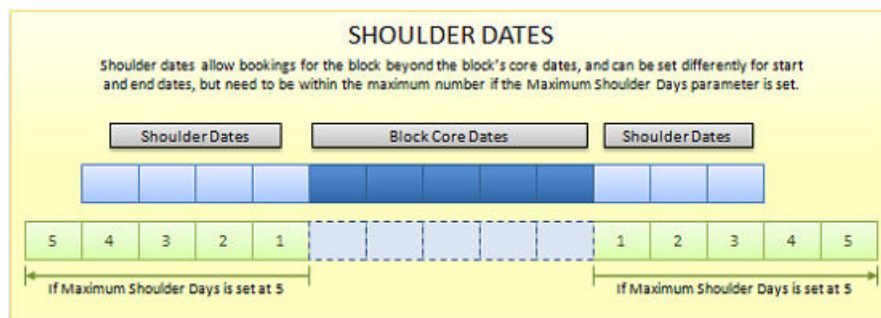


Shoulder Dates

(In the Blocks group, the Shoulder Dates controls and the Maximum Shoulder Days controls must be active.)

Shoulder Dates are available with both Elastic and Sell Limit options. Shoulder Dates define a period of time before and/or after the block core dates where reservations can be made against the block during the reservation pickup process. You can set different rates for the shoulder start period and the shoulder end period.

The Maximum Shoulder Days group level setting allows you to restrict the number of shoulder days to a maximum number before and after the block's core dates.



Master and Sub Blocks

Master Blocks and Sub Blocks have a variety of uses.

- You can split sleeping rooms of one group between different properties using a master and sub booking structure.
- You can create one block for a client, then attach events at any property within your cluster.
- The master Block can be used to link future tour series Blocks that belong to a specific tour.
- [Creating Master and Sub Blocks](#)

Creating Master and Sub Blocks

When creating a master Block that will have Sub Blocks:

1. From the **OPERA Cloud** menu, select **Bookings** and then select **Blocks**.
2. Select **Manage Block**.
3. Click **I Want To...** and select **Create Master Block**.
4. Select a **Property**. The **Synchronize** check box is already selected. This check box will only be checked automatically when application parameter Blocks – Synchronize Master Sub Blocks is active.
5. Enter the details in the **Block Definition** panel.
6. Add **Rates / Packages**.
7. Enter **Block Details** and click **Save** or **Save and Go To Presentation**.
8. When you select **Save**, the grid in the lower portion of the Block screen is automatically populated with a Sub block that has been created in the property of the master block.
9. To search for a Master or Sub block:
 - a. On the Manage Block screen, enter the Master block name and click **Search**.
 - b. The master block and the automatically created sub block appear in the search results.

Master and Sub-Allocations

Master and Sub-Allocations provide a way for hotels to hold room inventory for wholesale reservations throughout the year based on past demand.

- The Master Allocation holds inventory that the property wants to protect for certain customers such as tour operators and other groups.
- The Sub Allocation takes rooms from the Master Allocation and marks them for reservations.

EXAMPLE: Based on experience, a property decides to set aside 50 rooms a night for tour groups. The property creates a Master Allocation and sets aside 50 rooms a night. When a tour company requests 20 rooms for a tour stay, the property creates a Sub Allocation and takes 20 of the 50 rooms from the Master Allocation. When a second tour company requests 10 rooms, the property creates another Sub Allocation and takes the 10 rooms from the Sub Allocation. The property can create additional Sub Allocations until the Master Allocation inventory is empty.

Master / Sub Allocation Rules:

- The Elastic flag on a Master Allocation allows you to borrow room inventory from the House.
- The Elastic flag on a Sub Allocation allows you to borrow room inventory from the Master Allocation (Sub Allocations cannot borrow inventory from each other).
- If the Master Allocation inventory status is set to Definite, set all Sub Allocations to Definite.

- If the Master Allocation inventory status is set to Tentative, set the Sub Allocations to either Tentative or Definite.
- You can apply Sell limits to the Master Allocation or Sub Allocation. For the Master Allocation, the Sell Limit indicates the maximum number of rooms that can be part of the Master Allocation. For Sub Allocations, the Sell Limit indicates the maximum number of reservations that can be made on the Sub Allocation.
- Shoulder Dates on a Sub Allocation must fall within the Master Allocation dates. Reservations against a Sub Allocation can extend to the Shoulder Dates on the Sub Allocation.
- Wash Schedules on Sub Allocations return the rooms to the Master Allocation. Wash Schedules on Master Allocations return the rooms to house availability.
- [Creating a Master Allocation](#)
- [Creating Sub-Allocations](#)

Creating a Master Allocation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Search for and select a block.
3. Click **I Want to . . .** and select **Create Master Allocation**.
4. Enter or select an Associated Profile name in the **Company**, **Travel Agent**, **Source**, or **Group** fields. If no profile exists, click the magnifier icon to search for or create the profile.
 - a. If creating a profile, click **I Want To . . .** and select the profile type.
5. On the Block Details step, enter the start and end dates of the room allocation. Enter a **Block Name**, **Block Code**, **Market**, and **Source**.

After entering a Block Name, the system generates a Block Code.
6. Click **Add** to search and assign a rate code to the allocated rooms.
7. On the Block Status step, select a that reflects the current state of the block; for example, a Definite status allows pickup (that is, ready for reservation); a Lost status returns rooms to inventory.
8. On the Room Details step, specify cutoff dates/days for reserving rooms. You can enter reservation methods, rooming list due dates, a decision date, and a follow-up date.
9. On the Catering Details step, identify the catering owner, number of attendees, and other details.

Creating Sub-Allocations

Use Manage Block to create a sub-allocation. A sub-allocation takes rooms from the Master Allocation and marks them for reservations.

You must create a Master Allocation before creating a sub-allocation.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

2. Search and select a Master Allocation block.
3. Click **I Want To...** and select **Create Sub Allocation**.
4. In the Associated Profiles step, select a **Company, Travel Agent, Source, or Group** to associate with the Sub-Allocation.

If no profile exists for the Associated Profile you select, the system lets you create the profile before continuing.
5. Click **Next**.
6. In the Block Details step, the start and end dates align with the master allocation dates.
7. Enter a **Block Name**. The Block Code is generated automatically.
8. Search and select a **Market** code and **Source** code.
9. In the Rates / Packages section, click **Add** to search and assign a rate code to the allocated rooms.
10. In the Block Status step, select a status that reflects the current state of the block. For example, a Definite status may allow pickup, a Lost status returns rooms to inventory, and so on.
11. In the Room Details section, you can specify cutoff dates/days for reserving rooms, reservation methods, rooming list due dates, a decision date, a follow-up date, and currency.
12. Click **Save and go to Presentation** to view the Master Allocation. Click **Master / Sub** to view the Sub-Allocation.

Creating a Block

To create a Block:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Click **I Want To . . . Create Block**.
3. Enter or select one or more profiles to attach to the block.

To create a profile, click the magnifying glass icon and then click **I Want To . . . Create a Profile**. If you don't attach a profile, the system creates a Group profile after creating the block.
4. Define the Block Details:
 - a. Enter the **Start Date** and **End Date**.
 - b. Enter the **Block Name** and **Block Code**. You can enter a code or select **Get Default Block Code** to have the system generate a code for you.
 - c. Enter the **Market** and **Source** fields. These fields populate automatically if the rate code you select is configured with a Market and Source code.
 - d. Enter the **Origin**. This field is optional.
 - e. In the Inventory Control drop-down menu, select **Non Elastic, Elastic, or Sell Limit**. Set the Shoulder start date and Shoulder end date, if applicable.
 - f. Select an option for the **Non Compete** field. This option is available if the application parameter Blocks - Non Compete is active.

I Want To Actions

The Block Search screen allows you to locate and modify existing business block functionalities and create new ones.

- [Modify/Update Block](#)
- [Copying Blocks](#)
- [Creating a Posting Master](#)

Modify/Update Block

To change the block status:

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for a block, click **I Want To...** and then click **Modify/Update Change Block Status**.
3. In the Change Block Status window, select a Room Status.
4. Change the block status and then click **Save**.
5. Click **Shift Block Date**. Select a new start date for the business block and click **Save**.
6. Click **Cutoff Block**. You will get a confirmation message asking if you want to cutoff dates and all rooms in this Block will be cutoff. Click **Yes**.
7. Click **Delete Block**. You will get a confirmation message asking if you want to delete the block. Click **Yes**.
8. Click **Assign Rooms**. In the Manage Reservation window, click **Assign Room** in the search table. In the Room Details window, search for the **Room Type** and in the search table, click **Select Room** in Actions column.

You can Auto Assign the room or Manually assign it.

9. Click **Cancel Block Reservation**. In the Mass Cancellation window, select a block from the search table and click **Mass Cancellation**.
 - a. On the Cancel Reservations screen, enter a Cancel Reason and Description.
 - b. Select additional options to include in the cancellation. Options are **Delete All Reservation Traces** , **Ignore Cancellation Penalty** , and **Cancel Sharing Reservations** .
 - c. Click **Cancel Now** to start the mass cancellation. A status screen appears.

Copying Blocks

The Block Copy feature is used to copy the block and its attached rooms and catering. The block you are copying from (the source) serves as a template for the new one you create (the target). Once the block has been copied, you can edit it as necessary.

1. To copy a block to Property:
 - a. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

- b. Search for the block and click **I Want To . . . Copy Block**
 - c. Select the **Copy to Property** check box and then select a Property to which you want to copy the block.
 - d. Enter **New Start Date** and **New Block Code**. You can click Get Default Block Code to get a block code.
 - e. Select **Include Booking Notes** check box to copy booking notes to the new block.
 - f. Select **Keep Same Group Profile** check box for the new block as the one used for the source block.
 - g. Select **Adjust Decision** and **Follow-up Dates** to adjust the decision and follow up dates for the new block by the same number of days before or after the New Start Date as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for any of these fields on the source block, the field will remain null (empty) on the copied block. If this check box is not selected, the dependent dates from the source block will be copied to the new block.
 - h. In the Required Fields panel the Market Source and the Source Code for the selected property are automatically displayed.
2. To copy the block:
 - a. Do not select the **Copy To Property** check box.
 - b. Add a **New Start Date** and **New Block Code** or select a default one.
 - c. Select **Room Block** check box to copy room block information from the source block to the new block. If the source block has a room grid, this option will be checked by default.
 - d. Select **Events and Space** check box to copy events to the new block. Available when the application function Events - Diary is active.
 - e. Select **Include Event Notes** check box to copy event notes to the new block. check box to copy event notes to the new block.
 - f. Select **Include Change Notes** option to include event change notes when copying event notes. This option is available when the Blocks - Extended Copy Options is active.
 - g. Select **Keep Same Number of Attendees** check box to copy the same number of attendees to the new block and all the new events will be copied with the same number of attendees as the source events. This option is available when the Events & Space check box is selected.
 3. Click **Copy Block**.

Creating a Posting Master

Creating a new posting master is useful when you have a block for which various charges are to be paid for by the group, rather than all charges to be paid by the attendees. After you have selected this group option, OPERA automatically creates a posting master reservation, using the Group Name as the name of the reservation with a room type for posting master.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
 2. Search for the block.
 3. Click **I Want To . . .**, and then click **Posting Master**. OPERA displays the message You are about to create an additional PM reservation. Do you wish to continue?
 4. Click **Yes**. The posting master gets created automatically and a confirmation box appears with a confirmation number.
 5. Click **Go to Posting Master**.
 6. On the Reservation screen, edit the fields for the posting master reservation.
- [Reviewing and Updating Posting Master](#)

Reviewing and Updating Posting Master

When you first enter reservations using the Block Rooming List, the system automatically creates a Block Posting Master (PM). If a rate code being used for the block does not have PM as a room type in its definition and a schedule with valid dates for the block, you receive an error.

1. From the **Administration** menu, select **Rate Management**.
2. Click **Rate Codes**.
3. Search and select a rate code.
4. Click **Rate Code Definition** and then click **Edit**.
5. In the **Room Types** field, add a Posting Master.
You also can adjust the start and end sell dates and other information if necessary.
6. Click **Save**.

Creating a Reservation for Blocks

Block helps you to handle groups and other room allotments. Blocks can be used for handling regular groups, travel agent allotments, tour series and convention bookings as well.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. In the Block Overview screen, click **I Want to...**, **Create Reservation**.
4. On the **Look To Book Sales Screen**, enter search criteria and click **Search** to view room availability and rates.
5. Click **Trip Composer** and double-click or drag and drop a room rate to the **Trip Composer** section.

6. Review the reservations screen **Stay Information** section for any deposit requirements, restrictions, or other details attached to the selected room rate.
7. Enter the booking information, and payment method in the **Booking Details** section.
8. Enter the guest's information or look up an existing profile in the **Guest Information** section.
9. Click **Book Now** to finalize the booking, **Add to Trip Composer** to consider further adjustments before finalizing the booking, or **Waitlist Now** to add the reservation to the waitlist.
10. If you wish to book reservations for the guest at multiple properties, after clicking **Add to Trip Composer**, repeat your search with the other properties and stay dates, and then double-click or drag and drop to add the additional room rates to the trip composer. Repeat as needed and click **Book Now** when all rooms have been added to the trip composer.

Registration Cards

With this option you can print a registration card for the selected guest reservations. Usually, you will print your registration cards in a batch for all guests with a certain arrival date. A user can also print a registration card for any reservation. The registration cards will look at those reservations for only the group you have queried on.

Creating Room Keys

If you want to make keys without other processes, or if you want to modify a key's access, you can use the Property Interface Control screen to create the keys. You must have the **Property Interface Control** task. You can create a room key for reservations that have a room number assigned. For room key option definitions, refer to *OPERA Terminology*.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Search for the block.
3. Click **I Want To . . . Create Room Key**.
4. In the **Property Interface Control** screen, search for a block and select the reservations, and then click **Create Key**.

Generating Key Packets for Blocks

The key packet functionality provides a sample template that can be customized. The template is provided in BI Publisher format and can be printed for Individual or Block reservations, or as a batch process. Once configured, the Key Packet labels can be printed from three different areas. The printer specified for the LIST & Reports print task is used for label output.

1. From **OPERA CLOUD** menu, select **Booking > Blocks > Manage Blocks** and then search for the block.
2. From your search results, click **I Want To...** and then **CreateKey Packets**.

3. In the Generate Key Packets window, select one or more reservations and click **Search**.

Group Tour Series

The **Tour Series** is a block reservation designed for tours that occur on a regular basis. You can copy the block reservation each time a group plans to visit your property, then assign the Tour Code to each copy. For example, you might create a Tour Series for a company that needs to book 30 rooms Monday through Wednesday every two weeks during the season.

To create a Tour Series, open an existing block or create a new block. Use the **Create a Tour Series** functionality from the block's **"I Want To..."** section.

You can create two types of Tour Series:

1. **Custom Tour Series** - Use the Custom Tour Series for block reservations returning at varied or specific arrival dates regardless of the weekday (such as the 15th of every month, on the last day of the Quarter, or on each guest's birthday this year).
2. **Periodic Tour Series** - Use the Periodic Tour Series for block reservations returning at regular time intervals and arriving on the same day of the week (such as every Monday, or Wednesday through Friday every 4 weeks).



Note:

Periodic can only be selected when application parameter Blocks > Auto Assign Sub Block Codes is active.

Key Terms:

Source Block. An active block or new block to copy as a template for the tour series.

Tour Code. The code applied to all block copies that belong to the tour series. This is a mandatory setting for Custom and Periodic Tour Series.

Tour Start Date. Establishes the starting date for the series and the day pattern for subsequent blocks in the tour series. For example, if the original source block begins on a Monday, but you want all subsequent copies in the series to begin on Wednesday, set the starting date on a Wednesday. This is a mandatory setting for Periodic Tour Series.

Tour Frequency. The number of weeks between the tour series blocks. For example, enter 2 for every two weeks. This is a mandatory setting for Periodic Tour Series.

Number of Blocks. The number of copies to create for the series (the number of times the block returns after the first time). This number is in addition to the source block. For example, if you set up a new monthly corporate meeting for six months, you would create a new block for the first month and five copies for the series; the Number of Blocks for the Tour Series is five. This is a mandatory setting for Periodic Tour Series.

- [Creating a Group Tour Series](#)

Creating a Group Tour Series

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Create a new block or open an existing block as your source block.
3. Copy the block and then click the **I Want To . . . Create a Tour Series**.
4. Select either **Custom Tour Series** or **Periodic Tour Series**. Periodic can only be selected when application parameter Blocks - Auto Assign Sub Block Codes is active.
 - a. If Custom, select whether to create tour blocks.
 - b. If Periodic, enter the Starting Date, Tour Frequency, and Number of Blocks (the number of block copies).
5. Enter the **Tour Code** to apply to all blocks belonging to this tour.
6. Click **Initiate**.
 - a. If Custom, select the Property and enter the Arrival dates, Starting Status, and unique Block Code (the Block Name automatically populates).
 - b. If Periodic, choose the Starting Status and enter the unique Block Codes. The Block Name and Arrival dates populate automatically.
7. Click **Next**.
8. Select **Attributes** from the source block that you wish to copy to the new tour series blocks.
9. Click **Next** to review.
10. Click **Save Changes**.

Viewing Stay Statistics

This screen shows detailed stay information for the blocks for date range that you select. It is an overview of the rooms and revenue of the current block.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for and go to the block.
3. In the Block Overview screen, click **I Want to...**
4. In the **I Want To...** window, click **View Stay Statistics**.
5. Click **Potential vs Actual** tab to view the Room and Revenue statistics. A graphical representation shows the statistics for Potential Rooms, Actual Rooms, Potential Revenue, and Actual Revenue.
6. Click **Daily Block Summary** tab. The Daily Block Summary displays consolidated information of the entire Business Block.
7. In Daily Block Summary:

- a. Enter the **Date** and **Range** and click **Search**.
- b. Click **View Options**. Select or Deselect the **Statistics Types** and click **Apply**.

Viewing Production Changes

The Production Changes display a view only Search screen that will take you to the revenue and status changes screens.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. On the Block screen click **I Want to...**
3. In the Block Overview panel, click **I Want to...**
4. In the **I Want To...** window, from the **View** option click **Production Changes**.
5. On the Production Changes screen, click **Status Changes**.
 - a. The Block number is there by default. Search for the **Current Status**.
 - b. If looking for changes that have been made from one specific date onwards, select the dates in **Change Date From** and **Change Date To** in the calendar button, and then click **Search**. You can view the following Revenue Changes:

Table 3-2 Status Changes

View Options	Description
Change Date	Change of date that took place.
Prior Status	Status of the event before the change.
Current Status	Status of the event after the change.
Rooms	Number of rooms blocked at time of status change.
Avg. Rate	The average room rate for blocked and picked-up room nights.
Room Revenue	The net Rooms revenue calculated at the moment of status change.
FB Revenue	The net F&B revenue calculated at the moment of status change.
Other Revenue	The net Other revenue calculated at the moment of status change.
Non-Revenue	Non-revenue generating figures calculated at the moment of status change.

6. On the Production Changes screen, click **Revenue Changes**.
 - a. The Block number is there by default. Search for the **Status**.
 - b. If looking for changes that have been made from one specific date onwards, select the dates in **Change Date From** and **Change Date To** in the calendar button, and then click **Search**. You can view the following Revenue Changes:

Table 3-3 Revenue Changes

View Options	Description
Change Date	Change of date that took place.
Stay Date	The stay date for the booking. The Stay Date is any date between the Arrival and Departure Date of the Block.

Table 3-3 (Cont.) Revenue Changes

View Options	Description
Room Nights	The number room nights, added or removed, for the business block stay date.
Room Revenue	The revenue type that was affected by the change and the amount the revenue for the specified type was changed by. This can be either positive or negative amounts.
Status	Displays the status of the business event (Inquiry, Definite, Tentative, Cancelled).

Viewing Changes Log

This information is view-only and cannot be modified.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**, and then select **Changes Log**.
2. On the Block screen click **I Want to...**
3. In the Block Overview panel, click **I Want to...**
4. In the **I Want To...** window, from the **View** option click **Changes Log**.
5. Complete the following search fields:
 - a. From the Activity Group drop down, select an Activity Group.
 - b. Select an **Activity Type** from the drop-down list. Options vary based on the Activity Group you select.
 - c. Enter a Description.
 - d. Select dates in the Activity Date From and Activity Date To fields.
 - e. Select an **Activity By User**.
6. Click **Search**.
7. Click the vertical ellipses and click **Report**.
8. In the Report Destination window, select **Destinations** and click **Process**.

Applying Changes to Multiple Block Reservations

You can apply changes made in one block reservation to other reservations in the block under certain circumstances. When a change to one reservation can be copied to other reservations, the Apply Changes screen guides you through the steps for applying the changes.

1. From the **OPERA Cloud** menu, click **Bookings** and then **Manage Blocks** and then search for the block.
2. On the block in your search results, click **I Want To...** and select **Manage Reservations**.

This shows the reservations associated with the block.

3. Open the reservation you want to change by selecting the reservation's confirmation number.

4. Make changes to the reservation. In some cases, you might have to click **Edit** to make changes.
5. Click **Save**.
6. Click **Back to Manage Block Reservation**.
If the change you made on the reservation can be applied to other reservations in the block, a pop-up screen appears.
7. Click **Yes** to show the **Apply Changes To** panel.
This panel guides you through the copy process.
8. On the **Copy To** step, select a type of guest. Options include All Guests in the Group, Selected Guests, Only Guests with Same Arrival Date, and so on.
9. Click **Next**.
10. From the Reservations panel results, select the reservations.

Customizing View Options for Blocks

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
 2. Search for and go to the block.
 3. On the Block Overview screen, scroll to **Views** and click **Customize View**.
 4. In the **Customize View** dialog, select the check boxes for **Block Main**, **Rooms**, **Catering**, and **Notifications** options and click **Apply**.
- [Managing Room Details for Blocks](#)
 - [Managing Attachments](#)
 - [Managing Block Status](#)
 - [Managing Block Reservation Deposits and Cancellations](#)
 - [Managing Linked Profiles](#)
 - [Managing Block Ownership](#)
 - [Managing Access Exclusion for Blocks](#)
 - [Managing Block Restrictions](#)
 - [Managing Block Rates](#)
 - [Managing Packages for Blocks](#)
 - [Managing Items for Blocks](#)
 - [Managing Reservation Summary for Blocks](#)
 - [Managing Block Wash Schedule](#)
 - [Adding Sell Messages](#)
 - [Adding Traces to Blocks](#)
 - [Adding Block Notes](#)

Managing Room Details for Blocks

The Room Details screen holds details associated with room requirements.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Room Details** link.
4. On the Room Details screen, click **Edit** to edit the details and click **Save**.

Managing Attachments

You can attach files to reservations using the Attachments feature.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Attachments**. You may need to select **Show All** to show all options.
4. Click the vertical ellipses to preview or download existing attachments, or click **New** to add a new file.
5. Click **Choose File** or **Browse** to locate the file on your computer, enter a name and an optional description of the file, and then click **Save**.

Managing Block Status

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Block Status** link.
4. On the Block Status screen, you can see the history of the block status. Click **Change Block Status**, do the required changes and click **Save**.

- [Managing Room and Rate Grid](#)

Managing Room and Rate Grid

To manage Room & Rate grid:

1. From the **OPERA Cloud** menu, select **Bookings** and then select **Blocks** followed by **Manage Block**.
2. Search for and go to a block.
3. In Block Overview, click **Room & Rate Grid** link.
4. On the Room & Rate Grid screen, enter **Date**, **Range**, and select the **Block Grid** from the drop down list. Click **Search**.
5. Click **Manage** to manage the settings and click **View Options**.

6. In the **View Options** window, select which display items should be saved as the default for you to view and manage the Room & Rate Grid.
7. Click **Action** and then click **Load Room Grid**.
 - a. Select **From** and **To** dates and **Days of the Week**.
 - b. Select the **Room Types** from the drop down list.
 - c. Select **Available** room options and move them to **Selected**.
8. Click **Values** and then select the check box to **Increase/Decrease Rooms**. Click **Save** or **Save and Continue**.
9. Click **Wash**. This allows you to manually set the wash block.
10. Click **Refresh Rates** to refresh the rates.
11. Click **Edit** to edit the Room & Rate Grid on a cell-by-cell basis.
 - [Using Room and Rate Grid](#)

Using Room and Rate Grid

Use the Room Grid screen to:

- Customize the rates and view the pickups, available rooms, and pickup percentage.
- Display the total number of rooms booked in the grid for a specific date for each room.
- Enter room blocks.
- Modify or create a reservation for this group.
- Modify the rate based on occupancy.
- Specify the date range, days of the week, number of rooms, room type, and occupancy.
- View forecast rooms and rates.

Managing Block Reservation Deposits and Cancellations

Use the Deposit and Cancellation feature to manage a guest's reservation advance deposits and reservation cancellation penalties. Reservation Deposit and Cancellation covers two separate but related features:

- Reservation Deposit deals with managing the advance deposit pre-payments that guests make prior to their stays.
 - Reservation Cancellation covers the handling of cancellation charges or penalties, which might involve forfeiture of deposits already applied to the reservation.
1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
 2. On **Block Overview** screen, scroll down to, **Show All, Rooms** and click **Deposit Cancellation** link.
 3. In the Deposit Cancellation window, select a Posting Master, if more than one Posting Master exists..
 4. In the Deposit panel, click **New** to create a new deposit rule.

5. Enter the **Deposit Amount** and **Due Date** and click **Save**. You can also enter a Deposit Rule, or a Percentage, which will calculate the deposit amount
6. To post unallocated deposit, click the vertical ellipses and click **Post Unallocated Deposit** link.
 - a. In the Cashier Login window, select **Cashier ID** and enter your **Password**, and click **Login**.
 - b. From the drop down, select the **Method** for payment.
 - c. Select or unselect the **Change Payment Method attached to reservation** check box.
 - d. In the Payment Information panel, enter the **Amount** and **Comments**.
 - e. In the New Reservation Type panel, enter **Type** and **Posting Date** and then click **Post Payment**.
7. In the Cancellation panel, click **New** to create a new cancellation rule.
8. Enter **Cancel Amount** and **Cancel Date** and then click **Save**. You can also enter a Cancellation Rule, % Cancel, Room Nights, and % Due.

Managing Linked Profiles

Profile types provide a way to categorize and distinguish between the different entities attached to a Block. Linked profiles in Blocks are used to link one or multiple profiles to the block. These profile types include:

- **Company**. These are the businesses that book catering functions, sponsor guest reservations, or provide goods and services to your property.
- **Travel Agent**. These are for the professionals who book business at your property for their clients. Travel agent profiles are important in managing relationships and in handling the commissions you pay these accounts.
- **Source**. Sources are other persons or organizations that bring business to your property. For example, travel wholesalers or inbound tour operators.
- **Group**. A group is an affiliation that sponsors business at your property. Group business might include one-time events such as a family party, wedding, or conference; or repeat group events such as an annual benefit or trade show.
- **Contact**. Contacts are people who serve as an interface between your staff and a guest or business account. Contacts provide information that can be helpful in quickly resolving questions and making decisions. For example, assistants who make travel arrangements for a company's executives.

To link profiles:

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. On **Block Overview** screen, scroll down to **Show All**, and click **Linked Profiles** link.
3. On the **Linked Profiles** window, select, **Company**, **Travel Agent**, **Source**, **Group** or **Contact**.
4. Click **Attach** and in the **Manage Profile** dialog, click the profile you want to link and then click **Select**.

Managing Block Ownership

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Ownership** link.
4. On the ownership screen, click **New**, fill in the required details and click **Save**.
5. Click the vertical ellipses to **Edit** or **Delete** an ownership.

Managing Access Exclusion for Blocks

Use Block Access Exclusion screen to exclude the block from a particular Central Reservation Office (CRO). When a block access exclusion is configured for a business block, specific CROs will not be able to edit the block. For example, add a new reservation or modify an existing reservation in the block; cancel a reservation in the block; or both.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Access Exclusion** link.
4. On the Access Exclusion window, click **New**.
5. Enter a Message and click to select Hubs. This message is global and will be displayed for all selected Hubs.
6. If you want to set further exclusions, select **Prevent Reservation Cancellation** and **Prevent Reservation Creation and Modification**.

Managing Block Restrictions

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. On **Block Overview** screen, scroll down to, **Show All, Rooms** and click **Block Restrictions** link.
3. To locate restrictions, enter a property, date, and any other search criteria in the Search panel, and then click **Search**. View search results in the panel below.
4. Add a new restriction:
 - a. Click **New** in the search results panel, and then add information in the New Restriction dialog.
 - b. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.
5. Edit existing restrictions:

- a. Click the restriction in the calendar or list view.
 - b. Click **More...**, and then **View** to open the Edit Restriction dialog
 - c. Make changes and click **Save**.
6. Delete a restriction:
 - a. Click the restriction in the calendar or list view.
 - b. Click **Delete**, and confirm by clicking **Delete** again from the confirmation dialog.
 7. Change the calendar view by clicking the icons to view a day, week, or month, or click the list button to view restrictions in a list.
 8. Page through months, weeks, or days by selecting the previous and next arrows. Return to today's date by clicking **Today**.
 9. View a log of all changes by selecting **Changes Log**, or **More...** and then **Changes Log** if you have a restriction already selected.
 10. To clear all restrictions for a specified date, first search for the date in the Search panel, and then click **Clear All**. Confirm by clicking **Clear All** again in the confirmation dialog.

Managing Block Rates

You can select more than one rate code to apply to the block. This is possible if the application parameter Blocks - Multi Block Rates is active. Separate rate codes can be attached to the core dates of a block and to the shoulder dates, if any. In cases where multiple rate codes are selected, one rate code must be chosen as the primary rate code for the period core, shoulder start, shoulder end.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. On **Block Overview** screen, scroll down to, **Show All**, expand and click **Block Rates** link.
3. On the Block Rates window, you have the option to select the check box for **Print Rate**, **Suppress Rate**, and **Rate Guarantee**. Click **Edit** to edit the options.
 - **Print Rate**: This box is either selected or un-selected based on the setting configured for the rate code attached to the booking. This becomes the default Print Rate setting for all reservations picked up from the block.
 - **Suppress Rate**: This box is either automatically selected or un-selected based on the setting configured for the rate code attached to the booking. If the box is selected, the rate amount will not appear on the Reservation List Grid screen when the user selects the 1 Person, 2 Person, or 3 Person grid filter options.
 - **Rate Guarantee**: This check box is available when a rate code is selected in the Rate Code field.
4. Click **Add** to add a Block Rate to the a room.
5. In the Rate Codes window, select **Apply To** option. Following are the options:
 - **Core Dates**: If a rate code has been selected for the allotment core dates, the shoulder date rates should also be given a rate code. If they are left empty, and Sell Limit has been selected in the Inventory Control field, the rate code

for the core dates will default to the shoulder start and shoulder end rate code fields. If the Sell Limit is not selected in the Inventory Control field, the core dates rate code will not default to the shoulder start and shoulder end rate code fields - they will be left empty. If no rate code has been selected for the allotment core dates, shoulder date rate codes cannot be attached either. In this case both core and shoulder date rates need to be entered through the room grid.

- **Shoulder Start:** A Shoulder Start date can be added to the block prior to the arrival date of the block. This field is available when the block is elastic or has sell limits.
 - **Shoulder End:** The Shoulder End date can be added to the block following the departure date of the block. This field is available when the block is elastic or has sell limits
6. Enter the Rate Code and click **Search**.
 7. From the search results, select a Rate Code and click Add.
 8. Click **Remove** to remove the selected block rate.

Managing Packages for Blocks

The Packages screen allows you to access a list of all packages that are attached to the block and cover the dates of the block. Any packages associated with the block because of the rate code you selected are automatically listed in the grid. The list also includes other packages that may have been added on to the block manually.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Packages** link.
4. On the Items Packages, click **New** to attach the package.
5. In the Available Packages panel, select the package.
6. Enter the **Quantity** and select **Begin Date** and **End Date** and then click **Select Package**.
7. The selected item appears the **Selected Packages** column. Click **Save**.
8. To remove the package, click the **Remove** link next to the selected package.

Managing Items for Blocks

Items or Inventory Items include any equipment, products, supplies, or services that can be rented or sold to a guest, or to a catering customer as part of a catering function or block add-on.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.

3. On **Block Overview** screen, scroll down to, **Show All**, expand and click **Items** link.
4. On the Items screen, click **New** to attach the items. Enter the **Date** to Search for the item.
5. In the Available Inventory Items panel, click the link that displays the number of inventory items available in the pool.
6. Enter the **Quantity** and select **Begin Date** and **End Date** and then click **Select Item**.
7. The selected item appears the **Selected Inventory Item** column. Click **Save**.
8. Click the **Remove** link next to the selected item.
9. In the Inventory Items dialog, click **New** to select a new item, **Edit** to edit the selected item, **Delete** to delete the record.

Managing Reservation Summary for Blocks

The reservation summary screen shows the number of Picked up Rooms, Number of Current Rooms, Percentage Picked Up, Cutoff Days, Cutoff Date, Rooming List Due Date, and Reservation Method, for the current block on a view only basis.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Search for and select the block.
3. On **Block Overview** screen, scroll down to **Show All**, and click **Reservation Summary** link.

Managing Block Wash Schedule

Block Wash Schedule makes it possible to reduce either a percentage or a fixed number of rooms from the Block on a preset schedule, for any number of days or room types. Block wash is often used by hotels that do not routinely hold the same number of rooms out of inventory as are contracted, based either on past experience, the type of business, or industry trends. The Block Wash Schedule allows you to determine when to reduce the number of rooms and by how much, either a percentage or a number of rooms, then automates the process for you prior to the cutoff date.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Wash Schedule** link.
4. In the Wash Schedule window, click **New** to add a new wash schedule. To apply template, click the vertical ellipses and then click **Apply Template**.
5. Select a Wash Date and then select **Wash by %** or **Wash by number of rooms**. These determine either the percentage or number of rooms to return to house inventory.

6. Select number of rooms to wash per occupancy level or enter wash percentage, if Wash by % has been selected.
7. Click **Save**.
8. On the Wash Schedule table click the vertical ellipses to **Edit** or **Delete** a schedule.

Adding Sell Messages

The sell messages can contain important selling features that the agent can read to the customer or motivational messages intended for the sales agent themselves. Sell messages can be configured in multiple languages. By default, sell messages appear in the language you select when you log in.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for and go to a block.
3. In the **Block Overview** section, under **Notifications**, click **Sell Messages** and then click **New**.
4. Select the **Language** in which you want the sell message to be displayed.
5. Enter the **Sell Message** and select the date range.
6. Click **Save** or **Save and Continue**.

Adding Traces to Blocks

You can add traces to blocks, which are communications you attach a block that only certain departments can view. You can use traces to inform departments about actions they must take related to a block.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for and go to a block.
3. In the Block Overview section, under **Notifications**, click **Traces**.
4. Select a **Department**, select the date range, enter Trace Texts, and click **Save** or **Save and Continue**.

Adding Block Notes

Use this screen to add New notes, Delete existing notes, or Edit any special notes pertaining to this Business Block booking. Multiple notes can be edited and deleted depending on the User Permissions. Depending on notes being marked as internal or external they will be carried through to customer and internal documents like Banquet Event Orders or Customer Contracts.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.

2. Search for and go to a block.
3. In the **Block Overview** section, under **Notifications**, click **Block Notes** and then click **New**.
4. Select **Type**, the type of note for block.
5. Select the **Internal** check box. Mark this check box if this note is an internal note and should not appear on any reports or letters, and should not be sent to the interfaced property through OXI.

 **Note:**

The Internal check box is only available if the Note Type has been configured with the Internal and Override Internal check boxes selected. If the Internal check box is selected in configuration and the Override Internal check box is not selected, the Note will be marked as Internal and the check box will not be editable for update. The Internal check box will also be available and editable, if the note type has not been configured as internal.

6. Enter **Title**, and then add **Comment**.
7. Click **Save** or **Save and Continue**.

Share Block Reservations

A share reservation enables several guests to occupy the same room. Each guest can have a separate billing folio. If you know that guests are going to share a room, enter their reservations together and then link them.

The examples below show how to link sharing guests.

Figure 3-1 TWO GUESTS SHARING

4	5382308 Name Smith First Name Jane Arrival 12-12-2014	Departure 12-13-2014 Room Type T1K Room Adults 1	Children 0 Rooms 1 Rate Code GOLF_PKG Payment	Shares 5 <input type="text"/> Shares
5	5382310 Name Jones First Name Sally Arrival 12-12-2014	Departure 12-13-2014 Room Type T1K Room Adults 1	Children 0 Rooms 1 Rate Code GOLF_PKG Payment CA	Shares 4 <input type="text"/> Shares

Figure 3-2 MORE THAN TWO GUESTS SHARING

1	5385185	Departure 12-16-2014	Children 0	Shares 4,5	Shares
	Name SMITH	Room Type T1K	Rooms 1		
	First Name JENNA	Room	Rate Code GOLF_PKG		
	Arrival 12-12-2014	Adults 1	Payment		
2	5385186	Departure 12-15-2014	Children 1	Shares	
	Name SMITH	Room Type T1K	Rooms 1		
	First Name JOHN	Room	Rate Code GOLF_PKG		
	Arrival 12-12-2014	Adults 2	Payment		
3	5385187	Departure 12-16-2014	Children 0	Shares	
	Name RUSSELL	Room Type T1K	Rooms 1		
	First Name BOND	Room	Rate Code GOLF_PKG		
	Arrival 12-15-2014	Adults 4	Payment		
4	5382308	Departure 12-13-2014	Children 0	Shares 1,5	Shares
	Name Smith	Room Type T1K	Rooms 1		
	First Name Jane	Room	Rate Code GOLF_PKG		
	Arrival 12-12-2014	Adults 1	Payment		
5	5382310	Departure 12-13-2014	Children 0	Shares 1,4	Shares
	Name Jones	Room Type T1K	Rooms 1		
	First Name Sally	Room	Rate Code GOLF_PKG		
	Arrival 12-12-2014	Adults 1	Payment CA		

- [Creating a Shared Block Reservation](#)
- [Adding a Sharer to a Block Reservation](#)

Creating a Shared Block Reservation

A shared reservation allows two or more guests to occupy the same room. Each guest can have a separate billing folio. In a block, you can create a share when you create the reservation.

To group reservations into shares, simply enter an identical numerical value in the shares column field for any of the reservations in the table you want to group.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search for a block.
3. On the reservation in your search results, click **I Want To...** and select **Go to Rooming List**, and then click **New**.
4. Enter a sharing guest's name, room type, and so on, and then click **New**.
5. Enter a second sharing guest's name, room type, and so on. Enter the line number of the first guest in the **Sharers** field of the second guest.

Continue adding as many sharing guests as needed. Enter the sharing guests line number (or line numbers separated by a comma) into the one guest's Sharers field.

6. Click **Save**.
7. On the Shared Room Rate Assignment screen, select a **Rate Share Type** to determine the rate share method.

Rate Share Types options are:

- **Split**. Splits the rate evenly between all sharing guests.
- **Entire**. Applies the rate in full to one sharing guest.

- **Full.** Applies the rate in full to each sharing guest.
8. Click **Save**.

Adding a Sharer to a Block Reservation

In a block, you can share a guest's reservation with one or several other guests.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. Select a reservation to share from your search results.
3. From your search results, click **I Want To...** and from **Go To** click **Manage Reservations**.
4. Click **Actions** and then click **Share**.
5. On the Shares screen, click **Manage** and then select either **New Reservation** or **Existing Reservation**.
6. Fill out the information, click **Create Share**, and then click **Close**.

Group Rooms Control

The Group Rooms Control page provides a daily summary of rooms set aside for blocks, including availability, rate, pickup information, and the number of blocked and contracted rooms.

The summary section has Status and Block Inventory.

In the Status section, you can view the summary for all statuses that apply to blocks during the date range being viewed and will be listed here.

In the Block Inventory section, you can view the summary for:

- **Deduct Inventory:** Blocked rooms are deducted from inventory.
- **Non Deduct Inventory:** Blocked rooms not deducted from inventory.
- **Available Rooms:** Total current house availability.
- **Available Rooms with Non-Deduct:** Available rooms and not deducted from the inventory.
- **Pick Up** tells you the day by day total available for pickup.
- [Customizing Group Rooms Control](#)

Customizing Group Rooms Control

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Group Rooms Control**.
2. Enter a property and date, along with any other relevant information, then click **Search**.
3. Review summary information and more details about each block in the search results.

4. Navigate to previous and future dates using the arrow buttons on the left and right sides of the horizontal date panel.
5. Customize the information that appears in search results using the **View Options** link. This option enables you to specify what information you would like to see in the summary section, detail level, and block summary sections of the screen. These settings are saved so that you do not need to customize your search results every time you log on to OPERA Cloud. Simply select or deselect the options you wish to view, and then click **Save**.
6. Click the **Block Code** link to open a new window to view detailed block information and make any changes to the block.
7. Click the **Account** link to open a new window to view the related account profile or to make any changes to the account. You can view the number of blocked rooms, the number of contracted rooms, and so on, on a day by day basis in the table below.
8. Click on the vertical ellipses to Create Block, Create Master Block, or Create Master Allocation.

Group Rooming Lists

Group Rooming Lists are used to split a posting master (PM) reservation into individual reservations, to make changes to individual reservations, to apply messages for group members, and to adjust any necessary share changes required by a group. You can create new reservations for a booking by either splitting the posting master or by creating new individual reservations. You can also create shares while you are making new reservations for the booking.

- [Making Block Reservations Using a Rooming List](#)
- [Set Up the Rooming List Spreadsheet](#)
- [Mapping Columns for an Imported Block Rooming List](#)
- [Manually Entering a Block Reservation](#)
- [Changing Template](#)
- [Deleting Rooming List](#)
- [Processing Block Reports](#)

Making Block Reservations Using a Rooming List

A group contact or agent often provides a rooming list in spreadsheet format to reserve group block rooms. You can import these lists into the block to automate the reservation process.

1. From **OPERA CLOUD** menu, select **Booking > Blocks > Manage Blocks** and then search for the block. The block must have rooms allocated and a status that allows for pickup.
2. From your search results, click **I Want To...** and then from **Go To** click **Rooming List**.
3. On the Manage Rooming List screen, click **Import Rooming List**.
4. Click **Choose File** to browse and then select a Microsoft Excel .xls or .xlsx file.

5. Click **Import File**. If the file has multiple sheets, select the sheet to import.
The system maps the spreadsheet columns to the corresponding rooming list fields. If a column does not map, you can map it manually. Only mapped columns import. The topic *Mapping Columns for an Imported Block Rooming List* provides more information.
6. Review the mapped columns and make any adjustments.
An error indicator appears if the information is incomplete. Click the icon for instructions to resolve the error.
7. Click **Add Reservations**. The rooming list fields populate with the information from the mapped columns.
8. In the **Manage Rooming List** screen, enter additional information and then click **Save**.

Set Up the Rooming List Spreadsheet

Rooming lists provide a list of all guests associated with a specific business block and date range. Agents or guests can submit a rooming list file that you can import into the block. This eliminates the need to type guest names, dates, and other information into OPERA Cloud.

Consider the following when setting up the group rooming list:

- Files must be in Microsoft Excel .xls or .xlsx formats.
- Begin each column with headings at cell A1. Upon import, the spreadsheet's column headings map to corresponding rooming list field names. Each reservation then creates using the data in those columns.
- Only columns with data import.
- Only mapped columns import. If a column that you want imported does not map, you can manually map it. The topic *Mapping Columns for an Imported Block Rooming List* provides more information.
- You must map spreadsheet columns to the following Manage Rooming List screen fields: Name, Arrival Date, Departure Date, Room Type, Email Type if an email address is supplied, ID Type if an ID Number is supplied, and Rate Code if the controls for Rate Code Mandatory Block Header is active.

Example 3-1 Sample Rooming List Spreadsheet

	A	B	C	D	E	F	G	H	I	J	K
1	Last Name	First Name	Member	Email	Arrival	Departure	Room Type	Room	Adults	Children	Rooms
2	Smith	Beth	✓		12/20/2014	12/21/2014			1		1
3	Jones	Randy	✓		12/20/2014	12/21/2014			1		1
4	Rearden	Hugh	✓		12/19/2014	12/22/2014			1		2
5	Taggent	Darienne	✓	dtaggent@email.com	12/19/2014	12/22/2014	JSTE		2	0	1
6	Gant	Jenna			12/19/2014	12/22/2014	JSTE		1		1
7	Taggent	Ani	✓		12/19/2014	12/22/2014	JSTE		1		
8	Moore	Patrick	✓		12/19/2014	12/22/2014			1		1
9	Turner	Patty			12/20/2014	12/21/2014			1		1
10	Harmon	Deb	✓		12/20/2014	12/21/2014			2	2	2
11	Vanderven	Alex			12/19/2014	12/22/2014			2		1

Mapping Columns for an Imported Block Rooming List

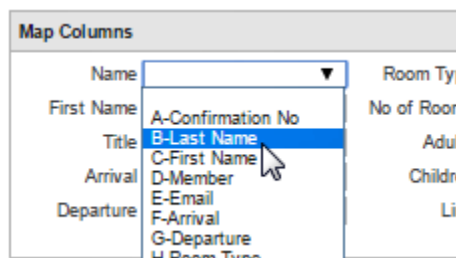
After importing a rooming list, the system maps the spreadsheet columns to their corresponding rooming list fields. If a column does not map, you can map it manually. When mapping rooming list columns:

- The Map Columns section shows the Rooming List fields.
- The drop-down lists next to the fields show the column headers from the spreadsheet.
- The Preview pane shows the columns ready to import.

To map block rooming list columns:

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. From your search results, click **I Want To...** and from **Go To** click **Rooming List**.
4. Click **Import Rooming List**.
5. On the Import Rooming List screen, click the drop-down list next to the field you want to map.
6. Select the column name that corresponds to the spreadsheet column you want to map.
7. Click **Refresh**. The spreadsheet column data populates the column in the import preview pane.
8. After mapping all columns, click **Add Reservations**.

Figure 3-3 Mapping a Spreadsheet Column



Manually Entering a Block Reservation

You can manually enter block reservations in a rooming list. Make sure the block has rooms allocated and is in a status that allows for pickup.

1. In the block, select **Reservation Summary** and then click **Rooming List**.
2. In Rooming List, enter the number of rows to be added and link for the PM reservation associated with the block.
3. Click **Add Row** to get the required input fields displayed on the screen and then enter the details.

 **Note:**

Rate Code is only mandatory when OPERA controls for Reservations > Rate Code Mandatory for Block Pickup is active.

4. Click **Save**.

Changing Template

To change the template for rooming list:

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. From your search results, click **I Want To...** and from **Go To** click **Rooming List**.
4. On the Rooming List screen, click **Change Template**.
5. On the Manage Reservations screen, the property is displayed by default, click **Search**. You can click **Modify Search Criteria** to modify the search options.
6. Select the template from the search results table and then click **Select**.
7. Click **I Want To...** to create House Posting Master, Reservation, Walk In Reservation and view Reservations.

Deleting Rooming List

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. From your search results, click **I Want To...**, **Go To Rooming List**.
4. On the Rooming List screen, click **Delete**. A pop up asking you the confirmation appears.
5. Click **Delete**.

Processing Block Reports

To process the Block Reports:

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. On the Block screen click **I Want to...**
3. In the Block Overview panel, click **I Want to...**
4. In **I Want To...** window, **Go To** click **Reports**.
5. In the Search panel, Property is displayed by default. Select the **Report Group** from the drop down list and click **Search**.

6. Select and click on the report to unblock the **Report Parameters** and **Report Destination** panel. Click **Process**.
7. Click the vertical ellipses to **Edit** or **Delete**.

Creating Block Reports

To unblock the Report Parameters and Report Destination panels, you need to complete the following steps:

1. Click on the vertical ellipses and click **New**.
2. In the Manage Reports panel, select the **Global** or **Property** option. The property field gets disabled if you select Global. If Property option is selected you must select the Property for which you need process the report.
3. Select the **Report Type**.
4. Select the **Report Name**, **Report Group**, and **Display Name**. These are all mandatory fields.
5. Select the number of **Print Copies** and select the **Protected** check box (optional) and then select **Language**.
6. In the Reports Parameter panel, click the vertical ellipses and then click **New**. Enter the information in the required fields. Click the vertical ellipses to **Delete** the parameters.
7. In the Watermark Setting panel, select the **Watermark Mode** and then click **Save**.

Mass Checking In Block Reservations from the Manage Block Screen (Check In Arrivals)

You can mass check in block reservations that have room numbers assigned. If there are reservations in the block without room assignments, refer to the topic *To Auto Assign Rooms and Check In Multiple Block Reservations from the Manage Block screen (Assign Rooms)*.

1. In the Manage Block screen, search for and select the block to check in.
2. In the block's inline **I Want To...** action, select **Check In Arrivals**. This opens the Arrivals search prefiltered to the block code, and the search results show the block's reservations for those that are due in on the property's current business date.
3. Select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.
4. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
5. In the Mass Check In Status screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
6. (Optional) Create the room keys.
7. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.
- A checked in reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.
- Revise the reservation and then retry the Mass Check In process.

Auto Assigning Rooms and Checking In Multiple Block Reservations from the Manage Block Screen (Assign Rooms)

If you want to check in multiple block reservations and some of the block reservations are without room assignments, you can use the **I Want To... Assign Rooms** option to auto assign room numbers and then mass check in all selected reservations in one process.

1. In the Manage Block screen, search for and select the block to check in.
2. In the block's **I Want To...** action, select **Assign Rooms**. This opens the Room Assignment search prefiltered to the block code, and the search results show the block's reservations for those that are due in on the property's current business date.
3. From the Room Assignment screen, select the reservations to check in, and then click **Auto Assign and Check In**. If you want the search to show both the reservations with room numbers assigned and without room numbers assigned, first set the **Rooms** search filter as blank.
4. In the **Room Assignment** panel, select the room status and room criteria to match, and then click **Assign**.
5. In the Room Assignment Status screen, review the status, and then click **OK**. If any reservations fail room assignment, the reason is listed. You can revise the reservation and then retry the Mass Check In process.
6. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
7. In the Mass Check In Status screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
8. (Optional) Create the room keys.
9. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.
- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that fail mass check in:

- Remain in arrival (Due In) status.
- Revise the reservation and then retry the Mass Check In process.

Reversing Advance Checked In Reservations

An Advance Checked In reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

1. To reverse an Advance Checked In reservation, search for the Advance Checked In reservation from the Advance Check In tile (Current), the Quick Launch (F2+V), or the Manage Reservation Search criteria.
2. Select the Advance Checked In reservation to reverse.
3. Select **I Want To... Reverse Advance Check In**.

The Advance Checked In flag is removed and the reservation returns to Arrival status.

Note: If an Expected Time of Return (ETR) and/or ETR Comment exists, it remains in the reservation after Advance Check In reversal.

Assigning or Removing a Block Code

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter the name for the reservation and click **Search** or select a predefined search, such as Arrivals.
3. In the search results, click the confirmation number of the reservation for which you want to assign or remove a block code.
4. Under the Stay Details panel of the reservation, locate the **Block Code** field.
5. To assign a block code, click the **Assign Block** link and search for and choose a block code. If a block code is already assigned, click the **Remove** link to remove it.

Events

OPERA Cloud Events provides a convenient snapshot of event information by date or block. The Function Diary displays events for a selected date while the Events panel details events associated to the selected block.

- [Creating Events](#)

Creating Events

1. From the **OPERA Cloud** menu, select **Events**, and select **Manage Events**.
2. Enter the **From Date** and **To Date** and select **Status**.
3. Select **Event Type**, and then enter an **Event ID** and **Block ID**.
4. If the function space has been used as search criteria on the event search screen, the space will have been automatically attached to the event and will show in this field.
5. Select a **Block Name** and select the **Include Sub Events** check box if the master event or sub-event in the Event screen is associated with master event or sub-events.
6. Click **Search**.

4

Front Desk

Front Desk features some of the most commonly used operations in OPERA Cloud, such as managing guest arrivals, managing in-house guests, and managing guest departures. Some additional tasks you can complete from the Front Desk menu are room searches, room assignments, and quick check outs as well as opening folios, creating registration cards, setting wake up calls, and sending messages to guests.

- [Arrivals and Check In](#)
- [Front Desk Workspace](#)

Arrivals and Check In

Arrivals management involves overseeing guests arriving at the property, including walk ins, day use arrivals, and groups. You can pre register, advance check in or check in guests, queue, or modify reservations.

- [Verifying Credit Card Rebates](#)
- [Registration Card Prerequisites](#)
- [Adding a Reservation to the Queue](#)
- [Transferring Generates with Main](#)
- [External Guest Notifications](#)
- [Checking in Reservations](#)
- [Advance Check In](#)
- [Advance Check In Conditions and Assumptions](#)
- [Advance Check In Impact](#)
- [Troubleshooting Advance Check In](#)

Verifying Credit Card Rebates

You can apply a rebate (refund) by credit card to charges on the reservation billing screen. OPERA Cloud will perform a verification to confirm that the rebate amount on that credit card does not exceed the previously charged amount to the credit card. This function requires setting the Cashiering > Credit Card Rebate Validation parameter to On.

1. From the OPERA Cloud menu, select **Front Desk** and then select **In-House**.
2. Search and open the reservation with a credit card payment type.
3. Click **I Want To . . .** and then select **Go To Billing**.
4. Click **Post Payment** and then select a Window to apply the rebate.

5. From the Method field drop-down, select a credit card type and enter the card number and expiration date.
6. Enter the amount of the rebate as a negative number, for example, -120.00.
After entering the negative number, click outside of the field. The Override Debit Activity to Process Rebate dialog appears.
7. If you want to override the validation against the original amount, select the check box. If the rebate amount is greater than the original charge, OPERA Cloud will prompt, Debit Activity for Credit Card Rebate is Insufficient.
8. Enter any value in the Reference field.
9. Click **Apply Payment**.

Registration Card Prerequisites

For the Registration Card feature to work, the following conditions are required:

- The **Registration Cards** parameter is On.
- The **Accompanying Guest** function is Active.
- The **Print Registration Cards for Accompanying Guests** parameter is On.
- The **Generate Registration Cards at Check In** setting is set to **Select Destination** or **Prompt to Generate**.
- The **Age Threshold to Print Registration Card** setting has a numeric value selected.
- A default registration card template and exception rules are defined.

Adding a Reservation to the Queue

At check in, you can place a reservation in the queue if the assigned room is not ready for occupancy. You can finish the check in once the room is vacant and the housekeeping status of room is clean or inspected.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **Arrivals** for the Search Type and enter a **Property** and then click **Search**.
3. Select the reservation from the search results and click **I Want To . . .** and then select **Place Reservation in Queue** under Modify/Update.
4. On the Information screen, click **OK** to confirm.

When searching for arrivals, the Queue Status appears on the reservation when using the Reservation Card view. The Queue link appears when using other reservation views. When you click the Queue link it opens the Queue screen, where you can view the wait time and queue priority. You can also update the priority, check in the reservation, assign a room, or remove a reservation from the queue.

Transferring Generates with Main

You can transfer a main transaction with generates to another reservation or billing window. The generates attached to the transaction code will transfer with the transaction code when Administration > Enterprise > OPERA Controls > Cashiering Group > Automatically Transfer Generates with Main is set to On.

1. From the OPERA Cloud menu, select **Front Desk** and then select **In House**.
2. Search and select a reservation.
3. Click **I Want To . . .** and then select **Go To Billing** or click on the balance link to open the Billing screen.
4. If applicable, select the window holding the transaction you want to transfer. Details of the transaction(s) held in that window will appear.
5. Select the transaction, click the vertical ellipsis, and select **Transfer Posting**.
6. On the Transfer Posting screen, indicate your preferences by selecting check boxes under the following headings:

Transfer Scope. Transfer the entire folio or only the selected postings.

Transfer Direction. Transfer the transaction to a folio, to a room, or from room(s). Complete the fields that appear based on your selection.

Split Options. Transfer the entire amount, an amount you specify, a percentage you specify, or a quantity you specify.

7. Click **Transfer**.

External Guest Notifications

With the External Notifications feature you can flag a guest or group reservation if the guest wants to opt in to receive external notifications related to their stay. For example, if a guest arrives earlier than check in time or when their room is not yet ready, they can opt-in to receive external notifications by phone and/or email, and can then enjoy the property's amenities, theme parks, or a meal, and be notified when their room is ready. When flagging a reservation for External Notifications you can choose an existing primary phone and/or email from the guest's profile or enter new values.

Note:

OPERA does not directly send external notifications to guests when this flag is set on a reservation. An external system must be configured to subscribe to business events that OPERA generates for these notifications.

You can flag reservations for External Notifications in the following screens:

- Manage Reservation – Arrival Date and ETR Ascending.
- Check In – Assign Room step.
- Reservation Advanced Search.
- Room Assignment Search.

External Notification flagging or modifying the flag on a reservation is recorded in the Changes Log.

- [External Guest Notifications Conditions and Assumptions](#)
- [External Guest Notifications Impact](#)
- [Flagging a Reservation for External Guest Notifications](#)

External Guest Notifications Conditions and Assumptions

The **External Notification Details** check box and **Phone/Email** fields are read-only if the reservation status is No Show, Checked Out, or Canceled.

External Guest Notifications Impact

The following data elements are within the Business Events Reservation module.

Opted For Communication

Business Event Element Details:

- Data Element: OPTED FOR COMM YN
- XML Tag Name: OPTED FOR COMM YN
- Description: A Y/N value based on the external communication flag on the reservation
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Communication Type

Business Event Element Details:

- Data Element: COMMUNICATION TYPE
- XML Tag Name: COMMUNICATION TYPE
- Description: Is always EXT_NOTIFICATIONS for this functionality
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Communication Role

Business Event Element Details:

- Data Element: COMMUNICATION ROLE
- XML Tag Name: COMMUNICATION ROLE
- Description: The type of communication (that is, Email or Phone)
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Communication

Business Event Element Details:

- Data Element: COMMUNICATION

- XML Tag Name: COMMUNICATION
- Description: The value entered for Phone 1, Phone 2, Email 1, or Email 2
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Flagging a Reservation for External Guest Notifications

You can flag external notifications for a reservation the following ways.

In the Reservation's Additional Details Prior to Arrival or After Check-in

1. In the reservation, go to the **Additional Details** panel, select **Edit**, and then check the **Receive External Notifications** check box.
2. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value (if you change it here it does not remove it from the profile). You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.
3. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

By Selecting the Assign Room Link from the Reservation Search Results

1. From the **Arrivals** search results, select the reservation to opt in and then select the **Assign Room** link in the **Room** column.
2. In the **Room Details – Search** panel, select **Receive External Notifications**. If the reservation is already flagged to receive external notifications and you want to modify the information, select **Edit** in the **External Notification Details** screen.
3. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value. You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.
4. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

In the Room Selection Panel During the Check In Process

You can flag External Notifications with or without assigning a room.

1. From the **Arrivals** search results, select the reservation to check in and click **Check In**.
2. In the **Room Selection** panel, select **Receive External Notifications**. If the reservation is already flagged to receive external notifications and you want to modify the information, select **Edit** in the **External Notification Details** screen.
3. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value. You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.

4. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

Checking in Reservations

Checking in a reservation is a multi-step process. This involves reviewing the reservation, along with any additional packages or other items, reviewing the guest's privacy preferences and their identification, assigning the room, and finally completing the check-in.



Note:

The check-in procedure described below is the same from any area of the application where Check In is selected, such as Arrivals in the Front Desk menu option, the Arrivals tile, Quick Launch Arrivals, Room Assignment, and so on.

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals** to open **Arrivals Search**. You can also open **Arrival Search** from the Arrivals Tile on your Dashboard.
2. Search for the reservation.
3. From the reservation found in search results, click the **Check In** button or click the arrow in the **I Want To . . .** column, and then select **Check In**.
4. On the Check In Reservation screen:
 - a. Review the Reservation Overview information.
 - b. In the Package and Items panel, review and add packages and/or items (Available if **Enhance Stay with Packages/Items** is selected for the **Show Additional Steps during Check In** setting in the Front Desk group in OPERA Controls).
 - c. In the Privacy panel, review and update the guest's privacy options if needed (Available if **Privacy** is selected for the **Show Additional Steps during Check In** setting in the Front Desk group in OPERA Controls).
 - d. In the Identifications panel, click the vertical ellipsis and select **Scan Document** to scan a copy of the guest's identification (Available if **Identifications** is selected for the **Show Additional Steps during Check In** setting in the Front Desk group in OPERA Controls).
 - e. In the Room Selection panel, assign a room to the reservation if one has not already been assigned.
 - f. In the Verify Payment panel, confirm or update the method of payment and payment details for the guest.
5. Click **Complete Check In**.
6. Follow the steps to create guest room keys:
 - a. Select **New Key** or **Duplicate Key**.
 - b. Enter the number of keys needed.

- c. Enter any **Key Options**.
- d. Select a **Valid Until** date and time.
- e. Select a key machine from the list of locations.
- f. Click **Create Key**.

The Create Key option is only available when a Door Locking System (DLS) interface is configured at your property.

- [Marking Reservations for Auto Folio Settlement](#)
- [Advance Checking In Reservations](#)
- [Mass Check In \(Check In Multiple Reservations\)](#)
- [Troubleshooting Mass Check In](#)
- [Checking In Multiple Reservations \(Mass Check In\)](#)
- [Reversing Mass Checked In Reservations](#)

Marking Reservations for Auto Folio Settlement

New Reservation

1. From the Navigation Bar, click **Bookings**, click **Reservations**, and then click **Look To Book Sales Screen**.
2. Set an arrival and departure date, and any other reservation information; select a guest profile; and then click **Search**.
3. Click **Book Now**.
4. On the Payment Instructions screen of the newly created reservation, ensure that the **Auto Settle** check box is selected. If it is not, click **Edit**, select the **Auto Settle** check box, and click **Save**.
5. Ensure the Profile has a Folio Settlement Type set:
 - a. Search for and select the guest profile.
 - b. Review Profile Details to ensure the Folio Settlement Type is set.
 - c. If it is not, click **Edit**, select a Folio Settlement Type, and then click **Save**.

Existing Reservation

1. From the Navigation Bar, click **Bookings**, click **Reservations**, and then click **Manage Reservation**.
2. Enter search criteria then click **Search**.
3. Select and open the reservation from the search results.
4. In the Reservation Overview section, select **Payment Instructions**, and then ensure that the **Auto Settle** check box is selected. If it is not, click **Edit**, select the **Auto Settle** check box, and click **Save**.
5. Ensure the profile has a Folio Settlement Type set:
 - a. Search for and select the guest profile.
 - b. Review Profile Details to ensure the Folio Settlement Type is set.
 - c. If it is not, click **Edit**, select a Folio Settlement Type, and then click **Save**.

Advance Checking In Reservations

Prerequisites

- Advance Check In function.
- **Expected Time of Return** ETR parameter (optional).
- **Auto Check In of Advance Checked In Reservations** parameter (optional).
- Room Status for **Auto Check In of Advance Checked In Reservations** setting (optional).
- Advance Check In Reservations task.
- Mass Advance Check In Reservations task.

You can flag a reservation for Advance Check In using the Check In process under these conditions:

- The reservation must be an Arrival (Due In) reservation for the current business date.
- The reservation must have a valid payment method.
- The reservation can be flagged for Advance Check In with or without a room assigned.
 - If the reservation has a room assigned, it must be a physical room. Pseudo room reservations cannot be flagged for Advance Check In.
 - If you want the Advance Checked In reservation to be Auto Checked In upon room status match, a room must be assigned to the reservation. A room can be assigned to the reservation prior to or modified after being flagged for Advance Check In.
- Walk In reservations, Pre Registered reservations, and reservations that are in Queue can be flagged for Advance Check In.
- [Advance Check In \(with ETR\) a Single Reservation](#)
- [Advance Check In \(with ETR\) Multiple Reservations \(Mass Advance Check In\)](#)
- [Advance Check In \(with ETR\) and Auto Assign Rooms to Multiple Reservations \(Mass Advance Check In\)](#)
- [Auto Check In of Advance Checked In Reservations](#)
- [Modifying an Advance Checked In Reservation](#)

An Advance Checked In reservation can be modified under these conditions:

Advance Check In (with ETR) a Single Reservation

Use the Check In process to flag a reservation for Advance Check In.

1. From the Arrivals search, select the reservation to Advance Check In and then click **I Want To...** and click **Check In**.
2. (Optional) Room Selection – assign a room to the reservation.

Note: You are not alerted if there is no room assigned, or if the room assigned is not in Clean or Inspected status.

3. Click the **Advance Check In** button.
4. (Optional) On the Expected Time of Return (ETR) screen, enter the estimated time of return and a comment. If none, then click **Cancel** to close the screen.
5. Select **Save** and then click **OK** in the Successful Advance Check In prompt.
If your property uses registration cards, you are prompted whether to print. If a room is assigned to this reservation, you have the option to create the room keys.

After the reservation is Advance Checked In:

- The Reservation is marked **Advance Checked In**.
- The arrival date is changed to read-only and cannot be modified.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- Any deposit on the reservation is posted on the folio.
- Charges that are incurred by the guest (such as through a point of sale system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.

Advance Check In (with ETR) Multiple Reservations (Mass Advance Check In)

1. From the Arrivals search or from the Room Assignment screen, select two or more reservations to Advance Check In and then click **Mass Advance Check In**.
2. (Optional) Enter the expected time of return (ETR) and an ETR comment, and then click **Process**.

Note: The ETR time and ETR comment apply to each of the selected reservations that you are now Advance Checking In.

3. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.

If any Advance Check Ins fail, the reason is listed; you can sort the status results by successful (default) or by failures first. If a room is assigned to any reservation, you have the option to create the room keys. If your property uses registration cards, you can select the card and preview/print, email, or fax.

After the reservations are Mass Advance Checked In:

- The Reservation Type on the reservation is marked **Advance Checked In**.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- Any deposit on the reservation is posted on the folio.
- Charges that are incurred by the guest (such as through a point of sale system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.
- All reservations that failed Mass Advance Check in:
 - Are still in Arrival (Due In) status but not flagged as Advance Checked in.
 - The Arrival time (ETA) remains unchanged.
 - The Expected Time of Return (ETR) remains unchanged.
 - Revise the reservation and then retry the Advance Check In process.

Advance Check In (with ETR) and Auto Assign Rooms to Multiple Reservations (Mass Advance Check In)

1. From the Room Assignment screen, select two or more reservations to Advance Check In and then click **Auto Assign and Advance Check In**.
2. In the Room Assignment panel, select room status and room criteria to match, and then click **Assign**.

Note: Mass Advance Check In processes all selected reservations with or without a room assigned.

3. (Optional) In the **Mass Advance Check In Options** panel enter the expected time of return (ETR) and an ETR comment, and then click **Process**.

Note: The ETR time and ETR comment apply to each of the selected reservations that you are now Advance Checking In.

4. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.

If any Advance Check Ins fail, the reason is listed. You can sort the status results by successful (default) or by failures first.

If a room was auto assigned to any reservations, you have the option to create the room keys.

If your property uses registration cards, you can select the card and preview/print, email, or fax.

Auto Check In of Advance Checked In Reservations

Advance Checked In Reservations can be automatically checked in under these conditions:

- The reservation is in Advance Checked In state.
- The reservation has a room assigned.
- The assigned room's occupancy status is Vacant.
- The reservation has a valid payment method.
- The Schedule Check Out / Auto Check In processor in Toolbox – Utilities – Processors must be running.

This automatically checks in Advance Checked In reservations when the assigned room's housekeeping status is updated to match a room housekeeping status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** setting. For example, if the Room Status value is set to Clean, then Advance Checked In reservations that have rooms assigned with Dirty status are automatically checked in when the assigned room's status changes to Clean. The reservation's room status can be changed from Room Management, an external interface, or from assigning a room to the reservation.

Modifying an Advance Checked In Reservation

An Advance Checked In reservation can be modified under these conditions:

- When a reservation is Advance Checked In, the arrival date is changed to read-only and cannot be modified.
- You can assign, remove, or modify a room on an Advance Checked In reservation.
- It can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.
- It cannot be moved to another property.
- It cannot be canceled. First, you must reverse the advance checked in flag and then you can cancel the reservation.

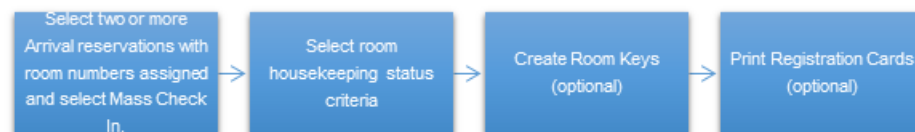
Mass Check In (Check In Multiple Reservations)

Mass Check In provides one easy process to check in multiple reservations for arrivals due in on the property's current business date, and to (optionally) generate their room keys and registration cards.

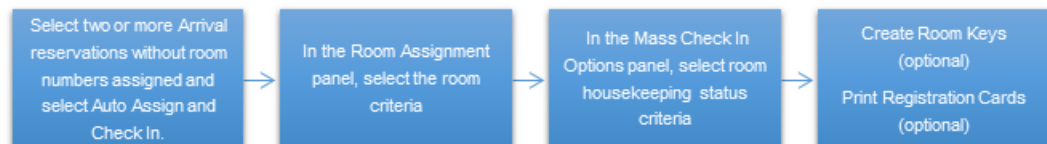
Mass Check In functionality can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one.

Mass Check In processes the selected reservations in the same order as displayed in the search results.

Mass Check In Process Flow – for Reservations with Room Numbers Assigned



Mass Check In Process Flow – for Reservations without Room Numbers Assigned



Use **Auto Assign and Check In** to mass check in reservations where none or some of the reservations have room numbers assigned. This process first auto assigns

rooms to the reservations without room numbers assigned, and then continues with the mass check in process for those reservations.

- [Mass Check In Prerequisites](#)
- [Mass Check In Conditions and Assumptions](#)
- [Mass Check In Impact](#)

Mass Check In Prerequisites

- Check In Reservations task
- Mass Check In Reservations task

Mass Check In Conditions and Assumptions

For Reservations to be Mass Checked In

- The reservations must be arrival (Due In) reservations for the current business date.
- The reservations must have a valid payment method.
- The reservations must have a room number assigned.
- The reservations assigned rooms' occupancy status is vacant.
- Linked reservations can be Mass Checked In.
- Walk In reservations, Pre Registered reservations, and reservations that are in queue can be Mass Checked In.
- Mass Check In can be used for individuals and/or blocks.

For Reservations that are Mass Checked In

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.
- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

For Reservations that Fail Mass Check In

If a reservation fails mass check in, the system flags it for status notification for reasons such as:

- The reservation has no room assigned.
- The room assigned to a reservation is not vacant, or does not match the selected housekeeping status.
- The room assigned to a reservation is out of order.
- Reservation has no valid payment method.
- Reservation is for a PM (posting master) room type.

Mass Check In Impact

The Mass Check In functionality impacts the following features:

Searches and Sorting

- Manage Block Search — Adds an **I Want To...** action for **Check In Arrivals**. This action opens the arrivals search pre-filtered to the block code.
- Arrivals Search Screen — Mass Check In is available in the arrivals search when two or more reservations are selected.

Changes Log

You can view all mass checked in reservations from the Changes Log by selecting the following search filters:

- Activity Group = Reservation
- Activity Type = Check In
- Description = Mass Checked In

Troubleshooting Mass Check In

Table 4-1 Troubleshooting Mass Check In Issues

Problem/Issue	Cause	Resolution
I selected multiple reservations in the Room Assignment screen results but the Mass Check In, Auto Assign, and Check In buttons are missing.	For access to mass check in you need both the Check In Reservations task and its subtask Mass Check In Reservations . Action buttons in the Room Assignment show in both the Table and List views.	1. Verify that you have both the Bookings – Check In Reservations task and the Bookings – Check In Reservations – Mass Check In Reservations subtask assigned to your user. 2. Ensure that you are in either the Table or the List view in the Room Assignment screen.

Checking In Multiple Reservations (Mass Check In)

Prerequisites

- Check In Reservations task
- Mass Check In Reservations task

You can mass check in reservations from the following areas:

- Room Assignment screen
- Arrivals screen
- Manage Blocks screen
- Advance Check-in screen

Mass check in processes the selected reservations in the same order as displayed in the search results. You can mass check in reservations with or without room numbers assigned.

Table 4-2 Reservations to Mass Check In

Reservations to Mass Check In	Use this Procedure
None have rooms assigned	Auto Assign and Check In
Some have rooms assigned	Auto Assign and Check In
All have rooms assigned	Mass Check In

**Note:**

The Room Assignment screen default filter for rooms is Unassigned. Set the **Rooms** search filter as blank to show both the reservations with assigned room numbers and reservations without assigned room numbers in the results.

Conditions:

- The reservations must each be an arrival (Due In) reservation for the property's current business date.
- The reservations must have a valid payment method.
- The reservations can be mass checked in when a room is assigned. If at least one of the selected reservations to check in has no room assigned you can use the **Auto Assign and Check In** option to first assign the room to the reservations and then proceed with mass check in.
- Walk In reservations, Pre Registered reservations, Linked reservations, and reservations that are in queue can be mass checked in.
- [To Check In Multiple Reservations \(Mass Check In\)](#)
- [Mass Checking In Reservations from the Arrivals Screen \(Mass Check In\)](#)
- [Auto Assigning Rooms and Checking In Multiple Reservations \(Auto Assign and Check In\)](#)

To Check In Multiple Reservations (Mass Check In)

Use the Room Assignment screen in table or list view to mass check in individual or block reservations.

 **Note:**

You can use the Mass Check In process if some of the reservations do not have a room number assigned, however those reservations will not be checked in. In the Mass Check In Status panel a warning message notifies you of reservations that fail mass check in and the reasons why. You can later revise those reservations and retry the Mass Check In process, or you can use **Auto Assign and Check In** to have the system auto assign rooms and then mass check in those reservations in one process. Refer to the section *To Auto Assign Rooms and Check In Multiple Reservations (Auto Assign and Check In)*.

1. From the Room Assignment screen, select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.
2. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
3. In the Mass Check In Status screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
4. (Optional) Create the room keys.
5. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.
- A checked in reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.
- Revise the reservation and then retry the Mass Check In process.

Mass Checking In Reservations from the Arrivals Screen (Mass Check In)

1. In the **Arrivals** screen search for and select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.
2. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
3. In the **Mass Check In Status** screen, review the status, and click **OK**.

- a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
4. (Optional) Create the room keys.
5. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.
- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.
- Revise the reservation and then retry the Mass Check In process.

Auto Assigning Rooms and Checking In Multiple Reservations (Auto Assign and Check In)

If you want to check in multiple individual or block reservations and some of the selected reservations are without room assignments, you can use the **Auto Assign and Check In** option to auto assign room numbers and then mass check in all selected reservations in one process.

1. From the Room Assignment screen, select the reservations to check in, and then click **Auto Assign and Check In**. If you want the search to show both the reservations with room numbers assigned and without room numbers assigned, first set the **Rooms** search filter as blank.
2. In the Room Assignment panel, select the room status and room criteria to match, and then click **Assign**.
3. In the Room Assignment Status screen, review the status, and then click **OK**. If any reservations fail room assignment, the reason is listed. You can revise the reservation and then retry the Mass Check In process.
4. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
5. In the Mass Check In Status screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
6. (Optional) Create the room keys.
7. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.
- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.
- Revise the reservation and then retry the Mass Check In process.

Reversing Mass Checked In Reservations

To reverse mass checked in reservations, you need to reverse check in the individual reservation. A checked in reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed. You can reverse check in a reservation from the reservation or from an In House search.

To Reverse a Checked In Reservation from the Reservation

1. Open the reservation to reverse check in.
2. Select **I Want To... Reverse Check In**.
3. In the Reverse Check In panel, select whether to keep the assigned room number (Maintain Room) or to remove it (Remove Room), update the room's housekeeping status (optional), and then select **Reverse Check In**.
4. The reservation returns to Arrival status.

To Reverse a Checked In Reservation from an In House Search

1. Search for the reservation from the Manage Reservation – In House search type.
2. Select the reservation to reverse check in.
3. Select **I Want To... Reverse Check In**.
4. In the Reverse Check In panel, select whether to keep the assigned room number (Maintain Room) or to remove it (Remove Room), update the room's housekeeping status (optional), and then select **Reverse Check In**.
5. The reservation returns to Arrival status.

Advance Check In

At times, when guests arrive to the property prior to a room being ready, you can flag a reservation as Advance Checked In for arrivals due in on the current business date. This enables guests to post charges to their reservation folio prior to check in, and helps the rooms management team prioritize room cleaning and assignment. Individual reservations (including Walk In reservations, Pre Registered reservations, and reservations that are in Queue) and group block reservations can be Advance Checked In.

An Advance Checked In reservation with an assigned room does not affect the room occupancy status and is not deducted from inventory until the reservation is checked in. Flagging a reservation as Advance Checked In (or reversing an Advance Checked In reservation) is recorded in the Changes Log.

Benefits to the Guest and to the Property

Advance Check In with the **Expected Time of Return (ETR)** parameter On provides the following benefits.

The guest can:

- Post charges to their reservation folio prior to checking in.
- Receive notifications when the room is ready.

The rooms management and front office teams can:

- Easily identify which reservations are flagged Advance Checked In.
- Prioritize and sort Advance Checked In reservations by expected time of return (ETR).
- Assign rooms to reservations based on expected time of return (ETR).
- Add ETR comments that link to the ETR time.
- Set Advance Checked In reservations to automatically check in based on room status.
- Check in multiple Advance Checked In reservations (Mass Advance Check In).

Advance Check In Process Flow



Advance Check In Conditions and Assumptions

For Reservations Prior to being Flagged as Advance Checked In

- The reservation must be an Arrival (Due In) reservation for the current business date.
- The reservation must have a valid payment method.
- The reservation can be flagged for Advance Check In with or without a room assigned:
 - If the reservation has a room assigned it must be a physical room. Pseudo room reservations cannot be flagged for Advance Check In.
 - If you want the Advance Checked In reservation to be Auto Checked In upon room status match, a room must be assigned to the reservation. A room can be assigned to the reservation prior to or modified after being flagged for Advance Check In.

- Walk In reservations, Pre Registered reservations, and reservations that are in Queue can be flagged for Advance Check In.

For Reservations that are Flagged as Advance Checked In

- The reservation is marked Advance Checked In.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- The arrival date is changed to read only and cannot be modified.
- When Advance Checked In, deposits on the reservation are posted on the folio.
- Advance Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.
- Charges that are incurred by the guest (such as through a POS system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.
- The Night Audit process cannot complete if any Advanced Checked In reservations have not been checked in.
- Advance Checked In reservations cannot be moved to another property.
- Advance Checked In reservations cannot be changed to No Show.
- Advance Checked In reservations cannot be canceled.

For Auto Check In of Advance Checked In Reservations

- The reservation must be in Advance Checked In state.
- The Advance Checked In reservation has a room assigned.
- The Advance Checked In reservation's assigned room's occupancy status is Vacant.
- When the assigned room's housekeeping status is updated to match a room housekeeping status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** setting, the Advance Checked In reservation is automatically checked in to the property.
- The Schedule Check Out / Auto Check In processor in Toolbox – Utilities – Processors must be running.

For All Reservations that Failed Mass Advance Check In

- The reservation remains in arrival (Due In) status but is not flagged as Advance Checked in.
- The reservation's arrival time (ETA) remains unchanged.
- The reservation's Expected Time of Return (ETR) remains unchanged.

Advance Check In Impact

Activating the Advance Check In functionality with its related controls and tasks impacts the following features.

Searches and Sorting

Manage Reservations Advanced/Basic Search Screen

- Adds an **Advance Check In** option to the Reservation States filter criteria.
- When the OPERA Control **Expected Time of Return** is On for the property:
 - Adds **ETR From** and **ETR To** fields to the search criteria.
 - Adds the following sort by options to the search results view:
 - * Arrival Date and ETR Ascending
 - * Arrival Date and ETR Descending
 - Adds the following columns to the search results view:
 - * ETR and ETR Comments
 - * Advance Checked In
- Adds a predefined Advance Checked In search filter.

Manage Reservations Arrivals Search Screen

- Adds an **Advance Check In** option to the Reservation States filter criteria.
- Adds an **Exclude Advance Checked In** check box to narrow the arrivals search to arrivals that have not been flagged as Advance Checked In.
- When the OPERA Control **Expected Time of Return** is On for the property:
 - Adds **ETR From** and **ETR To** fields to the search criteria.
 - Adds the following sort by options to the search results view:
 - * Arrival Date and ETR Ascending
 - * Arrival Date and ETR Descending
 - Adds the following columns to the search results view:
 - * ETR and ETR Comments
 - * Advance Checked In
- Adds a **Reverse Advance Check In** option to the search result I Want To... actions.
- Adds an **Advance Checked In** predefined filter to the Search Type.
- Adds a **Mass Advance Check In** button to the search results when two or more reservations are selected for Advance Check In.

Quick Launch Advance Checked In Screen

- A predefined search for reservations that are flagged as Advance Checked In.
- Adds an **Advance Checked In Status** filter for results showing only Arrival or only Checked In status reservations or both. The Advance Checked In reservation status includes both Arrival and Checked In reservations.
- When the OPERA Control **Expected Time of Return** is On for the property, adds the following sort by options to the search results view:
 - Arrival Date and ETR ascending
 - Arrival Date and ETR descending

Refer to *Advance Checked In Screen* for more information.

Room Assignment Screen

- Adds an Advance Check In predefined search filter.
- Adds an Advance Checked In column to the search results view.

Using the following search and sort options, you can assign rooms to reservations based on the guest's expected time of return to the property. This assists in prioritizing to have rooms ready for the guest upon their return:

- When the OPERA Control **Expected Time of Return** is On for the property:
 - Adds ETR From and ETR To fields to the search criteria.
 - Adds the following sort by options to the search results view:
 - * Arrival Date and ETR Ascending
 - * Arrival Date and ETR Descending
 - Adds ETR and ETR Comments columns to the search results view.

Advance Check In Tile

A dashboard tile for Advance Check In reservations provides statistical information about Advance Check In individual and block reservations for the property's current business date. Refer to *Advance Check In Tile* for more information.

Room Dairy

The room dairy provides visual indication for those arrival reservations with an assigned room that have been Advance Checked In.

Business Events

A Business Event for Advance Check In includes the following Data Elements:

- Advance Check In
- ETR (expected time of return)
- ETR Comments

Night Audit, Routine Schedules, and Interface Control

Night Audit

- The Night Audit process does not complete if any Advance Checked In reservations have not been checked in to the property.

Toolbox – Utilities - Processors

- Adds an Auto Check In Processor that handles the Check In of Advance Checked In reservations based on the status of the room assigned to the reservation matching the status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** settings.

Property Interface Control Screen

- Provides the option of creating keys for one or multiple reservations that are flagged as Advance Checked In.

Reports – Reservation Detail Report (res_detail)

- Adds the following report parameters:
 - Advance Checked In only
 - Include Advance Checked In
- Adds a report column indicator for Advance Checked In reservation.

Troubleshooting Advance Check In

Table 4-3 Troubleshooting Advance Check In Issues

Problem / Issue	Cause	Resolution
The Advance Check In button is not enabled.	To Advance Check In a reservation a valid method of payment is required.	Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process.
The Advance Check In button is not enabled.	The reservation is already Advance Checked In.	Verify that the reservation is not already Advanced Checked In. If a reservation is Advance Checked In, it is marked in the Reservation Type and in the Primary Details Reservation Status.
Received the error: Unable to Advance Check In reservation. Credit Card declined.	To Advance Check In a reservation a valid method of payment is required.	Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process.
I want to cancel an Advance Checked In reservation but the I Want To... Cancel Reservation link is missing.	Reservations that have been Advance Check In cannot be canceled.	Reverse the Advance Check In flag and then the reservation can be canceled. Refer to <i>Reversing Advance Checked In Reservations</i> .

Front Desk Workspace

- [Quick Check Out](#)
- [Checking Out Reservations](#)
- [Scheduling a Checkout](#)
- [Checking Out Guests Early](#)
- [Registration Card Screen](#)
- [Registration Card Conditions and Assumptions](#)
- [Registration Card Impact](#)
- [Individual Registration Card Process Flow](#)

- [Batch Registration Card Process Flow](#)
- [Printing Registration Cards](#)
- [Void Folios](#)

Quick Check Out

Selecting Quick Check Out from Quick Search is a fast way to check out guests when the payment method is credit card, direct bill, or cash with a zero balance.

To ensure a successful Quick Check Out:

- Make sure the guest's credit card has sufficient authorization to cover the balance.
- Make sure Direct Bill accounts are not restricted and have not exceeded limits.
- Make sure cash guest folios have a zero balance.

You can include or exclude scheduled check outs, specific VIP Codes, and specific Special Codes from the search results.

- [Using Quick Check-Out](#)

Using Quick Check-Out

1. From the header, click the **Quick Launch** button and then click **Quick Checkout**.
2. Search for eligible reservations.
3. From your search results:
 - a. Select one or more reservations and then click **Check Out** for a single reservation.
 - b. Or click **Mass Check Out** for more than one reservation.
 - c. Or click **Check Out Zero Balance Departures** to check out all zero balance reservations.

Checking Out Reservations

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Quick Check Out**.
 2. Select a reservation from the search results and then click the **Check Out** button.
 3. Review the reservation for name, arrival, nights stayed, room rate, and other information.
 4. If folio charges exist, review and settle the guest folio as needed. You can also post payments or charges before checking out the guest.
 5. Click **Check Out**.
- [Checking Out with an Open Folio](#)

Checking Out with an Open Folio

Guests might want to check out but remain on the property or return to enjoy the restaurants and other amenities. In such cases, you can allow them to check out with an open folio, meaning they can check out with an outstanding balance and continue charging until making final settlement.

The property is responsible for monitoring reservations checked out with an open folio and for ensuring settlement.

Check outs with open folios will not halt End of Day processing even if they have an outstanding balance. Reservations with an open folio balance appear on the Guest Ledger.

To enable check out with an open folio, set the following application settings to Y:

- Cashiering > Open Folio
- Cashiering > Post Stay Charges

When the Open Folio function is active, you can determine the folio closing preferences when an open folio needs to be closed using the Open Folio Closing Preference application setting. Available values are:

- Sameday (immediately closes open folios)
- Unrestricted (allows you to keep open folios as long as you like)
- 1DAY
- 2DAYS
- 3DAYS
- 4DAYS
- 5DAYS
- 6DAYS
- 7DAYS
- 8DAYS
- 9DAYS
- 10DAYS

You can also use the Zero Balance Open Folio Close Days application setting to define a number of days to automatically close zero balance open folios during the night audit process.

Scheduling a Checkout

In OPERA Controls under the Cashiering group, the **Scheduled Check Out** parameter must be On and the guest folio balance must be zero before you can schedule a checkout.

Once you settle the folio on the reservation, you have the following options: Check Out or Schedule a Check Out. With Schedule a Check Out, you can set the time when you want to check out the reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter the name of the reservation for which you want to schedule a checkout and click **Search** or select the predefined search type for **Departures**.

3. Click **I Want To..** and select **Check Out**. If the folio has been settled, you have the option to schedule checkout for the reservation. Click **Schedule Check Out**.

If the folio has not been settled and a balance exists, you cannot schedule checkout for the reservation.

4. Schedule the time for the checkout by entering the checkout date and time.

The Schedule Check Out option is only available for Departure reservations. A scheduled checkout does not complete if a charge is posted to the reservation and the charge is not settled.

Checking Out Guests Early

Use Check Out Early to check out reservations prior to their departure date. The Check Out Early option appears only when the reservation's departure date is later than the property's current business date.

1. From the **OPERA Cloud** menu, select **Manage Reservations**.
2. Select **In House** for the Search Type and click **Search**.
3. Select the reservation from the search results and click **I Want To . . .** and then select **Check Out Early**.
4. The Early Departure screen appears with a message that an early check out updates the reservation departure date and status. The system inserts an additional step in the Check Out process for Early Departure.
5. Click **Continue with Early Departure** and complete the check out process.

Registration Card Screen

Path 1: Bookings – Reservations – Manage Reservation – Select a reservation – I Want To – Check In – Registration Card

Path 2: Bookings – Reservations – Manage Reservation – Select a reservation – I Want To – Registration Card – select Sample Registration Card

Guests appear on the Select Guest panel in the following order:

1. Primary guest.
2. Eligible accompanying guests. Accompanying guests appear in alphabetical order.

Select Guests Panel

- On the Registration Card screen, the **Select Guests** panel by default shows all guests (both primary and accompanying) who are older than the age set for the **Age Threshold to Print Registration Card** application setting.
- The primary guest's name appears at the top of the list in the Select Guests panel.
- A guest's age appears in the **Age** column and is unmasked for all users.
- If you have the **View Identification Details** (Client Relations) task granted, you can click the **View Unmasked Information** link to view a guest's birthdate.
- Each time you view the masked information for a guest, this action is logged in the Changes Log.

- Guests who are ineligible for an individual registration card are added to the registration cards of guests who are eligible.

