Oracle® Hospitality OPERA Exchange Interface
Configuration Manual

October 2017

ORACLE

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Preface

This document is a generic configuration manual for all OXI interfaces.

Audience

This document is intended for those developing custom applications that interact with configuration in OXI.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

1 Introduction

This document is considered a generic configuration manual for all OXI interfaces. Since additional specific information may apply to specific interfaces only, we are introducing a separate document called OXI Configuration & Checklist to address the specific setup requirements. All other interfaces are considered OXI_GEN interfaces and are covered in the generic descriptions of this document.

Please note that the schema and interfaces names on the embedded screenshots are samples only and may not reflect the original application and interface names that you will be using. If particular standards have to be observed for specific interfaces we will note this accordingly in the (OXI Configuration & Checklist) document.

This document will cover OXI Versions 4.0 compatible with OPERA Version 4.0+.

Note on OXI Custom Interfaces
Custom interfaces are considered as such because the OXI development team has written the XML adapter (OXA) for these interfaces. This means that OXA does all conversion from OPERA data into the external system data format, and vice versa.

Note on OXI Generic Interfaces
These are considered generic as the third party vendors interfacing with OXI_GEN are writing their own XML adapter (OXA) and are responsible for converting their system data format into the standard XML format that OXI requires. All system specific business logic and rules will be incorporated into that external OXA.

2 Components and dataflow of the OPERA Xchange Interface

The Interface Configuration

- This can be accessed through the user front-end of OXI, which has to be available as a desktop icon (thick client) or web side link (thin client) for all users who need to configure the interface, start and stop the interface, and view the status of messages.
- Configuration of interfaces with their external system name, OPERA property, external system property, message format, data flow, deletion indicators, and XML schema version configuration.
- Setting of interface defaults.
- Activation and configuration of conversion tables.
- Setting of interface parameters.
- Setup of Profile Matching.
- Activation /Deactivation of license codes.
- Automatic Transmission Scheduler.
- UDF Conversion.
- Interface Property Capabilities.

The Start and Stop Screen

This screen is used to start and stop the OXI processors, view the interface, property association, process type, status, command, command Time and response time, and the user.

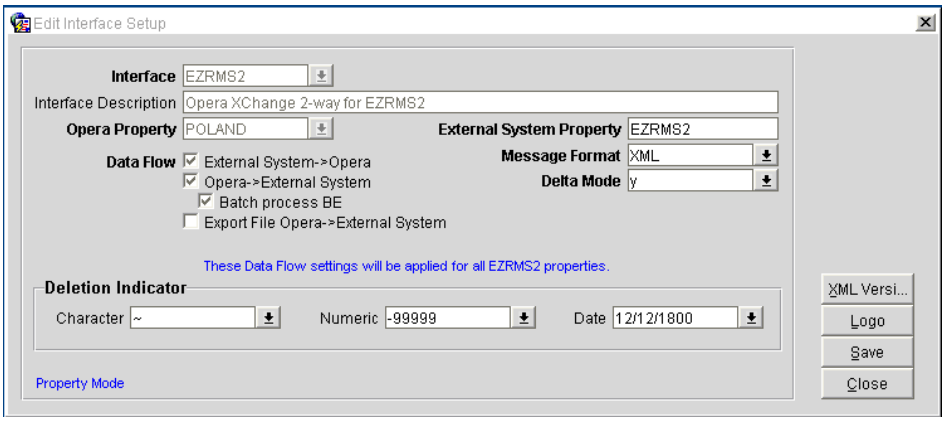
System Error Log

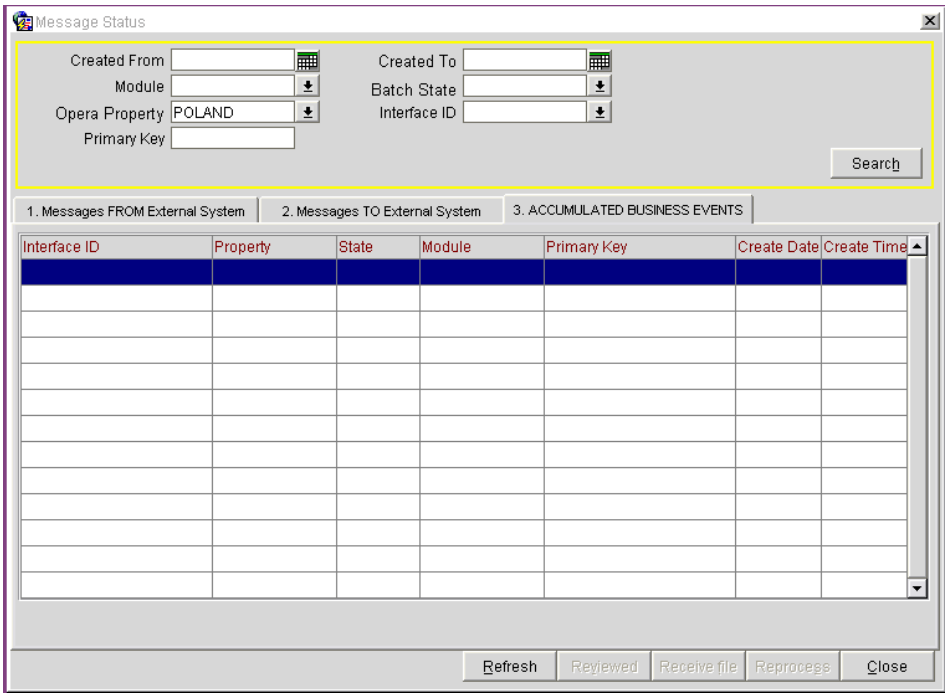
This screen is used to view summary entries from the OXI Processor Logs. The purpose is to display any internal system activity and errors or warnings that are not displayed on the "Message Status" screen. It will also contain records for every Start/Stop of the interface processors. Best utilized by IT Management or Reservations Management for resolution of system issues. Detailed information is provided in the OXI Processor Logs.