Registration Card Printing

- All the names are selected by default for an individual registration card printing.
- The name of the primary guest appears on all registration cards printed for the reservation.
- If the birthdate is not updated on the profile, the guest is considered eligible for an individual registration card printing.
- Birthdate is printed as masked on the registration card unless you have the **View Identification Details** (Client Relations) task granted.
- A guest who is younger than the age set for the **Age Threshold to Print Registration Card** application setting is ineligible for individual registration card printing. The guest's name does not appear on the Registration Card screen.
- If the age of the primary guest on the reservation is below the age threshold set in the **Age Threshold to Print Registration Card** application setting, the registration card is still printed for the guest.
- If a guest is younger than the age set for the **Age Threshold to Print Registration Card** setting, the guest is added to the registration cards of all eligible guests from the reservation.
- Each time a user with the **View Identification Details** (Client Relations) task granted prints a registration card, it is recorded in the Changes Log. This record is created for the Profile activity group.

Registration Card Conditions and Assumptions

OPERA Controls

- A guest who is younger than the value set for the **Age Threshold to Print Registration Card** application setting is ineligible for individual registration card printing and the guest's name does not appear on the Registration Card screen.
- If the age of the primary guest on the reservation is below the age threshold, the registration card is printed for the guest regardless of the **Age Threshold to Print Registration Card** application setting value.

Registration Card Screen

- The Select Guests panel on the Registration Card screen shows all guests, both primary and accompanying, who are older than the value set for the **Age Threshold to Print Registration Card** application setting.
- The primary guest appears at the top of the list in the Select Guests panel.
- When the **View Identification Details** (Client Relations) task is granted, the **View Unmasked Information** link is available. You can click this link to view a guest's birthdate.
- Viewing the masked information on this screen is recorded in the Changes Log.

Registration Card Printing

- If a guest does not have the birthdate updated on the guest profile, the guest is considered as eligible for an individual registration card printing and the guest's name appears in the list on the Select Guests panel.
- By default, all the names on a reservation are selected for an individual registration card printing.
- A guest's age appears in the **Age** column and is unmasked for all users to view.
- If a language is not configured for a registration card template, the default language is applied.
- Registration cards printed from the Batch Registration Cards are printed in the default language for all guests.
- When a guest is not eligible for an individual registration card, the guest's name is added to the registration card of guests who are eligible for the individual registration card.
- Birthdate is printed as masked unless you have the **View Identification Details** (Client Relations) task granted.
- Printing a registration card with unmasked information is recorded in the Changes Log.

Registration Card Impact

Activating the Registration Card functionality with its related controls impacts the following features.

Changes Log Screen

- The Changes Log records each time a user turns the **Print Registration Cards for Accompanying Guests** parameter **On** or **Off**.
- The Changes Log records each time a user changes the value of the **Age Threshold to Print Registration Card** setting.
- Each time a user with the **View Identification Details** (Client Relations) task granted prints a registration card, it is recorded in the Changes Log. This record is created for the Profile activity group.

Registration Card Screen

Refer to *Registration Card Screen* for more information.

- The Registration Card screen features a **Select Guests** panel where all guests appear when they have an age older than the age defined in the **Age Threshold to Print Registration Card** setting. You can select one or more of these guests to print a registration card for them. This section contains the following fields:
 - Check box to select/deselect the guest
 - Guest Name
 - Guest Age
 - Birth Date (masked or unmasked based on the user permissions granted)

Batch Registration Card Screen

A Business Event for Advance Check In includes the following Data Elements:

- The Batch Registration Card screen features a **Select Guests** panel where either the Primary Guests or both the Primary and Accompanying Guests appear. You can select the guests for whom you want to print a registration card.
- When the **Primary Guests and Accompanying Guests** option is selected, registration cards are printed in the following order:
 - First – primary guest
 - Second – accompanying guests by profile ID number order
- Eligible accompanying guests have a separate registration card printed. Ineligible accompanying guests show on the registration cards of all eligible guests from the reservation.

Sample Registration Card Report (sample_registration_card)

- The Sample Registration Card report (sample_registration_card) contains the accompanying guests' names and only shows information on the guests who are ineligible for an individual registration card. The following information appears on the report:
 - Primary Guest – if the PRIMARY_GUEST_FULL_NAME merge code is added to the report, the primary guest appears on the registration cards of related accompanying guests.
 - Full name of the accompanying guests.
 - Birthdate.
 - Birthplace.
 - Nationality.
 - Full Address.

Individual Registration Card Process Flow

You can print a single registration card for a reservation you have selected. This option is especially useful for walk-in guests, where the reservation and check-in procedures occur at the same time. In addition to printing a registration card for the primary guest, you have the option to include accompanying guests on the registration card.



Process Result

- Registration cards are printed using the selected template and printed in the correct language for all selected guests.

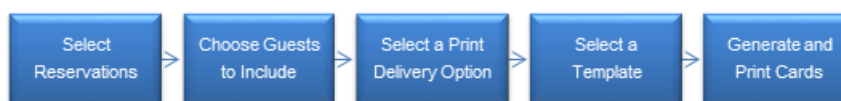
- If multiple registration cards are printed within the same reservation, the printing is sorted in the following order:
 - Lead Name
 - Secondary Name 1
 - Secondary Name 2

Batch Registration Card Process Flow

Path: Front Desk – Front Desk Workspace – Registration Cards

Batch registration printing is more commonly used than individual printing since you often print in batch for all guests with the same arrival date. This option enables you to select all arriving reservations for which you want to generate registration cards. Two options are available for determining which guests are included on the registration cards:

- Include primary guests only
- Include primary guests and accompanying guests



Batch Registration Card Search Filters

You can choose from the following filters to refine your search results and thereby avoid printing duplicate registration cards.

- **Room Class** – The room class associated with the reservations. You can select multiple room classes from the list of values (LOV).
- **Agent** – The travel agent profile types associated with the reservations. These are for the professionals who book business at your property for their clients. You can enter free text in this field.
- **Company** – The company profile types associated with the reservations. These are the businesses that book catering functions, sponsor guest reservations, or provide goods and services to your property. You can enter free text in this field.
- **Group** – The group profile types associated with the reservations. A group is an affiliation that sponsors business at your property. You can enter free text in this field.
- **Source** – The source profile types associated with the reservations. Sources are other persons or organizations that bring business to your property. You can enter free text in this field.
- **Block Code** – The block code associated with the reservations. You can select multiple block codes from the list of values (LOV).
- **Membership Type** – The membership type associated with the reservations. You can select multiple membership types from the list of values (LOV).
- **Room Type** – The room type associated with the reservations. You can select multiple room types from the list of values (LOV).

- **Rate Code** – The rate code associated with the reservations. You can select multiple rate codes from the list of values (LOV).
- **VIP** – The VIP code associated with the reservations. You can select multiple VIP codes from the list of values (LOV).
- **Market Code** – The market code associated with the reservations. You can select multiple market codes from the list of values (LOV).
- **Source Code** – The source code values associated with the reservations. You can select multiple source codes from the list of values (LOV).
- **Room Features** – The room feature values associated with the reservations. You can select multiple room features from the list of values (LOV) and configure the room feature values listed in the LOV by clicking the **Advanced Search** link.

 **Note:**

If a value is included as a filter in the search, you can no longer exclude it from the search. For example, if you select “ocean view” from the **Room Features** LOV, this value is no longer available for selection from the **Exclude Room Features** LOV.

- **Exclude Room Features** – The room features you want to exclude from the search results. You can select multiple room features from the list of values (LOV). This field is hidden by default, but you can add it using the Personalize feature of Page Composer.
- **Specials** – The specials associated with the reservations. You can select multiple specials from the list of values (LOV).
- **Exclude Specials** – The specials you want to exclude from the search results. You can select multiple specials from the list of values (LOV). This field is hidden by default, but you can add it using the Personalize feature of Page Composer.
- **Floors** – The floor values associated with the reservations. You can select multiple floors from the list of values (LOV) and configure the floor values listed in the LOV by clicking the **Advanced Search** link.
- **Exclude Floors** – The floors you want to exclude from the search results. You can select multiple floors from the list of values (LOV). This field is hidden by default, but you can add it using the Personalize feature of Page Composer.
- **Include Pseudo Rooms** – Select to include Pseudo Rooms as a search filter.
- **Include Profiles Without City** – Select to include profiles without a city value defined.
- **Include In House Reservations** – Select to include reservations that are currently In House.
- **Exclude Blocks** – Select to exclude Block reservations from the search.

Printing Registration Cards

To enable registration card printing at your hotel, the following setup is required.

Activate OPERA Controls

1. From the **Administration** menu, select **Enterprise**, and select **OPERA Controls**.
2. In the **Front Desk** group, set the **Print Registration Cards for Accompanying Guests** parameter to **On**.
3. The **Age Threshold to Print Registration Card** setting must have a numeric value set to define the minimum age required for a guest to have an individual registration card printed.

Printing an Individual Registration Card

1. From the OPERA menu, go to **Bookings** and select **Reservations** and select **Manage Reservation**. Select the **Arrivals** predefined search and select a reservation from the search results.
2. Click **I Want To...** and click **Registration Card**.
3. In the **Select Guests** panel, select the guests you want to add to the registration card. If you have the **View Identification Details** task granted, you can select the **Show Masked Information** link to view masked fields, such as the birthdate.
4. Select a printing delivery option. The following options can be selected: **Preview/Print, Email, and Fax**.
5. Choose a template for the registration card. The system defaults the appropriate registration card template based on pre-defined rules. You can select an alternate registration card template to print.
6. Click **Process**. The system generates and prints the registration card for the selected guests.

Printing Batch Registration Cards

1. From the OPERA menu, go to **Bookings** and select **Reservations Workspace** and select **Registration Cards**.
2. Search for reservations by entering a **Property** and **Arrival Date** for your search. You can also select additional search criteria to refine your search results. Click **Search**. The system shows reservations matching all search criteria.
3. Select each reservation for which you want to print a registration card. You can also click **All Reservations** to print cards for all the reservations that appear in the search results.
4. In the **Select Guest** panel, select **Primary Guests and Accompanying Guests** or select **Primary Guests only**. Selecting **Primary Guests and Accompanying Guests** prints individual registration cards for both the primary guests and eligible accompanying guests for all selected reservations. Selecting **Primary Guests only** prints the registration cards for primary guests and only ineligible accompanying guests appear on the registration card of the primary guest.
5. Select a printing delivery option. The following options can be selected: **Preview/Print, Email, and Fax**.
6. Choose a template for the registration card. The system defaults to the appropriate registration card template based on pre-defined rules. You can select an alternate registration card template to print.

7. Click **Process**. The system generates and prints registration cards for the selected reservations in alphabetical order based on the primary guests. The registration cards for the accompanying guests are printed and grouped by reservation.

Void Folios

The Void Folio feature is available when the Void Folio application parameter is turned on. This feature allows you to void already issued guest folios. You can void a folio only on the same business date the guest checks out.

Use the following guidelines when voiding a folio:

- A folio that contains a Bucket Redemption transaction code cannot be voided.
- A bill can be voided only on the same business date as it was created.
- A bill can be voided only if it has not been moved to AR transfer.
- Once the guest checks out, voiding the bill will reinstate the guest.
- Void bill removes the bill number from financial postings.
- Voided bills will show a status of **Void** and with zero amounts in the Folio_Tax table.
- [Voiding a Folio](#)

Voiding a Folio

You must have the Void Folio application parameter turned on to void a folio.

1. From the OPERA Cloud menu, select **Bookings**.
2. Select **Reservations** and then select **Manage Reservation**.
3. Search and open a reservation an in-house reservation that already has a folio generated or a checked-out reservation with the current business date.
4. Click **I Want To . . .** and select **Go To Billing**.
5. Click **I Want To . . .** and select **Void Folio** under the Modify/Update tab.
6. Select a folio from the displayed list and click the vertical ellipsis icon.
7. Click **Void Folio**.

5

Inventory

Monitor and manage your rooms, inventory restrictions, and housekeeping services. You can mark rooms out of service or order, add or change the status of rooms, view or create daily housekeeping task sheets, check room availability, and so on.

- [Restrictions](#)
- [Availability](#)
- [Room Management](#)
- [Viewing Reservation Details from the Housekeeping Board](#)
- [Updating Room Status from Room Discrepancies](#)
- [Guest Service Status](#)
- [Facility Schedule](#)

Restrictions

Note:

The Restrictions feature is available when the Restrictions function is active under the Inventory Management group in OPERA Controls. When this function is active, the Rate Category Restrictions parameter and Restriction Type setting become available.

Restrictions help you manage occupancy and revenue, especially during high-demand periods. They define the conditions or specify the limitations under which specific rates, room types, and/or room classes are available when making reservations for a property. This enables you to control availability based on demand, experience, and forecasting. For example, you could place a two-night minimum stay restriction on all rooms during a weekend when demand is high, or you could set extended stay durations on certain room types to prevent the entire hotel from being sold out for a period of time.

Restrictions can be set at the house level, meaning that any restrictions placed are applicable to all rooms and rates throughout the property, or based on the channel, rate code, room type, or room class. You can combine restrictions to apply to more than one element; so for example, you are able to restrict reservations for a specific channel and rate code combination.

You can view existing restrictions by month, week, or day using the calendar view or in a list.

Some common restrictions include:

- **Minimum Length of Stay:** A guest must book a stay for at least a specified number of nights.
- **Maximum Length of Stay:** A guest must book a stay for the specified number of nights or less.
- **Closed for Arrival:** Bookings that start on the selected date are not accepted. Accepted reservations are permitted to stay through that date.
- **Closed for Departure:** Bookings are not permitted to depart on the selected date or within the selected date range.
- **Open for Arrival:** Bookings are permitted on the dates defined within the specified rate category/rate code and room class/room type. By default, all rates and all rooms are open for arrival.
- **Open for Departure:** Bookings are permitted on the dates defined for departures within the specified rate category/rate code and room class/room type. By default, all rates and all rooms are open for departure.
- **Length of Stay Not Available (LOSNA):** This restriction is often used when various lengths of stay are open or closed for arrivals on the selected date. The LOSNA restriction has seven options, which are 1 to 6 and 7+. Each option represents a number of days. Selecting an option enables bookings for the corresponding length of stay. For example, if the options for 1, 3, 4, and 7+ are selected, you are able to book reservations arriving on the specified date for 1, 3, 4, or 7+ nights.

To set up and manage restrictions, select **Inventory** from the navigation bar and then select **Manage Restrictions**.

- [Managing Restrictions](#)

Managing Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. To locate restrictions, enter a property, date, and any other search criteria in the Search panel, and then click **Search**. View search results in the panel below.
3. Add a new restriction:
 - a. Click **New** in the search results panel, and then add Restriction Type and any other information required in the New Restriction screen. For example, Inventory Restriction by House or Room Type and then by specific Rate Code, Rate Category, or Channel.
 - b. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.
4. Edit existing restrictions:
 - a. Click the restriction in the calendar or list view.
 - b. Click the vertical ellipsis button and then select **View** to open the Edit Restriction screen.
 - c. Make changes and click **Save**.
5. Delete a restriction:
 - a. Click the restriction in the calendar or list view.

- b. Click the vertical ellipsis button and then select **Delete**. Confirm by clicking **Delete** again on the confirmation message.
6. Change the calendar view by clicking the calendar icons to view a day, week, or month or view it as a list of restrictions.
7. Page through months, weeks, or days (dependent on which view is displayed) by selecting the previous and next arrows. Return to today's date by clicking **Today**.
8. View a log of all changes by clicking the vertical ellipsis button and selecting **Changes Log** or **More...** and then **Changes Log** if you have a restriction already selected.
9. To clear all restrictions for a specified date, first search for the date in the Search panel, and then click **Clear All**. Confirm by clicking **Clear All** again in the confirmation dialog.

When viewing by Week or Month, selecting the date link changes the calendar view to a day view for the selected date.

Availability

Availability enables you to manage your room inventory by providing a detailed view of all available and sold rooms at your hotel. Some of the tasks you can perform include defining conditions for stay restrictions, setting room sell limits, and searching for and viewing room availability.

- [Room Availability](#)
- [Querying and Viewing Room Availability](#)

Room Availability

Rooms Availability provides a comprehensive view of available and sold rooms in the hotel across 14-day periods. You can use it for monitoring and forecasting inventory.

You can query availability for both the House level and Room Type Level. The House level shows the number of canceled reservations. Certain availability numbers provide links to more detailed information or the ability to set available rooms.

Rooms Availability also provides information on inventory that is below and within allowable limits for a certain option and date.

The following information is available for room availability:

Table 5-1 Room Availability Calculations

View Options	Description
Available Rooms	Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order + Sell Limit*).
Available Rooms with Tentative	Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order + Sell Limit* - Tentative Rooms Sold).
Rooms Sold	Number of Definite Rooms Sold (actual number of Rooms Sold in Definite (Deduct) status).
Tentative Rooms Sold	Number of Tentative rooms sold (actual number of Rooms Sold in Tentative (Non-deduct) status).

Table 5-1 (Cont.) Room Availability Calculations

View Options	Description
Cancelled	Cancelled Reservations (number of Arrival Reservations Cancelled for that date).
Occupancy %	Forecast Occupied Rooms (Rooms Sold / (Physical Rooms - Out of Order + Sell Limit*) x 100).
Occupancy with Tentative %	Forecast Occupied Rooms (Rooms Sold + Tentative Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*) x 100).
Availability %	Forecast Available Rooms ((Available Rooms / (Physical Rooms - Out Of Order + Sell Limit*) x 100).
Availability with Tentative %	Forecast Available Rooms (Available Rooms - Tentative Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*) x 100).
Physical Rooms	Physical number of rooms configured for the property (actual number of Physical rooms configured for the property).
Out of Order Rooms	Number of rooms set to Out of Order status (actual number of rooms set to Out of Order).
Sell Limit Rooms	Number of rooms with a set Sell Limit (number of rooms that increase (overbook, positive sell limit) or decrease (under book, negative sell limit*) the allowable rooms available to sell).
Restrictions	A flag indicates that one or more restrictions exist for this date (flags appear at the property level only).

* If the Sell Limit is negative, then subtract it in the equation. For example, if the Physical rooms is 155 and the Sell Limit is -8, then the calculation for Physical rooms + Sell Limit would be 155 - 8.

- [Setting Sell Limits](#)
- [Sell Limits](#)

Setting Sell Limits

Using Linked Numbers

On the Property Availability screen, you can change sell limits by selecting linked numbers in individual cells on the Sell Limit row.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Property Availability**, and then click **Search**. If the sell limit row is not visible on the screen, click **View Options** and select **Sell Limit**.
2. On the Property Availability screen, click a number by date from the Sell Limit row.
3. On the Set Sell Limit screen, select **House**, **Room Type**, or **Room Class**. If selecting Room Type or Room Class, a field appears for selecting specific room types or room classes.
4. Select a **Begin Date** and an **End Date**. If setting a range of days, select each day to include it in the new sell limit. Deselect checked days to exclude them from the new sell limits.
5. In the **Sell Limit** field, enter the number of rooms you want to limit.

6. Click **Save**.

Using Edit

Setting sell limits is one way to control the number of rooms available to sell. You can set limits on house inventory, individual room types, or room classes using Edit Sell Limits.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Property Availability**, and then click **Search**. If the sell limit row is not visible on the screen, click **View Options** and select **Sell Limit**.
2. Click the vertical ellipsis button. The following options are available: Edit Available Rooms, Edit Sell Limits, and Edit Sell Control Rooms. Editing sell limits impacts the numbers in the Available Rooms row and the Sell Control Rooms row.
3. Select **Edit Sell Limits**. Individual cells in the sell limit rows can now be edited by date in the house section and for individual room types.
4. Select a cell and type in a new number, and then click **Save**.

Sell Limits

Sell Limits let you control room availability at your property. You can configure sell limits from the Property Availability screen in the Inventory section.

You can set sell limits using positive numbers, negative numbers, or zero.

A positive sell limit overbooks rooms. It sets the number of rooms to sell at more than the number of actual physical rooms. You might overbook rooms to compensate for expected cancellations and no-shows.

A negative sell limit underbooks rooms. It subtracts the number of rooms to sell from the number of actual physical rooms. You might underbook rooms to prevent the sale of certain room types or room classes.

A zero sell limit lets you insert a zero sell limit on individual dates within a range of days. For example, suppose you set sell limits of 15 for a three-week period. You could exclude the Saturdays and Sundays from the sell limits by entering zero on those days.

You can set sell limits:

- For any day or range of dates.
- By house or room class/room type, or both.
- By a number of rooms (flat).

Querying and Viewing Room Availability

Querying Room Availability

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Property Availability**.
2. Enter a property name, date, and other optional information and then click **Search**.

Search results show the number of available rooms by date. The results are separated into house availability and room type availability.

3. Click **View Options** to add or remove details.

Select the details that you want to appear in the house availability section or the room type availability section.

4. On the date line, click a date to open the Manage Restrictions screen. Rate restrictions control rate availability based on date or range of dates, rate categories/rate codes, and room classes/room types. You can clear or add restriction types on the date selected. You can also view the changes log from this screen.

5. If applicable, click **Block Details** for business block room availability details.

This provides a summary of room availability for all business blocks by date. It also provides room availability by individual business blocks. You can open individual blocks directly from this summary screen.

6. On the block summary screen, click **View Options** to add or remove block availability details.

Viewing Room Availability

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look to Book Sales Screen**.
2. Enter a property name, date, room status filter, and other optional information and then click **Search**. The room number, room type, room status, and reservation status information appears for all available rooms.

Viewing Stay Availability

The Include Tentative link toggles with the Exclude Tentative link to show the stay availability either including tentative reservations or excluding them.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Look To Book Sales Screen**.
2. To view the stay availability, search for a reservation and on the **Minimum Stay Availability** panel, click the **Include Tentative / Exclude Tentative** link.

Room Management

Housekeeping enables you to schedule daily room cleaning, maintenance, and housekeeping staff activities. It provides information on room status, out of order/out of service rooms, and forecasting.

You can assign daily housekeeping duties, collect and view room status, view room forecasts based on reservations, view room floor plans and photographs or drawings of the property, resolve room occupancy discrepancies, and resolve room maintenance requests.

- [Forecasting Housekeeping Services](#)
- [Viewing Room Discrepancies](#)
- [Housekeeping Board](#)

- [Floor Plans](#)
- [Room Maintenance](#)
- [Room Conditions](#)
- [Site Plan](#)
- [Task Sheets](#)
- [Attendant Console](#)
- [Service Request](#)

Forecasting Housekeeping Services

Housekeeping Forecast helps you meet upcoming housekeeping service requirements for your property. The forecast gives you information about anticipated occupancy percentage, arrival rooms, stay overs, departure rooms, adults in-house, and children in-house. The information is based on reservation bookings for current and future dates.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Forecast**.

2. Use the below search criteria for the forecast:

Property: Enter or select a property.

Task: Select one or more housekeeping tasks.

Start Date: Enter a date. The date must be either the current business date or a future date. If you leave the field blank, the search defaults to the current date.

Use Priority: Each task has a priority level assigned to it. Select the check box to display the task with the lowest priority for the room. If multiple tasks are selected and the **Use Priority** check box is selected, the task with the lowest priority is displayed.

3. Click **Search**.

The forecast indicates the level of business activity expected over the coming days. The table shows the number of Total Credits, Occupancy %, Arrival Rooms, Stayovers, Departures Rooms, Adults In-House, and Children In-House expected on each date. The statistics are drawn from reservations and therefore should represent reliable expectations.

Viewing Room Discrepancies

A room discrepancy occurs when the housekeeping status of a room differs from the front office status. You can search for room discrepancies to compare the Housekeeping status to the current Front Office status.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and select **Room Discrepancies**.
2. Enter or select a **Property** and click **Search**.

Housekeeping Board

Housekeeping Board gives you room information at a glance, which includes room numbers, room status, service requests, locations, and other information of importance to housekeeping services. With the Housekeeping Board functionality, you can search and update the status of a room or a range of rooms. You can find room status information by room number(s), Floor, Room Type, Room Class, and Reservation Status. You can also fine tune your search by selecting filters under Room Status, Front Office, or Turndown Status.

- [Searching and Viewing Room Status Information from Housekeeping Board](#)
- [Room Statuses](#)
- [Updating Room Status from Housekeeping Board](#)

Searching and Viewing Room Status Information from Housekeeping Board

The Housekeeping Board shows room status information to assist housekeeping and operations in meeting guest expectations. The Housekeeping Board search functionality finds room status information by room number(s), Floor, Room Type, Room Class, and Reservation Status. You can fine tune your search by selecting filters under Room Status, Housekeeping Status, Front Office Status, Turndown Status, Guest Service Status, and various other filters listed below.



Note:

The following filters are available based on the configuration of your property.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Use the following search options to filter the room status information and then click **Search**:

Property: Enter or search and select the property if you are logged into a multi property environment.

From Room: Enter or select the room number to begin a range of rooms to search. If the From Room number is a component room, the **To Room** field will not be available. In addition, only the individual room numbers of the rooms that comprise the component room are displayed in the search results grid. For example, if room 1012 is a component room made up of rooms 101 and 102, when you enter 1012 in the From Room field, the search returns rooms 101 and 102. Enter only a **From Room** number to search for that room and all higher numbered rooms.

To Room: Enter or select Select a room number to end a range of rooms to search. Selecting a To Room number results in the display of all room numbers in ascending order (from lowest to highest), ending with the selected room number. Rooms will appear in order but this is a character field, so the order will not necessarily be numerical. For Example: 1009 < 101, 1011 > 101.

Room Class: Enter or select to search for a classification given to the room, such as Villa, Suite, Cabin, and so on. This gives you detailed availability information based on a specific room class, but does not include pseudo room classes in this list.

Room Type: Enter or select to search for a room type as defined by the property, such as Standard, Double, King, and so on. This list contains only the Room Types that belong to the selected Room Class.

Floor: Enter or select to search for the required floor number. Floors typically represent rooms on various floors of a multi-story property, for example, rooms 2000 through 2020 on the second floor.

Day Section: Enter or select to search for the required day section rooms.

Evening Section: Enter or select to search for the required evening section rooms.

Room Feature: Enter or select to search for the required room features.

Room Assignment: Select Assigned or Unassigned rooms.

Reservation Status: Enter or select to search for a reservation status. You can select one or more of the following:

- Arrivals: Shows the reservations due to arrive today, but not yet checked in.
- Stay Over: Shows the guests stayed the previous evening and that are continuing their stay for the present system day (date).
- Departure: Shows guests due to check out. If a room is due out, that room is an available room to use for the current business date.
- Departed: Shows the departures that have checked out for the day.
- Not Reserved: Shows the rooms that do not apply to any other reservation status other than Not Reserved.

Housekeeping Status: Select a room status to filter your search results. You can select one or more of the following:

- Inspected: Shows number of occupied/vacant rooms which have an Inspected housekeeping status.
- Clean: Shows number of occupied/vacant rooms which have a Clean housekeeping status.
- Pickup: Shows number of occupied/vacant rooms which have a Pick Up housekeeping status.
- Dirty: Shows number of occupied/vacant rooms which have a Dirty housekeeping status.
- Out of Order: Shows number of rooms which are out of order (these rooms are subtracted from availability).
- Out of Service: Shows number of rooms which are out of service (these rooms are counted in availability).

Turndown Status: Select a Turndown Status to filter your search results based on reservations showing turndown services. You can select one or more of the following:

- Required: Shows reservations that are flagged to receive Turndown service.

- **Not Required:** Shows reservations that do not require Turndown service; for example, the attendant goes to the room and the guest declines the service for that evening.
- **Completed:** Shows reservations for which Turndown service has been provided on the current date.

 **Note:**

When reservations exist for Component Room room types, the values refer to the number of physical rooms that comprise the component rooms for each turndown status.

Front Office Status: Select Occupied, Vacant, or both to filter your search results based on the reservation occupancy status as recorded by the Front Office.

Service Status: Select the required Service Status for the room. You can select one of the following:

- Do Not Disturb
- Make Up Room

Room Parity: Select a check box to narrow the search results by either odd or even room numbers or all.

Room Statuses

Room Status refers to the current housekeeping cleaning status of the room. During a guest's stay, the status of the guest room changes several times. The following room statuses are available in OPERA Cloud. It is not necessary that every room status occurs for each guest room during every stay.

The Room Statuses include:

- **Clean:** Indicates the room is serviced and is available for a guest occupancy.
- **Pickup:** An additional status some hotels choose to use when the room requires no or minimum housekeeping service. This may happen when a guest only occupies a room for a few minutes and the room only needs refreshing. Available when the Pickup Rooms function is active.
- **Dirty:** Indicates the room is dirty and requires cleaning service.
- **Inspected:** An additional status some hotels choose to use as the last check by housekeeping supervisors before making a room available for guest occupancy. Available when the Inspected Rooms function is active.
- **Out of Order:** Indicates the room is not available for the front desk for assignments, and is removed from inventory availability.
- **Out of Service:** Indicates the room is blocked but could still be sold, and remains part of inventory availability.

Updating Room Status from Housekeeping Board

You can update the status of one, multiple, or all rooms at the same time from the Housekeeping Board.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Search for the required room based on room type, room class, room number range and various other filter options. For more information, see Searching and Viewing Room Status Information from Housekeeping Board.
3. Select the required room or range of rooms to update the status and from the vertical ellipse select **Update Room Status**.
4. On the **Set Room Status** screen, you can update the **Room Status**, **Housekeeping Status**, **Service Status**, and **Turndown Status**.
5. Select **Prioritize** to place the room at the top of the list for cleaning on the Task Sheet.
6. Click **Close**.

Floor Plans

Floor Plans provide a graphical layout of floors, rooms, and other physical features such as stairways, HVAC closets, elevators, and more. Depending on your property, floor plans can use color coding to show room status and provide room-specific information, including the property name, room number, front office status, room status, room type, and reservation status.

- [Viewing Floor Plans](#)

Viewing Floor Plans

Floor Plans provide a graphical layout of floors, rooms, and other physical features such as stairways, HVAC closets, elevators, and so on. Floor plans can use color coding for room status and provide room-specific information, including the property name, room number, front office status, room status, room type, and reservation status.

1. From the OPERA Cloud menu, select **Inventory**, and select **Room Management** and then select **Floor Plan**.
2. Enter information for a Property and Floor and then click **Search**.
3. Click **View Options** to select the Room Status, Front Office Status, and Reservation Status options you wish to view, and then click **OK**.

Room Maintenance

Room Maintenance helps you record, view, or resolve maintenance requests such as changing a light bulb or repairing a faulty lock, air conditioning unit, a leaky faucet, and so on for configured rooms.

You can:

- Check or record new maintenance tasks by room.
- Quickly mark completed maintenance tasks as resolved.

- View the room's current housekeeping and occupancy status.
- Add additional instructions or comments for the task.
- View the time, date, and user stamp upon creation and update.
- View the assigned maintenance image for quick identification of the maintenance issue.
- [Resolving Room Maintenance Requests](#)
- [Reporting Maintenance Issues](#)
- [Assigning Maintenance Staff to Room Maintenance Orders](#)
- [Managing Room Maintenance Requests](#)
- [Communicating Maintenance Work](#)

Resolving Room Maintenance Requests

To mark maintenance requests as resolved, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Use the following search criteria to filter the maintenance requests:
 - Room:** Enter the room number whose maintenance request you want to resolve.
 - Room Class:** Search and select the rooms classes to filter the maintenance request.
 - Reason:** Select the maintenance request reason.
 - Assigned To:** Search and select the housekeeping attendants to whom the maintenance requests are assigned.
 - Show:** Select **Unresolved** to filter the unresolved maintenance requests.
3. Select the required line items and select the **Resolved** check box.

Reporting Maintenance Issues

To report a maintenance request for a room and assign it to a staff for resolving, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. On the **Room Maintenance** screen, click **New**. Enter the following information and click **Save**:
 - **Code:** Enter a unique code to identify the room maintenance request code.
 - **Description:** Enter an appropriate description for the Room Maintenance request - the description should ideally describe what the Room Maintenance is about.
 - **Sequence:** Enter a number to determine the order in which room maintenance codes are displayed when listed. When two or more room maintenance have the same sequence number, they are displayed alphabetically.

- **Inactive:** Select the check box to make the room maintenance request inactive. The inactive room maintenance requests are not available for selection when assigning them to rooms.

Assigning Maintenance Staff to Room Maintenance Orders

Use Room Maintenance to assign a staff member to room maintenance orders. You can search for orders by entering the property name and additional search criteria.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Maintenance**.
2. On the **Room Maintenance** screen, click **New**. Enter the following information and click **Save**.
 - **Room:** Search and select the Room(s) for which you want to assign a maintenance request
 - **Assigned To:** Search and select the staff member responsible for the maintenance request.
 - **Expected By:** Select the date by which the repair or maintenance is expected to be resolved.
 - **Reason:** Select the appropriate reason for maintenance.
 - **Remarks:** Enter any further information or notes for the maintenance request.

Managing Room Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. On the **Room Maintenance** screen, filter the maintenance requests by **Room**, **Room Class**, **Reason**, **Assigned To**, and the **Status** (resolved or unresolved) and then click **Search**.
3. You can perform the following actions:
 - **Print:** Select Print to print the Room Maintenance Report. This report displays all the maintenance requests or work orders on rooms that are resolved and unresolved. You can print this report to have a record of work orders that need to be fulfilled for the day or week.
 - **New:** Select New to create a new maintenance request.
 - **Edit:** Search and select the maintenance request you want to edit and from the **Actions** vertical ellipse, select **Edit** to modify the Room Number, Maintenance Reason, or Comment for a given request.
 - **Resolve/ Unresolved:** Select the required maintenance request to mark it resolved or unresolved. When a room maintenance request has been carried out, mark the request as Resolved. If you find out later that the request has not been resolved, highlight the request (the Resolved button now changes to Unresolved) and select the Unresolved key to mark the request as outstanding again.

- **Delete:** Search and select the maintenance request you want to delete and from the **Actions** vertical ellipse, select **Delete** to delete the request. You may want to delete a request when a request has been wrongly recorded.

Communicating Maintenance Work

Use Room Maintenance to record, view, or resolve maintenance requests. Requests do not place rooms in Out of Order or Out of Service status or deduct them from available inventory.

1. From the **OPERA Cloud** menu, select **Room Management**, and then select **Room Maintenance**
2. Click **New**.
3. Enter one or more room numbers in the **Room** field.
4. Select a reason. The reason code will automatically populate the **Reason** field.
5. Enter remarks in the **Remarks** field.
6. Click **Save**.

Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

- [Viewing Room Conditions](#)
- [Setting Room Conditions](#)

Viewing Room Conditions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Room Management** and then select **Room Conditions**.
2. Enter your search criteria and click **Search**.

You can search by the following:

- **From/To Room:** Enter or select room numbers representing a range of room.
 - **Room Condition** Enter or select a room condition code. The room condition code is often an abbreviation or a single word representing the reason for temporarily setting the room aside.
 - **Reservation Status:** Enter or select a reservation status, such as Stay Over, Arrived, or Due Out.
 - **Room Type:** Enter or select a Room Type, such as Double or Single. Room Types are identified by unique codes defined by the Property.
 - **Room Class:** Enter or select a Room Class such as Suite, Ocean, Villa, or other as defined by the Property.
 - **Occupied and/or Vacant:** Optionally select one of these filters. The Front Office applies Occupied and Vacant settings to rooms.
 - **Room Assignment:** Select Assigned or Unassigned rooms.
3. From search results, select a room and click **Edit** to change the room condition.

Setting Room Conditions

Use Room Conditions to mark rooms for special uses like an afternoon sales tour or to complete a room repair. Marking the room does not prevent the front desk from selling it.

Also, if the Rooms Management > Hold Rooms application function is set to **Active**, you can place rooms on hold for a set period (from 1 to 1440 minutes) or for an unlimited time, depending on the HOLD condition code configuration.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.
2. Search and select the room for which you want to add a room condition and then select **New** or **Edit**.

The **New** button is available only if the room does not already have a room condition assigned.

3. On the **Set Room Conditions** window, select a condition and enter if there is any further information in **Remarks**, and then click **Save**.

Site Plan

The Site Plan function is designed to display photographs or drawings of the property, facilities, amenities, or other subject matter.

- [Searching for a Site Plan](#)
- [Viewing Property Site Plans](#)

Searching for a Site Plan

To search for a site plan, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Site Plan**.

2. On the **Site Plan** screen, enter or select a Property and click **Search**.

Viewing Property Site Plans

Site Plans provide photographs or drawings of the property and its facilities, amenities, or other subject matter. You can view the photos or drawings in carousel view or thumbnail view.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Site Plan**.
2. Select a **Property**.
3. Click **Search**.

Task Sheets

Task Sheets are daily work assignments created for housekeeping attendants. Task Sheets organize room cleaning tasks and list the rooms to clean and special instructions. As a management tool, they help balance the staff workload.

You can create and edit Task Sheets daily for each attendant. The information appears on the Task Sheet Companion, which shows room attendant room assignments, instructions, and reservation information. It also provides a task timer, break time recorder, and next room tracking. Use Need Assistance to send messages for help. When a guest has requested that their room be serviced, if a housekeeping service time was entered, use Service Time to see or update the time on your tablet or mobile device.

- [Adding Rooms to the Float Task Sheet](#)
- [Generating Task Sheets](#)
- [Task Sheet Companion: Servicing a Room](#)
- [Opening the Task Sheet Companion](#)

Adding Rooms to the Float Task Sheet

The Float Task Sheet provides a temporary holding place for rooms added to or removed from the day's housekeeping task sheet assignments. For example, you might put an attendant's unfinished rooms on the Float Task Sheet at the end of the shift. This lets you reassign the room to an attendant on the next shift.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Task Sheets**.
2. Search for and double click the **Float task sheet**.
3. Click **Actions** and then select **Add Room(s)**.
4. Enter the room numbers, credits, and room instructions and then click **Add**.

Generating Task Sheets

Use the Generate Task Sheets functionality to generate task sheets for an individual attendant, a group of attendants, or all available attendants on a daily basis.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, and then click **I Want To . . . Generate Task Sheets**.
2. In the **Resources** panel, do the following:
 - a. **Template Code**: The Template Code field shows any user defined templates and also enables the creation of a task sheet template. Select a pre defined template to pre populate values.
 - b. **Task**: Search and select the required tasks for which you want to generate the task sheet
 - c. **Attendants**: Search and select the attendants to whom you want to assign the task sheet. The Status column shows the schedule or availability of the attendants.
 - d. **Room Class**: Search and select the required room classes to be included in the task sheet.
 - e. **Attendants**: The value populates based on the number of attendants you have selected.
 - f. **Max Credits**: Enter the maximum number of credits to be assigned to any one attendant or Task Sheet. Credits are divided evenly by the number of attendants in the **Attendants** field, not to exceed this number per attendant per Task Sheet. Any left over credits flow down to an overflow Task Sheet.

Credits are available when the Rooms Management > Housekeeping Credits application setting is set to Room or Facility Task. This field does not appear when the Housekeeping Credits application setting is set to None.

When a value has been configured for the Traveling Task Credit, then the value entered is taken into consideration for the maximum number of credits that can be assigned to an attendant and the task are broken out by this value. If this field is left blank, the configuration of the target credits for the item that it is being broken out by is considered.
 - g. **VIP Only**: Select this check box to include only rooms assigned to VIP guests with the corresponding reservation statuses selected.
 - h. **Next Day**: Select to process the task assignment for the next business date.
 - i. **Task**: Enter any specific attendant instructions you want to distribute to the attendants on the Task Sheet. For example, Frank - call Lester if you need assistance moving the furniture.
 - j. **Room**: Enter any specific room instructions you want to distribute to the attendants on the Task Sheet. For example, room instructions might include Remove room service setup or Replace bath mat.
3. In the **Room Criteria** panel, do the following:
 - a. **Room Status**: Select the statuses of the rooms to be included on the generated Task Sheets. If a room is scheduled for a task, the room status is verified against the selections made here; if a match is found, the room is included in the Task Sheet.
 - b. **Front Office Status**: Select the **Vacant** and/or **Occupied** check boxes. The Task Sheet includes only the rooms that match the Front Office statuses you select. (By default, both are selected.) No rooms will be printed if neither option is selected.

- c. **Reservation Status:** Select the reservation statuses to be included in the Task Assignment sheet. The Task Sheet includes only rooms that match the reservation statuses you select. By default, none of the reservation statuses are selected reservation status is not considered and all rooms are included, regardless of reservation status.
- d. **Room Assignment:** Select Assigned and/or unassigned to filter the rooms. The Task Sheet includes only the rooms that match your selection.

The Task Sheet includes only the rooms that match the statuses you select. Your selections become task assignments for attendants.

- 4. In the **Break Out** panel,
 - a. Select **Room Number, Floor, Building, Building Group, Section, or Section Group** to distribute tasks among attendants. If you select Section or Section Group, select the required **AM or PM Section Option**.

Floors and Sections are predefined groupings of rooms.

Section and Section Groups can be used as hard stops when Task Sheets are assigned, which means when creating Task Sheets with Section or Section Group selected, the rooms from different sections within one section group can be on the same task sheet, but not rooms from different section groups; the same holds for Building Group. When generating Task Assignment sheets by Section Group/Building Group, if no specific attendants are selected in the Attendants field, then the number of attendants entered in this field represents the number of Task Sheets to be generated per Section Group/ Building Group.

- b. **Separate By Rate Code:** Select rate codes to exclude from the main Task Assignment process. Rooms attached to reservations with the selected rate codes will be placed separately on Task Assignment sheets at the end of the regular assigned Task Assignment sheets.
 - c. **Separate By Room:** Select room numbers to exclude from the main Task Assignment process. Rooms attached to reservations with the selected rooms will be placed separately on Task Assignment sheets at the end of the regular assigned Task Assignment sheets.
 - d. **Stayovers First:** Select to process a Stayover/ Departure Task Assignment, which places stayovers and departures on separate Task Assignment sheets for each attendant. and select **No Service Required** to create an additional Task Sheet that contains all rooms that are not scheduled for service.
- 5. Click **Generate Task Sheets**.
 - 6. In the **Task Sheet FLOAT** panel, click **Actions** and then select **Lock Task Sheet** to restrict additional changes to the task sheet. Select **Merge Task Sheet to Another Task Sheet** to combine task sheets to quickly and easily reduce the number of task sheets.

Task Sheet Companion: Servicing a Room

- 1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Task Sheets**.
- 2. Search and select the required task, and then click **Search**.
- 3. Select the task and click **Manage**.

4. On the **Task Sheet** screen, click **Actions**, and select **Go to Task Sheet Companion**.
5. On the Task Sheet Companion screen, you can do the following:
 - **Start:** Select **Start** when the room is ready for servicing. The timer starts and you can access the statuses and room maintenance links.
 - **Finish:** After the room is serviced, update or change the current status of the room, and then select **Finish**. Note that when the room's status changes to Clean (or Inspected) and then Finish is selected, the room no longer shows in the room list since the servicing has been completed and the Task Sheet Companion advances to the next room for service.
 - **Go to Next Room:** Select **Go to Next Room** to skip the current room and go to the next room on the list.

Opening the Task Sheet Companion

The Task Sheet Companion is a tool for managing Housekeeping work assignments.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Task Sheets**.
2. Enter a property and a task, click **Search**.
3. From your search results, select a task sheet.
4. On the **Task Sheet Details** screen, click **Actions** and **Go To Task Sheet Companion**.

Attendant Console

The Attendants Console functionality enables you to evaluate the time it takes to clean a room, percentage completion of task, total and completed number of credits, and relative location of a housekeeping attendant. This information is gathered from the Task Sheet Companion, which the attendants use to keep track of their task sheets and the rooms' cleaning statuses.

Viewing Room Information from the Attendants Console

To view room information through Attendant Console, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Attendant Console**.
2. Search and select the **Property** if you are logged at Hub level, select the required **Task**, and then click **Search**.

Service Request

Service Request functionality provides the ability to define, track and report Service Requests on a Room, Reservation, Profile or a combination of these three.

Service Requests go through a preset flow, which includes Creating the Request, completing it and then following up on the resolution with the guest.

- [Completing a Service Request](#)

Completing a Service Request

To complete a service request, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Service Request**.
2. Search and select the Service Request that you want to close.
3. Click the vertical ellipse icon, and select **Complete**.
4. On the **Service Request** screen, in the **Completion** section:
 - a. **Contact Method**: Enter or search and select the means of contact from a list of values: In-Person/Telephone, In-Room Message, E-mail, Voice-mail, or Other. You can also configure additional values as needed.
 - b. **Contacted By**: Enter the name of the person who contacted to complete the request.
 - c. **Action Taken**: Enter the completion action taken.
 - d. **Date Completed**: Select the date on which the request is completed.
 - e. **Time**: Enter the time at which the request is completed.

Viewing Reservation Details from the Housekeeping Board

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Select a property and any additional filters, then search to show applicable rooms and their associated housekeeping details.

If a guest is arriving for a specific room or it is currently occupied, you can click the guest's name to open the reservation.

Updating Room Status from Room Discrepancies

To update the room status when there is a discrepancy between the Front Office and Housekeeping room status, for example, when a reservation shows occupied, but housekeeping finds the room vacant, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Discrepancies**.
2. Use the following search criteria to find the room for which you want to resolve the discrepancy:

Property: Enter or select the Property.

Floor: Search and select the floor number to find discrepancies by floor. Floors are defined groups of rooms assigned to housekeeping attendants.

From Room No: Search and select the room number starting from which you want to find the discrepancies.

Room Class: Search and select the room class.

Skip: Select to filter rooms listed as Skips. These are rooms that are reported to be occupied by the housekeeping personnel, but are listed as vacant by the Front Office.

Sleep: Select to filter rooms listed as Sleep. These are rooms that are reported to be vacant by the housekeeping personnel, but are listed as occupied by the Front Office.

Departure Only: Select to filter rooms with a reservation status as Departure.

3. Click **Search**.
4. Select the required room and click the **Update Room Status** link.
5. On the Set Room Status window, select the current Room Status - **Inspected, Clean, Dirty, or Pickup** and Housekeeping Status - **Vacant or Occupied**.
6. Select the **Prioritize for Housekeeping Service** check box to assign priority to the room when task sheets are generated.
7. Click **Close**.

Guest Service Status

The Guest Service Status shows the service statuses for all currently occupied rooms. A room can either have a Make Up Room status (MUP), or Do Not Disturb (DND).

When OPERA is interfaced with a Messerschmitt system, the guest service status is set automatically through the interface. In this case, the guest service status may not be manually changed.

Following are some details about the behavior of the guest service status:

- In instances where there is a guest room move, OPERA always clears the DND status and/or the MUP status when the Messerschmitt interface is not active. When the Messerschmitt interface is active, the interface is expected to update the guest service status.
- When a room has a MUP status, the status is removed during the End of Day process, unless the Messerschmitt interface is active. The DND status is unaffected by the end of day process.
- When the Messerschmitt interface is active, all statuses carry over to the next day
- Upon guest check out, the DND and MUP statuses are removed unless the Messerschmitt interface is active. When the interface is active, these statuses remain in effect until they are reset by the interface.

Facility Schedule

On a reservation, you can select the Housekeeping option to access the housekeeping features for a room. In the Housekeeping panel, you can use the calendar to see the tasks that are scheduled for the reservation each day. You can also edit the calendar and add or remove a task from the reservation. For example, if the guest is requesting no service on a particular day, the task can be removed from the calendar and the room is not included in that day's task sheet generation process. Or if the guest only requests light service, the full service task can be removed and the light service task (if configured) can be added instead.

Within the Housekeeping panel, you can also add the time the guest would like the room cleaned each day, and it is printed on the housekeeping task sheet reports. Instructions can also be added that are particular to the cleaning of that room. For example, if you mention a pet is in the room, these instructions are printed on the task sheet reports.

When the Turndown function is active in the property, the Housekeeping panel within the reservation shows the Turndown check box. Here you can see if Turndown is required for the room (when the checkbox is selected) or not. You can also change the status of the check box to include/exclude the room from Turndown by selecting/deselecting the check box.

6

Financials

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

- [Detaching Reservations from Travel Agents or Sources](#)
- [Attaching Travel Agents / Sources to Reservations](#)
- [Placing Commission Processing on Hold](#)
- [Transferring Zero Commissions to History](#)
- [Processing Commission Payments](#)
- [Cashiering and Finance](#)
- [Hotel Charge Card](#)
- [Charging Purchases Using Post It](#)
- [Credit Card Settlement](#)
- [Calculating Currency Exchanges](#)
- [Finding Receipts](#)
- [Income Audit](#)
- [End of Day Procedures](#)
- [Manage Billing](#)

Detaching Reservations from Travel Agents or Sources

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Select a **Property** and click **Search**.
3. In the search table, select a Bank Account and click the vertical ellipses and then click **Go to Commissions**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. On the Manage Commissions screen, locate the attached reservation and click the vertical ellipsis next to it and then select **Detach Reservation**.
6. Click **Detach Reservation** on the Confirmation screen.

Attaching Travel Agents / Sources to Reservations

Use the Manage Commissions screen to attach a Travel Agent/Source to a reservation. You can also detach a reservation from a Travel Agent/Source.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. In the search table, select a Bank Account and click the vertical ellipses and then click **Go to Commissions**.
3. A message appears informing you that Commission Records successfully processed. Click **OK**.
4. On the Manage Commissions screen, click the vertical ellipsis next to the travel agent/source and select **Attach Existing Reservation**.
5. Click **Attach Existing Reservation** on the Confirmation screen.

Placing Commission Processing on Hold

You can place unpaid commission records on hold for Travel Agents or Sources. You can also release a hold.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.
2. Enter a **Property** and for **View By**, select **View All**, **Source**, or **Travel Agent**.
3. Enter a **Name** and click **Search**.
4. Click **I Want To...** next to the travel agent/source and select **Commission**.
5. A message appears informing you that Commission Records successfully processed. Click **OK**.
6. On the Manage Commissions screen, click the vertical ellipsis button next to the travel agent/source and select **Hold**.
7. Select a **Hold Reason** from the drop-down list and enter a description for the hold and then click **OK**.

Transferring Zero Commissions to History

The Manage Commissions function processes commission payments to travel agents and other sources of reservations. You can also use it to process reservations that do not qualify for a commission. The system sends such zero commission reservations to commission history and marks them as paid. This prevents issuing a check or EFT payment to the travel agent/source.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.
2. Search for a Travel Agent or Source.
3. Select the **Actions** drop-down list associated with a Travel Agent or Source and then select **Go to Commissions**.
4. A message appears telling you that Commission Records successfully processed. Select **OK**.
5. From the Manage Commissions screen, select an Agent or Reservation.
6. Select the **Actions** drop-down list, and then select **Process Zero**.

7. When the Process Zero Confirmation message appears, select **Process Zero**.

Processing Commission Payments

Use Manage Commissions to process commissions owed on reservations.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter or select a **Property** and other search criteria, such as a **Bank Name** or **Account Number**. Click **Search**.
3. Click the vertical ellipsis associated with an account and then select **Go to Commissions**. A message appears telling you that Commission Records successfully processed. Click **OK**.
4. On the **Manage Commissions** screen, click **I Want To . . .** and then select **Process Payment**.
5. Enter **From** and **To** dates for the departure.
6. Click **Process**.

Cashiering and Finance

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

- [Transferring Credit Card Payments with Surcharges](#)
- [Selecting Folio Styles for Viewing, Printing](#)
- [Credit Bills On Folios](#)
- [Batch Charges](#)
- [Accounts Receivables](#)
- [Viewing Folio Histories](#)

Transferring Credit Card Payments with Surcharges

Credit card surcharges add an amount to credit card charges to cover the costs associated with accepting credit card charges. Properties can enable credit card surcharges by setting the Cashiering > Credit Card Transaction Surcharge application parameter to Y.

You can transfer deposits and purchases made by credit cards with surcharges to other reservations. When doing so, the transfer moves only the cost of the deposit or purchase, not the surcharge. The surcharge amount posts to the guest ledger using the transaction code defined by the Cashiering > Default Surcharge Transaction Code application setting.

Example

A guest makes a \$1000.00 reservation deposit using a credit card with a 10% surcharge applicable.

The deposit payment is recorded as \$1100.00. The \$100.00 credit card surcharge posts to the Guest Ledger. Afterwards, the available deposit amount on the reservation shows as \$1000.00.

Selecting Folio Styles for Viewing, Printing

OPERA Cloud offers numerous cashiering folio styles you can select when viewing or printing a guest folio. Folio styles control the display and organization of information on the folio.

Initially, the Folio Print screen or the Report Destination screen displays your property's default folio style. You can change the default to a different folio style. The style you select will apply only to the guest whose folio you want to view or print. After you close the guest's Billing screen, the folio style returns to the property default.

You set the property default folio style from the Cashiering > Setting > Folio Style application setting. You can exclude selected folio styles from appearing on cashiering screens using the Cashiering > Exclude Folio Styles application setting.

For Accounts Receivable folios, the property default is set in Accounts Receivable > Default AR Folio Style.

- [Selecting Folio Styles When Printing](#)
- [Detailed Folio \(Date\) \(1\)](#)
- [Transaction Code Summary Per Day \(Code\) \(2\)](#)
- [Transaction Code Summary Per Stay \(Code\) \(3\)](#)
- [Arrangement Summary Per Day \(Date\) \(4\)](#)
- [Arrangement Summary Per Stay \(Date\) \(5\)](#)
- [One Line Per Day \(Date\) \(6\)](#)
- [Daily Summary for Groups \(Date\) \(7\)](#)
- [Person Summary for Groups \(Date\) \(8\)](#)
- [Detailed Folio \(Room\) \(9\)](#)
- [Summary by Stay and Check Number. \(Date\) \(10\)](#)
- [Resort Hotel Folio \(Date\) \(11\)](#)
- [Daily Plan \(Date\) \(12\)](#)
- [Arrangement Summary \(Date\) \(13\)](#)
- [Summary by Check Number \(Date\) \(14\)](#)
- [Group Folio Subtotal \(Date\) \(15\)](#)
- [Group Folio Subtotal Per Guest \(Date\) \(16\)](#)
- [Group Folio Subtotal per Trn Code \(Date\) \(17\)](#)
- [Group Summary Folio \(Room\) \(18\)](#)
- [Group Folio Subtotal Per Room \(Date\) \(19\)](#)

- [Group Summary Folio \(Alpha\) \(20\)](#)
- [Banquet Folio by Revenue Types \(21\)](#)
- [Banquet Event \(Time\) \(22\)](#)
- [Daily Plan \(Room\) \(23\)](#)
- [Detailed Folio \(Package\) \(24\)](#)
- [Group Folio \(Package\) \(25\)](#)
- [Detailed Folio \(Name\) \(26\)](#)

Selecting Folio Styles When Printing

You can select a folio style that best suits your purposes when viewing or printing a folio from the reservation billing screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **Information Folio**.
5. If changing the style, click the currently displayed folio style. From the list of style options, select a style and then click **Select Folio Style**.
6. Select a Print Destination and then click **Process**.

Detailed Folio (Date) (1)

This folio style is the Default style. It is one of the most commonly used folio styles.

- Displays two lines per transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the information for the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction code, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Transaction Code Summary Per Day (Code) (2)

This folio style combines all postings with the same transaction code and the same date into one entry. When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.

- Does not print reference and supplement information.

- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Transaction date, internal transaction number.

Display Order: Date, transaction code, transaction description, charges or credits.

Transaction Code Summary Per Stay (Code) (3)

This folio style is similar to the Transaction Code Summary per Day, except it summarizes on one line all postings with the same transaction code during the stay.

- The date reflects the date of the most posting to the transaction code.
- Does not print Reference and Supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date, starting with the first day of the stay.

Sort Order: Date, transaction code.

Display Order: Date, transaction code, transaction description, combined charge or credit.

Arrangement Summary Per Day (Date) (4)

This folio style offers the ability to arbitrarily group postings according to the guest's requirements by using arrangement codes.

- Summarizes all postings with the same arrangement code and same date on one line.
- Prints summarized arrangement codes for each day first, followed by transaction codes (that are not part of an arrangement) for that day.
- Prints any posting not included in an arrangement code individually by transaction code.
- Does not print Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code.

Sort Order: Date, internal transaction number, transaction code.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

Arrangement Summary Per Stay (Date) (5)

This folio style is equivalent to the Arrangement Summary per Day, except it summarizes on one line all postings having the same arrangement code during the entire stay.

- Prints summarized arrangement codes first regardless of the date the charge occurred.
- When there are postings to an arrangement code during the stay, the earliest date of a posting to that arrangement code determines the date under which that arrangement code summary prints.
- Following the arrangement code summaries, any posting not included in an arrangement code prints individually by date and transaction code, starting with the first day of the stay.
- Does not Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.

Sort Order: Check number, internal transaction number.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

One Line Per Day (Date) (6)

This folio style combines all postings (except payments) for each day starting with the first day, and prints them on a single line. The descriptive text is the day of the week spelled out (e.g., MONDAY, TUESDAY, etc.) followed by the total number of postings for that day.

- Includes Generates in the total for the day.
- Following the daily summary of postings, it lists payments individually along with related Supplement and Reference information.

Sort Order: Date

Display Order: Date, day of the week (number of postings for the day), charges or

Daily Summary for Groups (Date) (7)

This folio style is equivalent to the Transaction Code Summary per Day.

- Groups postings only when the transaction code, transaction date, and price are identical.
- Prints all postings with this transaction code, transaction date, and price on one line.
- Does not print Reference and Supplement information if there are multiple postings with the same transaction code, transaction date and price.
- Prints the Reference and Supplement information immediately following the transaction description if there is only one posting to a transaction code.

- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date

Display Order: Date, transaction code, transaction description, charges or credits. (If there are multiple postings per transaction code, the transaction description will be followed by the number of postings and unit price.)

Person Summary for Groups (Date) (8)

This folio style summarizes on one line all transactions transferred for each guest/room in the group.

- Does not show transaction code detail.
- Does not print Reference and Supplement information.
- Includes Generates in the total for the room.

Sort Order: Guest room number.

Display Order: Date, guest room number, guest name, charges or credits.

Detailed Folio (Room) (9)

This folio style sorts all transactions for the group by room number, then by date within the room number.

- Prints all charges for a room, then prints the next room.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Room number, transaction date, internal transaction number

Display Order:

- Line 1 - Date, guest name, charges or credits.
- Line 2 - Supplement (as available).

Summary by Stay and Check Number. (Date) (10)

This folio style displays all the room and tax + package postings as 1 line on the folio for the entire stay even if there is a rate change during the stay. The date and description for this is taken from the 1st posted rate code either via night audit or manually via post rate code option. All the other charges follow after this line and appear as one line in the order of date they were posted and grouped by the check number if associated similar to folio style 14. If the check number is not associated with the transactions then they are displayed separately as individual postings.

Resort Hotel Folio (Date) (11)

This folio style is especially useful for properties where some guests stay for long periods and rate changes apply. The property folio style clearly indicates any rate changes.

- Lists Room charges first followed by a chronological listing of all other charges.
- Summarizes Room Charge lines by daily rate.
- Lists the highest daily rate first followed by other daily rates from highest to lowest.
- Shows the number of postings and the unit price when there is more than one room at the same daily rate.

Sort Order: Room number, transaction date, internal transaction number.

Display Order:

- Room Charges - Date, room charge description, combined charges or credits for that daily rate (number of room charge postings x unit price) .

Non-Room Charges: Line 1 - Date, transaction code, transaction description, charges or credits.

Daily Plan (Date) (12)

This folio style is available when the Cashiering > Daily Plans application parameter is set to Y. With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group are consolidated by day. For example, if the room charge is \$100 per night and the breakfast charge is \$20 per person, the following entries might appear on the guest's folio when the folio is printed in the Daily Plan folio style:

01/07/18	Room and Breakfast	\$120
01/08/18	Room and Breakfast	\$120

Arrangement Summary (Date) (13)

This folio style is similar to the Arrangement Summary per Day style, except that all arrangement code summaries are printed first in chronological order by date.

- Summarizes all postings with the same arrangement code and same date on one line.
- Prints all other transactions in order by date following the arrangement code summaries.
- Prints any posting not included in an arrangement code individually by transaction code.
- Does not print Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Date, internal transaction number.

Display Order:

- With Arrangement - Date, arrangement code, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

Summary by Check Number (Date) (14)

This folio style is useful if the property is working with a point-of-sale interface. The folio:

- Summarizes all postings to the same check number on one line.
- Prints Generates immediately following the transaction code from which they were generated.
- If the transaction codes used are also configured for an arrangement code, then the arrangement code text of the transaction code with the lowest Transaction ID will be taken.
- Lowest Transaction ID means the first posting made for that check number.
- If the transaction codes used are not configured for an arrangement code, then the description of the transaction code with the lowest transaction ID will be taken.

Sort Order: Date, internal transaction number.

Display Order with Check Number:

- Line 1- Date, internal transaction number (the lowest internal transaction number is shown on the folio), transaction description. (When splitting postings, new transactions are created which then would have a higher internal transaction number.)
- Line 2 - Reference and supplement (as available).

Display Order without Check Number:

- Line 1 - Date, transaction code, transaction description.
- Line 2 - Reference and supplement (as available).

Group Folio Subtotal (Date) (15)

This folio style lists together all postings routed to the room by date. The folio:

- Groups transactions by date, room number, and then by transaction code.
- Adds a daily subtotal line at the end of each day's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, guest room number, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Folio Subtotal Per Guest (Date) (16)

This folio style lists together all postings transferred to the folio by room. Within a room, transactions are grouped together by date and by transaction code.

- Lists transactions having the same transaction code individually (not summarized).
- Adds a room subtotal line at the end of each room's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits
- Line 2 - Reference and supplement (as available)

Group Folio Subtotal per Trn Code (Date) (17)

This folio style combines all postings with the same transaction code and the same date into one entry.

- When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.
- Adds a daily subtotal line at the end of each day.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Summary Folio (Room) (18)

This folio style lists all postings transferred together to the folio by room in numerical order.

- Lists Folio groupings assigned in System Configuration across the page.
- Lists information for each room on one line.
- Lists a group subtotal at the bottom of the page.
- Does not print Reference and Supplement information.
- Includes Generates in the totals according to the bucket configuration.

Sort Order: Room number, date, internal transaction number.

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

Group Folio Subtotal Per Room (Date) (19)

This folio style lists together all postings transferred to the folio by room. The display of postings for each room is headed by a line showing the guest's name and room number. The folio:

- Groups transactions by date and then by transaction code within a room.
- List transactions individually and not summarized by transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.
- Adds a Guest Total line at the end of the transactions for each room.

Sort Order: Room number, date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Summary Folio (Alpha) (20)

This folio style lists together all postings transferred to the folio by guest name in alphabetical order. Folio groupings assigned in System Configuration are listed across the page. Information for each room is listed on one line. A group subtotal is listed at the bottom of the page.

- Does not print Reference and Supplement information will print.
- Includes Generates in the totals according to the bucket configuration.

Sort Order: Guest name (alphabetical).

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

Banquet Folio by Revenue Types (21)

This folio style displays the group/type of revenue with the details about the revenue group it belongs to. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls.

- Within each grouping, the Taxes and Service Charges are displayed and if catering packages are part of the check, the package is displayed as a separate group before any of the other groups.
- Based on the selection criteria for the report, PMS Postings can also be displayed in a separate section and will be displayed by transaction code for the appropriate date. Plus, select the Printing Method for the report and how to display the Revenue Summary.

Sort Order: Revenue Group.

Display Order: Quantity, Description, Unit Price, Total.

Banquet Event (Time) (22)

This folio style displays the revenue by event by displaying each individual item that has been posted to the event. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls. This report uses the same report criteria options as Folio Style 21 and can include PMS Postings, select the Printing Method, and how the Revenue Summary is to be displayed.

Sort Order: Time of the Event (Earliest to Latest).

Display Order: Event, Item, Quantity, Currency, Unit Price, Total.

Daily Plan (Room) (23)

With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group (set up via **Administration > Financial > Cashiering Management > Daily Plan Codes**) are consolidated by room/guest. Available when the **Cashiering > Daily Plans** application parameter is set to Y.

Examples:

A reservation for Mr. Smith checks in with a daily rate of EUR 100 (no packages attached) for 2 nights. He has breakfast at EUR 10 each per day. The Daily Plan Folio (Room) will appear as follows:

01/07/18	Room and Breakfast 110 Mr. Smith	\$110
01/08/18	Room and Breakfast 110 Mr. Smith	\$110

Reservations for Mr. Smith and Mr. Thompson are checked in with a daily rate of EUR 100 each (no packages attached) for 2 nights. Both guests have breakfast at EUR 10 each per day. At checkout, Mr. Smith agrees to pay for Mr. Thompson's charges as well as his own. Lodging and breakfast charges are transferred from Mr. Thompson's reservation to Mr. Smith's reservation. The Daily Plan Folio (Room) will appear as follows:

01/07/18	Room and Breakfast 110 Mr. Smith	\$110
01/07/18	Room and Breakfast 220 Mr. Thompson	\$110
01/08/18	Room and Breakfast 110 Mr. Smith	\$110
01/08/18	Room and Breakfast 220 Mr. Thompson	\$110

Detailed Folio (Package) (24)

This folio style displays the split of packages included in a rate code or added to the reservation. Also, the VAT % for each transaction can be displayed using the VAT Percentage merge code.

- The folio will display 1 line item for the total amount of each package wrapper transaction and then separate line items for all the components of the package wrapper that are either included in the rate or Add to Rate Combined line packages.
- Add to Rate Separate line packages will continue to display as separate line items on this folio style as well.

Examples (Include details where the VAT merge code has been added to the customized folio)

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% inclusive tax on the room charge and a 25% inclusive tax on the breakfast food. This would produce a folio like the following:

Date	Text	Charges EURO	Credits EURO
09/09/18	Bed & Breakfast	120.00	
	Room Charge	100.00 (8%)	
	Breakfast	20.00 (25%)	
	Total	120.00	0.00

If the above example included exclusive generates on the package components, they would be printed as separate line items as in this example.

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% exclusive tax of the room charge and a 25% exclusive tax on the breakfast food. Also, an extra bed posting with an exclusive tax of 10% is posted to the reservation. This example would produce the following folio:

Date	Text	Charges EURO	Credits EURO
09/09/18	Bed & Breakfast	Breakfast	
09/09/18	Room Charge	100.00 (8%)	
09/09/18	Breakfast	20.00 (25%)	
09/09/18	Room Exclusive Tax	8.00	
09/09/18	F&B Exclusive Tax	5.00	
	Extra Bed	60.00 (10%)	
	Extra Bed Exclusive Tax	6.00	
	Total	199.00	0.00

If a Supplement or Reference is added to the wrapper transaction code, then it will be displayed after the line item for the wrapper posting on the folio.

Group Folio (Package) (25)

Note: Available only when the Country Mode is not set Latin America, Hungary, Germany, or France and the **Cashiering > Package Arrangement Code** application parameter is set to **N**.

When using this folio style to generate a folio, all the package/wrapper transactions are first grouped by the Transaction Date, then by the Rate Code, and then by the Rate Amount.

The folio displays 1 line item that shows the Quantity multiplied by the Rate Amount for each Rate Code that has distinct Rate Amount. The package components, i.e., Room and Package charges, are also shown in the same manner (Quantity multiplied by Amount). But this is applicable only for Included in Rate and Combined Line Packages. Add to Rate Separate Line packages do not post wrapper, therefore they display as separate line items.

Charges that are not part of the package wrapper posting follow the grouped wrapper charges for each date and reference/supplement shows only for these charges.

Examples:

The following examples display how folio 25 will display based on the following Block Reservation for the first night (02/01/13):

- Arrival: 02/01/2018
- Departure: 02/03/2018
- Rooms: 30 (10 assigned to each Rate Code below)
- Rate Codes: B (100.00) / B (120.00) / B (150.00)

Inclusive Package/Exclusive Tax

Taxes: 10% on Rooms / 25% on Breakfast food.

Date	Text	Charges	Credits
02/01/18	B&B (10*100.00) 1,000.00	()	
	Transient Room Revenue	900.000 (10%)	
	(10*90.00)	100.00 (25%)	
	Food & Beverage (10*10.00)	90.00 ()	
	Tax (10*9.00)	25.00 ()	
	F&B Tax (10*2.50)		
02/01/18	B&B2 (10*120.00) 1,200.00	()	
	Transient Room Revenue	1,100.00 (10%)	
	(10*110.00)	100.00 (25%)	
	Food & Beverage (10*10.00)	110.00 ()	
	Tax (10*11.00)	25.00 ()	
	F&B Tax (10*2.50)		
02/01/18	B&B3 (10*150.00) 1,500.00	()	
	Transient Room Revenue	1,400.00 (10%)	
	(10*140.00)	100.00 (25%)	
	Food & Beverage (10*10.00)	140.00 ()	
	Tax (10*14.00)	25.00 ()	
	F&B Tax (10*2.50)		
02/01/18	Miscellaneous Charges (Routings, and so on) displayed here on down		

Inclusive Package/Inclusive Tax

Taxes: 8% on Rooms / 25% on Breakfast food

Date	Text	Charges	Credits
02/01/18	B&B (10*100.00) 1,000.00	()	
	Transient Room Revenue (10*90.00)	900.000 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
02/01/18	B&B2 (10*120.00) 1,200.00	()	
	Transient Room Revenue (10*100.00)	1,000.000 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
02/01/18	B&B3 (10*150.00) 1,500.00	()	
	Transient Room Revenue (10*130.00)	1,300.00 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
02/01/18	Miscellaneous Charges (Routings and so on) displayed here on down		

Detailed Folio (Name) (26)

This folio style sorts all transactions for the group by guest's last name, then by transaction date.

- Prints all charges for one guest, then prints the next guest's charges.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Guest Last Name, Transaction date, internal transaction number.

Credit Bills On Folios

A credit bill applies a credit against charges on a folio. You can associate a credit bill with a folio if the folio was generated prior to the current business date. However, an exception is allowed for deposits. You can generate a deposit folio when the Cashiering > Advanced Deposit Handling application setting is defined.

Using the Same Day Credit Bills application setting, you can define when a Credit Bill for the folios can be issued. There are three configuration options:

- **All:** You can create a credit bill on all folios on the same date the folios are generated.
- **Deposit:** You can create a credit bill on deposit folios on the same date the folios are generated.
- **Never:** You cannot create a credit bill on folios on the same date they are generated.

Follow these guidelines when associating a credit bill with a folio:

- You can apply a credit bill to a folio for only a certain number of days after the folio creation date. You configure the maximum number of days using the Maximum Credit Days application setting under the Cashiering Group in OPERA Controls.
- You can prepare a credit bill for up to the remaining amount on the original folio. For example, if you have a folio for \$100.00 and you have already issued a credit bill for \$20.00, then you can only issue a credit bill for \$80.00 for that folio.
- You cannot associate a credit bill with another credit bill.
- You cannot apply a credit bill to a voided bill.
- You cannot apply a credit bill for which all or part of payment was direct bill.
- [Generating a Credit Bill](#)

Generating a Credit Bill

To generate a credit bill, you must activate the Credit Bill functionality under the Cashiering group.

1. From the OPERA Cloud menu, select **Financials**, then **Cashiering**, and then **Folio History**.
2. Search and select a folio.
3. Click the vertical ellipsis button associated with the folio you selected and then select **Generate Credit Bill**.
4. On the Credit Bill screen:
 - a. Select **Individual Transactions** to select an individual transaction to apply the credit against.
 - b. Select **All Transactions** to apply the credit against all previously posted transactions.
5. When adding charges in the Post Charges panel, click the vertical ellipsis button and select **Add Charge**.
 - a. Enter the transaction code of the charge and enter the price as a negative value. The quantity will set to 1 by default.
 - b. Enter additional information such as the Supplement, Reference, or a Check Number. The Supplement field is mandatory for all negative posts.
6. When adding payments in the Post Payments panel, click the vertical ellipsis button and select **Add Payment**.
 - a. Enter the payment method and the amount of the payment. You must add a minus sign to the payment amount, for example, -13.20. Cash or Check Payment types are not allowed for negative amounts.
 - b. When making a payment for All Transactions, the payment amount is pre-filled in the Amount field.
7. Enter any value in the Reference field for the negative payment. This field is mandatory for all negative payments
8. The Supplement field is available but not mandatory.
9. Click **Settle Credit Bill** or click **Settle and Print Credit Bill** if a printout is needed.
10. On the next screen, select a terminal to process the payment.

Batch Charges

Batch Charges enables you to simultaneously post a single charge to multiple rooms or to individual rooms in a group. You can also post a single charge to all rooms associated with one travel agent or to all checked-in guests.

Examples of batch posting includes charging each member in a group for baggage handling or charging a number of individual guests for a sightseeing excursion.

- [Auto Folio Settlement Screens](#)
Path: Financials – Cashiering – Batch Folios
- [Auto Folio Settlement](#)
Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.
- [Applying Batch Postings](#)
- [Running Batch Deposits](#)
- [Generating Batch Folios](#)

Auto Folio Settlement Screens

Path: Financials – Cashiering – Batch Folios

The Batch Folios screen includes three steps: Folio Options, Reservation Selection, and Billing Options. When an auto folio settlement is processed, this is followed by the Auto Folio Settlement Summary screen.

Folio Options

The **Folio Settlement Type** field includes a multi-selection tool to specify the types of settlements to process. The **Use Days on Reservation** check box is selected by default. This check box specifies that the system should use the check-out date on each reservation when processing the settlement. Deselect this check box to use a specific date or number of days to process automatic folio settlements.

After clicking **Next**, the system returns a list of reservations meeting the selected conditions.

Reservation Selection

In the **Search** section of this panel, you can search for profiles, travel agents, companies, and groups associated with the reservation, room numbers, rate codes, and so on. You can include and exclude VIP levels and Specials in your search. The **Departures Only** check box allows you to limit your search to only departing reservations. To limit your search results to only checked-out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Clicking **Search** updates the search results with applicable reservations.

After selecting one, several, or all reservations and clicking **Next**, the process continues to the Billing Options panel.

Billing Options

In this panel, you have several options for how to process an automatic folio settlement:

- **Payment Types:** Only payment methods that are enabled in OPERA Controls are available for selection.
- **Minimum Window Balance:** When an amount is provided in this field, a billing window must have a balance greater than this amount to be included in the auto settlement process. If the balance is less than this amount, the window is skipped. If left blank, all windows are included.
- **Include Credit Balance:** Select this check box if billing windows with credit balances are to be included in the settlement. If the check box is not selected, these billing windows are skipped from processing altogether.
- **Print Folio:** Select this check box to print all folios that are being settled as a part of the automatic process.
- **Billing Windows:** Select the desired Billing Windows that are to be considered for Auto Folio Settlement. By default, only window 1 is selected.
- **Auto Folio Settlement Types:** This filter refers to the Folio Settlement Type value from Payee Profiles connected to the billing window, not the reservation itself. You can select all, none, or specific Folio Settlement Type values to process eligible reservations.

After making selections for billing options, you can select **Folio Style** to choose from a list of predefined folio styles, and **Generate Batch Folios** to process the settlement and proceed to Auto Folio Settlement Summary screen.

Auto Folio Settlement Summary Screen

This screen shows a table including all selected reservations and the processing status of each billing window. Selecting the plus sign to expand a row in the table shows more information for each billing window included in the settlement process. A red X icon indicates that a billing window was not processed successfully. A green check icon indicates that billing windows were successfully settled for the reservation. Each billing window record shows the window number, the balance of the window after settlement process and any errors or reasons that the billing window was not settled.

There are three options for viewing records:

- **Default:** shows all reservations and all billing window records for each reservation.
- **Failed:** shows all reservations with at least one failed billing window. When expanded, only the billing window records with an error are displayed.
- **Success:** shows all reservations with successfully processed billing windows.

This screen also provides a **Print** button to generate a report, which includes all results showing on the screen at the time of report generation. This report can be generated only from this screen, and includes columns for Name, Room, Arrival, Departure, Window, Posted Amount, and text from the Status field.

The **OK** button completes the settlement process and closes the Auto Folio Settlement Summary page.

Auto Folio Settlement

Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.

Using Auto Folio Settlement, hotel staff can:

- Set folios to settle automatically rather than manually processing them one at a time.
- Schedule automatic folio settlements to only process for certain payment types, window numbers, and reservation types.
- Process automatic folio settlements as a part of the night audit process, after all charges have been posted to guest folios.
- [Auto Folio Settlement Process](#)
- [Auto Folio Settlement Impact](#)
- [Auto Folio Settlement Conditions/Assumptions](#)
- [Auto Folio Settlement Prerequisites](#)
- [Troubleshooting Auto Folio Settlement](#)

Auto Folio Settlement Process

From the Batch Folios screen, you can select folios to automatically settle and initiate the automatic folio settlement process under these conditions:

- Reservations must be eligible for automatic settlement.
- Payment type must be eligible for automatic settlement. Cash and check payment types are not able to be automatically settled, and other settings in OPERA Controls can restrict other payment types.
- The window selection you choose to settle must include a posted amount for settlement. Folios with a zero balance are not eligible to be automatically settled.
- Your user account must have access to the Batch Folio feature.
- [Running the Batch Folio Process for Automatic Folio Settlement](#)

Running the Batch Folio Process for Automatic Folio Settlement

1. From the **Navigation Bar**, select **Financials**, select **Cashiering**, and then select **Batch Folios**.
2. In the Folio Options section, select **Auto Folio Settlement**.
 - a. Select a **Folio Settlement Type**. The options in the multi-selection field are configured for your property and enable you to settle folios for specific types of reservations.
 - b. Select the check box to **Use Days on Reservation** or deselect the check box to specify the date or number of days since the last automatic settlement took place.
 - c. Click **Next**.

3. In the Reservation Selection section, apply search filters to narrow your reservation search results and select one or more reservations for auto folio settlement.
 - a. Open the **Search** panel to view search filters. To limit your search results to only checked out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Click **Search**.

 **Note:**

For a reservation to appear in the search results using the Checked Out and Open Balance search filters, the reservation must already be checked out and it must have a pending balance. Also, the Payment Instructions on the reservation must have **Post-Stay Charging** and **Auto Settle** options selected.

- b. Select one or more reservations to automatically settle. You can select the check box in the table header to select all reservations. When you have chosen all reservations to settle, click **Select**.
4. In the Billing Options section, select the **Payment Methods** to automatically settle, and then select options:
 - a. Enter a **Minimum Window Balance** to restrict the balance for which this process automatically settles. For example, if you want to settle all folios with a balance of \$1000 or more, enter \$1000 in this field.
 - b. Select the check boxes to **Include Credit Balance** and **Print Folio**. Note that if you are automatically settling a large number of folios, you might not want to print each one.
5. Click the appropriate numbered boxes to select **Windows to Settle**, and optionally select any folio windows for which you want to transfer charges to window 8.
6. If needed, click **Folio Style** to apply a style to the selected folios, and then select a folio style from the list of available styles.
7. Click **Generate Batch Folios** to proceed.
8. Review the **Auto Folio Settlement Summary**, and click **Print** to print a report or **OK** to complete the automatic folio settlement process.

Auto Folio Settlement Impact

Activating the Auto Folio Settlement functionality with its related controls and tasks impacts the following features.

Reservations:

- Booking Reservations — Adds an **Auto Settle Only** check box to the Reservation Selection screen. This can be selected by default, depending on settings in OPERA Controls.
- Managing Reservations — Adds an **Auto Settle** check box in the Payment Instructions screen.

Financials — Batch Folios:

- Adds an **Auto Folio Settlement** check box to the Folio Options screen, enabling you to select a batch folios option for folios set for automatic settlement by type, days on reservation, date since last automatic settlement, or days since last automatic settlement.
- Adds a payment method on the Billing Options screen multi-selection field, options include credit balance and to print folio, windows to settle selector, and windows to transfer to window 8 selector.
- Adds an **Auto Folio Settlement Summary** page that confirms all reservations selected for automatic settlement and shows a status for each. A red x indicates that no folio windows were found to process.

Night Audit — Night Audit Process:

- The process can include **Auto Folio Settlement** as an option.

Reports — Auto Settlement Transaction Report (auto_settlement):

- Adds a new financial group report that prints a status summary of the automatic settlement process.

Auto Folio Settlement Conditions/Assumptions

- For folio settlement to automatically take place, there must be selected folios available for settlement.
- Reservations that are set to automatically settle must have an outstanding balance, and all selected billing windows must include the selected payment type to be considered for auto settlement.
- Any folios that are set to automatically settle must have a payment type that is configured in OPERA Controls. Cash and check payment types are not eligible for automatic settlement.

Auto Folio Settlement Prerequisites

- Folio Settlement types must be set up for the property.
- You must have access to Batch Folios functionality.
- Reservations must be marked for auto settlement.
- Reservations must be credit card or direct bill payment types; cash and check reservations are not considered for automatic folio settlement.
- The profile associated with the reservation must have a settlement type configured and the **Auto Settle** check box under the **Payment Instructions** on the reservation must be selected to qualify for the Auto Settlement process.

Troubleshooting Auto Folio Settlement

Table 6-1 Troubleshooting Auto Folio Settlement

Problem / Issue	Cause	Resolution
Folios are not automatically settled for a certain type of payment.	Payment type is not specified in OPERA Controls for Payment Methods.	Update OPERA Controls to include payment type to automatically settle.

Table 6-1 (Cont.) Troubleshooting Auto Folio Settlement

Problem / Issue	Cause	Resolution
Folios are not automatically settled at all during automated end of day process.	OPERA Control for Auto Settlement Rules is set to Off.	Set OPERA Control for Auto Settlement Rules to On.
'No folio windows were found to process' message on Auto Folio Settlement Summary page.	Payment types, window selection, or another search setting did not find eligible folios to settle.	Make different selections on the search screen to locate folios eligible for automatic settlement, such as a different payment type, window, or another search setting.

Applying Batch Postings

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Charges**.
2. On the Batch Charges screen, search for reservations.
You can filter your search using **Include Pseudo Rooms**, **Departures Only**, and **Include No Post**.
3. Select one or more reservations and then click **Post Charge**.
4. On the Posting Details screen, enter the transaction code of the charge and the price, and then click **Post Charge**.

Running Batch Deposits

You can process multiple reservation deposits at the same time. The process submits each credit card in the batch for payment authorization and charges the card after receiving authorization.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then click **Batch Deposits**.
2. Search by property for reservations held by deposits. Complete the mandatory fields and use additional search fields to narrow your search.
3. Sort your search results and select reservations showing deposits owed.
4. Click **Process Selected** to initiate processing.

Generating Batch Folios

You can generate folios for multiple guests without having to open individual guest billing screens or the Folio History screen. You can generate folios before, during, or after a guest stay. After generating a Batch Folio, you can print, fax, email, or preview the Batch Report.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Folios**.

2. On the Folio Options panel:
 - a. Enter or select the property.
 - b. Select the folio option based on the type of batch folio you want to generate.

Folios are organized by guest departure days. You can also select **All Guests** for in-house guests regardless of departure dates.
 - c. Click **Next**.
3. On the Reservation Selection panel:
 - a. Search for reservations matching the Folio Option you selected in the previous step.
 - b. From your search results, select the reservations to include in the batch.
 - c. Click **Select**.
4. On the Billing Options panel:
 - a. Select one option under each of the following groups: Folio Scope, Billing Windows, and Payment Method.

Your options vary depending on whether the guest is in house or has checked out. For example, a checked out guest would not receive an Advance Bill.

When selecting Only Credit Cards as your payment method, click **Simulate Zero Balance** to print the folio showing a zero balance without posting a payment or checking out the guest.
5. On the Batch Report Destination screen:
 - a. Make changes to the folio destinations if needed. You can either individually change the destination for each folio or change it for all folios. Confirm your selections before generating the batch folios.
 - b. Click **Process** to print, fax, email, or preview the batch report.

Accounts Receivables

OPERA Cloud's Accounts Receivables feature enables you to create accounts and manage Direct Billing for company, travel agent, group, source, and guest profiles so that charges can be accumulated and billed for payments on an agreed-upon schedule. It also provides the tools for creating Accounts Receivables Accounts, tracking account activity across multiple properties, preparing reminder and statement letters, and managing invoices and payments.

The Accounts Receivable feature is available when the Cashiering > Accounts Receivables application function is set to Active.

- [Account Types](#)
- [Managing Accounts Receivables Accounts](#)
- [Track Account History](#)
- [Accounts Receivable Statements and Reminders](#)
- [Accounts Receivables Batch Postings](#)
- [Accounts Receivables Finance Charges](#)
- [Direct Bill Transfer](#)

- [Accounts Receivables Fixed Charges](#)
- [Viewing Accounts Receivables Future and Past Stays](#)
- [Accounts Receivable Aging](#)
- [Viewing Accounts Receivables Year View](#)
- [Accounts Receivables Traces](#)
- [Accounts Receivables Notes](#)
- [Accounts Receivables Credit Cards](#)

Account Types

Account types are used to classify accounts that belong to similar groups such as, corporate, vendors, travel agents, individual guests, club members, and so on. The Account Type code is attached to the account profile and is used for reporting purposes, for example, an aging report sub totaled by Account Type. Account Types are also used to determine the format to be used when printing statements and reminder letters for each account.

Managing Accounts Receivables Accounts

Creating Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Click **I Want To . . .** and select **Create Account**.
3. Search for and select the Profile. If none exists, click **I Want To . . .** and select a profile type to create and then select the newly created profile.
4. On the **Account Setup** screen, do the following:
 - **Primary Account:** Select to make this the primary Accounts Receivables account for this profile. A profile can have multiple Accounts Receivables accounts at the same property, however, only one of those accounts can be designated as the primary account for that property. The primary account is used as the default, for example, when the profile has multiple accounts and an account is listed on a screen or appears in a report.
 - **Permanent Account:** Select the Permanent Account check box if this account is to be a permanent Accounts Receivables account. As long as this check box is selected, the account cannot be deleted.
 - **Month End Calculation:** Select the check box to have OPERA calculate the Payment Due Date by beginning with the last day of the month for the Bill Generation Date and add the number specified in the Payment Due Days field to determine the Payment Due Date that appears on the folio.
 - **Include In Batch Statements:** Select to include the account when running batch statements. You might not want to include certain accounts such as internal accounts or credit card accounts in batch statements.
 - **Restricted:** Select Restricted to block additional invoices created in Accounts Receivable, or additional folios to be Direct Billed to the account from the Front Desk.

- **Property:** Enter or select the required property.
- **Account Type:** Select an Account Type. Account Types help you to categorize your accounts receivables accounts for searching and reporting. Account types are also used to determine the statement format to be used when printing statements for each account and the reminder cycle for that account.
- **Account Number:** Enter an Account Number.
- **Credit Limit:** Specify the maximum amount of credit available to this account, or the amount of the letter of credit provided by the account holder. You can change this amount if necessary. If you attempt to settle to direct bill and the transaction would exceed the credit limit for the account, a warning message prompts you to indicate whether you wish to proceed with the action.
- **Contact:** Enter the name of the AR account contact. If you enter a contact here, the contact is used for AR purposes only (for example, for statements and reminder letters).
- **Payment Due Days:** Enter a number between 0-999 that indicates the number of days until the payment is due for the AR account. Note: When you create an AR Account for a Profile that already has the Payment Due Days configured, the number automatically populates in this field. But if you create an AR Account for a Profile that does not have the Payment Due Days already configured, the number entered here does not get copied back to the Profile.
- **Address, Phone, Fax, Email:** By default, these fields are populated with the primary address from the profile associated with this account. Change this information if AR information is to be directed to a different address. If you enter an AR address, the address is used for AR purposes only such as for statements and reminder letters, and the address recorded in the profile cannot be changed. The same also applies if an address is updated for the Profile, the AR Address cannot be updated.

Editing Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Search for and select the account that you want to edit. Click **I Want To...** option, which is located on the grid next to the account, click **Account Setup**.
3. To edit information about the **Account Setup**, click **Edit** in the Account Setup panel.
4. Edit the required information and then click **Save**.

Deleting Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Search for and select the required account that you want to delete. Click **I Want To...** option, which is located on the grid, next to the account, select **Delete Account**.

AR accounts cannot be deleted in the following scenarios:

- You cannot delete an AR account if it is a non-zero balance. To delete all no-balance accounts of a specific account type, or all no-balance accounts having

account numbers in a specific range, use the AR Account Search screen search criteria to filter the accounts.

- You cannot delete an AR account if the account is a Permanent Account. If you need to delete a permanent account, you must first un-select the Permanent Account check box on the Account Setup screen.
- You cannot delete an AR account if there are window routing instructions on the reservation that routes charges to that account for the current business date or for a future date. This restriction applies even if there are no charges posted to that AR account.

Track Account History

Use Manage Accounts Receivables to create and manage direct billing accounts. It enables managing invoices and payments and tracking account activity across many different properties.

You can:

- Create accounts for companies, travel agents, groups, sources, and guests.
- Prepare reminder and statement letters.
- Assign traces on accounts. This allows you to track action items.
- View account balances by aging periods. These provide a visual reference in graphical or table format. Account balances show unpaid or partly paid invoices and unallocated credits.
- Set up fixed charges to post to reservations. These can post once, daily, weekly, or monthly.
- Review the account's future and past stays.
- View account data for the 12 months leading up to and including the current month. The Year View option shows month-by-month totals. These include net debits, unallocated credits, and a running net balance.
- Create notes as a record of internal information on an account. For example, actions taken on an invoice or an account's billing preferences.

Accounts Receivable Statements and Reminders

Accounts Receivables Statements are documents that itemize all invoices, payments, and credits created during a specific time period. They are used for reminding account holders of their account status.