The Message Status Screen

- This screen is used to view the dataflow, message details, and to search message contents.
- View the XML messages in detail.
- View warnings and errors for messages in detail.
- Reprocess messages from and to OPERA.
- When Batch BE is selected on the edit interface screen in OXI, the business events received from OPERA will be consolidated and triggered by the close business

event during the night audit procedure. The accumulated messages are visible in the accumulated business events tab of the messages status screen.





OXI Components for Data Flow from External System to OPERA

OXI Download Processor

- Reads the external system download queue and creates an entry in the temporary XML table.
- Performs data validation.
- Performs conversion for all activated conversion tables.
- Applies download defaults for unsuccessful conversion.

- Writes a record into the OPERA API structure and from there the API populates the OPERA tables with the record.

OPERA Components for Data Flow from External System to OPERA

Business Event Configuration

- All OXI 2-way licenses automatically activate the external system and its business events. It is not necessary to have a separate business events license code.
- In order to run the 2-way interface, the external system has to be activated and configure.
- The business events needed for upload have to be configured for the specific external system to create messages.
- When updating business event configuration, it is necessary to utilize the clear cache button on the business events form. If this is not done then the user must exit the current session and log in again to have the changes take effect.

OXI Components for Data Flow from OPERA to External System

OXI Processor

- Reads the OPERA Out queue and creates an entry in the temporary XML table from the business event.
- Performs data validation.
- Performs conversion for all activated conversion tables.
- Applies upload defaults for unsuccessful conversion.

3 OPERA Setup for the Interface

OPERA Configuration Check

A complete OPERA configuration is crucial for the proper functionality of the interface. Some elements are mandatory and others are optional. Please check that the following mandatory components for the creation of a valid message entry in OPERA have been configured.

Mandatory elements for reservations, blocks

- Rate Codes
- Room Types
- Reservation Types
- Payment Methods
- Credit Card Types
- Market Codes
- Source Codes
- Exchange Rates between OXI CRS currency and OPERA home currency have to be configured.

Mandatory elements for profiles

- Address Types
- Phone Types
- Membership Types
- Membership Levels
- Country Codes
- Nationality Codes
- Commission Codes for TA profiles
- Bank Accounts – at least one account with each payment method EFT (CENT if no EFT license was purchased) and CHK has to be configured for Travel Agent profile commission processing.
- If the hotel works with owners, these have to be configured to allow OXI to set an owner default for downloading profiles and blocks.

Setup OXI Default Rate Code

Setup a Rate Code specific for OXI interface reservations. In the event that any of the property rates have been subjected to Restrictions, this default rate can be used to insert the booking without failing it. This OXI specific Rate Code can be called 'OXI Rate', 'OXI Default Rate' or similar. This default rate is not to be subject to specific Rate Restrictions and Close Outs. This default is especially useful when properties and central systems do not exchange Rates or Restrictions.

- Have the Rate Header and Rate Details include all room types.
- See that the Rate Details include an End Sell date as far into the future allowed.
- Set the rate amount to $0.00. If proper revenue/ADR is a factor set a rate amount instead.
- This default rate code will be used on bookings when the actual rate is closed out or restricted.

- Applicable warnings will be issued in OXI's Message Status screen alerting system user that reservation needs attention.
- This default will also alert the property of Rate Codes that are expired and need updates.
- If desired: To receive these types of warnings as a Trace on the reservation:
    - Go to OXI > Interface Configuration > Interface Parameters > OXI_GENERIC > Warnings as Traces = Y.
    - Traces will be attached to the reservation for action by Hotel Personal.
    - Traces Reports can be tagged for Reception or Reservation action as needed.
- Go to OXI > Interface Configuration > Interface Defaults > Reservation tab and populate the Rate Code in 'External to OPERA' column. Select a default Room Type to go with the Rate Code.
    - Additional points and information is provided under Reservation Defaults further in this document.

OXI Interface Permissions

Access to certain areas of OXI interface will require permissions linked to System Users. Access to these areas allows that user to Create, Edit and Delete entries and or values. Go to OPERA PMS and Login, path to Setup > System Configuration > Setup > User Configuration > Users.

- OXI COPY CONVERSION - Allows user access to Copy Conversion Utility.
- OXI IMP EXP - Allows user access to import/export configuration.
- OXI PURGE DATA - Allows user access to the Purge Data Utility.
- OXI LICENSE - Allows user access to OXI License codes under Interface Configuration.
- OXI CONFIGURE OXI CONVERSION - Allows user access to Conversion Tables under Interface Configuration.
- OXI RESYNC - Allows user access to resync capability in OXI utilities.
- OXI SWITCH INTERFACE - Allows user access to Switch Interface.
- OXI DEFAULTS - Allows user access the OXI default setup screen.
- OXI PARAMETERS - Allows user access to Interface Parameters under Interface Configuration.
- OXI PROFILE - Allows user access to Profile Matching under Interface Configuration.
- OXI CONVERSION TABLE - Allows user access to the OXI conversion codes.
- OXI START PROCESS - Allows user access to Start/Stop Processor under Interface Status.
- OXI MESSAGE STATUS - Allows access to the message status screen.
- OXI SYSTEM ERROR LOG - Allows user access to the OXI sys error log.
- OXI REPORTS - Allows user access to reports.
- OXI AUTOMATIC TRANSMISSION - Allows access to the ATS functionality.
- OXI COMMUNICATION_METHODS - Allows users to configure the OXI communication types.
- OXI UDF_CONVERSION - Allows users to configure UDF conversions.

- OXI EDIT_INTERFACE - Allows users to make changes to the interface setup.
- OXI DELETE_INTERFACE - Allows users to delete interfaces.
- OXI INACTIVE_INTERFACES - Allows users to view inactive interfaces.
- OXI DELETE_ERROR_LOG - Allows user to delete the error log in the OXI sys error log.
- OXI REVIEW_MESSAGE - Allows the user to mark messages as reviewed, which in turn will remove them from the message status screen.
- OXI REPROCESS MESSAGE - Allows the user to reprocess an OXI message from the status screen.
- OXI RECEIVE TRANSMIT FILE - Allows the user to configure the send / receive functionality.
- OXI NEW INTERFACE - Allows user to create new OXI interfaces.
- OXI SPECIAL CODES - Allows user access to special code configuration.
- OXI DATA REQUEST - Allows user access to the Data Request utility.

Packages between OPERA

For Products to be transmitted between two OPERA application the corresponding Business Events have to be activated. Delivery of package messages is only when using OPERA ORS to an OPERA PMS. Packages on Reservations will now be transmitted with Quantity and Length of time the package will be available on the reservation.

Scenario Example:

- If reservation for Mr. Jones is for 2 days and has ‘2’ Breakfast packages for date range of 1 day entered. The package will be sent for the total packages of ‘2’ with 1 day.
- If reservation for Ms. Smith is for 3 days and has ‘1’ Breakfast package, with no entry for date the package is available over. The package will be sent for the total packages of ‘1’ with 3 days. The amount of days is defaulted based on the length of the booking if the user does not enter the amount of days the package is to be available for.

Requirements:

- The Packages have to be configured the same in both OPERA products.
- The Transaction codes also have to be configured the same.

Business Events and their data elements that have to be activated for package information to be passed back and forth. Business events are in Setup > System Configuration > Setup > Business Events > Configuration > External system > Module Rate.

- NEW PRODUCT
- UPDATE PRODUCT
- DELETE PRODUCT

OPERA Application Settings

All Interfaces

Function – FIXED RATES

Go to System Configuration > Setup > Application Settings > Reservations, select radio button 'Function' and set FIXED RATES the way it should work for your property. (Used to be called Use Fixed Rate Functionality).

Function – IATA COMPANY TYPE
Go to System Configuration > Setup > Application Settings > Profiles, select radio button Functions and set IATA COMPANY TYPE. Set it the way it would work for your property if required. Please verify if this is required for the central system to work before activating.

- This function will release the PAD CORPNO DIGITS and PAD IATA DIGITS settings in Profiles.
- These settings can be used for any property that requires previous Corporate Numbers or IATA Numbers to be validated in the property database to a specific valid length. Update of IATA and or Corporate Numbers in a central reservation system may also require that these numbers be of certain length to be valid and acceptable.
- Functionality Dependency*:* Before the use of these parameters; should the property database require an update of IATA or corporate numbers to specific length there is a Utility that will allow simple update without manual intervention. Go to Utilities > Login to application > Utilities > Profile > Padding.

Setting – SESSION TIME OUT
Go to Setup > Application Settings > General, select radio button Settings and set SESSION TIME OUT the way it will work for your property.

- Session Time out will log system users out of the application where the applications have been idle for 'N' amount of time. Releasing possible locked records left open at that station.
- The logout will also work with open OXI applications on remote stations.
- When this setting is = 'null' then the applications will not timeout after being idle. The OPERA and OXI application windows will be open.
- Recommended Setting: Initial setting of '5-10' minutes before the session times-out for any OPERA access.

OPERA to OPERA

Rate Tiers

- Parameter under RATES > RATE TIER set to 'Y' to allow for Rate Tiers activation in OPERA properties.
- Rate Tiers must be configured exactly the same for this feature to work. In OPERA PMS go to Setup > System Configuration > Rate Management > Rate Classifications > Rate Tiers.

Block Restrictions

- In OPERA, go to Setup > Application Settings > BLOCKS.
- The following Function must be active for Group blocks to show Restrictions and set Restrictions. Restrictions can be sent from OPERA PMS to ORS. SET BLOCK PICKUP RESTRICTIONS = Y.

Financial Transactions

In OPERA, go to Setup > Application Settings > Reservations > Parameter

- SEND DEPOSITS TO ORS = Y then the financial transaction made on the reservation will be sent to ORS. Will then be inserted on the reservation there. This for transaction such as credit/Deposit.
- SEND DEPOSITS TO ORS = N then there will be no transmission of the financial transactions to ORS system.

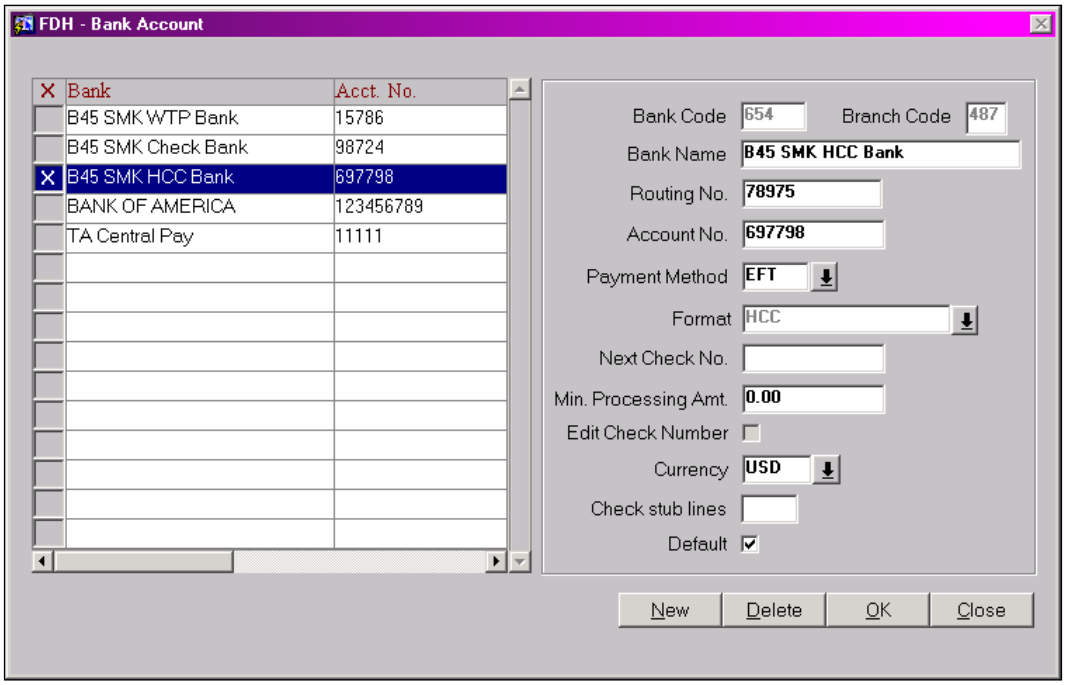
OPERA Travel Agent Commission Configuration Requirements