- Statements generate automatically and are available to process on demand.
- You can email, fax, print or preview statements.
- You can generate statements for a single account or for multiple accounts by using the Batch Statement functionality.
- [Accounts Receivables Reminders and Reminder Cycles](#)
- [Accounts Receivables Statement Numbering](#)
- [Creating and Generating Accounts Receivable Statements](#)
- [Sending Accounts Receivable Reminders](#)

Accounts Receivables Reminders and Reminder Cycles

The Accounts Receivables Reminders are letters that can be e-mailed, print/previewed or faxed to Account Receivables account holders to advise them of payment due, request payment due, or to provide their current account balance.

Reminder letters can be generated for a single account or multiple accounts based on cycle or age. For example, a different reminder letter can be generated for outstanding balances of 30 days, 60 days, and 90 days. These custom reminder cycles let you determine the reminder letters that have to be generated for accounts with an outstanding balance for a given number of days.

Accounts Receivables Statement Numbering

When the Statement Numbers parameter (Accounts Receivable - Statement Numbers [Statement_Numbering]) is ON, all printed statements are assigned a unique statement number, and invoices printed on the statement are identified as printed. Note that after a statement has been processed and numbered, that statement and its invoices can no longer be reprocessed.

The property must use a statement report that is based on the sample_statement_numbering report when implementing the Accounts Receivable statement numbering feature. Additionally, all Accounts Receivable account types must have this statement report configured on the account type configuration in Profile Management for statement numbering for that account type.

Creating and Generating Accounts Receivable Statements

Accounts Receivables Statements itemize invoices, payments, and credits created during a specific date range. You can generate statements for a single account or multiple accounts. You can preview them before mailing, emailing, or faxing them to account holders. To process accounts in multiple properties, you must be logged into a HUB.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Click on the account number to go to Manage Account Receivables screen
3. Click **I Want To...** and select **Account**.
4. Click **Invoices, Manage**.
5. On the **Manage Account Invoice** screen, click **+** to expand the view to see all invoices.
6. Select invoice(s) from the search table and click vertical ellipses. Click **More, Create a Statement**.
7. Click **Process Statements** located in the Account Overview panel under Notifications.
8. Select the options to include in the statement. You can do the following:
 - a. Print zero balance, print invoices, and/or include previously printed statements.

- b. Select **Balance Forward From** dates and **Last Posted From/Last Posted To** dates.
- c. Select an option from the **Order By** drop-down list.
9. Select the number of copies to process.
10. Click **Process Statements**.

Sending Accounts Receivable Reminders

Use Accounts Receivables Reminders to generate reminder letters for a single account or multiple accounts using the Batch Reminders functionality. The system generates reminders based on the balance Cycle days or Aging period.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. On the search results screen, select an account, then click **I Want To...**
3. Select **Show All** and expand by clicking the **+** sign. If any Reminder exist for the selected account, the link will display in bold letters by default.
4. Click **Reminders**, located in the Account Overview panel under Notifications, and search by property or account number. If you are logged into a HUB level, search can be performed for more than one property.
5. Select one or more reminders and then click **Process Reminders**.
6. Select one or more reminders to change destinations to print, email, fax, or preview.
7. Select **Process**.

Accounts Receivables Batch Postings

Accounts Receivable Batch posting allows you to post a one-time charge simultaneously to multiple individually selected AR Accounts. For example, you can use AR batch postings to charge each reservation in a group for baggage handling or a nominal fee for an internet connection. This feature is only available when the application functions Accounts Receivables - Accounts Receivables and Accounts Receivables - Fixed Charges, and Cashiering - Batch Posting are active.

- [Posting Batch Charges](#)

Posting Batch Charges

To post charges to multiple AR accounts at a time, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, select **Post Batch Charges**.
2. Search the accounts for which you want to post batch charges. Select one or multiple accounts and then click **Post Charges**.
3. On the **Posting Details** window, enter the following information:
 - **Transaction Code:** Search and select the transaction code for the charge.
 - **Price:** Enter the amount of the charge.

- **Supplement:** Enter supplementary text regarding this batch posting. The information entered here is displayed in the Reference field on the guest Billing screen. An entry is required in this field when posting negative amounts.
 - **Reference:** Enter a reference comment in this field.
4. Click **Post**.

Accounts Receivables Finance Charges

When the Accounts Receivables - Finance Charges function is set to Active, Finance Charges can be levied against outstanding AR balances. This feature allows you to automatically post a flat amount or a percentage finance charge based on a user-defined cycle. The End of Day Post AR Finance Charges procedure posts finance charges using the transaction code specified in the AR > Default Finance Charge Transaction Code application setting. Each finance charge levied appears on the AR account as a separate invoice. On this invoice, the Supplement associated with the finance charge transaction reads - Finance Charges Posted Automatically.

When setting up an account type, you can configure how the finance charges should be calculated based on the following attributes:

- **Day of Month:** Day of the month when the End of Day procedure should run the AR Post Finance Charge procedure. Values from 1 to 28 are valid.
- **Amount/Percentage.** A flat amount regardless of the outstanding balance. Select Percentage if the finance charge is to be a percentage of the outstanding balance. Only one of these options can be chosen. Specify the amount or percentage in the field to the right.
- **Days Older Than:** Number of days after which an outstanding balance triggers finance charges. For example, if charges older than 30 days incur a finance charge, enter 30 in this field. When the Finance Charge process runs, it will identify outstanding balances older than 30 days. For determining the age of the AR balance, the clock starts on the date when the invoice is created.
- **Include Unallocated Payments.** Includes unallocated payments in the finance charge calculation. When the check box is selected, any unallocated payments are subtracted from the outstanding balance before the finance charge is calculated.



Note:

If the finance charge calculation results in a zero amount or a negative amount, no finance invoice is generated.

Direct Bill Transfer

Direct Billing is a process in which guest charges are transferred to an Accounts Receivables account for payment. Typically, when a guest uses direct billing, an invoice is sent directly to the guest's company or other sponsoring organization.

Direct bill transfer enables authorized guests to send all or part of their bill to an AR account where charges are accumulated. The property then periodically invoices the

person or organization responsible for payment of the AR account. The direct bill check out option is often used by guests whose company has special arrangements with the property, or whose business requires frequent stays at the property.

For a guest to use direct bill as a payment method at check out or settlement, the profile attached to the guest reservation (individual, company, travel agent, source or group) must have a valid AR account number.

If only part of the guest's expenses should be handled by direct bill, you may want to move those transactions to a separate Billing screen window using the Routing Instructions, and you may then process payment for this window using the direct bill payment method.

Accounts Receivables Fixed Charges

You may sometime want to post certain charges on a regular basis such as daily or weekly to a guest's bill or to an AR account. For example, charges for a rollaway bed, valet service, or parking might be incurred each day of the guest's stay. The Fixed Charges feature enables you to identify these kinds of recurring charges so they can be automatically posted during the End of Day process. It also offers a convenient way to automatically post a fixed charge once, on a specific date.

For AR fixed charges, OPERA creates a new invoice each time the charge is posted by the End of Day process and OPERA automatically assigns an invoice number.

In general, fixed charges that are to be applied to a guest's bill are specified at the time the reservation is made or at check-in time. At check-out, it may be too late to specify fixed charges so they correctly affect billing.

Viewing Accounts Receivables Future and Past Stays

Future and Past Stays gives you information about the account profile's future or past reservations that help determine patterns and preferences, such as room or rate types, duration of stays (arrival / departure dates), previous reservation status (such as No-Shows, Cancellations), and if there are any other profiles associated with the reservation (such as Company or Travel Agent).

To view the Future and Past Stays, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search and select an Account whose Future and Past Stays you want to view.
3. On the Manage Accounts Receivable screen, click the plus icon to expand to show all. details indicator to view the details of the Account if any.

Alternatively, select the **Account Number** link and then in the **Account Overview** section, and select **Future And Past Stays**. If **Future and Past Stays** does not appear, click **Show All**.

4. Select the **Future And Past Stays**. The number in the bracket indicates the number of reservations this account's profile has made at the property. If you are logged at a HUB (multiple property group), the count indicates for all properties. If there are more than 25, the count displays 25+.

5. On the Future And Past Stays screen, in the Future Reservations and Past Stay Reservations panels, select the plus icon next to the property name to expand the display to show associated profiles on that reservation (Company, Travel Agent, Group, Source or Contact).
6. Click the **Confirmation** number link to open the reservation. (From the reservation, you can use I Want to..., Go to Folio History, or Go to Billing.)
7. Click the **Room Type** link to open the details of the reservation's room type. The room information opens in "View Only" mode.
8. Select the Rate link to open the reservation rate information.

Accounts Receivable Aging

Accounts Receivables Aging provides a visual reference of account balances by Aging periods (buckets). The account balance consists of unpaid or partly paid invoices. They can also contain unallocated credits. These represent payments or credits not yet applied to an outstanding invoice.

Aging information appears in graph and table formats:

- The graph generates a color-coded view of net balances owed in each property.
- The table breaks down the balances owed by aging period (Bucket).

You can expand each aging period for further details by property. You can also view property balances in graph form.

The Aging screen presents balances within their aging period (bucket):

- **Aging Detail View.** The graph shows unallocated credits as negative amounts. Balances owed appear as positive amounts. The table shows unallocated credits as a negative amount in the credit column. It also shows open balances and unapplied credits.
- **Aging Summary View.** The graph and table show net balances owed. These are calculated by merging unallocated payments or credits with balances within their aging period. If unallocated credit / payment amounts exceed the open balance for that aging period, the unallocated amount shows as a negative on the graph and in the table.
- **Profile Aging View.** The graph and table show net balances owed for one or more selected accounts. If unallocated credit / payment amounts exceed the open balance for the period, the unallocated amount shows as a negative on the graph and in the table.

When logged into a HUB, you can view accounts in more than one property.

- [Viewing Accounts Receivable Aging](#)

Viewing Accounts Receivable Aging

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search for an Accounts Receivable account.
3. Select the account by clicking the account number and then click **Aging**.

The Aging pane shows a summary view of net open and unapplied credits owned by bucket.

The Profile Aging pane shows total net balances owed by bucket.

Viewing Accounts Receivables Year View

Use the Year View screen to view accounts receivables by month for the previous 12 months. You can view the information in graph or tablet format and in expanded or contracted size.

The bar chart graph shows net debits and unallocated credits. A trend line shows an account balance pattern over 12 months. The graph provides a legend for the color coded data. Select **Debit**, **Credit**, or **Balance** on the legend to isolate information on the graph.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search for an Account Receivables account.
3. Select the account.
4. On the **Manage Accounts Receivables** screen, in the Accounts Overview section, under **Accounts**, click **Year View**.

By default the data appears in a graph format, to see the data in table format, click the vertical ellipse icon, and select **Table**.

- Graph - displays a bar graph of the net debits, unallocated credits, and a running balance trend line.
- Table - displays monthly line items in Period, Debit, Credit, and Balance columns.

Accounts Receivables Traces

Accounts Receivable Traces are action items or requests that are attached to an Accounts Receivable account that require follow up or completion on or before a specified date. These traces can also be assigned to a specific department. When the trace has been fulfilled, it can be marked as completed by selecting the three vertical dots and then Resolve button.

Each trace provides an audit trail that shows:

- when the trace was created and which logged in user created it
- when the trace was completed or resolved and which logged in user resolved it

The Accounts Receivables Traces feature is available when the Traces application functions is set to Active.

 **Note:**

Account Receivables Traces are distinct from reservation traces.

- [Adding Traces to Accounts Receivable Accounts](#)

Adding Traces to Accounts Receivable Accounts

You can add traces to accounts receivable accounts to track action items or requests. Afterwards, you can mark traces as complete. Traces provide an action description and completion date.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables** , and then search for accounts.
2. Select an account and click on the account number to go to Manage Account Receivables screen.
3. Select **Traces**.
4. Click **New** to create a new trace.
5. Date will be auto populated. Enter the Trace text, and then click **Save**.

Accounts Receivables Notes

The Accounts Receivables Notes allows you to keep a record of internal information for an account. For example, you can save information about an account's billing preferences, actions taken on an invoice, or special instructions on how to handle an account or invoice.

You could also use it to record notes during telephone conversations, to record past history of issues, or just to log general information regarding the account.

- [Adding Notes to Accounts Receivables Accounts](#)

Adding Notes to Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, select **Manage Account Receivables** , and then search for accounts.
2. On the search results screen, select an account, click on the account number to go to Manage Account Receivables screen for the selected account for the selected account.
3. On the **Manage Account Receivables** screen, under the Account overview section click the link for **Notes**.
4. Select **New**. Enter or select the Notes Type, a descriptive Title, and a note text in the Comments box. Select the **Internal** check box if the notes is for internal purpose and should be unavailable to be passed through to customer documentation. Click **Save**.

Accounts Receivables Credit Cards

The AR Credit Cards feature allows you to bulk transfer credit card transactions from Front Office guest folios and partial payments to credit card company AR accounts. At the time of transfer to AR, the transactions you select are consolidated into a single AR invoice for each credit card issuer. From AR, you can keep track of outstanding

amounts and amounts that have been paid based on the batches that were forwarded to the credit card companies.

If the Accounts Receivables > Consolidate Credit Card application parameter is Active, all credit card payments are automatically transferred to AR during End of Day processing. If the Accounts Receivables - Consolidate Credit Card application parameter is Inactive and the credit card payments have not been manually consolidated, then OPERA automatically consolidates the credit card payments that are older than 60 days during its End of Day processing.

 **Note:**

Transactions are available for transfer to AR immediately when payment is posted using a credit card payment transaction code that has an AR account associated with it.

To use the AR Credit Cards functionality, you should associate the transaction code used for credit card payments with an AR account. This means that you should Create an Account Receivables Account for the credit card company, then specify that account number when configuring the Transaction Code prior to posting any transactions using that transaction code.

Viewing Folio Histories

Folio History provides a research tool for reviewing, sending, or printing folios. A copy of each folio is stored when the guest checks out, when an accounts receivables invoice is created, when a deposit folio is created (if deposit folios are enabled), or when a passer by folio is generated.

1. From the **OPERA Cloud** menu, select **Financials**, and then select **Cashiering**.
2. Click **Folio History**.
3. Search for folios by property.
Search results show a list of folios broken out by active folio windows.
4. From the **Actions** drop-down, you can generate a credit bill.
To do so, the credit bill must not exceed the maximum number of credit days.
5. From the **Send to** link, you can email, fax, download, or print folios.

Hotel Charge Card

Hotel Charge Card functionality provides guests with a unique, internal charge number for their reservation that enables them to charge directly to their hotel folio. This is a convenience that enables the guest to use one method of payment throughout the property and any other associated locations during their stay. The Hotel Charge Card can be used before the reservation is checked in and after checking out. The unique charge numbers are generated automatically. Hotel staff can view guest postings for research and audit purposes. Guests can use the assigned charge card number for purchases made at the hotel, as well as other integrated locations throughout the resort or theme park.

Hotel Charge Card functionality provides the following benefits.

The guest can:

- Use one charge card for purchases at the property and related locations such as theme parks, spa facilities, and restaurants.
- Receive one bill for all related purchases in one folio at the hotel.

Hotel staff can:

- Configure charge card numbers in a variety of ways, including adding prefixes and suffixes to the number using property information, guest identification numbers, and so on.
- Ensure that all new reservations are automatically provided with a hotel charge card number at the time a confirmation number is generated.
- Search for postings by charge card number in the Posting Journal when the third-party system is configured to provide this information.
- [Reviewing Postings to the Hotel Charge Card in the Posting Journal](#)
- [Using Credit Limit Overage](#)
- [Accessing a Hotel Charge Card Number from the Changes Log](#)
- [Hotel Charge Card Setup](#)
- [Troubleshooting Hotel Charge Card](#)
- [Hotel Charge Card Impact](#)
- [Hotel Charge Card Conditions/Assumptions](#)
- [Hotel Charge Card Prerequisites](#)

Reviewing Postings to the Hotel Charge Card in the Posting Journal

1. From the Navigation Bar, select **Financials**, select **Cashiering**, and then select **Posting Journal**.
2. Enter search criteria, such as Room Number, Cashier ID, and including the hotel charge card number in the **Reference** field. Note that this is dependent on the third-party system providing this data in the posting message.
3. Click **Search**.
4. Click the **Code** link to review posting details.

Using Credit Limit Overage

You can set a credit limit for a particular credit card payment method, and different credit limits can be set for each credit card type. If any folio window with a credit card payment method meets or exceeds the limit set for the card type, the reservation is included in the Credit Limit Overage process and payment is automatically processed for the entire balance of the folio window. For example, you set up your Visa credit card payment method to have a credit limit of 400.00 USD. Each time a Visa payment method on a folio window reaches a balance of 400.00 USD or higher, the reservation is included in the Credit Limit Overage Process and payment is automatically processed for the entire balance.

If payment processing for a folio window fails, the reservation is flagged as No Post and no further charges can be posted to the reservation. This occurs even if payment is successfully processed for the balances in the other folio windows.

- [Credit Card Limit Overage Processing Prerequisites](#)
- [Setting Up Automatic Processing of Credit Card Limit Overages](#)
- [Credit Limit Overages Screen](#)
- [Credit Limit Overages Conditions/Assumptions](#)
- [Credit Card Limit Overage Processing](#)

Credit Card Limit Overage Processing Prerequisites

For the automatic processing of credit card limit overages, the following conditions are required:

- The **Credit Limit Overage Payments** parameter must be set to **On**.
- The **Credit Limit Overage Payments Interval Time** setting must have an interval defined for it.
- The **Credit Limit Overage Payment Methods** setting must have one or more credit card payment methods selected.

Note:

If the **Default Credit Limit Overage Payments Auto Pay** parameter is set to **On**, new reservations are included in the Credit Limit Overages process. If the **Credit Limit Overage Payment Failure No Post Flag** is set to **On**, the reservation is flagged as **No Post** when it fails to apply a payment to a folio window. If the **Exclude No Post Reservations For Credit Limit Overage Payments** parameter is set to **On**, reservations flagged as **No Post** are excluded from the automatic payment processing.

- **Credit Limit Auto Pay** must be selected in the Payment Instructions panel of the reservation.
- A credit card payment method must exist in the Payment Instructions panel of the reservation.
- The credit card payment method must be in a folio window with a non-credit balance.
- A credit limit must be set for the credit card payment method.
- The balance in the folio window must be equal to or higher than the credit limit of the credit card payment method.
- The Credit Card Limit Overage process must attempt to charge the total balance amount in the folio window.

Setting Up Automatic Processing of Credit Card Limit Overages

To enable the automatic payment processing for credit limit overages at your property, the following setups are required.

Activate OPERA Controls

1. From the **Administration** menu, select **Enterprise**, and select **OPERA Controls**.
2. In the **Credit Card** group, set the **Credit Limit Overage Payments** parameter to **On**.
3. Set the following parameters and settings:
 - **Credit Limit Overage Payments Interval Time** setting: Enter a value for the time interval.
 - **Credit Limit Overage Payment Methods** setting: Select one or more payment methods.
 - **Default Credit Limit Overage Payments Auto Pay** parameter: Set to **On**.
 - **Credit Limit Overage Payment Failure No Post Flag** parameter: Set to **On**.

Set the Credit Limit for the Credit Card Payment Method

For the reservation to be included in the Credit Limit Overage process, a credit limit must be set for the credit card payment method.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Payment Methods**.
2. Select the credit card payment method for which you want to set a limit, click the vertical ellipsis, and click **Edit**.
3. In the **Credit Limit** field, enter a value for the dollar amount. This is the amount that triggers the automatic processing of the payment when the folio balance is at or over this limit.
4. Click **Save**.

Enable the Automatic Processing of Credit Limit Overages

In the Reservation Payment Instructions panel, you must select **Credit Limit Auto Pay** to include the reservation in automatic payment processing when the reservation charges go over the credit limit for the payment method.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**. Search for and open the reservation.
2. Click the **Payment Instructions** link in the Billing section under Reservation Overview.
3. Select **Credit Limit Auto Pay**.
4. Select a credit card payment method for the reservation.

Credit Limit Overages Screen

Path: Applications – Financials – Cashiering – Credit Limit Overages

If a reservation's charges are equal to or over the credit limit set by the property, you can search for this reservation from the Credit Limit Overages screen and manually initiate the Credit Limit Payment process by selecting the **Make Payment** button.

Credit card limit overage can be applied to the following reservation types:

- In House reservations.
- Advance Checked In reservations (when the Advance Check In function is active at the property).
- Arrival (Due In) reservations (when Pre Stay Charges is active at the property).
- Departed (Checked Out) reservations (when Post Stay Charges is active at the property).

Search Area

The Credit Limit Overages screen features a search area with the following search filters:

- **Property** (required) – Filter by property code. If you are logged in at the property level, this field defaults to that property. If you are logged in at the hub level, the drop-down list contains all properties within the hub that have the **Credit Limit Overage** parameter set to **On**.
- **Card Type** – Filter by the credit card types configured at the property.
- **Name** – Filter by guest's last name..
- **Room** – Filter by room number.

Search Results

After you enter search criteria and click **Search**, the Credit Limit Overages screen returns reservations matching the search criteria with a folio window balance equal to or higher than the credit limit set for the credit card payment method of that folio window.

The results include In House reservations as well as the following:

- Arrival reservations, if the Pre Stay Charges function is active at the property.
- Checked Out reservations, if the Post Stay Charges function is active at the property.
- Advance Checked In reservations, if the Advance Check In function is active at the property.

Making a Payment

You can manually initiate the Credit Limit Overage process whenever you need to make payments for reservations. After you select one or more reservations, the **Make Payment** button appears. Selecting this button begins the Credit Limit Overage process for the selected reservations.

If you choose to initiate the Credit Limit Overage process and the **Automatic Credit Limit Overages** parameter is **On**, the next Automatic Credit Limit Overage process begins based on the interval in minutes set for the **Automatic Credit Limit Overage Interval** setting. For example, if a 30 minute interval is defined for this setting and you initiate the process at 9:00 am, the system checks at 9:30 am to determine if the process is complete. If the process is not complete, the next check occurs at 10:00 am. However, if the process finishes at 9:45 am, the next check still occurs at 10:00 am, and the next Automatic Credit Limit Overage process automatically begins at this time.

If the Automatic Credit Limit Overages process is already running in the background and you choose to manually initiate a new instance of the process, OPERA presents a warning message indicating the process is currently in progress.

Credit Limit Overages Status

Once you click the **Make Payment** button, the Credit Limit Overages Status screen appears.

The Credit Limit Overage Status screen presents this information in view-only mode for the reservations selected for processing. This information includes Name, Room, Credit Card, Type, Payment Amount, and Status.

The Status for each record is updated based on the credit card processing and shows failures and successes. Closing the status screen while credit cards are being processed does not stop the process.

The order of the results follows the order of the search results. You can change the order of the results based on the status by selecting **Failures First** in the **Sort By** field.

The results can be printed by selecting the **Print** button.

Credit Limit Overages Conditions/Assumptions

OPERA Controls

- A credit card interface is configured at the property.
- The **Credit Card Online Settlements** parameter is set to **On** because it is required for EMV / Chip and PIN functionality as the connected terminal and processor are responsible for handling the credit card data.

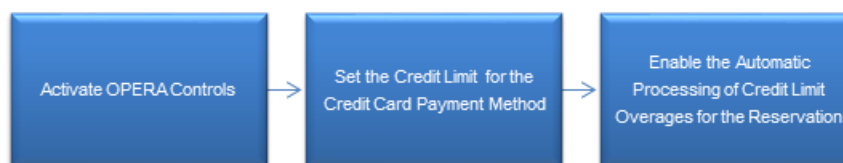
Credit Card Limit Overage Processing

A guest's charges can sometimes exceed the credit card payment type limits set by your property. However, if you want to keep an open credit line for a reservation, you can enable the automatic processing of credit card payments that are over the credit card limit as defined by your property. With this feature enabled, payments are automatically processed in folio windows where the balance is equal to or higher than the limit set for the credit card payment method.

If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On** and automatic payment processing fails, the reservation is flagged as No Post and charging privileges are automatically revoked on the reservation. Automatically revoking charging privileges on a reservation reduces the guest's financial liability.

Within the payment instructions for a reservation, you can opt to include or exclude the reservation from automatic credit limit overages processing. When a reservation is included in the overage process, you can manually initiate the payment process for selected reservations with credit cards over the limit as well as view reservations that failed automatic processing.

Automatic Credit Limit Overages Process Flow



Credit Card Limit Overages Process – Successful

If the Credit Card Limit Overage process successfully charges the credit card, the following occurs:

- The payment is posted and the folio window balance becomes zero.
- The new credit card limit for the folio window becomes the same as the credit limit amount configured for the payment method. For example, if 400 dollars is the hotel credit limit for a Visa payment method, the automatic payment processing does not occur again until this limit is reached.

Credit Card Limit Overages Process – Failed

If the Credit Card Limit Overage process fails to charge the credit card, the following occurs:

- The folio window balance remains the same and no payment is posted.
- If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On**, the **No Post** check box is automatically selected when a credit limit overage payment fails in a reservation.

Accessing a Hotel Charge Card Number from the Changes Log

1. From the Navigation Bar, select **Miscellaneous**, and then select **Changes Log**.
2. Select a **Property**, select **Reservation** in the **Activity Group** field, select the **Activity Type NEW**, select or confirm the **Activity Date From** and **Activity Date To** fields, and then click **Search**.
3. Double-click a row in the search results to review information. You can identify the hotel charge card number in the **Description** field: **CHARGE NUMBER -> 10000000**, for example.
4. Click the **X** icon to close the Changes Log.

Hotel Charge Card Setup

1. To enable hotel charge card numbers in OPERA Controls, from the Administration menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select **Reservations** from the Groups menu.
3. Ensure the **Create Internal Charge Number** setting is enabled.
4. Modify **Charge Number Pattern** settings:

- a. Add a **Charge Number Pattern Prefix** if the hotel charge card numbers should begin with a specific alpha or numeric code. For example, enter DL in this field if you want all hotel charge card numbers to begin with the letters DL.
- b. Add a **Charge Number Pattern** to define the pattern to be used to generate hotel charge card numbers. For example, press **Ctrl** and click to select PROPERTY and NAME ID from the multi-selection pane, and then click **Save**. This defines the number creation pattern to use and the guest's name ID when creating new hotel charge card numbers. Leave this field blank to use the Oracle Sequence Number.
- c. Add a **Charge Number Pattern Suffix** if the hotel charge card numbers should end with a specific alpha or numeric code. For example, enter ORL in this field if you want all hotel charge card numbers to end with the letters ORL.
- d. Enter a value in the **Charge Number Maximum Size** field to specify a maximum number of characters to be used in hotel charge card numbers. The minimum value is five and maximum is 60 characters.

Troubleshooting Hotel Charge Card

Table 6-2 Troubleshooting Hotel Charge Card

Problem / Issue	Cause	Resolution
Hotel Charge Card numbers are not generated when reservations are created or imported into the system.	OPERA Control for Create Internal Charge Number is set to Off .	Set the OPERA Control for Create Internal Charge Number to On .
Charge Card Number is not found when used with a posting from a third-party system.	Reservation is not active for posting.	Verify why the reservation is not active for posting. For example, the status might not be correct, or the Pre and Post Stay rules are not valid.

Hotel Charge Card Impact

Activating the Hotel Charge Card parameter with its related controls impacts the following features:

Reservations

- When a confirmation number is generated (that is, when a reservation is created in the property management system or received from a third-party system), a charge number is generated and associated with the reservation.

Changes Log

- There is a field (**CHARGE NUMBER**) in the changes log, which is available when viewing logs for reservations with a charge number associated.

Folio Windows

- Postings can be made from third-party systems to guest folios when purchases are made using hotel charge cards used at the third-party's POS terminals.

Posting Journal

- Postings from third-party systems are included in search results in the **Posting Journal Reference** field. This assumes that the third-party system delivers the appropriate information in the posting message and it is saved in the **Reference** field.

Hotel Charge Card Conditions/Assumptions

- When the **Create Internal Charge Number** parameter is set to **On**, all new reservations that are assigned a confirmation number have an internal hotel charge card number created.
- Assuming the Pre Stay Charges function is active in the property, hotel charge card numbers can be used for posting before the reservation is checked in.
- Advanced Checked In status is considered an active status and a hotel charge card number functions for Advanced Checked In reservations.
- OPERA posts charges to folio window 1, including the hotel charge card number and any additional data provided by the third-party POS system in the **Reference** field of the posting. This is dependent on the POS system passing this data in specific elements in the posting message.
- If credit limit checking is configured for a third-party system, the credit is validated before a posting is allowed. If there is not enough available credit, the posting fails.
- If the NoPost check is configured for a third-party system and the reservation has the NoPost flag active, the posting fails.
- Assuming the Post Stay Charges function is active in the property, charge numbers can be used after the reservation has been checked out, up until the next day following the departure date of the reservation.
- OPERA accepts any charge number posting from the third-party system and posts it to the folio of the reservation that is mapped to that charge card number, as long as the reservation is valid with the posting rules configured.
- An external system must handle Hotel Charge ID replacement or deactivation.
- Searches for hotel charge card number are only available from the Posting Journal, not from the reservation search, and is dependent on this information being provided by third-party systems.
- Only the internal charge number is created by the OPERA system. If a physical card is generated and provided to the guest, this is created in an external system that interfaces with OPERA to fetch the internal charge number of the reservation. Depending on the external system, each guest can have an individual charge number or physical card that is mapped back to the reservation's hotel charge card number.

Hotel Charge Card Prerequisites

- For a hotel charge card number to be generated for a reservation, the **Create Internal Charge Number** parameter must be set to **On**.
- Reservations must be active (that is, the status must be Advanced Checked In or Checked In) to be located in the system when a third-party inquiry is made, or otherwise fit any Pre and Post Stay Charging rules. A room number does not need to be assigned for a reservation to be considered active.

- If postings are made outside of the OPERA system, any third-party point of sale systems such as restaurants, gift shops, and theme parks must be integrated and configured to work with the OPERA system.

Charging Purchases Using Post It

Post It provides a way to charge rooms or credit cards for snacks, beverages, mini-bar items, and other goods and services.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Post It**.
2. Select an article or a transaction code for posting. Alternatively, if the item has a UPC number, you can enter it in the UPC field using either a UPC scanner or by typing it.

The selection and its price (and associated taxes) appear in the posting window.

3. If charging to a room, enter a room number and guest name.
4. If charging to a credit card, enter the payment method, card number, expiration date, and card holder name.
5. Click **Complete Sales**.
6. To reverse a charge or refund an article, select **Charge It**, select the article, and then click **Activate Minus Posting**.

To post negative items, you first select the **Activate Minus Posting** button and then select the article(s) being adjusted. The button then changes to Deactivate Minus Posting to enable the posting of articles.

Credit Card Settlement

Credit Card Settlement allows you to view and modify credit card transactions prior to final processing. The Credit Card Settlements screen provides a list of credit card transactions. The screen provides information on the charge amount, charge date, guest name, room number, folio number, window number, credit card number, expiration date, and approval code.

Amounts on hold and Amounts to be settled appear at the bottom of the screen. The system calculates these amounts in real-time based on the transactions you select:

- The Total Amount to be Settled represents the total amount of one or more credit card payment transactions selected for settlement.
- The Total Amount on Hold represents the total amount of all credit card payment transactions not selected for settlement.

After reviewing transactions, the system sends the charges electronically to a third-party credit card processing company for batch settlement processing. Credit Card Settlement usually runs once a day as part of the end-of-day routine. You can also run this option at any time, for example, at the end of a shift.

- [Settling Credit Card Transactions](#)

Settling Credit Card Transactions

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Credit Card Settlements**.
2. Enter a property and additional search criteria if needed and click **Search** to view credit card transactions.
3. Select transactions to review and modify.
4. Select **Settle Credit Cards** to begin processing.

Calculating Currency Exchanges

The Currency Calculator lets you calculate exchange amounts between different currencies based on established exchange rates.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Currency Calculator**.
2. Click either **Buy** or **Sell**.
3. Select an exchange type.
Exchange types include cash, check, posting, and so on. Each exchange type can have a different exchange rate.
4. Select a **From Currency** to convert from and select a **To Currency**.
5. Enter an amount for the From Currency. The currency exchange information automatically populates on the screen.

Finding Receipts

The system stores a copy of each payment and paid out receipt. Use Receipt History to view, print, fax, or email receipts.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Receipt History**.
2. Enter a property and any additional search criteria as needed and click **Search** to search for receipts.
3. After locating a receipt, click the vertical ellipsis button and select **Send to** to email, fax, download, print, or preview the receipt.
4. Select a receipt destination option and click **Process**.

Income Audit

You can use the Income Audit option by setting the Administration - OPERA Controls - End of Day - Income Audit to Active. Manage Income Audit lets you adjust revenues

after the End of Day routine finishes. You can access and adjust transactions from previous business dates for guests still in-house. Afterwards, you can run final reports and close the business date. After a guest checks out, you can no longer adjust charges.

For example, an auditor can start the audit at 2:01 am on Saturday, post room and tax for Friday, roll the business date so any new charges will be posted to Saturday and then run the interim reports. On Monday, the income auditor can view the reports and make any necessary changes to the revenues, paid outs, etc. for guests. The final reports will then be run on Monday that will include any adjustments the End of Day Sequence or income auditor has made to Friday's income.

- You can audit up to five days left open by the End of Day routine (maximum of five days).
- You can audit only the transactions associated with a specific date.
- After an Income Audit, the system locks revenues to ensure reporting accuracy.
- After closing a day, you cannot adjust Income Audit for that date.
- You must close days in chronological order starting with the oldest.

End of Day Procedures

End of Day closes and balances each day's business activities. It reconciles guest folios and processes credit card transactions. It also posts fixed charges and provides a cumulative balance of accounts receivables.

The routine consists of a series of procedures. During a procedure, the system may generate a message to resolve issues. For example, it might notify you to complete arrivals not checked in or arrivals not yet checked out.

The End of Day routine rolls the business date forward and prints final reports.

Table 6-3 End of Day Procedures

Procedures	Description
Country and State Check	Checks for country and state codes to complete a guest's address.
Arrivals not Checked In	Verifies that guests who are expected to arrive have either checked in or changed their reservation status or arrival date. If not resolved, End of Day may list the reservation status as No Show.
Arrivals with Deposit Balance Check	When activated, an additional check for Arrivals with Deposit Balance is added to the Night Audit process prior to the Arrival not yet Checked in, the Night Audit will stop if there are any such Arrivals identified and cannot be continued unless all these Reservations are checked in or their Deposit Balance is zero.
Departures not Checked Out	Verifies that guests expected to check out have checked out or have extended their stay. You must resolve each guest's Due Out status. You can either extend or check out the guest.

Table 6-3 (Cont.) End of Day Procedures

Procedures	Description
Open Folios	An Open Folio is a guest account that is allowed to remain open after checkout. It allows the guest to check out with an outstanding balance and to continue charging until final settlement is made.
Cashier Closure	Closes any open cashiers other than the End of Day routine cashier.
Weather or Notes	Enter weather related information or other factors that impact the business day; for example, weather delaying airline flights.
Roll the Business Date	<p>Moves the business date forward one day. Arrivals, check outs, charges, and other activities occurring afterwards assume the new date.</p> <p>The business date can be rolled when:</p> <ul style="list-style-type: none">• All the anticipated departures are checked out, extended, or otherwise resolved.• All cashiers are closed. <p>When the above two tasks have been accomplished, the system displays a waiting time before rolling the business date. You may change this setting as needed. The default waiting time is 0.5 minutes. The system then broadcasts a warning to all users that the business date is about to be rolled, and then rolls the business date forward.</p>
Pseudo Rooms not Checked In	OPERA allows selecting the way to manage Pseudo Rooms during End Of Day procedure: to allow auto check in for Pseudo Rooms in DUE IN status, and/or to allow auto check in Pseudo Rooms when they are checked out.

Table 6-3 (Cont.) End of Day Procedures

Procedures	Description
Posting Room and Tax	<p>Checks each in-house guest (and any guaranteed reservations with a No Show status) and posts the day's room and tax charges.</p> <p>During the Post RT, Packages, Fixed Charges procedure the system automatically posts the charges for Room and Tax, Fixed charges, Packages, and Package Profit/Loss to all in house guests.</p> <p>The Postings status page displays specific information about each posting, such as how many times each posting has been run (iterations), the starting and stopping time, and the posting's status.</p> <p>The Post Room and Tax function checks each in-house guest and any guaranteed reservations with a No Show status, and posts the day's room and tax charges, package charges, and any affiliated fixed charges to the guest's folio.</p> <ul style="list-style-type: none"> • Room and Tax - Posts room night's charges and applicable taxes. • Other Fixed Charges - Specific charges attached to a reservation that post according to specific reservation or posting rules. • Package Charges - Depending on how the property has set up packages, the system will post related package charges, for example, breakfast). • Package Profit/Loss - An internal accounting of whether or not the property sustains a profit/loss on packages. <p>No matter how many times a day this procedure is run, OPERA Cloud does not allow duplicate charges. The End of Day Routine system tracks the folios that have been charged and the folios that are new. There is no system downtime during the End of Day Routine. As discrepancies are found, the system prompts to make any necessary changes. Once all data is verified, the system will post the room and associated fixed charges.</p>
Audit	Balances each transaction code and verifies the sum of all transaction codes used throughout the business day.
Run Additional Procedures	Runs additional procedures that are defined and scheduled in the End of Day Setup function.
Auto Folio Settlement	Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.
Print Final Reports	Generates the reports and prepares them for printing, emailing, or faxing.

Use End of Day search to retrieve properties for end of day processing. You can search for a single property or several properties within a chain. If running End of Day for several properties, Search results appear beneath the date and time on the Manage End of Day screen.

You can create or activate extra End of Day procedures and reports using End of Day Setup.

- [Running End of Day](#)

- [Running End of Day for Multiple Properties](#)
- [Running Income Audit](#)
- [Roll Business Date](#)
- [Post Room and Tax](#)
- [Mandatory and Optional End of Day Sequence Procedures](#)
- [Running End of Day Additional Procedures](#)
- [End of Day and Reservation Statistics](#)
- [Finalizing End of Day](#)
- [Print Interim Reports](#)
- [Print Final Reports](#)

Running End of Day

The End of Day routine is specific to each property. You must identify the property before starting the End of Day process. You can run End of Day for one or more properties simultaneously.

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage End of Day**.
2. Search for one or more properties.
3. From your search results, click **Manage**.
4. On the End of Day screen, click **Start**.
5. If running End of Day for multiple properties, select **Back** to return to the Search screen and repeat steps 2 and 3 above.

Running End of Day for Multiple Properties

You can run End of Day for multiple properties at the same time. Upon initiating End of Day for multiple properties, each selected property tile shows a status indicator until the End of Day is completed.

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage End of Day**.
2. Search for properties.
3. Click **Manage** on a property tile.
4. Click **Start** to begin the End of Day process.
5. Click **Back** to return to the Manage End of Day screen.

You can now select a different property tile and start running the End of Day for that property.

End of Day steps do not appear when running multiple End of Day procedures unless a message appears requiring an acknowledgment or a response. When this happens, select the property tile's alert to view the notification.

Running Income Audit

You can run Income Audit after the End of Day routine finishes by selecting **Continue**. If running Income Audit at a later time, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage Income Audit**.
2. On the **Manage Income Audit**, click **Manage** on a property tile ready for income audit.
3. Click **Setup** to change procedures or reports or select **Start**.
4. If prompted, select a default printer before the report runs.
5. Review or adjust Reservations or Post It charges.
6. After the report status appears, select **Back** to close the business date.

Roll Business Date

The business date can be rolled when:

- all the anticipated departures are checked out, extended, or otherwise resolved.
- all cashiers are closed.

When the above two tasks have been accomplished, the system displays a default waiting time before rolling the business date. You may change this setting as needed. The system then broadcasts a warning to all users that the business date is about to be rolled, and then rolls the business date forward.

Post Room and Tax

During the Post RT, Packages, Fixed Charges procedure the system automatically posts the charges for Room and Tax, Fixed charges, Packages, and Package Profit/Loss to all in house guests.

The Postings status page displays specific information about each posting, such as how many times each posting has been run (iterations), the starting and stopping time, and the posting's status.

The Post Room and Tax function checks each in-house guest and any guaranteed reservations with a No Show status, and posts the day's room and tax charges, package charges, and any affiliated fixed charges to the guest's folio.

- Room and Tax - Posts room nights charges and applicable taxes.
- Other Fixed Charges - Specific charges attached to a reservation that post according to specific reservation or posting rules.
- Package Charges - Depending on how the property has set up packages, the system will post related package charges, for example, breakfast).
- Package Profit/Loss - An internal accounting of whether or not the property sustains a profit/loss on packages.

No matter how many times a day this procedure is run, OPERA Cloud does not allow duplicate charges. The End of Day Routine system tracks the folios that have been charged and the folios that are new. There is no system downtime during the End of Day Routine. As discrepancies are found, the system prompts to make any necessary changes. Once all data is verified, the system will post the room and associated fixed charges.

Mandatory and Optional End of Day Sequence Procedures

The End of Day Routine consists of a series of steps. Of the steps there is the sequence that processes procedures and reports during the End of Day Routine. You can print an unlimited number of reports. Furthermore, you can determine which procedures or reports are to be executed on which days. After you have selected the End of Day Sequence option, OPERA displays the current End of Day Mandatory Procedures that run at the property during the End of Day Routine. All procedures are displayed, but only the Optional Procedures are editable. End of Day Interim Procedures and Reports is enabled when Income Audit controls is Active.

The following Mandatory or Optional procedures are run during the End of Day sequence based on the configuration of your property. (End of Day - Income Audit)

List Name	Procedure Name	Mandatory/ Optional	Description
Reservation No Shows	reservation.no_show	Mandatory	Processes no-shows. Reclassifies all reservations from Due Ins to No Shows when the reservation's expected day of arrival has passed. For example, if the business date has rolled from April 4 to April 5, 2018, all April 4 Due Ins will be reclassified as No Shows.
Synchronizing Front Office Statuses	Synchronizing Front Office Statuses	Mandatory	Synchronizes (matches) the number of persons and room status (occupied/vacant) in the room table with the number of persons and room status from the reservations table. The reservations table is the controlling table.

List Name	Procedure Name	Mandatory/ Optional	Description
Updating Room Statuses	hkpkg.update_room_status_proc	Mandatory	The night audit procedure hkpkg.update_room_status_proc will update all No Show rooms to the room status selected here. If no status is selected, then the room status of the no show assigned rooms will not be changed. If a reservation with an assigned room number cancels on the expected day of arrival, the reservation too shall adhere to this set room status.
Creating Guest ledger	refresh_fin_summary.refresh_reservation_summary	Mandatory	Updates each guest's reservation balance.
Generate Reservation Statistics	update_statistics.update_statistics_main	Mandatory	Updates each guest's stay statistics, such as, number of rooms, number of guests, room revenue, and promotion code.
Populating Trial Balance	refresh_fin_summary.populate_trial_balance	Mandatory	Populates a summary table of the day's transactions for each transaction code for the Trial Balance report.
Populate Folio Tax Summary	refresh_fin_summary.populate_folio_tax	Mandatory	TBD
Generating Reservation Statistics	update_statistics.update_statistics_main	Mandatory	Updates each guest's stay statistics, such as, number of rooms, number of guests, room revenue, and promotion code.
Calculating Historical Information	pms_prform00.update_profile_resv_statistics	Mandatory	Update profile statistics.

List Name	Procedure Name	Mandatory/ Optional	Description
Purge	Purge	Mandatory	This procedure searches and automatically deletes resolved maintenance requests which are greater than 60 day.
Membership Trans & Points	Membership_P.Create_daily_membership_tran	Mandatory	Creates daily membership transactions and calculate points (only when the OPP MEM Membership license code is Active).
Generate Data-Export	Generate_Export_NA_Data	Optional	Export data. The procedure is not visible if the OPP EXP Export Files add-on license is Inactive. When an Export File has a status of EXPORT PENDING, it means that the file generation process was not completed or not even started. COMPLETED is displayed if the data export was created without any errors. If EXPORT PENDING is displayed, then the user typically goes back into the night audit, and the process to generate the export files is restarted before going to the next step.
Populate Audit Box	Refresh_Fin_Summary.Populate_audit_box	Optional	Populates Audit box
Back Office Export	bof_package.export_bof_data	Optional	Back Office export when using Back Office.
Cancel Waitlist Reservations	delete_waitlist	Optional	Cancels all waitlist reservations for the previous business date.

List Name	Procedure Name	Mandatory/ Optional	Description
Purge Resolved Room Maintenance Requests	hk_maint.purge_room_maintenance	Optional	This procedure searches and automatically deletes resolved maintenance requests that are greater than 60 days.
Populate the temporary store table for Processing Commissions	insert_resv_commissions	Optional	Searches for reservations with travel agent commissions attached, and places all commissionable reservations into a temporary table, and calculates commissions.
Process Awards Timeout Messages	pms2crs_interactive_events.process_awds_timeout_messages	Optional	Processes awards timeout messages.
Allotment Cutoff	pms_grgrid.night_allotment_cutoff	Optional	Searches for all allotments whose cutoff date matches the previous business date. If an allotment's cutoff date matches the previous business date all unreserved rooms will be released back to general inventory.
Delete Messages	pr_b_del_msg_on_checkout	Optional	Deletes traces and messages for checked out guests.
Execute Rate Strategies	rate_strategy_pkg.set_rate_strategy	Optional	If rates strategies have been established, then this procedure will execute those rate strategies.
A/R Aging	update_invpurgedtl_bucket	Optional	If the property is running the OPERA AR function, then run this procedure to update the property's accounts receivable (A/R) amounts and related A/R aging information.

List Name	Procedure Name	Mandatory/ Optional	Description
Authorization Credit Card	Night_Audit_Authorization	Optional	At check in, a property usually seeks credit card authorization for a certain dollar amount (estimate of the amount of charges to be settled upon check out) for each reservation. If stay charges approach the property's initial estimate, this procedure will attempt to authorize a higher credit limit. If the authorization is not given (for whatever reason) an exception report can be produced allowing the property to contact the guest the next day to rectify the situation.
Past Arrival Waitlisted Reservations become turnaways	Turnaway_waitlist	Optional	Cancels all waitlist reservations for the previous business date.
Credit Card Offline Settlements Processed	cc_offline_settlements	Optional	Similar to the night audit credit card authorization procedure, 3 attempts will be made and if these attempts are not successful, the procedure will show as FAILED and the night audit will continue as normal. But if less than 3 failures are received, then the procedure will show as COMPLETED and will continue as normal.

Running End of Day Additional Procedures

Run Additional Procedures to help with corrections, adjustments, and postings to guest folios as necessary.

1. From the **OPERA Cloud** menu, select **Financials**, select **Manage Income Audit**.
2. On the **Manage Income Audit** screen, click **Manage**.
3. On the Income Audit screen, from the **Steps** menu, select **Run Additional Procedures**.
4. In the End of Day Setup panel, click Final Procedure tab, select a procedure and click the vertical ellipses to set it to **Active** or **Inactive**.

The Procedures section is view only and it displays information about each procedure, such as the Iteration Number, the Start and End time, and the procedure's Status (running, completed). Errors are displayed above the status grid. The iteration only changes numbers if there was an error in the previous iteration. If a previous night's procedures have not been completed, OPERA Cloud does not allow the next End of Day Sequence to run.

End of Day and Reservation Statistics

Reservation statistics tables are created during the end of day process for the current business date.

Transactions within the Financial Transactions table are recorded and stored with the market code, source code and room class of the originating reservation. If a transaction is routed or transferred to another reservation (irrespective of the transactions posting date) with a different room class, market segment or source code, the entries in the financial transaction table are not be updated with the above data for the target reservation. Financial journals and reports print from the financial transaction table and are therefore referenced to the financial information and filtration based on the originating reservation.

Reservation statistic tables that are created during the end of day process (for the current business date and a have revenue association) summarize and calculate revenues by the room class, market segment and source code of the reservation they are linked/associated to for the specific transaction at the time the business date is rolled. It is not intended be a direct reflection of the components such as market/ source etc. of the actual posting for reasons such as transfer, routing, room moves, and so on.

An exception to the revenue statistic calculation in the end of day process as described above are those transactions which are routed or transferred to a PM (pseudo) account. Those revenues for statistical reporting are recorded under the room class, market segment and source code of the reservation from which they were last routed/transfer on the business date of the posting.

Finalizing End of Day

The last step in the EOD procedure is Finalizing the End of day. A pop-up message is displayed to the end users that need to be accepted . It closes the business date.

End Of Day Reports

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **End of Day Reports**.
2. On the End of Day screen, search for the **Property** and select a **Date**.
3. Select the check boxes for **Status Filed**, **Sent**, or **Not Processed** and click **Search**.
4. From the search table, select a report and click the **Action** vertical ellipses and click **Preview**, to preview the report.
5. Click the vertical ellipses in the Search panel and click **Regenerate and Send to** or **Send to** link.
6. On the Batch Reports screen, select a **Report Destination** and click **Process**.
7. Click **Skip Report** to skip processing or click **Stop Batch**.

After process completion, the **Status** shows Complete and Message **Finished Successfully**.

Print Interim Reports

The OPERA Controls End of Day - Audit must be set to Active for OPERA Cloud to print Interim Reports. OPERA Cloud generates the selected interim reports and prepares them for the Income Auditor as established in End of Day Routine Setup. Use these Interim Reports with the Income Audit feature to make corrections, adjustments, and postings to guest folios as necessary.

If your property does not use the Income Audit feature, the auditor can now close the business date and print final reports.

If the property uses the Income Audit feature, the Interim reports are then run after the procedures. These reports are referenced when the income auditor makes adjustments and new charges.

It is suggested that the interim reports include the Preliminary Manager's Report, Preliminary Trial Balance, and Preliminary Journal by Transaction Code.

Print Final Reports

OPERA Cloud generates the selected final reports and prepares them for printing on the default End of Day Sequence printer based on the configuration of your property. The Night Auditor compares the data conveyed in different folios against points of sales outlets daily reports, the housekeeping room status report, and so on. This cross- referencing function is a vital procedure in the internal control.

 **Note:**

If the end of day sequence gets hung up on a report, when the end of day sequence is re-started it will begin with the reports that have not finished printing. For example, when running the final reports, the user gets hung up on report 15 out of 24. When the final reports are started again, it will start with the 15th report and finish running them.

End of Day Sequence Mandatory and Additional Reports are considered your final reports of the day because the information contained in these reports cannot be changed (once the date has changed, any postings, etc. will be reflected on the new day). The reports processed in the Balancing Reports phase are not considered final because that information can change (the date has not yet been changed and therefore postings, etc. will effect today's information).

Manage Billing

Billing enables you to post and adjust guest charges, move charges, post payments, generate folios, print and share folios, and perform many other tasks related to guest billing. You can also view the charges posted to the guest's folio.

The guest folio provides eight billing Windows (numbered 1 – 8). Each Window holds charges, payments, or adjustments based on the guest or property requirements. For example, a guest might want room rate charges stored in Window 1, room service and restaurant charges in Window 2, business center charges in Window 3, and so on. You can also set up different payment methods for each window and move payment methods from one window to another.

You can do the following when managing a guest's billing:

- Post charges to the guest account by transaction code, price, and quantity. You can post charges in any of eight separate Windows.
- Accept and post guest payments by credit card, cash, or check to any of the eight Windows.
- Reverse a payment by creating a new transaction in the same amount. This option appears after you select a payment transaction.
- Edit postings or transfer entire folios or partial postings to other folios or guest rooms.
- Adjust transaction adjustments by amounts or percentages. You can provide reason codes and descriptions for the adjustments.
- Split a single transaction into two transactions based on an amount or a percentage. Split amounts appear in separate rows on the Manage Billing screen.
- Print, email, fax, or preview a folio by Window or currency.
- Search for all transactions made by the guest or enter search criteria to find only specific transactions.
- Move postings from one Window to another Window.
- [Cashier Login](#)
- [Pre Stay and Post Stay Charging](#)

Cashier Login

Cashier Login is a security feature designed to prevent unauthorized users from accessing cashiering functions. You can configure employee cashiering privileges in the Administration menu under Financial > Cashiering Management > Cashier. Each cashier receives an ID number assigned by the system, however, you can manually update the ID. The cashier's OPERA Cloud password serves as the cashier's login password.

In OPERA Controls, when the Cashiering parameter Force Cashier Login is set to On, you need a cashier logon to access cashiering functions such as:

- Reservation Deposits
- Reservations Check Out
- Reservation Billing Summaries
- Accounts Receivable Invoices
- Block Post Unallocated Deposits
- Posting Journal
- Post It

Pre Stay and Post Stay Charging

The Pre Stay Charging and Post Stay Charging features control whether the property allows charges to be made to a reservation before check in or after check out. These features operate according to rules established in the Cashiering group under OPERA Controls.

After activating pre stay charging in OPERA Controls, you can:

- Allow pre stay charging for a set number of days prior to guest arrival.
- Specify eligible payment methods for pre stay charging.
- Restrict pre stay charging privileges to certain reservation types.
- Allow charging only if the reservation is on queue waiting to be checked in.
- Make pre stay charging a default option on guest Payment Instructions.

After activating post stay charging in OPERA Controls, you can:

- Make post stay charging a default option on guest Payment Instructions. This enables posting charges after checkout regardless of the payment type associated with the reservation.
- Restrict post stay charging privileges to certain reservation types.
- Activate the open folio functionality.
- Specify when an open folio needs to be closed (options are Sameday, Unrestricted, or a defined number of days).
- Define payment types that you can associate with a reservation to enable post stay charging.

- Set the number of days before automatically closing an open folio with a zero balance.

Pre Stay Charging Example

Paul Jensen makes a reservation for next Monday with pre stay charging allowed and a payment method and reservation type covered by the pre stay rules. He later calls to request tickets to a concert he wants to attend Monday evening. The property can reserve the tickets and post the cost of the tickets to his reservation.

Post Stay Charging Example

Pat Anderson has post stay charging enabled on her reservation and AMEX credit card information associated with her profile. The property allows folios to remain open only on the day of checkout. When she checks out on May 6, she uses the AMEX credit card for settlement. Later the same day, she goes to the lobby bar for lunch. The meal can be automatically posted to her folio by the POS interface. Anderson is still in town the next day, May 7, so she stops at the hotel for lunch again. This time, the meal cannot be automatically posted by the POS interface because your property's post-stay charges rules limit an open folio to SAMEDAY.

7

Miscellaneous

The Miscellaneous menu enables you to create or search for a variety of information and perform a variety of functions using features such as the Changes Log (search and create reports on logged activities by property, activity group, activity type, and date range), Service Requests (create service requests by assigning priorities, dates, and times), and Telephone Book (create phone numbers and categories for properties, restaurants, and transportation).

- [Concierge and Valet](#)
- [Changes Log](#)
- [Exports](#)
- [Data Exports](#)

Concierge and Valet

The concierge and valet feature provides some of the following functions: searching for guest information, leaving messages for guests and groups, setting up traces, setting wake up calls, setting up guest locations, and managing parcels, baggage, valet service, and lost items.

- [Tracking Parcels, Baggage, Valet, and Lost Items](#)
- [Telephone Operator](#)

Tracking Parcels, Baggage, Valet, and Lost Items

Track It provides the ability to track and manage parcels, baggage, valet service, and lost items. After creating a Track It record, you can update the status as items are delivered, returned, or found.

Note:

For this feature to be available, the Track It parameter under the General group in OPERA Controls must be active.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Miscellaneous**, select **Track It**, and then select **New**.
2. Select **Parcel, Valet, Baggage, or Lost**.
3. Select or enter a property name, ticket number, and action.
4. Add a description, quantity, location, action date, and assign the record to a staff member, if needed.
5. Select **Attach Reservation** and search for the guest associated with the record.

6. Select the reservation, click **Select Reservation**, and then click **Save**.

Telephone Operator

By using the Telephone Operator, these are some of the tasks that you can quickly perform:

- Search for guest information.
- Leave messages for guests and groups.
- Set up traces (notifications for your colleagues about actions that they must take relative to the reservation or on the guest's behalf).
- Set up wake up calls.
- Set up locators (information from a guest who wants to be located for an important call or delivery, but plans on being in a location other than the room, such as the bar, pool, or restaurant).

Changes Log

The Changes Log records the history of actions (activity type) performed in the system. For example, it can show you reservation check-ins, deleted profiles, End of Day activities, block activities, service requests, and so on.

The Changes Log reveals the user who performed the actions, the date, the time, the activity type, and a description. You can view the Changes Log while working with a profile or a reservation. You can also select the Changes Log from the OPERA Cloud Miscellaneous menu.

- [Viewing Changes Log Details](#)

Viewing Changes Log Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Changes Log**.
2. Complete the following search fields:
 - a. Enter a **Property** name.
 - b. Select dates in the **Activity Date From** and **Activity Date To** fields.
 - c. Select an **Activity Group** from the drop-down list.
 - d. Select an **Activity Type** from the drop-down list. Options vary based on the Activity Group you select.
3. Click **Search**.

Exports

The exports feature provides the ability to create and export data files, such as back office data, to third-party interfaces and receiving systems.

Data Exports

OPERA Cloud provides the ability to export data to a third-party receiving system or interface using the General export feature or the Back Office export feature. For example, you may want to export revenue data to an accounting system.

To export data, you would create a General export file or a Back Office File (BOF) from one of the provided templates. There are different templates based on the receiving system or interface to which the file would be exported. Once the file is exported, the receiving system or interface translates the data based on the mapping configured for the export.

If you already have an export file that was created in OPERA Property Management System release 5.5.2 or earlier, you can only export a file and cannot edit it. You would need to create a new export file to have the ability to make changes.

- [Export Files](#)
- [Membership Exports](#)
- [Creating or Editing a General Export File](#)
- [Back Office Exports](#)
- [Creating or Editing a Back Office Export File](#)
- [Exporting a General or Back Office Data File](#)
- [Creating a Component Export File](#)
- [Viewing Export Details](#)

Export Files

The Exports feature is used to collect information from different tables or views in OPERA and export that data to an ASCII text file or to an XML file, which can be sent to a third-party system for processing. For example, to calculate award points for your loyalty program, you might use the Membership export to gather data for your members and then export this data to a fulfillment house. The fulfillment house would then process the data and calculate the membership award points.

The below export types exist in OPERA. With the exception of Country, each export type requires an active license.

- **General** Use this type for all general or generic exports provided by OPERA system inserted data (SID). You can export from the existing generic templates or create a customized export.
- **Back Office** Use this type for accounts payable, daily report, fixed assets, payroll, general ledger, and financial statement exports.
- **Membership** Use this type for membership statements you need to export and send to a fulfillment house.
- **Country** Use this type for country-specific legal exports.

Export File Workflow

The export file process typically consists of the following steps:

1. To begin, you might be prompted to input parameters to control the execution of the export generation. For example, the parameter screen can prompt for the start and end dates for the date range to be covered by the export. Not all exports use a parameter screen.
2. When export generation is started, a pre-processor (Pre-Export Procedure) runs. This only occurs if a pre-processor is defined for the export. This procedure is specific to the export and populates views and sets variables and filters. Each export makes use of views that are supplied as standard with OPERA. Views are collections of data that are pulled from the many hundreds of OPERA database tables specifically for use in creating exports and reports.
3. The export generation process pulls data from the views, applies parameters and filters (if defined in the export setup), and calculates formulas, as appropriate. Exported data is stored in tables and can be viewed through the View Exports option. The ASCII export file is actually generated when the **Export Data** option is selected from the Exports screen. The export file is then stored in the export directory where it can be picked up by other applications for further processing. For example, it can be picked up by a back office application.
4. When the export is automatically generated during End of Day processing, the data and export file are generated with no user intervention required.
5. A post-processor (Post Export Procedure), if one is used for the export, runs to perform clean-up after the export data is generated. This could include activities such as truncating temp tables and resetting variables that were set by a parameter form.

Export File Generation

You have three options for creating and generating export files:

- **Automatic Generation of Export Files** You can select a procedure (GENERATE EXPORT NA DATA) in End of Day (Night Audit) processing for creating export files. Only files selected for End of Day processing in the export setup are run automatically.
- **Manual Generation of Exports Files** You can manually create export files as needed. For example, if files fail to automatically export during the End of Day routine procedure, you might need to manually export them.

Exports Screen

The Exports screen is used to collect information from different views/tables and export the data to an ASCII text or XML file. The screen shows all the generic exports provided by OPERA SID data. From this screen, you can generate and view export data files, and also alter export file configurations.

Credit Card Information Handling

In all OPERA tables, credit card numbers and expiration dates are stored as encrypted. Based on the Reservations Credit Card Information View user permission, you can view the credit card information on OPERA Screens. Regardless of the Credit Card Information View permission, you cannot modify export data containing credit card information. The credit card information on export files output is not masked. If the Credit Card Information View permission is not granted, credit card numbers and expiry dates in the export data are fully masked with Xs when displayed on screen where export data can be seen. If you have the Credit Card Information View permission granted, you can view the number in the export data but not modify it.

- [Export File Delivery Configuration](#)

Export File Delivery Configuration

With delivery configuration, you select the delivery methods and enter the delivery destinations for export files. Each export has its own delivery configuration and unique delivery destination or end point.

Use the Delivery Configuration screen to complete the configuration process. To access the Delivery Configuration screen, from the OPERA Cloud menu, select **Miscellaneous**, select **Exports**, and then select an export type, such as General, Back Office, Membership, or Country. Click the vertical ellipsis button next to the export file and select **Edit**. From the Export Configuration screen, click the **Delivery Configuration** link to open the Delivery Configuration screen.

For the delivery method, you can select **SFTP** or **HTTPS** and enter the end point for the export or select **File System** and enter a target directory for the export.

- [Export File Details](#)
- [Export Data Definitions](#)
- [Creating and Associating Export Mapping Types and Codes](#)

Export File Details

The export file details specify the particular features of the export file. You can create the export file by copying an existing export file as a template, and editing it, if necessary, or by starting from scratch with a blank Export File Details screen. If you select the template option, you are prompted to select the export file types to be copied as templates.

From the Export File Details screen, you can configure the specific details of the export file.

Note:

To copy an existing export file delivery configuration to the Delivery Method Maintenance screen, right-click anywhere on the Export File Details screen and then click **Copy to Export Delivery Methods**. The Export Delivery Methods screen appears.

Export Details

The below table lists all the details you can configure for the export file.

Table 7-1 Export Details

Field	Description
File Type	Name of the export. Enter a new file type name for the export.

Table 7-1 (Cont.) Export Details


Field	Description
XML	When selected, the export generates via XML messaging. By default, this option is selected and unavailable if the export has been created as an XML export. It is available to be selected when the export is configured manually (rather than being created from a preconfigured template) as an XML export.
	<div data-bbox="1055 598 1364 966" style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <p>By default, the File Extension Formula field populates with 'XML' when this option is selected. File Extension Formula can, however, be edited to change the filename extension.</p> </div>
XML Doc	Available when the XML option is selected. In this field specify the name of a wrapper tag for the export. For example, if you wanted the XML export to begin with a tag <code><umf></code> and end with a tag <code></umf></code> , you would specify <code>umf</code> in this field. Additionally, select the ellipsis button to further configure the XML.
Encoding	(20 Character Max) Enter the encoding attribute to add to the <code><?xml?></code> file header.
Processing Instructions	(2000 Character Max) If needed, enter any additional processing instructions to the XML file header.
Document Type Name	(100 Character Max) Used to define an optional document type name (<code><!DOCTYPE "_doc_type_name"></code>).
Document Type System ID	(100 Character Max) Used to Define an optional document type system ID (<code><!SYSTEM "_system_id_"></code>).
Document Type Public ID	(100 Character Max) Used to define an optional document type public ID (<code><!PUBLIC "_public_id_"></code>).
File Description	Long description of the export file type.
Export Source	Select the down arrow to choose from a list of available views for the export procedure.

Table 7-1 (Cont.) Export Details


Field	Description
Source Description	The description is automatically populated when the Export Source view is selected.
	<div data-bbox="1149 470 1273 506"> Note:</div> <p>When the EXP_SCACTIVITY_VIEW data source is used, and the Activity > Use Time Zones for Activities application parameter is set to Y, date and time information related to activities is converted to the logged-in user's time zone; if no time zone is specified for the logged-in user, the logged-in property time zone is assumed; if the logged-in property does not have a time zone assigned, the database time zone is assumed.</p>
Pre Export Procedure	Internal set-up procedure that is executed before the data export is done. The pre-export procedure is a pre-processor that populates and filters views and sets variables.
Post Export Procedure	Internal setup procedure that is executed after the data export is done. The post-export procedure is a post-processor that truncates temp tables following export generation and can also reset parameters that were set for the export.

Table 7-1 (Cont.) Export Details

Field	Description
Parameter Form	Used for exports that can be manually generated. This field contains the name of the parameter form which is used to generate a manual export. The parameter form prompts for the required input from the user in order to generate a manual export. An example of the required parameters is the date range for which the export needs to be run. Each pre-export procedure has a unique parameter form, as the procedure is hard-coded within the form. Normally, if the parameter form is used, the pre-export procedure need not be used, but this can vary depending on the definition of the export.

 **Note:**

When automatically generating exports via End of Day processing, a parameter form should not be used because the export is generated automatically and there is no opportunity for manual input.

Table 7-1 (Cont.) Export Details


Field	Description
Night Audit Export	Select this option if the export is to be run during the End of Day procedures.
	<div data-bbox="1149 470 1273 506"> Note:</div> <p>When an export is set up to run during the End of Day (Night Audit) procedures, a frequency can be selected to generate this particular export file during the End of Day process. In the event you select such an export and manually generate the export file, the setting in the Frequency field is ignored and the export is generated irrespective of the frequency setting. In addition, the export automatically generates an export file based on the Frequency during the End of Day process.</p>
Frequency	When the Night Audit Export option is selected, select the down arrow to select the frequency of how often the export is to be run during the night audit process - Daily, End of month, End of Year, or Weekly.
Delivered Via	Select the delivery method: OXI, SFTP, HTTP, or PREDEFINED. When a value is selected, the relevant additional fields display to complete the configuration.

Table 7-1 (Cont.) Export Details

Field	Description
SFTP	<p>Select this option if the export is to be delivered via a secure FTP channel. When you make this selection, the Delivery Configuration button appears. Use Delivery Configuration to set up the details of the SFTP communications.</p> <p>Also for SFTP export file transfer, an Export Definition can be added to each export file, including XML export files, to associate a specific character set to be used. This character set is used for the export file and the value defined for the Exports > Export Character Set application setting is overridden. To override the Export Character Set setting, the following must be entered for the Export Definition of the export file:</p> <ul style="list-style-type: none"> • Code EXPORT CHARACTER SET • Description Export Character Set (or any text description for the Code) • Value Must be a valid Oracle Character Set <p>For SFTP, if the export file transfer initially fails, it is retried the number of times specified in the EXPORTS > HTTP/SFTP FILE TRANSMISSION ATTEMPTS application setting.</p>
HTTP	<p>Select this option to use an HTTP upload of the export file. This file can be uploaded and automatically transferred to the HTTP address during End of Day processing or on demand (for more current information).</p>

 **Note:**

If the export is configured to run during End of Day processing and the HTTP transmission fails, the night audit continues to run to complete the End of Day. However, an error message appears in the naweather.rdf report to notify the user of the transmission failure. As this report is non-mandatory, properties using the HTTP transmission must configure the report.

Table 7-1 (Cont.) Export Details

Field	Description
HTTP Address	(Available when HTTP is selected.) Type the database HTTP address where the export file is uploaded.
Protocol	(Available when HTTP is selected.) If you are communicating with a Web Service, select the down arrow to choose the protocol used for extracting XML (for example, SOAP) from the uploaded file. If you are not communicating with a Web Service, leave this field blank.

Table 7-1 (Cont.) Export Details

Field	Description
SOAP Action	<p>(Available when SOAP is selected in the Protocol field.) Enter the SOAP action, if any, to be applied by the Web Service.</p> <p>The export file is uploaded to the receiving host using HTTP protocol with content type application/octet-stream, using the POST method.</p>

 **Note:**

If **Compress** is selected, the content type of the compressed file is **application/x-zip-compressed**.

OPERA passes the following parameters to the receiving host (HTTP listener) in the HTTP POST command, which the receiving module can use:

- filename name of the file being transferred using HTTP protocol.
- crc length of the transferred file in bytes.

Once the receiving module has received and processed the file, it must generate an HTTP response, which is captured by the OPERA sending module. This response is an XML text document. The format of the document is as follows if the file was successfully received and processed:

```
<?xml version="1.0" encoding="UTF-8"?
><YOURMODULENAME><STATUS>OK</STATUS></
YOURMODULENAME>
```

The format is as follows if an error occurred:

```
<?xml version="1.0" encoding="UTF-8"?
><YOURMODULENAME><STATUS>ERROR</
STATUS><ERROR>Error Text is here</ERROR></
YOURMODULENAME>
```

YOURMODULENAME is the name of the module (for example, the servlet) which is receiving the export files. This name is for information only purposes and can be anything the property wants. Other tags in the XML should not be changed.

Table 7-1 (Cont.) Export Details


Field	Description
	<div data-bbox="1136 399 1429 756">  Note: If the OPERA sending module does not receive a response in the proper XML format (within the Retry Interval), it assumes that an error occurred during the file transfer. </div>
OXI	Available when an OPX_XXX OXI add-on license is active. When OXI is selected, the Delivery Configuration button appears. Select this option to transport the export file via the OXI interface.
Type	(Available when OXI is selected.) Enter up to 20 characters to uniquely identify the OXI Action Type.
Interface	(Available when OXI is selected.) Select the down arrow to choose the third-party system to which OPERA connects through OXI.
PREDEFINED	Select this option to transport the export file via a predefined interface.
Dest. Code	(Available when PREDEFINED is selected.) Select the unique configured export delivery method destination code.
Encryption Type	Not available when OXI is selected. To encrypt the export file, select the encryption format (only AES is available at this time). The export file is encrypted using the selected algorithm and the key entered in the Key field. Encryption is performed on the raw file (that is, prior to zipping). The remote site must use the same method and key for decryption. In addition, the remote site must provide their own decryption software in order to decrypt the file.
Key	(Available when an Encryption Type is selected.) Enter the encryption key to be used to encrypt the export file. The AES key must equal 32 characters.

Table 7-1 (Cont.) Export Details

Field	Description
Filter Condition	Condition for the export. By default, depending on the view, all data is exported. But if a certain type of data only requires to be exported, then the condition can be filled. Technically, this is the where clause in the select statement. For example, market codes statistics export, if only certain market codes statistics are required, like FIT, COM and IND, then the condition Market code IN (FIT,COM,IND) can be entered, where market code would be one of the column names in the Export source view/table. When clicking OK, the export setup is saved and now the columns can be defined. When the export setup is saved, the button option Export Columns is available. Select this button and the entire list of columns, which are available in the view, are brought up. This occurs the first time, when setting up a new export. If the columns are already defined, then the option Export Columns lists out the columns, which have been selected. New columns can also be added.

Table 7-1 (Cont.) Export Details

Field	Description
File Name Formula	<p>Name of the ASCII export file which is created when the option to generate file is selected. This field can accept SQL formula so that the file name can include dates or other program specific exports information (First5Characters of Property Code +Current System Month+F would be SUBSTR(property code,5) MM F). This should be a valid SQL formula. On clicking the list of values box, a list of all the columns defined in the Export Source View/Table appears. These are the columns that can be used to create the File Name Formula. The name of the ASCII text file can be made from any of these values or can also be any string of characters. If the file must always be called WY P296, then enter 'WY P296' (the single quotes are necessary). If the file has to depend on the business date of the property, then enter the following:</p> <pre data-bbox="915 869 1414 926">'WY' TO_CHAR(PMS_P.BUSINESS_DATE, 'MMDD') 'EXP'</pre> <p>This gives the name WY1103EXP for a business date of November 3.</p>
File Extension Formula	<p>Used to create any file extension for the daily export. This field can accept SQL statements so that the extension can include dates or other program specific export information (Current System Month +Day MM DD). Examples for the file extension name would be TXT or EXP. The single quotes are necessary.</p>

 **Note:**

When the export file is created, the resulting filename appears just as it was configured in the File Name Formula field. This includes the case of the text, rather it all be capitalized, all lower case, or a combination of capitalized and lower case text.

Table 7-1 (Cont.) Export Details

Field	Description
Zip File Name	The name of the zipfile if the export files are to be zipped. To make use of this functionality, the General > Compression Utility application setting must specify the zip program name. The zip program name (executable file) must be present in the \RUNTIMES directory. (The ZIP and UNZIP freeware utilities provided by Oracle are located in the Oracle bin directory on the application server and do not need to be moved to the \RUNTIMES directory.)

 **Note:**

In order for zipping of export files to work correctly, the FORMS60_OUTPUT registry setting must use a mapped drive letter on the application server and cannot use a Universal Naming Convention (UNC) path. This is a limitation of PKZIP, a DOS utility, which does not recognize UNC pathing. For example, the path could be D:\MICROS\OPERA\EXPORT but cannot be \\machinename\MICROS\OPERA\EXPORT.

Any value enclosed in single quotes can be specified as a zipfile name; the value can be concatenated with a valid OPERA expression (for example, 'WY_296_'||pms_p.business_date).

OPERA validates the zipfile name entered here in order to help avoid a filename that contains invalid characters. (Invalid characters in the zipfile name would prevent the zipfile from being automatically created during End of Day processing.) Invalid zipfile names are possible if the filename was specified prior to the validation feature being introduced. If an export file does not have a valid zipfile name, End of Day processing continues without creating the zipfile. An appropriate entry is

Table 7-1 (Cont.) Export Details

Field	Description
	made to the User Activity Log in the End Of Day activity group.
Compress Data	Select this option to delimit the column data in the export file. The delimiter can be specified in the Col Separator field.
Col. Separator	Appears when the Compress Data option is selected. Select the space, tab, comma, or Enter (CRLF or carriage return line feed) option as the character column separator. The data column is delimited by the selected character that follows it.
Always Export Header and Footer	Based on the export setup, if no data has been generated within the export, if a header and footer are defined, and if a file name is given in the export setup, OPERA always generates the export file that contains no information other than the header and the footer. If this option is selected, the header and footer columns of the export should only be Formula type columns. When saving the export with this option selected, the following reminder prompt appears: 'Always Export Header and Footer is checked. Ensure that the header (and/or footer) definition only uses formula columns.' You can continue and save the export without using formula columns for the header and/or footer. However, if there are no records in the export (that is, if the export view is empty), an exception message is thrown. This message appears: "No records were found for the export source view. Export failed due to invalid column configuration in export header or footer and option Always Export Header and Footer being active."
Inactive	Select this option to make a file type Active or Inactive. If this option is selected, the file type is Inactive. If deselected, the file type is Active.
Add Newline	Select this option to have each record displayed on a separate line in the ASCII text file.
Component Export	Select this option to expose the Components button. Selecting the Components button enables you to configure components to be included in the export file.

Export Data Definitions

Some exports might require a property to define specific export codes and corresponding values before running the export. These export codes and their values are the data definitions for the export. Each Data Definition for a standard export includes the following components:

- The data views from which the export is developed.

- The pre-processor used for the export, along with any filter conditions applied by the pre-processor.
- The parameter form (if any) used to set controls for the export.
- Filter conditions for the export, if any.
- The post-processor used to "clean up" after the export is generated.
- The file name and extension formula.
- The data layout of the export ASCII file.

**Note:**

Depending on the template you select for your export, specific codes and possibly default values can auto-populate the Export Definitions screen.

The following table lists the export data definitions and describes each term and the definition for it.

Table 7-2 Export Data Definitions

Term	Definition
FILE_TYPE	The name of the export.
FILE_GROUP_ID	The group to which the export belongs.
RESORT	Property for which export is set up. If resort is null, then it is a template record.
FILE_TYPE_DESC	The long description of the export.
SOURCE_VIEW_CODE	This field can only be edited when configuring new exports. Select the down arrow and select the view used for this export from the list of values.
FILE_NAME	The file name formula is the name of the ASCII export file that is created when the export is generated.
FILE_EXTENSION	Used to create any file extension for the daily export. This field can accept SQL statements so that the extension can include dates or other program specific export information (Current System Month + Day MM DD). Examples for the file extension name would be TXT or EXP. The single quotes are necessary.
FILE_LOCATION	Location where the export is saved.
COL_SEPERATOR	This field appears when the Compress Data check box is selected. Select the down arrow and select the delimiter used to separate the columns from the list of values. The available options are: Space, Tab, Comma, and Enter (CRLF or carriage return line feed).

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
WHERE_CLAUSE	<p>The condition for the export. By default, depending on the view, all data is exported. However, if only certain information is required to be exported, then you can enter a value in this field.</p> <p>Technically, this is the where clause in the select statement. For example, if only certain market codes statistics are required in the market codes statistics export, such as FIT, COM, and IND, then the condition Market code IN (FIT, COM, IND) can be entered (where market code would be one of the column names in the Export source view/table).</p> <p>When clicking OK, the export setup is saved and now the columns can be defined. When the export setup is saved, the button option Export Columns becomes available.</p> <p>To define the export columns, select the Export Columns button. Once selected, the Export Columns Details screen appears, displaying the columns available in the view.</p>
RUN_IN_NA_YN	Indicates if the export is run as part of the night audit procedure or not.
ZIP_FILE_LOC	Location where the Zip file of the export is saved.
COMPRESSDATA_YN	Indicates if the data included in the export is compressed or not.
ZIP_FILE_NAME	The name of the export Zip file.
PRE_EXP_PROC	<p>The pre-export procedure is an internal setup procedure that is executed prior to the data export. The pre-export procedure is a pre-processor that populates and filters views and sets variables. The procedure extracts the data and stores it in a temporary table. The view (defined in the Export Source field) reads from this table and creates the export data. The temporary table is deleted once the export is complete. If a pre-export procedure is not specified, the export looks at the values defined in the Parameter Form field.</p>
POST_EXP_PROC	<p>An internal setup procedure that is executed after the data export is complete. The post-export procedure is a post-processor that truncates temp tables following export generation and can also reset parameters that were set for the export.</p>

Table 7-2 (Cont.) Export Data Definitions


Term	Definition
PARAMETER_FORM	The Parameter Form field is used for exports that can be manually generated. This field contains the name of the parameter form which is used to generate a manual export.
	<div data-bbox="1055 514 1356 997" style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <p>When automatically generating exports via End of Day processing (the Night Audit Export check box is selected), the parameter form should not be used because the export is generated automatically and there is no opportunity for manual input.</p> </div>
	Typically, this field is not required if the pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form as the procedure is hard-coded within the form. If a value is not defined in the Parameter Form field, the procedure looks at the view utilized for the export (defined in the Export Source field).
BATCH_SEQ	Batch Sequence number assigned to the export.
ADD_NEWLINE_YN	Select this check box to have each record displayed on a separate line in the ASCII text file.
NA_FREQUENCY	The frequency the export runs in the night audit procedure.
ALWAYS_HDRFOOTER_YN	Based on the export setup, if no data has been generated within the export, if a header and footer is defined, and if a file name is given in the export setup, OPERA always generates an export file that contains no information other than the header and the footer.
FTP_UPLOAD_YN	Export file has to be uploaded automatically by OXI to FTP site.
UPLOAD_TYPE	Type of FTP upload. Can be DCO, REV, FOLIO, PA, or PS.
OXI_INTERFACE_ID	Interface ID from OXI, required if upload_type is not available. A valid OXI interface is required to upload to FTP.

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
HTTP_UPLOAD_YN	Export file has to be uploaded automatically by IAS to HTTP site.
HTTP_ADDRESS	URL address of HTTP server which received the export file.
NA_WHEN_TO_EXPORT	Day of the week when the export routine is run in the night audit and the NA_FREQUENCY is set to 'Day of Week.'
COMPONENT_EXPORT_YN	Indicates if this export contains export components.
PARENT_ID	If this export is an export component, this column contains the exp_file_id of the parent export.
EXPORT_SEQUENCE	Sequence of running the export.
APPEND_TO_FILE_YN	Indicates if the data should be appended to an existing file.
TRANSFER_METHOD	Protocol used to upload the export file to HTTP server.
SOAP_ACTION	Soap Action information if SOAP protocol is used to upload the export file.
XML_YN	Indicates if the export is an XML file.
XML_DOC_NAME	Main tag for the xml document.
AUTO_EXPORT_YN	Configure Auto Export Y/N.
SFTP_YN	SFTP Y/N.
ENCRYPT_TYPE	The Encryption Type.
ENCRYPT_KEY	The Encryption Key.
LOG_LEVEL	Internal.
EXPORT_TYPE	Internal Column. Used to map this export to the iteration export type in the exp_iterations table.
LARGE_REC_LENGTH_YN	Indicates if this export contains records where the data length can exceed 4k.
XML_ENCODING	For XML exports, this allows adding the encoding attribute to the <?xml?> file header.
XML_PROCESSING_INSTRUCTIONS	For XML exports, this allows for additional processing instructions to the XML file header if needed.
XML_DOCUMENT_TYPE_NAME	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).
XML_DOCUMENT_TYPE_SYSID	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).
XML_DOCUMENT_TYPE_PUBID	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
MULTI_PROPERTY_YN	Multi-property Export Y/N.
EXPORT_CHARACTER_SET	The character set used to write the export files. It must be a valid Oracle Character Set, such as UTF8 or US8PC437.

Creating and Associating Export Mapping Types and Codes

You can create a new mapping type and a new mapping code independently of each other.

1. From the **Administration** menu, select **Interfaces**, select **Export Mapping**, and then click **Mapping Types/Codes**.
2. To create a new mapping type, click the vertical ellipsis button and select **New**.
3. Enter a **Property** name, select a **Mapped To** code, mapping **Type**, and **Description** of the export mapping type, and then click **Save**. If multiple types are required, repeat these steps.
4. To create a new mapping code, on the Mapping Types/Codes panel, enter search criteria and click **Search**.
5. Select a mapping Type and click **Edit**.
6. Expand the Mapping Codes panel and click **New**:
 - Select a **Mapping Code** and **Description**.
 - Select a **Data Type** and enter a Display Sequence number.
 - Click **Required** if you must specify a value when associating this export mapping code with an OPERA Cloud code.
 - Click **Use LOV** to enable a drop-down list of values for this Mapping Code and select an LOV Name.
7. Click **Save**. If multiple codes are required, repeat these steps.
8. To associate export mapping types/codes to OPERA Cloud codes, from the **Administration** menu, select **Interfaces**, select **Export Mapping**, and then click **Export Mappings**.
 - a. Enter a **Property** name, select a **Mapped To** code, and then click **Search**.
 - b. Click the vertical ellipsis button, select **Edit**, and select a mapping type.
 - c. Enter a value for each mapping code in the Export Value column. This is the value associated with the OPERA Cloud code that is exported to the receiving system. Click **Save**.

Membership Exports

You can export membership data from the OPERA database into files and use these files for various purposes depending upon your needs. For example, if you have a loyalty program, you can export membership statements to a data file that can be sent to a fulfillment house for the processing of membership points.

The following export types can be used for Membership exports:

- **General** This option enables you to export commonly used data from existing templates. These export files are pre-configured and can be modified.
- **Membership Export** This option enables you to export data related to memberships, membership points, and membership statements.

The following Membership Export file types can be selected for the membership export. These are available in OPERA as system integrated data (SID).

Table 7-3 File Types

File Type	Description
BA EXPORT	British Airways Export
CI EXPORT	China Airlines Export
CX EXPORT	Cathay Pacific Airlines Export
FF EXPORT	Frequent Flyer Export
FF EXPORT PC	Frequent Flyer Export
GL1 EXPORT	Airline Guests Reservations Export
GV1 EXPORT	Gold Passport Reservations Export
MEM EXPORT	Membership Fulfillment Production Export
OCIS AMERICAN	OCIS American Airline Export
OCIS ALASKA	OCIS Alaska Airline Export
OCIS DL EXP	OCIS DL Export
PA EXPORT	Passages Export
QF EXPORT	Qantas Airways Export
SCC EXPORT	SCC Export
SR EXPORT	Swiss Air Export
UA EXPORT	United Airlines Export
VS EXPORT	Virgin Atlantic Airways Export

Export File Sources

When creating a membership export, you must select the source of your export file. These sources are the views for the export procedure. You can select from the following sources for exporting membership statements:

- **MEMBER_STATEMENT_EXP_MEM_VW** Select this option if you want the statements to contain detailed membership information for each member.
- **MEMBER_STATEMENT_EXP_TRX_VW** Select this option if you want the statements to contain membership statement transactions information.

Centrally Managed Memberships

You can export membership award points and membership transactions for centrally managed membership programs to a statement. Membership award points for centrally managed membership programs enables you to export frequent flyer membership types to airlines.

Three templates are included for the central membership award points and transactions export. You can use the templates in their existing form or modify and rename them according to your needs. These templates export positive award points, unless you delete the filter command, which would enable negative points to be included in the export.

- **OCIS_ALASKA** (OCIS Alaska Airline) This template is for the transaction level. It identifies bonus points (column contains FORMULA of H5B). One transaction appears per line. Provides the view of MEMBER_STATEMENT_EXP_TRX_VW.
- **OCIS_AMERICAN** (OCIS American Airline) This template is for the transaction level. One transaction appears per line. It provides the view of MEMBER_STATEMENT_EXP_TRX_VW.
- **OCIS_DL_EXP** (OCIS DL Export) This template is for the membership level. It combines the total accumulated points on one line (for all transactions for one member). Provides the view of MEMBER_STATEMENT_EXP_MEM_VW.

Creating or Editing a General Export File

Creating a General Export File

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**.
2. Click the vertical ellipsis button and select **New**.
3. On the **Create New Export** screen, select a property for the export, select the file type you want to export, and click **Continue**.

 **Note:**

You select a file type based on the system that receives the data. The file type functions as a template and populates most of the fields for the export.

4. In the **Details** section for the export, verify the information is correct for the export file. If you need to make changes to this information, click the vertical ellipsis button and select **Edit**. You can edit the following fields:
 - a. **File Type:** The name of the export.
 - b. **Description:** The long description of the export.
 - c. **File Name from Columns:** The name of the export file that is created when the export is generated; the SQL formulas in this field define the name. You can change these formulas by selecting a different column name.
 - d. **File Extension Formula:** This formula creates the file extension for the export.
 - e. **Zip File Name:** The file name if exporting a zip file. You can select a predefined file name.
 - f. **Parameter Form:** The name of the parameter form used to generate the manual export. This field sets the controls for manually generated exports and is not required if a pre-export procedure is defined; however, this can vary

depending on the definition of the export. Each pre-export procedure has a unique parameter form.

- g. Export Contents Configuration:** Select one of the following: **Always Export Header and Footer** (select to generate an export file that contains only header and footer information), **Compress Data** (select to delimit the column data in the export file), **Add Newline** (select to have each record on a separate line in the text file), or **Inactive** (select to make the file type inactive).
- h. Configure for Automatic Export:** Select **Night Audit Export** if you want to generate the export during the night audit. Select the **Frequency** that the export file is generated.
5. Click the **Columns** link, all of the columns in the export are listed. To add additional columns, click the vertical ellipsis button and select **New**.
6. Click the **Definitions** link. You have the option to add a custom definition for the export by clicking the vertical ellipsis button and selecting **New**.
7. Click the **Delivery Configuration** link to select the type of server that receives the file. Click the vertical ellipsis button and select **Edit** to make changes to the configuration.

Editing a General Export File

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**.
2. Enter a **Property** and click **Search**.
3. Select the file type you want to edit in the search results, click the vertical ellipsis next to it, and click **Edit**.
4. To edit the details of the export configuration, refer to step 4 in the above procedure.
5. You can click **Save** to save your changes or if you decide not to save your changes, click **Cancel** to close the screen.

Back Office Exports

The Back Office export feature helps you meet your hotel's data export needs and avoid redundant data entry by providing functions for Accounts Payable, Daily Report, Fixed Assets, Payroll, General Ledger, and Financial Statements. All functions integrate directly to the General Ledger System.

The Back Office export type provides a method of exporting OPERA revenues and statistical figures to a third-party, non-OPERA system. The Back Office interface functionality extracts data from certain OPERA databases and creates ASCII files that can in turn be read by the non-OPERA system.

The Back Office interface can export data for different types of information, such as Revenue Data, City Ledger Checkout Information, Market Segment Statistics, or Daily Hotel statistics. The layout of each ASCII file is user-definable and enables you to select the information types to be transferred to the external system in the required format. You can also define whether the interface program appends records to the ASCII file each day or overwrites/creates a new file with each new export of data.

Back Office Export Workflow

The Back Office export workflow consists of the following steps:

1. During installation, you assign account numbers from your chart of accounts to every OPERA transaction code.
2. OPERA posts transaction codes to reservations, folios, groups, companies, travel agents, wholesalers, and so on.
3. During the End of Day Sequence, OPERA moves transactions into their ledger components, producing daily balanced ledger entries.
4. With an OPERA-compatible Back Office system, the balanced daily journal entries are exported to a network transfer file. Your Back Office system then imports the transfer file as a journal entry.
5. Ledger history is stored in OPERA. You can inquire on any ledger account for any past day and view all transactions.

Back Office Features

The Back Office system includes the following features:

- **Revenue Transfer** All room, food and beverage, and package component revenues posted during night audit processing is transferred into the back office accounting system and into guest history files.
- **Market Statistics Transfer** Repeat guest history data is a valuable resource for the sales and marketing department. Data fields such as last date here (from - to), market/group code, postal codes, market IDs, plan codes, room types, special requests, source of business, promotions codes, location codes, VIPs, and user-defined field data provide a wealth of information that helps your marketing department improve guest return rates. This data extraction is also designed for market analysis to see where your business is coming from.
- **Daily Statistics Transfer** General Ledger and Statistic Ledger analysis information. Transactions are captured for revenues, miscellaneous expenses (which can be processed through Paid-Outs), sub-ledgers' activity and balances, (Guest, Advance Deposits and Accounts Receivable), payments (cash, credit cards, script, and gift certificates), travel agent commissions activity (commissions payable, commission expense, pre-deducted commissions, and checks written).
- **City Ledger Transfer** Accounts receivable (A/R) invoice charges and payment entries, adjustments and void payments transactions, partial payments transactions, direct bill aging information, and company statements transactions.

Creating or Editing a Back Office Export File

Creating a Back Office Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Back Office**.
2. Click the vertical ellipsis button and select **New**.
3. On the **Create New Export** screen, select a property for the export, select the file type you want to export, and click **Continue**.

 **Note:**

You select a file type based on the back office system that receives the data. For example, if you are exporting revenue data to a SCALA interface, you select SCALA_REVENUE to generate your export. To view file types for legacy back office exports, you must activate the OPP_BO license.

4. In the **Details** section for the export, verify the information is correct for the export file. If you need to make changes to this information, click the vertical ellipsis button and select **Edit**. You can edit the following fields:
 - a. **File Type**: The name of the export.
 - b. **Description**: The long description of the export.
 - c. **File Name from Columns**: The name of the ASCII export file that is created when the export is generated; the SQL formulas in this field define the name. You can change these formulas by selecting a different column name.
 - d. **File Extension Formula**: This formula creates the file extension for the export.
 - e. **Zip File Name**: The file name if exporting a zip file. You can select a predefined file name.
 - f. **Parameter Form**: The name of the parameter form used to generate the manual export. This field sets the controls for manually generated exports and is not required if a pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form.
 - g. **Export Contents Configuration**: Select one of the following: **Always Export Header and Footer** (select to generate an export file that contains only header and footer information), **Compress Data** (select to delimit the column data in the export file), **Add Newline** (select to have each record on a separate line in the ASCII text file), or **Inactive** (select to make the file type inactive).
 - h. **Configure for Automatic Export**: Select **Night Audit Export** if you want to generate the export during the night audit. Select the **Frequency** that the export file is generated.
5. Click the **Columns** link, all of the columns in the export are listed. To add additional columns, click the vertical ellipsis button and select **New**.
6. Click the **Definitions** link. You have the option to add a custom definition for the export by clicking the vertical ellipsis button and selecting **New**.

Editing a Back Office Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Back Office**.
2. Enter a **Property** and click **Search**.
3. Select the file type you want to edit in the search results, click the vertical ellipsis next to it, and click **Edit**.

4. To edit the details of the export configuration, refer to step 4 in the above procedure.
5. You can click **Save** to save your changes or if you decide not to save your changes, click **Cancel** to close the screen.

Exporting a General or Back Office Data File

After creating a general data file or back office data file, you can export it to the third-party interface or receiving system that manages your data. For example, you can export revenue data to an accounting system.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General** or **Back Office**.
2. Search by property and select the data file you want to export.
3. Click the vertical ellipsis button next to the data file you want to export and select **Export Data**.
4. Select an export date and click **Generate**.

The date selection is only applicable when a parameter form is associated with the export.

Creating a Component Export File

Component files can be created to export a subset of data from a larger data export. For example, you might create a membership export and choose to create a component export for only the membership preferences or membership points.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**, **Back Office**, **Country**, or **Membership** depending on the export type for which you want to create a component file.
2. Locate the file type you previously created, click the vertical ellipsis button, and select **Create Component**.
3. Search by property for the file type you want to export and click **Continue**. Proceed to create the component file just as you would for other export data files.

Viewing Export Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select one of the following export types: **General**, **Country**, **Membership**, or **Back Office**.
2. Locate the export file for which you want to view details, click the **vertical ellipsis** button next to it and select **View Exports**. All the exports for that file appear.
3. For each export you want to view, click the **vertical ellipsis** button and select **View Details**.

8

Reports

The report feature provides pre-configured report files. The system uses these files to generate reports for previewing, printing, faxing, or emailing.

- [Reports Overview](#)
- [Working with Watermarks](#)
- [Oracle Business Intelligence \(BI\) Publisher](#)
- [Report Descriptions](#)

Reports Overview

Reports are a valuable tool for managing, tracking and analyzing OPERA Cloud data. OPERA Cloud includes a number of predefined standard reports, each containing a descriptive report name (for example, Deposit Activity Report) and an internal name (for example, deposit_activity).

To view OPERA Cloud reports, select **Reports**, and then **Manage Reports** from the OPERA Cloud menu.

From the Select Report screen, you can:

- Search for and access a report based on specific criteria
- Fax or email the report
- Print the report
- Preview a report

From the Manage Reports page, you can generate a report by following these steps:

1. Enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
2. Select the **Show Internal** checkbox to show internal reports.
3. Enter a report name and/or select a Report Group from the drop-down menu, and then click **Search**.
4. Select a report from the search results to highlight it. You may need to expand a report group to view individual reports. To do so, click the plus sign.
5. Select **Report Parameters** to filter or organize data in the report.
6. Select a **Report Destination** (Preview, Print, Email, or Fax), and then click **Process**.

Depending on OPERA Controls and OPERA Tasks associated with your account, the report options you have available may be different than the reports included in this guide. For example, financial reports may not be available to maintenance staff.

Working with Watermarks

The watermark feature lets you add faint text to the background of reports created in PDF format. You can create the watermark to appear on different report groups. You can also open watermark settings and create watermark text, and set its size, color, and position on the page. This can be configured on a global, report group, or individual report level.

1. To enable watermarks:
 - a. From the OPERA Cloud Administration screen, select **Enterprise**, and then select **OPERA Controls**.
 - b. In the search field, type **watermark** and then click the magnifying glass to search.
 - c. Ensure the **Enable Watermark for Reports** Parameter is set to **On**.
 - d. In the Settings panel, click the pencil icon to configure watermark settings.
 - e. Select the watermark mode, add or edit the watermark text, update the x-position, y-position, angle, font size, and colors, and then click **Save**.
2. To update watermark settings for a report, or to remove a watermark from a report:
 - a. From the OPERA Cloud Navigation Bar, select **Reports**, and then select **Manage Reports**.
 - b. Search to find the report to configure, click the vertical ellipses, and then click **Edit**.
 - c. Scroll to the bottom of the page, update watermark settings using the drop-down menu, and then click **Save**.

You have several ways of customizing watermarks:

- Simple - the default watermark configuration:
 - Font size: 100 pts.
 - Font name: Helvetica
 - Font color: light gray
 - Watermark position: centered between the lower left corner and the upper right corner of the page on a 55 degree slant.
- Enhanced - allows you to customize the position, font size, and color for the watermark.
- Report Group Watermark
- No Watermark

Oracle Business Intelligence (BI) Publisher

The Oracle Business Intelligence (BI) Publisher Desktop is a tool you can use to enhance the layout, design, and presentation of OPERA Cloud reports, confirmation letters, folios, and stationery. Oracle BI Publisher Desktop plugs into Microsoft Word and enables you to create report templates. A report template is a type of template

that includes layout information for a report, such as the fields the report contains and the placement of these fields in the report.

The Oracle BI Publisher tab and Oracle BI Publisher toolbar appear in Microsoft Word after you install Oracle BI Publisher Desktop.

 **Note:**

Sometimes the BI Publisher tab is referred to as the Stationery Editor.

Oracle BI Publisher uses Microsoft Word and Extensible Stylesheet Language Formatting Objects (XSL-FO) to customize reports, folios, confirmation letters, and stationery output.

The report templates are designed using Microsoft Word and uploaded in Rich Text Format (RTF). Data from the OPERA Cloud database is exported to an XML format and merged with the RTF template to produce the report output in PDF, HTML, or RTF formats.

You install the Oracle BI Publisher Desktop software on workstations used for creating the report template design.

 **Note:**

You can still run OPERA Cloud reports without installing Oracle BI Publisher Desktop.

You should use Oracle BI Publisher to create your report templates. If you use a different tool to create these templates, you must manually code the XSL statements and references to the data fields. It is also recommended to use the same version of Oracle BI Publisher Server and Oracle BI Publisher Desktop on your workstation environment.

- [Using Oracle BI Publisher](#)
- [Installing Oracle BI Publisher Desktop on a Workstation](#)

Using Oracle BI Publisher

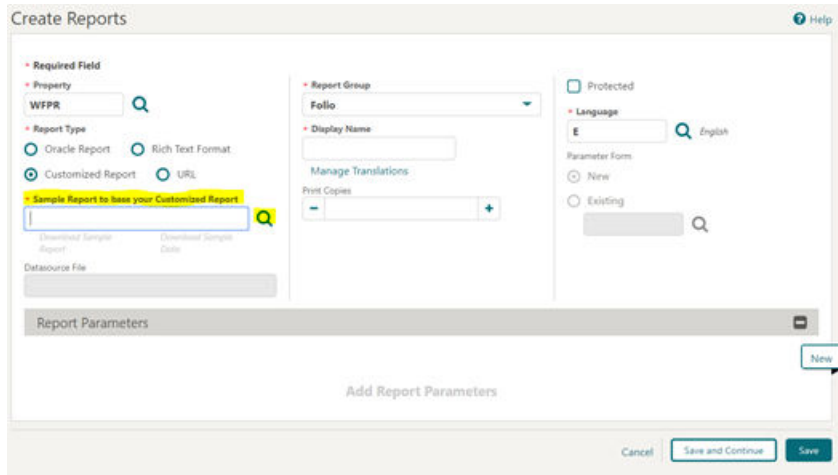
This section describes the steps for creating a custom report using the Oracle BI Publisher Desktop tool.

Creating the custom report

1. Select **Reports**, select **Configure Reports**, and then select **Create Reports**.
2. Enter or select the **Property**.
3. Select a **Report Group**. For example, Confirmation Letter, Folios, Registration Cards, and so on.
4. Select **Customized Report** for the **Report Type**.

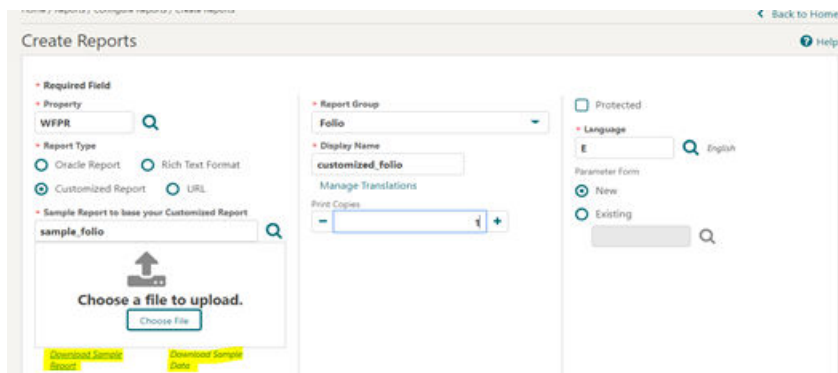
5. Select the **Sample Report to base your Customized Report** on by clicking the search icon next to the field, selecting a sample report, and then clicking **Select**. This is the Rich Text Format (RTF) file.

Figure 8-1 Sample Report to base your Customized Report



6. Click **Download Sample Report** and click **Download Sample Data** to download the sample report and sample data.

Figure 8-2 Download Sample Report and Sample Data links

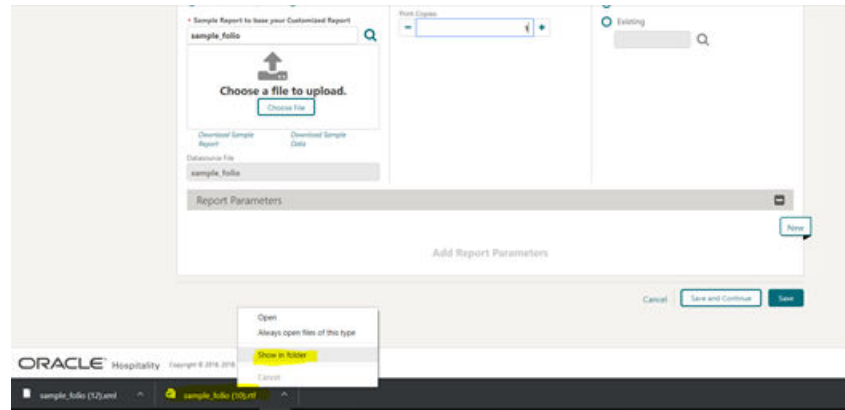


Note:

Once downloaded, the files are located in the default download folder (that is, the Downloads Folder on your local machine).

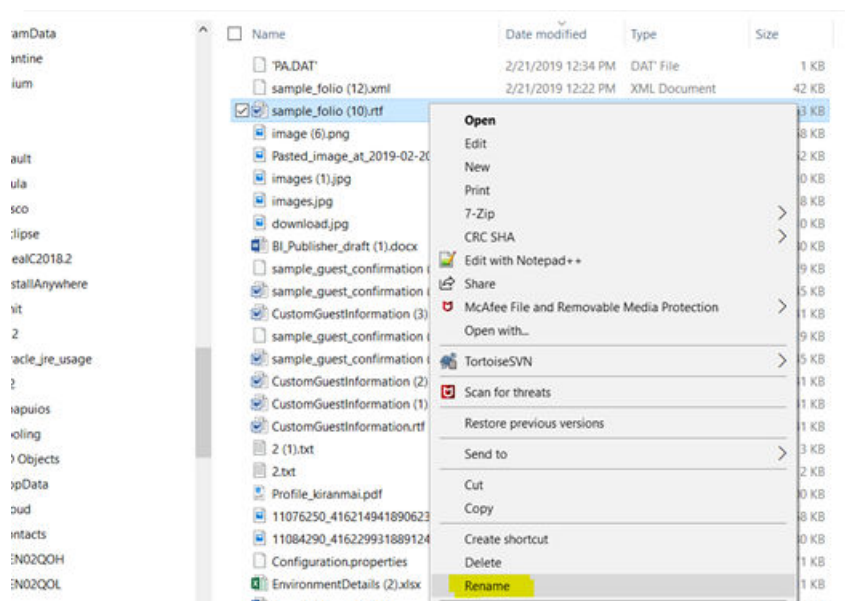
7. Navigate to the file location and right click the downloaded file and then click the **Show in folder** option. You can also navigate to the preset download folder to open or view the file.

Figure 8-3 Show in folder option



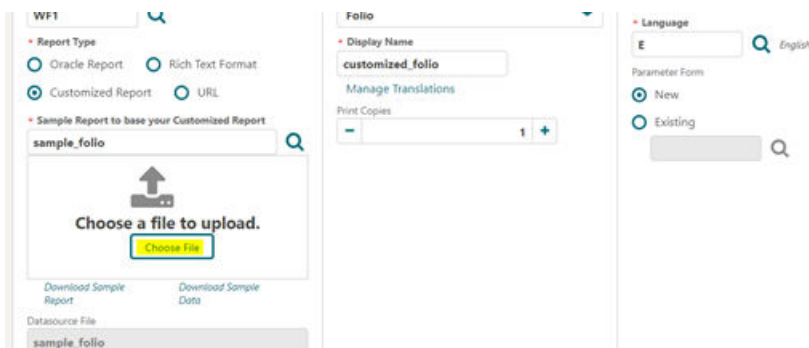
8. Rename the .rtf file (that is, the sample_folio) per your requirement and ensure the updated name does not begin with “SAMPLE.” No name changes are needed for the XML files. Right click the .rtf file and then select the **Rename** option to change the name.

Figure 8-4 Rename File



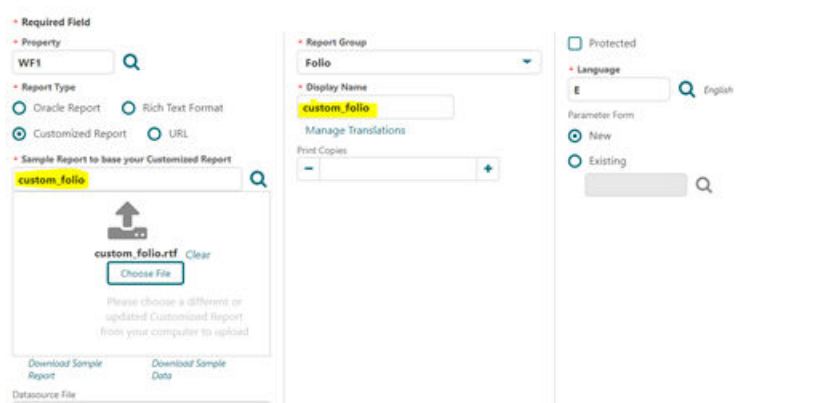
9. Customize the file as needed and then save the file.
10. Save the file and close it.
11. Upload the customized file by clicking **Choose File** and then select the .rtf file (that is, the customized file) from the location and click **Open**.

Figure 8-5 Choose File



Once Uploaded, the file display name in the **Display Name** field automatically updates to the uploaded .rtf file's name.

Figure 8-6 Display Name matches the uploaded .rtf file's name



12. Enter the number of **Print Copies** based on your requirements (for example, enter 1 or 2).
13. Enter or select a **Language** based on your requirements (for example, English).
14. Add **Report Parameters** if needed.
15. Click **Save**.

Running the report

This section describes the steps to validate the customization for the sample reports.

1. Select **Bookings, Reservations**, and then **Manage Reservation**.
2. Select **Departures** for the **Search Type** and then click **Search**. Verify the search results only contain departure reservations.
3. Select any reservation with a balance.

Figure 8-7 Select a reservation with a balance

I Want To...	Property	Confirmation Number	Name	Arrival	Departure	Room	Balance	Guest
7	ORACLE2	27927	Holmes, Sherlock	12-14-2018	12-14-2018	2409	\$0.00	
▲	ORACLE2	19383	Curry, Stephen	12-11-2018	12-14-2018	2201	\$604.90	
▲	ORACLE2	14763	Dover, Devin, Mr.	12-11-2018	12-14-2018	2408	\$647.50	
▲	ORACLE2	17736	Dozer, Elisa	12-11-2018	12-14-2018	2413	\$671.00	

4. Click **I Want To...** and then select **Go To Billing**.
5. On the Billing screen, click the **Information Folio** link.

Figure 8-8 Information Folio link

Billing

Reservation Details

Dover, Devin, Mr. 1223 East St., Lake Ariel, PA, US, 18436 Info@yahoo.com 5702533601

Confirmation Number: 14763 Status: Departure Room: 2408 Balance: \$647.50

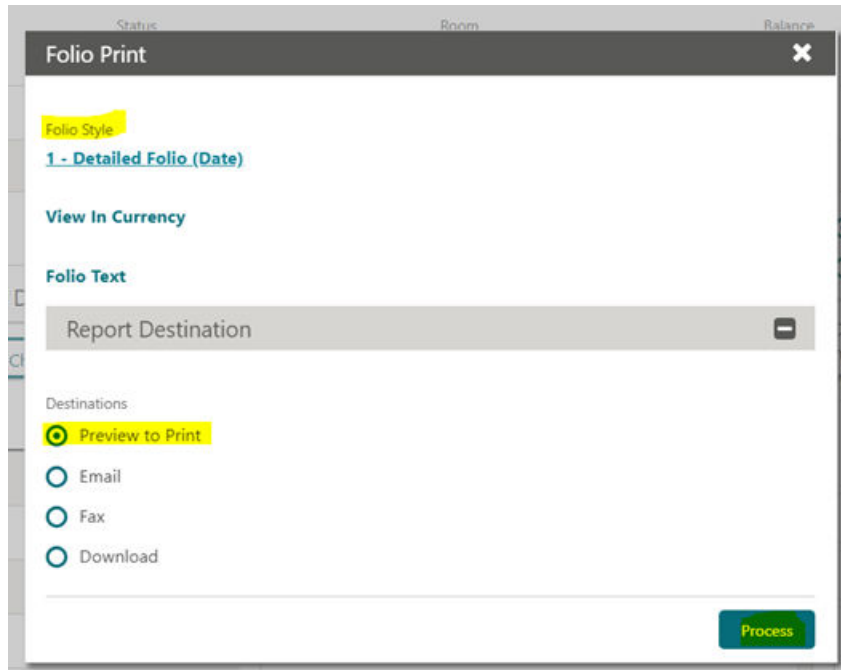
1 CA Dover, Devin \$449.50

2 Dover, Devin \$198.00

Date	Code	Description	Amount	Supplier
12-12	1000	Room Charge	180.00	
12-13	1000	Room Charge	180.00	

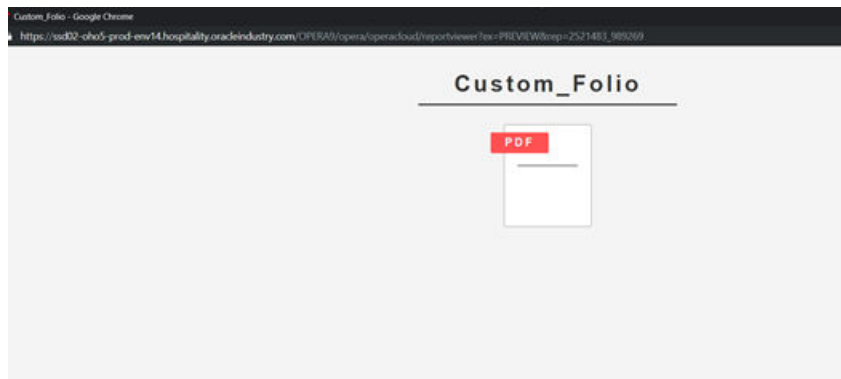
6. Select **Preview to Print** for the report destination option on the Folio Print screen. Click **Process**.

Figure 8-9 Folio Print



The Folio appears with the configured customized report.

Figure 8-10 Custom Folio PDF



7. Open the PDF to view the report with folio details.

Figure 8-11 Custom Report Output

The screenshot shows a custom report output from Oracle BI Publisher. The report is titled "HOSPITALITY" and includes a "Customize BI Reports" section. The report content is as follows:

Resort Full Name : ORACLE2 Test Property
 Business Date : 2018-12-14
 Room No. : 2408
 Arrival : 12-11-18
 Departure : 12-14-18

Mr. Devin Dover
 1223 East St.
 Lake Ariel PA 18436
 United States

Page No. : 1 of 1
 Folio No. :
 Conf. No. : 14763
 Cashier No. : 9999
 User ID : WPF@OUC020T2

INFORMATION INVOICE
 Membership No :
 A/R Number :
 Group Code :
 Company Name :
 Account No :
 Cost Center :

Thank You For Staying With Us 02-27-19

Date	Text	Exchange	Charges USD	Credits USD	Charges USD	Credits USD
12-13-18	Room Charge		180.00		180.00	0.00
12-13-18	Occupancy Tax		7.20		7.20	0.00
12-13-18	Room Sales Tax		10.80		10.80	0.00
Total			198.00	0.00	198.00	0.00

Balance : 198.00 USD
 Total incl. vat : 198.00 USD
 Net Amount : 180.00 USD

Installing Oracle BI Publisher Desktop on a Workstation

Windows platform software requirements:

- Windows 7
- Windows 10
- Windows 8.1

Additional requirements:

- Microsoft Word 2013 and 2016 versions
- Java JRE 1.8 and above versions

Installation Procedure

Oracle BI Publisher Desktop must configure some Microsoft Word components. If you run Microsoft Word during this process, the installation fails.

 **Note:**

Be sure to close any Microsoft Office products prior to running the installation. This includes not only Microsoft Word but also Outlook or any software that uses Microsoft Word as a text editor.

 **Note:**

OPERA certifies Microsoft Office 2016 Desktop Apps even when licensed under Microsoft Office 365.

Verifying the Certified Versions of Oracle BI Publisher Desktop

Verify all versions of the BI Publisher (BIP) server have a certified version of the BIP Desktop. Refer to product documentation to determine the proper version intended for your applications and ensure a compatible (matching) BIP Desktop tool is installed. BIP Desktop should be DOWNLOADED from the following site: <https://www.oracle.com/technetwork/middleware/bi-publisher/downloads/index.html>

If a previous version of BI Publisher Desktop exists (same version or not), it must be uninstalled prior to the new installation.

Only a user with admin rights can perform the BIP Desktop installation on the workstation. Right click on the executable and choose **Run as Administrator**.

 **Note:**

The PC admin user who performs the install must have access to the Desktop tool.

To determine which versions of BI Publisher server have a certified version of the BIP Desktop, refer to the following list:

- Microsoft Office 2016 is certified for BIP Desktop version 12c (12.2.1.2,12.2.1.3 and 12.2.1.4).
- Microsoft Office 2013 is certified for BIP Desktop versions 11.1.1.9 and 12.2.1 (12c).

For the Windows client PC platform, verify the following versions:

- For Desktop 12.2.1
 - 64-bit Windows 7, 8.1, 10

For the JRE version, verify the following:

- For Desktop 11.1.1.6, 11.1.1.7, 11.1.1.9:
 - 1.7.0_80+ or 1.6.0_35+
 - 32-bit or 64-bit
- For Desktop 12.2.1:
 - 1.8.0_51+
 - 32-bit or 64-bit

 **Note:**

The versions of Microsoft Office, BI Publisher Desktop, and the Java JRE must all match as either 32-bit or 64-bit.

Table 8-1 Microsoft Office Compatibility

Microsoft Office Type & Version	Compatible with BI Publisher 12.2.1.4.0 version (32 and 64 bit version respectively)?
MS Office 2016 version (32 and 64 bit version respectively)	Yes
MS Office 2013 version (32 and 64 bit version respectively)	Yes

Installing Oracle BI Publisher Desktop

The following procedure describes the steps for installing Oracle BI Publisher Desktop 12.2.1.4.0 for Microsoft Office 2016 (32-bit) on a Microsoft Windows 2010 machine with JRE 1.8 (32-bit).

1. Upon initiating the Oracle BI Publisher Desktop 12 c installation, you are prompted to choose from multiple languages. Click the drop-down list to select the setup language for this installation and then click **OK** to continue.
2. Click **OK** to begin the Oracle BI Publisher Desktop - InstallShield Wizard process. A Welcome screen appears.
3. Click **Next** to continue.
4. Click **Browse** and choose the desired folder to install BI Publisher Desktop. Click **Next** to run the Setup.
5. Click **Finish** and then open Microsoft Word. The BI Publisher tab is now located on the Microsoft Word menu bar.

Uninstalling Oracle BI Publisher Desktop

1. Uninstall the Template Builder from the Microsoft Windows **Control Panel, Add or Remove Programs** option.
2. Go to the installation folder (for example, C:\Program Files\Oracle) and verify the BI Publisher directory is removed. Delete this folder if it still exists.
3. Open Microsoft Word and verify the BI Publisher tab no longer appears.
4. Shut down and restart your workstation machine before reinstalling BI Publisher.

Report Descriptions

The following contain short description of reports, categorized by their report group.

- [Accounts Receivable Reports](#)
- [Arrivals Reports](#)
- [Blocks and Groups Reports](#)

- [Commissions Reports](#)
- [Configuration Reports](#)
- [Departures Reports](#)
- [End of Day Reports](#)
- [Financials Reports](#)
- [Forecast Reports](#)
- [Guests In-House Reports](#)
- [Housekeeping Reports](#)
- [Miscellaneous Reports](#)
- [Profiles Reports](#)
- [Reservations Reports](#)
- [Statistics Reports](#)
- [Yield Management Reports](#)

Accounts Receivable Reports

Accounts Receivable Report by Activity Type (aractivity) - displays all accounts receivable accounts for a specified date range.

Aging by Type Only (aragetype) - displays all accounts receivable accounts with an outstanding balance for the selected account type.

Aging Summary By Type (araging) - displays the current outstanding balance of each account type as of the business date selected.

Aging Summary of All Accounts (aragingdet/aragingdetail) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

Accounts Receivable Activity - All Types (aractivity) - displays a log of all postings and payments made on an accounts receivable account for a particular date.

Accounts Receivable Adjustments (aradjustments) - displays adjustments that have been made to a posting from a previous business date (that is, posted and audited). Adjustments involve reversal of the original transaction (or group of transactions) and re-posting the correct transactions. Adjustments can be made to a single transaction or to multiple related transactions.

Accounts Receivable Aging Summary for All Types (arallagetype) - displays all account types and the corresponding accounts that fall under each account type.

Accounts Receivable Apply/Unapply Payments (ar_payments_tracking) - provides a report of applied and unapplied payments for a specified date range, accounts, and payment methods.

Accounts Receivable Collection Statistics (ar_collectionstat) - displays accounts with invoices paid in full or the balance is equal to 0.00. The report calculates how many days it took to bring any invoice balances to 0.00 from the date the record was transferred to accounts receivable.

Accounts Receivable Credit Balance (arcreditbal) - displays all accounts that have or had a credit balance on a selected business date. A credit balance is defined as the

respective account having a credit on their account, rather than owing monies to the property (a debit).

Accounts Receivable Credit Card Transfer (arcctransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio.

Accounts Receivable Credit Limit (ar_balance) - displays a summarized alphabetic listing of all accounts with their balances for the current business date.

Accounts Receivable Detailed Aging (aragingdet/aragingdetail) - displays all account invoice details per accounts receivable account. This report lists each invoice, transaction or folio that contributes to the current balance of each individual accounts receivable account. The information displays the invoice balance for each line item in the appropriate aging level.

Accounts Receivable Ledger (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

Accounts Receivable Master List Detail (ardirectdet) - displays a list of all configured accounts receivable accounts and a more detailed breakdown of the account setup. The information includes account status, permanent account Y/N, credit limit, batch statement Y/N, as well as more basic account information such as account number and name, address, contact, and phone number.

Accounts Receivable Master List Summary (ardirect) - displays a list of all configured accounts receivable accounts with basic account information. This will include the account number, account name, address, contact information, and the telephone and fax numbers configured in the Accounts Receivable setup.

Accounts Receivable Payments / City Ledger Settlements Summary (arpayments) - displays all payments posted to an accounts receivable account for a specific date.

Accounts Receivable Trace (artraces) - displays messages that notify the accounting department staff of actions they are expected to take.

Accounts Receivable Transfer Report (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

Days Credit Sales Outstanding (days_credit_sales_outstanding) - calculates the total accounts receivables outstanding (non-credit card) for the current business date. The report then subtracts daily balances from the outstanding until it reaches 0. The number of days it takes to reach 0 is displayed at the bottom of the report and represents the total days sales outstanding.

Arrivals Reports

Arrivals and Checked In Today (arrchkinbyroom) — displays all expected guests due to arrive today and those guests who have already checked in today.

Arrivals with Scheduled Activities (resarr_activities) — displays reservations with scheduled activities and allows you to group the output by arrival date, activity type, or block code.

Arrivals: Detailed (res_detail) — provides a detailed view of all arrivals for the selected date range.

Membership Pre-Check (arrprecheckinmem) — displays reservations that have not yet checked in, and have active membership attached to the reservation.

Police (police_report) — printed daily for all guests who have a check in date equal to the business date. The report will display the sequence number, first name, last name, passport number, nationality, mother's name, father's name, place of birth, arrival date, and departure date.

Routing Details Report (routing_details) — displays all reservations that have a comp room or window routing attached to it. This report can be run for arrival, in-house, or both block and individual reservations.

Blocks and Groups Reports

Block Information (resblkinfo) - displays a detailed breakdown of a block header and room grid for a specified date range.

Block Traces (resblktraces) - displays trace text and the due date for a block.

Blocks by Cutoff Date (resblockbycutoffdate) - can be used by reservations or sales staff to determine which dates specific blocks will be cut off.

Group Departure By Room (grpdepbyroom) - displays all the reservations in house that have a group profile attached.

Group In House by Room (grpinhousebyroom) - displays all in-house reservations with a group profile attached, sorted by room number.

Group Pickup (grppickup) - provides a breakdown for all existing and future blocks.

Group Rooming List (grprmlist)- provides a list of all reservations associated with a specific block for the date range selected.

Commissions Reports

Commissions Pre Payment (prepayment) - provides the same information displayed in the commission processing screen. This includes all reservations that have been placed in commission processing because a travel agent or source profile are attached to the reservation.

Paid Commissions (postpayment) - provide the same information displayed in the commission register screen. This includes all reservations and corresponding travel agents/source profiles that have been processed.

Travel Agent Master Listing (tamaster) - includes all configured travel agent profiles in the property. The information displays includes the travel agent address, IATA number, phone number and commission code.

Travel Agent Summary (ta_summary) - a month-by-month digest of commissions, room revenue, non-room revenue, room nights, number of guests, guest nights, and no show and cancelled reservations for each travel agent.

Configuration Reports

Account Types (cf_accounttypes) - displays the property's configured accounts receivable account types. The accounts receivable license must be active in order to configure any account types.

Alerts (cf_alerts) – displays the property's configured alert types.

Application User Setup (cf_users) - displays the currently logged in property's configured users.

Application User Setup – Detail (sample_cf_users_detail) - provides details on the user configurations of all or selected users.

Articles (cf_articles) - displays the property's configured articles. Articles allow a property to post certain items to a guest folio in such a way that they appear to have come from a single transaction code.

Back Office Interface Market Codes Mapping (cf_bof_mktcodes_map) - displays the property's configured Back Office mappings for market codes.

Back Office Interface Statistic Codes Mapping (cf_bof_statcodes_map) - displays the property's configured Back Office mappings for statistic codes.

Back Office Interface Transaction Codes Mapping (cf_bof_trxcodes_map) - displays the property's configured Back Office mappings for transaction codes.

Budgets (cf_budgets) - displays the property's configured budgets.

Cancellation Reasons (cf_cancelreasons) - displays the property's configured cancellation reasons.

Cashiers (cf_cashiers) - displays the property's configured cashiers.

Cities and Postal Codes (cf_postal_codes) - displays the property's configured cities and postal codes.

Country Codes (cf_countrycodes) - displays the property's configured countries.

Credit Limits (cf_creditlimit) - displays the property's configured credit limits.

Discount Reasons (cf_creditlimit) - displays the property's configured discount reasons.

Districts (cf_districts) - displays the property's configured districts.

eCoupon Codes (cf_ecoupons) - displays the property's configured eCoupon codes.

Exchange Rates (cf_exchange_rates) - displays the property's configured exchange rates. The report includes all details that are set in the exchange rate setup.

Features (cf_features) - displays the property's configured features.

Folio Grouping Codes (cf_folio_groupings) - displays the transaction codes associated with the folio groupings of arrangement, expense and group codes.

Housekeeping Sections (cf_hksections) - displays all housekeeping sections and days of the week that correspond to the property's attendants.

Item Inventory (cf_iteminventory) - displays the property's configured items.

Languages (cf_languages) - displays the property's configured languages.

Market Codes (cf_marketcodes) - displays the property's configured market codes.

Master Codes (cf_mastercodes) - displays the property's configured master codes.

Origin Codes (cf_origincodes) - displays the property's configured origin codes.

Out of Order Reasons (cf_outoforderreasons) - displays the property's configured out of order reasons.

Package Codes (cf_packagecodes) - displays the property's configured packages.

Application Parameter Setup (cf_parameter) - displays the property's configured parameters and the value that has been set for the property.

Preferences (cf_preferences) - displays all preferences that have been configured in the application.

Profile Changes (cf_profilechanges) - displays all changes made to profiles for the date range specified.

Rate Category (cf_ratecategory) - displays the property's configured rate categories.

Rate Class (cf_rateclass) - displays the property's configured rate classes.

Rate Code – Details (cf_ratecodedetail) - displays the details of the property's configured rate codes.

Rate Code Header (cf_ratecodeheader) - displays rate header information of the property's configured rate codes.

Rate Seasons (cf_rateseason) - displays the property's configured seasons.

Reason Codes (cf_reasoncodes) - displays the property's configured adjustment codes.

Regions (cf_regions) - displays the property's configured regions.

Relationship Types (cf_relationshiptypes) - displays the property's configured relationship types.

Reservation Types (cf_reservationtypes) - displays the property's configured reservation types.

Revenue Buckets (cf_revenue_buckets) - displays the transaction codes associated with the various revenue buckets.

Room Classes (cf_roomclasses) - displays the property's configured room classes.

Rooms (cf_rooms) - displays the property's configured rooms and corresponding information.

Room Types (cf_roomtypes) - displays the property's configured room types and corresponding information.

Routing Codes (cf_billinginstructions) - displays the property's configured routing codes.

Source Codes (cf_sourcecodes) - displays the property's configured source codes.

Special Requests (cf_specialrequests) - displays the property's configured special request preferences.

State Codes (cf_statescodes) - displays the property's configured states.

Tax Types (cf_taxcodes) - displays the property's configured tax types.

Tax Types by Transaction Codes (cf_taxtypesbytrxcodes) - displays the property's configured tax types, organized by transaction codes.

Titles (cf_titles) - displays the property's configured titles. The output includes the language with which the title has been associated.

Transaction Codes (cf_trxcodes1) - displays the property's configured transaction codes, grouped by transaction group, then subgroup, then transaction code.

Transaction Codes by Transaction (cf_trxcodes2) - displays the property's configured transaction codes in numerical order by transaction code.

Transaction Codes by User Groups (cf_usergrp_trxcode) - displays the property's configured transaction codes in numerical order by transaction code.

Turnaway Reasons (cf_turnawayreasons) - displays the property's configured turnaway reasons.

User Rights (cf_userrights) - displays the property's configured users and user groups, along with their permissions or rights.

Waitlist Priorities (cf_waitlistpriorities) - displays all waitlist priorities and their defined sequence order to display.

Departures Reports

Departures (departure_all) - lists all departure rooms scheduled for a specified date. Day-use rooms are also calculated on the report.

Departure Extended (depextended) - lists all guests which were due out today and have extended their stay.

Departure Individual & Group (depindgrp) - displays all departures of individual guests and groups sorted by room number for a given date.

Detailed Checkout (detailed_checkout) - provides a detailed view of checkout information for a given date.

End of Day Reports

Aging Summary By Type (arallagetype) - displays the current outstanding balance of each account type as of the business date selected.

Accounts Receivable Detailed Aging (aragingdet/aragingdetail) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

Accounts Receivable Ledger (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

Accounts Receivable Transfer Report (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

Cancellations by End of Day Process (nacancel) - displays all cancellations that were due to arrive and were cancelled during the end of day process.

Cashier Audit (finpayments) - displays all payments that have been posted for the selected business date.

Cashier Summary (nacashiersummary) - displays each cashier's total intake, currency for the day, credit cards, and other - prepaid commissions and manual credit cards.

Credit Card Authorization (nacc_authorization) - displays details of all credit cards that have had an authorization amount held on the card via the batch process.

Deposit Transferred at Check In (nadeprtransci) - display all reservations that had a deposit posted, and checked in today. The information will include who checked in the guest.

Deposit Ledger (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified in the report filter.

Financial Payment and Revenue (findeptcodes) - displays a sum of all transactions posted for the date specified.

Group Business - In-House Detail (nagrpbusiness) - displays the current reservations in-house that are associated with a block.

Group Business - In-House Summary (nagrpbussumm) - names currently in-house, number of rooms, persons, and revenue associated with these rooms.

Guest Trial Balance (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

Guests by Tax Type (taxexempt) - should be run to determine the tax status of each in-house reservation.

Guests In-House Complimentary (gi_c_h) - displays those guests who have complimentary room rates.

Manager Report (manager_report) - provides details of guest statistics for room occupancy and revenue.

Matrix Trial Balance (matrix_trial_balance) - displays a summarized financial picture of the four ledgers - deposit ledger, guest ledger, package ledger, and accounts receivable ledger.

Night Audit Guest Ledger Detail (naguestleddetail) - displays a breakdown of a guest's total bill into Room Charges, Other Charges, Credits, and the current balance on each guest account. This breakdown takes into consideration comp windows for those properties using comp accounting with their guest ledger.

Night Audit Daily Status (nadailystat) - displays a brief summary of guest statistics for room occupancy and revenue. It is considered a summary version of the more detailed Manager Report.

No Shows of the Day (nanoshow) - generated during the night audit sequence and displays reservations that were due to arrive today, but did not cancel the reservation and the reservation was not canceled during the night audit process.

Package Allowance Guests In House (finpkgallow) - displays all guests who have an attached package configured with an allowance.

Package Ledger Balance (pkgledger_balance) - lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

Paid Outs (napaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

Posting Adjustments (naadjustments) - displays adjustments that have been made to all posting activity for the previous day.

Posting Corrections (nacorrections) - displays all corrections that have been made to a posting for the current day. This report can be used as a checklist for tracking cashiers' activity.

Posting Error Reasons (naerror) - part of the night audit sequence of reports and displays errors that occurred during posting room and tax activity.

Userlog - Today's Checkout (nauserlogtodaycheckout) - displays all persons who checked out a guest for the current day, and runs as part of the night audit sequence.

Weather/Title (naweather) - displays the full property name, and the business date and time the end of day is being generated. Additionally, as one of the steps in closing the date, you can enter notes about the business date that is being closed. The report displays those notes to refer back to the date and the reported figures. This can include the temperature, world news, local business, or weather affecting bookings.

Financials Reports

Cashier Audit (finpayments) - displays all payments that have been posted for the selected business date.

Check Ledgers (check_ledgers) - displays all check ledgers for the selected business date.

Comp Open Balance (comp_open_balance) — sums and accounts for the total open balance of all charges posted to comp windows or comp transaction codes that are not yet settled, for reporting revenue accurately.

Corrections and Cancelled Payment (fincorrectionscalpay) - displays all corrections by cashier ID and can be run by transaction code range. This journal displays all same-day reversals (debits) made to posting slips. Adjustments are made to previous days postings, or claimed revenue.

Credit Card Rebates (creditcard_rebates) - displays credit card rebate overrides. The date, time, name of the credit card holder, folio number, credit card type, credit card number, amount, override (Y/N), and the cashier who entered the rebate.

Credit Cards Report (check_rep) — displays a report of credit card usage for the selected date.

Currency Exchange Summary (curr_exch_sum) - displays the amount of monies exchanged for the selected date per currency code.

Deposit Ledger (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified.

Detailed Folio Report (Poland) (folio_details) - developed to meet reporting requirements for properties in Poland. The intent is to display all amounts posted to a guest folio for the specified date. A summary of all folios generated.

Effective Package Allowance (effpkgallowance) - provides a summarized list of all packages that are in use for the current business date. It provides a detailed breakdown of all package charges, including the allowance balance as compared to the actual package debits and credits.

Effective Package Allowance Trial Balance (effpkgallowance) - provides a summarized list of all packages for which the package wrapper has been posted for the current/past business date while the reservation is/was in-house.

Financial Payment and Revenue (findeptcodes)- displays a sum of all transactions posted for the date specified.

Financial Transaction Summary (fintrxsummary) — provides a summary of all financial transactions for a specified date range, grouped by transaction code, transaction date, transaction group, or transaction subgroup.

Financial Transactions by Block (finjrnl_blk) - allows the property to see the revenues, taxes, and package credits generated by specific blocks and transaction codes.

Financial Transactions by Folio Number (finjrnlbytrans3) — lists transactions per folio created by the selected workstations during the report timeframe. The report shows only transactions that would have been visible on the folio and billing screen and omits internal transactions.

Financial Transactions by Tax Type (finjrnlbytax) - displays each transaction posted for the dates selected. This report is different from other financial transaction reports in that it is intended to display the taxes posted. The output groups results by tax transaction codes. If any postings do not have a tax transaction code attached, they are grouped together under a “no tax” heading.

Financial Transactions with Generates (finjrnlbytrans2) - lists each transaction code and the corresponding amounts for the dates specified. Also included is a breakdown of the taxes and package credits attached to each transaction code posted and the user that posted each transaction.

Folio Tax Revenue (foliotax_revenue) - displays the total of all charges posted to a guest on a particular date. If charges were routed and paid for by another guest, the other guest's total will reflect these charges.

Folio Tax - Style 01 (foliotax_01) - developed to meet reporting requirements for properties in Spain to display the breakdown of VAT Tax that was posted on each reservation for a specified date range.

Folio Tax - Style 02 (foliotax_02.rdf) - developed to meet reporting requirements for properties in Poland. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range. To save paper, the report will print only those tax groups (1 to 10) that were used in the requested time frame.

Folio Tax - Style 03 (foliotax_03.rdf) - developed to meet reporting requirements for properties in Portugal. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range.

Folio Tax - Style 04 (foliotax_04) - developed to meet reporting requirements for properties in Turkey. The report displays a breakdown of VAT Taxes that were used on each reservation for a specified date range.

Folio Tax - Style 05 (foliotax_05) - developed to meet reporting requirements for properties in India. The report displays a breakdown of Luxury Taxes that were used on each reservation for a specified date range.

Guest Balance Snapshot (guest_balance_snapshot) — provides a summarized snapshot of all current guest balances.

Guest Ledger (guest_ledger) - displays the current balance associated with in-house guests for today.

Guest Trial Balance (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

Invoices of Today's Check Outs by Bill Number (fininvtodaycobybill) - displays all guests who have checked out today by billing/invoice number.

Italian Folio Tax (istat/istat_monthly) - prints statistical information for all bills and is formatted based on the style of the report selected. The report output is grouped by folio types and displays the net, VAT and gross revenue for all bills generated in the property.

Journal by Cashier and Article Code (finjrnl_articles) - displays one line for each posted article for the selected date. Similar to other financial reports, this allows you to see when, to whom, and who posted an article to a reservation or an accounts receivable account.

Journal by Cashier and Transaction Code (finjrnlbytrans) — provides a detailed summary of transactions for a specified date range, grouped by cashier, check number, room number, or transaction code.

Journal by Foreign Currency (finjrnlbyforcurr) - displays all postings for today that were posted in a currency not equal to the property' base currency.

Lodging Tax Exempt (lodging_tax_exempt) — displays details and summary information about tax exempt revenue for a specified date range.

Open Balances: All (finopbalall) - displays the current balance on reservations or blocks. This includes advance deposits.

Package Ledger Balance (pkgledger_balance) — lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

Package Ledger Detail (effpkgledgerdtl) — detailed breakdown of all package charges for each room. The report includes all package postings for the current business date. As a cross reference, if the guest has checked out, the debit column will be equal to the credit column. Print this report to obtain a list of internal department charge-back totals.

Package Option (package_option) — displays the guest name, room number, arrival and departure dates, rate code, package name, description, date posted, allowance, posted amount, and overage.

Package Postings (finpkgposting) - displays all posted charges that have been associated with a package. This report provides users with summary information about package postings and serves as an audit trail on cashiers and transaction codes.

Paid Outs (finpaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

Payment Tax Invoices (fin_payment_tax) - developed to comply with legal requirements in Thailand. When generating a payment receipt, the sample_payment_tax must be configured and used.

Room Revenue by Tax (tax_type_details) - displays the amount of room revenue generated within each tax type for a reservation.

Tax Exempt (taxexempt_02) - gives a detailed daily breakdown of room revenue and the taxes that each specific guest is exempt from.

Tax Report (tax_report) - contains the total amounts posted to a company/travel agent/source/group profile. The report output will display the sequence number, tax number, net amount and tax amount posted to a company, travel agents, source, or group profiles.

Trial Balance (trial_balance) - displays a summarized financial status of the property for a specific date. The data displayed includes all transactions posted, and then a breakdown of business within each of the five ledgers. The ledgers are guest, accounts receivable, deposit, package and inter hotel.

Userlog Transfers (finuserlogtransfers) - displays all folios that have been transferred to another guest or account for a specific date or range of dates.

Userlog Transfers Today (nauserlogtodaycheckout) — displays all folios that have been transferred to another guest or account for the current business date.

Forecast Reports

Block Forecast (blk_forecast) - used to determine the current status of blocks. The report can be printed for a forecast of current status, picked up, contracted, or how many rooms are still available.

Business on the Books (business_on_the_books) - displays the mix of business currently comprising a property's occupancy.

Detailed Availability Forecast (detail_avail) — provides a detailed breakdown of room availability for a selected date range.

Facility Forecast (facility_forecast) — provides a forecast of occupancy and housekeeping tasks for the next five days including and following the selected business date.

Four Week Forecast (fourweek_forecast) - displays the forecasted occupancy for each room type for four weeks at a time.

Future Occupancy Report (resfutureoccupancy) — displays the forecasted occupancy for the property for the selected date range, broken down by individual reservations, block reservations, block rooms not picked up, and all rooms.

Guest Preference Report (preference_forecast) — displays a forecast of guest preferences based on their reservation dates, using the preference code for each day for reservations that are arriving, in house, due out, or for sometime in the future.

History and Forecast (history_forecast) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future.

History and Forecast Block (history_forecast_blk) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future, broken down into individual and block business.

Inventory Forecast (inventory_forecast) - displays each item with the number available and reserved for each date in the date range.

Length of Stay (los_forecast) - displays a length of stay forecast based on room class or type.

Length of Stay by Market Code (los_market_forecast) - displays a length of stay forecast based on market group, market code, room class, or room type. The lengths of stay are predetermined at 1 - 4 nights, 5 – 11 nights, 12 – 29 nights and 30+ nights, unless rate tiers are active. When this is active, the lengths of stay groupings will be based on those configured for the property.

Package Forecast (pkgforecast) - displays a daily breakdown of the number of reservations, or anticipate reservations, with an attached package.

Preference Forecast (sp_forecast) — displays a forecast of preferences broken down by room number for the specified date range. You have several options to filter this data in the report parameters, for example, including only certain room classes or blocks.

Reservation Booking Pace (reservation_pace) — provides a forecast of the booking pace for individual rooms and revenue, as well as block rooms and revenues for a specified date range. The report can include tentative inventory.

Reservation Forecast Reports (res_forecast1 and res_forecast2) - generates a reservation forecast by date, for a specified date range.

Rooms on the Books Report (room_type_forecast) - forecasts for a year out from the selected date for all the reservations currently on the books.

Room Type Forecast (rooms_books) - for each room type, report details include total physical rooms (total number of rooms configured for the room type), out of order rooms, inventory rooms (total rooms available minus out of order rooms), total rooms sold (total reserved rooms), and available rooms (available to sell plus sell limits set at room type level minus total sold).

Three Month Forecast Report (three_month_forecast) - a three-month outlook report based on the number of room nights, room revenue, and average rate per market main group per month.

Yearly Forecast Report (stat_forecastyearly) — an annual outlook report for the year ahead.

Guests In-House Reports

Cash Paying Guest In—House including Pmrooms (giinclpmcashbyname) - displays all guests in-house including pseudo and posting master accounts paying by cash.

Checked Out Guest Messages (gicomessage) - displays a list all checked-out guests, the departure date, and the status of the message.

Credit Card History (creditcard_history) - summarizes all credit card transactions within the selected time frame.

Credit Limit Report - All Payment Methods (gi_authlimit) - verifies authorization amounts for guests in house.

Deposit Activity (deposit_activity) - used by the accounting department to determine how much deposit revenue has been received in the hotel for a particular date.

Detailed Checkout Report (detailed_checkout) - breaks down the total charges attached to the transaction codes that have been attached to each revenue bucket and then displays a total of all charges for the guest's stay.

Guest In-House Traces (gitraces) - identifies traces for a specific department so you can take action on a trace that is applicable to that department.

Guest Preferences (guest_preferences) - displays those reservations for the date range specified which have preferences attached to the profile. You can choose to print all profiles or those profiles with preferences of arrivals, in house, or departing.

Guests In-House By Company (gi_inhousebycomp) - displays all guests in house that have a company profile on the reservation.

Guests In-House By Group (gibygroup) - displays detail for all blocks in house grouped by block.

Guests In-House By Room Number (gibyroom) - displays various information for all guests in house and will be sorted by room number.

Guests In-House Cash Payment Method (gicashbyname) - displays all guests in house paying by cash or check, and is sorted alphabetically by last name.

Guests In-House Complimentary (gi_c_h) - displays all in house guests with a complimentary room rate or a house room rate.

Guests In-House No Video Check Out (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

Guests In-House PM Account By Name (gipmbyname) - displays all in pseudo rooms in alphabetical order so you can see all house accounts by name and balance.

Guests In-House PM Account By Room (gipmbyroom) - displays all in pseudo rooms in room number order so you can see all house accounts by name and balance.

Guests In-House Rate Check (giratecheck) - displays a comparison of the rate amount being charged for a reservation to the configured rate code amount and then determines the variance.

Guests In-House Special Requests (gisprequest) - displays all special requests for in-house services such as flowers, chocolate, an iron, or exercise bicycle for a guest reservation.

Meal Vouchers (vouchers) - You can print meal vouchers for today, days in advance, or for guests in-house. The vouchers are for one person and are based upon the

package elements and forecasted package elements that have been defined from the rate code and/or package setup.

Messages for Guests In-House and Due Arrivals (giarrmessage) - can be run during downtimes so messages can be relayed to all guests due in or in house.

No Posting Allowed Guest (ginopost) - displays all checked in guests who have no posting privileges on their reservation.

No Video Check Out (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

Package Allowance Guests In-House (finpkgallow) - displays package allowances for guests in-house.

Projected Guests In-House (gifuturebyname) - displays a projected number of guests in-house for a specified date range.

Rate Variance (giratevariance) - displays consolidated rate check statistics for guests in house.

Room Moves (room_move) - shows which reservations have been moved to a different room number for a particular date or a range of dates.

Room Revenue by Tax Type (tax_type_details) - displays room revenue broken down by tax type for a specified date range.

Wake Up Calls (wake_up_calls) - provides a list of all wake up calls associated to reservations for the date range selected.

Zero Rate Rooms (gi_zeroraterooms) - displays all guests that have zero rates. Sharing guests will be zero-rate candidates in most cases. Print this report to determine which in-house guests should or should not be at zero rate status.

Housekeeping Reports

Assign Rooms All (hkassignroomall) - displays all rooms that have been blocked using the reason codes under the assignment status of all, general, and show. General assignment will prevent the room from being displayed when you search for vacant rooms.

Facility Forecast (facility_forecast) - displays a five day forecast summary for the property, that includes numbers of arrivals, stay overs, departures, adults, and children. Also displayed is a break down of the facility tasks as well as the total number of items needed to be completed for the selected days.

House Status (hkroomstatusbytype) - displays all the movements for the day for each room type.

Housekeeping Detail Report (hk_details) - provides a detailed report on housekeeping status.

Housekeeping Discrepancy Report (hk_discrepancy) - displays a list of rooms and their housekeeping status, along with a column including any discrepancies.

Housekeeping Status (hk_allstatus) - displays the status for all activity in every room in the hotel.

Housekeeping Stayover (hkstayover) - displays all guests who are stayovers in the hotel.

Housekeeping VIP by Room Number(hkvipbyroom) - displays all VIPs in-house and due in by room number.

Out of Order By Reason (hkooobyreason) - displays all rooms that are out of order and the reason.

Queue Reservation Activity (qresv_activity) - queue rooms activity for the day or days selected.

Queue Reservations (qresv) - displays a list of reservations in the queue for the selected date.

Queue Rooms (qrooms) - provides a list of rooms in the queue for the selected date.

Room Discrepancy (hkroomdiscrepancy) - displays all discrepant rooms - a listing of all room statuses that are inconsistent with housekeeping status and front office status. The "sleep" discrepancy reflects that housekeeping status is occupied and front office status is vacant. The "skip" discrepancy reflects that front office status is occupied, and housekeeping status is vacant. Print this report to verify room status discrepancies.

Room Maintenance Not Resolved (hk_maintenance) - displays the all maintenance requests or work orders on rooms that are resolved as well as unresolved.

Room Status Changes (room_status_changes) - displays changes made in a room status that was completed by a user, telephone interface, or automatically changed by the system.

Rooms (hkroomstatusperroom) - displays all of your property's rooms. Print this report to see a list of all rooms and their housekeeping status.

Task Assignment Summary (task_assignment_summary) - displays every room in the property along with the Housekeeper assigned to take care of it and any special needs that the room may require.

Vacant Rooms Report (hkvaroom) - displays a list of vacant rooms and all room statuses in the hotel.

Miscellaneous Reports

Balance Check Report (balance_check) - lists the output of the ledger imbalance checks for any date earlier than the current business date.

Check Report (check_rep) -

Credit Card Discrepancy (crdisc) -

Error Log Report (error_log) -

Foreign Currency Report (exchange) -

Frequency of Reports (frequent) - generates statistics about all the reports configured in the hotel.

Global 2000 Export Integrity Report (exp_gl2000_integrity) - assists the Six Continents hotels with the verification of their Global 2000 data prior to the transmission. Records listed on the report show discrepancies either related to the

CRP account, the Six Continents Club, the Frequent Flyer Program, or the GEO1/SR1 entries. When the report is printed, a date prompt allows you to enter the start and end dates of the report. These dates refer to the departure dates of the guest record.

Miscellaneous Payments Report (check_rep) -

No Post Flag Activity Log (user_log_detailed) - displays user log changes specific to the no-post flags on reservations. Since reservations can be modified by any user who has permission, it can lead to potentially non-qualified people to determine whether the guest is allowed to charge to the room.

No Show Extended Reservations (noshow_ext) - displays a detailed list of no show reservations for the selected date range.

Offline Credit Card Settlements Pending (cc_offline_settlement) - displays a list of all of the pending offline credit card settlements.

Police Records (police_rec) -

Police Report (police_report2) - created to adhere to legal reporting requirements for properties in Portugal. The properties are required to print a report for all arrivals and departures of the day with the morning information on a daily basis. Accompanying guests on a reservation will be included on the report output.

Property Overview (property_overview) - displays daily statistics (today, yesterday, and month-to-date), weekly forecast (arrival rooms, departure rooms, total rooms, ADR, and occupancy), and arrival information (VIP, membership type, and specials with title, name, arrival, departure, room type, room number, rate, and arrival time).

Registration Card - Schedine (schedine) - displays all registration cards and corresponding information that have been printed for a given date. This report is specific to countries located in Italy, and must therefore be manually added to the Reports Menu.

Revenue Export (revenue_export) - displays all revenues that have been exported for a particular date.

Room Revenue by Tax Type (tax_type_details) - displays room revenue broken down by tax type for a specified date range.

Simple Rate Category Forecast (ratecat_fore_flat) - displays by rate category the count of future reservations (individual or blocks) and total revenue, as well as rate code status (Open or Closed), pick up counts, pseudo rooms, and deduct / non-deduct values per day. The default date range of the report is a forecast of 405 days, however it is highly recommended that you run the report for shorter ranges, such as for one month.

Transport Request (transreq) - displays those reservations and in-house reservations that have requested transportation service.

User Activity Log (user_activity_log) - displays all activity that has taken place by user, group, type of activity, etc., for the date specified.

Wake Up Calls User Log Activity (wake_up_call_activity) - displays all logged and deleted wake up calls for a room number, specific date, or specific guest.

Profiles Reports

Activity Listing (rep_activity) - when the OPERA Cloud Sales & Event Management license code is active, the report displays a detailed breakdown of Activities by date range, accounts, contacts, blocks, and other parameters.

Activities Scheduled for Profiles Only (osa_profile_only) - displays activities that are associated to profiles (not reservations) and that fall within the date range selected.

Duplicate Profile (prduplicateprofile) - displays profile address, membership and passport information to assist in determining if a duplicate profile exists in your system.

Guest Birthday (pr_birthday) - displays all guest profiles that have a birthdate entered. The report includes information on stay history, VIP status, and the next scheduled reservation.

Incomplete Address (princompleteaddress) - displays all profiles that have incomplete address information.

Individual Profile Productivity - Summary (prof_prod_sum) - provides a summary of reservation statistics for individual profiles only.

Member Report (member) - displays all reservations that have or had a membership attached to the reservation.

Membership Pre-Check In (arrprecheckinmem) - displays reservations not yet checked in that have an active membership attached to the reservation.

Membership Stays Report (loyalty_member_stay) - provides a detailed listing of loyalty guests, along with their membership types and levels for the selected date range.

Profile Address (pr_address) - lists basic address information for all profiles in the system.

Profile Notes (pr_notes) - displays all the profile notes attached to profiles.

Profile Production Statistics (profileproductivitystat) - allows a property the means to determine the production a profile is generating for their property.

Profile Productivity Length of Stay (prof_prod_los) - allows the user to display profile production by pre-defined length of stay groups.

Profile Productivity Statistics-Detailed (profile_productivity_detailed) - allows a means of printing a detailed breakdown of each reservation that comprised the production for a specific profile.

Profile with Accounts Receivable Number (pr_with_ar_no) - displays all profiles that have an accounts receivable number configured and attached to the profile.

Restricted List (pr_restricted) - displays a list of all profiles that have been marked with a restricted status.

Profile Cleanup Report (prcleanup) –

Reservations Reports

Alerts (alerts) - displays all guests with an attached alert that falls within the date range selected. The alert functionality is based on the activation of the alerts application function in the reservation application settings.

Detailed Availability (detail_avail) - displays availability based on room types for a specified date range. The report can reflect either availability or occupancy.

Duplicate Reservations (duplicate_reservations) - identifies multiple reservations for the same guest.

Forecast Future Occupancy (resfutureoccupancy) - after you select a date range, you can calculate a summarized forecasted occupancy. This includes the projected arrivals and departures for a specific date. The report can be run from the current business date to any date in the future.

Housekeeping Forecast (resforecasthk) - displays the number of guests who have arrived, departed, or are stay-overs and then the number of Arrival rooms, departure rooms, and the rooms that have been marked for evening service, for a specified day or date range.

No Shows of the Day (nanoshow) - displays a detailed report of all no show reservations of the selected date.

Rate Change Report (res_rate_compare) - displays all of the due in, in-house, and checked in reservations that have had the rate code or rate amount updated on a specific date.

Reservation Booking Pace (reservation_pace) - captures how many individual and block reservations were on the books on any specific day, and tracks booking trends to maximize revenues.

Reservation By (rereserved) - displays all reservations for a specific date range and the type of filter you choose.

Reservation Cancellations (rescancel) - displays all cancellations for a specified date range, including the current business date. But this report will not include pseudo rooms in its data results.

Reservation eCoupons (resv_ecoupons) -

Reservation Entered On and By (resenterdon) - displays reservation agents' reservation statistics. Review this report to get a listing of production activity on individual or all reservation agents.

Reservation Pre-Blocked (respreblocked) - allows you to determine what room assignments have been made then to see the Front Office status of the room and the housekeeping status. This is useful when run for the current business date as the front desk can keep track of the room status and make a room blocking change when necessary.

Reservation Rate Check (res_rate_check) - compares the price charged on the reservation versus the price setup on the rate detail for that room type stored in the RTC field. The report displays the total price being charged including all shares to determine if the reservation should be highlighted as a variance. Reservations without a rate code are not included on the report since there will be no variance to report against.

Reservation Summary Report (ressummary) - provides a summarized breakdown per day of all Reservation activity in the property.

Reservation with Discounts (res_with_discounts) - displays a list of reservations which have discounts applied and meet the search criteria selected.

Reservations - Made Yesterday (resreservyesterday) - displays the hotel reservation production from the previous day.

Reservations for Repeat Guests (resrepeatguest) - displays reservations for the specified arrival date range that have an attached profile that has stayed at your property at least one time. To display on the report the reservation status has to be reserved or due in.

Reservations Repeat Guest (resrepeatguest) - displays all reservations for the specified arrival date range, that have an attached profile that has stayed at the property as least one time in the past.

Reservations with Notes (res_with_notes) - displays all notes attached to the reservation and primary profile which can be filtered by note type, include internal notes, and exclude notes older than a selected date. Reservations are selected by arrival date range.

Reservations with Rate Changes (res_rate_changes) - provides visibility on guests with rate changes, which allows you to tailor your welcome letter and other information to address any additional amenities and packages to which the guest is entitled.

Reservations with Room Class Upgrades (res_with_upgrades) - displays details of when an upgrade discrepancy has been created, as well as identifying reservations based on the booked room class from the RTC field compared with the blocked room class from the room type field.

Reservations with Travel Agent Profile Changes (res_agent_changes) – displays all travel agent profile modifications made to reservations after the booking has been created, including IATA number changes and name changes.

Restrictions Detail (raterest) - can be run for up to 90 days prior to the current business date, to display the restrictions that were in place on a given date.

Room Plan (resroomplan) - displays an enhanced summary of the availability of each individual room in the property, showing 15 days per display.

Turnaway Day/Month-to-Date/Year-to-Date (turnaway_dmy) - shows how many rooms have been turned away for a selected stay date and the month—to—date and year-to-date values. For example, the report displays how many rooms have been turned away between the beginning of the month and the selected stay date. The report does not show when those reservations have been turned away.

Turnaway Details (turnaway_details) - displays the details for each turnaway in a group-by format.

Upsell (resupsell) - displays any guests who paid additional monies to be upgraded to another room type. You can use this information to track the number of upsells and additional room revenue that front desk agents generated at check-in.

Waitlist (reswaitlist) – displays details about guests whose reservations cannot be made because of lack of availability.

Statistics Reports

Account Statistics report (rep_acc_stat) - When the OPERA Cloud Sales & Event Management license code is active, the report displays account bookings, rooms, and revenue by profile based on a date range and other parameters.

Comp Analysis Statistics (stat_comp_statistics) -

Country by Revenue Statistics (stat_country_revenue) - displays a year to date comparison of room revenue and room night totals for statistical tracking of country information. Print this report for forecasting and budget projection purposes.

Country Revenue Day/Month-to-Date/Year-to-Date (country_revenue_statistics) - displays daily country statistics based on information entered in the primary profile on each reservation. The report provides daily, monthly, and yearly figures.

Country Specific Statistics (stat_countryspec) - meets the reporting requirements for properties in Norway and Sweden.

Day/Month-to-Date/Year-to-Date (blk_forecast) - displays a breakdown of reservations by the selected grouping and sub grouping.

Extended Stay Summary and Detail(extended_stay_stats) — displays a breakdown of extended stay reservations.

Matrix Report (matrix_report) - allows you to cross-reference market, region, room type, rate category, rate code, origin or source statistics for a specified month.

Nationality/Country Statistics by Day (stat_countrybyday) - generates both nationality and country statistics per day. The statistics output can include room nights or persons.

Nationality/Country Statistics by Month (stat_countrybymon) - allows the properties to generate both nationality and country statistics per month.

On the Books Sales Statistics (otb_sales_statistics) - provides the ability to view reservations booked per room type for a past date and for a future date. The information includes individual and group reservations, definite and tentative block reservations, waitlisted individual and group reservations, total number of reserved rooms, out of order and service rooms, turnaways, available rooms, occupancy in percent, overbooking level, projected occupancy in percent, number of guests in house, double occupancy in percent and the individual and group revenue and average rate.

Region Statistics Year View (stat_region_yearview) - displays a breakdown per month, for the current year, a breakdown of reservation arrivals, room nights and revenue production per configured region.

Reservation Statistics (res_statistics1 and res_statistics2) - shows a statistical breakdown of reservations generated from a variety of filter options.

Sales Tiered Statistics (sales_tiered_stats) - displays a breakdown of the Room Nights, Room Revenue, and ADR by guest Length of Stay.

Special Requests Statistics (specials_statistics) - displays daily, month- to-date, and year-to-date statistics per specials code. Details include rooms sold, guests in house, room revenue, food and beverage revenue, other revenue, total revenue, average room rate, arrival rooms, arrival guests, no-show rooms, no-show guests, cancellation rooms, and cancellation guests.

Statistics - Room (statroom) - displays revenue and room usage by room for each month. Use this report to monitor room usage, keep track of rooms needing repairs, or to change the room-ordering sequence.

Statistics - Room Type (statroomtype) - displays by room the amount of room revenue generated per Room Type, the Potential Rooms that are available for a date, and the number of rooms occupied in the room type for a specific date or a date range.

Statistics by Length of Stay (sales_tiered_stats2) - displays a breakdown of the Room Nights, Room Revenue and ADR by guest length of stay.

Statistics by Length of Stay Day/Month-to-Date/Year-to-Date (sales_tiered_stats3) - displays a breakdown of the room nights, room revenue, and ADR by guest length of stay, but also the percentage of revenue and percentage of occupancy for a selected day, month-to-date, and year-to-date.

Yearly Forecast (stat_forecastyearly) - The yearly forecast report displays all reserved rooms in a summary breakdown of either deduct or non-deduct. The reservation type determines whether the room reserved has a status of deduct or non-deduct. The figure represents both reservations and rooms held against a block.

Yield Management Reports

Revenue Management System Hurdle Point (hurdle_point) - displays all hurdle points (rates) for a property for a date range specified. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

Revenue Management System Hurdle Point 2 (hurdle_point2) - displays all hurdle points (rates) for a property for a date range specified, including total rooms sold and delta. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

Revenue Management System Override (yield_override) - allows you to track overrides that have been made in OPERA PMS.

Revenue Management System Rate Code (yield_rate_code) - used to determine the Rate Strategies that have been set for indicated rate codes.

Revenue Management System Setup (yield_room_type) - displays room type, product class, and flow through statistics. This report can be used to determine what product class is assigned to each room type in OPERA Cloud as well as indicating which room type is the flow through room type.

Part II

Administration

The OPERA Cloud Administration menu enables the configuration and setup of Enterprise, Inventory, Financial, Booking, Client Relations, and Interfaces components. These components enable customer-facing and back office functions, channel and other external interfaces, user roles and tasks, and single and multi-property operations. You define your system by creating parameters, codes, rates, accounts, rules, types, groups, reasons, and a myriad of other configurations.

- [Enterprise Administration](#)
- [Batch Processing](#)
- [Inventory Administration](#)
- [Financial Administration](#)
- [Booking Administration](#)
- [Client Relations Administration](#)
- [Interfaces Administration](#)

9

Enterprise Administration

The Enterprise menu is for those responsible for global property and control settings, and configuring main interfaces, scheduling batch processes and reports, and managing images used throughout the system.

- [OPERA Controls](#)

OPERA Controls

OPERA Controls provide the ability to customize OPERA Cloud functionality to your specific needs. You can do this by activating or deactivating Functions, turning Parameters on or off, and selecting values for Settings.

- [OPERA Controls — Accounts Receivables](#)
- [OPERA Controls — Blocks](#)
- [OPERA Controls — Cashiering](#)
- [OPERA Controls — Channel Management](#)
- [OPERA Controls — Commissions](#)
- [OPERA Controls — Country Specific](#)
- [OPERA Controls — Credit Card](#)
- [OPERA Controls — End of Day](#)
- [OPERA Controls — Events](#)
- [OPERA Controls — Exports](#)
- [OPERA Controls — Front Desk](#)
- [OPERA Controls — General](#)
- [OPERA Controls — IFC](#)
- [OPERA Controls — Inventory Management](#)
- [OPERA Controls — Look To Book Sales Screen](#)
- [OPERA Controls — Membership](#)
- [OPERA Controls — Profile](#)
- [OPERA Controls — Rate Management](#)
- [OPERA Controls — Reservations](#)
- [OPERA Controls — Room Management](#)

OPERA Controls — Accounts Receivables

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Accounts Receivables group.

Table 9-1 OPERA Controls — Accounts Receivables Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOUNTS RECEIVABLE [ACCOUNTS_RECEIVABLES]		Activates accounts receivables functionality.
FINANCE CHARGES [AR_FINANCE_CHARGES]		Activates the automatic generation of finance charges on an accounts receivables account based on cycle days.
	DEFAULT FINANCE CHARGES TRANSACTION CODE SETTING [AR_FINANCE_CHARGES_TRN_CODE]	Identifies the transaction code used when automatically generating finance charges on an accounts receivables account.
FIXED CHARGES [AR_FIXED_CHARGES]		Activates the AR Fixed Charges functionality.
TRACES [AR_TRACES]		Activates the AR Trace functionality.

Table 9-2 OPERA Controls — Accounts Receivables Parameters

PARAMETER	DESCRIPTION
AUTOMATIC TRANSFER OF DIRECT BILL FOLIOS [AUTO_TRANSFER_AR]	Activates the automatic transfer of direct bill check out folios to accounts receivables.
CHARGES TRANSFER [AR_POSTINGS_TRANSFER]	Enables you to transfer individual postings from one invoice to another between accounts.
CONSOLIDATE CREDIT CARDS [CONSOLIDATE_CC]	Enables you to automatically transfer credit card payments to accounts receivables during the End of Day process.
CREATE INVOICES WITH NEGATIVE AMOUNTS [CREATE_INVOICES_WITH_NEGATIVE_AMOUNTS]	Creates invoices in accounts receivables with a total amount less than zero.
CREDITS AGING [AGE_CREDIT]	Places an account's unallocated payment on the aging screens and reports.
INVOICE FINALIZE DATE [AR_CLOSE_INVOICE]	Enables you to finalize an invoice to prevent any further actions.

Table 9-2 (Cont.) OPERA Controls — Accounts Receivables Parameters

PARAMETER	DESCRIPTION
MARK INVOICES AS PRINTED [AR_INVOICES_PRINTED_CHECK]	Marks all invoices on the statement as printed.
NO MODIFY INVOICE [AR_NOMODIFY_INVOICE]	Prevents an invoice from being modified once it has been generated.
SIMPLE REMINDER [SIMPLE_REMINDER]	Enables you to send reminder letters based on sequential setup and not based on the aging periods.
STATEMENT NUMBERS [STATEMENT_NUMBERING]	Assigns a number to all printed accounts receivables statements enabling you to search and manage invoices by statement number. The property must use a statement report based on the sample_statement_numbering report and all the accounts receivables account types must have this statement report configured on the account type setup in Administration.
UNALLOCATED PAYMENTS ON REMINDERS [UNALLOCATED_PAYMENT_ON_REMINDER]	Includes unallocated payments when printing reminder letters.

Table 9-3 OPERA Controls — Accounts Receivables Settings

SETTING	DESCRIPTION
ACCOUNT PICTURE [ACCOUNT_PICTURE]	Defines the account number format used when creating new accounts. For example, XA99"-99 permits values such as ZD35-93, 2E76-12, and so on. X represents alphanumeric characters, A represents letters, 9 represents numbers, and a dash (-) is used to separate values by using double quotation marks "-". A dash cannot be at the end of the account number format.
AGING LEVEL DETAILS [AGING_LEVEL_DETAILS]	Defines the aging periods for invoices.
CREDIT CARD TRANSACTION CODE [AR_CREDIT_TRANSACTION_CODE]	Identifies the transaction code used when consolidating credit cards during the credit card transfer.
DATE FOR AGING [DATE_FOR_AGING]	Ages invoices based on this date value.
DEFAULT AR FOLIO STYLE [AR_FOLIO_STYLE]	Identifies the folio style used when printing a folio from accounts receivables.
DEFAULT MARKET CODE [AR_MARKET_CODE]	Identifies the default market code for new postings and new invoices.

Table 9-3 (Cont.) OPERA Controls — Accounts Receivables Settings

SETTING	DESCRIPTION
DEFAULT ROOM CLASS [AR_ROOM_CLASS]	Identifies the default room class for new postings, new invoices, and payments.
DEFAULT SOURCE CODE [AR_SOURCE_CODE]	Identifies the default source code for new postings and new invoices.
MINIMUM REMINDER DAYS [MINIMUM_REMINDER_DAYS]	Identifies the number of minimum days between sending 2 reminder letters to the same account.
OLD BALANCE TRANSACTION CODE [AR_BAL_TRX_CODE]	Identifies the old balance transaction code.
RESTRICT FOLIO TYPES FOR PARTIAL TRANSFER OF INVOICES [RESTRICT_FOLIO_TYPES_TRANSFER_INVOICE]	Restricts changing the invoice amount transferred between accounts.

OPERA Controls — Blocks

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Blocks group.

Table 9-4 OPERA Controls — Blocks Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUSINESS BLOCK [BUSINESS_BLOCK]		Activates full Business Block functionality
ALTERNATE DATES [ALTERNATE_DATES]		Activates the alternate dates functionality.
BLOCK RESTRICTIONS [SET_BLOCK_PICKUP_RESTRICTIONS]		Ability to set Restrictions on the Block level.
CONTRACT BILLING [CONTRACT_BILLING]		Activates the contract billing functionality.

Table 9-4 (Cont.) OPERA Controls — Blocks Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GROUP ROOMING LIST IMPORT [GROUP_ROOMING_LIST_IMPORT]		Activates the import list functionality on a group rooming list.
MASTER SUB ALLOCATIONS [MASTER_SUB_ALLOCATIONS]		Activates the master sub allocation functionality.
MASTER SUB BLOCKS [MASTER_SUB_BLOCKS]		Activates the master sub block functionality.
	SYNCHRONIZE MASTER SUB BLOCKS PARAMETER [SYNCHRONIZE_MASTER_SUB]	Enables the synchronization of data from the master block to the sub block.
TOUR SERIES [TOUR_SERIES]		Activates the tour series functionality.
	TOUR SERIES HANDLING SETTING [TOUR_SERIES_HANDLING]	Determines whether tour series performs as a simple copy or as sub-bookings. Valid values: <ul style="list-style-type: none"> • S (Simple Copy) • M (Master/Sub)
TRACES [BLOCK_TRACES]		Activates the block traces functionality.

Table 9-5 OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCESS EXCLUSION [ACCESS_EXCLUSION]		Enables access exclusion for the block. When a block access exclusion is configured for a business block, specific central reservation offices (CROs) cannot edit the block (i.e., add a new reservation or modify an existing reservation in the block; cancel a reservation in the block, or both).
ALIAS [BOOKING_ALIAS]		Enables the entry of a booking name alias.
ALLOW RATE EDITING WITH RATE CODE [ALLOW_RATE_EDITING_WITH_RATE_CODE]		Enables rate editing with rate code.

Table 9-5 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTO ASSIGN SUB BLOCK CODE [AUTO_SUB_BLOCK_CODES]		Automatically generates sub business block codes. Enables regular tour series in addition to custom tour series.
BLANK BUSINESS BLOCK START DATE [DEFAULT_BLANK_BB_START_DATE]		Sets the arrival date to blank for new business block.
BLOCK CODE TEMPLATE [BLOCK_CODE_TEMPLATE]		Activates the block code template functionality.
	TEMPLATE PATTERN SETTING [BUSINESS_BLOCK_TEMPLATE]	Specifies the block code format to be used when a new block is created.
BLOCK CONTRACT GRID [BLOCK_CONTRACT]		Shows the contract as a selectable option in the room rate grid.
	AUTOLOAD CONTRACT GRID PARAMETER [AUTOLOAD_CONTRACT_GRID]	Loads the contract grid with the initial grid.
BLOCK OWNER LOCKING [BLOCK_OWNER_LOCKING]		Makes the block owner locking status setting appear.
	BLOCK OWNER LOCKING STATUS SETTING [BLOCK_OWNER_LOCKING_STATUS]	Specifies the status at which the Owner field becomes locked within the block status flow.
BLOCK RANKING [RANKING]		Enables the Ranking field to be available on business blocks.
BLOCK RATE CODE NO OVERLAP [BLOCK_RATECODE_NO_OVERLAP]		Disables blocks with overlapping dates from having the same rate code.
BUSINESS BLOCK TYPE [BUSINESS_BLOCK_TYPE]		Activates the Business Block Type field on the business block.
CONVERSION [CONVERSION]		Enables the Conversion field to appear on business blocks.

Table 9-5 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
COPY WITH DATE OPTION [COPY_WITH_DATE_OPTION]		Copies business blocks with the option to select a date range from the source business block.
CUTOFF [CUTOFF]		Activates the cutoff functionality for Cutoff Days / Cutoff Date and cutoff procedure.
DEPOSIT REQUIRED FOR BLOCKS [BLOCK_DEPOSIT_REQUIRED]		Requires a deposit for blocks with the deposit reservation type.
ELASTIC BLOCK [ELASTIC_BLOCK]		Activates the elastic block functionality.
	SELL LIMITS FUNCTION [SELL_LIMITS]	Activates the sell limit functionality.
	SHOULDER DATES PARAMETER [SHOULDER_DATES]	Activates the Block Shoulder Dates functionality.
	MAXIMUM SHOULDER DAYS SETTING [MAX_SHOULDER_DAYS]	Defines the maximum number of days a block can arrive early or checkout late.
ENFORCE BLOCK CODE PATTERN LENGTH [ENFORCE_BLOCKCODE_TEMPLATE_LENGTH]		Enforces the maximum length based on the block code pattern for manual entry when the block code template is not defined.
LOWEST GUARANTEED RATE [RATE_PROTECT]		Enables the lowest guaranteed rate for business blocks.
MULTI BLOCK RATES [MULTI_BLOCK_RATES]		Enables you to select multiple rates on blocks.
	MAXIMUM BLOCK RATES SETTING [MAXIMUM_BLOCK_RATES]	Controls the maximum number of rates that can be attached to a business block.
NON COMPETE [NON_COMPETE]		Makes the non-compete flag available on business blocks.

Table 9-5 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
OCCUPANCY SPLIT PER ROOM TYPE [USE_OCCUPANCY_F OR_ROOMBLOCK]		Enables the number of occupants per room type to be entered in the block grid. Based on the number of occupants, a rate per occupancy can also be added for a more accurate forecast.
RATE CODE MANDATORY BLOCK HEADER [MANDATORY_RATE_C ODE_BLOCKS]		Makes the rate code mandatory for the block header.
RETURN BLOCK TO HOUSE [BLK_TO_HOUSE]		Returns block rooms to the house after cutoff.
ROOM TRANSACTION CODE ON BLOCK [ROOM_TRX_CODE_O N_BLOCK]		Makes a field appear for storing the transaction code to use when posting room charges for the reservations linked to the business block.
SHIFT DATE [SHIFT_DATE]		Activates the shift date functionality.
UNIQUE BLOCK CODE [UNIQUE_BLOCKCODE]		Makes the block code unique.
WASH SCHEDULE [WASH_SCHEDULE]		Enables you to configure the wash schedule.
WEB FUNCTION SPACE CONFIG [WEB_FUNCTION_SPA CE_CONFIG]		Allows you to configure a function space with the meeting rooms on the web options even though the property does not have the license code active.

Table 9-6 OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
BLOCK CODE GENERATION PATTERN [DEFAULT_BLOCK_CO DE_TEMPLATE]	Defines the block code pattern to auto generate the block code. Valid values: <ul style="list-style-type: none"> 'Y', 'YY', 'YYYY' for year 'M', 'MM', for month number 'MON' for the month name 'D', 'DD' for the day number '?' to define the increment position 'A' for any alpha

Table 9-6 (Cont.) OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
BLOCK CODE VALIDATION RULE [BLOCK_CODE_VALIDATION_RULE]	Controls the validation of when a specific block code can be reused. Note: this setting is only available when the Unique Block Code parameter is inactive. Valid values: <ul style="list-style-type: none"> NON_OVERLAPPING_DATES START_OF_INVENTORY_WEEK
CATERING STATUS WHEN COPYING AN EVENT [COPY_CATERING_STATUS]	Identifies the catering status when copying an event. Valid values: <ul style="list-style-type: none"> All status codes where the catering deduct inventory = N and starting status = Y.
COPY BOOKING NOTES [COPY_BLOCK_NOTES]	Copies booking notes by default. Valid values: <ul style="list-style-type: none"> Yes No
COPY BOOKING STATUS [COPY_BOOKING_STATUS]	Identifies the booking status while copying a booking. Valid values: <ul style="list-style-type: none"> All status codes where the starting status = Y.
DEFAULT NEW BLOCK STATUS [DEFAULT_NEW_BLOCK_STATUS]	Identifies the default block status for new blocks. Valid values: <ul style="list-style-type: none"> All status codes where the starting status = Y.
MAX BLOCK AVAIL DAYS [MAX_BLOCK_AVAIL_DAYS]	Defines the maximum number of days from the current business date, for which a block can be created.
MAXIMUM BLOCK ADVANCED BOOKING DAYS [MAX_BLOCK_ADV_BOOKING_DAYS]	Defines how far into the future from the current business date a group block can be created.
MAXIMUM NUMBER OF NIGHTS FOR BLOCK RESERVATION [MAX_BLOCK_DAYS]	Defines the maximum number of nights a block reservation can be booked.
MAXIMUM NUMBER OF BLOCK DAYS [MAXIMUM_NIGHTS_FOR_BLOCK_RESERVATIONS]	Maximum number of block days.
PROFILE PROMPT FOR BLOCKS [PROMPT_PROFILE_BLOCK]	Determines whether to prompt for linking of profiles to business block. Valid values: <ul style="list-style-type: none"> N (none) P (prompt) R (required)

Table 9-6 (Cont.) OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
ROOMING LIST RESERVATION METHODS [RESV_METHOD_TYPE]	Identifies the reservation methods that enable entry of the rooming list due date. Valid values: • All booking methods.
TURN BOOKING INTO ACTUAL UPON [TURN_BOOKING_INT O_ACTUAL_UPON]	Turns a booking into status ACTUAL upon booking arrival / booking departure. Valid values: • ARRIVAL (bookings turn to ACTUAL on the booking arrival date) • DEPARTURE (bookings turn to ACTUAL on the booking departure date) • NOTUSED (bookings do not turn to ACTUAL)

OPERA Controls — Cashiering

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Cashiering group.