All hotels that receive TA profiles from external systems and that are using the OPERA Travel Agent Commission Handling.

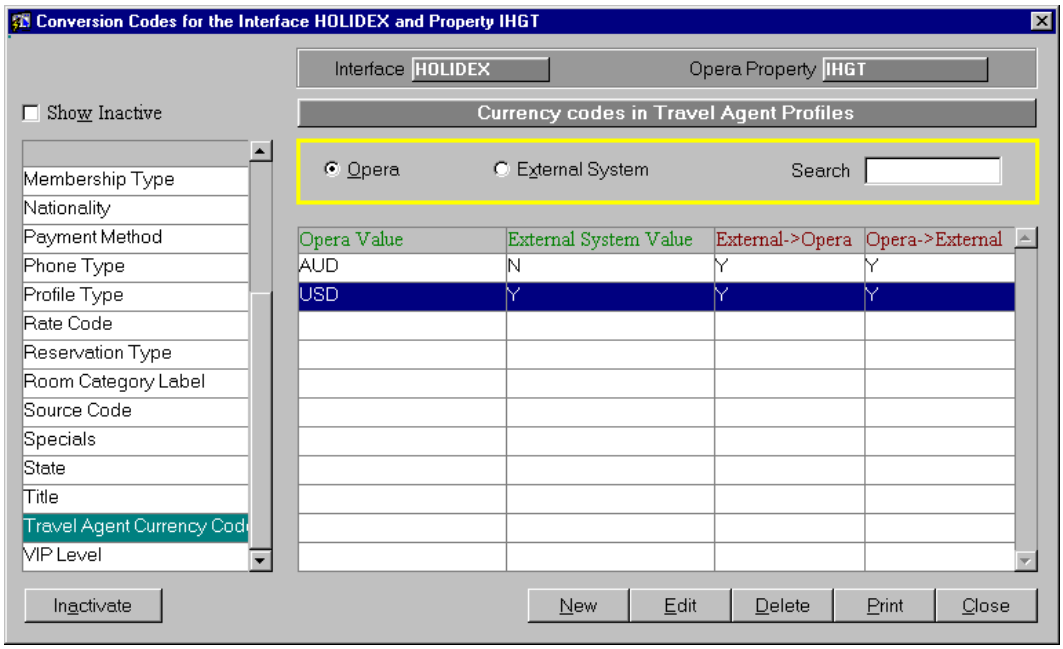
Setup > System Configuration > Commission Processing > Bank Accounts.

- The add-on license for commission handling OPP_COM must be active in OPERA.
- Travel Agents that are centrally paid have to be linked to the bank account that has the Payment Method type set to ‘EFT’ if the hotel works with the Electronic Funds Transfer license, or to ‘CENT’ if the hotel does not have this license. Those travel agents that are paid locally will be linked to the bank account that is set with Payment Method type ‘CHK’.
- A different currency code has to be linked to the EFT/CENT and CHK bank accounts, as OXI is selecting the proper bank account based on the currency code that is linked to it.
- In OXI, the flag sent by the external system for commission payment will be converted through the OXI ‘TA Currency Code’ conversion table and will be used to link the Travel Agent to the correct bank account. Conversion needs to be set up as 'Y' for central payment (EFT or CENT) or 'N' for local payment (CHK), with the respective currency codes that reflect these payment types.

Sample: In the sample below we have linked the bank account 'B45 SMK HCC Bank' to the central payment method 'EFT' as the hotel has the Electronic Funds Transfer license active. This is also linked to currency code USD.



Sample: In the sample below we have linked the currency code USD to the external system value 'Y', which indicates the central commission payment for this interface. Holidex will always send 'Y' and 'N'. If you are using another interface, please verify what values the external system will send, and configure the OXI TA currency code conversion table accordingly.