Table 9-7 OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED GENERATES [ADVANCED_GENERATES]		Stops posting generates after specified days, adjustment of generates after a certain number of days.
ARTICLES [ARTICLES]		Uses articles for transaction codes.
AUTO SETTLEMENT RULES [AUTO_FOLIO_SETTLEMENT]		Master control that activates the Auto Folio Settlement option. When Active, makes the following controls available: • Auto Settlement to be performed during End of Day • Default Auto Settlement on Reservation • Auto Folio Settlement Preference • Default Folio Style • Payment Methods • Settle Every X Days since last Auto Settlement Days

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROMPT PAYMENT SCREEN FOR AUTO FOLIO SETTLEMENTS PARAMETER [PROMPT_PAYMENT_S CREEN_FOR_AUTO_F OLIO_SETTLEMENTS]	The Payment screen appears before processing each Folio Settlement.
	AUTO SETTLEMENT TO BE PERFORMED DURING END OF DAY PARAMETER [AUTO_FOLIO_SETTLE _EOD]	On/Off control that schedules automatic settlement to be performed during end of day activities. Enables or disables automatic settlement for end of day activities.
	TRANSFER CHARGES TO WINDOW 8 PARAMETER [AUTO_FOLIO_MOVE_ TO_WIN]	Activates the transferring of settled charges to billing window 8.
	END OF DAY AUTO FOLIO SETTLEMENT TYPES SETTING [AUTO_FOLIO_SETTLE _TYPE]	Specifies the auto folio settlement types to be settled automatically during the end of day routine.
	BILLING WINDOWS TO PROCESS DURING END OF DAY SETTING [AUTO_FOLIO_SETTLE _WIN]	Specifies the billing windows (1–8) to be selected by default for automatic settlement during the end of day process.
	DEFAULT AUTO SETTLEMENT ON RESERVATION PARAMETER [AUTO_FOLIO_DEF_RS V]	Specifies whether or not auto settlement is the default setting for reservations during creation. Enables or disables Auto Folio Settlement as the default value for reservation creation.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	AUTO FOLIO SETTLEMENT PREFERENCE SETTING [AUTO_FOLIO SETTLEMENT PREFERENCE]	Specifies the order of operations: to settle the charges and then transfer the folio, or transfer the charges and then settle the folio. Valid values: <ul style="list-style-type: none"> • Transfer and Settle — The charges on the selected billing windows are first transferred to window 8 and then settled to the payment method on window 8. If none of the billing windows are selected for transfer, then OPERA settles those billing windows that are associated with the selected Payment Types. The check box for Window 1 is checked by default. • Settle and Transfer — The charges on the selected billing windows are first settled based on the selected Payment Types and then transferred to window 8 if any of the windows are selected for transfer; if none of the billing windows are settled, then transfer of unsettled charges does not occur either.
	DEFAULT FOLIO STYLE SETTING [AUTO_FOLIO_DEF_STYLE]	Enables you to select the default folio style to use when printing the settled folios.
	PAYMENT METHODS SETTING [AUTO_FOLIO_PAY_TYPE]	Enables you to select the payment methods that qualify for automatic settlement. Cash and check are not eligible payment methods for automatic settlement. Valid values: <ul style="list-style-type: none"> • AX (American Express) • MC (Master Card) • VA (Visa) • DB (Direct Bill)
	SETTLE EVERY X DAYS SINCE LAST AUTO SETTLEMENT DAYS SETTING [AUTO_FOLIO_SETTLE_DAYS]	Enables you to configure the number of days to automatically settle the folio since the last automatic settlement was completed.
BATCH POSTING	[BATCH_POSTING]	Activates the Batch Posting functionality.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUDGET FORECAST [BUDGETS]		Activates the Budget Forecast functionality
CANCELLATION HANDLING [CANCELLATION_HANDLING]		Activates the Cancellation handling functionality.
	CANCEL WITH DEPOSIT PARAMETER [CANCEL_WITH_DEPOSIT]	Enables reservations with deposits to be canceled.
CREDIT BILL [CREDIT_BILL]		Enables you to generate credit bills for folios.
	ALLOW CREDIT BILL FOR CREDIT BILL FOLIOS PARAMETER [CB_ALLOW_ON_CREDIT_FOLIOS]	Enables you to create credit bills for credit bill folios.
	CHECK ALLOW CREDIT FLAG ON FOLIO TYPES PARAMETER [CB_ALLOW_CREDIT_FLAG]	Activates a check on the Allow Credit Flag on the Folio Type to determine if a credit bill can be generated for that folio type. Note: This is a country specific functionality.
	CHECK ALREADY GENERATED PARAMETER [CB_ALREADY_GENERATED_CHECK]	Disallows credit bills on a folio for which a credit bill was already generated.
	CHECK FOR CREDIT BILL FOLIO ON SETTLEMENT PARAMETER [CB_CHECK_ON_SETTLEMENT]	Checks for credit bill folio on settlement for windows with a negative revenue amount.
	DO NOT CHECK ON DB AMOUNT PARAMETER [CB_DO_NOT_CHECK_ON_DB]	Credit bills can be made for folios with DB amounts.
	DO NOT CHECK ON ORIGINAL FOLIO AMOUNT PARAMETER [CB_DO_NOT_CHECK_ON_GROSS]	Check will not be done on the gross amount of the original folio.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	NO CREDIT BILL ON CONVERSION FOLIO TYPES PARAMETER [CB_CHECK_CONVERT_FLAG]	Disallows credit bills to be created for conversion folio types. Note: This is a country specific functionality.
	RESTRICT TRANSACTION CODES AND AMOUNTS PARAMETER [CB_RESTRICT_TRX_CODES_AND_AMOUNTS]	Credit bill can have transactions and the amounts which were posted on the original folio.
	MAX CREDIT DAYS BASED ON PROFILE TYPE PARAMETER [CB_CHECK_ON_PROFILE_TYPE_MAX_CREDIT_DAYS]	The number of maximum credit days to be used for credit bills will be based on the profile type (Individuals or Others).
	SAME DAY CREDIT BILLS SETTING [CB_ALLOW_SAMEDAY_CREDIT]	Credit bills can be created on folios on the same date the folio was generated.
	MAXIMUM CREDIT DAYS SETTING [MAX_CREDIT_DAYS]	Defines the period in which a credit bill can be issued.
	MAXIMUM CREDIT DAYS FOR INDIVIDUALS SETTING [MAX_CREDIT_DAYS_INDIVIDUALS]	Defines the period in which a credit bill can be issued for individual guests.
	MAXIMUM CREDIT DAYS FOR NON-INDIVIDUALS SETTING [MAX_CREDIT_DAYS_OTHERS]	Defines the period in which a credit bill can be issued for other guests.
DEPOSIT HANDLING [DEPOSIT_HANDLING]		Activates the Deposit and Cancellation Rules/Schedule functionality.
	ADVANCED DEPOSIT MATURITY AND ALLOCATION PARAMETER [ADVANCED_DEPOSIT_MATURITY_AND_ALLOCATION]	Applies the deposit maturity preference on the selected rate code to reservations. In addition, this gives more flexibility for managing deposits when modifications are done to reservations that impact deposits.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCED TAX HANDLING FOR DEPOSITS PARAMETER [ADVANCED_TAX_HANDLING_FOR_DEPOSITS]	Enables you to set transaction codes exclusively for deposit postings.
	USE FOLIO NUMBER FOR DEPOSIT RECEIPT PARAMETER [DEPOSIT_FOLNO]	Prints a folio number on the deposit receipt. If On, the next available folio number is assigned to each deposit receipt generated. If Off, a unique sequential number is assigned to each deposit receipt generated.
	ADVANCED DEPOSIT HANDLING SETTING [EXT_DEPOSIT_HANDLING]	Specifies the advanced deposit handling setting.
	DEFAULT RESERVATION TYPE FOR DEPOSIT PAYMENTS SETTING [DEPOSIT_RESERVATION_TYPE]	Specifies the default reservation type for deposit payments setting.
	DEPOSIT LEDGER TRANSACTION CODE SETTING [DEPOSIT_LED_TRX_CODE]	Specifies the internal transaction code used to transfer deposit balances from the deposit ledger to the guest ledger at the time of check in.
	DEPOSIT LEDGER TAX TRANSACTION CODE SETTING [DEPOSIT_LED_TAX_TRANSACTION_CODE]	Specifies the tax transaction code used to transfer deposit tax amounts from the deposit ledger to the guest ledger at the time of deposit creation.
	PSEUDO ROOM TO KEEP DEPOSITS SETTING [PSEUDO_ROOM_TO_KEEP_DEPOSITS]	Specifies the pseudo room where all deposits forfeited by guests are transferred.
	PSEUDO ROOM TO RETURN DEPOSITS SETTING [PSEUDO_ROOM_TO_RETURN_DEPOSITS]	Specifies the pseudo room where all deposits to be refunded are transferred.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEPOSIT MATURITY PREFERENCE SETTING [DEPOSIT_MATURITY_PREFERENCE]	Sets the preference for when deposits are transferred to the reservation folio.
EARLY DEPARTURE PENALTY [EARLY_DEPARTURE_PENALTY]		Activates the Early Departure Penalty functionality.
	CALCULATION RULE FOR THE EARLY DEPARTURE PENALTY AMOUNT SETTING [CALCULATION_OF_EARLY_DEPARTURE_AMOUNT]	Specifies the calculation rule for the early departure penalty amount.
	EARLY DEPARTURE PENALTY FUNCTIONALITY TRANSACTION CODE SETTING [EARLY_DEPARTURE_PENALTY_TRANSACTION_CODE]	Specifies the early departure penalty functionality transaction code.
FIXED CHARGES [FIXED_CHARGES]		Activates the Fixed Charges functionality.
FOLIO ARRANGEMENTS [FOLIO_ARRANGEMENTS]		Activates the Folio Arrangement functionality.
FOREIGN CURRENCY CODES [FOREIGN_CURRENCY_HANDLING]		Enables handling foreign currency payments, perform currency exchanges, configure foreign currencies, and using the currency calculator.
	EXCHANGE SERVICE TAX PARAMETER [INDIA_EXCHANGE_SERVICE_TAX]	Activates the Service Tax functionality for currency exchange.
	FOREIGN CURRENCY LIMITS PARAMETER [FOREIGN_CURRENCY_LIMITS]	Enables configuring daily limits and monthly limits for foreign currency transactions. To post a currency exchange, an individual profile is required with nationality and passport number attached.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
NO SHOW AND CANCELLATION POSTINGS	SELL CURRENCY PARAMETER [SELL_FOREIGN_CUR RENCY]	Enables selling foreign currency.
[NOSHOW_AND_CANC ELLATION_POSTINGS]	CURRENCY EXCHANGE PAID OUT TRANSACTION CODE SETTING [CURRENCY_EXG_PA DOUT]	Specifies the transaction code to record a currency exchange paid out.
POST REVENUE TO NO SHOWS PARAMETER	REFERENCE CURRENCY CODE SETTING [SUMMARY_CURRENC Y_CODE]	Specifies the currency code used when printing folios.
NO SHOW POSTING TRANSACTION CODE SETTING	[NOSHOW_POSTING_T RN_CODE]	Enables posting charges to No Show and Cancelled reservations by allowing access to the Manage Billing screen.
POST REVENUE TO NO SHOWS PARAMETER	[POST_REVENUE_TO_ NO_SHOWS]	Posts No Show charges to reservations based on No Show Posting rules and matures the deposit during the End of Day process.
PERIOD DEFINITION [FISCAL_PERIOD_REP ORTING]	[NOSHOW_POSTING_T RN_CODE]	Specifies which transaction code to use during the End of Day no show posting process.
POST STAY CHARGES [POST_STAY_CHARGE S]	PERIOD DEFINITION [FISCAL_PERIOD_REP ORTING]	Enables a property to set up fiscal periods and years, and have key reports give information based on fiscal and/or calendar periods.
DEFAULT POST STAY CHARGES ON RESERVATION PARAMETER	[POST_STAY_CHARGE S]	Enables charges to be posted after the guest has checked out.
OPEN FOLIO PARAMETER [OPEN_FOLIO]	[POST_STAY_CHG_RS V]	Selects the check box for Post Stay Charging on the reservation Payment Instructions screen by default and reservations are enabled for posting charges after check out regardless of the payment type associated with the reservation.
OPEN FOLIO PARAMETER [OPEN_FOLIO]	[OPEN_FOLIO]	Activates the Open Folio functionality.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	OPEN FOLIO CLOSING PREFERENCES SETTING [OPEN_FOLIO_CLOSING_LIMIT]	Determines when an open folio needs to be closed. Valid values: <ul style="list-style-type: none"> SAMEDAY — The user cannot leave the billing screen with an open folio. UNRESTRICTED — The user is allowed to leave the billing screen with a folio in an open status.
	RESERVATION PAYMENT TYPES SETTING [POST_RSV_PAYMENT_TYPE]	Defines the payment types that can be associated to a reservation to enable post stay charging.
	ZERO BALANCE OPEN FOLIO CLOSE DAYS [ZERO_BALANCE_OPEN_FOLIO_CLOSE_DAYS]	Specifies the number of days after checkout that an open folio with a zero balance will be automatically closed during end of day.
PRE STAY CHARGES [PRE_STAY_CHARGES]		Enables charges to be posted prior to a guest checking in.
	DEFAULT PRE STAY CHARGES ON RESERVATION PARAMETER [PRE_STAY_CHRG_RS]	Enables the Pre Stay Charging option by default on the guests Privileges screen.
	ONLY POST IF RESERVATION IS ON QUEUE PARAMETER [POST_RSV_QUEUE]	Specifies that the reservation will be available for pre-stay charges only if the reservation is on queue and waiting to be checked in.
	DAYS PRIOR TO ARRIVAL SETTING [DAYS_PRIOR_TO_ARRIVAL]	Limits the number of days before the guests arrival that charges can be posted to their account.
	RESERVATION PAYMENT TYPES SETTING [PRE_RSV_PAYMENT_TYPE]	Defines the payment types that can be associated to a reservation to enable pre stay charging.
	RESERVATION TYPES SETTING [RSV_TYPE]	Defines the reservation types that can be associated to a reservation to enable pre stay charging.
ROUTING [ROUTING]		Activates the Routing functionality.

Table 9-7 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	REFRESH ROOM ROUTING PARAMETER [REFRESH ROOM ROUTING]	Enables transferring the transactions using the Refresh Room Routing screen whenever a room routing instruction is created, edited or deleted, so that the latest room routing instructions are applied to the existing charges.
	ALLOW ROUTING OF TAX TRANSACTIONS PARAMETER [TAXROUTING_YN]	Enables the selection of tax transaction codes when setting room routing or window routing.
	EXCLUDE DEPOSIT FROM AUTHORIZATION BASED ON ROUTING PARAMETER [EXCLUDE_DEPOSIT_FROM_AUTH_BASED_ON_ROUTING]	Excludes deposits paid from the authorization amount when the deposit ledger transaction code is either routed to a window where the payee in the routing instructions is not the same as the guest, or it is routed to another reservation.
	EXCLUDE RATE FROM AUTHORIZATION BASED ON ROUTING PARAMETER [EXCLUDE_RATE_FROM_AUTH_BASED_ON_ROUTING]	Excludes the rate from authorization if the source payee name in the routing instruction is not the same as the target, and the transaction code for the accommodation exists in the routing instruction code. Also when the gaming license is active and the comp routing is being set up to an authorizer with the Accommodation Transaction code for window 101-108, the rate is excluded from the authorization amount.
ROUTING LIMITS [ROUTING_LIMITS]		Enables routing limits for window, room, and comp routing.
SCHEDULED CHECK OUT [SCHEDULED_CHECK_OUT]		Activates the Scheduled Check Out functionality.
	ROOM STATUS FOR SCHEDULED CHECK OUTS SETTING [SCHEDULED_CHECK_OUT_ROOM_STATUS]	Specifies the status of the room after a scheduled check out.
TRANSACTION CODE BY USER ROLE [TRANSACTION_USER_GROUPS]		Enables managing the available transaction codes for posting by property roles.
TRANSACTION DIVERSIONS [TRANSACTION_DIVERSIONS]		Activates the Transaction Diversion functionality.

Table 9-8 OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOUNTS RECEIVABLES SETTLEMENTS VISIBLE ON FOLIO [SHOW_AR_SETTLEMENT]		Prints the account receivables settlement payment on the folio.
ADDITIONAL FOLIO TEXT [ADDITIONAL_FOLIO_TEXT]		Shows additional fields on the folio when entered on a guest reservation.
ALLOW DEFERRED TAXES [ALLOW_DEFERRED_TAXES]		Defers calculating the VAT tax amounts until the point of check out.
ALLOW DUPLICATE ACCOUNT NUMBERS [ALLOW_DUPLICATE_AR_NUMBERS]		Enables using the same accounts receivable account number on multiple accounts.
AUTOMATICALLY ASSIGN ACCOUNT NUMBER [AUTOMATIC_ASSIGN_AR_NUMBER]		Assigns an accounts receivable account number automatically while creating a new account.
	DEFINE ACCOUNT SEQUENCE PARAMETER	Uses the account sequence defined by the Start Account Number and End Account Number setting.
	START ACCOUNT NUMBER SETTING	Specifies the start account number automatically assigned.
	END ACCOUNT NUMBER SETTING	Specifies the end account number automatically assigned.
AUTOMATICALLY CHECK OUT ZERO BALANCE SHARED RESERVATIONS [AUTO_OPEN_SHARE_WITHS]		On check out of a shared reservation, automatically checks out share reservations with a zero balance.
AUTOMATICALLY TRANSFER GENERATES WITH MAIN TRANSACTION [TRANSFER_GENERATED_TRX]		Transfers any generates attached to a transaction code automatically if the main or parent transaction code is transferred or routed.
BLIND CASHIER DROP [BLIND_CASH_DROP_YN]		Activates the Blind Drop Cashier Closure functionality, which hides all cash transactions from reports and cashier closure.

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CALCULATE CHANGE DUE [CALCULATE CHANGE DUE]		Activates the Change Due functionality when performing a settlement with cash payment method. The payment screen shows an additional field for Amount Received and a prompt shows for change due if the cash amount received is greater than the amount due.
CREDIT CARD REBATE VALIDATION [CREDIT_CARD_REBATE_VALIDATION]		Enables making a rebate by credit card and verifies that the rebate amount does not exceed the previously charged amount to the credit card.
CREDIT CARD TRANSACTION SURCHARGE [CC_SURCHARGE]		Enables posting a surcharge amount for a credit card transaction.
DAILY PLANS [FOLIO_PLANS]		Configures daily plan arrangements.
EXCLUSIVE CASHIER ID [EXCLUSIVE_CASHIER_ID]		Cashiers are exclusively assigned to a single user.
FISCAL FOLIO PRINTING [FISCAL_FOLIO_PRINTING]		Enables fiscal folio printing.
	ASSOCIATED FOLIO DETAILS REQUIRED FOR A CREDIT BILL PARAMETER [ASSOCIATED_FOLIO_DETAILS_REQUIRED]	As Before generating a Credit Bill, information regarding the original bill for which the Credit Bill is being created is required. This will be sent to the Fiscal System.
	PRINT FISCAL INFORMATION FOLIO PARAMETER [PRINT_FISCAL_INFO_FOLIO]	Prints a fiscal folio when generating an information folio.
	RESEND FISCAL FOLIO PARAMETER [RESEND_FISCAL_FOLIO]	Resends the fiscal folio to the fiscal service for past generated folios.
	FISCAL SERVICE TERMINALS PARAMETER [FISCAL_SERVICE_TERMINALS]	Enables the Fiscal Executable on different terminals, and enables the user to select the terminal at the time of folio generation.

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	FISCAL EXECUTABLE SETTING [FISCAL_EXECUTABLE]	Specifies the Fiscal Executable path and defines the location of the executable.
	USE FISCAL SERVICE INVOICE CURRENCY PARAMETER [INVOICING_CURRENCIES]	Enables a fiscal invoice currency to be selected prior to calling the fiscal system.
FIX BILL RESERVATION [FIX_BILL_RESERVATION]		<p>Fixed Bill Number per Guest per Stay.</p> <p>When a folio number is generated, use the same number for each subsequent checkout/interim bill/advanced bill generated for the reservation regardless of the window. This bill number can be used to pull up all folio window totals in history. The folio that is settled to the Accounts Receivable account, when viewing from an Accounts Receivable account, shows the details for the respective transactions belonging to the invoice number that they were applied to.</p> <p>When the Use Accounts Receivables Folio for Direct Bill Settlements parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement.</p> <p>If any one of the following parameters are set to On, the other parameters must be set to Off: Fix Bill Reservation, Fix Bill Window, Folio No Reprint, and Folio Revision Number. Therefore, only one of these parameters can be set to On at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to On.</p>

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FIX BILL WINDOW [FIX_BILL_WINDOW]		<p>Fixed Bill Number per Folio Window per Guest per Stay.</p> <p>When a folio number is generated use a separate bill number for each window. Each window is located in history using a separate bill number. When the Cashiering —Permanent Folio Storage parameter is On, the last folio created for the Window for that day will be stored. When Fix Bill Window parameter is On and Generate Zero Bill is Off, if a payment transaction from a settled window 1 is moved to another window (for example, window 2) and the reservation is checked out again by making a payment against window 1, the folio correctly prints if the Print Folio check box is selected on the Payment screen.</p> <p>When the Use Accounts Receivables Folio for Direct Bill Settlements parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement.</p> <p>If any one of the following parameters are set to On, the other parameters must be set to Off: Fix Bill Reservation, Fix Bill Window, Folio No Reprint, and Folio Revision Number. Therefore, only one of these parameters can be set to On at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to On.</p>

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FOLIO NO REPRINT [FOLIO_NOREPRINT]		<p>Do not allow Reprint, Split, Transfer, Adjustments, or Corrections for postings with Bill Numbers.</p> <p>When printing a bill, those postings that have been previously printed (have a bill number) will not show on the folio. Charges that have been invoiced cannot be altered unless you first void the folio. When Voiding a Folio, the invoice is cancelled and the user can then make the necessary changes and re-issue the folio. If you void a Direct Bill invoice, the Accounts Receivable charge will also be removed. You cannot void an invoice that has already been transferred to Accounts Receivable. You cannot drag and drop transactions if the parameter is On and a folio has already been printed.</p> <p>If any one of the following parameters are set to On, the other parameters must be set to Off: Fix Bill Reservation, Fix Bill Window, Folio No Reprint, and Folio Revision Number. Therefore, only one of these parameters can be set to On at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to On.</p>
FOLIO REVISION NUMBER [FOLIO_REVISION_NUMBER]		Enables correcting a folio with a revision number attached.
FOLIO STYLES [FOLIO_STYLES]		Uses folio style options to select a folio style when printing folios.
FORCE CASHIER LOGIN [FORCE_CASHIER_LOGIN]		Prompts users with the cashier login screen every time cashiering functions are accessed.
GENERATE PROFORMA INVOICE [PROFORMA_INVOICE]		Creates Pro Forma invoices for reservations.
GENERATE ZERO BILL [GENERATE_ZERO_BILL]		Enables printing an invoice that has a zero balance.
MANDATORY REFERENCE NEGATIVE PAYMENTS [MANDATORY_REFERENCE_NEGATIVE_PAYMENTS]		Makes the Reference field on the Cashiering, Deposit and Accounts Receivable Payment screens mandatory when posting a negative payment using a payment method of any type.

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
NEGATIVE CASH SHIFT DROP [NEGATIVE_CASH_SHI FT_DROP]		Enables cashiers to enter a negative cash shift drop when performing their shift cashier closure.
PACKAGE ALLOWANCE CONSUMPTION WHEN NOPOST OR POST STAY FLAG [CONSUME ALLOWANCE WHEN NOPOST OR POST STAY FLAG]		Activates package allowance consumption for in-house reservations overriding No Post flag up to the allowance balance only when consumption posting via an interface, overage will not be generated. In case of manual postings against allowance, overage will be generated. Package Allowance consumption for Checked out Reservations on the day of departure until End of Day if Post Stay Privilege assigned. If No Post is checked then consumption posting only up to the Allowance balance will be accepted from an interface, Overage will not be generated however in case of manual postings against allowance overage will be generated. If No Post is not checked then after allowance consumption, Overage will be generated as applicable for interface as well as manual postings.
PACKAGE ALLOWANCE LINKING [PACKAGE_ALLOWAN CE_LINKING]		Enables linking package allowances with other rooms.
PACKAGE ARRANGEMENT CODES [PACKAGE_ARRANGE MENT_CODES]		Enables adding package arrangement codes to packages that change folio styles 1, 9, 14, 15, 16, 18 to print by package arrangement codes.
PAYMENT DUE DAYS [PAYMENT_DUE_DAYS]		Enables defining the number of days when an invoice is paid on an accounts receivable account. If the Month End Calculation check box is also selected, the specified number of days are added to the last day of the month when the invoice was generated to determine the date the invoice is paid.
PERIODIC FOLIOS [PERIODIC_FOLIOS]		Enables generating folios on a periodic basis (weekly, monthly, etc.).
PERMANENT FOLIO STORAGE [PERMANENT_FOLIO_ STORAGE]		Enables a property to store printed folios to be viewed/printed without re-generation.

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PERMANENT FOLIO STORAGE FILE NAME FORMAT SETTING	Specifies the file name for the permanent folio storage. The values can be concatenated to each other to form a format string. Possible values are: <BILL_NO> <BILL_GENERATION_DAY> <BILL_GENERATION_MONTH> <BILL_GENERATION_YEAR> <FOLIO_VIEW> <FOLIO_TYPE> - Use this only when FISCAL_FOLIO_PRINTING or CREDIT BILL parameter on. <REVISION_NO> - Use this only when FOLIO FOLIO_REVISION_NUMBER parameter on. <QUEUE_NAME> - Use this only when PRINT_QUEUE_HANDLING ,FISCAL_FOLIO_PRINTING and FISCAL_XML_PAYMENTS parameter on.
POSITIVE CASHIER DROP		Enables cashiers to be closed with a negative shift drop.
POST IT		Activates the Post It functionality, which enables users to access Charge It and Fast Postings.
	RESTRICT NEGATIVE SALE IN CHARGE IT PARAMETER	Disallows completing a sale with a negative balance in Charge It.
	DEFAULT MARKET CODE FOR POST IT SETTING	Specifies the default market code when using the Post It screen.
	DEFAULT SOURCE CODE FOR POST IT SETTING	Specifies the default source code when using the Post It screen.
PROMPT FOR EXPENSE FOLIO UPON CHECK OUT		Prompts to print an expense folio during check out.
ROLLUP TRANSACTIONS		Shows transactions that were made on the same day with the same check number as rolled on the Manage Billing screen. Selecting the expand arrow shows postings as separate line items.
ROUNDING FACTOR		Activates the Currency Rounding functionality for properties in countries that require monetary amounts to be rounded by a legal standard factor because certain coin denominations are discontinued.

Table 9-8 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ROUNDING MULTIPLE SETTING	Determines the rounding multiple used. Rounding options are provided for rounding to the nearest multiple of the selected rounding multiple.
	ROUNDING MULTIPLE CODE SETTING	Determines the rounding multiple transaction code used for posting a rounding difference.
SERVICE RECOVERY ADJUSTMENT		Enables posting a service recovery adjustment.
TAX BRACKET CALCULATION		Enables calculation of discretionary taxes based on tax brackets when the property is in US country mode.
TAX TYPES		Activates the tax type to calculate taxes based on prices.
	DEFAULT TAX TYPE SETTING	Defines the tax type default for new reservations or new profiles depending on the tax type calculation selected.
	TAX TYPE CALCULATION SETTING	Calculates tax types based on the profile or the reservation.
TRANSACTION CODE OWNERSHIP		Enables flagging a transaction code as owned by Central or Property and controls the ability to edit based on this flag.
TRANSACTION STATUS		Enables adding an approval status to transactions in the posting journal and makes additional approval codes and status columns available in the posting journal.
USE ACCOUNTS RECEIVABLES FOLIO FOR DIRECT BILL SETTLEMENTS		Specifies direct bill folios to use the accounts receivables folio layout defined in the Account Receivable Folios Report group.
VOID FOLIO		VOIDS guest folios.
	DO NOT NULLIFY THE VOID FOLIO'S INFORMATION PARAMETER	Retains the folio's information when voiding the folio.
	CREDIT BILL FOR VOID PARAMETER	Calls the fiscal service prior to voiding a folio.
	SEND FISCAL FOLIO PRIOR TO VOIDING PARAMETER	Generates a credit bill before voiding a folio.

Table 9-9 OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
CASH SHIFT DROP	Specifies the transaction code used to record a shift cash drop.
CASH TRANSACTION CODE	Specifies the cash exchange transaction code.
CHECK SHIFT DROP	Specifies the transaction code used to record a shift check drop.
CHECK TRANSACTION CODE	Specifies the check transaction code.
DECIMAL CALCULATION	Specifies the number of decimals to maintain in the database for the calculated amount such as net amount, etc., pertaining to inclusive taxes/generates.
DIRECT BILL SETTLEMENT CODE	Specifies the Transaction Code used for folios settled to Accounts Receivables
EXCLUDE FOLIO STYLES	Specifies that a folio cannot be generated using the folio styles selected. The Folio Styles screen will exclude these folio style options. These will also not be available for selection as default Accounts Receivables or Cashiering Folio Styles.
FOLIO COPY LEGEND	Specifies the folio copy legend.
FONT SIZE OF FOLIO LEGEND TEXT	Specifies the font size of the folio legend text on folios.
HORIZONTAL POSITION OF FOLIO LEGEND TEXT	Specifies the number of pixels from the left corner of the page to put the folio legend text on folios.
VERTICAL POSITION OF FOLIO LEGEND TEXT	Specifies the number of pixels from the bottom of the page to put the folio legend text on folios.
FOLIO STYLE	Specifies the folio style used when printing a folio.
PREPAID CARD PURCHASE TRANSACTION CODE	Specifies the transaction code used to post gift card purchases.
PRINT CASHIER CLOSURE REPORTS	Activates the Automatically Print Cashier Closure Reports functionality, which stores the printer selected for closure reports and uses it without displaying the report configuration screen.
PRINT DEPOSIT REQUEST RECEIPTS	Activates the Automatically Print Deposit Request Receipts functionality.
PRINT FOLIO	Activates the Automatically Print Folio functionality, which stores the printer selected for folios and uses it without displaying the report configuration screen.
PRINT PAYMENT RECEIPTS	Activates the Automatically Print Payment Receipts functionality, which stores the printer selected for receipts and uses it without displaying the report configuration screen.
REPORTS TAX BUCKETS	Enables identification of 10 tax buckets, which will be included on all reports that display a breakdown of up to 10 net and tax amounts.

OPERA Controls — Channel Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Channel Management group.

Table 9-10 OPERA Controls — Channel Management Functions

FUNCTION	DESCRIPTION
CHANNEL RESTRICTIONS [CHANNEL_RESTRICTIONS]	Chain level global function that enables setting rate and room restrictions on the channel level.
ENHANCED ROOM RATE DESCRIPTION [ENHANCED_ROOM_RATE_DESCRIPTION]	Chain level global function that activates enhanced room rate descriptions for GDS channels under channel rate room conversion screens.

Table 9-11 OPERA Controls — Channel Management Parameters

PARAMETER	DESCRIPTION
ADVANCED OWS PRODUCTS [ADVANCED_OWS_PRODUCTS]	Chain Level global parameter that provides ability to control enables separately sold packages to be configured as web bookable. If the parameter is on, only packages that meet the requirement of being both separately sold and web bookable are available for web booking. If the parameter is off, all separately sold packages are available for web booking.
ALLOW MODIFY INHOUSE RESERVATION [ALLOW_MODIFY_INHOUSE_RESERVATION]	Enables modifying in-house reservation dates.
ALWAYS USE MEMBERSHIP FROM REQUEST MESSAGE [ALWAYS_USE_MEMBERSHIP_FROM_REQUEST_MESSAGE]	Chain level global parameter that, when this parameter is on, only the memberships sent in create booking request messages are attached to the reservation. When this parameter is off, all memberships of the profile are attached to the reservation.
APPEND BLOCK NAME BEFORE RATE DESCRIPTION [APPEND_BLOCK_NAME_BEFORE_RATE_DESCRIPTION]	Enables OWS to append a block name with a rate description.
AUDIT DETAILS [AUDIT_DETAILS]	Records logs of OEDS processes in audit details.
CONVERT OWS AND GDS COMMENTS AS TRACES [ADD_COMMENTS_GDS_SINREM_TRACE]	Converts OWS comments and GDS Service information (SIN) messages to traces in ORS. The trace date is created with the insert date of the booking instead of the arrival date. Traces are created using the trace department configured under the OEDS parameter setting OEDS Trace Department. When the parameter is set to N, the OWS comments and GDS Service information (SIN) and Remark (REM) texts will not be converted to traces but will be inserted as Reservation Comments in OPERA. The parameter setting OEDS Trace Department will not be displayed.

Table 9-11 (Cont.) OPERA Controls — Channel Management Parameters

PARAMETER	DESCRIPTION
MODIFY CANCEL GDS BOOKING FROM WEB [MODIFY_CANCEL_GD SBOOKING_FROMWEB]	Chain level global parameter that enables guests to make changes that do not impact inventory or cancellations to their GDS/ADS/ODS bookings using OWS, regardless of the source of the reservation.
SEND CONFIRMATION LETTER AT BOOKING [SEND_CONFIRMATIO N_LETTER_AT_BOOKI NG]	Sends a confirmation letter at booking.

Table 9-12 OPERA Controls — Channel Management Settings

SETTING	DESCRIPTION
CANCEL WINDOW [CANCEL_WINDOW]	Chain level global setting that specifies the number of minutes after booking when the reservation can be canceled without penalty.
CHANNEL CONSUMER NAME [CHANNEL_CONSUME R_NAME]	This setting appears when the Global parameter MULTI CONSUMER SETUP is enabled and allows the property to configure Channel Consumers for each resort. Based on this configuration, the GWIZ Business Event Service will utilize multiple threads to de-queue business events for each Channel Consumer. Also, Micros ADS Hurdle Processor service will utilize multiple threads to process hurdles for each Channel Consumer.
FETCH RESERVATION [FETCH_RESERVATIO N]	Enables the OPERA Web Suite Engine to retrieve reservations for either all reservations (regardless of entry point) or for only created through OWS.
SEARCH FOR MEMBERSHIP NO. [SEARCH_FOR_MEMB ERSHIP_NO]	Chain level global setting that enables the match of a profile based on any one of the criteria selected in addition to the profile membership number.

OPERA Controls — Commissions

The following tables outline the parameters and settings that can be configured in the OPERA Controls Commissions group.

Table 9-13 OPERA Controls — Commissions Parameters

PARAMETER	DESCRIPTION
AUTOMATIC CALCULATION OF VALUE ADDED TAX OVER THE COMMISSION PAID [CALC_VAT_ON_COMMI SSIONS]	Automatically calculates the value added tax over the commission paid automatically.

Table 9-13 (Cont.) OPERA Controls — Commissions Parameters

PARAMETER	DESCRIPTION
POSITIVE PAY CHECK EXPORT [POSITIVE_PAY_CHECK_EXPORT]	Enables positive pay checks to be exported.
SEND ZERO COMMISSIONS RECORDS TO PAYMENT PROCESSING [ZERO_COMMISSION_YN]	Sends zero commissions records to payment processing. Upon processing of commissions, the zero commissions records are sent to payment history with Paid = On. If set to Off, the zero commission records are sent directly to payment history with Paid = Off.
STOP PROCESSING REASON CODES [ENTER_HOLD_REASON_CODES]	Enables the use of commission processing reasons for holding and detaching commissions.
TRANSFER NO SHOWS AND CANCELS [TRANS_COMM_NOSHOW_CANC]	Transfers commission no show and canceled reservations to the commission module.
USE PRE-PRINTED CHECKS FOR COMMISSIONS [FIXED_PRE_PRINTED_CHECK_NUMBERS]	Enables the use of pre-printed checks for commissions. This internally voids a check/stub number if a check number was used due to another check exceeding one page.

Table 9-14 OPERA Controls — Commissions Settings

SETTING	DESCRIPTION
COMMISSION CODES NOT TO PROCESS [NO_PROCESS_COMMISSION_CODES]	Enables the property to specify the commission codes to not process for commission calculation.
DEFAULT COMMISSION [DEFAULT_COMMISSION]	Enables the property to specify the default commission code used if the rate code / travel agent / source has no commission code associated with it.
DEFAULT REASON CODE [DEFAULT_REASON_CODE]	Enables the property to specify the default hold reason code.
DEFAULT TRANSACTION CODE FOR PREPAID CUSTOMERS [DEFAULT_PREPAID_CODE]	Enables the property to specify the default transaction code for prepaid commissions.

OPERA Controls — Country Specific

The following tables outline the settings that can be configured in the OPERA Controls Country Specific group.

Table 9-15 OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CITY TAX CALCULATED AFTER CI DATE [CITY TAX CALCULATED AFTER CI DATE]		If Set to Y, the City Tax will be calculated only for the date after Check In, otherwise it will return the value for all dates [Italy].
CITY TAX VARIANCE CALCULATION BASED ON NUMBER OF NIGHTS [CITY TAX VARIANCE CALCULATION BASED ON NUMBER OF NIGHTS]		If Set to Y, the City Tax will be applied using the Night-Based Variance Model. This model uses the values specified in settings CITY TAX VARIANCE AMOUNT and CITY TAX VARIANCE AFTER NIGHTS [Italy].
CITY TAX VARIANCE CALCULATION BASED ON RATE [CITY TAX VARIANCE CALCULATION BASED ON RATE]		If Set to Y, the City Tax will be applied using the Rate-Based Variance Model. This model uses the values specified in settings FIRST through FIFTH THRESHOLD AMOUNT FOR VARIANT CITY TAX [Italy]
USE NET RATE FOR VARIANT CITY TAX [USE NET RATE FOR VARIANT CITY TAX]		Enables using the same accounts receivable account number on multiple accounts.

Table 9-16 OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
BLACKLIST REPORT THRESHOLD [BLACK_LIST_THRESHOLD]	Only documents above this value will be included in the Blacklist Report Export [Italy]
BLACKLIST REPORT THRESHOLD EVALUATION MODE [BLACK_LIST_USENET]	If set to NET, the threshold will be applied to the net amount of the document, otherwise the gross amount will be used for the blacklist report export [Italy].
BLACKLIST REPORT THRESHOLD TYPE [BLACK_LIST_THRESHOLD_TYPE]	Specifies if the threshold value should be applied to all documents of the payee (C = Cumulative) or individual documents (D = Document) [Italy].
CITY TAX 2ND INCREMENT AMOUNT [CITY TAX 2ND INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 2 [Italy].

Table 9-16 (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX 3RD INCREMENT AMOUNT [CITY TAX 3RD INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 3 [Italy].
CITY TAX 4TH INCREMENT AMOUNT [CITY TAX 4TH INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 4 [Italy].
CITY TAX 5TH INCREMENT AMOUNT [CITY TAX 5TH INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 5 [Italy].
CITY TAX APPLICABLE ROOM NIGHTS [CITY TAX APPLICABLE ROOM NIGHTS]	Number of nights to be considered for City Tax calculation [Italy].
CITY TAX BUCKET NUMBER [CITY TAX BUCKET NUMBER]	Number of the tax column holding City Tax postings [Italy].
CITY TAX CALCULATION START DATE [CITY TAX CALCULATION START DATE]	Date from which the City Tax will be calculated (DD-MON-YYYY) [Italy].
CITY TAX CORRECTIONS TRANSACTION CODE [CITY TAX CORRECTIONS TRANSACTION CODE]	Transaction code to be used by operators when doing Correction/ Rebate/Adjustment Postings for the City Tax [Italy].
CITY TAX EXEMPTION DESCRIPTION 1 [CITY TAX EXEMPTION DESCRIPTION1]	Description of exemption nr. 1. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 10 [CITY TAX EXEMPTION DESCRIPTION10]	Description of exemption nr. 10. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 2 [CITY TAX EXEMPTION DESCRIPTION2]	Description of exemption nr. 2. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 3 [CITY TAX EXEMPTION DESCRIPTION3]	Description of exemption nr. 3. Only used in Reports [Italy].

Table 9-16 (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION DESCRIPTION 4 [CITY TAX EXEMPTION DESCRIPTION4]	Description of exemption nr. 4. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 5 [CITY TAX EXEMPTION DESCRIPTION5]	Description of exemption nr. 5. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 6 [CITY TAX EXEMPTION DESCRIPTION6]	Description of exemption nr. 6. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 7 [CITY TAX EXEMPTION DESCRIPTION7]	Description of exemption nr. 7. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 8 [CITY TAX EXEMPTION DESCRIPTION8]	Description of exemption nr. 8. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 9 [CITY TAX EXEMPTION DESCRIPTION9]	Description of exemption nr. 9. Only used in Reports [Italy].
CITY TAX EXEMPTION PERCENTAGE 1 [CITY TAX EXEMPTION PERCENTAGE1]	Percentage of exemption for exemption nr. 1. Defines the percentage applicable to exemption 1: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 10 [CITY TAX EXEMPTION PERCENTAGE10]	Percentage of exemption for exemption nr. 10. Defines the percentage applicable to exemption 10: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 2 [CITY TAX EXEMPTION PERCENTAGE2]	Percentage of exemption for exemption nr. 2. Defines the percentage applicable to exemption 2: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 3 [CITY TAX EXEMPTION PERCENTAGE3]	Percentage of exemption for exemption nr. 3. Defines the percentage applicable to exemption 3: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 4 [CITY TAX EXEMPTION PERCENTAGE4]	Percentage of exemption for exemption nr. 4. Defines the percentage applicable to exemption 4: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].

Table 9-16 (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION PERCENTAGE 5 [CITY TAX EXEMPTION PERCENTAGE5]	Percentage of exemption for exemption nr. 5. Defines the percentage applicable to exemption 5: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 6 [CITY TAX EXEMPTION PERCENTAGE6]	Percentage of exemption for exemption nr. 6. Defines the percentage applicable to exemption 6: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 7 [CITY TAX EXEMPTION PERCENTAGE7]	Percentage of exemption for exemption nr. 7. Defines the percentage applicable to exemption 7: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 8 [CITY TAX EXEMPTION PERCENTAGE8]	Percentage of exemption for exemption nr. 8. Defines the percentage applicable to exemption 8: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 9 [CITY TAX EXEMPTION PERCENTAGE9]	Percentage of exemption for exemption nr. 9. Defines the percentage applicable to exemption 9: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION UDF 1 [CITY TAX EXEMPTION UDF1]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 1 is stored [Italy].
CITY TAX EXEMPTION UDF 10 [CITY TAX EXEMPTION UDF10]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 10 is stored [Italy].
CITY TAX EXEMPTION UDF 2 [CITY TAX EXEMPTION UDF2]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 2 is stored [Italy].
CITY TAX EXEMPTION UDF 3 [CITY TAX EXEMPTION UDF3]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 3 is stored [Italy].
CITY TAX EXEMPTION UDF 4 [CITY TAX EXEMPTION UDF4]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 4 is stored [Italy].
CITY TAX EXEMPTION UDF 5 [CITY TAX EXEMPTION UDF5]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 5 is stored [Italy].

Table 9-16 (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION UDF 6 [CITY TAX EXEMPTION UDF6]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 6 is stored [Italy].
CITY TAX EXEMPTION UDF 7 [CITY TAX EXEMPTION UDF7]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 7 is stored [Italy].
CITY TAX EXEMPTION UDF 8 [CITY TAX EXEMPTION UDF8]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 8 is stored [Italy].
CITY TAX EXEMPTION UDF 9 [CITY TAX EXEMPTION UDF9]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 9 is stored [Italy].
CITY TAX INCREMENT AMOUNT 1 [CITY TAX 1ST INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 1 [Italy].
CITY TAX POSTINGS TRANSACTION CODE [CITY TAX POSTINGS TRANSACTION CODE]	Transaction code used to perform Postings for the City Tax [Italy].
CITY TAX PRICE PER PERSON CALCULATION [CITY TAX PRICE PER PERSON CALCULATION]	Price to be applied to each person eligible for City Tax calculation [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 1 [FIRST THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 1 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 2 [SECOND THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 2 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 3 [THIRD THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 3 will be added to the city tax amount [Italy].

Table 9-16 (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX THRESHOLD AMOUNT FOR VARIANT 4 [FOURTH THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 4 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 5 [FIFTH THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 5 will be added to the city tax amount [Italy].
City Tax Variance After Nights [CITY TAX VARIANCE AFTER NIGHTS]	Number of nights after which the City Tax amount will be varied based on the setting CITY TAX VARIANCE VALUE [Italy].
City Tax Variance Amount [CITY TAX VARIANCE AMOUNT]	Amount used to change City Tax after the number of nights specified in setting CITY TAX TO VARY AFTER NIGHTS [Italy]
COUNTRIES FOR BLACKLIST REPORT [BLACK_LIST_COUNTRIES]	Comma separated list of countries to be included in the Blacklist report (it_fiscal_blist) [Italy]

OPERA Controls — Credit Card

The following tables outline the parameters and settings that can be configured in the OPERA Controls Credit Card group.

Table 9-17 OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATIC AUTHORIZATION [AUTO_AUTH_ACTIVE_YN]		Turns on the Automatic Credit Card Authorization Scheduling functionality. The Automatic Authorization Interval Time setting and the Automatic Authorization Failure No Post Flag and Exclude No Post Reservations From Automatic Authorization parameters are visible when the Automatic Authorization parameter is On and a credit card interface is configured in the property.

Table 9-17 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	AUTOMATIC AUTHORIZATION INTERVAL TIME SETTING [AUTO_AUTH_INTERVAL]	Specifies the interval in minutes after completion of an automatic credit card authorization and the start of the next instance. The minimum value is 30 minutes. When a time is set in the Automatic Authorization Interval Time setting, the automatic credit card authorization will start on the set interval of time after a previous instance of the automatic credit card authorization process has been completed.
	AUTOMATIC AUTHORIZATION FAILURE NO POST FLAG PARAMETER [AUTOMATIC_AUTH_FAILURE_NO_POST_FLAG]	When this parameter is On, the No Post checkbox on a reservation is automatically selected when the Credit Card Authorization fails during any automatic processes for Credit Card Authorizations. When the Automatic Authorization Failure No Post Flag parameter is On, a reservation where the credit card has been declined or a non-approved authorization message is received during the credit card authorization process, the No Post checkbox for that reservation will be selected, setting the reservation to No Post.
	EXCLUDE NO POST RESERVATIONS FROM AUTOMATIC AUTHORIZATION PARAMETER [EXCLUDE_NO_POST_RESERVATIONS_FROM_AUTOMATIC_CC_AUTH]	When this parameter is On, reservations flagged as No Post are not included in any automatic processes for Credit Card Authorizations. When the “Exclude No Post Reservations From Automatic Authorization” parameter is Off, reservations flagged as “No Post” will be included in the credit card authorization process. When the “Exclude No Post Reservations From Automatic Authorization” parameter is On, reservations flagged as “No Post” will be excluded from the credit card authorization process.
BATCH SETTLEMENT [CC_BATCH_SETTLEMENT]		Activates the Batch Settlements functionality for supported systems. Note: Batch Settlement Functionality cannot be activated when Chip and Pin or Online Settlement are set to Active.

Table 9-17 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CHIP AND PIN [CHIP_AND_PIN]		Activates the Chip and PIN functionality. Note: Either the Online Settlement parameter must be On or the Authorization Settlement at Checkout setting must be configured. The Batch Settlement parameter cannot be On.
	CHIP AND PIN PAYMENT METHOD SETTING [CHIP_AND_PIN_PAY_ LOV]	Specifies the credit card types that should exhibit Chip and PIN functionality when using a Chip and PIN enabled terminal.
CREDIT CARD TYPE CHECK/USAGES [CC_USAGE_CHOICES]		Enables a cross check between the credit card type and usages for that card type. This is used for any credit card types where a separate transaction code is applied to each specific usage of the card.
CREDIT LIMIT OVERAGE PAYMENTS [CREDIT_LIMIT_OVERA GE_PAYMENTS]		Enables the processing of automatic payments for the total balance of a folio when the balance is equal or higher than the credit limit set for that credit card payment method. Automatic Credit Limit Overage payments are processed based on the Credit Limit Overage Payments Interval Time setting. Provides additional controls to automatically make credit card payments in folios when the credit limit is equal or exceeds, as well allows users to access the Credit Limit Overages screen and process payments on demand. Note: the Online Settlement parameter must be On for the property.
	DEFAULT CREDIT LIMIT OVERAGE PAYMENTS AUTO PAY PARAMETER [DEFAULT_OVERAGE_ PAYMENTS_AUTO_PA Y]	When this parameter is On, the Credit Limit Auto Pay check box on new reservations is selected by default.

Table 9-17 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CREDIT LIMIT OVERAGE PAYMENT FAILURE NO POST FLAG PARAMETER	When this parameter is On, the No Post check box is automatically selected when a Credit Limit Overage payment fails in a reservation.
	[OVERAGE_PAYMENT_FAILURE_NO_POST_FLAG]	When the Credit Limit Overage Payment Failure No Post Flag parameter is Off, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the No Post check box for that reservation will remain unchanged from its current status.
		When the Credit Limit Overage Payment Failure No Post Flag parameter is On, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the “No Post” check box for that reservation will be selected setting it to No Post.
	EXCLUDE NO POST RESERVATIONS FOR CREDIT LIMIT OVERAGE PAYMENTS PARAMETER	When this parameter is On, reservations flagged as No Post are not processed in Credit Limit Overages.
	[EXCLUDE_NO_POST_RESERVATIONS_FOR_OVERAGE_PAYMENTS]	When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is Off, reservations that have been flagged as No Post are included in the Credit Limit Overage process.
		When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is On, reservations that have been flagged as No Post are excluded from the Credit Limit Overage process.
	CREDIT LIMIT OVERAGE PAYMENTS INTERVAL TIME SETTING	Specifies the interval in minutes after completion of an automatic Credit Limit Overage processing of Payments and the start of the next instance. The minimum value is 30 minutes. When set to 0 minutes, the automatic Credit Limit Overage processing of payments will not be executed.
	[OVERAGE_PAYMENT_S_INTERVAL_TIME]	When a time interval is set in the Credit Limit Overage Payments Interval Time setting, the Automatic Credit Limit Overage process will start on the set interval of time after a previous instance of the process has been completed.

Table 9-17 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CREDIT LIMIT OVERAGE PAYMENT METHODS SETTING [CREDIT_LIMIT_OVERAGE_PAYMENT_METHODS]	Set the Credit Card Payment Methods to qualify for automatic Credit Limit Overage processing of payments. The processing of automatic payments cannot begin unless at least one credit card payment method is selected for the Credit Limit Overage Payment Methods setting. Only cards of the selected payment method are processed.
MANUAL AUTHORIZATION NOTIFICATION [MANUAL_AUTH]		Delivers an authorization message to the credit card processing vendor when a manual credit card authorization code is obtained and entered in the reservation. This is available if the credit card interface uses web-enabled transaction processing via VPN or secure HTTP.
ONLINE SETTLEMENT [CC_ONLINE_SETTLEMENT]		Activates the Online Settlements functionality for supported systems.
	TEMPORARILY STORE OFFLINE SETTLEMENTS PARAMETER [CC_OFFLINE_SETTLEMENT]	Stores failed online settlements (due to the credit card interface not running) and processes them offline at the end of the day.
SEND TOTAL TAX IN SETTLEMENTS [SEND_TOTAL_TAX]		Sends total tax amounts in settlement requests to the interface.

Table 9-18 OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTHORIZATION REVERSAL ALLOWED [AUTH_REVERSAL_ALLOWED_LOV]		Specifies the credit card types that have authorization reversal permitted by the credit card vendor. Existing authorizations for selected credit card types are reversed if a different credit card or method of payment is used at check out.
AUTHORIZATION AT CHECK IN [AUTH_AT_CHECKIN_LOV]		Specifies the credit card types that require an automatic authorization at check in.

Table 9-18 (Cont.) OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	FORCE AUTO DURING CHECK-IN/ INTERACTIVE AUTH WINDOW PARAMETER [AUTH_REQUIRE_AT_CHECKIN]	Specifies that credit card authorization must be obtained to check in a reservation, and the credit card authorization window interactively appears until the authorization process is finalized. If set to Off, credit card authorization is not required at check-in and the authorization screen is minimized; you do not have to wait until authorization is successfully completed.
	NIGHT AUDIT REMOVE AUTHORIZATION PARAMETER [NIGHT_AUDIT_REMOT E_AUTH]	Enables End of Day remote authorization, where available.
AUTHORIZATION DURING STAY/ DEPOSIT [AUTH_DURING_STAY_LOV]		Specifies the credit card types that permit manual and automatic authorization checks for deposits, and following check in and prior to check out and settlement. This setting must be enabled to permit authorizations by the End of Day routine.
AUTHORIZATION SETTLEMENT AT CHECK OUT [AUTH_STLMT_AT_CHECK_OUT_LOV]		Specifies the credit card types for authorization and settlement during check out.
DAYS TO PURGE CREDIT CARD AUTHORIZATION LOG [PURGE_CC_AUTH_LOG_DAYS]		Specifies the number of days when the credit card authorization log is removed. Valid values: <ul style="list-style-type: none"> Any number of days can be entered. If left blank, then the purge occurs every 30 days.
DAYS TO PURGE CREDIT CARDS [DAYS_TO_PURGE_CR EDIT_CARDS]		Global setting that specifies the number of days when the credit card information is removed when no transactions or reservations are active.
DEPOSIT ADDRESS VERIFICATION [ADDRESS_VERIFICATION_LOV]		Specifies the credit card types that require the billing address during payment.
DEPOSIT CVV2 CHECK [CVV2_CHECK_LOV]		Specifies the credit card types for which the Credit Card Security Code (CVV2) is required when making a payment.
HOTEL ID [CC_HOTEL_ID]		Specifies the hotel ID.

Table 9-18 (Cont.) OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SETTLEMENT AUTHORIZATION CODE [SETTLEMENT_AUTHO RIZATION_CODE]		Specifies the authorization code used at settlement if multiple authorization codes exist.

OPERA Controls — End of Day

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls End of Day group.

Table 9-19 OPERA Controls — End of Day Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
INCOME AUDIT [INCOME_AUDIT]		Enables the close of business to take place at a time other than the middle of the night. The roll of business date happens as normal, but statistics and associated reports are not produced until the audit is complete. You cannot change this to Inactive if an open business date exists.
	INCOME AUDIT CASHIER SETTING [INCOME_AUDIT_CAS HIER_ID]	Specifies the cashier ID for the income audit postings. This setting is only available when the Income Audit function is active.

Table 9-20 OPERA Controls — End of Day Parameters

PARAMETER	DESCRIPTION
ARRIVALS WITH DEPOSIT BALANCE [ARRIVALS WITH DEPOSIT BALANCE CHECK]	When activated, an additional check for arrivals with a deposit balance is added to the Night Audit process. During this check, the Night Audit will stop if there are any such arrivals identified and cannot be continued unless all of these reservations are checked in or their deposit balance is zero. This parameter is available when the Deposit Handling function in the Cashiering group is active
AUDIT [AUDIT]	Forces the validation of transaction code totals during the night audit.
AUTO ASSIGN CHECK NUMBER [AUTO_CHKNO]	Assigns an internal check number automatically to the room and tax postings, as well as fixed charges. This is useful if the Rollup Transactions parameter in the Cashiering group is active.

Table 9-20 (Cont.) OPERA Controls — End of Day Parameters

PARAMETER	DESCRIPTION
AUTO CLOSE CASHIERS [AUTO_CLOSE_CASHIERS]	Closes all cashiers automatically that have not been closed.
AUTO CONTINUE [AUTO_CONTINUE]	Continues the night audit automatically without asking the user to continue after every process.
AUTO NO SHOW ARRIVALS [AUTO_NOSHOW_ARRIVALS]	Sets reservations automatically that are due to arrive as no show.
MULTIPLE END OF DAYS [MULTIPLE_END_OF_DAYS]	Enables the user to automatically run the End of Day multiple times.
RESERVATION PACE [RESERVATION_PACE]	Populates information for comparing the Reservation Booking Pace Report on different days.
STATE CHECK [STATE_CHECK]	Warns users and provides a way to update the state of a reservation's profile while running the End of Day.
WEATHER OR NOTES [WEATHER_NOTES]	Warns users and provides a way to add weather or notes.

Table 9-21 OPERA Controls — End of Day Settings

SETTING	DESCRIPTION
AUTO ROLL DATE MINUTES [AUTO_ROLL_DATE_MINUTES]	Specifies the minutes to wait before the business date rolls automatically. The numeric value cannot be less than .5 (one half second).
COUNTRY CHECK [COUNTRY_CHECK]	Warns users and provides a way to update the country of a reservation's profile while running the End of Day. Valid values: <ul style="list-style-type: none"> CHECK IN / END OF DAY END OF DAY NO COUNTRY CHECK
END OF DAY EMAIL ADDRESS [EOD_EMAIL_ADDRESSES]	Specifies the default End of Day email address. A completion email will be sent to this email address after end of day is completed
MAXIMUM NUMBER OF OPEN BUSINESS DATES [MAXIMUM NUMBER OF OPEN BUSINESS DATES]	Specifies the number of business dates that can remain open without completing the Print Final Reports process of End of Day. Valid values: <ul style="list-style-type: none"> 1-365

Table 9-21 (Cont.) OPERA Controls — End of Day Settings

SETTING	DESCRIPTION
NIGHT AUDIT CASHIER [NIGHT_AUDIT_CASHIE R_ID]	Specifies the cashier ID for End of Day postings.

OPERA Controls — Events

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Events group.

Table 9-22 OPERA Controls — Events Functions

FUNCTION	DESCRIPTION
DIARY [DIARY]	Activates the function diary. This only applies when no Sales & Catering license is active. In order to view events in the function diary, you must have the Booking: Function Diary Task mapped to your OPERA Cloud account.

Table 9-23 OPERA Controls — Events Parameters

PARAMETER	DESCRIPTION
SHARED FUNCTION SPACE [SHARED_FUNCTION_ SPACE]	Enables shared function spaces for exclusive events.

Table 9-24 OPERA Controls — Events Settings

SETTING	DESCRIPTION
MEASUREMENT [MEASUREMENT]	Specifies the measurement system used for the function space. Valid values: <ul style="list-style-type: none"> • METRIC • IMPERIAL

OPERA Controls — Exports

The following tables outline the functions and parameters that can be configured in the OPERA Controls Exports group.

Table 9-25 OPERA Controls — Exports Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
USE BACK OFFICE EXPORT MAPPING [BACKOFFICE_EXPOR T_MAPPING]		Activates export mapping for back office exports.
USE COUNTRY SPECIFIC EXPORTS [COUNTRY_EXPORTS]		Activates the Export functionality for country specific requirements.
	GROUP MASTER UDF FIELD SETTING [GROUP_MASTER_UDF]	Specifies the two digit numeric value of the reservation UDFC field for the group master flag (IT-Alloggiati). Valid values: • 01–40
	CMFLEX PROPERTY KEY SETTING [CMFLEX_KEY]	Specifies the property key for CMFlex export [Brazil].
	CMFLEX FISCAL QUEUE NAME SETTING [CMFLEX_QUEUE_NAM E]	Specifies the fiscal queue name for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO CNPJ SETTING [CMFLEX_UDF_CNPJ]	Specifies the profile UDF field corresponding to CNPJ for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC EST SETTING [CMFLEX_UDF_INSC_E ST]	Specifies the profile UDF field corresponding to Insc. Est. for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC MUN SETTING [CMFLEX_UDF_INSC_M UN]	Specifies the profile UDF field corresponding to Insc. Mun. for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO CPF SETTING [CMFLEX_UDF_CPF]	Specifies the profile UDF field corresponding to CPF for CMFlex export [Brazil].

OPERA Controls — Front Desk

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Front Desk group.

Table 9-26 OPERA Controls — Front Desk Functions

FUNCTION	DESCRIPTION
SERVICE REQUESTS [SERVICE_REQUESTS]	Activates service requests functionality.

Table 9-27 OPERA Controls — Front Desk Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
REGISTRATION CARDS [REGISTRATION_CARDS]		Activates registration card functionality.
	DEFAULT REGISTRATION CARD SETTING [DEFAULT_REGISTRATION_CARD]	Sets the registration card used by default for all check ins.
	GENERATE REGISTRATION CARDS AT CHECK IN SETTING [PRINT_REGCARD_AT_CI]	Generates registration cards at check in. Valid values: <ul style="list-style-type: none"> • NEVER GENERATE • PROMPT TO GENERATE • SELECT DESTINATION
	PRINT REGISTRATION CARDS FOR ACCOMPANYING GUESTS [PRINT_REGISTRATION_CARDS_FOR_ACCOMPANYING_GUESTS]	Enables the printing of individual registration cards for each accompanying guest from a reservation. The Registration Cards parameter and the Accompanying Guest function must be On for this parameter to be available.
	AGE THRESHOLD TO PRINT REGISTRATION CARD [AGE_THRESHOLD_TO_PRINT_REGISTRATION_CARD]	Guests for this age or older are eligible for an individual registration card when their profile is used as an accompanying guest. Select a numeric value to represent the minimum age required for a guest to have an individual registration card. The Print Registration Cards for Accompanying Guests parameter must be active for this setting to be available

Table 9-28 OPERA Controls — Front Desk Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CHECK IN PREPAY RULES [CHECK_IN_PREPAY_RULES]		Enables posting anticipated accommodation charges and collecting payment.
	ADVANCE FOLIO PAYMENT TYPE SETTING [ADVANCE_FOLIO_PAYMENT_TYPE]	Applies reservation prepay rules to the specified method(s) of payment.
	MINIMUM NUMBER OF NIGHTS SETTING [ADVANCE_PAYMENT_MIN_NIGHTS]	Specifies the minimum number of nights to enforce reservation prepay rules.
	PREPAY FOLIO FUNCTION [PREPAY_FOLIO]	Enables the ability to collect payment in advance for additional nights in a reservation.
DEFAULT MOBILE REGISTRATION CARD [DEFAULT_MOBILE_REGISTRATION_CARD]		Shows the selected registration card to the guest when checking in from a mobile device.
SHOW ADDITIONAL STEPS DURING CHECK IN [EXPOSE_ADDITIONAL_CHECKIN_TRAIN_STOPS]		Shows additional check in steps. Valid values: <ul style="list-style-type: none"> • Enhance_Stay_With_Packages • Privacy • Identifications

OPERA Controls — General

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls General group.

Table 9-29 OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACTIVATE REPORT SCHEDULER FUNCTIONALITY [REPORT_SCHEDULER]		Activates the Report Scheduler functionality.
ENROLLMENT [ENROLLMENT]		Activates the Loyalty Program Enrollment option.

Table 9-29 (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ENROLLMENT SYSTEMS THAT ARE ACTIVE TO OPERA SETTING [ENROLLMENT_TYPE]	Activates the selected enrollment systems.
FILE ATTACHMENTS [ATTACHMENTS]		Activates the Attachment functionality.
LOG IT [LOGBOOK]		Activates the Log It functionality.
MULTI LANGUAGE [GUEST_LANGUAGE]		Enables the Manage Translation link to translate descriptions into other languages.
OWNER [OWNER]		Enables defining and associating a sales owner code for each account profile and business block. The owner code can be referenced for filter criteria within reporting and searching within the application.
TEXT MESSAGE HANDLING [SMS_CONFIRMATIONS]		Activates the text message delivery functionality.
TRACK IT [TRACK_IT]		Activates the Track It functionality.
	DEFAULT PARCEL LOCATION SETTING [DEFAULT_PARCEL_LOCATION]	Specifies the default location for Parcel type.
	DEFAULT PARCEL ACTION SETTING [DEFAULT_PARCEL_ACTION]	Specifies the default action for Parcel type.
	DEFAULT PARCEL TYPE SETTING [DEFAULT_PARCEL_TYPE]	Specifies the default type for Parcel type.
	DEFAULT VALET LOCATION SETTING [DEFAULT_VALET_LOCATION]	Specifies the default location for Valet type.
	DEFAULT VALET ACTION SETTING [DEFAULT_VALET_ACTION]	Specifies the default action for Valet type.

Table 9-29 (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT VALET TYPE SETTING [DEFAULT_VALET_TYPE]	Specifies the default type for Valet type.
	DEFAULT BAGGAGE LOCATION SETTING [DEFAULT_BAGGAGE_LOCATION]	Specifies the default location for Baggage type.
	DEFAULT BAGGAGE ACTION SETTING [DEFAULT_BAGGAGE_ACTION]	Specifies the default action for Baggage type.
	DEFAULT BAGGAGE TYPE SETTING [DEFAULT_BAGGAGE_TYPE]	Specifies the default type for Baggage type.
	DEFAULT LOST LOCATION SETTING [DEFAULT_LOST_LOCATION]	Specifies the default location for Lost type.
	DEFAULT LOST ACTION SETTING [DEFAULT_LOST_ACTION]	Specifies the default action for Lost type.
	DEFAULT LOST TYPE SETTING [DEFAULT_LOST_TYPE]	Specifies the default type for Lost type.

Table 9-30 OPERA Controls — General Parameters

PARAMETER	DESCRIPTION
1099 REPORTING [1099]	Activates 1099 Reporting functionality.
ACTIVATE TEMPLATE TASKS ON ALL DEPENDENT PROPERTY ROLES [TEMPLATE_TASK_ACTIVATION_ON_PROPERTY_ROLES]	Activates newly selected or deselected template tasks for all dependent property roles.
ENABLE WATERMARK FOR REPORTS [REPORT_WATERMARK]	Enables adding a watermark to all reports created in PDF format.

Table 9-30 (Cont.) OPERA Controls — General Parameters

PARAMETER	DESCRIPTION
ENABLE TASK TEMPLATE AT PROPERTY LEVEL [TASK_TEMPLATE_ON_CHAIN_ROLE_LEVEL]	Enables task templates to be viewed by property role.
MOBILE SIGNATURE CAPTURE [MOBILE_SIGNATURE_CAPTURE]	Enables mobile signature capture.
NUMERIC KEYBOARD FOR ROOM NUMBER [DEVICE_NUMERIC_KEYBOARD]	Activates the mobile device keyboard to default to the numeric keyboard on selection of the Room Number field.
RECORDING CONTROL [RECORDING_CONTROL]	Pauses recording to protect critical data.
REPORTS GLOBAL ONLY [REPORTS_GLOBAL_ONLY]	Only display global reports for CRO access.
RESTRICT CREDIT CARD MANUAL ENTRY [RESTRICT_CC_MANUAL_ENTRY]	Prohibits manual inputting of credit card details in payment windows.
VIEW RECENTLY USED RECORDS [RECENT_USED_RECORDS_MENU]	Shows the View Recent Records within the I Want To Options of the Profile, Reservation, Events, and Block search screens.

Table 9-31 OPERA Controls — General Settings

SETTING	DESCRIPTION
BACKGROUND [OPERA9_BACKGROUND]	Global setting that specifies the OPERA default background.
CONFIGURE WATERMARK SETTINGS [REPORT_WATERMARK_MODE]	Specifies the watermark settings to be applied to all reports in all properties where watermark functionality is active. This setting can be overridden by customizing watermarks on the report group or individual report level.
CUSTOM TRANSLATION TYPE [CUSTOM_TRANSLATION_TYPE]	Specifies the chain specific custom translation.

Table 9-31 (Cont.) OPERA Controls — General Settings

SETTING	DESCRIPTION
DEFAULT SEARCH MODE [DEFAULT_SEARCH_MODE]	Specifies the default search type used in Manage Profiles, Blocks, and Reservations.
EXPORT CHARACTER SET [EXPORT_CHARACTER_SET]	Specifies the character set used to write the export files.
PROPERTY TAX ID [PROPERTY_TAX_ID]	Specifies the tax identification number for the property.
PROXY CREDENTIALS [PROXY_CREDENTIALS]	Specifies the proxy server's username and password (e.g., username:password).
PROXY SERVER [PROXY_SERVER]	Specifies the proxy server for HTTP calls from within the database server.
PROXY SERVER BYPASS [PROXY_SERVER_BYPASS]	Specifies the bypass proxy server for the configured local addresses. Addresses are entered separated with , (comma). Whole domains can be entered in the format *.<DOMAIN.NAME>
WEEKEND DAYS [WEEKEND_DAYS]	Specifies the weekend days.

OPERA Controls — IFC

The following tables outline the parameters and settings that can be configured in the OPERA Controls IFC group.

Table 9-32 OPERA Controls — IFC Parameters

PARAMETER	DESCRIPTION
ADVANCED AUTHORIZATION RULES [ADVANCED_AUTHORIZATION_RULES]	Enables you to define authorization rules based on the Room Type, Room Class, Rate Code, Rate Category, Reservation Type, and Source Code.
EXCLUSIVE TAXES WILL BE POSTED AS ITEMIZERS BY THE POS INTERFACE [EXCL_TAX_BY_IFC]	Posts exclusive taxes as Itemizers by the POS interface.
PROMPT FOR TERMINAL [PROMPT_FOR_TERMINAL]	Enables a terminal to be selected for credit card transactions.

Table 9-33 OPERA Controls — IFC Settings

SETTING	DESCRIPTION
ADDRESS CLEANSING SYSTEM [ADDRESS_CLEANSING_SYSTEM]	Specifies the address cleansing system handler. Valid values: <ul style="list-style-type: none"> • ADDRESSDOCTORV4 • ADDRESSDOCTORV5 • GROUP1CODE1 • SAP DATA SERVICES
DEFAULT KEYS EXPIRY TIME [DEFAULT_KEYS_EXPIRY_TIME]	For room key card use: The setting to use as the default value for the Valid Until Time field in the Create Key screen. Values are reservation Expected Time of Departure (ETD) or the OPERA Controls setting Key Expiry Time as the default on the Valid Until Time field in Create Key screen. The Valid Until Time value sets the time of the day after which the room key card expires. If creating a duplicate key, the previous key Valid Until Time is the default value. Rules: If left blank, the Valid Until Time field in the Create Key screen defaults to the reservation ETD (Expected Time of Departure). If there is no ETD set, then the OPERA Controls setting for Key Expiry Time is used. If the Key Expiry Time setting is not set, then the default is set at 12:00 PM.
IFC CLOUD LOG LEVEL [IFC_CLOUD_LOG_LEVEL]	Overrides the log level of the requests received by OPERA CLOUD from IFC interface. The default is WARNING. This can be set to FINE or FINEST only while troubleshooting an issue with Property Interfaces.
KEY EXPIRY DAYS [KEYS_EXPIRY_DAYS]	Specifies the number of days after the check out date for the key card to expire.
KEY EXPIRY TIME [KEYS_EXPIRY_TIME]	Specifies the time of the day when the key card expires.
KEY RESPONSE [KEY_RESPONSE]	Specifies the key response. Valid values: <ul style="list-style-type: none"> • NONE • WAIT (select to display the Door Locking System's response to the UI) • BROADCAST (broadcast the key response when it is available)
KEY VALID START TIME [KEY_VALID_START_TIME]	For room key card use: The time of day default value for the Valid Start Time field in the Create Key screen. Value is in 24 hour time format. The Valid Start Time value sets the time that the room key card is enabled for use. When left blank the Valid Start Time (when available on the Create Key Screen) populates with the current property system time. If creating a duplicate key, the previous key Valid Start Time is the default value. Note: The Valid Start Time field is available on the Create Key screen when the Property Interface Control Send Valid Start Date/Time check box is checked.

Table 9-33 (Cont.) OPERA Controls — IFC Settings

SETTING	DESCRIPTION
ROOM NUMBER TO WHICH ANY LOST INTERFACE POSTINGS WILL BE SENT [DEFAULT_POSTING_ROOM]	Specifies the room number to which any lost posting (that is, when the reservation information is not valid) is sent.

OPERA Controls — Inventory Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Inventory Management group.

Table 9-34 OPERA Controls — Inventory Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESTRICTIONS [ADVANCE_RATE_RESTRICTION]		Enables setting restrictions and strategies on rates and rooms.
	RATE CATEGORY RESTRICTIONS PARAMETER [RESTRICTION_RATECATEGORY]	Enables setting restrictions at the rate category level.
	RESTRICTION TYPE SETTING [RESTRICTION_TYPES]	Specifies the restriction types available at the property. Valid values: <ul style="list-style-type: none"> • Arrival • Departure • Stay Through • Length of Stay • Advance Booking • Length of Stay Not Available
ROOM CLASS [ROOMCLASS_YN]		Enables the groupings of common characteristic room types for easier and more highly controlled room inventory management.
SELL LIMITS [SELL LIMITS]		Activates the Overbooking functionality.

Table 9-35 OPERA Controls — Inventory Management Settings

SETTING	DESCRIPTION
UPDATE THE ROOM STATUS FOR NO SHOW AND CANCELED RESERVATIONS [UPDATE_NO_SHOW_ASSIGNED_ROOM_STATUS]	Updates the status for no show and canceled reservations. Valid values: <ul style="list-style-type: none"> • CL — Clean • DI — Dirty • IP — Inspected • PU — Pickup

OPERA Controls — Look To Book Sales Screen

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Look To Book Sales Screen group.

Table 9-36 OPERA Controls — Look To Book Sales Screen Functions

FUNCTION	DESCRIPTION
TURNAWAY FUNCTIONALITY [TURNAWAYS]	Activates the Turnaway functionality.

Table 9-37 OPERA Controls — Look To Book Sales Screen Parameters

PARAMETER	DESCRIPTION
AUTOMATIC CREATION OF PROFILE [AUTO_CREATE_PROFILE]	Automatically creates a profile when no records match the name entered in the search area.
DEFAULT BLANK ARRIVAL DATE [DEFAULT_BLANK_ARRIVAL_DATE]	Sets the arrival date to blank for new reservations.
DISPLAY RATE DESCRIPTION [LTB_DISPLAY_RATE_DESC]	Shows the rate description on the Look To Book Sales screen.
DISPLAY RATE LONG INFORMATION [LTB_DISPLAY_RATE_LONG_INFO]	Shows the rate long information on the Look To Book Sales screen.
DISPLAY RATE SHORT INFORMATION [LTB_DISPLAY_RATE_SHORT_INFO]	Shows the rate short information on the Look To Book Sales screen.

Table 9-37 (Cont.) OPERA Controls — Look To Book Sales Screen Parameters

PARAMETER	DESCRIPTION
DISPLAY ROOM DESCRIPTION [LTB_DISPLAY_ROOM_DESC]	Shows the room description on the Look To Book Sales screen.
DISPLAY ROOM LONG DESCRIPTION [LTB_DISPLAY_ROOM_LONG_DESC]	Shows the room long description on the Look To Book Sales screen.
SHOW ALTERNATE PROPERTIES [DEFAULT_ALTERNATE_PROPERTIES]	Shows alternate properties while checking availability.

Table 9-38 OPERA Controls — Look To Book Sales Screen Settings

SETTING	DESCRIPTION
AUTO EXPAND AVAILABILITY FOR PROPERTIES [AUTO_FETCH_PROP_AVAIL_COUNT]	Shows the property availability for this number of properties when searching.
BLOCK CREATION PROMPT THRESHOLD ROOMS [BLOCK_CREATION_THRESHOLD_ROOMS]	Specifies the number of rooms threshold to prompt for block creation in the Look to Book Sales screen at the time of Book Now.
DEFAULT AVAILABILITY OPTION [DEFAULT_AVAILABILITY_OPTION]	Includes closed rates for rate availability according to this selection. Valid values: <ul style="list-style-type: none"> • Only Available Rates — When the Closed check box is not selected, any closed rates are not shown. • Include Closed Occupancy — When the Closed check box is not selected, closed rates due to occupancy restrictions are still included in the result. • Include Closed Rates — When the Closed check box is not selected, any closed rates are not shown.
DEFAULT AVAILABILITY VIEW [DEFAULT_AVAILABILITY_VIEW]	Specifies the display set view in the Look to Book screen. Valid values: <ul style="list-style-type: none"> • Initial Display Set • All Display Sets
DEFAULT DISPLAY SET [O9_DEFAULT_DISPLAY_SET]	Specifies the display set for the Availability grid. Valid values: <ul style="list-style-type: none"> • All active display sets.

Table 9-38 (Cont.) OPERA Controls — Look To Book Sales Screen Settings

SETTING	DESCRIPTION
DEFAULT RESERVATION TYPE FOR A NEW RESERVATION [RESERVATION_TYPE]	Specifies the reservation type for a new reservation. Valid values: <ul style="list-style-type: none"> All configured reservation types that are active for the property.
PROPERTY ORDER [PROPERTY_ORDER]	Specifies the property order pattern on the Look to Book screen.
RESERVATION ORIGIN CODE [DEFAULT_ORIGIN_CODE]	Specifies the origin code for new reservations.

OPERA Controls — Membership

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Membership group.

Table 9-39 OPERA Controls — Membership Functions

FUNCTION	DESCRIPTION
AWARD POINTS REDEMPTION [AWARD_REDEMPTION]	Activates the Award Points Redemption functionality.
AWARDS PROGRAM [AWARDS_MODULE]	Activates the Guest Awards Program functionality.

Table 9-40 OPERA Controls — Membership Parameters

PARAMETER	DESCRIPTION
EXPORT AWARDS [MEM_AW_EXP]	Allows you to add data in UDF when creating an export file of awards.
GLOBAL MEMBERSHIP HANDLING [GLOBAL_MEMBERSHIP_HANDLING]	Provides global membership configurations.
GUARANTEED AVAILABILITY FOR MEMBERS [MEMBER_GUARANTEED_AVL]	Activates guaranteed availability functionality for members.

Table 9-40 (Cont.) OPERA Controls — Membership Parameters

PARAMETER	DESCRIPTION
LOYALTY MEMBERSHIP CONFIGURATION [OCIS_MEM_CONF]	Allows configuration of certain aspects of the loyalty primary membership in an environment when loyalty cloud services are not active.
MEMBERSHIP EXCEPTION [MEMBERSHIP_EXCEPTION]	
MEMBERSHIP LEVEL FOLIO TEXT [MEMBERSHIP_LEVEL_FOLIO]	Enables folio texts for membership levels.
MEMBERSHIP LINK [MEMBERSHIP_LINK]	Enables linking a profile membership of the property default membership type to a reservation with a different profile.
MEMBERSHIP RATES [MEMBERSHIP_RATES]	Activates membership rates for linking a rate code to a membership type/membership level.
PREFERRED CARD [MEM_PREF_CARD]	Permits a member to choose one preferred card.

Table 9-41 OPERA Controls — Membership Settings

SETTING	DESCRIPTION
MEMBER INFO DOWNLOAD RANGE (YEARS) [MEMBER_INFO_YRS_RANGE]	Specifies the number of years that membership information is summarized. Valid values: • 1–9

OPERA Controls — Profile

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Profile group.

Table 9-42 OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CONTACTS [CONTACTS]		Activates the Contact functionality.

Table 9-42 (Cont.) OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADDRESS TYPE TO COPY WHEN CREATING LINKED PROFILE SETTING [COPY_ACC_CON_ADRESSTYPE_COPY]	Specifies the address information copied automatically when creating a linked profile based on the address type. Valid values: <ul style="list-style-type: none"> All configured address types
	DEFAULT CONTACT ADDRESS TYPE SETTING [DEFAULT_CONTACT_ADDRESSTYPE]	Specifies the default contact address type. Valid values: <ul style="list-style-type: none"> All configured address types
	DEFAULT PHONE TYPE FOR A CONTACT SETTING [DEFAULT_CONTACT_PHONETYPE]	Specifies the default phone type for a contact. Valid values: <ul style="list-style-type: none"> All configured communication types
	PHONE TYPE TO COPY WHEN CREATING LINKED PROFILE SETTING [COPY_ACC_CON_PHONETYPE_COPY]	Specifies the phone information copied automatically when creating a linked profile based on the phone type. Valid values: <ul style="list-style-type: none"> All configured communication types
FUTURE & PAST STAYS [FUTURE_AND_PAST_STAYS]		Enables viewing information from existing future and past reservations connected to a profile.
IATA COMPANY TYPE [IATA_COMP_TYPE_ACTIVE]		Shows the IATA/Company type in company and travel agent profiles.
INCOGNITO [INCOGNITO]		Activates the Incognito functionality.
KEYWORD [KEYWORD]		Activates the Keyword functionality.
PROFILE LINKS [RELATIONSHIPS]		Activates the Profile Links functionality.
	PROFILE LINKS RATE INHERIT PARAMETER [RELATIONSHIPS_RATE_INHERIT]	Enables reservations to inherit rates from associated relationships of profile types.
PROFILE LOOKUP [LOOKUP]		Enables performing central lookups based on the configuration mode running.

Table 9-42 (Cont.) OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	FORCE AUTOMATIC CENTRAL LOOKUP PARAMETER [FORCE_AUTO_CENTRAL_LOOKUP]	Performs central lookup automatically.
	PROFILE TYPES FOR LOOKUP SETTING [PROFILE_LOOKUP_TYPES]	Performs central lookup for the selected profile types. Valid values: <ul style="list-style-type: none"> • D - Guest • C - Company • T - Travel Agent • S - Source • G - Group
PROFILE MAILING PRIVACY [PRIVACY]		Activates profile privacy.
	PRIVACY DEFAULT PARAMETER [PRIVACY_DEFAULT_OPTED_IN]	Sets profiles to receive promotional information, participate in market research, receive third party information, and autoenroll in the loyalty program.
PROFILE PROTECT [PROFILE_PROTECT]		Activates the Profile Protect functionality.
	PROFILE PROTECTION SETTING [PROFILE_PROTECTION]	Enables specifying the type of profile protection. Valid values: <ul style="list-style-type: none"> • By Profile Type • By Profile
PROFILE REVENUE BUCKETS [PROFILE_REVENUE_BUCKETS]		Shows revenue bucket details on the Reservation History screen within profile statistics.
RELATIONSHIPS [RELATIONSHIPS]		Activates relationships functionality.
	RELATIONSHIPS RATE INHERIT PARAMETER [RELATIONSHIPS_RATE_INHERIT]	Activates the ability to configure of inheriting rates to reservations from associated relationships of profile types.
VIP [VIP_STATUS]		Activates the VIP functionality.

Table 9-43 OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED TITLE [ADVANCED_TITLE]		Enables advanced title configuration.
ALLOW DUPLICATE IDS [ALLOW_DUPLICATE_I ATA]		Permits duplicate IDs for travel agent, source, and company profile types.
AUTO GENERATE CLIENT ID [AUTO_GENERATE_CLI ENT_ID]		Generates an ID automatically for an OPERA profile if the ID is empty. This ID is Client ID for Guest/Group, Corporate ID for Company, and IATA for Travel Agent/ Source.
	GENERATE ID FOR PROFILE TYPES SETTING [AUTO_GENERATE_ID _TYPES]	Indicates the profile types for which the client ID will be generated automatically.
IATA VALIDATION [IATA_YN]		Validates the IATA number entered in the profile. All numbers are checked against the IATA validation routine.
OCIS E-CERTIFICATES [OCIS_ECERTIFICATE]		Activates the OCIS e-certificate feature. This should only be turned on if your system is connected to the OCIS central system where e-certificates are configured and issued. For any other type of voucher/e-certificate functionality, this should be left off.
PERSONAL INFORMATION PROTECTION [PERSONAL_INFORMA TION_PROTECTION]		Activates additional security procedures which include anonymization of profile data.
	NUMBER OF DAYS UNTIL ANONYMIZATION SETTING [NUMBER_OF_DAYS_F OR_ANONYMIZATION]	Defines the number of days after the last activity occurs in which the requested profile can be anonymized.
PROFILE DISCOUNTS [PROFILE_DISCOUNTS]		Enables configuring discounts for negotiated rates.
	DEFAULT PROFILE DISCOUNT REASON SETTING [DEFAULT_PROFILE_D ISCOUNT_REASON]	Specifies the default discount reason in the Discount Reason field of the reservation when a profile with a discount is attached. Valid values: <ul style="list-style-type: none"> All configured reservation discount reasons.

Table 9-43 (Cont.) OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROFILE DISCOUNTS PRIORITY SETTING [PROFILE_DISCOUNTS_PRIORITY]	Specifies the priority when applying profile discounts on a reservation when multiple eligible profiles exist. Valid values: <ul style="list-style-type: none"> • Profile Type (Company, Travel, Guest, Group, Contact) • Lowest
PROFILE NAME VALIDATIONS [PROFILE_NAME_STRING]		Performs a match and validation on a configured profile type and name string each time a new profile is manually created from Profile Search or from Account Search to see if the name string matches with the profile type.
PROPERTY ACTION CODES [PROPERTY_ACTIONCODES]		Specifies if profile action codes are property specific.
RESTRICT PROFILE MERGE WITH CURRENT AND FUTURE RESERVATIONS [DISALLOW_PROFILE_MERGE_CURR_FUT_RESERV]		Enables merging source and travel agent profiles with current or future reservations.
RESTRICTION / FLAGGED REASONS [RESTRICTION_FLAGGED_REASONS]		Enables specifying a list of values for profile restriction and AR flagged reasons.
SALES INFORMATION [SALES_INFORMATION]		Activates Sales Information functionality.
	PROPERTY COMPETITION CODES PARAMETER [PROPERTY_COMPETITION_CODES]	Determines if property competition codes are property specific or centrally administered.
	PROPERTY PRIORITY PARAMETER [PROPERTY_PRIORITY]	Determines if property priorities are property specific or centrally administered.
	PROPERTY ROOMS POTENTIAL CODES PARAMETER [PROPERTY_ROOMS_POTENTIALS]	Determines if property rooms potential codes are property specific or centrally administered.

Table 9-44 OPERA Controls — Profile Settings

SETTING	DESCRIPTION
COMPANY ADDRESS TYPE [COMPANY_ADDRESS_TYPE]	Specifies the default address type for non-guest profiles. Valid values: <ul style="list-style-type: none"> All active address types, except for the Protected address type.
COMPANY PHONE TYPE [COMPANY_PHONE_TYPE]	Specifies the default phone type for non-guest profiles. Valid values: <ul style="list-style-type: none"> All phone types.
DEFAULT MEMBERSHIP TYPE [DEFAULT_MEMBERSHIP_TYPE]	Populates the selected membership type automatically when adding a new membership to a profile and the membership used for linking a profile membership to a reservation. Valid values: <ul style="list-style-type: none"> All active membership types.
GUEST ADDRESS TYPE [INDIVIDUAL_ADDRESS_TYPE]	Specifies the default address type for a guest profile. Valid values: <ul style="list-style-type: none"> All configured address types, except for the Protected address type.
GUEST EMAIL TYPE [GUEST_EMAIL_TYPE]	Specifies the default email type for a guest profile. Valid values: <ul style="list-style-type: none"> All configured email types.
GUEST PHONE TYPE [INDIVIDUAL_PHONE_TYPE]	Specifies the default phone type for a guest profile. Valid values: <ul style="list-style-type: none"> All configured phone types.
PURGE ADDRESS COUNTRY [PURGE_ADDRESS_COUNTRY]	Purges guest profiles only from the selected country codes. Valid values: <ul style="list-style-type: none"> All country codes.
PURGE DAYS [INACTIVE_DAYS_FOR_GUEST_PURGE]	Purges guest profiles after this number of days of no activity. Valid values: <ul style="list-style-type: none"> 90 — 3650
PURGE DAYS FOR INCOMPLETE PROFILES [PURGE_INCOMPLETE_PROFILE_DAYS]	Purges guest profiles after this number of days of no activity and without Address1, Address2, and a defined Communication Method (for example, phone, fax, or email). Valid values: <ul style="list-style-type: none"> Any number of days.
PURGE LAST STAY DAYS [PURGE_LAST_STAY_DAYS]	Purges guest profiles after this number of days of no stay activity. Valid values: <ul style="list-style-type: none"> Must be greater than the number of the Purge Days setting.
PURGE MINIMUM STAYS [PURGE_MIN_STAYS]	Purges guest profiles whose number of stays is less than this number. Valid values: <ul style="list-style-type: none"> 1 — 20, or null.

Table 9-44 (Cont.) OPERA Controls — Profile Settings

SETTING	DESCRIPTION
RESTRICT PROFILE FIELDS CHANGES AFTER FOLIO CREATION [O9_RESTRICT_FOLIO_PROFILE_CHANGES]	Restricts users from changing profile fields after a folio has been created for a payee and/or guest. Valid values: <ul style="list-style-type: none"> Name Tax ID
SCHEDULED ACTIVITIES [PROFILE_ACTIVITIES]	Enables viewing reservation activities / scheduled activities. Valid values: <ul style="list-style-type: none"> Yes No

OPERA Controls — Rate Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Rate Management group.

Table 9-45 OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED DYNAMIC BASE RATES [ADVANCED_DYNAMIC_BASE_RATES]		Activates advanced dynamic base rates functionality so dependent rates can be configured where they are dynamically based on other rate codes by rate schedule.
ADVANCED PACKAGES [ADVANCED_PACKAGES]		Activates advanced package functionality.
BASE RATES [BASE_RATES]		Activates rates based on rates functionality.
	BASE RATE EXTRA PERSON CALCULATION PARAMETER [BASE_CALC_EXTRA_PERSON]	Applies base rate calculations to extra adult and extra child amounts.
BEST AVAILABLE RATES [BEST_AVAILABLE_RATES]		Shows the best available rate per room type in the Look To Book Availability display.

Table 9-45 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CHILD RATES BY DEFINED BUCKETS [CHILD_RATES]	BEST AVAILABLE RATE TYPE SETTING [BEST_AVAILABLE_RA TE_TYPE]	Determines how to handle Best Available Rates (BAR). Valid values: <ul style="list-style-type: none"> • BAR BY DAY — Up to 25 rate codes per day can be configured for consideration of the best available rate. The rate query returns up to four rate amounts per room type for the best available rate. • BAR BY LOS — The best available rate is determined based on the length of stay. Only one rate code per length of stay per day can be created as the best available rate. The rate query only shows one rate amount per room type as the best available rate. • BEST BAR BY DAY — Out of all best available rates, only the best rate code shows. Also, you can set up BAR based rate codes to calculate the rate amount based on the best BAR rate code's amount.
	FREE CHILD RATES BY DEFINED BUCKETS PARAMETER [FREE_CHILD_RATES]	Controls whether child rate fields appear.
	MIN AGE RATE BUCKET 1 SETTING [MIN_CHILD_AGE_BUC KET1]	Controls whether child rate bucket fields (0 - 2, etc.) appear.
	MAX AGE RATE BUCKET 1 SETTING [MAX_CHILD_AGE_BU CKET1]	Defines the lower number of bucket 1 (i.e., the 0 of 0 - 2).
	MIN AGE RATE BUCKET 2 SETTING [MIN_CHILD_AGE_BUC KET2]	Defines the upper number of bucket 1 (i.e., the 2 of 0 - 2).
	MAX AGE RATE BUCKET 2 SETTING [MAX_CHILD_AGE_BU CKET2]	Defines the lower number of bucket 2 (i.e., the 4 of 4 - 6).
		Defines the upper number of bucket 2 (i.e., the 6 of 4 - 6).

Table 9-45 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	MIN AGE RATE BUCKET 3 SETTING [MIN_CHILD_AGE_BUCKET3]	Defines the lower number of bucket 3 (i.e., the 8 of 8 - 10).
	MAX AGE RATE BUCKET 3 SETTING [MAX_CHILD_AGE_BUCKET3]	Defines the upper number of bucket 3 (i.e., the 10 of 8 - 10).
	RATE BUCKET 4 [CHILD4_LABEL]	Specifies the label for the fourth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations.
	RATE BUCKET 5 [CHILD5_LABEL]	Specifies the label for the fifth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations.
DAILY RATES [DAILY_RATES]		Activates daily rates functionality.
	DAILY RATES MAX DAYS SETTING [DAILY_RATES_MAX_DAYS]	Specifies the maximum number of days that can be configured for the daily rates functionality.
DAY TYPES [DAY_TYPES]		Activates day type functionality.
DYNAMIC BASE RATES [DYNAMIC_BASE_RATES]		Activates dynamic base rate functionality to set up dependent rate codes dynamically (calculated while checking availability) based on the daily or regular rate code.
NEGOTIATED RATES [NEGOTIATED_RATES]		Activates Negotiated Rates functionality.
OCCUPANT THRESHOLD PRICING METHOD [OCCUPANT_THRESHOLD_PRICING_METHOD]		Enables the pricing method that calculates an extra charge based on the occupants.
PROMOTIONS MODULE [PROMOTIONS_MODULE]		Activates the promotions functionality.
	HIDE PROMOTION RATES PARAMETER [HIDE_PROMOTION_RATES]	Hides rate codes attached to promotions in the Look to Book Sales screen unless selecting the specific promotion code.

Table 9-45 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROMOTION COUPON CODES PARAMETER [PROMOTION_COUPON_CODES]	Enables generating limited use coupon codes linked to a promotion code.
RATE SEASONS [RATE_SEASONS]		Activates rate season functionality.
RATE TIERS [RATE TIERS]		Activates rate tier functionality to configure length of stay tiers and rate schedules by defined lengths of stay.
	RATE TIER DETAILS SETTING [RATE_TIER_DETAILS]	Defines the length of stay tiers that rate schedules can be created under. Valid values: <ul style="list-style-type: none"> • 1-2 • 3-7 • 8-20 • 21+
REVENUE POSTING BY ROOM TYPE/ROOM CLASS [RATE HEADER MULTIPLE ROOM TRN CODE LINKAGE]		Enables linking multiple transaction codes by Room Class / Room Type on the Financial Details. Note: If the Revenue Posting by Market Code control is active, this function is used as a secondary posting method.
SUPPRESS RATE [SUPPRESS_RATE]		Activates suppress rate functionality.

Table 9-46 OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ABILITY TO QUOTE RATES IN FOREIGN CURRENCIES [MULTI_CURRENCY]		Enables quoting rates in foreign currencies.
	REFERENCE CURRENCY CALCULATION SETTING [REFERENCE_CURRENCY_CALCULATION]	Determines how the reference currency appears on the folio. Valid values: <ul style="list-style-type: none"> • CURRENT — The reference currency amounts are based on the exchange rate calculation for the date the folio is printed/previewed. • ACTUAL — The reference currency amounts are based on the exchange rate calculation for the date the transaction was posted.

Table 9-46 (Cont.) OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED RATE CODE POSTING RHYTHM [ADVANCED_RATE_CODE_POSTING_RHYTHM]		Enables defining and managing advanced rate code posting rhythms (Buy X, Get Y) functionality.
DEFAULT MEMBERSHIP FLAG [DEFAULT_MEMBERSHIP_FLAG_ON_RATE_HEADER]		Selects the Membership check box automatically for all newly created rate codes.
MAXIMUM RATE ALLOWED [MAXIMUM_RATE_ALLOWED]		Enables entry of a maximum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate exceeds the maximum rate amount.
MINIMUM RATE ALLOWED [MINIMUM_RATE_ALLOWED]		Enables entry of a minimum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate is lower than the minimum rate amount.
PACKAGE PRICING AND AVAILABILITY ATTRIBUTES [PACKAGE_PRICING_AND_AVAILABILITY_ATTRIBUTES]		Enables specifying begin and end sell dates on a package and specifying min/max nights and min/max persons for each date range on a package.
PACKAGES SOLD SEPARATELY [PACKAGES_SOLD_SEPARATELY]		Enables flagging packages as Sell Separate in configuration.
PRIVILEGED RATES [PRIVILEGED_RATES]		Activates privileged rates functionality.
RATE CODE POSTING RHYTHM [DISCOUNT_FREE_NIGHTS]		Activates rate code posting rhythm functionality.
RATE CODE RESTRICTIONS [RESTRICTION_RATE_CODE]		Enables setting restrictions at the rate code level.
RATE FLOOR [RATE_FLOOR]		Activates rate floors functionality to set a minimum rate amount for rate schedules.

Table 9-46 (Cont.) OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	RATE FLOOR LEVEL OF CONTROL SETTING [RATE_FLOOR_LEVEL_OF_CONTROL]	Determines the level that rate floors are set. Valid values: <ul style="list-style-type: none"> RATE LEVEL ROOM TYPE LEVEL
RATE OWNERSHIP HANDLING [RATE_OWNERSHIP]		Exposes additional columns on the rate code protection screen for property and central. Also enables flagging rate codes as property or centrally owned.
REFRESH MANUALLY ADDED PACKAGES [REFRESH MANUAL PACKAGES]		Refreshes the attributes of manually added packages on a reservation based on the existing package configuration.
REVENUE POSTING BY MARKET CODE [REVENUE_POSTING_BY_MARKET_CODE]		Determines if revenue posts based on Rate Code Configuration or Market Code Mappings.
SHOW ADD SEPARATE LINE PACKAGES TO RATES IN THE LTB [INCL_PRINT_SEP_PKS_IN_RATE_QUERY]		Includes packages that are 'Add Rate Separate Line' in the rate amount in the Look To Book Sales screen.
TICKET PACKAGES [TICKET_PACKAGES]		Enables packages to be flagged as a ticket and for tickets to be associated to a reservation and show in a ticket panel for action.

Table 9-47 OPERA Controls — Rate Management Settings

SETTING	DESCRIPTION
DEFAULT PACKAGE TRANSACTION CODE [DFLT_PKG_TRAN_CODE]	Defines the default transaction code for packages on rate codes.
DEFAULT TRANSACTION CODE [DFLT_TRAN_CODE]	Defines the default transaction code for rate codes. Valid values: <ul style="list-style-type: none"> All transaction codes associated with a Revenue group and In House Sales = N, In House Payment = N, and In House Deposit = N. This excludes comp transaction codes.
PACKAGE ATTRIBUTES FOR EXTERNAL RATES [PACKAGE_ATTRIBUTES_FOR_EXTERNAL_RATES]	Enables selecting attributes so that the packages with selected attributes can be attached to externally controlled rate codes. Valid values: <ul style="list-style-type: none"> Included in Rate Add Rate Separate Line Add Rate Combined Line

Table 9-47 (Cont.) OPERA Controls — Rate Management Settings

SETTING	DESCRIPTION
PACKAGE LOSS [PACKAGE_LOSS]	Defines the package loss transaction code. Valid values: <ul style="list-style-type: none"> All transaction codes except those marked as internal only.
PACKAGE PROFIT [PACKAGE_PROFIT]	Defines the package profit transaction code. Valid values: <ul style="list-style-type: none"> All transaction codes except those marked as internal only.
RATE INFORMATION TEMPLATE [RATE_INFO_TEMPLAT E]	Defines the rate information template to configure generic text that is common for most rate codes. When configuring rate plans, the rate information template for the property can be populated in the rate code's long information field and further modified to suit the individual rate code as needed.

OPERA Controls — Reservations

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Reservations group.

Table 9-48 OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOMPANYING GUEST [ACCOMPANYING_GUE ST]		Activates the accompanying guest functionality to associate additional guest profiles with a reservation.
ADVANCE CHECK IN [ADVANCE_CHECK_IN]		<p>Master control that activates the Advance Check In functionality, which provides the option of flagging one or multiple arrival reservations as Advance Checked In reservations.</p> <p>Note: Pseudo room reservations cannot be flagged for Advance Check In.</p> <p>When Active, makes the following controls available:</p> <ul style="list-style-type: none"> Auto Check In of Advance Checked In Reservations Expected time of Return (ETR) Room Status for Auto Check In of Advance Checked In Reservations <p>Note: To flag a reservation for Advance Check In the reservation must have a valid payment method.</p>

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	AUTO CHECK IN OF ADVANCED CHECKED IN RESERVATIONS PARAMETER [AUTO_CHECK_IN_AD VANCE_CHECK_IN_RE S]	<p>Automatically checks in Advance Checked In reservations when the room housekeeping status of the reservation's room number matches the room housekeeping status set in the Room Status for Auto Check In of Advance Checked In Reservations.</p> <p>Available when Advance Check In function is Active.</p> <p>When turned On makes the following available:</p> <ul style="list-style-type: none"> Room Status for Auto Check In of Advance Checked In Reservations setting <p>Enables the Auto Check In Processor in the Toolbox Utilities - Processors</p>
	EXPECTED TIME OF RETURN (ETR) PARAMETER [EXPECTED_TIME_OF _RETURN]	<p>Enables the option to provide an Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations, and adds ETR search capabilities for arrival reservations when an ETR is provided.</p> <p>Available when the Advance Check In function is Active.</p> <p>Expected Time of Return value is in property time format.</p> <p>Expected Time of Return comment allows up to 200 characters.</p>

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ROOM STATUS FOR AUTO CHECK IN OF ADVANCE CHECKED IN RESERVATIONS SETTING [ROOM_STATUS_FOR_AUTO_CHECK_IN_ADVANCE_CHECKED_IN_RE S]	<p>Defines the room housekeeping status (or multiple statuses) that triggers the Auto Check in for Advance Checked In reservations.</p> <p>Available when Auto Check In of Advance Checked In Reservations parameter is turned On.</p> <p>Values for the room housekeeping status are multi-select from all room housekeeping statuses available at the property.</p> <p>Default list values are Clean and Dirty room status.</p> <p>This list can also show values for Inspected, Pickup and Out of Service when their respective OPERA Control functions for “Inspected Status”, “Pickup Status” and “Out of Service” in Room Management are active.</p> <p>Note: If a value is not set in the Room Status for Auto Check In of Advance Checked In Reservations setting, Advance Checked In reservations will not be automatically checked in even though the Auto Check In Advance Checked In Reservations parameter is On.</p>
ALERTS [ALERTS]		Activates the alerts functionality.
	POPUP ALERTS PARAMETER [FULLSCREEN_ALERT S]	Shows alerts in a pop-up.
	WELCOME OFFER PARAMETER [WELCOME_OFFER_ALERT]	Activates the welcome offer alert functionality to offer certain predefined choices for the guest to select upon check in.
	WELCOME OFFER PAYMENT TRANSACTION CODE SETTING [WELCOME_OFFER_PAYMENT_TRANSACTION_CODE]	Defines the transaction code used to settle the Post It transaction selected during the welcome offer process so that it is posted to the PM room specified in the Reservations: Welcome Offer Posting Master application setting.

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	WELCOME OFFER OPTIONS SETTING [WELCOME_OFFER_O PTIONS]	Specifies the options available for the guest to select as a welcome offer. Valid values: <ul style="list-style-type: none"> • eCoupons: Select eCoupon codes to attach to a reservation. • Items: Select and associate a value from item inventory to the reservation. • Post It: Select an article from the Post It screen, post and settle to a PM room.
	WELCOME OFFER POSTING MASTER SETTING [WELCOME_OFFER_P M_ROOM]	Defines the Posting Master that the Post It transaction is settled to during the welcome offer process.
CALLER INFORMATION [CALLER_INFORMATIO N]		Activates the caller information functionality.
CENTRALIZED CONFIRMATIONS [CENTRALIZED_CONFI RMATIONS]		Enables sending centralized confirmation letters via the CRS external system.
COPY RESERVATION [ADD_ON]		Activates the copy reservation functionality.
CREDIT RATINGS [ADVANCED_POLICIES]		Enables configuring credit ratings.
DO NOT MOVE ROOM [DO_NOT_MOVE_ROO M]		Activates the Do Not Move Room functionality, enabling you to lock a room number prior to check in.
ENHANCED ROOM ASSIGNMENT [ENHANCED_ROOM_A SSIGNMENT]		Enables defining rating/points for specific reservation attributes for a room assignment during pre-arrival planning or at the time of arrival.
	MEMBERSHIPS IN ROOM ASSIGNMENT WORKFLOW SETTING [MEMBERSHIPS_IN_R OOM_ASSINGMENT_W ORKFLOW]	Specifies the membership types for the configured membership levels that are available on the Membership Levels tab of the Room Assignment Workflow used when calculating the hierarchy to assign the best room to the best guest.
FIXED RATES [USE_FIXED_RATE_FU NCTIONALITY]		Activates the fixed rate functionality.

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ALWAYS USE FIXED RATES PARAMETER [ALWAYS_FIXED_RATES]	Stores all reservations created or modified in the system as fixed rate reservations.
	DISCOUNT FOR FIXED RATE PARAMETER [USE_DISCOUNT_FOR_FIXED_RATE]	Calculates the discount for the fixed rate.
	SHARE RATE SPLITTING FOR FIXED RESERVATIONS PARAMETER [SHARE_RATE_SPLITTING_FOR_FIXED_RESERVATIONS]	Enables share rate splitting on reservations marked as fixed with the same rate code.
GUEST LOCATORS [LOCATORS]		Activates guest locators functionality.
ITEM INVENTORY [ITEM_INVENTORY]		Activates Item Inventory functionality.
	ITEM INVENTORY POOL PARAMETER [ITEM_INVENTORY_POOL]	Activates the item inventory pool functionality, which enables items to be sold with a maximum pool ceiling quantity.
	ALLOW INVENTORY ITEMS OUTSIDE OF STAY DATES PARAMETER [ALLOW_INV_ITEMS_OUTSIDE_STAY]	When activated, Inventory Items can be configured as Outside of Stay Dates which enable you to attach the item beginning before and/or ending after the stay dates of the Reservation.
	SELL CONTROL ITEMS PARAMETER [SELL_CONTROL_ITEMS]	When active, the sale of the item will be restricted if there is no inventory available for the selected dates. Users with the task for Override Item Sell Control will be able to book items when there is no inventory available for the selected dates.
MESSAGES [MESSAGES]		Activates the guest message functionality.
PRE-REGISTRATION CHECK IN [INTERNET_CHECK_IN]		Activates the pre registration functionality.
	PRE-REGISTRATION EXTERNAL SYSTEM ALERT SETTING [INTERNET_CHECK_IN_ALERT_CODE]	Stores the external system alert code used for alerts created for internet checked-in reservations.

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PRE-REGISTRATION EXTERNAL SYSTEM TRACE SETTING [INTERNET_CHECK_IN_TRACE_DEPT]	Stores the external system trace department code used for traces created for internet checked-in reservations.
RESERVATION AUTO-ATTACH ELEMENTS [RESV_AUTO_ATTACH]		Activates the reservation auto attach elements functionality.
RESERVATION CONTACT [RESERVATION_CONTACT]		Specifies whether contact profiles functionality is used/shown on the Reservation screen.
RESERVATION DISCOUNTS [RESERVATION_DISCOUNTS]		Activates the reservation discount functionality.
RESERVATION PREFERENCE SOURCES [CONSOLIDATED_PREFERENCES]		Makes reservation preferences from different external sources functionality available.
	EXCLUSIVE PREFERENCES PARAMETER [EXCLUSIVE_PREFERENCES]	Enables OPERA Cloud to define the exclusive preferences.
	PREFERENCE SOURCE HIERARCHY SETTING [PREF_SOURCE_HIERARCHY]	Defines the precedence of the source system for preference.
RESERVATION TRACES [RESERVATION_TRACES]		Activates the trace functionality for notices to be added to reservations.
RESERVATION UPGRADE [RESERVATION_UPSELL]		Activates the upgrade functionality to control the price of the upgrade and when it is offered. A reservation upgrade option, based on user tasks, is available while booking a new reservation, changing the stay details of an existing reservation and during the check in process, for reservations that match the upgrade rules and settings.

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ALLOW FIXED RATE RESERVATIONS PARAMETER [ALLOW_FIXED_RATE]	Enables upgrading reservations that have a fixed rate code attached.
	ALLOW RESERVATION DISCOUNTS PARAMETER [ALLOW_RESERVATION_DISCOUNTS]	Enables reservations that have discounts already attached to be available for upgrade.
	ROOM STATUS SETTING [ROOM_TYPE_ROOM_STATUS]	Determines the minimum housekeeping status of a room to be offered for upgrade.
	MAXIMUM LENGTH OF STAY SETTING [MAXIMUM_LENGTH_OF_STAY]	Determines the maximum length of stay for a reservation to be considered for an upgrade.
	MAXIMUM NUMBER OF OFFERS DISPLAYED SETTING [MAXIMUM_NUMBER_OF_OFFERS]	Specifies the maximum number of upgrade offers available.
	TRANSACTION CODE SETTING [TRANSACTION_CODE]	Specifies the transaction code where the upgrade revenue posts.
	OCCUPANCY LEVEL DETAILS SETTING [UPSELL_OCCUP_LEVELS]	Defines the number and ranges for the occupancy levels.
SHARES [SHARES]		Activates the share functionality. This cannot be inactivated if there are existing shares.
	AUTOMATICALLY CHECKIN SHARE RESERVATIONS PARAMETER [AUTO_CHECKIN_SHARE_WITH_RESERVATION]	Checks in all arriving shares automatically.
	CUSTOM SPLIT FOR SHARES PARAMETER [CUSTOM_SPLIT_SHARE]	Enables creating sharing reservations with custom split rate amounts.

Table 9-48 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ENFORCE SAME STAY DATES FOR SHARING GUESTS PARAMETER [FORCE_SAME_STAY_AMONG_SHARES]	Enables maintaining the same stay dates among sharing reservations.
	ENFORCE SAME RATE CODE FOR SHARING GUESTS PARAMETER [FORCE_SAME_RATE_CODE_AMONG_SHARES]	Enables maintaining the same rate code among sharing reservations.
WAITLIST [WAITLIST_RESERVATION]		Use reservation waitlist functionality.
	SHOW WAITLIST FOR OPEN RATES PARAMETER [SHOW_WAITLIST_FOR_OPEN_RATES]	Shows the waitlist for open rates on the Look To Book Sales screen.
WAKE UP CALLS [WAKEUP]		Activates the wake-up call functionality.

Table 9-49 OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ALWAYS SHOW SELL MESSAGES [ALWAYS_SHOW_SELL_MESSAGES]		When inactive, users will not see sell messages in the reservation presentation. Unless, it is a new reservation.
ATTACH TRAVEL AGENT / SOURCE PROFILES TO RESERVATIONS [ALLOW_TA_AND_SOURCE_ON_RESV]		Allow attachment of Travel Agent and Source profiles to reservations.
AUTO CHECK IN ARRIVAL PSEUDO ROOMS [AUTO_CHECKIN_ARRIVAL_PSEUDO_ROOM]		Arrival pseudo room reservations are automatically checked in during the End of Day process.

Table 9-49 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTO CHECK IN PSEUDO ROOMS AFTER CHECK OUT [AUTO_CHECKIN_PSEUDO_ROOM]		Pseudo room reservations flagged as "Always Checked In" are copied and checked in after they are checked out.
AUTO CHECK OUT [AUTO_CHECK_OUT]		Auto Check Out provides the ability to initiate a process that will automatically post payments and settle billing windows for departing reservations and then proceed with checking them out. Folios or receipts will not be printed or emailed during this process.
AUTO DEPOSIT COLLECTION [AUTO DEPOSIT SCREEN]		The deposit screen on reservations with existing deposit schedules will automatically appear when the user saves the reservation and it may also take the user one step further and automatically open the deposit payment form with deposit amount pre-populated based on configuration.
BLANK OUT METHOD OF PAYMENT FOR ARRIVAL RESERVATIONS [BLANK_OUT_METHOD_OF_PAYMENT_FOR_ARRIVALS]		Blank out method of payment for arrival reservations.
CANCEL ACTIVITY [CANCEL_ACTIVITY]		Allow OPERA Users to send Cancel Activities Message to external system.
CLOSING SCRIPT NEW AND UPDATE RESERVATION [ENDSCRIPT]		Display the Closing Script while creating or updating a reservation on the Look To Book Sales Screen
CONFIRMATION LETTER FOR CANCEL RESERVATION [CONFIRMATION_LETTER_CANCEL_RESERVATION]		Confirmation Letter to be generated when a Reservation is Cancelled.
COPY PROFILE RESERVATION NOTES TO RESERVATION [RESERVATION_COMMENTS]		Reservation Notes on profile will be automatically copied to new reservations

Table 9-49 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CREATE INTERNAL CHARGE NUMBER [CREATE_INTERNAL_CHARGE_NUMBER]		<p>Controls the automatic creation of an internal charge number for each reservation.</p> <p>When this parameter is set to Off, no internal charge number will be automatically created for any reservation.</p> <p>When this parameter is set to On, OPERA Cloud will automatically create an internal charge number for each new reservation. The charge number is created at the time that a reservation is created in the property management system. The system will also create an internal charge number when a new reservation is inserted from a third party system. In other words, when this parameter is set to On, the system will create an internal charge number when a confirmation number is generated. Note that when a reservation is moved from one property to another, a new charge card number will be created as the moved to property may support a different format.</p>
	CHARGE NUMBER PATTERN PREFIX SETTING [CHARGE_NUMBER_PATTERN_PREFIX]	<p>Enables you to define a specific alpha or numeric code with which the hotel charge card number should begin.</p> <p>Adds a prefix to all newly generated hotel charge card numbers. For example, enter DL in this field if you want all hotel charge card numbers to begin with the letters DL.</p>
	CHARGE NUMBER PATTERN SETTING [CHARGE_NUMBER_PATTERN]	<p>Defines the pattern to be used when generating hotel charge card numbers.</p> <p>Multiple selections can be defined for the pattern.</p> <p>For example, you can press Ctrl and click to select PROPERTY and NAME ID from the multi-selection pane. This will tell the system to use the property code and the guest's name ID when creating new hotel charge card numbers. Leave this field blank to use the default Oracle Sequence Number.</p>
	CHARGE NUMBER PATTERN SUFFIX SETTING [CHARGE_NUMBER_PATTERN_SUFFIX]	<p>Enables you to define a specific alpha or numeric code with which the hotel charge card number should end. For example, enter ORL in this field if you want all hotel charge card numbers to end with the letters ORL.</p>

Table 9-49 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CHARGE NUMBER MAXIMUM SIZE SETTING [CHARGE_NUMBER_MAXIMUM_SIZE]	Enables you to define any size limitations to the hotel charge card number. The resulting charge number must contain between five and 60 characters. This is dependent on any restrictions for the 3rd party system.
ENFORCE THE MINIMUM OCCUPANCY SET ON THE ROOM TYPE [ENFORCE_ROOM_TYPE_MIN_OCCUPANCY]		Enforce the Minimum Occupancy set on the Room Type.
EXTERNAL NOTIFICATIONS [RESERVATION_EXTERNAL_NOTIFICATIONS]		Ability to flag a reservation for guest opt-in to receive external notifications related to their stay. Note: Business event configuration and subscription are required to receive notification when this flag is updated on a reservation.
GENERATE KEY PACKETS [CUSTOMIZED_KEY_PACKET_LABELS]		Activates the key packets functionality which allows the Property to generate Key Packet labels for individual or block reservations.
GUEST PAY ONLY FILTER WITHIN THE RATE INFO SCREEN [GUEST_PAY_FILTER_IN_RATE_INFO]		Ability to see the Guest Pay Only Filter within the Rate Info screen.
MANDATORY METHOD OF PAYMENT [MANDATORY_MOP]		Method of Payment is Mandatory at the Time of Reservation.
MANDATORY ROOM MOVE REASONS [MANDATORY_ROOM_MOVE_REASONS]		Activating this Parameter will make the Reason field mandatory on the Room Move screen.
POPULATE PRIMARY PROFILES FOR RESERVATIONS [POPULATE_PRIMARY_PROFILES_FOR_NEW_RESV]		Populate Primary Company, Travel Agent, and Source profiles for the Guest for New Availability searches.
PRE-AUTHORIZE CREDIT CARDS PRIOR TO CHECK IN [CC_PRE_CHECK_IN_AUTHORIZATION]		Ability to pre-authorize credit cards on reservations up to 10 days prior to check in.

Table 9-49 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
PROPERTY CALENDAR [PROPERTY_CALENDAR]		Activates the property calendar functionality.
RATE CODE MANDATORY FOR BLOCK PICKUP [RATE_CODE_MANDATORY_BLOCK]		Rate Code Mandatory for Reservations picked up from block.
REFRESH RATES FOR EXTENSION DATES ONLY [REFRESH_RATES_FOR_EXTENSION_DATES_ONLY]		Refresh rates for extension dates only when extending the stay period on an existing reservation.
REGISTRATION CARD SCRIPT [REGISTRATION_CARD_SCRIPT_RSV]		Display Web Registration Card for reservation for getting Signature and Initial.
REINSTATE EARLY DEPARTURE TO LAST DEPARTURE DATE [REINSTATE_TO_LAST_DEPARTURE_DATE]		When reinstating an Early Departure, the departure date to default to the departure date prior to checkout.
RESERVATION LOOKUP [RESERVATION_LOOKUP]		Activates the reservation lookup functionality.
RESERVATION ROOM FEATURES [RESERVATION_ROOM_FEATURES]		This parameter is used in conjunction with Room Features associated with reservations and profiles. When On, Room Features associated with the reservation are carried over to the room availability screen.
RESERVATIONS SMOKING PREFERENCE [RESERVATION_SMOKING_PREFERENCE]		If active when Assigning a room number for a reservation, populates the Smoking Preference filter based on the Reservation Smoking Preference, not the Profile Smoking Preference.
ROOM TYPE AUTO POPULATE [ROOM_TYPE_AUTO_POPULATE]		Enables Auto Populate check box at Property Level for Room Type Configuration. By selecting this Auto Populate check box, this room type will automatically default for all new Rate Codes in the Room Type field on the Rate Code Header screen.

Table 9-49 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ROOM TYPE AUTO ROOM ASSIGN [ROOM_TYPE_AUTO_ROOM_ASSIGN]		Enables Auto Room Assign check box at Property Level for Room Type Configuration. By selecting this Auto Room Assign check box, OPERA will auto-assign a room number to a new reservation when a reservation is made for the room type and a room has not been manually assigned for the reservation. This functionality will occur only for newly created reservations should this parameter be active.
ROOM TYPE TO CHARGE [ROOM_TYPE_CHARGE]		Exposes the Room Type to Charge field for reservations. With this Room Type to Charge field, it is possible to have a reservation be inventoried on one room type and charged as if it was of another differing room type.
TA RECORD LOCATOR [TA_RECORD_LOCATOR]		Allow Travel Agent Record Locator entry and search on Reservation Screen
TRANSPORTATION [TRANSPORTATION]		Transportation information.
UNIQUE CONFIRMATION NUMBER FOR LINKED RESERVATION [UNIQUE_LINKED_RES_CONF_NO]		Unique Confirmation Number for Linked Reservation.
ECOUPONS [ECOUPONS]		Activates the eCoupons functionality which allows a property to configure eCoupon code specific for items that can be redeemed in outlets via the Point of Sales system by a guest which will be posted automatically to the specific posting master room.
	ATTACH ECOUPON PRIOR TO THE ARRIVAL DATE PARAMETER [ATTACH_ECOUPONS_PRIOR_ARRIVAL]	When active, eCoupons can be attached to a reservation as soon as the reservation is created. When inactive, the eCoupon panel will be displayed under a reservation only from its arrival date and the user can attach eCoupons only when the reservation arrival date is reached.

Table 9-50 OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATICALLY REFRESH RATES ON RESERVATION [AUTO RATE REFRESH CRITERIA]		Automatically refresh rates on reservation based on the selected values.
COMMISSION PAY [COMMISSION_PAY]		Select to Pay Commission to the Travel Agent only, Source only or both the Travel Agent and Source attached to the Reservation.
DEFAULT CHAIN COMPANY CONFIRMATION LETTER [DEFAULT_CHAIN_CO MPANY_CONF_LETTE R]		Default Chain Confirmation Letter used for Company Profiles.
DEFAULT CHAIN CONTACT CONFIRMATION LETTER [DEFAULT_CHAIN_CO NTACT_CONF_LETTER]		Default Chain Confirmation Letter to be used for Contact Profiles.
DEFAULT CHAIN GROUP CONFIRMATION LETTER [DEFAULT_CHAIN_GR OUP_CONF_LETTER]		Default Chain Confirmation Letter to be used for Group Profiles.
DEFAULT CHAIN GUEST CONFIRMATION LETTER [DEFAULT_CHAIN_GUE ST_CONF_LETTER]		Default Chain Confirmation Letter used for Guest Profiles.
DEFAULT CHAIN SOURCE CONFIRMATION LETTER [DEFAULT_CHAIN_SOU RCE_CONF_LETTER]		Default Chain Confirmation Letter to be used for Source Profiles.
DEFAULT CHAIN TRAVEL AGENT CONFIRMATION LETTER [DEFAULT_CHAIN_TR_ AGENT_CONF_LETTER]		Default Chain Confirmation Letter to be used for Travel Agent Profiles.

Table 9-50 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
DEFAULT PROPERTY COMPANY CONFIRMATION LETTER [DEFAULT_PROPERTY _COMPANY_CONF_LE TTER]		Default Property Confirmation Letter to be used for Company Profiles.
DEFAULT PROPERTY CONTACT CONFIRMATION LETTER [DEFAULT_PROPERTY _CONTACT_CONF_LET TER]		Default Property Confirmation Letter to be used for Contact Profiles.
DEFAULT PROPERTY GROUP CONFIRMATION LETTER [DEFAULT_PROPERTY _GROUP_CONF_LETT ER]		Default Property Confirmation Letter to be used for Group Profiles.
DEFAULT PROPERTY GUEST CONFIRMATION LETTER [DEFAULT_PROPERTY _GUEST_CONF_LETTE R]		Default Property Confirmation Letter used for Guest Profiles.
DEFAULT PROPERTY SOURCE CONFIRMATION LETTER [DEFAULT_PROPERTY _SOURCE_CONF_LETT ER]		Default Property Confirmation Letter used for Source Profiles.
DEFAULT PROPERTY TRAVEL AGENT CONFIRMATION LETTER [DEFAULT_PROPERTY _TR_AGENT_CONF_LE TTER]		Default Property Confirmation Letter used for Travel Agent Profiles.
EXTERNAL REFERENCE TO DISPLAY [EXTERNAL_REF_NUM BER_TO_DISPLAY]		External Reference to display in Reservations Additional Details.

Table 9-50 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GUEST STAY INDICATION [GUESTSTAY_INDICATION]		Controls how the Guest Stay Indicator will show in each Reservation.
MAXIMUM NUMBER OF NIGHTS [RESV_MAX_NIGHTS]		The Maximum Number of Nights a Reservation can be booked. If user have a Max Nights Upper Limit task, effective max nights will be the higher setting between this and Hub level Maximum Number of Nights setting.
MAXIMUM NUMBER OF NIGHTS — HUB LEVEL [MAX_NO_OF_NIGHTS]		The Maximum Number of Nights a Reservation can be Booked and the maximum length on a business block header. This value is also used to determine In House Bookings that display within the Business Block screen.
MAXIMUM NUMBER OF NIGHTS PER RESERVATION [RESV_MAX_ROOMS]		The Maximum Number of Rooms a Reservation can be booked. If user have a Max Rooms Upper Limit task, effective max rooms will be the higher setting between this and Hub level Room Limit Per Reservation setting otherwise lower setting will be effective.
MAXIMUM RESERVATION ADVANCED BOOKING DAYS [MAX_RESV_ADV_BOOKING_DAYS]		Controls how far into the future from the current business date a reservation can be created.
RESERVATION COLOR DEFINITION [RESERVATION_COLOR_DEFINITION]		Reservation Color Definition.
ROLLING NO SHOW [OWNER_NOSHOW]		Reservations with reservation type selected in the parameter will not be automatically no showed during End of Day. Instead the arrival date will be extended to the next day.
	ROLLING NO SHOW PREFERENCE SETTING [ROLLING_NOSHOW_PREFERENCE]	Determines whether the arrival date will be automatically rolled until the departure day (default) or the last night of the reservation.

Table 9-50 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ROOM DISPLAY ORDER [ROOM_DISPLAY_ORDER]		In the room lookup screens, the order of the rooms displayed can be least used ascending, least used descending, back to back ascending, back to back descending, ascending, descending or by display sequence based on the parameter set here.
ROOM LIMIT PER RESERVATION — HUB LEVEL [PER_RESERVATION_ROOM_LIMIT]		Maximum Number of Rooms Sold per Reservation.

OPERA Controls — Room Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Room Management group.

Table 9-51 OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUILDING MANAGEMENT [BUILDINGS]		Provides the ability to configure Buildings and Building Groups and associate Rooms to the Buildings. This configuration can be used with the Task Sheet Work flow functionality to breakout task sheets by buildings.
COMPONENT SUITES [COMPONENT_SUITES]		Activate Component Room functionality.
DISCREPANT ROOMS [DISCREPANT_ROOMS]		Activate Discrepant Room functionality.
GUEST SERVICE STATUS [GUEST_SERVICE_STATUS]		Set Guest Service requests for an occupied room.
HOLD ROOMS [HOLD_ROOMS]		Activate Hold Rooms functionality.
HOUSEKEEPING TASK SCHEDULING [FACILITY_MANAGEMENT]		Activate the Housekeeping Task Scheduling functionality.

Table 9-51 (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCED CREDIT RULES FUNCTION [TASK_ASSIGNMENT_ WORKFLOW]	When active a new option will be available in the setting for Housekeeping Credit for Room Task Rules which will allow a property to allocate credits based on configured rules.
	ADVANCED TASK SCHEDULING PARAMETER [ADVANCED_FACILITY_ TASKS]	Task Scheduling based on Rate Codes, Specials, Market Codes and VIP. This parameter is available when the VIP control in the Profile group is active
INSPECTED STATUS [USE_INSPECTED_STA TUS]		Activate the Room Status called Inspected.
MAINTENANCE [MAINTENANCE]		Activate the Room Maintenance functionality.
OUT OF ORDER [OUT_OF_ORDER]		Activate Out Of Order functionality.
OUT OF SERVICE [OUT_OF_SERVICE]		Activate Out of Service functionality.
PICKUP STATUS [PICKUP_STATUS]		Activate Pickup functionality.
QUEUE ROOMS [QUEUE_ROOMS]		Activate the Queue Reservations functionality.
	QUEUE RUSH TEXT DEFAULT NUMBER SETTING [QRUSH_TEXT_DEFAU LT_NUMBER]	Default mobile number to which queue rush messages will be sent to.
ROOM CONDITIONS [HOUSE_ASSIGNMENT]		Activate Room Conditions functionality.
ROOM POOL [ROOM_POOLS]		Room Pool functionality.
TASK SHEETS [TASK_ASSIGNMENT]		Activates Task Sheet Assignment functionality. Allows creation of Task Sheets using the Generation of Task Sheets which provides customizable assignments based on the property needs. Task Sheets can be assigned using multiple codes to complete specific tasks for the rooms in the Task Sheet. Task Codes can be created in the Task Sheets jump within Accommodation Management.

Table 9-51 (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	TASK COMPANION TIMER SETTING [TASK_COMPANION_TIMER]	Display Timer in the Task Companion. Valid values: <ul style="list-style-type: none"> • INC • OFF • DEC
	ABILITY TO HAVE ADDITIONAL TASK SHEETS GENERATED SETTING [ADDITIONAL_TASK_ASSIGNMENTS]	Additional task sheets to be created during the 'Generate Automatic Task Assignment' process. Leaving this setting blank keeps the original task assignment functionality. Valid values: <ul style="list-style-type: none"> • DND (Do Not Disturb task sheet) — All rooms that are set to do not disturb on the Guest Service Status screen are assigned to a separate task sheet. This setting is only available when Guest Service Status is active. • NSR (No Service task sheet) — An additional task sheet is created that contains all rooms that are not scheduled for service.
TURNDOWN [TURNDOWN]		Activate the Turndown functionality. This control is only available when the Task Sheets control is active.

Table 9-52 OPERA Controls — Room Management Parameters

PARAMETER	DESCRIPTION
ATTENDANT CONSOLE [ATTENDANT_CONSOLE]	Activates the attendant console functionality.
ATTENDANT SCHEDULE [ATTENDANT_SCHEDULE]	Activates housekeeping attendant scheduling functionality. This parameter can only be activated if Housekeeping Task Scheduling is active.
CONNECTING ROOMS [CONNECTING_ROOMS]	Activates Connecting Rooms functionality.
HOUSEKEEPING SECTIONS [HOUSEKEEPING_SECTIONS]	Housekeeping Sections.

Table 9-52 (Cont.) OPERA Controls — Room Management Parameters

PARAMETER	DESCRIPTION
ROOM NUMBER PARITY [HOUSEKEEPING_ROOM_PARITY]	Ability to Filter Search Results Based on Even or Odd Room Numbers in the Housekeeping Board.
TASK COMPANION ASSISTANCE [TASK_COMP_ASSIST_NOTIF]	Controls if the ability to send notifications from the task companion is allowed.
TASK SHEET TEMPLATE [TASK_SHEET_TEMPLATE]	Allows the creation of a task sheet template.

Table 9-53 OPERA Controls — Room Management Settings

SETTING	DESCRIPTION
DEFAULT DAY USE ROOM STATUS [DEFAULT_DAY_USE_ROOM_STATUS]	Default Room Status of a Day Use Reservation automatically assigned at check out. If no status is selected the room status will not be changed upon check out. Valid values: <ul style="list-style-type: none"> • CLEAN • DIRTY • INSPECTED (available when Inspected Status is active) • PICKUP (available when Pickup Status is active)
DEFAULT LINEN CHANGE FREQUENCY [DEFAULT_LINEN_CHANGE_FREQUENCY]	Sets the default change frequency for linens, which is indicated on task sheets. The number provided indicates the number of days in between linen changes. For example, if the value is 2, linens will be added to the task sheet to be changed every second day that the reservation is in-house. Valid values: <ul style="list-style-type: none"> • 1+
HOUSEKEEPING CREDITS [HOUSEKEEPING_CREDITS]	Use Credit Assignments in Housekeeping. Valid values: <ul style="list-style-type: none"> • NONE • ROOM NUMBER • FACILITY TASK (available when Housekeeping Task Scheduling is active) • ROOM_TASK_RULE (calculated based on room number, task weight, and assignment credit rules; available when Housekeeping Task Scheduling is active)
MAX CREDITS PER ATTENDANT [HK_MAX_CREDITS_PER_ATTENDANT]	Defines the maximum number of credits per attendant.
TASK COMPANION TRACES [HK_TRACE_DEPT]	Select department(s) associated to Housekeeping Traces for displaying current business date traces within the Task Companion.

Table 9-53 (Cont.) OPERA Controls — Room Management Settings

SETTING	DESCRIPTION
UPDATE OCCUPIED ROOM STATUS [UPDATE_OCCUPIED_ROOM_STATUS]	<p>The night audit procedure <code>hkpgk.update_room_status_proc</code> will update all occupied rooms to the room status selected here. If no status is selected then the room status of the occupied rooms will not be changed.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • DI (dirty) • CL (clean) • PU (pickup; available when Pickup Status is active) • IP (inspected; available when Inspected Status is active)
UPDATE VACANT ROOM STATUS [UPDATE_VACANT_ROOM_STATUS]	<p>The housekeeping module of the night audit procedure will update all vacant rooms with a higher room status in the hierarchy to the status selected here. If no status is selected then the room status of vacant rooms will not be changed. The room status hierarchy is either Dirty->Clean->Pickup->Inspected (when Inspected active) or Dirty->Pickup->Clean (when Inspected not active).</p> <p>Valid values:</p> <ul style="list-style-type: none"> • DI (dirty) • CL (clean) • PU (pickup; available when Pickup Status is active) • IP (inspected; available when Inspected Status is active)

- [Assigning a Default Day Use Room Status](#)

Assigning a Default Day Use Room Status

You can create a default Housekeeping status for Day Use rooms (0 Nights) that are checked out. The default status eliminates the need to manually update the room status.

This functionality is available only for rooms with Clean or Inspected status prior to check in.

1. From the **OPERA Cloud Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Click **Room Management**.
3. In Functions, click **Pickup Status** and **Inspected Status** to make them active.
4. In Settings, enter **Dirty**, **Pickup**, **Clean**, or **Inspected** in the **Default Day Use Room Status** field.
5. If you leave the setting field blank, you must manually enter a status during check out.
6. You do not have to activate either the Pickup function or the Inspected function. If activated, these functions become available in the Default Day Use Room Status setting.

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Batch Processing

You can run multiple batch processes at the same time with the OPERA Scheduler. You can schedule batch processes, view their state to see if they are in process or completed, view message logs, and enable/disable or delete them. Some of the jobs that you can run from OPERA Scheduler are Purge Routine, Point Calculations, and Auto Mass Cancellation.

- [Scheduling a Batch Process Job](#)
- [Viewing the Status of a Batch Process](#)

Scheduling a Batch Process Job

1. From the **Administration** menu, select **Enterprise** and then click **OPERA Scheduler**.
2. In the **Scheduler Jobs** area, click **New**, enter the search criteria, and then click **Search**.
 - a. Under **Available Procedures**, select the desired Code and then click **Next**.
 - b. Select the scheduler start and end dates, the recurrence pattern, and then click **Next**.
3. To view a batch processes' Message Log or Run Log, in the **Scheduler Jobs** area, click the **Job ID** link.

Viewing the Status of a Batch Process

1. From the **Administration** menu, select **Enterprise** and then click **OPERA Scheduler**.
2. Enter search criteria and then click **Search**.

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Inventory Administration

- [Room Features](#)
- [Managing Room Maintenance Codes](#)
- [Room Maintenance](#)
- [Managing Room Types](#)
- [Block Configuration Overview](#)
- [Housekeeping Attendants](#)
- [Housekeeping Section Groups and Sections](#)
- [Room Conditions](#)
- [Room Maintenance](#)
- [Managing Room Codes](#)
- [Managing Room Classes](#)
- [Configuring Rooms](#)

Room Features

A feature is a characteristic of the room which does not significantly affect the rate or the demand on the room. Room Features functionality makes it easier for you to search and assign rooms according to guest preferences.

You can think of a feature as being any aspect of the room for which a specific availability does not need to be kept. For example, room features can be rooms near an elevator, rooms on a high floor, rooms with accessibility facilities, rooms with a fireplace, rooms with air-condition, or rooms with a specific view. Obviously, there are some cases where features need to be considered a room type. In a property that has a limited amount of rooms with a fireplace which are specifically requested by the regular guests, then an availability must be kept and in result, the fireplace rooms would have their own room type. If the bed type is not directly related to the rate, then bed type can be considered a feature rather than a separate room type. During check in time or when pre-assigning rooms, OPERA can search for rooms by feature as well as by room type.

Managing Room Maintenance Codes

Creating Room Maintenance Codes

When the OPP_MHOT Multi-property add-on license code is active, room maintenance codes may be set up as templates, which can then be copied to multiple properties. To create a room maintenance code, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. On the Room Maintenance screen, click New. Enter the following information and click Save:
 - **Code:** Enter a unique code to identify the room maintenance request code.
 - **Description:** Enter an appropriate description for the Room Maintenance request - the description should ideally describe what the repair or room maintenance is about.
 - **Sequence:** Enter a number to determine the order in which room maintenance codes are displayed when listed. When two or more room maintenance have the same sequence number, they are displayed alphabetically.
 - **Inactive:** Select the check box to make the room maintenance request inactive. The inactive room maintenance requests are not available for selection when assigning them to rooms.

Modifying Room Maintenance Codes

To modify an existing room maintenance code in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. Search and select the required room maintenance code that you want to modify and then click **Actions**. You can perform the following modifications:
 - Delete - Select **Delete** to delete the room maintenance code.
 - Edit - Select **Edit** to modify the room maintenance code description and Sequence and click **Save**.

Room Maintenance

Room Maintenance codes may be assigned to rooms when creating a work order that have issues requiring maintenance attention — heat, air conditioning, or plumbing problems, for example. Rooms that have a maintenance code assigned to them may or may not be available for assignment to guests, depending on how you configure the maintenance code.

In a multi-property environment, room maintenance codes are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

Managing Room Types

You can classify rooms in your property into different room types based on their primary characteristics. This classification makes it easy for you to calculate the availability of rooms in your property. Hence, it is important to make this classification logically to track room availability and statistics.

Creating a Room Type

To create a room type, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Click **New**.

 **Note:**

If you're logged in at multi property level, select Template to create a set of room type templates, which can be copied to individual properties and can be customized as necessary.

3. Enter the following information, and then click **Save**:
 - **Physical:** Select to configure the room as a physical room to include in the inventory.
 - **Pseudo:** Select to configure the room as a posting master room. Pseudo rooms do not affect your property's inventory. The room type selected as Pseudo at the template level cannot be changed when it is copied to other properties.
 - **Component Room:** Select to configure the room type as Component Room. A component room is comprised of multiple inter-connecting rooms (two or more room types), which define the new Component Room room type. When a reservation is made for a Component Room, OPERA deducts one room from the Component Room room type, and one room from each of the component room's physical rooms.
 - **Inactive:** Select to make the Room Type inactive. For example, you may mark it inactive when there is no inventory available for this room type at the property. The same validation checks for deleting a room type remain in effect for inactivating a room type. These include the following: the room type cannot be associated with a rate code; it cannot be associated with a current and/or future reservation; it cannot be associated with an active business block; it cannot have room numbers associated with it; and it cannot be part of a component room type configuration. The inactive room types do not appear when creating a reservation.
 - **Room Type:** Enter a unique code to identify the room class. It is a best practice to evolve a naming convention around giving Room Class Codes - it makes easy for you to search and associate Rooms at a later stage.
 - **Description:** Enter an appropriate description for the Room Type - the description should ideally describe what the Room Class is about.

- **Manage Translations:** Click Manage Translations to enter the description in other languages.
- **Long Description:** Enter furthermore description of the Room Type. This information appears on different screens in OPERA.
- **Room Info URL:** Enter the room info URL.
- **Room Class:** Search and select the Room Class to which you want to associate the room type.
- **Yield Status:** Select if the room type is yieldable or non-yieldable.
- **Yield Category:** Select a yield category for the room type.
- **Bed Type:** Search and select the bed type.
- **Smoking:** Select if the room is a smoking or non-smoking room.
- **Rooms:** This field auto-populates with the number of rooms of this room type that have been configured for the property. This view-only column is always 0 for templates.
- **Activate Date:** The date the room type is available for sale. Enter the date or use the calendar to select a date.
- **Sequence:** Enter a number to determine the order in which room type codes are displayed when listed. When two or more room types have the same sequence number, they are displayed alphabetically.
- **Meeting:** Select to configure the room type as meeting room. The room type selected as Meeting at the template level cannot be changed when it is copied to other properties.
- **Housekeeping:** Select to enable the room for all the housekeeping functions. Rooms that are configured as pseudo and meeting can also be selected for housekeeping to set them for out of order and out of service.
- **Send to IFC:** Select to send a check in message to the various property interfaces for this room type. For example, you may wish to activate the phone interface or the in-room movie system.
- **Default Occupancy:** Enter the number of people required for a room to be occupied. For Pseudo Room, enter 0.
- **Minimum Occupancy:** Enter the minimum number of people that can occupy the room for this room type.
- **Maximum Occupancy:** Enter the maximum number of people that can occupy the room for this room type.
- **Maximum Adults:** Enter the maximum number of adults that can occupy the room for this room type.
- **Maximum Children:** Enter the maximum number of children that can occupy the room for this room type.

 **Note:**

Maximum Occupancy can be used alone or in combination with Maximum Adults and/or Maximum Children. These values are referenced throughout OPERA, for example, when a room is assigned to a reservation, when rates are set up based on occupancy, and when a room move is performed. A message prompts you when the maximum number of persons exceed for a specific room. When used alone, Maximum Occupancy sets the limit on the number of persons (adults and children) that may occupy rooms of this room type. For example, if Maximum Occupancy is 3 and Maximum Adults and Maximum Children are not defined (null values), the room could be occupied by any mix of adults and children not to exceed 3 persons: by 3 adults, or by 2 adults and 1 child, or by 1 adult and 2 children, or by 3 children, etc. When Maximum Occupancy is used with Maximum Adults and/or Maximum Children, the number of persons occupying the room may not exceed Maximum Occupancy, nor may the individual limits on the number of adults (Maximum Adults) and/or the number of children (Maximum Children) be exceeded. This means that the Maximum Adults value and the Maximum Children values cannot be individually greater than the Maximum Occupancy value.

- **Room Features:** Click New and select the required room feature. The room features selected here become the default room features for this room type, and are copied to all rooms created with this room type. These defaults may be changed for individual rooms of this room type when the room is configured. For more information, refer Manage Room Features.

Modifying a Room Type

To modify an existing room type in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Search and select the required room Type that you want to delete and then click **Actions**. You can perform the following modifications:
 - Delete - Click **Delete** to delete the room type.

 **Note:**

A room type can only be deleted when it has no dependencies associated with it. This means that it cannot be linked to any reservations, activities, rooms, and so on.

- Edit - Click **Edit** and modify the required information. Click **Save**.

Copying Room Types to Properties

You can copy one or more room types from one property to other at the template level in case of a multi-property OPERA PMS installation as well as at the property level in case of single-property standalone OPERA PMS installation.

To copy room types to other properties, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. From the **Actions** vertical ellipse, select **Copy** and on the **Copy Room Types** screen, do the following:
 - Search and select the room type codes that you want to copy.
 - Select the target properties to copy the selected room types and then click **Save**.
 - Review and confirm the copied codes.

Block Configuration Overview

Following are the configuration types and their description:

Configuration Types	Description
Booking Types	You can associate a booking type with a business block to categorize business blocks for reporting purposes. For example, business blocks might be associated with a wedding, a commercial exhibition, a tour, a conference, or so on, and it may be useful to view block revenues and other information segregated by these types.
Cancellation Reasons	A business block cancellation reason is required when you change a block's status to Cancelled.
Lost Reasons	A business block lost reason is required when you change a block's status to Lost.
Conversions	A block conversion gives sales managers a way to assign a likelihood of conversion to blocks.
Destination Codes	Destination codes are used to identify competitors or alternate properties where a client has decided to book when a block status turns to Cancelled or Lost.
Rankings	A block ranking gives sales managers a way to assign a priority to blocks.
Rate Override Reasons	Rate Override Reasons are required when a rate code is applied to a block, but a user manually overrides the rate amount on the room grid. When this option is used, you must also select an override reason.
Refused Reasons	This configuration allows you to create codes that specify why a block was refused. A block refused reason is required when you change a block's status to Refused.
Reservation Methods	This configuration allows you to indicate how reservations are expected to be picked up for the block. In many cases it will be done via rooming lists, but reservation pick-up could also be handled via individual guest calls, a convention bureau, or others.
Wash Schedules	Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers. You can schedule the room transfers by date and by a percentage or a set number of rooms. When creating or editing wash schedules: <ul style="list-style-type: none"> • Attach schedules to a block prior to the block's cutoff date. • Configure only one details record per wash schedule for each day prior to arrival. • Set the Block Wash Schedule in Routine Management to Active.

- [Block Wash Schedules](#)

Block Wash Schedules

Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers.

When creating or editing wash schedules:

- Attach schedules to a block prior to the block's cutoff date.
- Configure only one detail record per wash schedule for each day prior to arrival.
- Set the Block Wash Schedule in Routine Management to Active.
- [Setting Up Block Wash Schedules](#)

Setting Up Block Wash Schedules

Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers.

When creating or editing wash schedules:

- Attach schedules to a block prior to the block's cutoff date.
 - Configure only one detail record per wash schedule for each day prior to arrival.
 - Set the Block Wash Schedule in Routine Management to Active.
1. From the **Administration** menu, select **Block Management**.
 2. Search for and open a block.
 3. Select **Wash Schedule** and then click **New**.
 4. Enter the property name, a wash code, and a description of the wash code.
 5. Click **Add**.
 6. Enter the number of days prior to guest arrival. This determines when the system performs the wash.
 7. Select **Wash by %** or **Wash by number of rooms**. These determine either the percentage or number of rooms to return to house inventory.
 8. Click **OK**.
 9. Click **Save**.

Housekeeping Attendants

OPERA enables you to store housekeeping attendant information, daily assignments, and tracks credits or number of rooms cleaned by each attendant. Housekeeping attendants can be assigned to a section or a floor number. Housekeeping attendants can be identified by name or by an attendant number and listed with an active or inactive status. Also, the Housekeeping Attendant functionality lets you create attendant schedules, which identify attendants, their assigned section or floor, working days, and other information. After creating schedules, you can assign the attendants to housekeeping task sheets.

- [Managing Housekeeping Attendant Information](#)

Managing Housekeeping Attendant Information

Adding Housekeeping Attendant Information

To add information about a housekeeping attendant, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Click **New**. Enter the following information and click **Save**:
 - **Code**: Enter a unique code to identify the housekeeping attendant. The code can contain a maximum of 8 alpha-numeric characters.
 - **Description**: Enter the name or information of the housekeeping attendant.
 - **Application User**: Search and select the application user that you want to associate the attendant. This is useful when using the Task Companion.
 - **Section**: Enter the section that you want to assign to the attendant.
 - **Floor**: Enter the floor number that you want to assign to the attendant.
 - **Mobile Number**: Attendant's mobile phone number. This number can be used to contact the attendant when the General > Text Message Handling application function is Active. For example, text messages can be sent to attendant's cell phones when the Queue Rush Rooms feature is used. See Queue Rush Rooms for details.
 - **Working Days**: Select to remove the day(s) of the week from the attendant's schedule. By default, all days of the week are assigned to the attendant. This information is used when assigning task sheets to Attendants. The attendants are shown as available for task sheet assignment on days that are selected here.
 - **Inactive**: Select this check box to mark the attendant inactive. If marked inactive, the housekeeping attendant is excluded from the display lists within Housekeeping. Any housekeeping attendant can be inactivated as long as they are not included in any current date task sheets.

Modifying Housekeeping Attendant Information

To modify information about a housekeeping attendant, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Search for the housekeeping attendant that you want to modify using the following criteria:

- **Property:** Select another property from this list of values if you are working in a multi property environment. This field is visible when the OPP_MHOT Multi-Property add-on license is active.
 - **Code:** Enter the code of the attendant whose information you want to edit.
 - **Description:** Enter the description of the attendant whose information you want to edit.
 - **Show Inactive:** Select this check box to have all attendants with inactive status included in the display list.
3. Select the required housekeeping attendant that you want to modify and then click the Actions vertical ellipse. You can perform the following actions:
 - **Delete:** Click Delete to delete the housekeeping attendant.
 - **Edit:** Edit the required information and click Save.

Housekeeping Section Groups and Sections

Housekeeping Section Groups and Sections can be used to group rooms into sections or divisions meaningful to the housekeeping attendants with respect to floor numbers, various buildings, and group of rooms typically cleaned by one attendant during the day or turndowns during the evening. OPERA allows for both day and evening sections, where the day section is for regular room cleaning and the evening section is for turndown service. When you print the housekeeping report, the dirty rooms can be divided into the sections defined here. This simplifies the process of assigning rooms to attendants for daily cleaning.

- [Managing Housekeeping Section Groups](#)
- [Managing Housekeeping Section Codes](#)

Managing Housekeeping Section Groups

Creating Housekeeping Section Groups

Housekeeping Section Groups can be used as hard stops when you Generate Task Sheets. To create housekeeping section groups, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. On the **Housekeeping Section Groups** screen, click **New**. Enter the following details and click **Save**.
 - **Code:** Enter the housekeeping section group code. It can contain only numbers.
 - **Description:** Enter an appropriate description for housekeeping section group code.
 - **Target Credit:** Enter the target credit for this section group when processing the breakout by section.

- **Sequence:** Enter a number to determine the order in which housekeeping section group codes are displayed when listed.

Modifying Housekeeping Section Groups

To modify an existing housekeeping section Codes in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. Search and select the required Housekeeping Section Group that you want to modify and then click **Actions**. You can perform the following modifications:
 - Delete: Select **Delete** to delete the housekeeping section group.
 - Edit: Select **Edit** to modify the housekeeping section group code Description, Target Credit, and the sequence number, and then click **Save**.

Managing Housekeeping Section Codes

Creating Housekeeping Section Codes

To create housekeeping section codes, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.
2. On the **Housekeeping Section Codes** screen, click **New**. Enter the following details and click **Save**.
 - **Code:** Enter the housekeeping section code. It can only contain numbers.
 - **Description:** Enter an appropriate description for housekeeping section code.
 - **Section Group:** Enter the section group to which the section code belongs.
 - **Target Credit:** Enter the target credit for this section when processing the breakout by section.
 - (view only) **Rooms:** The number of Rooms that are associated with this Section.
 - (view only) **Credits:** The credit value for all the Rooms associated to that Section. (this is the sum of the base credits).
 - **Sequence:** Enter a number to determine the order in which housekeeping section codes are displayed when listed.
 - **Inactive:** Select the check box to make the section code inactive. Inactive housekeeping sections are not available for selection when assigning rooms to the day and evening sections on the Manage Rooms screen.

Modifying Housekeeping Section Codes

To modify an existing housekeeping section Codes in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.
2. Search and select the required Housekeeping Section Code that you want to modify and then click **Actions**. You can perform the following modifications:

- Delete: Select **Delete** to delete the housekeeping section code.
- Edit: Select **Edit** to modify the housekeeping section code Description, Section Group, Target Credit, and the sequence number, and then click **Save**.

Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

- [Room Conditions](#)
- [Out of Order and Out of Service Reasons](#)
- [Managing Hold Room Conditions](#)
- [Managing Room Conditions](#)

Room Conditions

Path: From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**

Rules: You can enter up to 5 letters and/or numbers when setting up new Room Condition Codes.

Prerequisites: In the OPERA Controls Room Management group, the Maintenance function must be active. You must have access to the following user tasks: Inventory Admin - Manage Accommodations - Room Maintenance - New /Edit Room Maintenance and Inventory Admin - Manage Accommodations - Room Maintenance - Delete Room Maintenance.

Room Condition codes are assigned to designate rooms that are available for showing, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a condition code assigned to them may or may not be available for assignment to guests, depending on how you configure the code. If the setting for Hold Rooms is turned on, then codes HOLD1 - 4 will be listed by default. The codes for hold rooms cannot be changed, but the times for the holds can be configured.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

To add new Room Condition codes:

1. Select the Template tab.
2. Click **New**
3. Enter the **Property**, the new **Code**, and a **Description** of the code. Enter a sequence number by entering it in the field, or using the plus and minus buttons, and if desired, mark the new code as **Inactive**. Select **Display in Room Assignment** if rooms designated with the code should be made available for assignment to guests.
4. Click **Save**.

Out of Order and Out of Service Reasons

Path: From the Administration menu, select **Inventory**, select **Accommodation Management**, then select **Out of Order/Service Reasons**

Rules: You can enter up to 8 letters/numbers for codes and up to 40 characters (including spaces) for descriptions.

Prerequisites: The Room Management Out of Order and Out of Service functions must be active.

There are two options for changing status for rooms that should not be sold due to damage, maintenance, low occupancy wing, and so on - Out of Order (OOO) and Out of Service (OOS). The difference between the two is:

- Out of Order rooms are not available for the front desk for assignments, and are removed from inventory availability.
- Out of Service refers to rooms you have blocked but could still be sold, and remain part of inventory availability.

In other words, if a room is placed Out of Order, it is not available to the front desk for assignment. For example, a room may be considered out of order if the carpet has been removed or the room has just been painted. Out of order rooms are removed from the total room inventory counts, reducing the total number of rooms available in your hotel. Therefore, for the period the room remains out of order, 100% occupancy is calculated using only the remaining rooms. This means that, for example, if you have a 100-room hotel and place 5 rooms out of order, 100% occupancy is reached when 95 rooms are occupied.

If a room is placed Out of Service, it is available for the front desk for assignment and it remains in the total room inventory counts. This means that the occupancy percentage is calculated by including Out of Service rooms in the total number of rooms in the hotel.

To add new Out of Order and Out of Service Reason codes:

1. Select the Template tab.
2. Click **New**.

3. Enter the **Property**, the new **Code**, and a **Description** of the code. Enter a Sequence by entering a number in the field, or using the plus and minus buttons, and if needed, mark the new code as **Inactive**.
4. Click **Save**.

Copying Out of Order/Out of Service Reasons to other Properties

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

To copy reason codes, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Out of Order / Service Reasons**.
2. Click **Copy**. On the **Copy Out Of Order / Service Reasons** screen, do the following:
 - Search and select the reason codes that you want to copy.
 - Select the target properties to which you want to copy the selected reason codes and click **Save**.
 - Review and confirm the copied codes.

Managing Hold Room Conditions

When the Hold Room function is Active, room condition codes HOLD1 to HOLD4 are listed by default as OPERA SID data.

The hold condition codes may be used to place rooms on hold for a set period of time—from 1 to 1440 minutes (24 hours) or for an unlimited time, depending on the HOLD condition code configuration.

A hold room can be assigned to a reservation only by the user who has placed it on hold. A special permission is required to take a room off hold if it was placed on hold by another user. The room is automatically taken off the hold, when the hold period expires and when a guest is checked into the room before the hold period elapses.

This feature might be used in the following scenario. Assume you are assigning rooms to a group of four arriving guests who want adjoining rooms. If your property has several agents making room assignments simultaneously, it might be difficult or impossible to work fast enough to assign the desired four rooms to the reservations you are handling. You could, however, place the four rooms you want into a HOLD condition for, say, three minutes. Then you can select those rooms for the reservations to which you making room assignments. After three minutes, if you have not assigned the rooms you placed on hold, they then become available to other agents.

These codes for hold rooms cannot be changed, but the times for the holds can be configured. To edit a hold room condition, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Search and select the required hold room condition code whose length of hold you want to modify.

3. From the **Actions** vertical ellipsis, select **Edit**, and enter the number of minutes (1 to 1440) that defines the duration of the on-hold period. Leave this field blank to set an unlimited hold period.
4. Click **Save**.

When you leave the field blank, and click Save, a message appears —Leaving the Minutes field blank results in an unlimited hold time for this Condition Code. Click OK to proceed.

Managing Room Conditions

Creating Room Condition Codes

In a multi-property environment, room conditions are created on the template level and then copied to each property. To add new room condition codes, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Click **New**. On the **Room Conditions Codes** screen, enter the following details and click **Save**.
 - **Code**: Enter a unique code that identifies the room condition. You can enter up to 8 letters and/or numbers. After the condition code has been saved, it may not be edited. Use the Inactive check box to make the code unavailable for further use.
 - **Description**: Enter a description that explains the condition code. For example, Last sell, Missing amenity, Pet in room, Show room, and so on.
 - **Sequence**: Enter a number by entering it in the field, or using the plus and minus buttons to determines the position of the room condition code in listings. Room condition codes that do not have a sequence number are listed in alphabetical order following those codes that have a sequence number assigned.
 - **Inactive**: Select the check box to inactivate the room condition code. The inactive room conditions do not appear as a selection option when assigning room conditions.
 - **Display in Room Assignment**: Select or deselect the check box to control whether a room having this room condition code assigned will appear by default on the Room Availability screen.
 - **Notes**: Enter any information you want to add that pertains to the room condition.

Modifying Room Condition Codes

To modify an existing room class in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Search and select the required room condition code that you want to modify and then click the **Actions** vertical ellipsis. You can perform the following modifications:

- Delete: Select **Delete** to delete the room condition code.
- Edit: Select **Edit** to modify the room condition code information and click **Save**.

Copying Room Condition Codes to Properties

When the OPP_MHOT Multi-property add on license is active, you can copy one or more room condition codes from one property to other at the template level.

To copy room condition codes to other properties, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Click **Copy**. On the **Copy Room Conditions** screen, do the following:
 - Search and select the room condition codes that you want to copy
 - Select the target properties to which you want to copy the selected room condition codes and click **Save**.
 - Review and confirm the copied codes.

Room Maintenance

Path: From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**

Rules: You can enter up to 8 letters and/or numbers when setting up new Room Maintenance Codes.

Prerequisites: In the OPERA Controls Room Management group, the Maintenance function must be active. You must have access to the following user tasks: Inventory Admin - Manage Accommodations - Room Maintenance - New /Edit Room Maintenance and Inventory Admin - Manage Accommodations - Room Maintenance - Delete Room Maintenance.

Room Maintenance codes may be assigned to rooms when creating a work order that have issues requiring maintenance attention — heat, air conditioning, or plumbing problems, for example.

In a multi-property environment, room maintenance codes are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

To add new Room Maintenance codes:

1. Select the Template tab.
2. Click **New**
3. Enter the **Property**, the new **Code**, and a **Description** of the code. Enter a sequence number by entering it in the field, or using the plus and minus buttons, and if desired, mark the new code as **Inactive**.
4. Click **Save**.

Managing Room Codes

Room Classes, Room Types, and Room Features should be defined before you create Rooms Codes for your property. Room Code setup enables you to define characteristics for each sellable room in your property for it to be used. For example, for a 2 Bedroom Parlor Suite, you may need to create each of the 2 bedrooms and the Parlor separately if you want sell them separately or create a single suite as one room if you want to sell it as a single entity.

Creating Room Codes

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. On the **Manage Rooms** screen, enter the following details and click **Save**:
 - **Property**: Select the property for which you want to create the room.
 - **Room**: Enter a code for the room. The code can contain a maximum of 6 alphanumeric characters. It is a best practice to evolve a naming convention around giving Room Codes - doing so will also make it easy for you to search for Rooms easily.
 - **Room Type**: Select the Room Type for which you want to associate the room.
 - **(View Only) Room Class**: The Room Class appears based on the Room Type selected.
 - **Description**: Enter an appropriate description for the Room.
 - **Manage Translation**: Click Manage Translations to enter the description in other languages.
 - **Maximum Occupancy**: Enter the maximum number of people that can occupy the room.
 - **Published Rate Code**: OPERA uses this rate code to calculate the typical rate for the room to print variance reports and has no bearing on the reservation.
 - **Published Rate Amount**: Enter the rate amount to calculate the rate variance. Generally, this amount is used when you do not have a standard rate code for this room or if you want to use an amount that is different from the standard rate to calculate the variance.
 - **Floors**: Select a floor preference for this room. This help you to search, select and assign a room according to the guest preference.
 - **Square Units**: Enter the area (square feet or square meter) of the room.
 - **Measurement**: Enter the dimensions (length and width) of the room.
 - **Phone Number**: Enter the phone number assigned to the room.
 - **Key Options**: Select the default key option when keys are cut for guests assigned to this room. Key Options depend on the capabilities of the key interface; typically they can be used to designate selected rooms or hotel areas. For example, Pools, Gym, Parking lot, and so on and can be included in the specifications when keys are generated for a guest's room.
 - **Smoking**: Specify if the room is a smoking or non-smoking room. This helps you to assign an appropriate room according to the guest preference.
 - **Sequence**: Enter a number to determine the order in which room codes are displayed when listed.

- **Day Section:** Enter the day section to which the room belongs.
- **Evening Section:** Enter the evening section to which the room belongs.
- **Pickup Credits, Stayover Credits, and Departure Credits:** Credits are the cleaning units to measure the housekeeping efforts to clean a room. Specify the number of credits needed to clean the room in case of a Pickup, Stayover and Departure respectively.
- **Room Features:** Click **New** and Search and select the room features.
- **Connecting Rooms:** If the room that is being configured has a connecting room, click New and search and select the require connecting room.

Modifying a Room Code

To modify an existing room code in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. Search and select the required room code that you want to modify and then click **Actions**. You can perform the following modifications:
 - Delete - Select **Delete** to delete the room code.
 - Edit - Select **Edit** to modify the room code information and click **Save**.

Managing Room Classes

Room classes are group of room types having similar characteristics. You can create Room Classes to group similar Room Types for easier and more highly controlled room inventory management.

Creating a Room Class

To create a room class, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Click **New** and enter the following information, and then click **Save**:
 - **Code:** Enter a unique code to identify the room class. It is a best practice to evolve a naming convention around giving Room Class Codes - it makes easy for you to search and associate Room Types at a later stage.
 - **Description:** Enter an appropriate description for the Room Class - the description should ideally describe what the Room Class is about. For example, Use this room class to group Standard and Deluxe room types.
 - **Manage Translations:** Click Manage Translations to enter the description in other languages.
 - **Sequence:** Enter a number to determine the order in which room class codes are displayed when listed. If you do not enter a sequence number, the system defaults to alphabetical order by code.

 **Note:**

If you're logged in at multi property level, select Template to create a set of room class templates, which can be copied to individual properties and can be customized as necessary.

Modifying a Room Class

To modify an existing room class in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Search and select the required room class that you want to modify and then click **Actions**. You can perform the following modifications:
 - Delete: Click **Delete** to delete the room class.
 - Edit: Click **Edit** to modify the room class code, description, and the sequence number, and then click **Save**.

Copying Room Classes to other Properties

To copy room types to other properties, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. From the **Actions** vertical ellipse, select **Copy** and on the **Copy Room Classes** screen, do the following:
 - Search and select the room class codes that you want to copy.
 - Select the target properties to copy the selected room classes and then click **Save**.
 - Review and confirm the copied codes.

Configuring Rooms

You may have different types of rooms in your property that range in size, luxury, and amenities. OPERA enables you to classify these rooms into different room classes and room types, so it becomes easy for you to search and assign the rooms to reservations according to the guest preferences.

Room Types with similar characteristics can be grouped under a Room Class and you can associate rooms to these Room Types. Assume your property has Room Classes indicative of the physical location of the rooms namely Tower, Plaza, and Suite, which have Room Types such as Standard, Deluxe and Executive. You can associate Standard room type to Tower; Deluxe and Executive room types to Plaza and Suite.

Using Room Classes and Room Types and associating them to Rooms, you can organize and manage your housekeeping and inventory activities better. More than the simple advantage of finding the room statistics information, it becomes easy for you to track the room revenue in reports.

12

Financial Administration

- [Configuring Cashiering Components](#)
- [Folio Grouping Codes](#)
- [Adding Languages to the Description Field for Folio Grouping Codes](#)
- [Commission Codes](#)
- [Configure Commission Codes for Travel Agents, Sources, and Rate Codes](#)
- [Configuring Commission Codes](#)
- [End of Day \(Night Audit\) Procedures](#)
- [Rate Management](#)

Configuring Cashiering Components

Cashiering configurations affect the control and management of financial transactions at your property. You can configure cashiering components for articles for sale, cancellation handling, deposits, folios, settlements, adjustments, cashiers, and so on.

Folio Grouping Codes

Folio Groupings enable you to define codes that aggregate charges when printing a folio. You can define codes in the following groups:

- Folio arrangement codes can group similar transactions together. For example, if you have configured transaction codes for breakfast food and breakfast beverage separately, you can define an arrangement code Breakfast Charge that links these together. On the guest folio, the individual postings for food and beverage are consolidated and printed as a single posting – Breakfast Charge; details of the food and beverage component are hidden.
- Expense arrangement codes are for generating expense folios summarizing transactions for up to 12 expense buckets. For example, the folio prints with expenses grouped according to the codes.
- Group arrangement codes are available for folios generated for group accounts. For example, as group folio styles are defined separately, a different bucket configuration is possible and up to 12 group codes defined.
- Daily Plan codes can consolidate expenses for selected transaction codes by day. For example, two Daily Plan codes are available — LODGING and OTHERS. The LODGING code can only include Lodging type transaction codes or package transaction codes. OTHERS can include all other transaction codes, excluding payments; LODGING type transaction codes cannot be added to the OTHERS code group.

- Package arrangement codes can link to multiple packages. For example, if the package is configured with a package arrangement code, the package-related transactions are grouped together on the folio by package arrangement code. Grouping by package arrangement code is implemented regardless of the package configuration (for example, Included in Rate, Add to Rate/Combined Line, or Add to Rate/Separate Line). Transactions not included in the wrapper are listed separately.

Adding Languages to the Description Field for Folio Grouping Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select one of the following menu items:
 - Package Arrangement
 - Folio Arrangement Codes
 - Expense Arrangement Codes
 - Daily Plan Codes
 - Group Arrangement Codes
2. Select **New** and then click **Manage Translations**.
3. Select the language and then enter the translation.

Commission Codes

Path: From the Administration menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**

Rules: A maximum of 8 characters are allowed for the Commission Code.

Prerequisites: None

Commissions calculated after the guest leaves the hotel are usually based on the room rate paid during the stay. In OPERA, commissions are driven by commission codes and the business rules associated with them. Commission codes contain information that describe when and how commissions will be calculated. Commission codes identify the transaction code on which a commission is due, the commission calculation method, when the commission should be generated, and the taxing method to be applied to the commission.

To add new commission codes:

1. Click **New**
2. Enter the **Property, Code** and a **Description** of the code. Enter a sequence number by entering it in the field, or using the plus and minus buttons.
3. Select a **Hold Status**: Always, Accounts Receivables, or Prepaid. This defines the status of the Commission once calculated.
4. Enter the reservation history records: **Commission Paid** per night or per stay, and the **Amount**, along with the method of payment which can be a flat amount or a percentage of the total paid.

5. Enter the commission calculation information: based on **Reservation** or **Revenue**, the **Flat Amount** and timeframe to calculate, and the tax percentage.

Click **Save**.

Configure Commission Codes for Travel Agents, Sources, and Rate Codes

Commission Codes enable you to configure commission payments. You can do this at the property level for travel agents and sources. Commission code configuration options vary based on an active OPP_COM license.

You can use numbers or letters for commission codes.

- Provide a text description, such as 10% Commission or \$75 Flat Commission per night, to help identify the code when it appears in a list of values.
- Enter a number in the Sequence field to determine the position of the code when it appears in a list.

Use the Hold Status section to flag commission detail records as on hold for review.

Hold status options are:

- **Always.** You cannot process payments until releasing the hold.
- **Accounts Receivable.** This applies only to reservation folios containing a direct bill transaction code.
- **Prepaid.** This applies only to reservation folios containing a prepaid transaction code.

Use Reservation History Records to configure commission codes for reservation records entered by hand, for example, when preparing to convert from another application to OPERA Cloud or when adding records by hand after a system outage. Commission options are:

- **Commission Paid.** Select either Per Night or Per Stay. This determines the commission accrual method.
- **Flat/Percentage.** Select either flat amount or percentage and enter an amount or a percentage (0 – 100).

Use the Commission Calculation section to calculate commission amounts by either Reservation or Revenue.

- If calculating based on Reservation, specify the Flat Amount and Tax percent. Select either Per Night or Per Stay.
- If calculating based on Revenue, select the transaction codes eligible for commission. Enter the commission percentage to apply against the transaction codes. You also can create a weekend commission percentage for the transaction codes selected.

Configuring Commission Codes

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.

2. Click **New**.
3. On the Manage Commission Code scree, do the following:

Property: Enter or search and select the required property.

Code: Enter a unique code to identify the commission: Code number or letters, for example 10%, 20%, \$150 Flat, NON.

Description: Enter a text description for the commission code. This explanation helps identify the code when selecting it from lists of values, for example, 10% Commission, 20% Commission, \$75 Flat Commission per Night, No Commission

Sequence: Enter a number that determines the position of this commission code in lists. Commission codes without a sequence number appear in alphabetical order following those that have a number assigned. By default, the next available number in numerical sequence appears in this field.

Hold Status: Select one of the following **Hold** statuses if you want the commission held for review prior to payment:

- **Always:** The commission detail record always has the **Hold** status (**H**) selected. Commission detail records having this status are not processed for payment until the hold is released.
- **Accounts Receivables:** The commission detail record has the **Hold** status (**H**) selected if the direct bill transaction code (as defined by the Cashiering>AR Settlement Trn Code application setting) is associated with any of the folios generated by the reservation.

The commission detail record also has the **AR** status (**A**) selected. AR status means that the associated commission is used to offset the agent/source AR account. When records flagged for AR are processed, they are removed from the list of commission details without creating a check or an EFT payment record. The Payment Activity record shows the AR status.

- **Prepaid:** The commission detail record has the **Hold** status (**H**) selected if the pre-paid transaction coed (as defined by the Commission>Default Prepaid Commission Trn Code application setting) is associated with any of the folios generated by the reservation.

The commission detail record also has the **Prepaid** status (**P**) selected. Prepaid status means that all or part of the commission is prepaid. The prepaid amount is automatically deducted from the commission payment when the commissions detail record is processed. The Payment Activity record shows the **Prepaid** status.

- a. Complete the **Reservation History Records** section:

Commission Paid: Select one of the following that corresponds to the commission rhythm.

- **Per Night:** Commissions are accrued each night of the guest's stay.
- **Per Stay:** Commissions are accrued once per stay.

Amount: Specify either or both of the following:

- **Flat:** Select Flat to enter a flat amount in the Amount field.
- **Percentage:** Select Percentage to enter a percentage in the Amount field.

- b. Complete the **Commission Calculation** section

Based On: Select how the commissions are calculated

- **Reservation:** Select if the commission code is based on a flat amount per reservation.

Flat Amount: Amount of commission to be paid

- Per Night: Commission are accrued each night of the guest's stay.
- Per Stay: Commission are accrued once per stay.

- **Revenue:** Select if the commission code is based on percentage of revenue. When you select this, the Transaction Code grid appears. Click **New** to configure the transaction codes

Tax %: Enter the tax percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing if the Commission>Auto Calculate VAT application parameter is active.

4. Click **Save**.

End of Day (Night Audit) Procedures

You can add or edit final procedures and reports to the End of Day process. Setup is available in the OPERA Cloud menu and from Routine Management in the Administration menu. You can set the run frequency of procedures and reports to daily, weekly, monthly, or yearly.

- [Setting Up End of Day Final Reports](#)
- [Adding New End of Day Procedures](#)
- [Enabling Arrivals with Deposit Balance](#)

Setting Up End of Day Final Reports

Use End of Day Setup to create or activate additional procedures and reports during the End of Day process.

1. From the **Administration** menu, select **Financial**, select **Routine Management**, and then select **End of Day Final Procedures and Reports** or **End of Day Interim Procedures and Reports**
2. Select the **Final Reports** tab and click **New**.
3. Select the **Property** where the report runs.
4. Search and select **Report Name** field.
5. Enter a **Display Name** and select a **Language**.
6. Select **New Parameter Form** or select an **Existing Parameter Form**. New forms require a name, label, data type, value, sequence, and LOV Query.
7. Select the report destination. You can send reports to a configured Printer or Email address; or you can save reports to a configured file location (create a descriptive report name in the Spool Name field and select a file format).
8. Select a **File Format** of HTML, PDF, or XML etc.
9. Create new or select a pre-configured Parameter Form. New forms require a name, label, data type, value, sequence, and LOV Query.

10. Select the frequency for the report to run. Options are daily, weekly, monthly, and yearly.
11. Select a **Watermark Mode** from the drop-down list. The Enhanced option requires you to enter position, font, and color information.
12. Click **Save and Continue** or **Save**.

Adding New End of Day Procedures

Use the Routine Management screen to add procedures to the End of Day process.

1. From the **Administration** menu, select **Routine Management** and then select **Final EOD Procedures & Reports**.
2. Search by property for Procedures and Reports.
3. Click **New**.
4. Add a descriptive name for the Procedure.
5. Enter the procedure name in the Procedure Name field.
6. Enter a Sequence number (determines the order of this procedure when it appears in a list).
7. Select the frequency for the procedure to run.
8. Click **Save**.

Enabling Arrivals with Deposit Balance

You can add the Arrivals with Deposit Balance procedure to the End of Day routine. This procedure looks for guest arrivals that have a deposit balance but are not yet checked in. The End of Day routine stops until you check in these reservations or settle their deposit balances.

Use OPERA Controls to add the Arrivals with Deposit Balance procedure to the End of Day routine.

1. From the **Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select the **Cashiering** group and set the **Deposit Handling** function to **Active**.
3. Select the **End of Day** group and set the **Arrivals with Deposit Balance** parameter to **On**.
4. In the End of Day routine if Arrivals having deposit are found, OPERA stops and allows you to check in reservations and transfer deposits to zero or refund the deposit from Deposit option.

Rate Management

Rate Management provides all the tools you need to effectively define and manage the rate structures for your hotel. Some of the things you can set up in Rate Management include rate codes, rate classes, rate categories, display sets, rate strategies, and yield management integration.

- [Rate Code Protection](#)

- [Searching, Creating, and Editing Rate Groups](#)
- [Posting Rhythms](#)
- [Package Codes](#)
- [Package Groups](#)
- [Package Forecast Groups](#)
- [Rate Classes](#)
- [Rate Categories](#)
- [Day Types](#)
- [Event Codes](#)
- [Rate Codes](#)
- [Promotion Groups](#)
- [Promotion Codes](#)
- [Hurdle Rates](#)
- [Yield Management](#)
- [Rate Strategies](#)
- [Property Calendar](#)
- [Copying Accounts to Other Properties](#)
- [Using Advanced Generates](#)
- [Configuring a Service Recovery Code](#)
- [Managing Transaction Diversions](#)

Rate Code Protection

Rate Code Protection prohibits you from changing certain field's value. You can flag them as protected and thus limit the rights to make changes to the configuration. Only users with an override task have the ability to update the information in the selected label or field.

- [Editing Rate Code Protection](#)

Editing Rate Code Protection

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Rate Code Protection**.
2. On the vertical ellipsis, click **Edit**. Custom and External ownerships are always available. Property and Central ownerships are available only when the parameter for Rate Ownership Handling is active.

Searching, Creating, and Editing Rate Groups

To search Rate Groups:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Groups**.
2. In Search criteria, click to search for the Property. When you log in at HUB level, property drop down lists only those properties in which Rate Group is active.
3. Click **Search** and the details for Rate Groups appear in the search table. Click **Reset** to reset the selected property.

 **Note:**

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**.

Creating Rate Groups

To create a Rate Group:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Groups**.
2. Click the vertical ellipsis and then click **New**.
3. Search and select the **Property**.
4. Enter group **Code** and enter a **Description**.
5. Click **Save** or **Save and Continue**.

Editing a Rate Group

To edit a Rate Group:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Groups**.
2. In the Search results table, click the vertical ellipsis and select **Edit** a rate group and **Delete** to delete rate groups.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Groups appear in the search result table.

Posting Rhythms

The Posting Rhythm block appears when the Rate Management - Rate Code Posting Rhythm in OPERA controls is Active.

When configuring Package Code, in the Posting Attributes panel, the posting rhythm is used to determine the frequency of the package posting. OPERA provides a variety of posting rhythms. Most posting rhythms are based off of the actual arrival date of the reservation.

When configuring the Advanced Posting Rhythms, you can configure dates when a guest is eligible for free nights based on the length of stay of the reservation. For example, a promotion may be offered for the month of June where guests who stay 7 nights will receive 2 free nights. Multiple posting rhythms can be defined per rate code, however there cannot be overlapping dates.

Package Codes

Package Code setup involves defining package elements, or codes, and collecting these elements into groups, or packages. Each package code, or element, is set up separately and a package group would then be configured with all of the selected package elements.

- [Creating a Package Code](#)
- [Package Posting Rhythms](#)
- [Searching an Existing Package Code](#)
- [Editing Package Code](#)

Creating a Package Code

To create a package code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
2. On the Package Codes screen, click the vertical ellipsis and then click **New**.
3. Click **Copy** to copy the details of selected property.

Clicking copy allows you to copy package code from a source property to one or many target properties. This option is mostly used at the Hub level login.

On the Create a New Package Code screen, Package Details such as, Package Code Definition, Transaction Details, Posting Attributes, and Package Pricing screens are initially disabled.

4. On the Package Code Definition screen, fill in the required information and click **Save**. The Transaction Details screen is enabled.
5. In the Transaction Details screen search or fill the information in the required fields and click **Save**. The Posting Attributes screen is enabled. You can create a new Item Inventory from this screen.
6. Search or fill the information in the required fields and click **Save**. The Package Pricing screen is enabled.
7. Search or fill the information in the required fields and click **Save** to save the details or click **Save and Add More Details** to add more details.

Table 12-1 Description of the options that appear on the Package Code screen

Option	Description
Property	Displays the property name the package code is being configured for.
Package Code	The code for the package.
Transaction Code	Transaction code that is used to record the package price.
Package Profit	The transaction code to be used when recording any profit from unconsumed allowances.

Table 12-1 (Cont.) Description of the options that appear on the Package Code screen

Option	Description
Package Loss	The transaction code to be used when recording any package loss from over-consumed allowances. If the guest consumes a higher amount than the item price but below the allowance amount, the difference between the item price and the guest consumption amount is the package loss.
Description	Full description of the current package element.
Currency	The currency for this package. Allowance packages and non-allowance packages set up in one currency cannot be attached to rate codes, reservations, and blocks configured in another currency.
Posting Type	<ul style="list-style-type: none"> • Included in Rate: No separate charge appears on the guest folio or reservation. The amount is internally deducted from the room rate amount for inclusive packages. • Add To Rate - Separate Line: If selected, this charge is added to the room rate amount and printed as a separate line on the folio. Selecting this check box is very useful when the package element is not included in the rate (for example, US taxes). • Add To Rate - Combined Line: If selected, this charge is added to the room rate amount and printed on the same line as the room charge on the folio.
Sell Separate	If selected, this element can be attached directly onto a reservation. When adding a package directly to a reservation, the room rate field will show the main rate code rate and indicated to the right is the room rate including the packages added to the reservation. If this check box is not marked, the only means in which this package can be available is via the Rate Code.
Posting Rhythm	If selected from the drop-down list, the posting rhythm is used to determine the frequency of the package posting. OPERA provides a variety of posting rhythms. Most posting rhythms are based off of the actual arrival date of the reservation.

Table 12-1 (Cont.) Description of the options that appear on the Package Code screen

Option	Description
Calculation Rule	<p>This field is used to determine how the package amount should be calculated. For Example, the following scenarios can be configured by setting up a Per Room calculation rule with an Allowance:</p> <ul style="list-style-type: none"> • Flat Rate (price posted as flat rate, regardless of number of guests). Flat Rate is per sharer in the room. Each share-with in the room will be charged the flat rate amount. • Per Person (price times number adults plus number of children). • Per Adult (price times the number of adults). • Per Child (price times number of children). With the selection of this calculation rule and the Rate Management > Rates By Defined Buckets is Active, packages can be setup with different amounts per child bucket on the Package Details tab. • Per Room (price times number of rooms). The Per Room calculation is applied to the room. If a reservation is shared, instead of applying the package per reservation, it considers it for that room. When a package is configured with an Allowance and a Per Room calculation rule, this will enable a property to restrict the amount of Allowance for Shared Reservations. The Allowance will always be attached to the Primary Sharer's reservation and can only be used during the Primary Sharer's reservation. So if the Shared Reservations are staggered, the allowance will only be available until the Primary Share reservation checks out. Item inventory cannot be included in a package if the Calculation Rule of the package is configured as Per Room. <p>For Example, the following scenarios can be configured by setting up a Per Room calculation rule with an Allowance:</p> <ul style="list-style-type: none"> • Example 1: <ul style="list-style-type: none"> – Rate Code: PKG = 100.00 – Package = LUNCH (Price = 20.00, Allowance = 20.00) – A non-sharer reservation using this package, would have an allowance of 20.00 (Room = 80.00, Lunch 20.00, Allowance = 20.00) • Example 2: <ul style="list-style-type: none"> – Rate Code: PKG = 100.00 – Package = LUNCH (Price = 20.00, Allowance = 20.00) – Sharer 1 = Entire Rate 100.00 – Sharer 2 = Zero Rate 0.00 – Sharer 1 is the Primary Sharer. Sharer 1 will have the allowance and price. – Room = 80.00, Lunch = 20.00, Allowance = 20.00 – Sharer 2 has 0 rate and can share the allowance on the Primary Share. If a posting is made for LUNCH for Sharer 2, then this is posted against the Primary Sharer's allowance. • Example 3 <ul style="list-style-type: none"> – Rate Code: PKG = 100.00 – Package = LUNCH (Price = 20.00, Allowance = 20.00) – Sharer 1 = Full Rate 100.00 – Sharer 2 = Full Rate 100.00 – Sharer 1 is the Primary Sharer. Sharer 1 will have the allowance and price. – Room = 80.00, Lunch = 20.00, Allowance = 20.00

Table 12-1 (Cont.) Description of the options that appear on the Package Code screen

Option	Description
	<ul style="list-style-type: none"> – Sharer 2 has Full Rate. Sharer 2 can share the allowance on the Primary Share. If a posting is made for LUNCH for Sharer 2, then this is posted against the Primary Sharer's allowance. – Room = 100.00, Lunch = 0.00, Allowance = 0.00
	<ul style="list-style-type: none"> • Example 4 <ul style="list-style-type: none"> – Rate Code: PKG = 100.00 – Package = LUNCH (Price = 20.00, Allowance = 20.00) – Sharer 1 = Split Rate 50.00 – Sharer 2 = Split Rate 50.00 – Sharer 1 is the Primary Sharer. Sharer 1 will have the allowance and price. – Room = 30.00, Lunch = 20.00, Allowance = 20.00 – Sharer 2 has Split Rate. Sharer 2 can share the allowance on the Primary Share. If a posting is made for LUNCH for Sharer 2, then this is posted against the Primary Sharer's allowance. – Room = 50.00, Lunch = 0.00, Allowance = 0.00

Package Posting Rhythms

The Package Posting Rhythms can be configured from Create a New Package Code - Posting Attributes.

In the Posting Rhythms drop down list, the default selection is Post Every Night. You may make another posting rhythm choice by selecting a different option button. Some of the selections may open up fields for you to define particular features for that posting rhythm.

Table 12-2 Description of the Restrictions effecting the stay dates

Posting Rhythm Choice	Description
Post Every Night	Post this package charge every night of the stay.
Post on Arrival Night	Post this package charge only on arrival night. When a package that has this posting rhythm configured is attached to a reservation and a begin date is specified to be different than the arrival date, the user will be prompted with a message that states, "The package does not have posting rhythm which falls in the date range selected" and the package will not be attached to the reservation.
Post on Every X Nights Starting Night Y	Post this package charge every X nights, beginning the Y night of stay. You are prompted to enter the start night (e.g., night 1, night 2, night 3, etc.) and how often the posting should be repeated.
Post on Certain Nights of the Week	You are prompted to check mark the days of the week to determine the days to post this package charge.
Post on Last Night	Post this package charge on the last night of the stay only.
Post Every Night Except Arrival Night	Post this package charge on all nights of the stay except the arrival night.
Post Every Night Except Last	Post this package charge on all nights of the stay except the last night.

Table 12-2 (Cont.) Description of the Restrictions effecting the stay dates

Posting Rhythm Choice	Description
Do not Post on First and Last Night	Post this package charge on all nights of the stay except the first and last nights of the stay.
Custom Posting Schedule (Based on Stay)	This user defined schedule lets you enter a posting rhythm over a 14-day period, starting with the arrival date, by assigning the day (number) within a guest stay for posting this package price. For example, if you check mark boxes 3, 5, and 7, OPERA will post on the third, fifth and seventh day of the stay and will repeat this posting schedule after the 14th day through the remainder of the stay.
Custom Posting Schedule (Based on Night)	This user defined schedule lets you enter a posting rhythm over a 14 day period. The start and end of the posting period is determined as follows: <ul style="list-style-type: none"> • If the package is attached to a rate code: The period starts with the date when the rate code to which the package is attached becomes effective for the stay. The period ends with the date of the last night for that rate code (or the last night of the stay if the rate code remains in effect until the departure date). • If the package is attached separately to the reservation: The Begin Date specified on the reservation when the package was attached is the start date for the period. The End Date specified on the reservation when the package was attached is the end date for the period. If no Begin Date and/or End Date are specified when the package is attached to the reservation, the Begin Date is assumed to be the arrival date and the End Date is assumed to be the departure date of the reservation, irrespective of when the package is attached to the reservation.
Floating Allowance per Stay	Allow the allowance to be consumed at anytime during the guest stay.