OPERA Export File Configuration

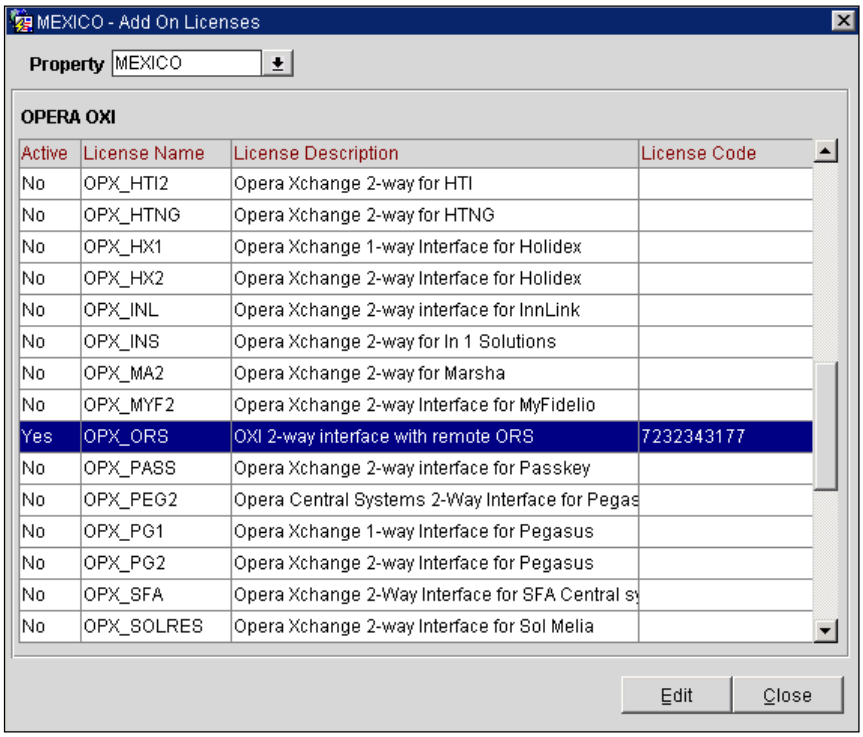
The OPERA PMS add-on license OPP_EXP must be active in OPERA.
The OXI creates and transports the export files to the configured FTP server after a Night Audit has run. These files can also be transported to the FTP server when an OPERA user generates the export data manually. The export data are created as a part of the OPERA PMS Sid_data at the time the OPERA PMS is installed at the property. Proper configuration is required for it to work with the OXI 2-Way. OXI will take the data from the OPERA tables and generate the messages for transportation. The OXI Communication Methods screen has to be setup with the proper FTP connection information.

OPERA License Codes and Business Event Setup

1. License Codes Setup

Business events for the external system are automatically enabled as soon as an OXI 2-Way license is activated. To access the license code from OPERA, go to the OPERA Configuration > Setup > License Codes > PMS > Add on License. To access the license code from OXI, go to Interface Configuration > License Codes. Below is a screenshot of the existing OXI licenses. Select your correct interface, enter the license code, and activate it.

The below screen is just a sample. Please select your correct interface license name.



Active	License Name	License Description	License Code
No	OPX_HTI2	Opera Xchange 2-way for HTI	
No	OPX_HTNG	Opera Xchange 2-way for HTNG	
No	OPX_HX1	Opera Xchange 1-way Interface for Holidex	
No	OPX_HX2	Opera Xchange 2-way Interface for Holidex	
No	OPX_INL	Opera Xchange 2-way interface for InnLink	
No	OPX_INS	Opera Xchange 2-way for In 1 Solutions	
No	OPX_MA2	Opera Xchange 2-way for Marsha	
No	OPX_MYF2	Opera Xchange 2-way Interface for MyFidelio	
Yes	OPX_ORS	OXI 2-way interface with remote ORS	7232343177
No	OPX_PASS	Opera Xchange 2-way interface for Passkey	
No	OPX_PEG2	Opera Central Systems 2-Way Interface for Pegas	
No	OPX_PG1	Opera Xchange 1-way Interface for Pegasus	
No	OPX_PG2	Opera Xchange 2-way Interface for Pegasus	
No	OPX_SFA	Opera Xchange 2-Way Interface for SFA Central sy	
No	OPX_SOLRES	Opera Xchange 2-way Interface for Sol Melia	

Field	Description
Edit	Activate or inactivate the license for usage.

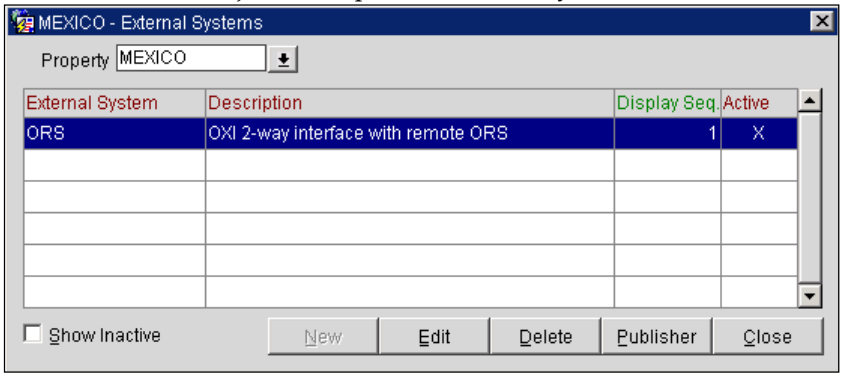
Close	Exit this screen.

For an upgrade from a 1-Way to a 2-Way of the same interface:
When upgrading an existing 1-Way to a 2-Way, select the license active for the 1-Way and deactivate it by blanking out the 'Active' column. Then, select the license for the 2-Way, enter the valid license code, and check the 'Active' column.

2. External System Setup

Go to Setup > System Configuration > Setup > Business Events > External Systems. The external system ID for your interface has automatically been created at the moment you have entered the OXI 2-way license code. This is the interface user ID that OPERA will use to recognize transactions from this external system.

The below screen is just a sample. Please select your correct interface ID.