Searching an Existing Package Code

To search a new Package Code:

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Code**.
2. In Search criteria, click to search for the Property.
3. Enter the package code for the package you want to find and add a **Description** for the package code and click **Search**.

Note:

If you log in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**.

Option	Description
Property	Displays the property name the package code is being configured for.
Package Code	The code for the package.
Description	Full description of the current package element.
Currency	The currency for this package. Allowance packages and non-allowance packages set up in one currency cannot be attached to rate codes, reservations, and blocks configured in another currency.
Sell Separate	If selected, this element can be attached directly onto a reservation. When adding a package directly to a reservation, the room rate field will show the main rate code rate and indicated to the right is the room rate including the packages added to the reservation. If this check box is not marked, the only means in which this package can be available is via the Rate Code.
Actions	Select Delete or Edit an existing Package Code record.

Editing Package Code

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Code**.
2. On the Package Codes screen, click the vertical ellipsis to edit or delete the existing package code. Package Code Configuration screen appears with the Package Code Summary.
3. On the Package Code Overview screen, click on any of the Package Details amongst Transaction Details, Posting Attributes, and Package Pricing that you need to edit.
4. Click **Edit** to edit the details in the required fields and click **Save**.

Package Groups

A package group is a collection of package elements. Package groups allow commonly associated elements to be defined as a single unit that can be attached to a rate code or to a reservation. An example might be a Bed and Breakfast package which encompasses a room and breakfast service for a set rate.

Each package code, or element, is set up separately and a package group would then be configured with all of the selected package elements. The package group can then be added to the specific rate code or to reservations, rather than having to select multiple package elements every time. This approach has been designed to provide you with a powerful system which can handle simple or complex package combinations. Packages have a wide range of configuration options that will drive the way OPERA posts packages and tracks allowances based on each property's needs.

Packages can be attached to either a rate code, to a reservation, or to a rate code and a reservation. They are not sold directly.

- [Packages](#)
- [Searching, Creating and Editing Package Groups](#)

Packages

Properties create packages to attract business. Packages offer special discounted rates, free nights, special giveaways, and so on. For example, a romance package might include champagne, chocolates, and roses as package elements. You can attach packages to rate codes, reservations, and blocks.

Use Rate Management from the Administration menu to create packages. Package setup requires defining a package code, a description, and begin/end sell dates. You must also select transaction codes for products or services included in the package. Optional selections let you add packages to a forecast group and estimate package profit and loss.

Searching, Creating and Editing Package Groups

1. To search for the Package Group:
 - a. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Groups**.
 - b. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.
 - c. Click **Search**. The property details appear in the table below.
 - d. Click **Reset** to go back to the previous information.
2. To create a New Package Group:
 - a. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Groups**.
 - b. On the Package Groups screen, click the vertical ellipsis and then click **New**.
 - c. On the Manage Package Groups screen, enter details in the mandatory fields marked * and click **New**. Attach Packages screen appears.
 - d. Select a **Package Code** from the table displayed and click **Attach**.
The attached package appears in the Package Codes table .
3. To edit Package Groups:
 - a. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Groups**.
 - b. Click the vertical ellipsis to delete, view or edit an existing Package Group. On the Manage Package Group screen, all the details appear for the particular package that you select.
 - c. The fields for Property, Code, and Sell Separate are disabled. You have the option to edit the Description and Short Description fields.
4. On the Package Code panel, click **New** to create a new package group. A list of package codes appear on the Attach Package screen.
 - a. Select a Package Code and click **Attach**. The new attached Package Code appears in the Options table on the Manage Package Group screen.
 - b. Click the vertical ellipsis to delete an existing Package group.

Package Forecast Groups

A package is an element that includes other services other than rate.

Package Forecast Group shows the forecasted number of breakfasts, lunches, dinners, cocktails and so on per day. Package Forecast Reports are configured based on this feature. The report shows a package forecast group and not each package element separately. This allows you to have multiple package elements combined to make one package forecast group.

Defining the package forecast groups separately gives you tremendous flexibility in the way they are used and combined.

- A rate code is based on a particular combination of forecast groups, such as a tennis package or a theater package.
- A package forecast group may be added to a number of rate codes to automatically post an associated transaction, such as tax. When the charge for the element changes, it needs to be changed only in the package element definition, and then all rate codes are automatically updated.
- Several package forecast groups may have the same name, so that related items can be posted as one. For example, the federal tax, state tax, and city/county tax can each be defined as a package forecast group all with the name TAX. It is then entered only once on each rate code.
- [Searching Package Forecast Groups](#)
- [Creating Package Forecast Groups](#)

Searching Package Forecast Groups

To search or edit Package Forecast Groups:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. On the Manage Package Forecast Group, search for the property.
3. Enter **Code** and a **Description**. Select the **Inactive** check box to show if you want the status to be inactive.
4. Select **Sequence** and click **Save**.
5. Select the **Template** option, which displays the list of package forecast groups to assist you in copying them to other properties.
6. Click the vertical ellipsis to edit or delete a Package Forecast Group.

Creating Package Forecast Groups

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.
3. On the vertical ellipse, click **New**. Click **Show Inactive** check box to show package forecast groups that have been configured as inactive.
4. On the Package Forecast Groups screen, enter details in the mandatory fields marked * and click **Save**. The new Package Forecast Group appears in the Options table.

5. Click **Template**, this screen defaults to the Template list of package forecast groups to assist you in copying them to other properties.
6. Select a property from the Options list to create, modify, or delete package forecast groups only at that property.
7. Click the vertical ellipsis to Edit or Delete a Package Forecast Group.

When you click Edit, on the Package Forecast Groups screen, Property and Code fields are disabled. You can only edit the Description and change the Sequence here.

Copying Package Forecast Group Code

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. On the Package Forecast Group screen, on the vertical ellipsis, click **Copy** to copy the details of selected property.
Clicking copy allows you to copy package forecast groups from a source property to one or many target properties. This option is mostly used at the Hub level login.
3. In the Configure Parameters panel, select **Package Forecast Group Code** to copy.
4. Select target properties to apply selected Package Forecast Group Code to and click **Save**.
5. In the Review and Copy Codes panel, select the Target Property and click **Copy and Continue**. The processed Status Message appears in the Confirmation panel.
6. Click **Print** to print the message.

Rate Classes

OPERA provides the ability to define rate structures for individual properties or for multiple properties. Rate structure configuration is divided into rate class, rate category and rate code. From this hierarchy, multiple restrictions may be configured as well as used to define forecasted oversell limits.

For example, Rate Categories CORPD (Corporate Domestic Rate) and CORPI (Corporate International Rate) can be grouped under a Rate Class called CORP (Corporate).

- [Searching Rate Classes](#)
- [Creating New Rate Classes](#)

Searching Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Rate Classes appear in the table below.
4. Click **Reset** to reset the selected property.

 **Note:**

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Search table is **Property**. On the Rate Classes screen, when you click search after filling in all the required details, a table appears with the following options:

Option	Description
Rate Class	Rate class codes (High, Stand, Other, Discounts).
Description	Rate class code descriptions.
Begin Date	Begin date for the rate class.
End Date	End date for the rate class.
Seq	Order or numerical sequence in which the rate class should be displayed.

Editing a Rate Class

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Class appear in the table.

Creating New Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. Click the vertical ellipsis and then click **New**.
3. Select the required fields. Click **Inactive** if you want any of the columns to come under Inactive list.
4. Enter required information in the fields.
5. Click **Save**.

Copying a Rate Classes Template

Copying duplicates the defined records to a single or multiple properties at one time, eliminating the need for repetitive typing when creating rate classes for similar periods.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. On the Rate Class screen, click the vertical ellipsis and then click **Copy** to copy the details of selected property.

Clicking copy allows you to copy rate class from a source property to one or many target properties. This option is mostly used at the Hub level login.

3. On the Copy Rate Class Template(s) screen, search for a Rate Class that you want to copy for the selected property and click **Save**.

4. On the Review and Copy Codes screen, click **Copy and Continue**.
5. On the Confirmation screen, check the status. For example, if the copied template is duplicated, the status is Not Processed. You can try copying another combination of Rate Class and Property.
6. If the template is processed, click **Print**.

Rate Categories

Rate Codes are grouped into logical Rate Categories. For example, rate codes titled GOV, AARP, AGENT and AIRLINE could be grouped into a rate category called DISCOUNT. These categories can be used to help speed up the search for rates from within the Reservations module. Using the Rate Category code, the user can select to display the available rate codes for one certain category only.

- [Creating and Copying Rate Categories](#)
- [Searching and Editing Rate Categories](#)

Creating and Copying Rate Categories

Rate categories help you to manage rate codes by creating categories that identify groups of similar rate codes. You can group one or more rate codes into a rate category.

1. From the **OPERA Cloud Administration** menu, select **Financial > Rate Management**, and then select **Rate Categories**.
2. Click the vertical ellipsis and then click **New**.
3. Select the required fields. Click **Inactive** if you want any of the columns to come under Inactive list.
4. Enter required information in the fields. Several fields such as, Property, Code, Description, Rate Class, and Begin Date are mandatory.
5. Click **Save**.

Copying a Rate Categories Template

Copying duplicates the defined records to a single or multiple properties at one time, eliminating the need for repetitive typing when creating rate category for similar periods.

1. From the **OPERA Cloud Administration** menu, select **Financial > Rate Management**, and then select **Rate Categories**.
2. On the Rate Categories screen, on the vertical ellipsis click **Copy** to copy the details of selected property.

Clicking copy allows you to copy rate category from a source property to one or many target properties. This option is mostly used at the Hub level login.

3. On the Copy Rate Category Template(s) screen, search for a Rate Category that you want to copy for the selected property and click **Save**.
4. On the Review and Copy Codes screen, click **Copy and Continue**.

5. In the Confirmation screen, check the status. For example, if the copied template is duplicated, the status is Not Processed. You can try copying another combination of Rate Category and Property.
6. Click **Print**.

Searching and Editing Rate Categories

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Rate Categories**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Rate Categories appear in the table below.
4. Click **Reset** to reset the search criteria.

Note:

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**. On the Rate Categories screen, when you click search after filling in all the required details, a table appears with the following options:

Option	Description
Rate Category	Rate category code.
Description	Rate category code description.
Rate Class	The associated rate class that the rate category belongs, such as High, Low, Standard, Other.
Begin Date	Begin date for the rate category.
End Date	End date for the rate category.
Seq	Order or numerical sequence in which to display the rate category.

Editing Rate Categories

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Rate Categories**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in the fields and click **Save**.

The changes for the modified Rate Category appear in the table.

Day Types

When the Day Types is active in OPERA Controls, certain day types can be configured in OPERA which allow rates to be either increased or decreased on these days depending on forecasted occupancy. Rates will be temporarily increased for that day type by a percentage or additional amount. This day type can be reused for multiple dates. These codes will be displayed on the Property Availability screen and the Property Calendar together with the event codes, giving your reservation agents the ability to view upcoming and current rate factors.

Day Types do not apply to blocks. Blocks are negotiated rates, and therefore, when a block is created, the rate is picked up from the rate code configuration. When reservations are made against the block, the reservation will pickup the rate on the block. Day Type conditions only apply to individual reservations.

Impact of Day Type Codes to the Function Diary

Day Type and Event Codes impact the display of the Function Diary:

- If a Day Type is configured, the date will be highlighted in the color assigned to that Day Type and date.
- If an Event Code is configured, the dates for that event will be highlighted with a legend with the assigned day type color.
- If both a Day Type and Event Code are configured, the date will be highlighted in the color configured of that Day Type configured for that date and a legend with the description of the Event Code configured for that date.
- [Searching Day Types](#)
- [Creating Day Types](#)
- [Adding Day Types and Events to the Property Calendar](#)

Searching Day Types

To search Day Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. In Search criteria, click to search for the Property, if you are logged in at a HUB level. If you are logged in at a Property level, the property gets displayed by default.
3. Click **Search** and the details for Day Types appear in the table below.
4. Click **Reset** to reset the selected property.

Editing a Day Types

To edit Day Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Day Types appear in the table.

Creating Day Types

To create a Day Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.

2. On the vertical ellipsis, click **New**. On the Day Types screen, mandatory fields are marked with an *****.
3. Click **Save**, to save the Day Type.

Fields	Description
Property	Property for which the Day Types are to be configured.
Code	An abbreviation to be used to represent the day type, for example, CORP, DISC, NODISC, 10% D.
Description	The day type code description, for example, Corporate Day Type, Discount, No Discounts, Ten percent discount.
Multiplier	Multiplication factor for rate codes exercised on the associated day type. The number that is entered in the multiplier field will be multiplied to the pricing schedules amount for those rate codes that have the Day Type check box marked in the Rate Code Type. If the pricing schedules amount for the rate code was \$100, and this rate code was attached to this day type, the rate amount that would display for the rate code would be \$200 if the multiplier field was defined as 2. (\$100 multiplied by 2 = \$200). The same would happen for each rate code that had been attached to the day type.
Adder	Addition amount for rate codes exercised on the associated day type.
Display Color	The color that identifies a specific day type on the Property Calendar.
Sequence	Number entered here determines display order for the item in lists. Items having no sequence number appear following sequence numbered items in alphabetical order.

Copying Day Types

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types - Template**. You also can copy a Day Type from search screen.
2. On the vertical ellipsis, click **Copy**. On the Copy Day Type Code Template(s) screen, fill in the Required Fields. Required fields are marked with an ***** and click **Save**.

To copy a day type and associate it with a property, select the Template option.

3. On the Configure Parameters panel, select **Day Type Code** and **Target Properties** and click **Save**.
The selected Day Type Code and Target Properties appear in the Review and Copy Codes panel.
4. Click **Copy and Continue**.
5. On the Confirmation panel, Status shows Complete and Status message as Copy Template Code(s) was successful. Click **Print**.

Adding Day Types and Events to the Property Calendar

To add Day Types and Events to the calendar:

1. In **OPERA Cloud Administration** menu, select **Financial**, **Rate Management**, and then **Property Calendar** and then click **New**.

2. In the Property Calendar window, the property is displayed by default and the field is not editable.
3. The default From Date and To Date is the date you selected on the Edit Property Calendar screen. You can change these dates.
4. Click the search icon to select a Day Type and Event. Select from the list of existing Day Types and Event Codes that appear.
5. Select Days of the Week. Mark the check boxes that apply to the days of the week to which the selected day type and/or events can apply. By default, all days are selected. If any of the marked days fall within the range of dates defined by From/To dates, that day type and/or events will apply to the date.
6. Click **Save** and the added Day Type and Event appear in the calendar grid as legend. The legend displays the color that indicate their associated day types and events on the calendar.
7. On the Property Calendar screen, click on the legend, and then click **Delete**. You can select the dates for which you need to delete the event or you can delete the complete Day Type and Event.

Event Codes

You can use Event Codes setup to define event codes for events that may affect property rates and occupancy, for example, conventions, festivals, entertainment galas, sporting events. OPERA allows special events to be entered and then displayed in the Look To Book screen and the Property Calendar screen. These could be holidays, high occupancy days, groups and conventions, etc.

- [Searching Event Codes](#)
- [Creating Event Codes](#)

Searching Event Codes

To search Event Codes:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
2. In Search criteria, click to search for the Property, if you are logged in at a HUB level. If you are logged in at a Property level, the property gets displayed by default.
3. Click **Search** and the details for Event Codes appear in the table below.
4. Click **Reset** to reset the selected property.

Editing Event Codes

To edit Event Codes:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.
The changes for the modified Event Codes appear in the table.

Creating Event Codes

To create a Event Codes:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**. You also can copy a Day Type from search screen.
2. To create a new event code, click **Template**.
3. On the vertical ellipsis, click **New**. On the Event Codes screen, mandatory fields are marked with an *****.
4. Click **Save**, to save the settings.

Fields	Description
Property	Property for which you need to create the Event Codes.
Code	The abbreviation for the event code, for example, 5MAY, FOOTFAN, MEDCONV, STPAT.
Description	The description for the event code. This field is limited to a maximum of 100 characters.
Sequence	Number entered here determines display order for the item in lists. Items having no sequence number appear following sequence numbered items in alphabetical order.
Inactive	Select this check box to mark a code or record as active or inactive. If it is inactive, it is excluded from the display list.

Copying Event Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
2. To copy an event code, on the vertical ellipsis, click **Copy**. On the Copy Event Codes Code Template(s) screen, fill in the information. Required fields are marked with an *****. Click **Save**.

To copy a event code and associate it with a property, select the Template option button. The Template - Copy Event Code Template(s) screen appears.

3. On the Configure Parameters panel, select **Event Codes** and **Target Properties** and click **Save**.

The selected Event Code and Target Properties appear in the Review and Copy Codes panel.

4. Click **Copy and Continue**.
5. On the Confirmation panel, Status shows Complete and Status message as Copy Template Code(s) was successful. Click **Print**.

Rate Codes

Rate Codes form the core of OPERA's reservation and rate process. Rate codes are used to define the various prices for each room type over a particular date range or rate season.

Rate codes can be configured in multiple currencies. For overseas agents, where contracts may be negotiated in US dollars, a separate rate code in US dollars can be added that will be converted to local currency using a predefined exchange rate. The conversion to local currency can be defined as fixed at check in, fixed at time of reservation, current date, or fixed at block.

Rate codes are also used to support property packages that include food, beverage, leisure or other elements. By associating package elements with a rate code, it is possible to build a package of entitlements for a guest staying on the rate.

- [Rate Codes Overview](#)
- [Searching Rate Codes](#)
- [Creating a New Rate Code](#)
- [Rate Code Presentation](#)
- [Pricing Schedules](#)
- [Creating New Pricing Schedule](#)
- [Rate Groups](#)
- [Rate Seasons](#)
- [Searching Rate Seasons](#)
- [Creating New Rate Seasons](#)
- [Sell, Booking, and Stay Dates](#)
- [Age Buckets](#)
- [Display Sets](#)
- [Creating and Editing Display Sets](#)
- [Configuring Posting Rhythms](#)
- [Rate Ownership](#)
- [Working with Tiered Rates](#)

Rate Codes Overview

Rate codes form the core of OPERA's yield management and reservation processes. Rate codes are used to define the various prices for each room type over a particular date range or rate season. It is possible to identify multiple rate amounts for a single rate code and a separate price per person over a seven-day period (mid-week and weekend).

Searching Rate Codes

To search for an existing Rate Code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Under Search criteria, click to search for the Property. You can select multiple properties.
 - a. If you select a Property on the Select Location screen, the selected property reflects in the Property field by default. It remains until you again change it.

- b. If you select a Hub instead of individual property, the property does not appear by default in the Properties and you can click to search and select the property from the list of properties.
3. Select an existing **Rate Code**.
4. Select a **Rate Category**.

! Important:

It is mandatory to configure Rate Category before configuring a Rate Code.

5. Enter **Sell Date**.
6. Select **Display Set**.
7. Select **Company** and then click **Search**. Use the **I Want To...** option to modify or update Configure Export Mapping.

Fields	Description
Property	Property to which the rate code applies. You can enter or search for the Property. You can select multiple Properties. They appear as comma separated items.
Rate Code	Enter or search for the rate code. You can select multiple Rate Codes. They appear as comma separated items.
Display Set	Enter or search for a Display Set. You can select only one Display Set at a time. For More information about Display Sets, see << Cross reference to Display Set topic>>
Rate Category	Enter or Select a Rate Category. You can select multiple Rate Categories. They appear as comma separated items. For More information about Rate Category.
Company	Enter or Search for the Company for which the Rate Code applies.
Description	Enter a partial or complete rate description to filter the rate codes displayed in the search results table by rate description.
Start Sell Date	First day that the rate code is available for sale from the rate availability selling screens.
End Sell Date	Last day the rate code can be used from a rate availability selling screen.
Seq	Number assigned to the rate code to signify the order they are to be displayed in.

Creating a New Rate Code

There are some prerequisites for creating a new rate code. Unless you configure these prerequisites, rate codes cannot be configured. The prerequisites for creating a Rate Code are:

- Market Codes
- Source Codes
- Rate Categories
- Transaction Codes

- Room Types

To create a new Rate Code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. On the **Rate Codes** screen, on the vertical ellipsis click **New**.
3. On the **Rate Code Definition** screen, enter the required information into the fields. The fields with * are required.
4. After you add a description, click **Manage Translations** link, Manage Translations window opens.
 - a. Select **Language** for which the translation is required.
 - b. Add the text that needs to be translated in the Translation field.
5. In the **Financial Details** section, enter the required information into the fields. Select an applicable check box to further classify the Rate Codes.
6. In the Rate Code Type section, select **Rate Code Type** that is to be configured.

Rate Codes	Description
Standard Rate	Allows configuration of rate amounts by date range. For example, \$120 per night rate for STD room from 01-Mar-2017 to 25-Apr-2018.
Daily Rates	Allows configuration of rate amounts by day. It allows the user to define rates for each day by room types.
Tiered Rates	Allows configuration of rate amounts by Length of Stay. For example, stay for 1 to 3 nights is \$150 per night and 4 to 7 days is \$120 per night. For more information, see << Tiered Rates >>.
Base Rate	Allows configuration of rate amounts based on another rate code. For example, Properties can consider their RACK Rate as Base Rate and configure base rates based on the Rack Rate amount (such as 10% less on the rack rate). This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage.
Dynamic Base Rate	Dynamic Base Rates functionality automatically calculates and displays dependent rate and their amounts during the availability search.
Advanced Dynamic Base Rate	The Advanced Dynamic Base Rate allows you to create a rate based on another rate (a base rate) or based on both a base rate and a BAR Based rate. This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage. It offers the ability to compare Rate Details with other Base Rate amounts.
Best Available Rate (BAR)	Allows configuration of rate codes that are selected for Best Available Rate comparison. There are 3 types of BAR rates that can be set up in OPERA: <ul style="list-style-type: none"> • Best Available Rates by Day • Best Available Rates by LOS • Best BAR by Day

7. In the Rate Code Overview section, you can edit the **Rate Code Details, Profile Details**. From the **View** drop-down list, select your view or click **Customize View** to customize the view.
8. Click **I Want To...** to modify or update Manage Sell Messages, Deposit Rule Schedules, Cancel Penalty Schedules, and Publish Rates.

9. In the Rate Code Definition section, you can view the configured rate code definitions. Click the vertical ellipses to edit the Rate Code Definition.
10. In the Rate Code Packages section, select and attach the Rate Code Packages. Click the vertical ellipses and then click **New** to create new Package Codes and Package Groups.
11. In the Rate Controls and Distribution section, enter the required information in the fields. The fields in this section are not mandatory.
12. In the Rate Information section displays the Rate Information. Click the vertical ellipses to edit the Rate Information.
13. In the Pricing Schedules section, search for an existing schedule or click the vertical ellipses to create a new Pricing Schedule.
14. In the Manage Restrictions section, select the date when the restriction is to be applied.
15. You can use the Property Calendar to manage events or special periods that can affect rates.
16. Click **Save** to save the configuration or click **Save and Go to Presentation**.

Rate Code Presentation

Rate Code Configuration screen displays details specific to the Rate Code. The following information is available:

- Rate Code Overview
- Rate Code Definition
- Rate Code Packages
- Rate Controls and Distribution
- Rate Information
- Pricing Schedules
- Restrictions
- Rate Code Types
- Negotiated Profiles
- Financial and Routing

Pricing Schedules

Pricing Schedules allow the user to define different rate records for one or more room types for different date ranges.

All the pricing schedules for the selected rate code appear on the Pricing Schedules screen. The information includes the date range for which the schedule is valid, rate amounts for multiple persons, and market and source code defaults. In addition, you can see whether the schedule is valid only for certain room types and whether additional package elements have been added for the pricing schedule date range.

Creating New Pricing Schedule

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. On the **Rate Codes** screen, click **Search**. In the search results table, select a Rate Code and in the Actions column, click **Edit**.
3. On the Rate Code Configuration screen, in the Rate Code Overview section, click **Pricing Schedules**.
4. On the Pricing Schedules panel, click **Search** to search for the existing Pricing Schedules.
5. Click the vertical ellipsis and then click **New** to enter all the mandatory information.
6. If applicable, on the Packages section, click **Search** to search for an existing Package Code. Select a **Package Code** from the search table option and click **Attach** to add a Package Code. Repeat the steps to attach a Package Group.

If you delete a pricing schedule, a reservation is still reserved using the rate code-room type combination defined in the pricing schedule, the room type and rate code remains on the reservation detail. This rate code, room type, and rate amount combination is honored, as when it was booked and the combination was offered.

The following fields can be used independently of each other or used together to define the occupant threshold.

Table 12-3 Manage Pricing Schedule fields and its description

Field	Description
Dates	<p>Season Code Season codes are used to define a starting date and ending date for the highlighted pricing schedule. The pricing schedule can only be sold if the arrival and departure dates of a guest's reservation fall within that time frame. If a season is entered, the Start and End Date fields automatically fill with the defined season's begin and end date. If the Season field is not used in a new pricing schedule, you will have the ability to change both the start and end dates.</p> <p>Start Date Required field. The begin date that the pricing schedule is available. You can change dates for the pricing schedules, provided they do not overlap with another pricing schedule set with any of the same room types. If previously selecting a season code, the Start Date will have already populated for you.</p> <p>End Date Required field. The ending date that the highlighted pricing schedule is no longer available. If a season code has been entered, the End Date field will have already populated for you.</p> <p>Days of the Week check boxes Days of the week for which the specified pricing schedule may be sold. Mark the applicable days for each pricing schedule for the dates defined. The check boxes automatically default with each day marked for convenience.</p>
Amounts	The Amounts section is for defining the rate amounts for room types based on the number of adults and/or children occupying the room.
Adults	1 Adult - 5 Adults. Flat or added rate amounts for 1- 5 adults for the highlighted pricing schedule. You can add to the pricing schedule amounts, change, or delete the pricing schedule amounts at any time.

Table 12-3 (Cont.) Manage Pricing Schedule fields and its description

Field	Description
Children in Own Room in cases	<p>OPERA supports rates for children who are staying in a room with an adult or who are staying in a room alone without an adult. In cases where children are staying in a room with an adult, the Extra Child rate is used to determine the amount added to the adult rate.</p> <ul style="list-style-type: none"> • Children on Own: These rates are for children occupying the room without an adult. • Extra Child: When there are children staying in the room with an adult, the rate for each child is determined by the child's age. The Extra Child rate is also used for children staying in their own room if no applicable "unaccompanied child" rates have been specified. For example, if 4 children are staying in their own room and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for 1 Extra Child.
Attributes	<p>The Attributes section assists the user in noting additional information for the pricing schedule.</p> <p>Market Code. Although a market code may have been defined in the Rate Code Definition, the user may have a situation where a different market code is required for a specified period of time. Enter the market code associated with the pricing schedule for the rate code. If a market code is defined on the rate code definition and on the rate schedule, the market code specified on the rate schedule will override the rate code definition market code when auto-populating a reservation.</p> <p>Source Code Source code associated with the pricing schedule for the rate code. If a source code is defined on the rate code definition, the source code on the pricing schedule will override it.</p> <p>Room Types Select the room types that are to be available for the pricing schedule set. The attached room types available for each pricing schedule displayed are automatically populated in this field once selected. You can add a new room type, provided that this room type does not yet have pricing schedules within the specified date range. You can also delete a room type from an existing pricing schedules. The room types available for a pricing schedules are the room types specified on the rate code definition.</p> <p>Packages The Packages field is where package elements can be added or deleted to the active pricing schedules. If package elements have already been assigned to the rate code and then another package element has been added to the rate code's pricing schedules set, the room rate would then include the two package elements, provided the reservation stay dates fell into the date range for that pricing schedule set.</p> <p>The packages visible are those packages for which a package start and end date that encompass the currently highlighted pricing schedule for the rate code.</p> <p>For same day or next day packages, you will not be able to delete a package that is currently being used by an inhouse reservation from the Pricing Schedule panel.</p>

Rate Groups

The Rate Group functionality allows a property to group several different rate codes together and the best of those rates will be displayed in the Look to Book Sales screen. This is an application parameter and will be displayed only when Best Available Rate (Function) = Y and Best Available Rate Type (Setting) = Best Bar By Day.

Rate Seasons

OPERA allows rate seasons to be defined for a range of dates. For example, Summer rate code from June 1st to September 1st is to identify the peak season where the property charges higher rates. The rate season can then be used to configure the valid dates when setting up pricing schedules. You can select a rate season to automatically populate the dates rather than individually configuring date ranges for a particular rate code. Often a property or chain defines seasons to correspond to their occupancy trends. Dates for rate seasons cannot overlap each other. Rate Season functionality can be enabled via OPERA Controls, Rate Management.

Searching Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Rate Seasons appear in the table below.
4. Click **Reset** to reset the selected property.

Note:

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**. On the Rate Seasons screen, when you click search after filling in all the required details, a table appears with the following options:

Option	Description
Season Code	Rate season code.
Description	Rate season code description.
Begin Date	Begin date for the rate season.
End Date	End date for the rate season.
Rate Codes	This is an optional field. You have the option to search for a rate code when you create a new Rate Season.

Editing Rate Seasons

To edit a Rate Seasons:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. On the Search results table, click the vertical ellipsis and select **Edit** and **Delete** to delete rate seasons.
3. Enter or modify the information in mandatory fields and click **Save**.
The changes for the modified Rate Season appear in the table.

Creating New Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. Click the vertical ellipsis and then click **New**.
3. Enter required information in the mandatory fields.
4. Click **Save**.
The created Rate Season appears in the table on the Rate Seasons screen.

Copying a Rate Seasons Template

Copying duplicates the defined records to a single or multiple properties at one time, eliminating the need for repetitive typing when creating rate seasons for similar periods.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. On the Rate Seasons screen, on the vertical ellipsis, click **Copy** to copy the details of selected property.
Clicking copy allows you to copy rate season from a source property to one or many target properties. This option is mostly used at the Hub level login.
3. On the Copy Rate Season Template(s) screen, search for a Rate Season that you want to copy for the selected property and click **Save**.
4. On the Review and Copy Codes screen, click **Copy and Continue**.
5. In the Confirmation screen, check the status. For example, if the copied template is duplicated, the status is Not Processed. You can try copying another combination of Rate Season and Property.
6. If the template is processed, click **Print**.

Sell, Booking, and Stay Dates

Sell, Booking, and Stay dates for a component can be defined as follows:

- **Begin Sell Date:** Begin Sell Date for the first date the rate is available to sell reservations.
- **End Sell Date:** End Sell Date for the last date the rate is available to sell reservations.
- **Booking Start Date:** First date that bookings may be accepted for a promotion.
- **Booking End Date:** Final date that bookings may be accepted for a promotion.
- **Stay Start Date:** Reservation arrival date may be no earlier than this date.

- Stay End Date: Reservation departure date may be no later than this date.

Begin and End Sell Dates

Begin and End Sell dates can further be elaborated using following examples:

- When configuring Rate Codes:

The Rate Code Definition panel defines the sell dates for the rate code. This is the period that the reservation can be created using this rate. The Rate Detail then defines the actual price per room type for specific date ranges or seasons. As an example, the sell date for a rate code may be January 1- June 30 with its defined rate details being January 1 through December 30. This means the rate can be sold up until June 30th, however the guests can stay thru the end of December. This rate would then not be available for agents to sell or quote from July 1st.

- When configuring Packages:

Defining a Sell Date Range on the Manage Package Group panel enables a property to define a selling season for a package.

For example, when configuring a rate management component, such as Packages, Begin Sell Date is available when the Rate Management - Package Pricing and Availability Attributes OPERA controls is Active in the OPERA Controls. Package Pricing and Availability Attributes OPERA Controls when Active has ability to specify begin and end sell dates on a package. It also provides ability to specify min/max nights and min/max persons for each date range on a package.

When the Rate Management - Package Pricing and Availability Attributes OPERA controls is Active and the Sell Separate check box is not selected on the Manage Package Group panel, a Begin and End Sell Date Range can be defined on the Manage Package Group.

Following are some scenarios and how the Begin and End Sell Dates will be applied / checked against.

- Creating a New Reservation:

OPERA will refer to the booking date, that is the Business Date. Business Date to be between the Begin / End Sell Dates

- Refresh Rate on an Active Reservation (non-reinstated):

OPERA will refer to the original booking date.

Original Business Date to be between the Begin / End Sell Dates. Following example explains this:

If the business date is 11/06/18

- * Then, Package Begin and End Sell Dates = 11/06/18 to 12/06/18
- * Attached the package to a rate code SLDTRTCD for 200.00
- * Created a reservation for 12/08/18 for 3 nights using this rate code on current business date i.e.; now the booking date is 11/06/18.
- * Roll the business date to 12/07/18
- * Change the rate amount for SLDTRTCD 250.00
- * Now created a new reservation on this date, the package cannot be sold as the End Sell Dates has passed. The rate will be 250.00

- * Edit the 1st reservation, the package is already attached, Refresh Rate, the package should remain since the original Booking date was 11/06/18 and is still between Begin / End Sell Dates.
- Refresh rate on an Active Reservation (Reinstated after Cancellation / No Show):

OPERA will refer to the last reinstate date. Last Reinstatement Date to be between the Begin / End Sell Dates. Following example explains this:
If the business date is 12/06/18

 - * Package begin and end sell dates = 11/05/18 to 12/06/18
 - * Attached the package to a rate code SLDTRTCD for 225.00
 - * Created a reservation for 12/10/18 for 3 nights using this rate code on current business date i.e.; now the original booking date is 12/06/18.
 - * Roll the business date to 12/07/18
 - * Cancel the reservation
 - * Roll another business date to 12/08/18
 - * Change the rate amount for SLDTRTCD to 250.00
 - * Retrieve this canceled reservation
 - * Reinstatement on 12/08/18
 - * Refresh Rate or change the reservation criteria such the rate will refresh
 - * The rate amount of 250.00 will be taken and package will not be present since the current business date i.e.; the reinstatement date is NOT between the Package
 - * Begin and End sell dates of 11/05/18 to 12/06/18

Booking Start and End Date

This functionality is available for reservation promotion codes. When you configure Promotion Codes, it is mandatory to define the booking start and end dates to determine the time frame this promotion code is active.

Stay Start and End Dates

Rate availability can be used, for example, to set a minimum advance booking requirement for stays that include certain dates, to specify a minimum number of days a guest must stay in order to be eligible for a specific rate code and room type on high demand dates, to prohibit arrivals or departures on given dates, and so on. When you set a rate restriction, for example, room type DLX is Closed for Arrival from 04-23-18 to 05-23-18), it remains in effect for the period determined by the Begin Date and End Date. You can however, cancel or reverse the restriction by setting the opposite restriction type. For example, room type DLX is Open for Arrival from 04-23-18 to 05-23-18. The various restriction types can be based on individual rate codes, rate categories, room classes, and room types; depending on expected or current demand levels.

When working in the Rate Availability screen, you can select a date cell where restrictions apply and click to display a pop-up showing restrictions for the currently selected date. In Cloud, this is possible via Property Availability. There will be a red icon display against the 'Restrictions'. Clicking on this icon will open Manage Restrictions popup displays restrictions applicable for each day (default search results

for business date). Also, if you go to Manage Restrictions screen (OPERA Cloud > Inventory > Manage Restrictions), the restriction applicable for each day will be listed under respective date column.

By selecting the appropriate application setting, you can decide which rate restriction options will apply at the property.

Age Buckets

Child Rates By Defined Buckets function lets you set separate rates based on the number of children when the children are staying in the room without an adult. Rates can be set for one child, two children, three children, and four children. When the number of children staying in a room with or without an adult is greater than the number for which separate rates have been specified, an Extra Child rate is applied.

The handling of children rates depends on whether the Rate Management - Child Rates By Defined Buckets OPERA controls is set to Active or Inactive. If the Rate Management - Child Rates By Defined Buckets OPERA controls is set to inactive, the extra child rate is used.

When there are children staying in the room with an adult, the rate for each child is determined by the child's age.

The child age buckets are also used when there are children staying in the room without an adult and the number of children is greater than the number for which "Children on Own" rates are specified. In this case that the rate for any extra children is determined by the age bucket to which the youngest child in the entire group belongs. For example, if four children, ages 3, 4, 7, and 11 years are staying in their own room, and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for one child 0-5 years, because the youngest child is 3.

Excluding Child Age Buckets from Threshold Calculations

When the Rate Management > Occupant Threshold Pricing Method - Child Rates By Defined Buckets OPERA controls are set to Active, child age buckets can be excluded from the occupant threshold calculations. Selecting the Exclude check box next to a child age bucket excludes the bucket from being used to determine if a threshold has been excluded.

Following are some examples on how this functionality works:

Example 1

- Reservation Guests: 2 Adults, 3 Children - 1 in each bucket
- Pricing Schedule Value: 1 child free per every 3 children booked per room
- Charges Result: 2 Adults and 2 Children will be charged for the stay, but the child in Rate Bucket 1 will not be charged

Example 2

- Reservation Guests: 2 Adults, 8 Children - 1 in Rate Bucket 1, 1 in Rate Bucket 2, 6 in Rate Bucket 3
- Pricing Schedule Value: 1 child free per every 4 children booked per room
- Charges Result: 2 Adults and 6 Children will be charged for the stay, but 1 child in Rate Bucket 1 and 1 child in Rate Bucket 2 will not be charged.

Display Sets

Display configuration is used while listing the available rates in shopping results. While creating the rate codes, users can tag a display set. Available Rates will be grouped under the tagged display set in Look To Book (LTB) Results screen.

While creating a Rate Code, when the rate code filter (display set) is selected, only the rates that you have grouped within the display set rate code grouping are shown. If no display set is tagged for one or more rate codes, those rates will be grouped and displayed under the **No Display Set** in Look To Book.

Creating and Editing Display Sets

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Display Sets**.

On the Search screen:

2. Enter or select a **Code**. You can select multiple codes using the search icon.
3. Enter a **Description** for the code and click **Search**.
4. The details appear in the table with the Code, Description, and Sequence.
5. Click **Edit**, to edit the Display Set code. When you select the Edit button to edit an existing Display Set code, the Code field is read-only.

To create a new display set code:

6. On Manage Display screen, click the vertical ellipsis and then click **New**.
7. Select the required fields. Select **Inactive** check box. The Inactive check box allows you to make the Display Set inactive.
8. Enter a number for the sequence you would like this display set to appear in the Display.
9. Click **Cancel** or **Save** or **Save and Continue**.

Configuring Posting Rhythms

The posting rhythm feature is not intended for use with daily rates.

Posting Rhythm and Dependent Rates

The Posting Rhythm field defaults to the Base Rate configuration, when you configure a Dynamic Base Rate or an Advanced Dynamic Base Rate on the Rate Code Configuration screen. You can configure the Posting Rhythm functionality from **Rate Code Configuration > Financial > Posting Rhythms**.

1. On the Rate Code Configuration screen, in the Financial panel, click vertical ellipsis and then click **Edit**.
2. Select the **Posting Rhythm** type from the Posting Rhythm drop down list.
 - a. If you select **Post Every X Nights from the Posting Rhythm** drop down list, entering a number for this specific posting rhythm will define the nights in which to post the discounted rate, giving the guest a promotional discount rate. For example, if you enter a 3 into this field, and the guest is staying for 3

nights, the room charge for the third night will post with the discounted rate on the guest folio.

- b. If you select **Do Not Post Every X Night**, you can enter a number for the specific posting rhythm which will define how many days a guest must stay before the rate amount will post as 0.00, giving the guest a promotional free night. For example, if you enter a 3 into this field, and the guest is staying for 3 nights, the room charge for the third night will post as 0.00 on the guest folio.
3. Click **Post Packages** check box.

This check box appears when you have defined a value for the Do Not Post Every XX Nights field. Select this check box if, on the "free" night, you want to post charges for packages that are included in the rate code and packages attached to the reservation.

Note:

When the check box is unchecked, the system will not post any associated packages with this posting rhythm. When this check box is checked, the system will post any associated packages with this posting rhythm. Any associated packages will post as they currently do today it can be inclusively or exclusively.

Rate Ownership

Rate Ownership Handling is most useful if an organization wants to identify rates that are managed by the property versus rates managed centrally.

The Rate Ownership Handling parameter is intended for environments where the property management and central reservations system reside in the same database. When activated, the Rate Ownership Handling parameter displays the Central and Property ownerships on the Rate Code Protection screen. Protection levels for these two rate sources can be applied using the Edit function.

Prerequisites for Rate Ownership

Property and Central ownerships are available only when the parameter for Rate Ownership is active. A rate has only one type of ownership, such as Custom or Property.

Table 12-4 Four Levels of Rate Ownership

Types	Description
Property	Property Protection applies to all rate codes that are flagged as owned by Property. The Property Protection is available for editing when the parameter for Rate Ownership Handling is active. By default, all fields are editable for users with the applicable tasks granted to their user role. When a field or jump in Property Protection is marked for Protection, users with the task of Override Property Rate Protection are able to update the selected jump or field.

Table 12-4 (Cont.) Four Levels of Rate Ownership

Types	Description
Custom	Custom Protection applies to all rate codes that are generated in OPERA and whose ownership is not set to Central or Property. The Custom Protection is available for editing and by default allows for all fields to be editable by users with the applicable tasks granted to their user role. When a field or jump in Custom Protection is marked for protection, only users with the task for Override Custom Rate Protection are able to update the configuration for the selected field or jump.
Central	Central Protection applies to all rate codes flagged as owned by Central. The Central Protection is available for editing when the parameter for Rate Ownership Handling is active. By default, all fields are editable for users with the applicable tasks granted to their user role. When a field or jump in Central Protection is marked for Protection, users with the task for Override Central Rate Protection are able to update the selected jump or field.
External	External Protection applies to any rate codes generated outside of OPERA. These rates codes can be created in an external Central Reservations System or Revenue Management system and then inserted in OPERA. For External Protection, all fields and jumps are flagged as protected since these rates are typically managed outside of the OPERA system. External Protection is not available for editing.

Working with Tiered Rates

Tiered Rates gives you the ability to configure and sell rates by Length of Stay or Tiers.

Configuration of tiered rates is property specific. They cannot be changed at the rate code or reporting levels. A maximum of 5 tiers can be configured and a minimum of 2 tiers is required. When the tiers are configured, the next tier set automatically defaults to the start day of +1 from the end day of the last tier. For example, if tier 1 is configured from 1–5 days. Tier 2 automatically starts from day 6 by default and you cannot edit it unless the first tier end date is altered.

Rate Code Configuration using Tiered Rates

To create a tiered rate code, you must check the Tiered Rates check box on the Rate Code Type panel. The Tiered Rates check box will only display when the Rate Management, Rate Tiers is Active.

The configured tiers get displayed in the Pricing Schedules panel by default. For example, if 2 length of stay tiers are configured, only 2 tiers are visible in the Pricing Schedules tab. This allows you to modify the rate and add a detail to the remaining tiers at some point in the future. You can create the tier pricing schedules either by date ranges or seasons. When creating the details for tiered rates, the Market, Source and Package fields do not appear on the Pricing Schedules panel. This is to ensure that the compiling of statistics and posting of package allowances is correct and imbalances do not occur.

OPERA prevents you from changing an existing Rate from standard to tiered. Therefore, all rates that have at least one standard Pricing Schedule configured can cause the Tiered Rates check box on the Rate Code Type panel to be unavailable for selection.

The Base Rate fields (available when base rate is active for the property) are removed for a rate code that is flagged as a Tiered Rate Code. When a tiered rate is associated to a Block, OPERA uses the lowest tier for revenue forecasting.

Promotion Groups

In setting up a promotion, a promotion group (with its own promotion group code) is first created. For example, you might create a promotion group called Summer Program. Then separate promotion codes are created to tie in with the goals of each promotion group. A rate code can then be linked to the promotion code. A promotion can offer packages and amenities as well as special room rates.

- [Searching and Creating Promotion Groups](#)

Searching and Creating Promotion Groups

When you create a promotion, a promotion group with its own promotion group code is first created. For example, you might create a promotion group called Winter Special. Then separate promotion codes are created to tie in with the goals of each promotion group.

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Promotion Groups**.
2. On the Promotion Group screen, in Search panel, select a property and click **Search**.

If logged in at property level, the property field is defaulted. If logged in at the hub level, the field is blank and you need to select a property. You can select only single property at a time from the drop down list.
3. The Search results appear in the search table.
4. On the vertical ellipsis, click **New** to create a new Promotion Group.
5. Click **Copy** to copy the details. Copy option is visible when you select a property at Hub level.
6. On the Management Promotion Group screen, fill in the Required Fields and click **Save**.

The new promotion group appears in the table on the Search screen.

7. In the Search results table, click the vertical ellipsis to edit or delete the existing promotion group.

Table 12-5 Search result table

Fields	Description
Property	Property for which a promotion group is created.
Promotion Group	Alphanumeric code for the promotion group. Maximum length supported is twenty.
Description	Description of the marketing plan associated with the promotion group.
Promotion Name	Name of the promotion group.
Program Type	Type of program for which the promotion group is associated with.

Copying Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Promotion Groups**.

You can copy a Promotion Group if you are logged in at a hub level.

2. To copy a promotion group, click the vertical ellipsis, and then click **Copy**. On the Promotion Groups screen, fill in the Required Fields. Required fields are marked with an *.
3. On the Copy Promotion Groups screen, select **Source Property, Promotion Group**, and **Target Property** and click **Save**.

The selected Promotion Code and Target Property appear in the Review and Copy Codes panel.

4. Click **Copy and Continue**.
5. On the Confirmation panel, Status shows Complete and Status message as Copy Template Group(s) was successful.

Promotion Codes

Promotion Codes are used to configure, identify, and track promotional opportunities.

- [Searching and Creating Promotion Codes](#)

Searching and Creating Promotion Codes

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Promotion Codes**.

2. On the Promotion Codes screen, select a **Property** and click **Search**. The search table with existing search results for promotion codes appears.

If logged in at property level, the property field is defaulted. If logged in at the hub level, the field is blank and you need to select a property.

3. To create a new promotion code, on the vertical ellipsis, click **New**. On the Promotion Codes screen, fill in the Required Fields. Required fields are marked with an *.
4. Click **Copy** to copy the details to the template.
5. Select the **Upgrade Allowed** check box if the room is eligible for a room upgrade.
6. Select **Update Outside Booking Dates** check box to edit a reservation with this promotion code after the booking date has passed.
7. In the **Attached Rate Codes** panel, click **New** and list of available Rate Codes appear. Select a rate code that needs to be attached to the respective promotion code and click Save or Save and Continue.

You can use this feature to make specific rates available when a promotion code is attached to the reservation.

8. Click **Template** to create a generic template form.

You can create codes on a generic template and then have the option of copying the codes to a single, multiple, or all properties attached to the HUB location. This generic template simplifies the repetitiveness and time spent on initial property data entry.

9. In the search results table, click on the vertical ellipsis to edit or delete the existing promotion codes.

Fields	Description
Property	Property for which a promotion code is created. This field is visible when you log in at a hub level.
Code	An alphanumeric code for the promotion. This code cannot be changed once the promotion code is saved.
Group	The promotion group that the promotion code belongs to.
Description	Enter the description of the promotion.
Booking Start Date	Define the selling start date to determine the time frame this promotion code is active.
Booking End Date	Define the selling end date to determine the time frame this promotion code is active.
Stay Start Date	Enter the arrival date.
Stay End Date	Enter the departure date.
Check-in Time	Enter the check-in time.
Check-out Time	Enter the check-out time.
Upgrade Allowed	Select this check box if the promotion is eligible for a room upgrade.
Update Outside Booking Dates	Select this check box to edit a reservation with this promotion code after the booking date has passed.
Category	Enter a category for the highlighted promotion code. You may enter any information, such as the membership program or level. This field is informational only and the system does not perform any validation.
Description	Enter the description of the promotion.
Instructions	Enter one line of information. This information is displayed only when the promotion code is viewed.
Information	This is the extra information that further describes the promotion code.

Copying Promotion Codes

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Promotion Codes**.
2. To copy a promotion code, click the vertical ellipsis, and then click **Copy**. On the Promotion Codes screen, fill in the Required Fields. Required fields are marked with an *.

To copy a promotion code and associate it with a property, select the Template option button. The Template - Copy Promotion Codes screen appears.

3. In the Configure Parameter panel, select **Promotion Code** and **Target Property** and click **Save**.

The selected Promotion Code and Target Property appear in the Review and Copy Codes panel.

4. Click **Copy and Continue**.

5. On the Confirmation panel, Status shows Complete and Status message as Copy Template Code(s) was successful.

Hurdle Rates

Yield Management Software represents the yield company that calculates the actual hurdle rates which OPERA compares against. The yield management software receives messages from OPERA in XML format and evaluates the changes that have been made in OPERA. Based on these changes as well as historical fields, the yield management software determines hurdle rates and changes, which are to be sent through XML messages. OPERA then uses these hurdle rates to determine rate code/room type availability at the time of making a reservation.

Hurdle Rates represents the monetary hurdle value calculated by the yield management software after considering information extracted from OPERA's tables. This is the value that must be reached for OPERA to display a rate code/room type on the rate grid. Hurdle rates are sometimes referred to as bid prices or opportunity costs. All values will be in the base currency.

- [Searching Hurdle Rates](#)
- [Adding Hurdle Rate](#)

Searching Hurdle Rates

To search Hurdle Rates:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Hurdle Rates appear in the table below.

Option	Description
Property	Property to see hurdle rates.
Hurdle Date	Date to find hurdle rates.
Room Type	Select the room type for this hurdle rate.

Editing Hurdle Rates

To edit the Hurdle Rates:

1. In the Search results table, click the vertical ellipsis and select **Edit**.
2. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Hurdle Rates appear in the table.

Adding Hurdle Rate

Before any consideration is made concerning hurdle rates OPERA first checks its own rate availability controls to determine whether the rate code is open or closed and are visible on the rate availability table. OPERA completes the following checks to determine whether or not a rate code is available:

- The Rate Code Start and End Sell dates are valid.
- At least one room type is available for this rate code.
- During a Look To Book, OPERA checks if the proposed reservation falls within the boundaries of these two fields, Max Rooms Sold and Actual Rooms Sold.
- OPERA's normal rate availability status still applies and therefore the dates must at least be open.

To add a Hurdle Rate:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. Click the vertical ellipsis and then click **New**.
3. Enter required information and click **Save**.

Fields	Description
Property	Property for which hurdle rate needs to be added.
Hurdle Date	Date when this hurdle rate is effective.
Room Type	Select and choose the room type for this hurdle rate.
Delta	Represents a monetary value, which is added to the hurdle rate for each additional room sold up to the ceiling. If the hurdle rate is set at \$80.00 and the delta is \$1.00, for the first room sold the rate value needs to be \$80.00 or more. For the second room the rate value needs to be \$81.00, for the third \$82.00 and more up to the Ceiling at which time no additional delta values are added.
Ceiling	Enter the number of rooms to be sold to which the delta value should be added. For example: <ul style="list-style-type: none"> • Hurdle is \$90.00 • Delta is \$5.00 • Ceiling is 3 <ul style="list-style-type: none"> – The first reservation must achieve the hurdle value of \$90.00. – The second reservation must achieve the hurdle value of \$95.00. – The third reservation must achieve the hurdle value of \$100.00. – The fourth reservation must achieve the hurdle value of \$105.00. <p>All subsequent reservations must achieve the hurdle value of \$105.00 until maxsold is reached, at which point the date is restricted.</p>
Max Rooms Sold	Enter the maximum number of rooms to be sold in the room types linked to the yield category.
Actual Rooms Sold	Enter the actual number of rooms to be sold in the room types linked to the yield category.

Yield Management

OPERA provides a hurdle interface for third-party external yield management companies to allow population of Hurdle, Overbooking and Restriction tables. Only one Yield license is permitted to be active. OPERA provides license codes for several yield integration systems.

- [Yield Adjustment Codes](#)
- [Yield Categories](#)

- [Yield Market Types](#)

Yield Adjustment Codes

Yield Adjustment Codes enable you to configure the yield adjustments that can be applied to a rate before it is compared to a hurdle rate when determining rate availability.

Searching and Editing Yield Adjustment Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. Select **Property**, if you are logging in at a HUB level.
3. Select **Type** from the list of values. Valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.
4. Select **Code** and click **Search**. The search results appear in the search table.
5. In the Search results table, click the vertical ellipsis and select **Edit**.
6. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Yield Adjustment Codes appear in the table.

Creating Yield Adjustment Codes

To create new Yield Adjustment Codes:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. On the Yield Adjustment Codes screen, click the vertical ellipse and then click **New**.
3. On the Manage Yield Adjustment Codes screen, select Property, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.
4. Enter a **Code**, name up to 10 characters.
5. Enter a **Description** for the code up to 25 characters.
6. Select **Type** from the list of values. Valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.
7. Enter **Amount** that is being used for the Yield Adjustment. The amount field displays currency in the search table that is being used for the Yield Adjustment.
8. Click **Save** or **Save and Continue**.

Yield Categories

Yield categories are groupings of like or similar rooms that are presented to customers in OPERA based on either the target market or pricing structure at the property. All room types for the property are automatically assigned to the default yield category Standard. These room types can be left in the default Standard yield category, or you can create new categories to better manage your property's demand and pricing. Along with yield categories, hurdle steps will have to be configured to define the exact hurdle amounts (price slices) that will be forecasted for all yieldable room types in a property.

Searching and Editing Yield Categories

To search the Yield Categories:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. Select **Property**, if you are logging in at a HUB level.
3. Select **Category**. This is the Yield Category.
4. In the search results table, click the vertical ellipsis and select **Edit**.
5. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Yield Categories appear in the table.

Creating Yield Categories

To create new New Yield Category:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. On the Yield Categories screen, click the vertical ellipse and then click **New**.
3. Select **Property**, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.
4. Enter **Yield Category**. Allows entry of three characters.
5. Enter **Description**. Allows entry of 25 characters.
6. Click **Save** or **Save and Continue**.

Yield Market Types

Yield Market Types can be used to implement a system of multiple hurdles. When a hurdle rate is sent to OPERA, the yield market types feature allows a different yield market type to be associated with each hurdle rate set for the given date. One yield market type might, for example, be called Entitlement, and it might be assigned to a hurdle rate that is lower (say 195) than a second hurdle rate (200) configured with a yield market type called Non- entitlement.

Searching and Editing Yield Market Types

To search for the Yield Market Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Types**.
2. Select **Property**, if you are logging in at a HUB level.
3. Select **Code** and click **Search**.
4. In the Search results table, click the vertical ellipsis and select **Edit**.
5. Enter or modify the information in mandatory fields and click **Save**.

Creating Yield Market Types

To create new Yield Market Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Types**.
2. On the Yield Market Types screen, click the vertical ellipse and then click **New**.
3. On the Manage Yield Market Types screen, select **Property**, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.
4. Enter a **Code**.
5. Enter a **Description**.
6. Click **Save** or **Save and Continue**.

Rate Strategies

A rate should be open on a given day or days, these decisions are made daily by the front office managers. A rate strategy determines whether or not a rate should be open on a given day or days and automates and simplifies this procedure. By keeping track of the number of bookings made for a particular room type, rate code and rate category during a given period of time, OPERA can change the status of the room type, rate code or category with the parameters correctly set. As the demand for rooms increases or decreases, there should be rate strategies for both conditions; for example, if occupancy reaches a certain level and if it drops below a certain level.

A property should either use the Rate Strategy functionality to control the property availability or use the Rate Availability functionality. The two functions should not be used in conjunction with one another because the hierarchy of the availability check places rate strategies above restrictions set in Rate Availability. This means that a Rate Strategy will always override a restriction set in Rate Availability.

Examples

- Set a basic rate strategy where the restriction dates fall within the control dates. On July 4 a property is expecting to sell out. The property wants to make sure that if overall occupancy reaches 65%, all rate codes in the discount rate category should be automatically closed. The strategy will then be executed when the occupancy for July 4 reaches 65%. OPERA does not show any discounted rates in the Look To Book grid. As the property would have also set a counter condition, when occupancy falls below 65% the discount rate category would be reopened automatically.
- Set a rate strategy for sell limits for an employee discount rate. The property could set a rate strategy for an entire year that on any given date, only 5 employee discount rates may be given. They would set When Times Sold Reaches 5 and Close the employee discount rate, and set a counter condition of When Times Sold is Less than 5 and Open the employee discount rate.
- [Searching and Editing Rate Strategies](#)
- [Creating Rate Strategy](#)

Searching and Editing Rate Strategies

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.

2. On the Rate Strategies screen, search for the property (mandatory).
3. Click **Search** and all the defined strategies are shown on the table.

Editing Rate Strategies

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. In the Search results table, click the vertical ellipsis and click **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Strategy appear in the table.

Deleting any rate strategy simply means, the restrictions are no longer set due to the strategy. If an action was generated due to the strategy while it was active, these remain set. Counter strategies should be created to automatically reverse the effect of restrictions when conditions warrant. For example, "when Occupancy % > 90, close the house" strategy exists, the counter strategy would be to open the house if the Occupancy % falls below 89%.

Creating Rate Strategy

When a rate strategy is created, a counter condition should always be created to ensure that the restriction is removed if the control is no longer met. If a counter condition is not created, OPERA would never know to reopen a restriction if the number of rooms sold or occupancy falls back below the control setting.

When a rate strategy is edited or deleted, any restrictions already set by that rate strategy are not changed or removed. Once a rate strategy sets a restriction, the restriction can only be counteracted by creating a strategy that reverses it or by manually removing the restriction.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. On the Rate Strategies screen, on the vertical ellipsis, click **New**.
3. Click **Copy** to copy the details of selected property.
Clicking copy allows you to copy rate strategy from a source property to one or many target properties. This option is mostly used at the Hub level login.
4. On the Manage Rate Strategy screen, select a **Property** and **Sequence** (Mandatory fields).
5. In the Conditions panel, select a condition from the drop down list. .
6. Select **Dates to Restrict From** and **Dates to Restrict To** and **Date range when the restriction applies**
7. Select **Consider Sell Limits** and **Consider Out of Order Rooms**

Consider Sell Limits and Consider Out of Order Rooms check boxes will be available only if an entry appears in either the Rate Category field or the Rate Code field.

8. In the Restrictions panel, select the **Restriction Type** from the drop down. Select **Rate Code**, **Category**, and **Room**.

You can either select a Rate Category or Rate Code, but not both. When you select a Rate Category, then choose a Rate Code, the list of rate codes will

include only those rate codes in the rate category you have selected. Once you choose the rate code, the entry in the Rate Category field is removed.

9. In Evaluation panel, select a **By Date (Date Range when monitoring of bookings apply)** and **By number of Advanced Days (Number of days in advance of the Restriction Dates that monitoring of bookings starts)**.

Property Calendar

This functionality is activated in OPERA Controls when you select Reservations > Property Calendar.

You can use the Property Calendar to get a quick overview on all the events and day types that were defined for a certain period of time. By using the calendar, you can see at a glance a broad view of the daily status of the property. For example, you may display total arrivals and departures, availability, occupancy, events, and daily type. A maximum of 12 day type codes show even when more are configured.

You can use the Property Calendar to:

- Manage events or special periods that can affect rates, which might in turn affect your booking situation.
- Organize the order that your property's rate codes display within Look To Book. Day types can be used to increase or decrease existing rates by a certain predefined factor. Day types can also be used to control the sequence of the rates in the rate grid on a daily basis. The date range option allows you to view from one day to a range of days.
- Assist guests when making reservation stay changes, or informing guests making reservations of the local events happening during their stay.
- [Searching the Property Calendar](#)

Searching the Property Calendar

To search a property calendar:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Property Calendar**. Property Calendar can be accessed from **OPERA Cloud > Bookings > Reservation Workspace** also.
2. In Search criteria, click to search for the Property, if you are logged in at a HUB level. If you are logged in at a Property level, the property gets displayed by default.
3. Select a **Date and Day**.
4. Click the icon to search for Room Class and Room Type, and then click **Search**. Room Class is available only when Room Class OPERA controls is active.
5. Click **Reset** to go back to the previous settings.
6. In the calendar table:
 - a. Click the calendar icons to select **Day**, **Week**, **Month**, **List**. They are the calendar components that represent general application setting for Weekdays, Weekends, Events, and Day types. Directional buttons display the view that you select. For example, if you select the year view, the buttons show the previous calendar year or the next calendar year. If the view is Day then the

forward button show the user to next day calendar. If the view is Week, the forward button show the next week calendar and so on.

- b. Numbers within the dates: By default, the number shown inside each date block indicates House availability for that date and matches the Maximum Availability on the Property Availability screen. House availability is calculated as: Total Physical Rooms - Out of Order Rooms + Overbooked Rooms - Total Deduct Rooms.

For the current or future dates, click this number to display the Property Availability screen. The number of available rooms is also shown for the last 30 days. For earlier dates, however, this number might not fully reflect the actual maximum availability because it does not consider fluctuations caused by conditions such as guests extending their stays, walk-ins, or early departures. Statistical reports should be run for a more reliable picture of availability for past dates. House availability covers all room types.

- 7. On the Property Availability screen, to display availability for a specific room type or room class:
 - a. From the **Display By** drop-down list, select a **Room Type** or **Room Class**.
 - b. Click the icon to select the Room Type or Room Class and then click **Search**.
 - c. You have the option of selecting the number of days from the drop-down list to view the Availability. For example, if you select 1, you can view the availability status for 1 day. If you select 5, you can view the availability status for 5 days.
 - d. Click **View Options**. In the View Options window, you can Select or Deselect multiple options at House or Room Type Levels.
 - e. Click **OK** to save the selection.
 - f. Click **I Want To...** to create a Block, New Reservation or Walk in Reservation.
- 8. To edit the room availability:
 - a. In the House or Room Types panel, click the number that represents available number of rooms.
 - b. In the Set Available Rooms window, select a **Level**.
 - c. Enter the **Begin Date** and **End Date** and then select the number of days in a week.
 - d. Set available rooms in **Available Rooms** field and click **Save**.

Copying Accounts to Other Properties

The Account Setup screen in Manage Accounts Receivables allows you to copy accounts from one property to other properties. You must log in to a Hub to copy accounts to other properties.

- 1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
- 2. Search by property name for accounts.
- 3. Select the account number of the account you want to copy to other properties.
- 4. When the account opens in the Manage Account Receivables screen, click **Account Setup**.

5. Click **Distribute**, then select one or more properties to receive the accounts. A status message appears showing either success or failure.

Using Advanced Generates

Generates automatically calculate additional charges such as taxes on a guest's bill. Advanced Generates allow you to stop Generates from posting after a specified number of days. You might use Advanced Generates to stop posting for promotional reasons or for long stay reasons.

You can apply Advanced Generates to transaction codes, including groups and subgroups. When setting up Advanced Generates, you must select one of the following Adjustment Types:

During End of Day. This adjustment type automatically stops Generates during the End of Day process after the number of days you specify. For example, if you specify 30 days, the generate will stop on the 31st day during the End of Day process. The During End of Day option also inserts an alert at Checkout telling you an adjustment has been completed for the guest.

Prompt at Checkout. This adjustment type displays the Adjust Generates screen and a prompt providing further instructions.

No Adjustment. This adjustment type is the default option. It provides no adjustments or message prompt.

- [Applying Stop Posting Generates](#)

Applying Stop Posting Generates

You can stop posting generates after a number of days using the following steps.

1. From the Administration menu, select **Financial**.
2. Select **Transaction Management** and then select **Transaction Codes**.
3. Search and select a transaction code.
4. On your selected transaction code, click the more options icon and select **View**.
5. Scroll to the Generates panel.
6. Select a **Generates Code** and then click the more options icon.
7. Select **Edit**.
8. Scroll to Advance Generate Handling.
9. In the Do not post after (n) days field, enter the number of days allowed until generates should stop posting.
10. Select one of the following check boxes to enable the following adjustment options:

End of Day: automatically adjusts any posting with the transaction code used as the generate during the End Of Day process.

Checkout: when the Checkout or Early Departure options are selected, this prompts you to adjust any outstanding charge posted to the selected Transaction code.

No Adjustment: No adjustments will be applied automatically, and you will not receive prompts for postings in need of attention.

11. Click **Save**.

Configuring a Service Recovery Code

A service recovery code allows you to post allowances when it's associated with a transaction code. You configure service recovery codes like any other transaction code.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Click **New** and complete the following fields and check boxes and click **Save**:
 - **Transaction Type.** Transaction types are used to cluster similar transaction codes. Examples are: Lodging, Food and Beverage, Telephone, Minibar, Tax, Non-Revenue, Others, or blank.
 - **Code.** A number to represent the new code. You can use any number.
 - **Default Price.** The cost associated with the new code.
 - **Description.** A text description of the code for identifying charges on folios.
 - **Subgroup.** A way of grouping transaction codes for reporting purposes. Selecting a subgroup automatically populates the Group field. Transaction codes that belong to the same subgroup are grouped together for the same date on the Billing screen and Folio Styles.
 - **Minimum Amount.** Minimum amount allowed under the new code.
 - **Maximum Amount.** Maximum amount allowed over the new code.
 - **Revenue Group.** Assigns the adjustment to the Revenue Group defined for adjustments.
 - **Paidout.** Identifies the code as a paidout.
 - **Include in Deposit/CXL Rule.** Applies the adjustment to deposit/cancellation rules that are defined for the reservation.
 - **Membership.** Includes membership points.
 - **Generates Inclusive.** Generates additional amounts (such as taxes) associated with the adjustment on the receipt or report.
 - **Check No Mandatory.** Forces entry of the check number if the guest pays by check.
 - **Manual Posting.** Enables manual posting of the adjustment.
 - **Print Receipt.** Prints a receipt of the Service Recovery adjustment for signature.

Managing Transaction Diversions

Transaction diversion is a process whereby postings against selected transaction codes can be automatically diverted to a pseudo room based on the membership type

and level, or the VIP level associated with the reservation. Transaction diversion rules determine the conditions under which the posting will be diverted. For example, a transaction diversion rule could state that charges for Internet access are to be diverted to pseudo room 9020 for reservations that have a Platinum level Priority Club membership attached. Transaction diversion rules apply at the property level and are not applied to individual reservations.

You should be aware:

- The transaction diversion rule is validated only on the initial posting of the transaction, not upon transfer / adjust / split / refresh / routing, etc.
- When transaction diversion applies to a reservation, transaction diversion rules will be applied to postings before routing.
- When generates (such as taxes) apply to a charge made to a reservation, and that charge is covered by transaction diversion, the generates will be diverted to the applicable pseudo room along with the charge to the main transaction code.
- Transaction codes will display only revenue transaction codes excluding tax, package wrapper, package profit/loss and internal transaction codes. Routing codes will not be displayed here for selection.
- It is not recommended that transaction codes that are defined for package elements be selected for transaction diversion rules. Nevertheless, if these transaction codes are included in a transaction diversion rule, and the package charge is posted to a reservation, the complete package charge is posted directly to the guest room. If you post a charge directly against the same transaction code, the posting will be diverted. However, where a package allowance applies to the package that includes the element having the diverted transaction code, no consumption against the allowance is recorded.
- If for some reason the target pseudo room defined for a transaction diversion rule is not checked in at the time a qualifying posting is made, the posting will follow the normal process and be charged to the guest room. The Reference field on the Transaction Details screen will include a notation similar to the following: "Attempted trans. diversion (room number) not checked in." This notation will also appear on the guest's folio next to the charge that has been posted to the guest's room. If you prefer that the notation not appear on the folio, place the Reference notation inside square brackets. For example: [Attempted trans. diversion #9002 not checked in.]
- A charge that has already been automatically diverted to a pseudo room can be transferred back to the guest room or any other room using normal charge transfer functionality.
- Transaction diversion does not apply to passer-by postings because there is no reservation to which a membership or VIP level can be attached.
- In the event there are routing instructions for a transaction code on the target room, the charge will be routed per normal routing functionality.
- If at any point a transaction diversion rule is changed, existing postings per that rule are not modified, but all future postings will be affected.
- All the transaction diversion rules must be a unique combination of VIP level or membership type/level, transaction code, and pseudo room.

When viewing the diverted posting on the target room's Billing screen, the Billing screen Reference field will contain details pertaining to the room number and guest name from which the charge was diverted.

If a transaction is eligible for diversion but is not diverted due to the target room not being checked in, the Reference field will contain details as such.

 **Note:**

The sequence number of the rules determines the priority of which pseudo room the charge will be diverted to in the event there is a situation where the same transaction code is attached to a membership type or level and VIP code, and the reservation has this same membership type or level and VIP code. When the posting is made, OPERA will always validate against the diversion rules starting with the rule having sequence number 1 and continue to subsequent rules; whichever rule is satisfied first, and the posting will be diverted to the defined pseudo room for that rule, provided the pseudo room is checked in. If the pseudo room is not checked in, the charge remains on the original guest folio.

In case of a POS check that could possibly contain multiple transaction codes, each of the transaction codes needs to be validated separately for transaction diversion.

If there are multiple memberships attached to the reservation (for example, a loyalty and FF membership), and there are transaction diversion rules for both membership types for the same transaction code, then when posting, OPERA looks at the rule with the lowest sequence number (that is, the highest priority) and posts to the associated Posting Master (PM) room.

To create a transaction diversion rule, follow the steps below.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. Make changes to the rules and then click **Save**.

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Booking Administration

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Configuring Block Components

Configuring Block Criteria

Following is the search and configuration criteria for Booking Types, Cancellation Reasons, Lost Reasons, Conversions, Destination Codes, Rankings, Rate Override Reasons, Refused Reasons, and Reservation Methods.

1. From the **Administration** menu, select **Booking** and then select **Block Management**.
2. Search for the **Code** and enter a **Description** and then click **Search**.
3. Select a configuration type and then click the vertical ellipses in the search table to **Edit** or **Delete** the configuration type.
4. Click on the vertical ellipses and then click **New**.
5. Enter a **Code** and **Description**. Add a **Sequence** and click **Save** or **Save and Continue**.

Configuring Block Wash Schedules

Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers.

When creating or editing wash schedules:

- Attach schedules to a block prior to the block's cutoff date.
- Configure only one detail record per wash schedule for each day prior to arrival.

- Set the Block Wash Schedule in Routine Management to Active.

To create a wash schedule:

1. From the **Administration** menu, select **Block Management** and then **Wash Schedule**.
2. Select **Property**, enter a wash code and click **Search**.
3. Click vertical ellipses and then click **New**.
4. On the Wash Schedule screen, select **Property**, enter a **Code** and a **Description**.
5. In the Schedule Details panel, click **New**.
6. Select **Days prior to arrival**. This determines when the system performs the wash. .
7. Select **Wash by %** or **Wash by number of rooms**. These determine either the percentage or number of rooms to return to house inventory.
8. Select number of rooms to wash per occupancy level or enter wash percentage, if Wash by % has been selected.
9. Click **Save**.

Block Status

All groups or blocks have a status that is attached to the block header. This status code reflects the groups' status in terms of inquiry, contract sent, contract pending, confirmed, open for pickup, canceled, etc. With each status, different options can be included, and the next available status or a status cycle can be set.

The status type of the status code determines if blocked rooms are deducted from inventory, for example, (a Definite status code) not deducted from inventory or if the blocked rooms should be returned to availability, for example, (a Cancel status code).

- [Configuring Status Codes](#)
- [Configuring Status Code Flow](#)

Configuring Status Codes

Following is the procedure to set block status codes.

1. From the **Administration** menu, select **Booking > Block Status** and then **Status Codes**.
2. On the Status Codes screen, select **Status Code** and click **Search**.
3. On the vertical ellipses, click **New**.
4. On the Manage Status Code screen, enter the **Code** that is used to define a status and enter a **Description** for the status code.
5. Enter **Sequence** that indicates the order the status code.
6. Enter a **Room Status Type** to choose a room status type to use with the status code.
7. Select the **Default Reservation Type** to be used for this status code. The reservation type and status code must have the same deduct/no deduct status.

8. Select a **Reason Type** that we create for every block reservation cancellation. This is for the return to inventory status types, to define which list of cancellation / lost / refused reasons.
9. Select a **Display Color** to associate with the status code.
10. Click the following check boxes to specify the status of:
 - Starting
: Select the check box to indicate this status code is the starting status of the status cycle.
 - Return Inventory
: Select the check box to indicate the rooms with this status code will be returned to availability.
 - Allow Pickup
: Select the check box to indicate the rooms will be allowed for pickup.
 - Show in Diary
: Select this check box to show within the Sales and Catering function diary.
 - Lead Status
: Select the check box to indicate that this status is to be the default status for all new leads. Only one status can be designated as the lead starting status. This status type must be either inquiry or non-deduct.
 - Log Catering Changes
: Select this check box to track the event log changes when this status is reached.
11. Click **Save**.

Configuring Status Code Flow

The status flow is where the progression of how the status codes are cycled is set up.

1. From the **Administration** menu, select **Booking > Block Status** and then **Status Code Flow**.
2. On the Status Code Flow screen, select a **Status Code** and click **Search**.
3. In the Search table, click the vertical ellipses and then click **Edit**.
4. On the Manage Status Code Flow screen, in the **INQ Inquiry** panel, select the check box for **Next Available Status Codes**, click the progression arrow and move the selected statuses to **Selected Next Status Codes**.
5. Click **Save**.

Note:

Only status codes that are of a higher sequence than the current status code can be selected as follow-on.

Configuring Reservation Components

The reservation components you can configure include things such as guest messages, reservation alerts, and deposit rules.

- [Configure Guest Messages](#)
- [Room Move Reasons](#)
- [Waitlist Codes](#)

Configure Guest Messages

You can create guest messages for repeated use on any guest reservation. You can also create messages intended only for a specific guest.

- Use **Reservation Management** in the Administration Booking menu to create generic messages for any guests.
- Use the **Guest Messages** option in the **Reservations Workspace** from the OPERA Cloud Bookings menu to create messages unique to one specific guest.

You can deliver messages to guests on paper or as text messages. The system stores an unlimited number of messages. They remain stored until manually deleted or until running End of Day within 30 days after the guest checks out.

Room Move Reasons

Path: From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Room Move Reasons**

Rules: You can enter up to 8 letters and/or numbers when setting up new Room Move Reason.

Prerequisites: You must have access to the following Booking Admin - Reservation Management - Room Move Reasons - New /Edit Room Move Reasons and Booking Admin - Reservation Management - Room Move Reasons - Delete Room Move Reasons

Room move reasons are used when moving a guest from one room in a property to another room in the same property after the reservation has been checked in.

To add new room move reason codes:

1. Click **New**
2. Enter the **Code** and a **Description** of the code. Enter a sequence number by entering it in the field, or using the plus and minus buttons.
3. Click **Save** to save and exit, or **Save and Continue** to save and add another new room move reason code.

Waitlist Codes

Path: From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Codes**

Rules: Maximum of 8 characters are allowed.

Prerequisites: The Reservations Waitlist function must be active.

OPERA provides the ability to add bookings to a waitlist if the requested reservation cannot be confirmed.

To add new waitlist codes:

1. Click **New**
2. Enter the **Code** and a **Description** of the code. Enter a sequence number by entering it in the field, or using the plus and minus buttons.
3. Click **Save** to save and exit, or **Save and Continue** to save and add another new waitlist code.

Creating Reservation Deposit Rules

Deposit Rules provide a way to manage the advance deposits guests make prior to their stays. They specify deposit amounts or percentages and when deposits must be paid.

Use a Deposit Rule template when creating Deposit Rules. While creating the new Deposit Rule, you can edit the description, sequence, amount, type, and due dates.

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.
2. Click the vertical ellipses and click **New**.
3. Enter or select the property.
4. In the **Deposit Rule** field, enter characters or numbers to identify the new rule.
5. Enter a text description of the rule.
6. Select a deposit type from the **Type** drop-down list.
7. Enter a deposit amount based on the deposit type.
8. Enter a number of days in the **Before Arrival** and/or **After Booking** fields. This indicates when the deposit is due.
9. Add a **Sequence**.
10. Click **Save** to save and exit, or **Save and Continue** to save and add a new deposit rule.

Configuring Reservation Alerts

Reservation alerts provide information that appears on reservations during check in, check out, or any time you open the reservation of an in-house guest.

You can create alert templates and add them to your property as needed. You can edit the descriptions while adding the template to the property, or you can edit it later by selecting **Edit**.

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. To add a new alert code:
 - a. Click the vertical ellipses and then select **New**.
 - b. Enter a property, a code, and a description.
 - c. Click **Save**.
3. To edit an existing code:
 - a. Search for a property, and the code if you know it.
 - b. Locate the code in the search results and click the vertical ellipses for that code, and then select **Edit**.
 - c. Edit the description or sequence.
 - d. Click **Save**.
4. To delete an existing code:
 - a. Search for a property, and the code if you know it.
 - b. Locate the code in the search results and click the vertical ellipses for that code, and then select **Delete**.
 - c. Confirm you want to delete the code by selecting **Delete** in the confirmation dialog.
5. To add and manage reservation alerts on the template level, perform the above steps in the Template tab.

Marketing Management

Marketing Management enables you to create codes that identify markets, market groups, cities and regions, sell messages, and similar information. You can attach these codes to reservations and other screens to track the origins of your reservation business.

- [Source Codes](#)
- [Source Groups](#)
- [Market Codes](#)

Source Codes

Path: From the Administration menu, select **Booking**, select **Marketing Management**, and then select **Source Codes**

Rules: You can enter up to 8 letters and/or numbers when setting up new Source Codes.

Prerequisites: None.

OPERA allows you to track reservations by source. Source refers to where the reservation came from, such as directly from the guest, via an agent, through a wholesaler, or from the central reservation system.

To add new source codes:

1. Select the Template tab.
2. Click **New**
3. Enter the **Source Code**, the **Source Group**, and a **Description** of the code. Enter a Sequence by entering a number in the field, or using the plus and minus buttons, and (if applicable) mark the new code as **Inactive**.
4. Click **Save** to save and exit, or **Save and Continue** to save and add another new source code.

Source Groups

Path: From the Administration menu, select **Client Relations**, select **Marketing Management**, and then select **Source Groups**

Rules: A maximum of 8 characters are allowed for the Source Group Code.

Prerequisites: None.

You are able to track reservations by source. Source refers to where the reservation came from, such as directly from the guest, via an agent, through a wholesaler, or from the central reservation system. Source Groups allow you to group several different types of source codes for reporting and tracking.

To add new source groups:

1. Select the Template tab.
2. Click **New**
3. Enter the **Source Group** and a **Description** of the group. Enter a sequence number by entering it in the field, or using the plus and minus buttons, and (if applicable) mark the new group as **Inactive**.
4. Click **Save**.

Market Codes

Path: From the Administration menu, select **Booking**, select **Marketing Management**, and then select **Market Codes**

Rules: A maximum of 10 characters are allowed for the Market Code.

Prerequisites: None.

Market codes are selected at the time a reservation is made. This can be entered by the agent or linked to the rate code and entered automatically. Monthly revenue budget can be entered for each of the market codes.

To add new market codes:

1. Select the Template tab.
2. Click **New**
3. Enter the **Market Code**, the **Market Group**, a **Color**, and a **Description** of the code. Enter a sequence number by entering it in the field, or using the plus and minus buttons, and (if applicable) mark the new code as **Inactive**.

4. Click **Save** to save and exit, or **Save and Continue** to save and add another new market code.

14

Client Relations Administration

- [Keyword Types](#)
- [VIP Levels](#)
- [Account Types](#)
- [Travel Agent Types](#)
- [Company Types](#)
- [Configuring Geographic Components](#)
- [Profile Merge Rules](#)
- [Profile Merge](#)
- [Guest Loyalty Programs](#)
- [Configuring Profile Protection](#)
- [Setting up Membership Points Calculation](#)

Keyword Types

Path: From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Keyword Types**

Rules: You can enter up to 8 letters and/or numbers when setting up new keyword types. Descriptions can be up to 40 letters and/or numbers.

Prerequisites: None.

Keyword Types are used to define common words or acronyms that may be attached to a profile (individual, company, agent, or source). The keyword field appears on the profile screen if the Profile Keywords application function is set to Y. Keywords may include corporate identification numbers, ticker symbols, and other information. This field can be used to filter or report information.

To add new keyword types:

1. Click **New**.
2. Enter a keyword code and description, and set an optional sequence.
3. Click **Manage Translations** to add or update keyword code and description translations.
4. Select **Copy to Subsidiary Profile** to include this keyword code in subsidiary properties.
5. Click **Save** to save and exit, or **Save and Continue** to save this keyword type and add another.

VIP Levels

Path: From the Administration menu, select Client Relations, select Profile Management, and then select VIP Levels

Rules: You can enter up to 8 letters and/or numbers when setting up new VIP levels. Descriptions can be up to 40 letters and/or numbers.

Prerequisites: None.

OPERA provides the ability to define different VIP levels for your guests. Throughout the application, guests are commonly filtered using the VIP code assigned to them. Many reports also offer the ability to filter guest data based on VIP status. Some common uses of VIP levels would be to easily view VIP arrivals and departures or VIP guests in house. VIP status is usually used to identify regular guests, celebrities, royalty, hotel owners, loyalty club members, and important corporate guests.

To add new VIP levels:

1. Click **New**.
2. Enter a VIP level code and description, and set an optional sequence and display color.
3. Click **Manage Translations** to add or update VIP level code and description translations.
4. Click **Save** to save and exit, or **Save and Continue** to save this VIP level and add another.

Account Types

Path: From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Account Types**

Rules: You can enter up to 8 letters and/or numbers when setting up new account types. Descriptions can be up to 40 letters and/or numbers.

Prerequisites: None.

OPERA provides the ability to draw statistics by account type. For example, you could determine if business is drawn from a local business or an international business in the account history and forecast reports, account hierarchy report, profile production statistics report, and profile productivity length of stay report. The group profile can also identify the account type on the group profile main grid.

To add new account types:

1. Click **New**.
2. Enter a code and description, and set an optional sequence.
3. Click **Manage Translations** to add or update account type code and description translations.
4. Click **Save** to save and exit, or **Save and Continue** to save this account type and add another.

- [Bank Accounts](#)

Bank Accounts

Path: From the Administration menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**

Rules: A maximum of 8 characters are allowed for the Bank Account code.

Prerequisites: None

Configure bank accounts in the system to determine how commissions are paid.

To add new bank accounts:

1. Click **New**
2. Enter the **Property**, **Code**, and a **Description** of the bank account.
3. Enter the **Branch Code**, **Account Number**, and **Currency**, along with any other information such as routing number, payment method: CHK (Check), CENT (Centrally Paid Commission) and EFT (Electronic Funds Transfer), check report, minimum processing amount, and language.
4. Select options to **Validate IATA Number**, set the bank account as **Default** or **Default for Currency**, and **Positive Pay Export**. Positive Pay Export is available when the Commissions Positive Pay Export parameter is active.
5. Click **Save**.

Travel Agent Types

Path: From the Administration menu, select Client Relations, select Profile Management, and then select Travel Agent Types

Rules: You can enter up to 8 letters and/or numbers when setting up new travel agent types. Descriptions can be up to 40 letters and/or numbers.

Prerequisites: None.

Travel Agent Types can indicate if a travel agent requires commission, if it is a local, national, or international travel agent, or other similar classifications.

To add new travel agent types:

1. Click **New**.
2. Enter a code and description, and set an optional sequence.
3. Click **Manage Translations** to add or update travel agent type code and description translations.
4. Click **Save** to save and exit, or **Save and Continue** to save this travel agent type and add another.

Company Types

Path: From the Administration menu, select Client Relations, select Profile Management, and then select Company Types

Rules: You can enter up to 8 letters and/or numbers when setting up new company types. Descriptions can be up to 40 letters and/or numbers.

Prerequisites: None.

Company Types typically define a company as local, national, or international, but can be configured and used as any specific site requires.

To add new company types:

1. Click **New**.
2. Enter a code and description, and set an optional sequence.
3. Click **Manage Translations** to add or update company type code and description translations.
4. Click **Save** to save and exit, or **Save and Continue** to save this company type and add another.

Configuring Geographic Components

Use the options from the Geographic Management menu to create codes for defining the location, languages, postal codes, and taxes associated with your guests, companies, vendors, and so on.

- [Creating Geographic Codes](#)

Creating Geographic Codes

Use the Geographic Management menu options to define codes for identifying countries, states, regions, languages, tax offices, postal codes, and similar characteristics associated with geography. You can use these codes for lookups, marketing, compliance, and reporting.

1. From the **Administration** menu, select **Client Relations**, and then select **Geographic Management**.
2. Select the option you want to configure from the Geographic Management menu. For example, select **Regions** to configure geographic region codes.
3. Click **New**.
4. Enter or select the required information, such as a code, a description, and so on.
5. Click **Save** or **Save and Continue**.

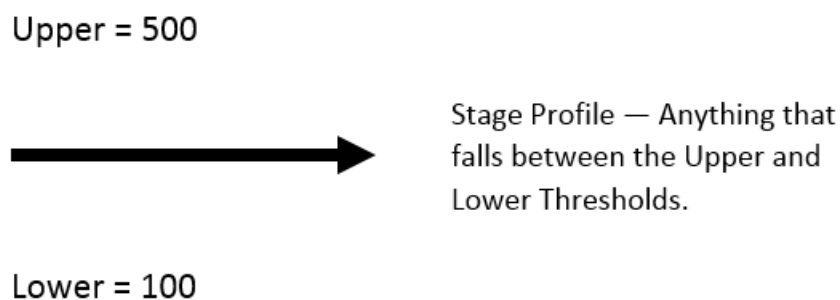
Profile Merge Rules

Merge rules determine if an external profile is automatically merged with an internal profile, if it is added as a new profile, or if it is staged. You set up and define merge rules based on a point value system. The point value system uses a lower and upper threshold to determine if profiles are a match. Points are based on the data fields that

match between the profiles. Each data field is assigned a point value and the point values of all the fields are added to determine the threshold.

- Upper Threshold – Profiles automatically merge when points are at or higher than the upper threshold value.
- Lower Threshold – The system creates a new profile when points are at or below the lower threshold value.
- Stages – The system suspends / stages a profile with a point value between the upper and lower thresholds. When a profile is staged, you must review the suspended profile and determine if it should be merged with an internal profile or added as a new profile.

Figure 14-1 Thresholds



Profile Merge

Merging profiles keeps the profile database up-to-date, ensures accurate profile data and statistics, and reduces staff confusion. Profile merge occurs either manually or automatically according to the merge rules and threshold points you define. You manually merge profiles when an external (incoming) profile is suspended or staged. In this scenario, not enough data matched with an internal (OPERA Cloud) profile to merge the profiles. Your intervention is required to merge the external profile with an internal profile or add it as a new profile. The system automatically merges the profiles when enough data matches.

You can manually merge profiles the following ways to create a new profile:

- A Single Internal Profile into the External Profile
- Multiple Internal Profiles into the External Profile

You can review and edit data on these profiles before merging them.

The newly merged profile absorbs all the contacts, activities, business blocks, reservations, stay details, commissions, and statistical information from the two profiles. The system removes the old profiles from the database.

Merge rules determine the following:

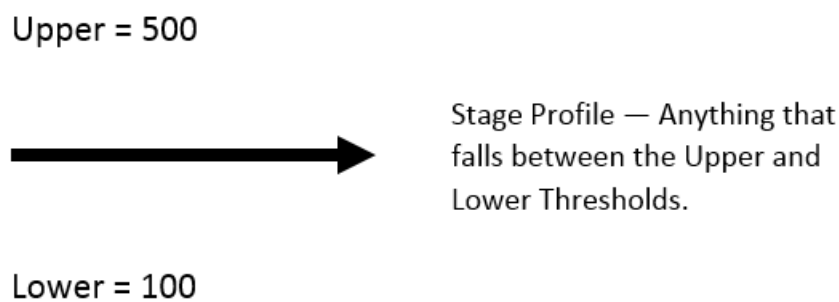
- If an external profile is automatically merged with an internal profile
- If an external profile is staged / suspended

You set up and define merge rules based on a point value system. The point value system uses a lower and upper threshold to determine if profiles are a match. The

merge rule determines points based on the data fields that match between the profiles. Each data field is assigned a point value and the point values of all the fields are added to determine the threshold.

- Upper Threshold – Profiles automatically merge when points are at or higher than the upper threshold value.
- Lower Threshold – The system creates a new profile when points are at or below the lower threshold value.
- Stages – The system suspends / stages a profile with a point value between the upper and lower thresholds. When a profile is staged, you must review the suspended profile and determine if it should be merged with an internal profile or added as a new profile.

Figure 14-2 Thresholds



- [Merging Profiles](#)

Merging Profiles

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to the profile.
3. Click **I Want To...** and select **Merge Profiles**.
4. In the **Add To Merge** pane, click **Select Profile**.
5. Search for the internal profile to merge into the original profile and click **Select**. You can select more than one internal profile to merge into the original profile.
6. Review and verify the profile data to be merged. This data appears in the Result pane.
7. Click **Merge Profiles**.

Guest Loyalty Programs

Guest loyalty programs are membership programs offered by hotels, auto clubs, and airlines to reward guest loyalty. These programs offer rate discounts, room upgrades, free nights, and other benefits to guests. Guests must belong to a membership program recognized by your hotel chain before membership benefits and awards can be applied to their stay. For example, your hotel has a guest loyalty program that

awards guests based on the amount of revenue generated or the number of stays per year.