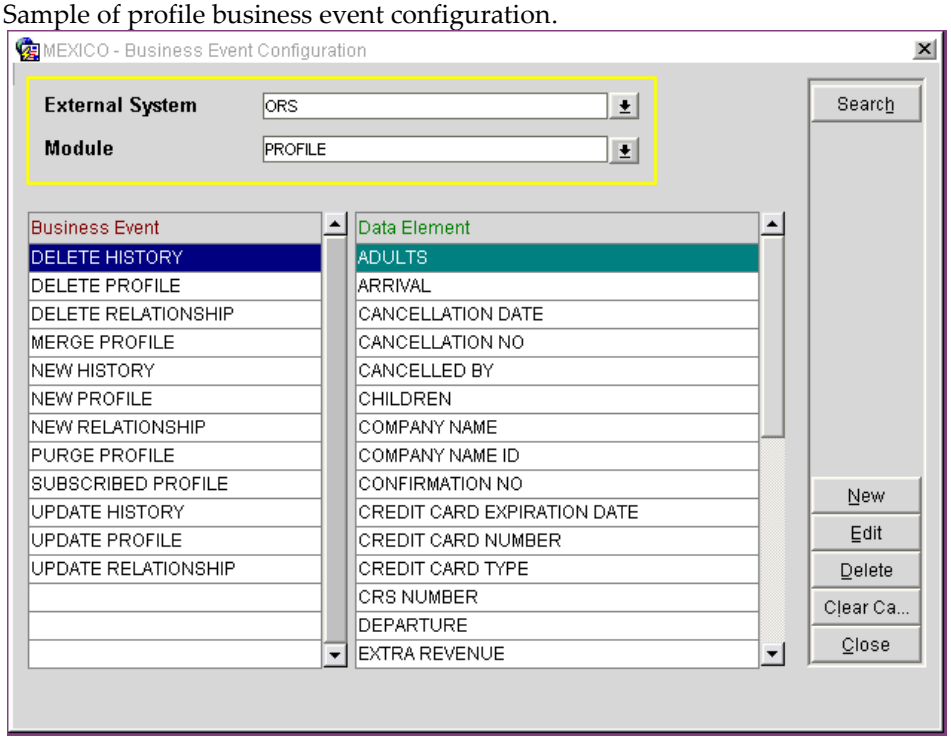


Note: Make sure that the external system is ONLY being activated at the moment you are ready to start using the interface. Do not activate the external system while you are still configuring OPERA and OXI, as this will create unnecessary business events that have to be deleted manually afterwards.

3. Business Events Setup

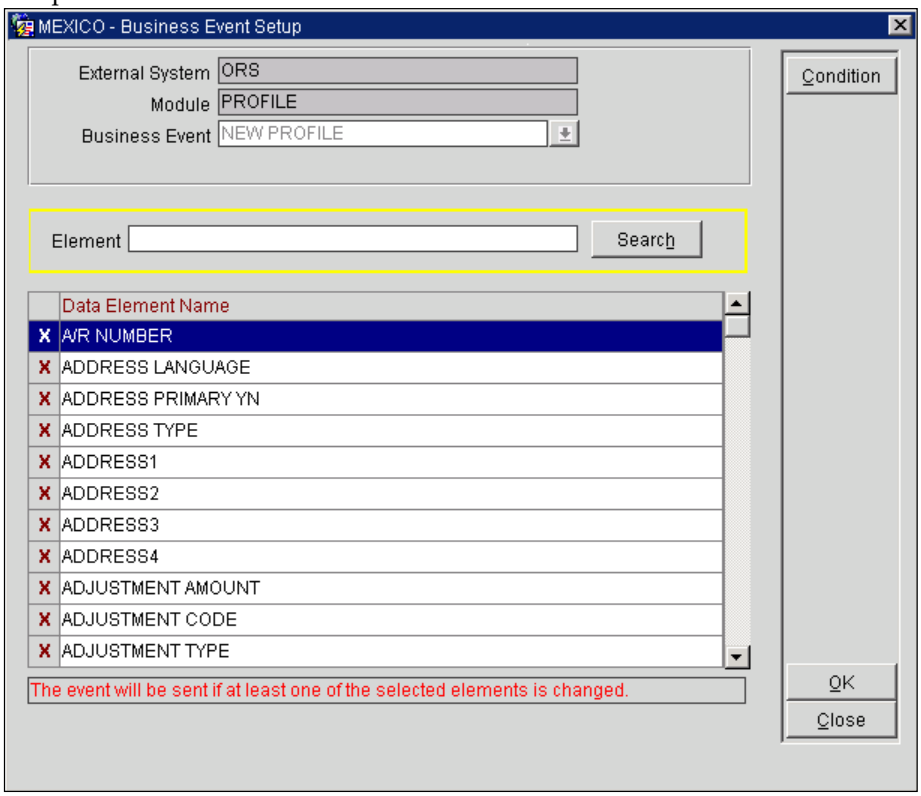
In OPERA go to Setup > Configuration > Setup > Business Events > External Systems > Configuration. Business Events are required in OPERA to send messages to an external system. What exact business events you need to configure depends entirely on the nature of the interface. If your interface transmits reservations and profiles to the external system, you need to configure reservation and profile business events. If rates and inventory have to be sent, you need to configure business events for rates and inventory, and so forth. Many interfaces will have their business events configured via a SID script at the time of install. It is also to be noted that internal conditions can be configured to further define under which specific scenarios the business event will be triggered.

Sample of profile business event configuration.



Select your external system and the module you would like to configure business events for.

Sample of data element selection within the business event NEW PROFILE.



Selection of the 'Data Element Name' is done by selecting in the 'X' column to the left of the data element. When a 'Data Element Name' is selected here and an action is carried out in OPERA that involves that data element, a business event is generated, which then becomes a message to the external system.