Membership Types

Guests often belong to membership programs offered by hotels, auto clubs, airlines, and so on. These memberships might offer discounts and other benefits to guests staying at your property. To apply membership privileges and awards to a guest stay, the guest must belong to a membership program recognized by your property.

Membership types enable you to identify, organize, and manage the membership programs on a profile. For example, your hotel might have a guest loyalty program that awards guests based on the amount of revenue generated or the number of stays per year. You would create a specific membership type for this program.

You can add membership types to a guest profile or to a reservation at booking or check-in. You can add more than one membership type to a profile, but you must designate one of the membership types as primary.

Each membership type has a membership type rule setup associated with it. Membership type rules determine the actions that result in membership award points and tier point accrual. One of two types of points, award points or tier points, can be defined for the membership program. Members redeem award points towards specific awards, and tier points are evaluated to determine membership tier / level upgrades and downgrades.

When creating a membership type, you can set an expiration date, and you can set up the membership to auto-generate membership numbers or require them to be manually entered for each new member.

Membership Tiers

Membership tiers are levels that classify memberships according to the amount and quality of business they generate. You can upgrade a member from a lower to a higher tier, or downgrade from a higher to a lower tier. The membership tier determines guest eligibility for specific awards. The higher the tier, the greater the awards. Members are upgraded or downgraded based on specific actions:

- Number of stays booked by the member during a given period.
- Number of nights the member was in residence during a given period.
- Revenue generated by the member during a given period.

Membership Awards

You can define awards for your hotel's guest loyalty program. This enables you to recognize and reward guest loyalty and encourage frequent stays throughout your chain. Each membership program can have its own special awards setup. For example, a loyalty membership program might upgrade a member to a higher tier or level once a required number of stays is reached.

Awards take the form of different award types, such as products (champagne, chocolates, flowers, or a spa treatment), special room rates, room upgrades, or other perks such as a choice of gifts from a third-party catalog. Membership awards must be based on the following award types:

- **Products:** The award is a product, or package, such as champagne, chocolates, flowers, spa session, or golf privileges.

- **Rates:** The award is a special room rate available to members.
- **Upgrades:** The award takes the form of a room upgrade.
- **FT Payment:** This award enables a guest to apply available membership points towards the balance of his or her bill.
- **Other:** The award consists of a product or service offered by a third party, such as a selection from a gift catalogue.

Awards can be offered based on specific valid dates, the member's tier / level, and other factors. You can either manually issue awards to guests or automatically issue them. Typically, you automatically issue awards through an award batch job that is set up to periodically run.

Workflow

Figure 14-3 Guest Loyalty Program Setup Workflow



In the workflow, setups occur in the following order:

1. **Primary Membership Type Setup:** You must first create a membership type and set it as primary. You can then add additional features and details to the membership, such as the points calculation.
2. **Membership Card Details Setup:** After you set up your primary membership type, you can configure the membership card details. You can set up the membership card so that a unique card number is generated and assigned to each new member who enrolls into the program.
3. **Membership Type Rules Setup:** Membership type rules determine how the membership program accrues points for awards and membership level upgrades.
4. **Membership Tiers Setup:** Tiers define the hierarchy for the membership program. You can define tier management rules to require a minimum number of stays, nights, and revenue for each tier. For example, the member must stay a certain number of nights per year to remain at the current tier or exceed that number to upgrade to the next tier. A member's failure to meet the current tier's requirements can result in a downgrade to a lower tier.
5. **Membership Awards Setup:** Finally, you can create the specific awards for the guest loyalty program and define the point requirements for each award.

- [Scheduling the E Certificates Generation Routine](#)
- [Setting up Tier Management Rules](#)
- [Creating Membership Tiers / Levels](#)
- [Setting up Membership Type Rules](#)
- [Setting up Membership Cards](#)
- [Creating Membership Types](#)
- [Configuring Loyalty And Membership Components](#)

Scheduling the E Certificates Generation Routine

Schedule this routine to generate E-Certificates for guests. This routine runs in the background and checks at regular intervals for profiles that meet the rule requirements for E-Certificates.

1. From the **Administration** menu, select **Enterprise**, and select **OPERA Scheduler**.
2. Click **New** and search for the Generate E-Certificates routine.
3. Highlight the **Generate E-Certificates** routine in the list of results and click **Select**.
4. Set up the repeat intervals for the routine by defining the start/end dates, start/end times, and schedule the routine to run once or schedule it to repeat. Click **Submit** when finished.

Setting up Tier Management Rules

Once you create the tier levels for a membership, you can set up the tier management rules for each level in the hierarchy.

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.
2. Search for and select your primary membership type and click **Edit**.
3. Click **Levels** under Membership Type Overview and click **Level Rules**.
4. For each level in your hierarchy, you must enter the requirements for the rule by entering the number of stay points, revenue points, and nights required for each level. Click **Save**. These values represent the number of points required per year for the member to maintain a tier level as well as the points required to upgrade to a higher tier or downgrade to a lower tier.

Creating Membership Tiers / Levels

After the membership type is created, you can set up tiers for the membership. Before you can set up tiers, the membership must have points centrally managed and must be the primary membership type.

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.
2. Select your primary membership type and click **Edit**.

3. Click **Levels** under Membership Type Overview.
4. Click **New**, complete the necessary fields, and click **Save**.

Rank: The numeric sequence of the level when it appears on screens. During upgrade/downgrade batch processing, these ranks represent the relative position of the membership levels. For this reason, assign ranks in numerical order corresponding to the hierarchical position of the level. The highest rank should be assigned 1, the next lower rank should be 2, and the next lower rank should be 3.

Max. Downgrade Level: The lowest level to which this level can be downgraded.

VIP: The VIP level to link to this tier. A membership level can be linked to a VIP level to enable membership promotions to guests with the VIP level.

Display Color: The color to represent the membership level. When viewing membership information, the membership level appears in the selected color.

Setting up Membership Type Rules

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Type Rules**.
2. Click **New** and click **Save** after completing the required fields.
3. Complete the required Rule Definition fields:

Membership Type: The membership type for which you are creating the point calculation rule.

Rule Code: The code to associate with this rule and to identify it.

Rule Based On: The application of the rule. Choose from the following options:

- **Revenue:** This rule is used to determine points related to guest revenue. At least one revenue group must be configured in order to set up a revenue rule. If multiple revenue rules exist for one membership type, then the payment type is applicable to all the revenue rules for the membership type.
- **Stay:** This rule is used to determine points related to stays.
- **Nights:** This rule is used to determine points related to nights stayed.
- **Enrollment:** This rule is used to determine points related to member enrollment.

Type of Points: This determines if the points calculated by this rule are Base points or Bonus points. Choose from the following options:

- **Base:** This rule is a generic rule applicable to a wide segment of the membership and is likely to be active for a relatively long period.
- **Bonus:** This rule is for calculation of extra points for a special purpose, such as a promotion (possibly based on a specific market code, and possibly for a short period of time).

Start / End Date: This defines the start and end dates for the period during which the guest must check in or check out for this rule to apply.

Description: Enter a description of the rule.

Program Type: The membership program component this calculation rule supports. Choose from the following options:

- **Tier:** This rule determines tier points only.
 - **Points:** This rule determines award points only.
 - **All:** This rule determines both tier points and award points.
- Rule Applies To:** This determines whether the guest's arrival and/or departure must fall between the Start Date and End Date. Choose from the following options:
- **Arrival:** The guest's arrival date must be between the Start Date and End Date.
 - **Departure:** The guest's departure date must be between the Start Date and End Date.
 - **Any:** Either the guest's arrival date or departure date must be between the Start Date and End Date.
 - **Restricted:** Both the guest's arrival date and departure date (that is, the whole stay) must be between the Start Date and End Date.
4. Complete the necessary Points Definition fields:
- **Points:** The number of points assigned to the member when this rule applies.
 - **Cost per Point:** The actual or estimated cost to the property when points are assigned to a member based on this rule. This information can be used to track the expenses associated with the membership program.
 - **Exclude from Points Projection:** Excludes this rule from evaluation for membership points.

Setting up Membership Cards

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.
2. Select the membership type for which you want to set up a membership card and click the vertical ellipsis button and then select **Edit**.
3. Click **Edit** in the Card Details panel and complete the required fields and then click **Save**.

Allow duplicate card numbers. This allows multiple membership cards to be issued with the same membership number.

Expiration Date Required. A membership expiration date is required for validation of the membership information.

Chip and PIN. The membership card incorporates a microchip that stores information used to verify the validity of the membership and authenticate the guest based on a PIN.

Validation by Interface. The membership card is validated through the interface.

Card Length. The number of digits used in the membership number. A maximum of 99 digits are allowed.

Card Prefix. The prefix portion of the membership card number. This is the leading part of the number, which remains the same on all membership cards of the membership type. For example, Delta numbers are prefixed by 2 followed by the unique membership number. If you are unsure of the prefix number, check with the program provider.

Validation Rule. The validation algorithm used to validate the card number.

Card Range From/To. The valid numeric range for this membership type.

Creating Membership Types

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**. Click **New**.
2. Enter a **Type** for the membership type and enter a **Description**. Click **Save**. When you edit your new membership type, you can select one of the following options:

Centrally Managed: Select if membership points are calculated and managed centrally rather than at the property level.

Primary: Select if this is your primary membership. Only one membership can be primary.

Configuring Loyalty And Membership Components

The components you can configure for your guest loyalty and membership programs include things such as membership types, tier levels, tier management rules, awards, membership cards, and point calculation rules.

Configuring Profile Protection

Profile protection is used to protect certain profile screens and fields from being changed by users. You can specify the type of profile protection: By Profile Type or By Profile. You can also select the screens and fields you want to protect from editing. A set of permissions/tasks enables users to override the protection.

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Protection**.

This screen shows the Screen / Field Name and the Profile Type (Company, Contact, Group, Guest, Source, and Travel Agent). The icons show whether the screen/field is protected, partially protected, or not applicable.

2. To modify profile protection, click **Edit** and then select/deselect the check boxes for the appropriate screens/fields to protect them from being changed by certain profile types.

- [Enabling Profile Protection](#)

Enabling Profile Protection

Profile protection is an administrative function used to prevent certain profile screens and fields from being changed. You can specify profile protection by profile type or by individual profile. You can also select the screens and fields you want to protect from editing.

Before enabling this feature for a profile, you will need to set up the property roles to enable profile protection. Navigate to **Role Manager** and select **Manage Chain Roles** or **Manage Property Roles**.

To enable the profile protection feature:

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Protection**. This screen shows the Screen / Field Name and the Profile Type (Company, Contact, Group, Guest, Source, and Travel Agent). The icons show whether the screen/field is protected, partially protected, or not applicable.
2. To modify profile protection settings, click **Edit** and then select/deselect the check boxes for the appropriate screens/fields to protect them from being updated.

Setting up Membership Points Calculation

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.
2. Select the membership type for which you want to set up the point calculations, click **Edit**, and click **Points Calculation**. Click **Save** after completing the sections as described below.
3. Complete the Calculation Period section:

The **Calculation Period** determines the member upgrades, downgrades, and expirations based on the tier points accumulated during a given time period. Calculation can be based on a 12-month calendar year (from January to December of a year) or a rolling 12-month period (based on a time period from the month the points are calculated). The following example shows how the Rolling calculation method differs from the Calendar calculation method and how the differences affect your clients:

A member receives 500 tier points in November 2016, which is not enough at that time to be upgraded to the next tier. However, assume the guest accumulates another 300 tier points in January 2017. When the upgrade process is run in March 2017 and the calculation period is set to Rolling, the period covered would be from March 2016 to March 2017. The member would have sufficient points to be upgraded. If the calculation period is set to Calendar, the member would not be upgraded. The member would only have 300 tier points because with Calendar, the calculation only considers points received from January to December of a calendar year.

- **Calendar:** The calculation considers points received from January to December of a calendar year, no matter when the calculation is run. For tier management purposes, tier points accumulation is calculated annually for the 12-month period prior to the date of the upgrade/downgrade batch run. For example, if the batch process is run on September 12, 2017, the tier points from September 11, 2016, to September 12, 2017, are considered in the upgrade/downgrade/expiration calculations.
- **Rolling:** The time period calculated is from the month the points are calculated to the same month for the time period selected. For example, from March 2017 to March 2018.

Expire Inactive Card in: The time limit (from 1 to 5 years) for membership card expiration. When the Tier Management batch process is run and the calculation period is set to Rolling, the new expiration year is based upon this value. For example, if the value is set to 2 Years, and the member is upgraded from Bronze to Silver in 10/17 with the current expiration set to 12/17, the upgrade batch process updates to the new expiration date of 10/19 (2 Years from 10/17). If the

same member was upgraded in 11/17 from Silver to Gold, the expiration date would again update with the new expiration of 11/19 (2 Years from 11/17).

Expire Award Points (Months): The number of months (0 to 60) for which award points are eligible for redemption. Zero means that award points are eligible for redemption only for the month in which they were calculated. If 12 months is selected, points are eligible for redemption for 1 year from the points calculation date. If you want to set award points to never expire over the life of the membership, leave this field blank.

Award Point Expiry Date (Years): The length of time award points remain eligible for redemption. Choose from the following options:

- **Do Not Expire:** Award points never expire over the life of the membership.
- **Same Year:** Award points are eligible for redemption during the same calendar year they were calculated. For example, points calculated in October 2017 are eligible for redemption until December 2017.
- **1-5 Years:** Award points are eligible for redemption for the number of calendar years specified (1, 2, 3, 4, or 5) starting from the date they are calculated. For example, if you select 3 years as the Award Points Expiry Date, points awarded on June 1, 2017, are not eligible for redemption until December 31, 2020. Starting on January 1, 2021, they are no longer eligible for redemption.

Grace Period (Years / Months): The number of years for the grace period.

Activity Period (Months): The number of months for the member's activity period. Only membership award points that fall within this activity period are extended. For example, if 24 is the value entered for the activity period in months, the member's activity must fall within the past two years for his or her award points to be extended.

Award Redeem Threshold: This number represents the minimum amount of points required before points can be redeemed for awards by this member. The member can only redeem points when this threshold amount is met.

4. Complete the Awards Management section:

Award Generation Method: The points calculation method you want to use. Choose from the following options:

- **Batch:** An automatic batch process is used to calculate points.
- **Manual:** You must manually calculate points and modify them on the member account.
- **External System:** Points information is calculated externally by third-party software.

Non Member Points: The potential membership points that could be earned for a stay by a non-member. The points appear for guests who are not members of a loyalty program and who are staying at the hotel.

Externally Controlled: The membership points calculation is controlled by a third-party system.

Required on Stay Period: Stay points are calculated for a loyalty program guest even if the loyalty membership card is not attached to the reservation.

5. Complete the Tier Management section:

Based On: The tier upgrade/downgrade processes based on either an Arrival Date, Departure Date, Posting Date, or Transaction Date.

Upgrade / Downgrade Period: The time period from which to calculate the upgrade/downgrade points.

Tier Expiration Month: The month in which the current membership tier expires.

Downgrade/Renewal: This option schedules the Auto Process Membership Tier Management job to run in the OPERA Scheduler. Based on the membership settings, this job automatically upgrades, downgrades, or renews all members with the primary membership type.

Requalify on Upgrade: This option checks if members have enough points to requalify for their current membership level on upgrade. If members have enough points, they receive an upgrade and a new expiration date. When members lack enough points for an upgrade, this option checks the following conditions: (a) if they have sufficient points to requalify for their current membership levels and (b) if their membership expiration dates are in the current year. If these conditions are met, members stay at their current levels and are assigned new expiration dates.

Non Member Points: The potential membership points that could be earned for a stay by a non-member. The points appear for guests who are not members of a loyalty program and who are staying at the hotel.

Tier Management Reset: This option activates the tier management reset functionality for the membership level. If a member is upgraded, downgraded, or renewed, the membership tier points reset.

15

Interfaces Administration

- [Enhanced Room Key Generation](#)
- [Configuring a Credit Card Reader](#)
- [Configuring a Chip and PIN Reader](#)

Enhanced Room Key Generation

Room key generation enables you to create guest room keys before guests arrive and to configure default settings to streamline the key creation process and reduce manual input errors.

Use the room key validation, expiry, and additional rooms controls in conjunction with a third-party Door Lock System (DLS) to:

- Define the room key activation start date/time.
- Check if previous keys were made and for which additional rooms.
- Limit the number of additional rooms allowed for key creation.
- Override key options and suppress success notifications when creating keys for multiple reservations.
- [Customizing the Additional Rooms Field](#)
- [Customizing the Create Key Screen Additional Rooms Field](#)
- [DLS \(Door Lock System\) Property Interface Setup Options](#)
- [Creating Keys from the Property Interface Control Screen](#)
- [Enhanced Room Key Generation Validation Rules by Process](#)
- [Enhanced Room Key Generation Impact](#)
- [Enhanced Room Key Generation Conditions/Assumptions](#)
- [Enhanced Room Key Generation Prerequisites](#)

Customizing the Additional Rooms Field

1. Go to **Miscellaneous - Property Interface Control**.
2. Choose a reservation and click **Create Key**.
3. Select the **Customize** link.
4. Click the pencil icon next to the **Additional Rooms** field.
5. In the **Basic** tab, select the **</> Custom Validator icon** next to the **Default Value** field.
6. In the Expression Builder screen from the Available Fields search, select the **PreviousKeyAdditionalRooms** binding:

(Name) **PreviousKeyAdditionalRooms**

(Description) **#{bindings.PreviousKeyAdditionalRooms.inputValue}**

7. Click **Evaluate**, and then click **Apply**.
8. Click **Save**, and then **Close Customize**.

With this customization, the **Additional Rooms** field populates with all additional rooms associated with the reservation room when the previous key was created (Previous Keys Made > 0).

After the Additional Rooms functionality is customized, when a new key is created with additional rooms selected, the additional rooms are logged and saved with the main room key information. This is per reservation and room.

Customizing the Create Key Screen Additional Rooms Field

You can customize the Additional Rooms field on the Create Key to populate the Additional Rooms field with the room numbers that were selected when a new key is created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0).

Prerequisites/Conditions

- **Allow Multiple Room Selection for Keys** check box is selected in the Property Interfaces Configuration for DLS (Door Lock System).
- OPERA Task **Customize Chain** or **Customize Property** in the **General - Access Options**.
- **Customization must be on for Property / Hub level** — Main Menu – Settings – Customization, select Property/Hub Level.

DLS (Door Lock System) Property Interface Setup Options

Administration – Interfaces – Property Interfaces – Property Interfaces

The following are additional setup options for the DLS type property interface for enhanced room key generation on the General Information panel.

- **Send Valid Start Date / Time** — When this check box is selected, the **Valid Start Date** and **Valid Start Time** fields display on the Create Key screen and the Room Keys screen. These enable you to set the key activation date and time.
- **Limit Additional Number of Rooms To** — When the **Allow Multiple Room Selection for Keys** check box is selected, the **Limit Additional Number of Room To** field is available. This field limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field.

Creating Keys from the Property Interface Control Screen

Path: Applications - Quick Launch or Miscellaneous - Property Interface Control

If you want to make keys without other processes, or if you want to modify a key's access, you can use the Property Interface Control screen to create the keys. You must have the **Property Interface Control** task. You can create a room key for reservations that have a room number assigned. For room key option definitions, refer to *OPERA Terminology*.

For a Single Reservation

1. In the **Property Interface Control** screen, search for and select a reservation, and then click **Create Key**.
2. Select and enter the room key options, confirm or select the key machine location, and then click **Create Key**.
3. Click **Close**.

For Multiple Reservations

1. In the **Property Interface Control** screen, search for and select the reservations, and then click **Create Key**.
2. In the **Room Keys** screen, select and enter the room key options, confirm or select the key machine location. You can also override associated key options and suppress the key success message. The room key options set here apply to all of these reservations. The key options can be modified or added on the following individual reservations as you proceed through the key creation process.
3. Click **Process**. The process presents each reservation for you to modify or confirm the key options and key machine location.
4. Click **Create Key**, or click **Skip** to move on to the next reservation without creating a key for this reservation. After each key creation, the system sends a status message; only failures and time-outs appear if you chose to suppress the key success message.
5. Click **Next** and after the last reservation is processed, click **Close**. If you chose to suppress the key success message you are returned to the Property Interface Control screen after selecting **Create Key** or **Skip** on the last reservation to process.

Enhanced Room Key Generation Validation Rules by Process

Table 15-1 Enhanced Room Key Generation Validation Rules by Process

Reservation State/Status	Valid Start Date	Valid Start Time	Valid Until Date	Valid Until Time
Reserved, Pre-Arrival (before advance check in or before check in)	Reservation arrival date	Default time set in the Key Valid Start Time OPERA Controls Setting	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.
During advance check in or when the reservation is flagged as Advance Checked In	Current system date	Default time set in the Key Valid Start Time OPERA Controls Setting	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.

Table 15-1 (Cont.) Enhanced Room Key Generation Validation Rules by Process

Reservation State/Status	Valid Start Date	Valid Start Time	Valid Until Date	Valid Until Time
During check in process	Current system date	Current system time	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.
When reservation is in house	Current system date	Current system time	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.

Enhanced Room Key Generation Impact

The Enhanced Room Key Generation functionality with its related controls and tasks (refer to *Enhanced Room Key Generation Prerequisites*) impacts the following areas.

Property Interfaces Configuration for DLS

DLS property interface additional configuration setup to support sending room key valid start date and time validation (requires DLS vendor support). Refer to *DLS (Door Lock System) Property Interface Setup Options*.

- **Send Valid Start Date/Time** check box to send the start date and start time for the room key request to the third party DLS vendor.
- **Limit Additional Number of Rooms To** field to limit the maximum number (1-999) of additional rooms the key can access. When the **Allow Multiple Room Selection for Keys** check box is checked, the **Limit Additional Number of Room To** field is available. This limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field..

Property Interface Control Screen

- Additional Search Criteria:
 - Arrival From
 - Arrival To
 - ETA From
 - ETA To
 - Reservation Status
 - Specials
 - Floors
 - Room Features

- Room Class
- Confirmation Number/CRS Number
- Room Status
- Include Linked Reservations
- Include Blocks
- Additional Sort Options:
 - Arrival Date and ETR ascending
 - Arrival Date and ETR descending

Create Key Screen

- **Valid Start Date** field (default values):
 - In house: current business date
 - Future reservations: arrival date
- **Valid Start Time** field (default values):
 - In house: property system time
 - Future reservations: Key Valid Start Time setting, property system time
- **Previous Keys Made** number field:
 - Tracks the number of keys created since the last new key previously made for this specific reservation and room.
 - When there are previous keys made for this reservation and room, the Key Type in the Create Key screen defaults to Duplicate Key.
- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.
- **Number of Keys** field defaults to the number of adults on the reservation.

Room Keys Screen

- New screen when creating keys for multiple reservations.
- **Suppress Key Success Message** check box to hide the notification that keys have been successfully created to avoid interruption while in the create key process for multiple reservations.
- **Overriding Associated Key Options** check box to override or append the key options (access to specific areas of the property) in the Room Keys screen. Refer to *Overriding Associated Key Options*.
- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.

Changes Log Screen

Activity Group = Reservation, Activity Type = Keys

- Details the number of keys created or modified for the primary room number, confirmation number, and the logged in user.

- Records the additional room numbers selected. These are only logged on the reservation that the primary key was created for, not on the reservations for those additional rooms.

Enhanced Room Key Generation Conditions/Assumptions

- Multiple rooms on one room key and Valid Start Date / Valid Start Time functionality is dependent on the DLS supporting it.
- When more than one DLS interface is active at the property, each must be configured with unique room numbers and must support the same functionality. The correct encoder/terminal for the DLS must be chosen during the Create Key process.
- Room key creation functionality shows the room key creation success or failure according to the DLS response.
- If the DLS doesn't respond within the timeout value set in the DLS property interface configuration, OPERA shows a message that the room key creation timed-out. If this occurs, you can retry creating the room key.

Enhanced Room Key Generation Prerequisites

OPERA Controls – IFC Group

- Key Valid Start Time setting
- Default Keys Expiry Time setting

OPERA Tasks – Bookings

- Property Interface Controls from Reservation:
 - Edit Key Valid Start Date
 - Edit Key Valid Start Time
 - Edit Key Valid Until Date
 - Edit Key Valid Until Time

OPERA Tasks – Miscellaneous

- Property Interface Controls:
 - Edit Key Valid Start Date
 - Edit Key Valid Start Time
 - Edit Key Valid Until Date
 - Edit Key Valid Until Time

Property Interface – DLS (Door Lock System) Interface

- General Information Panel:
 - Send Valid Start Date / Time
 - Allow Multiple Room Selection For Keys
 - * Limit Additional Number of Rooms To

Configuring a Credit Card Reader

1. From the **Administration** menu, select **Interfaces**, click **Interface Devices**, and then select **Credit Card Reader Devices**.
2. Click **New**.
3. Enter the following information for the reader:
 - Reader Number:** Enter a credit card reader device number. This number is used when assigning the credit card reader device to the workstation.
 - Description:** Enter a description for the credit card reader.
 - Expiry Date:** Enter the character this device uses as an expiration start date character. Typically, this is an equal sign.
 - End of Track:** Enter the character this device uses as an end-of-track separator. Typically, this is a question mark.
 - Name:** Enter the character this device uses as a name separator. Typically, this is a caret.
 - Track 2:** Enter the character this device uses as a track two separator. Typically, this is a semicolon.
4. Click **Save**.

Configuring a Chip and PIN Reader

OPERA Controls – Credit Card Group

- Chip and PIN parameter

OPERA Tasks – Interfaces Admin

- Property Interfaces
 - Chip and PIN Terminal Setup
1. From the **Administration** menu, select **Interfaces**, select **Interface Devices**, and then select **Credit Card Terminals**.
 2. Click **New**.
 3. Enter the following information for the reader:
 - Terminal ID:** Enter the terminal ID number provided by the vendor. You can also locate this number on the actual card reader device.
 - Terminal Label:** Enter a label or description for the terminal/device that identifies its physical location. This helps you easily identify the terminal/device when it appears in a list of devices.
 4. Click **Save**.
- [Chip and PIN Payment Method](#)

Chip and PIN Payment Method

OPERA Cloud supports the Chip and PIN method of credit card payment and authorization for checked-in guests and for passerby transactions. The Chip and PIN payment method relies on a microchip in the card that holds the cardholder authentication information.

To accept Chip and PIN payments, you must set up Chip and PIN devices for your property.

If a Chip and PIN payment method needs authorization, OPERA Cloud requests the authorization amount from the EFT Vendor. The EFT Vendor initializes the reader device and the guest inserts a card into the reader. At the prompt on the reader device, the guest enters a PIN.

If the authorization is declined, the guest must select an alternative method of payment.

Part III

Role Manager

This part of the OPERA Cloud Help system contains information on working within the Role Manager menu for those responsible for managing OPERA Cloud users and their roles, permissions, and tasks.

- [OPERA Tasks](#)

16

OPERA Tasks

OPERA Tasks are actions that a user can perform. Tasks are predefined. OPERA Tasks provide the ability to manage role specific privileges based on the functional requirements and on security considerations. You can do this by enabling and disabling the parent task, tasks, and sub tasks for each role.

OPERA Tasks comprise the entire set of tasks that are available in role-based security. Some examples of tasks include View Cash Transactions in Reports, Manage Reports, and View Internal Reports / Report Groups.

Each parent task consists of a set of tasks and sub tasks, which are also predefined. For example, the Reservation Management parent task contains the Routing Instruction task and contains New/Edit Routing Instructions and Delete Routing Instructions sub tasks.

The following sections provides a breakdown of Parent Tasks, Tasks, and Sub Tasks for each task group. Based on your property's configuration and your user credentials, you may not have access to all of the tasks listed here.

- [OPERA Tasks — Bookings](#)
- [OPERA Tasks — Booking Admin](#)
- [OPERA Tasks — Channel](#)
- [OPERA Tasks — Client Relations Admin](#)
- [OPERA Tasks — Client Relations](#)
- [OPERA Tasks — Enterprise Admin](#)
- [OPERA Tasks — eXchange Interfaces](#)
- [OPERA Tasks — Financial Admin](#)
- [OPERA Tasks — Financials](#)
- [OPERA Tasks — General](#)
- [OPERA Tasks — Interfaces Admin](#)
- [OPERA Tasks — Inventory](#)
- [OPERA Tasks — Inventory Admin](#)
- [OPERA Tasks — Miscellaneous](#)
- [OPERA Tasks — Reports](#)
- [OPERA Tasks — Role Manager](#)
- [OPERA Tasks — System Support](#)
- [OPERA Tasks — Toolbox](#)
- [OPERA Tasks — Worklist](#)

OPERA Tasks — Bookings

Find the Task permissions by navigating to **Role Manager, Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-1 Task Permissions

Parent Task	Task	Subtask	
Reservation Management	Routing Instructions	New/Edit Routing Instructions	
		Delete Routing Instructions	
	Associated Profiles	Edit Profile	
		Select Another Profile	
		Attach Accompanying Guest	
		Attach Travel Agent	
		Attach Source	
		Edit Stay Details	
		Edit Additional Details	
		External Reference	New/Edit External Reference
			Delete External Reference
		Catering Events	Catering Events
	Catering Events		
	Link Reservations	N/A	
	Copy Reservation	Copy Payment Methods	
	Cancel Reservations	N/A	
	Check In Reservations	Mass Check In Reservations	
	Advance Check In Reservations	Mass Advance Check In Reservations	
	Check Out Reservations	N/A	
	Override Max Nights Upper Limit	N/A	
	Override Max Rooms Upper Limit	N/A	
	View Suppressed Rates	N/A	
	Lookup Reservations	N/A	
	Reservation Activities	N/A	
	Override Item Sell Control	N/A	
	Fixed Charges	New/Edit Fixed Charges	
		Delete Fixed Charges	
Deposit Policy	New/Edit Deposit Policy		
	Delete Deposit Policy		
Post Deposit Payment	N/A		
Transfer Deposit	N/A		

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Queue Reservations	Change Priority Remove from Queue Send Text to Guest Send Text to Housekeeping
	Cancellation Policy	New/Edit Cancellation Policy Delete Cancellation Policy
	Transaction Diversions	New/Edit Transaction Diversions Delete Transaction Diversions
	Reservation Alerts	New/Edit Reservation Alerts Delete Reservation Alerts Override Global Alerts
	Synchronize Reservations	N/A
	Confirmations	Customize Confirmation Letter
	Guest Messages	New/Edit Guest Messages Delete Guest Messages
	Reservation Notes	New/Edit Reservation Notes Delete Reservation Notes
	Reservation Traces	New/Edit Reservation Traces Delete Reservation Traces
	Transportation	Edit Transportation
	Shares	Combine/Break Share Reservations Manage Share Reservation Rates
	Room Diary	N/A
	Look To Book Sales Screen	Oversell Room Type for a reservation or block At House Level Oversell Room Type for a reservation or block At Room Class Level Oversell Room Type for a reservation or block At Room Type Level Override Maximum Occupancy Override LTB and Edit Reservation Override Restricted Profiles for Reservation View Closing Script Block Pick Up Override Block Availability Override Turnaway Statistic Collection Override Sell Limits Move to Another Property Force Sell/Cancel

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Reservations Workspace	Generating Registration Cards Generate Confirmation Letters
	Discounts on Reservations	N/A
	Override Rate Amount	N/A
	Wake Up Calls	New/Edit Wake Up Calls Delete Wake Up Calls
	Room Assignment	N/A
	Do Not Move Room	N/A
	Reservation Housekeeping	Manage Housekeeping Schedule for Reservations
	Awards / Certificates	N/A
	Upgrade Reservation	Reservation Upgrade for New Reservation Reservation Upgrade for change Reservation Reservation Upgrade for Check In
	Membership	New/Edit Membership Delete Membership Link Membership
	Packages	New/Edit Packages Delete Packages Override Package Amount
	Attachments	New Attachments Delete Attachments Preview/Download Attachments
	Payment Instructions	Edit Payment Instructions Access Payment Instructions Actions View Credit Card Details
	Preferences	New Preferences Delete Preferences
	Item Inventory	New/Edit Item Delete Item
	Call History	New Call History
	Create House Posting Account	N/A
	Allow Pseudo/Physical Room Type Change	N/A
	Reservation Pre-Registration	N/A
	Reinstate Reservation	N/A
	Mass Cancellation	N/A

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask	
Manage Blocks	Guest Locators	New/Edit Guest Locators	
		Delete Guest Locators	
	eCoupons	New/Edit eCoupons	
		Delete eCoupons	
	Tickets	New/Edit Tickets	
		Delete Tickets	
		Issue Tickets	
		Inquiry Tickets	
		Reprint Tickets	
		Refund Tickets	
	Generate Key Packets	N/A	
	Copy Credit Card Payment Methods	N/A	
	New Block	Delete Block	N/A
		Room Rate Grid	Override Rate Code Amounts
			New/Edit Room Rate Grid
			Cut Off
		Block Detail	N/A
		Block Reservations	N/A
		Block Status	Change Block Status
Override Block Locking Owner		N/A	
Block Sell Messages		New/Edit Block Sell Messages	
		Delete Block Sell Messages	
Block Restrictions		New/Edit Block Restrictions	
		Delete Block Restrictions	
Block Traces		New/Edit Block Traces	
Block Access Exclusion	New/Edit Block Access Exclusion		
	Delete Block Access Exclusion		
Rates/Packages/Items	New/Edit Rate Code	Delete Rate Code	
		New/Edit Packages	
	Delete Packages	New/Edit Items	
		Delete Items	
	Block Security	New/Edit Block Security	
		Edit Synchronize Block	
Block Wash Schedule	New/Edit Block Wash Schedule		
	Delete Block Wash Schedule		
Block Lookup	N/A		
	N/A		
Group Rooms Control	N/A	N/A	

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
Manage Events	N/A	N/A
Function Diary	N/A	N/A
Property Interface Controls from Reservation	Edit Key Valid Start Date Edit Key Valid Start Time Edit Key Valid Until Date Edit Key Valid Until Time	N/A

OPERA Tasks — Booking Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-2 Task Permissions

Parent Task	Task	Subtask
Booking Rules and Schedules	Deposit Rules	New/Edit Deposit Rules
		Delete Deposit Rules
	Cancellation Penalties	New/Edit Cancellation Penalties
		Delete Cancellation Penalties
	Reservation Types	New/Edit Reservation Types
		Delete Reservation Types
	Deposit Rules Schedules	New/Edit Deposit Rules Schedules
Delete Deposit Rules Schedules		
Cancellation Penalties Schedules	Reservation Types Schedules	New/Edit Cancellation Penalties Schedules
		Delete Cancellation Penalties Schedules
		New/Edit Reservation Types Schedules
Reservation Management	Manage Reservation	Delete Reservation Types Schedules
		N/Ao
	Manage Alerts	New/Edit Alerts
		Delete Alerts
	Manage Trace Texts	New/Edit Trace Texts
Cancellation Reasons	Delete Trace Texts	
	New/Edit Cancellation Reasons	
		Delete Cancellation Reasons

Table 16-2 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Waitlist	New/Edit Waitlist Delete Waitlist
	Property Move Reason	New/Edit Property Move Reason Delete Property Move Reason
	Discount Reasons	New/Edit Discount Reasons Delete Discount Reasons
	Purpose Of Stay	New/Edit Purpose of Stay Delete Purpose of Stay
	Country Entry Points	New/Edit Country Entry Points Delete Country Entry Points
	Turnaway Codes	New/Edit Turnaway Codes Delete Turnaway Codes
	Guest Status	New/Edit Guest Status Delete Guest Status
	Immigration Status	New/Edit Immigration Status Delete Immigration Status
	Room Move Reasons	New/Edit Room Move Reasons Delete Room Move Reasons
	Pre-Registration Rules	New/Edit Pre-Registration Rules Delete Pre-Registration Rules
	Auto Attach Element	New/Edit Auto Attach Element Delete Auto Attach Element
	Upgrade Rules	New/Edit Upgrade Rules Delete Upgrade Rules
	Guest Messages	New/Edit Guest Messages Delete Guest Messages
	Guest Types	New/Edit Guest Types Delete Guest Types
	Guest Locators	New/Edit Guest Locators Delete Guest Locators
	Room Assignment Ratings	Edit Room Assignment Ratings
	eCoupons	New/Edit eCoupons Delete eCoupons
Block Management	Booking Types	New/Edit Booking Types Delete Booking Types
	Lost Reasons	New/Edit Lost Reasons Delete Lost Reasons
	Rate Override Reasons	New/Edit Rate Override Reasons Delete Rate Override Reasons

Table 16-2 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Refused Reasons	New/Edit Refused Reasons Delete Refused Reasons
	Block Cancellation Reasons	New/Edit Block Cancellation Reasons Delete Block Cancellation Reasons
	Destination Codes	New/Edit Block Destination Codes Delete Destination Codes
	Reservation Methods	New/Edit Reservation Methods Delete Reservation Methods
	Block Status	New/Edit Block Status Delete Block Status
	Contract Billing Instructions	New/Edit Contract Billing Instructions Delete Contract Billing Instructions
	Wash Schedule	New/Edit Wash Schedule Delete Wash Schedule
	Block Ranking	New/Edit Block Ranking Delete Block Ranking
	Block Conversion	New/Edit Block Conversion Delete Block Conversion
	Sales Allowance	
Resource Management	Item Pools	New/Edit Item Pools Delete Item Pools
	Item Class	New/Edit Item Class Delete Item Class
	Catering Revenue	New/Edit Catering Revenue Delete Catering Revenue
	Item Inventory	New/Edit Item Inventory Delete Item Inventory
	Catering Codes	New/Edit Catering Codes Delete Catering Codes
	Item Rates	New/Edit Item Rates Delete Item Rates
	Item Templates	New/Edit Item Templates Delete Item Templates
	Meal Periods	New/Edit Meal Periods Delete Meal Periods
	Menu Management	New/Edit Menu Management Delete Menu Management

Table 16-2 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Event Forecast Maintenance	New/Edit Event Forecast Maintenance Delete Event Forecast Maintenance

OPERA Tasks — Channel

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-3 Task Permissions

Parent Task	Task	Subtask
Channel Inventory	New/Edit Channel Sell Limits Delete Channel Sell Limits	N/A
Channel Accounts	New/Edit Channel Accounts Delete Channel Accounts	N/A
Channel Statements	New/Edit Channel Statements Delete Channel Statements	N/A

OPERA Tasks — Client Relations Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-4 Task Permissions

Parent Task	Task	Subtask
Marketing Management	Sell Messages	New/Edit Sell Messages Delete Sell Messages
		Market Codes
	Market Groups	
		Source Codes

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
Profile Management	Source Groups	New/Edit Source Groups
		Delete Source Groups
	Marketing Regions	New/Edit Marketing Regions
		Delete Marketing Regions
	Marketing Cities	New/Edit Marketing Cities
		Delete Marketing Cities
	Origin Codes	New/Edit Origin Codes
		Delete Origin Codes
	Communication Types	New/Edit Communication Types
		Delete Communication Types
	Address	New/Edit Address
		Delete Address
	Profile Inactive Reasons	New/Edit Profile Inactive Reasons
		Delete Profile Inactive Reasons
	Account Types	New/Edit Account Types
		Delete Account Types
	Profile Restriction Reasons	New/Edit Profile Restriction Reasons
		Delete Profile Restriction Reasons
	VIP Levels	New/Edit VIP Levels
		Delete VIP Levels
Account Priorities	New/Edit Account Priorities	
	Delete Account Priorities	
Competition Codes	New/Edit Competition Codes	
	Delete Competition Codes	
Territories	New/Edit Territories	
	Delete Territories	
Industry Codes	New/Edit Industry Codes	
	Delete Industry Codes	
Influence Codes	New/Edit Influence Codes	
	Delete Influence Codes	
Sources	New/Edit Sources	
	Delete Sources	
Business Potential	New/Edit Business Potential	
	Delete Business Potential	
Keyword Types	New/Edit Keyword Types	
	Delete Keyword Types	
Potential	New/Edit Potential	
	Delete Potential	
Guest Titles	New/Edit Guest Titles	
	Delete Guest Titles	

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Alternate Language Guest Titles	New/Edit Alternate Language Guest Titles Delete Alternate Language Guest Titles
	Travel Agent Types	New/Edit Travel Agent Types Delete Travel Agent Types
	Company Types	New/Edit Company Types Delete Company Types
	Preference Groups	New/Edit Preference Groups Delete Preference Groups
	Preferences	New/Edit Preferences Delete Preferences
	Global Action Codes	New/Edit Global Action Codes Delete Global Action Codes
	Exclusive Preferences	New/Edit Exclusive Preferences Delete Exclusive Preferences
	Mailing Action Codes	New/Edit Mailing Action Codes Delete Mailing Action Codes
	Business Segment	New/Edit Business Segment Delete Business Segment
	Profile Name Validations	New/Edit Profile Name Validations Delete Profile Name Validations
	Profile Protection	N/A
	Credit Ratings	New/Edit Credit Ratings Delete Credit Ratings
	Relationships	New/Edit Relationships Delete Relationships
	Claim Adjustment Limits	N/A
	Profile Match Rules	New/Edit Profile Match Rules Delete Profile Match Rules
Membership Management	Membership Types	New/Edit Membership Management Delete Membership Management
	Claim Types	New/Edit Claim Types Delete Claim Types
	Claim Origins	New/Edit Claim Origins Delete Claim Origins
	Rate Groups	New/Edit Rate Groups Delete Rate Groups
	Property Groups	New/Edit Property Groups Delete Property Groups

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Market Groups	New/Edit Market Groups Delete Market Groups
	Revenue Groups	New/Edit Revenue Groups Delete Revenue Groups
	Revenue Types	New/Edit Revenue Types Delete Revenue Types
	Membership Class	New/Edit Membership Class Delete Membership Class
	Transaction Groups	New/Edit Transaction Groups Delete Transaction Groups
	Enrollment Codes	New/Edit Enrollment Codes Delete Enrollment Codes
	Enrollment Groups	New/Edit Enrollment Groups Delete Enrollment Groups
	Status Codes	New/Edit Status Codes Delete Status Codes
	Awards	New/Edit Awards Delete Awards
	Membership Rates	New/Edit Membership Rates Delete Membership Rates
	Membership Room Groups	New/Edit Membership Room Groups Delete Membership Room Groups
	Qualifying Rates	New/Edit Qualifying Rates Delete Qualifying Rates
	Membership Type Rules	New/Edit Membership Type Rules Delete Membership Type Rules
	OCIS E-Certificates	New/Edit OCIS E-Certificates Delete OCIS E-Certificates
Geographic Management	Nationalities	New/Edit Nationalities Delete Nationalities
	Districts	New/Edit Districts Delete Districts
	Distance Types	New/Edit Distance Types Delete Distance Types
	Birth Country	New/Edit Birth Country Delete Birth Country
	Identification Country	New/Edit Identification Country Delete Identification Country
	Identification Type	New/Edit Identification Type Delete Identification Type

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Tax Category	New/Edit Tax Category Delete Tax Category
	Tax Office	New/Edit Tax Office Delete Tax Office
	Tax Type	New/Edit Tax Type Delete Tax Type
	Fiscal Guest Type	New/Edit Fiscal Guest Type Delete Fiscal Guest Type
	Languages	New/Edit Languages Delete Languages
	Regions	New/Edit Regions Delete Regions
	Countries	New/Edit Countries Delete Countries
	States	New/Edit States Delete States
	City Postal Codes	New/Edit City Postal Codes Delete City Postal Codes
	Fiscal Regions	New/Edit Fiscal Regions Delete Fiscal Regions
	Country Main Group	New/Edit Country Main Group Delete Country Main Group
Activity Management	New/Edit Activity Types Delete Activity Types New/Edit Activity Results Delete Activity Results	N/A

OPERA Tasks — Client Relations

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-5 Task Permissions

Parent Task	Task	Subtask
Profiles Management	Scheduled Activities	N/A

Table 16-5 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Create Profile	Guest Profile Company Profile Travel Agent Profile Source Profile Group Profile Contact Profile
	Correspondence	New/Edit Guest Privacy Options Edit Mailings and Sales Information
	Attachments	New Attachment Delete Attachment Preview/Download Attachment
	Identification	New/Edit Identification Delete Identification View Identification Details
	Profile Financials	Manage Payment And Routing Instructions
	Manage Incognito Name for Profiles	N/A
	Manage Suspended Profiles	N/A
	Negotiated Rates	New/Edit Negotiated Rates Delete Negotiated Rates
	Profile Memberships	New/Edit Memberships Delete Memberships Calculate Membership Points New Membership Transaction Membership Exceptions
	Web User Accounts	New/Edit Web User Accounts Delete Web User Accounts
	Account Receivables	N/A
	Profile Additional Details	Edit Additional Details
	Relationships	New/Edit Relationships Delete Relationships
	Profile Lookup	N/A
	Primary Details	Edit Primary Details
	Communications	Manage Communications
	Keyword	New/Edit Keyword Delete Keyword
	Preferences	New/Edit Preferences Delete Preferences
	Future And Past Stays	N/A
	Profile Notes	New/Edit Profile Notes Delete Profile Notes

Table 16-5 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Override Profile Protection	Override Profile Protection For Contact Profile Override Profile Protection For Guest Profile Override Profile Protection For Source Profile Override Profile Protection For Travel Agent Profile Override Profile Protection For Company Profile Override Profile Protection For Group Profile
	Mark/Unmark Profile as Protected	N/A
	Mark/Unmark Profile as Property Exclusive	N/A
	Award List	N/A
	Tier Management	N/A
	Transfer Points	N/A
	E-Certificates	Issue E-Certificate Consume E-Certificate Extend E-Certificate
	Anonymize Profile	N/A
	Batch Profile Update	N/A
	Enrollments	New/Edit Enrollments
	Profile Merge	Contact Profile Guest Profile Source Profile Travel Agent Profile Company Profile Group Profile
	Profile Commission	New/Edit Profile Commission Delete Profile Commission

OPERA Tasks — Enterprise Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-6 Task Permissions

Parent Task	Task	Subtask
Chain and Property Management	Global Hubs	New/Edit Global Hubs
	Hubs	New/Edit Hubs
	Properties	Edit Properties
	Attractions	New/Edit Attractions
		Delete Attractions
	Airports	New/Edit Airports
		Delete Airports
	Communication Methods	New/Edit Communication Methods
		Delete Communication Methods
	Delivery Status	New/Edit Delivery Status
		Delete Delivery Status
	Departments	New/Edit Departments
		Delete Departments
	Property Types	New/Edit Property Types
		Delete Property Types
	Attraction Categories	New/Edit Attraction Categories
		Delete Attraction Categories
	Owner Teams	New/Edit Owner Teams
		Delete Owner Teams
	Transportation	New/Edit Transportation
		Delete Transportation
	Amenities	New/Edit Amenities
		Delete Amenities
	Corporate Information	New/Edit Corporate Information
		Delete Corporate Information
	Service Requests	Override Change Restriction
		New/Edit Service Requests
Delete Service Requests		
Track It	New/Edit Track It	
	Delete Track It	
Note Types	New/Edit Note Types	
	Delete Note Types	
Closing Scripts	New/Edit Closing Scripts	
	Delete Closing Scripts	
Web Reg Card	New/Edit Web Reg Card	
	Delete Web Reg Card	
Property Detail Categories	New/Edit Property Detail Categories	
	Delete Property Detail Categories	
Property Details	New/Edit Property Details	
	Delete Property Details	

Table 16-6 (Cont.) Task Permissions

Parent Task	Task	Subtask
Distribution Management		
OPERA Controls	Edit HUB Controls	
	Edit Property Controls	
Chain Specific Management	Smoking Type	New/Edit Smoking Type Delete Smoking Type
	Room Preference Priority	New/Edit Room Preference Priority Delete Room Preference Priority
	Floor Type	New/Edit Floor Type Delete Floor Type
	Newspaper	New/Edit Newspaper Delete Newspaper
	Snack	New/Edit Snack Delete Snack
	Beverage	New/Edit Beverage Delete Beverage
	Pillow Type	New/Edit Pillow Type Delete Pillow Type
	Room Amenities	New/Edit Room Amenities Delete Room Amenities
	Interests	New/Edit Interests Delete Interests
	Titles	New/Edit Titles Delete Titles
	Bed Type Request	New/Edit Bed Type Request Delete Bed Type Request
	Room Groups	New/Edit Room Groups Delete Room Groups
	GRS Codes	New/Edit GRS Codes Delete GRS Codes
OPERA Scheduler	Manage OPERA Scheduler	
Image Management	Property	
	Memberships	
	Attractions	
	Packages	
	Item Inventory	
	Nationality	
	Maps	
	Site Plans	

Table 16-6 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Floor Plan	New/Edit Floor Plan Delete Floor Plan
	Out Of Order/Service Room	
	Room Type	
	Room Maintenance	
	Room Condition	
	Function Space	Add/Edit Function Space Delete Function Space
	Track It Type	Add/Edit Track It Type Delete Track It Type
	Logo	
User Interface Management	Presentation Styles	New/Edit Presentation Styles Delete Presentation Styles
	User Defined Fields	Edit User Defined Fields Delete User Defined Fields

OPERA Tasks — eXchange Interfaces

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-7 Task Permissions

Parent Task	Task	Subtask
Interface Setup	Automatic Transmission Schedules	New/Edit Automatic Transmission Schedules Delete Automatic Transmission Schedules
	Interface Setup	New/Edit Interface Setup Delete Interface Setup
	Communication Methods	Edit Communication Methods
	Purge Data	N/A
	Data Request	N/A
	Interface Capabilities	N/A
	Interface Rules	N/A
	Queue Setup	N/A

Table 16-7 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Interface Mapping	New/Edit Interface Mapping Delete Interface Mapping
	Message Status Workspace	Messages From External Systems Messages To External Systems Accumulated Business Events Failover Delivery Log
	Interface Controls	Edit Interface Controls
	Profile Match Rule	New/Edit Profile Match Rule Delete Profile Match Rule
	Interface Status	N/A
	Interface Resynchronization	N/A

OPERA Tasks — Financial Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-8 Task Permissions

Parent Task	Task	Subtask
Rate Management	Property Calendar	New/Edit Property Calendar Delete Property Calendar
	Package Codes	New/Edit Package Codes Delete Package Codes
	Package Groups	New/Edit Package Groups Delete Package Groups
	Package Forecast Groups	New/Edit Package Forecast Groups Delete Package Forecast Groups
	Rate Category	New/Edit Rate Category Delete Rate Category
	Rate Class	New/Edit Rate Class Delete Rate Class
	Rate Seasons	New/Edit Rate Seasons Delete Rate Seasons

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
Financial Transactions	Rate Codes	New/Edit Rate Codes
		Delete Rate Codes
		Manage Privileged Rate Codes
		Manage Privileged Rate Code Restrictions
		Delete Pricing Schedules
		Edit Rate Code Type
		Override Custom Rate Protection
		Override Property Rate Protection
		Override Central Rate Protection
		Override Rate Floor
		Rate Distributions
		Download Rate Codes
		Rate Protection Strategies
	New/Edit Strategies	
	Display Sets	Delete Strategies
		New/Edit Display Sets
	Mass Rate Update Yield	Delete Display Sets
		N/A
	Promotion Codes	New/Edit Yield
		Delete Yield
	Promotion Groups	New/Edit Promotion Codes
		Delete Promotion Codes
	Rate Groups	New/Edit Promotion Groups
		Delete Promotion Groups
	Transaction Groups	New/Edit Rate Groups
		Delete Rate Groups
	Transaction Sub Groups	New/Edit Transaction Groups
Delete Transaction Groups		
Transaction Codes	New/Edit Transaction Sub Groups	
	Delete Transaction Sub Groups	
Transaction Code Protection Articles	New/Edit Transaction Codes	
	Delete Transaction Codes	
Routing Codes	Override Property Protection	
	Override Central Protection	
Payment Methods	Edit Transaction Code Protection	
	New/Edit Articles	
	Delete Articles	
	New/Edit Routing Codes	
	Delete Routing Codes	
	New/Edit Payment Methods	
	Delete Payment Methods	

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Transaction Diversions	New/Edit Transaction Diversions Delete Transaction Diversions
	Revenue Buckets	New/Edit Revenue Buckets Delete Revenue Buckets
	Tax Brackets	New/Edit Tax Brackets Delete Tax Brackets
Account Receivables	Restricted Reasons	New/Edit Restricted Reasons Delete Restricted Reasons
	Account Types	New/Edit Account Types Delete Account Types
Cashiering Management	Cashiers	New/Edit Cashiers
	Auto Folio Settlement Types	New/Edit Auto Folio Settlement Types Delete Auto Folio Settlement Types
	Authorization Rules	New Authorization Rules Edit Authorization Rules Delete Authorization Rules
	Folio Copy Legend	N/A
	GUI Number	N/A
	Foreign Currency Codes	New/Edit Foreign Currency Codes Delete Foreign Currency Codes Edit Foreign Currency Limits
	Adjustment Codes	New/Edit Adjustment Codes Delete Adjustment Codes
	Tax Types	New/Edit Tax Types Delete Tax Types
	Folio Types	New/Edit Folio Types Delete Folio Types
	Folio Grouping Codes	New/Edit Folio Grouping Codes Delete Folio Grouping Codes
	No Show Posting Rules	New/Edit No Show Posting Rules Delete No Show Posting Rules
	Number to Words	Edit Number to Words
	Period Definition	New/Edit Period Definition Delete Period Definition
	Exchange Service Tax	New/Edit Exchange Service Tax Delete Exchange Service Tax
	Folio Print Queue	New/Edit Folio Print Queue Delete Folio Print Queue
	Collecting Agent Taxes	New/Edit Collecting Agent Taxes Delete Collecting Agent Taxes

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Fiscal Folio Parameters	New/Edit Fiscal Folio Parameters Delete Fiscal Folio Parameters
	BIR Guest Type	Edit BIR Guest Type Delete BIR Guest Type
	BIR Doc Sequences	Edit BIR Doc Sequences
Budget Forecast	N/A	N/A
Commissions Management	Bank Accounts	New/Edit Bank Accounts Delete Bank Accounts
	Stop Processing Reasons	New/Edit Stop Processing Reasons Delete Stop Processing Reasons
	Commission Codes	New/Edit Commission Codes Delete Commission Codes
Comp Accounting	Authorizer Groups	New/Edit Authorizer Groups Delete Authorizer Groups
	Comp Authorizers	New/Edit Authorizers New/Edit Comp Authorizer Routing Instructions Delete Comp Authorizer Routing Instructions
	Transaction Codes	New/Edit Transaction Codes Delete Transaction Codes
Routine Management	End of Day Procedures	New/Edit Procedures Delete Procedures
	End of Day Reports	New/Edit Reports Delete Reports

OPERA Tasks — Financials

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-9 Task Permissions

Parent Task	Task	Subtask	
Manage Financial Postings	Post Negative Amounts	N/A	
	Change Revenue Date		
	Change Charges and Payments		
	Post Charges to No-Post Reservations		
	Override Credit Card Surcharge		
	Make Payment in Foreign Currency		
	Credit Card Rebate Can Exceed Credit Card Payments		
	Reverse Cash/Check Payments		
	Override Flagged Account Direct Bill		
	Override Prepay Rules at Check In And Reservation Update		
	Post Service Recovery Adjustment		
Manage Accounts Receivables	Account Setup	New/Edit Setup Delete Setup	
	Aging	N/A	
	Fixed Charges	New/Edit Fixed Charges Delete Fixed Charges	
	Future And Past Stay	N/A	
	Notes	New/Edit Notes Delete Notes	
	Reminders	N/A	
	Statements	N/A	
	Invoices	Manage Invoices	
	Traces	New/Edit Traces Delete Traces	
	Year View	N/A	
	Override Credit Limit	N/A	
	Accounts Receivables Workspace	Batch Reminders	N/A
		Batch Statements	
Direct Bill Transfer			
Apply Batch Postings			
Credit Card Transfer			
Transaction Research			
Cashiering Workspace	Apply Batch Deposits	N/A	
	Apply Batch Postings	N/A	
	Cashier Report	N/A	
	Open Cashiers	N/A	
	Posting Journal	Update Approval Status	

Table 16-9 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Currency Exchange Calculator	Currency Exchange Rates Manage Currency Exchange Rates Delete Past Exchange Rates
	Folio History	Convert Folio
	Credit Card Settlement	N/A
	Receipt History	N/A
	Post It	Charge It Fast Postings Post a Negative Post It Article
	Batch Folios	N/A
	Generate Batch Folios	N/A
	Credit Card Authorizations	N/A
	Reverse Certificate Postings	N/A
	Credit Limit Overages	N/A
Manage Commissions	N/A	N/A
Comp Accounting Workspace	Posting Journal Authorizer Limits	N/A
Fiscal Printing	N/A	N/A
End Of Day	Manage End Of Day Override Mandatory Check In of Pseudo Rooms Manage Income Audit End of Day Reports Automatic Cashier Closure	N/A

OPERA Tasks — General

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-10 Task Permissions

Parent Task	Task	Subtask
Access During Maintenance	N/A	N/A

Table 16-10 (Cont.) Task Permissions

Parent Task	Task	Subtask
Edit Dashboard	Client Relations Portlet	N/A
	Booking Portlets	
	Inventory Portlets	
	My Toolbox	
	Enterprise Social Media Portlets	
	OPERA Business Intelligence Portlets	
	Live Portlets	
	OPERA Version 5 Portlet	
Access Options	Customize Chain	N/A
	Customize Property	
	Personalize	
	Column Options	
Security	N/A	N/A
Quick Links	N/A	N/A
Property Brochure	Airports	N/A
	Alternate Properties	
	Conference Rooms	
	Dining	
	General Notes	
	Local Attractions	
	Maps / Directions	
	Miscellaneous	
	Property Calendar	
	Property Features	
	Property Images	
	Site Plan	
	Transportation	
Profile and Blocks Ownership	Add/Edit Owners	N/A
	Remove Owners	
Template Configuration	New/Edit Template	N/A
	Delete Template	
Activate / Inactivate Link Down	N/A	N/A
Notifications	N/A	N/A
Service Request Notifications	N/A	N/A
Device Notifications	N/A	N/A

OPERA Tasks — Interfaces Admin

Find the Task permissions by navigating to **Role Manager, Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-11 Task Permissions

Parent Task	Task	Subtask
Property Mapping	Card Type	New/Edit Card Type
		Delete Card Type
	Channel Marketing Text	New/Edit Global Channel Marketing Text
		Delete Global Channel Marketing Text
		New/Edit Property Channel Marketing Text
		Delete Property Channel Marketing Text
	Rate Code Mapping	New/Edit Rate Code Mapping
	Delete Rate Code Mapping	
	New/Edit Channel Negotiated Rates	
	Reservation Type	New/Edit Reservation Type
		Delete Reservation Type
	Room Type Mapping	New/Edit Room Type Mapping
		Delete Room Type Mapping
	Global Description	New/Edit Global Description
		Delete Global Description
Channel Configuration	Channel Setup	New/Edit Channel
		Sub-Channels
		New/Edit Sub-Channels
		Delete Sub-Channels
		Error Codes
		New/Edit Error Codes
		Delete Error Codes
		Rate Categories
		New/Edit Rate Categories
		Delete Rate Categories
		Rate Levels
		New/Edit Rate Levels
		Delete Rate Levels
		Room Types
New/Edit Room Types		
Delete Room Types		

Table 16-11 (Cont.) Task Permissions

Parent Task	Task	Subtask
Channel Mapping	Channel Controls	New/Edit Channel Controls Delete Channel Controls
	Template Type	New/Edit Template Type Delete Template Type
	Distribution Templates	New/Edit Distribution Templates Delete Distribution Templates
	Total Pricing Elements	New/Edit Total Pricing Elements Delete Total Pricing Elements
	Amenities	New/Edit Amenities Delete Amenities
	Currencies	New/Edit Currencies Delete Currencies
	Reservation Types	New/Edit Reservation Types Delete Reservation Types
	Credit Cards	New/Edit Credit Cards Delete Credit Cards
	Properties	New/Edit Properties Delete Properties
	Letters	New/Edit Letters Delete Letters
Channel Processing	Reprocess Rates Reprocess Restrictions Reprocess Availabilities	N/A
Property Interfaces	Quick Address Software Setup	New/Edit Quick Address Software Setup Delete Quick Address Software Setup
	Document Scanner Setup	New/Edit Document Scanner Setup Delete Document Scanner Setup
	Chip and Pin Terminal Setup	New/Edit Chip and Pin Terminal Setup Delete Chip and Pin Terminal Setup
	Fiscal Terminal Setup	New/Edit Fiscal Terminal Setup Delete Fiscal Terminal Setup
	Delivery Management	New/Edit Delivery Management Delete Delivery Management
	Business Events	New/Edit Business Events Delete Business Events
	Interface Devices Setup	N/A
	Property Interfaces	New/Edit Property Interfaces Delete Property Interfaces

Table 16-11 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Export Mapping	New/Edit Export Mapping Delete Export Mapping
	Printer Configuration	New/Edit Printer Configuration Delete Printer Configuration
	UDF Mappings	N/A
	Access to Scheduled Activities Configuration	New/Edit Scheduled Activity Status Delete Scheduled Activity Status New/Edit Scheduled Activity Location Delete Scheduled Activity Location New/Edit Scheduled Activity Types Delete Scheduled Activity Types

OPERA Tasks — Inventory

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-12 Task Permissions

Parent Task	Task	Sub Task
Property Availability	Edit Available Rooms Edit Sell Limits Edit Sell Control Rooms	N/A
Par Console	N/A	N/A
Lock / Unlock Task Sheet	N/A	N/A
Merge Task Sheet	N/A	N/A
Manage Restrictions	New/Edit Restrictions Delete Restrictions	N/A

Table 16-12 (Cont.) Task Permissions

Parent Task	Task	Sub Task	
Room Management Workspace	Housekeeping Board	N/A	
	Attendant Console		
	Out of Order		
	Out of Service		
	Room Discrepancies		
	Access All Task Assignments in Task Companion		
	Receive Task Companion		
	Emergency Assistance Notifications		
	Receive Task Companion General Assistance Notifications		
	Heartbeat		
	Floor Plan		
	Site Plan		
	Task Assignment	Delete Task Sheet	
	Room Maintenance		New/Edit Room Maintenance
			Delete Room Maintenance
			Resolve/Unresolve Room Maintenance
Manage Room Status		Setting of a room to Dirty Status	
		Setting of a room to Clean Status	
		Setting of a room to Pickup Status	
		Setting of a room to Inspected Status	
		Change Status of an Out Of Service room	
		Change Status of an Out Of Order room	
Room Condition		New/Edit Room Condition	
		Delete Room Condition	
Housekeeping Forecast	N/A		
Place Rooms on Hold	Allows placing rooms on hold under HOLD1 reason	N/A	
	Allows placing rooms on hold under HOLD2 reason		
	Allows placing rooms on hold under HOLD3 reason		
	Allows placing rooms on hold under HOLD4 reason		
	Room Hold Override		
Room Search	N/A	N/A	

OPERA Tasks — Inventory Admin

Find the Task permissions by navigating to **Role Manager** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
 Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-13 Task Permissions

Parent Task	Task	Sub Task
Manage Accommodations	Housekeeping Attendants	New/Edit Housekeeping Attendants
		Delete Housekeeping Attendants
	Room Types	New/Edit Room Types
		Delete Room Types
	Task Sheets	New/Edit Task Sheets
		Delete Task Sheets
		Save Task Sheet Template
	Room Class	New/Edit Rooms Classes
		Delete Rooms Classes
	Room Conditions	New/Edit Room Conditions
		Delete Room Conditions
	Rooms	New/Edit Rooms
		Delete Rooms
	Bed Types	New/Edit Bed Types
		Delete Bed Types
	Out of Order/Service Reasons	New/Edit Out of Order/Service Reasons
		Delete Out of Order/Service Reasons
	Housekeeping Sections	New/Edit Housekeeping Sections
		Delete Housekeeping Sections
Room Maintenance	New/Edit Room Maintenance	
	Delete Room Maintenance	
Room Hierarchy	New/Edit Room Hierarchy	
	Delete Room Hierarchy	
Floors	New/Edit Floors	
	Delete Floors	
Room Features	New/Edit Room Features	
	Delete Room Features	
Buildings	New/Edit Buildings	
	Delete Buildings	
Room Pool	New/Edit Room Pool	
	Delete Room Pool	
Function Space Management	Function Space Types	New/Edit Function Space Types
		Delete Function Space Types

Table 16-13 (Cont.) Task Permissions

Parent Task	Task	Sub Task
	Function Space Locations	New/Edit Function Space Locations Delete Function Space Locations
	Setup Styles	New/Edit Setup Styles Delete Setup Styles
	Rental Codes	New/Edit Rental Codes Delete Rental Codes
	Function Spaces	New/Edit Function Spaces Delete Function Spaces
	Event Types	New/Edit Event Types Delete Event Types

OPERA Tasks — Miscellaneous

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-14 Task Permissions

Parent Task	Task	Subtask
Exports	General Exports	New/Edit General Exports
		Delete General Exports
		Generate General Exports
	Country Exports	New/Edit Country Exports
		Delete Country Exports
Membership Exports	New/Edit Membership Exports	
Back Office Exports	Back Office Exports	Delete Membership Exports
		Generate Membership Exports
		New/Edit Back Office Exports
Download Exports	Download Exports	Delete Back Office Exports
		Generate Back Office Exports
		New/Edit Download Exports
Miscellaneous Workspace	Log It	Delete Download Exports
		Generate Download Exports
	Service Requests	New/Edit Log It
		Delete Log It
	Changes Log	Not Available

Table 16-14 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Telephone Book	New/Edit Telephone Book Delete Telephone Book
	Monitoring Workspace	ADS Error Processing Business Event Queue IATA Exceptions Delete IATA Exceptions
	Track It	New/Edit Track It Delete Track It
	Telephone Operator	Not Available
	Property Interface Controls	Edit Key Valid Start Date Edit Key Valid Start Time Edit Key Valid Until Date Edit Key Valid Until Time

OPERA Tasks — Reports

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-15 Task Permissions

Parent Task	Task	Subtask
Run Protected Reports	Not Available	Not Available
Activate Reports	Not Available	Not Available
View Cash Transactions in Reports	Not Available	Not Available
Reports	Manage Reports Schedule Reports View Internal Reports / Report Groups	Not Available

Table 16-15 (Cont.) Task Permissions

Parent Task	Task	Subtask
Report Groups	Accounts Receivable	Not Available
	Activity	
	Aging	
	Arrival	
	Blocks and Groups	
	Catering	
	Comp Accounting	
	Configuration	
	Contacts	
	Events	
	FIT Contract	
	Financial	
	Forecast	
	Guests in House	
	Housekeeping	
	Miscellaneous	
	OCIS E-Certificate	
	Post It Folio	
	Profile	
	Reservation	
	Resources	
	SFA	
	Shift Reports	
	Statistical	
	Utilities	
	Yield Management	

OPERA Tasks — Role Manager

Find the Task permissions by navigating to **Role Manager**, **Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-16 Task Permissions

Parent Task	Task	Subtask
Migrate Users	Not Available	Not Available
Migrate All Users	Not Available	Not Available
Manage Users	New/Edit Users	Not Available
	Reset PIN	

Table 16-16 (Cont.) Task Permissions

Parent Task	Task	Subtask
Manage Roles	Manage Chain Roles and Tasks	Not Available
	Manage Property Roles and Tasks	
	Manage Property Roles Templates	

OPERA Tasks — System Support

Find the Task permissions by navigating to **Role Manager, Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-17 Task Permissions

Parent Task	Task	Subtask
Support	Not Available	Not Available

OPERA Tasks — Toolbox

Find the Task permissions by navigating to **Role Manager, Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-18 Task Permissions

Parent Task	Task	Subtask
Synchronization	Inventory	Not Available
	Stay Records	
	Room Pool	
	Financial Statistics	
	Room Status	
	Business Events	
	Block Occupancies	
	Physical Rooms	
	Catering Forecast Revenue	
	Summary Profile Statistics	
	Past Profile / Reservation Statistics	
	Sales Allowances	
	Package Prices	
	Block Rates	
	Event Item Class Sequence	

Table 16-18 (Cont.) Task Permissions

Parent Task	Task	Subtask
Data Management	Change Property Code	Not Available
	Delete Property	
	Property Login Control	
	Manage Business Date	
	Multiple End of Days	
	Full Purge	
	Reset Data	
	Room Utilities	
	Change Function Space Code	
	Import Postal Codes	
	Status Code Update	
	Convert Production Data	
	External References Update	
	Update Market Code	
	Change Revenue Type	
	Membership Types	
	Imbalance Analysis	
	Sales and Catering Application Monitor	
	Business Block Compare	
	Update Owners	
	Update Contact	
	AR Enter Old Balances	
	Preference Utility	
	Manual Profile Purge Routine	
	Transaction Management	
	Credit Card Vault Conversion	
	Change Encryption Key	
OPERA Licenses	Not Available	Not Available
External Databases	Not Available	Not Available

OPERA Tasks — Worklist

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-19 Task Permissions

Parent Task	Task	Subtask
Approval Waitlist	Not Available	Not Available

Part IV

Toolbox

This part of the OPERA Cloud Help system contains information on working within the Toolbox menu for those responsible for managing OPERA Cloud utilities, systems, and data synchronization.

- [Utilities](#)
- [Toolbox System Setup](#)

17

Utilities

The Utilities feature provides links for synchronizing data, scheduling background processes, data management, room utilities, and transaction management.

- [Data Synchronization](#)
- [Processors](#)
- [Data Management](#)
- [Room Utilities](#)
- [Transaction Management](#)

Data Synchronization

OPERA Cloud works with large amounts of data gathered and exchanged across multiple database tables. This data can change by the minute, and sometimes data discrepancies are created. The Synchronization utilities let you recalculate key data, such as inventory, block rates, stay records, financial statistics, and more to ensure the latest information is correct in all application areas.

- [Synchronizing Business Events](#)
- [Synchronizing Summary Profile Statistics](#)

Synchronizing Business Events

Business Event Synchronization enables you to capture past business event data and upload it to external systems. You should ensure that all users are logged out before running this utility. The synchronization process may cause a slowdown of the application.

To activate Business Event Synchronization:

1. From the OPERA Toolbox menu, select **Utilities**.
2. Select **Synchronization** and then select **Business Events**.
3. Select a property as the source of business events data.
4. Select the external system as the destination of your upload.
5. Select the check box belonging to the modules you wish to synchronize.
6. For each module you select, make any additional selections to refine the data upload.

For example, select date ranges for the requested data. Or, if selecting the Blocks module, specify either the Begin dates or the Stay dates.

7. Click **Synchronize Business Events**.

Synchronizing Summary Profile Statistics

The Synchronize Summary Profile Statistics utility populates the database tables designed to improve performance when calculating account statistics in Sales & Catering Advanced Reporting and in other reports.

1. From the Toolbox menu, select **Utilities**.
2. Select **Synchronization** and then select **Summary Profile Statistics**.
3. Select a profile type such as Company, Travel Agent, and so on.
4. Select a property.
5. Select the time span the synchronization action will cover.
6. Enter a year in the **From Year/Month** field and in the **To Year/Month** field.
Use the drop-down next to both fields to select the month of the year.
7. In the **Name** field, click **Search** to open the Manage Profile screen where you can create a profile for the company, contact, source, or travel agent.
8. Click **Synchronize Summary Profile Statistics**.

Processors

The Processor utility lets you schedule certain processes to run automatically in the background at a time when system resources are most available or suitable to your business needs. The utility helps ensure your OPERA Cloud system performs at maximum efficiency by cleaning up databases and other tasks.

- [Processor Forecast](#)
- [Running the Utilities Forecast Processor](#)
- [Starting the Rate Strategy Processor](#)
- [Schedule Check Out / Auto Check In](#)
- [Using the Interface Status Utility](#)

Processor Forecast

The Forecast utility is a stand-alone process that populates and updates various summary tables with information from selected business events. Summary tables -- such as reservation summary and others -- provide fast access to the real-time information displayed on Dashboard Tiles and in various OPERA Cloud reports.

The utility automatically checks for new business events to process every few seconds. It provides Events Pending status and Events Failed status. It also provides the following:

- Instance ID indicating the number of instances run.
- ID indicating a system assigned number.

- Session ID indicating the session identification number.
- Status indicating the process is currently running or waiting.
- Events Read indicating the number of business events processed since the Forecast utility was last started.

You can manually start or stop processing or click the Refresh Data button to force immediate processing of business events.

Running the Utilities Forecast Processor

Use Forecast Setup to specify the number of threads (instructions) the system will run concurrently to process updates.

1. From the Toolbox menu, select **Utilities**.
2. Select **Processors** and then select **Forecast**.
3. Click **Stop** to turn off processing.
4. Click **Start** to turn on processing.
5. Click **Setup** to set the number of processor threads.
6. Enter the OPERA Cloud Support Key number and click **Login**.
7. On the Forecast Processor Setup dialog, select the number of threads you want running concurrently during processing.
8. Click **OK**.

Starting the Rate Strategy Processor

The Rate Strategy Processor utility enables you to start or stop the implementation of rate strategies. It does not create new rate restrictions, but uses the existing rate strategies for evaluation of rate availability.

1. From the Toolbox menu, select **Utilities**.
2. Select **Processors** and then select **Rate Strategy**.
3. Click **Start** to start the utility.

The status indicator will change to **Waiting**, and the utility will check every few seconds for new rate strategies to process.

4. Click the **Refresh Data** icon to force immediate processing of strategies.
The status indicator will change to **Running**.
5. Click **Stop** to turn off the utility.

Schedule Check Out / Auto Check In

The Schedule Check Out / Auto Check In processor is a shared processor that is available when the Scheduled Check Out function and/or the Auto Check In of

Advance Checked In Reservations parameter is active. The Schedule Check Out / Auto Check In Processor Status screen shows the current status of the processor in the environment.

- The Schedule Check Out processor handles event processing for the Scheduled Check Out feature. When a reservation has been scheduled to check out at a later time, the processor will check out the reservation the next time it runs after the time set on the reservation.
- The Auto Check In processor handles data related to check in of Advance Checked In reservations. When the Room Status of an Advance Checked In reservation matches the status (Inspected, Clean, Pickup, Dirty, OOO) configured in the Room Status for Auto Check In of Advance Checked In Reservations setting the processor will automatically check in that reservation the next time it runs.

Using the Interface Status Utility

OPERA Cloud uses the OPERA Xchange Interface (OXI) and/or the OXI-HUB interface to manage data communications between OPERA Cloud and other external systems. The two systems process messages exchanged between OPERA Cloud and external systems such as the OPERA Reservation System (ORS) and other third party systems.

The Interface Status utility monitors OXI and OXI-HUB. It gives you a view into the processing performance of external interfaces running through them. It also enables you to start or stop each interface for troubleshooting purposes.

To view interface processing status and start or stop interface processing:

1. From the Toolbox menu, select **Utilities**.
2. Select **Processors** and then select **Interface Status**.
3. Select a **System Type**, either OXI or OXI-HUB.
4. Select **Interface Search** to locate a specific interface. Interface search displays a list of available interfaces and enables you to search within that list.
5. Or, click the main **Search** button to display all interfaces associated with either OXI or OXI-HUB. The list of interfaces associated with a property might be extensive.
6. On the Interface Status panel, select one or all interfaces and click **Stop** to turn off an interface or click **Start** to turn on an interface.

Data Management

Data Management enables you to perform back office data management tasks, including: export the property shell, reset data, change function space codes, import postal codes, perform a full purge, and so on. You can access the Data Management features from the Toolbox menu. Data management functions require special permissions.

- [Changing Chain Mode](#)

Changing Chain Mode

The Change Chain Mode feature enables a property to adopt a chain mode used by a different chain. The feature is typically used when a property is acquired by another chain/property. In this case, the acquired property takes on the chain mode of the parent chain.

1. From the Toolbox menu, select **Utilities**.
2. Select **Data Management** and then select **Change Chain Mode**.
3. Enter the **Property** name.
4. Search and select a **Chain Mode**.

Depending on the Chain Mode you select, OPERA Cloud might display recommended OPERA Controls for functionalities coded specifically for the chain. You can activate the settings in OPERA Cloud Controls.

5. Click **Save**.

Room Utilities

The Room Utilities enables you to change room numbers, room types, and room class. The utility will update your changes in other functional areas impacted by your changes.

- [Changing Room Numbers](#)
- [Change Room Type of a Room Number](#)
- [Change Room Type to Another Room Type](#)
- [Changing Room Class](#)

Changing Room Numbers

The Change Room Number utility enables you to change current system-generated room numbers to valid property room numbers. You will need an OPERA Cloud Support Key from your system administrator for this functionality.

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Number**.
3. Enter a valid OPERA Cloud Support Key number and click **Login**.
4. Search for your property and click **Change Room Number**.

Change Room Type of a Room Number

The Change Room Type utility allows you to change the room type of a configured room number. To do so, the room number must meet several conditions. The room number cannot be:

- Used in current or future reservations.
- Associated with any no-show reservations.
- Scheduled in any house assignments.
- Currently or scheduled for out of order or out of service.
- A Can Be Meeting Room room type.
- Configured as a component room, room type.

You will need an OPERA Cloud Support Key from your system administrator for this functionality.

- [Changing Room Type of a Room Number](#)

Changing Room Type of a Room Number

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Type**.
3. Enter a valid OPERA Cloud Support Key number and click **Login**.
4. Select your property.
5. Enter the number of the room you want to change to a different room type.
6. Enter the new room type.
7. Click **Change Room Type**.

Change Room Type to Another Room Type

The Change Room Type to Another Room Type utility enables changing a property's specified room types on rooms, blocks, and reservations to another configured room type. You will need a valid OPERA Cloud Support Key from your system administrator for this functionality.

The utility will update room types for in-house reservations and blocks with arrival dates on the current business date or on future dates. It will also update all associated room numbers to the newly defined room types and will update the new room types with the appropriate room class. Old room types that were changed will remain available in the system until you manually delete them.

For example, assume you change room type AAA to AA using the Change Room Type to Another Room Type utility. The following situations would occur:

- Room numbers previously associated with room type AAA will now associate with room type AA. The physical room count for room type AAA will become zero.
- Reservations made for room type AAA will now display for room type AA on the reservation details panel (provided the reservation is in-house or the reservation arrival date is the current business date or a future date).

- Block headers that held the room type AAA in the room type field will now display the room type AA (provided the block is in-house or the arrival date is the current business date or a future date).
- Block grid allocations will still display the room type AAA after the procedure runs. However, the target room type AA will be visible in the block grid and display the inventory that was previously associated with room type AAA.
- The Rate Query screen will display both room type AAA and room type AA columns, assuming the active dates for both room types are prior to the current business date. The Physical Inventory associated with the room type AAA column will shift and be accounted for in the room type AA column.
- [Changing Room Type to Another Room Type](#)

Changing Room Type to Another Room Type

Use the following steps to change one room type to another room type and update the new room type on rooms, blocks, and reservations.

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Type to Another Room Type**.
3. Enter the OPERA Cloud Support Key number and click **Login**.
4. Select your property and click **New**.
5. In the Instructions panel, enter a **Source Room Type(s)** and enter a **Target Room Type**.
6. Click **Review** to see the expected results of your room type changes.
7. Click **Change Room Type**.

Changing Room Class

Room classes typically define groups of room types having some characteristic in common. The Change Room Class utility enables you to associate one or more room types to a room class for a property. You can also use the utility to associate all room types to the internal room class ALL, effectively turning off the Room Class function. To associate Room Types to a Room Class or turn off the Room Class function:

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Class**.
3. Enter a valid OPERA Cloud Support Key number and click **Login**.
4. If associating room types to a room class at your property, select the **Change Room Class** radio button.
5. Select a **Property**.
6. Select a **Room Class**.
7. Select **Room Types**.

8. Click **Change Room Class**.
9. If associating all room types to your property's internal Room Class ALL, click the **Default Room Class** radio button.
10. Search and select a Property.
11. Click **Change Room Class**.

Transaction Management

Transaction Management utilities provides control over transaction codes. You can assign new transaction codes to existing transaction codes, move transaction codes to new subgroups, and update transaction code ownership from property ownership to central ownership and vice versa. In a multi-property environment, you can generate template records based on property transaction code records.

- [Changing Transaction Codes in Utilities](#)

Changing Transaction Codes in Utilities

The Change Code Utility enables you to assign a new transaction code number to an existing transaction code. This action may take considerable time depending on the volume of financial transactions in the database.

1. From the Toolbox menu, select **Utilities**.
2. Select **Transaction Management** and then select **Change Code**.
3. Select a property.
4. On the Instructions panel, click **New** to display a code change field.

To change several codes at the same time, click **New** to add more fields. To remove a field, select the field and click **Delete**.

5. Search and select a **Transaction Code**.
6. Enter a new **Code Number**.
7. Click **Change Code**.

18

Toolbox System Setup

The System Setup feature provides links for managing OPERA licenses, Environment Controls, and External Databases.

- [External Database Configurations](#)

External Database Configurations

The External Database Setup feature in the Toolbox menu is essential for external systems configuration in OPERA Cloud and for integration with the correct chain/property. Its purpose is to link each property in the multi-tenant cloud to its respective external system and external database ID.

The feature enables you to create new external database configurations based on existing Interface Types. You create a unique External Database Code with a description to identify each new configuration. The description should include the External Database Code and a full external database name to explain its system type and use. OPERA Cloud will provide a list of properties that use the Interface Type you specify in your search. From the list, you can highlight and select one or more properties to move into your new configuration. You can save and continue the process of creating the external database.

You can also edit external database setups to update database descriptions and to add or remove linked properties. The search function provides a list of databases, each identified by a code, a description, and an interface type. You can expand each database listed in your search results to reveal the properties attached to the database. You can also elect to show inactive database/interface types or to hide inactive database/interface types using. Database/interface types remain configured even if shown as inactive.

Use the following search criteria to locate an interface type for your property.

- **Interface Type:** Select an interface type from the list of values (LOV). The LOV filters the search results by an interface types already configured. You can then edit the interface type. The same interface type might be associated with multiple databases, so the LOV shows all of the available databases when referencing the interface type.
- **Property:** Enter the external database name to filter search results based on a specific property database. The property database can include multiple properties, depending on its current configuration and name.
- **Code:** Search by entering a known External Database full or partial code.

Part V

OPERA Terminology

- [OPERA Terminology A-Z](#)

OPERA Terminology A-Z

Table 19-1 Terminology

Term	Description
Accompanying Guest	Secondary guests who are added to the reservation. Eligible accompanying guests can have a separate registration card printed. Eligibility is determined by the value set in the Age Threshold to Print Registration Card application setting.
Advance Check In	The ability to flag one or more arrival reservations as Advance Checked In reservations. Note: Pseudo room reservations cannot be flagged for Advance Check In.
Advance Checked In	One or more reservations that have been flagged as Advance Checked In reservations but not checked in to the property.
Additional Rooms	This is a multi-select field to choose rooms to include in the key creation with the reservation room. This field is available when the property interface configuration for the active DLS (Door Lock System) has the check box active for Allow Multiple Room Selection for Keys . You can customize the Additional Rooms field on the Create Key screen to populate the field with the room numbers that were selected when the new key was created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0). Without this customization, the field does not populate with the additional room numbers for which the key was created.
Auto Advance Check In	Automatically checks in Advance Checked In reservations when the housekeeping room status of the reservation matches the housekeeping room status defined in the Room Status for Auto Check In of Advance Checked In Reservations OPERA Control setting.
Billing Window	Billing windows are used to assign more than one payee to one reservation or to separate posted transactions using configured routing instructions. A reservation can have up to eight billing windows and each window can be assigned to a different payment method and a different payee.
Business Date	The OPERA property business date.
Credit	If the payment or deposit amount is greater than the posted charges on a billing window, a Credit balance remains. This balance is settled with the Automatic Folio Settlement functionality if the Include Credit Balances check box is selected.
Duplicate Key	A duplicate key is the exact copy of the original, including for Valid Start Date / Valid Start Time and Valid Until Date / Valid Until Time. If this information is modified, then the Key defaults to New. When Previous Keys Made is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When Duplicate Key is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a duplicate key is no longer an exact copy of a previous key made when these options are altered.

Table 19-1 (Cont.) Terminology

Term	Description
ETA	The guest's Expected Time of Arrival (Arrival Time) for their reservation. After the reservation is Advance Checked In, the Expected Time of Arrival (ETA) for the reservation is updated with the time the reservation was flagged as Advance Checked In. After the reservation is Advance Checked In, the Arrival Date is changed to read-only and cannot be modified.
ETR	The Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations. In the Advance Checked In screen reservations can be sorted by ETR options when an ETR is provided. For ETR options, the Expected Time of Return (ETR) parameter must be On.
Folio	Master bill containing all posted transactions including charges, payments and deposits (if any).
Key Machine Locations	The Key Encoders available for use. By default, OPERA remembers the last location used. You can select a different key encoder.
Key Options	Defines key access to specific areas of the property. The default is key options associated at the room level configuration, such as access to the Parking Garage, the elevator, the pool area.
Key Type	When Previous Keys Made is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When Duplicate Key is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a Duplicate Key is no longer an exact copy of a previous key made when these options are altered. When the Key screen is accessed with the Mass Check In, the key type New or Duplicate is not available. Only when the individual Create Key screen is displayed is the key type available and defaults according to whether previous keys were made.
Mass Advance Check In	The option to Advance Check In multiple reservations when the arrival date of the reservations is the current business date of the property.
Mass Check In	Mass Check In functionality provides one easy process to check in multiple reservations for arrivals due in on the property's current business date, and to (optionally) generate their room keys and registration cards. Mass Check In can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one.
Number of Keys	Default is Per Adult On Reservation to create the same number of keys as the number of adults on the reservation. Use the Per Reservation option to set any number of keys for the reservation.

Table 19-1 (Cont.) Terminology

Term	Description
Override Associated Key Options	<p>Overrides the key options in the Room Keys panel (when multiple reservations are selected for key creation). Key options can be modified or added on the individual reservations Create Key screen as you proceed through the key creation process.</p> <ul style="list-style-type: none"> When deselected (default), the selections added in the Key Options field are appended to existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated Key Option field. In the Room Keys screen, you also select the Lounge key option, and then process the key creation. In the Create Keys screen, both Garage and Lounge key options appear for each reservation. When selected, the selections added or removed in the Key Options field override all existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated Key Option field. In the Room Keys screen, you select the Lounge key option, and then process the key creation. In the Create Keys screen, the Garage key option is overridden and only the Lounge key option appears for each reservation.
Pre-Arrival Reservation	A reservation with an Arrival date >1 day prior to the OPERA property business date.
Previous Keys Made	In the Create Keys screen, this is the number of keys since the last new key previously created for this specific reservation and room. If the Additional Rooms field on the Create Keys screen is customized with PreviousKeyAdditionalRooms, the Additional Rooms field populates with the additional room numbers if the previous key made had additional rooms selected when created. When Previous Keys Made is equal to or greater than 1, then this defaults to Duplicate Key instead of New Key (this is editable.) When Duplicate Key is the default key type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, and/or Valid Start Date and Valid Start Time, the key type switches to New Key because it is not considered a duplicate key of a previous key made when these options are altered. A duplicate key is the exact copy of the original, including the options set in the original key creation. When the reservation is checked out, the Previous Keys Made count resets to zero.
Primary Guest	The guest name under which the reservation is booked. The primary guest's name appears at the top of the list in the Select Guests panel on the Registration Card screen.
Settlement	The process of obtaining payment for a guest's bill.
Suppress Key Success Message	When this option is selected, the key success message does not display. Instead, the process continues to the Create Key screen for next reservation. If the request to the DLS (Door Lock System) fails, then the failure notification appears with the option to retry the key creation.
System Date/Time	Operating System date/time.
Valid Start Date	Displays when the Send Valid Start Date/Time check box is active in the DLS property interface configuration. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.

Table 19-1 (Cont.) Terminology

Term	Description
Valid Start Time	Displays when the Send Valid Start Date/Time check box is active in the DLS property interface configuration. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.
Valid Until Date	Defaults to the reservation departure date or to the added days if the OPERA Controls setting Key Expiry Days is set. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.
Valid Until Time	Defaults with the time that is chosen in the Default Keys Expiry Time setting. This can be the reservation ETD (Expected Time of Departure) or the time in the Key Expiry Time setting. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.

Part VI

OPERA Cloud Services Documentation Videos

The following documentation videos supplement the OPERA Cloud Service documentation. Make sure to check this page often for new videos.

Getting Started



View Property Brochure from Quick Launch



Add Titles to a Dashboard

Client Relations



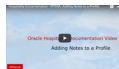
Creating a Profile



View and Edit a Profile



Add an Alternate or Incognito Profile Name



Adding Notes to a Profile

Bookings



Creating and Copying a Rate Category



Edit a Rate Category



Opt-in Guest Notifications



Find Reservations with Opt-in Guest Notifications



Advance Check In Reservations with an ETR

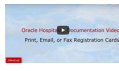


Reverse Advance Check In Reservations



Creating Room Keys

Front Desk



Print, Email, and Fax Registration Cards



Advance Mass Check In Reservations

Inventory



Assigning Room Conditions

Financial Administration



Edit Rate Seasons

Reports



View Reports