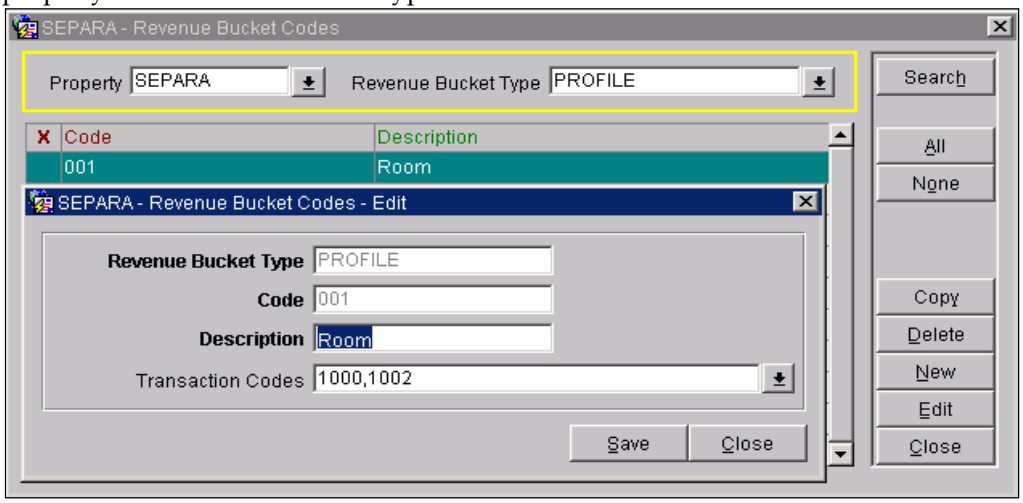
In the above example: The module is Profile and the business event is 'NEW PROFILE'. Currently highlighted is the A/R NUMBER data element name. When this data element is activated with an 'x'; a new profile with an AR Number populated will trigger a business event, and thus a message to the external system. Once a data element in the business event is activated, it will be part of the business event record that is created each time a user performs an activity in OPERA (e.g. create a new reservation). OXI will read the data from the business event out queue table and will create a message from it, which is visible in the OXI message status table.

Another Example: The other purpose of an active data element within a business event is that a message will be created as soon as the OPERA user changes something in that particular element. Let's assume that you are changing the number of adults in an existing reservation in OPERA, and nothing else. If ADULTS is an active data element in business element 'UPDATE RESERVATION', a business event record will now be created and OXI will create an upload message from it.

Stay Record Transfer between ORS/OCIS and OPERA PMS

For proper Revenue Calculations and Point Calculation to be managed in OCIS the following configuration is required. Revenue types in ORS and OPERA PMS Revenue Bucket Codes have to be exactly the same as well as the Revenue Buckets Codes in ORS and OPERA PMS. Or the stay data being transmitted will be staged, (Suspended Stays) or revenue not properly calculated.

OPERA PMS Revenue Setup:
In OPERA PMS, go to Setup > Configuration > Setup > Cashiering > Revenue Buckets > Bucket Types > SEARCH and make sure that there is Bucket type PROFILE. Next you will need to setup up matching Bucket Codes in each system. Follow the same path above but once you get to Revenue Buckets select to go to Bucket Codes. Select the property as needed and Bucket Type PROFILE.



As shown in the sample screen shot above, the Revenue Bucket Type is PROFILE. The revenue bucket Code has to be a 3 numeric value. The Description field populated accordingly and all applicable transaction codes linked to the Revenue Bucket Code correctly.

Fields	Description
Revenue Bucket Type	You must always have the type as PROFILE when creating new entries.
Code	You must always have a 3 numeric value.
Description	You can label according to the Transaction Codes you have linked (Room, Misc., F&B, etc.).
Transaction Codes	You link all transaction codes that generate this type of revenue to this Revenue Bucket code. Keep in mind that the transaction codes do not have to be the same between each system it is only the Revenue Bucket Code that must be the same in each system.

Note: Do not forget that you will need a Revenue Bucket Code that will have ALL Payments linked to it. If the payments are not linked when a guest checks out of the hotel and Stay Data is sent to the ORS/OCIS database, then the amount of the guest stay will go up with a credit. This will cause a problem and the Stay record will staged with an Invalid Revenue Type.

Business Events in OPERA PMS have to be modified.

Go to Setup > System Configuration > Setup > Business Events > Configuration > select the External System > select Module of NIGHT AUDIT > select SEARCH button.

1. Select Edit button and Delete the current entry of Roll Business Date.
2. Go back to Business Event field and add new entry of Close Business Date.
3. Save changes.

Notes from OPERA to External System

Notes can now be setup in OPERA to deliver to receiving systems. For those receiving systems the prerequisite is that the Note Type is the same, as no configuration is provided in the OXI Conversion Codes tables and that it can receive Notes in general.

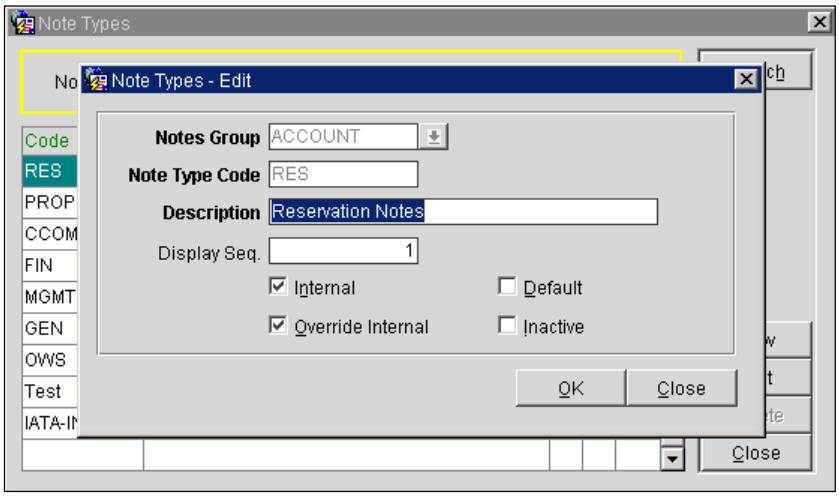
In OPERA: Setup > Configuration > Setup > Notes > Account > Booking (Business Block) > Contact (Individual/Contact) > Event > Potential.
Notes are completely configurable here. Sending the Notes out of the system we depend on the on screen parameters setup here. On screen parameters of 'Internal' and 'Override Internal' will be used to allow the Note to be sent or kept internal. Sample screen shot below shows Note type 'Res' under Account that is selected with both.

- Internal active only – note will not be sent to external system.
- Internal not active only – note will be Global and can be sent to external system.
- Override internal active – working with the internal flag, so that the internal flag shows up on the Notes screen.

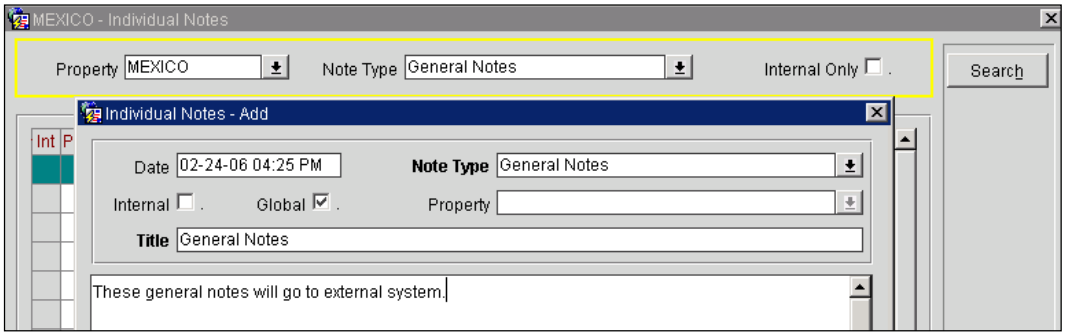
Override Internal not active – working with the internal flag, the internal flag does not show on the Notes screen.

Combination of setup and results:

- Internal = Y, Override Internal = Y
  - Notes will not go
- Internal = N, Override Internal = N
  - Notes will go
- Internal = N, Override Internal = Y
  - Notes will go
- Internal = Y, Override Internal = N
  - Notes will not go



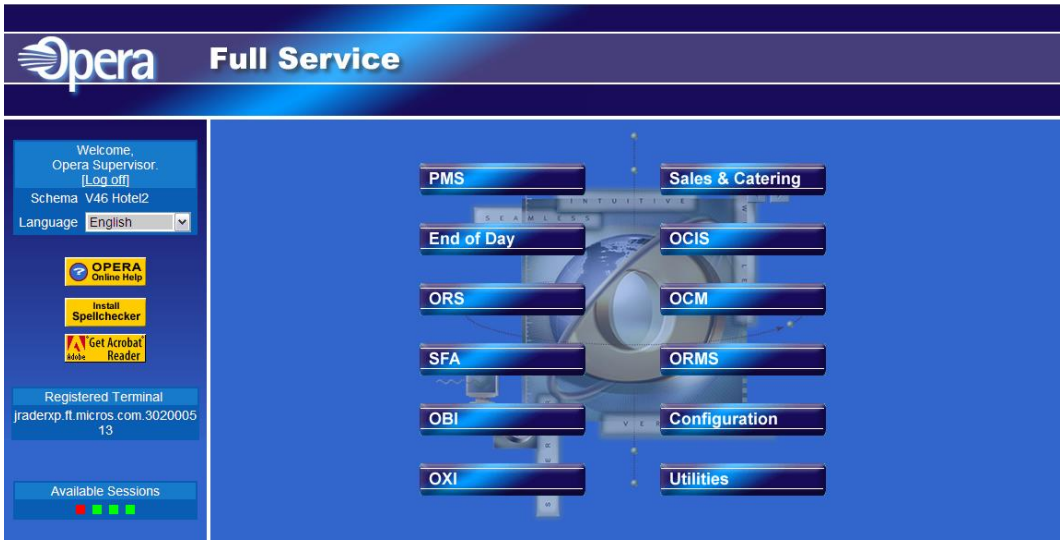
Below is sample of Note Type that has been setup to allow for 'Internal' and 'Override Internal' screen flagging. Selecting to create a new Note, inside screen, the Internal and Global flags are available. To allow for the note to go to the external system 'uncheck' the internal box and leave the Global box active.

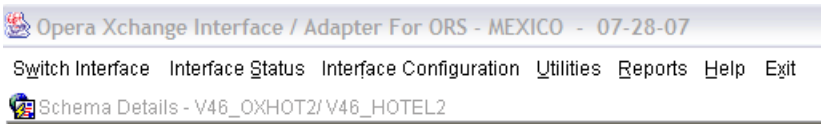


4 OPERA Xchange Interface Configuration

Interface Configuration

Once installed, your interface needs to be fully configured. This is the login screen for access to OXI. Enter your OPERA User Name and Password. The OXI installation wizard has automatically created an interface record for each of your configured properties in OPERA. Select the interface that you will configure. The license being inserted or active is not necessary to configure the OXI interface.





Menu Options	Description
Switch interface	Allows you to switch from one interface to another in a multi-interface setup. This is mainly used for configuration purposes.
Interface status	The submenus are the Message Status, System Error Log, and Start/Stop Process.
Interface Configuration	Configuration for the interface is done here. Submenus include Conversion Codes, Interface Defaults, Parameters, Profile Matching, Comm Methods, License Codes, New Interface, and Edit Interface.

Reports	This is a new module for installers and users of OXI. Provided reports are Export Conversion Codes and Defaults and Errors Mining.
Utilities	Tools that assist you in configuration and maintenance of the interface are located here. Submenus include Export/Import, Copy conversions, Resync and Purge Data.
Help	Interface assistance available to you. Submenu includes OPERA Help and About OPERA. OPERA Help is On Line Help topics for OXI interface. About OPERA is system version information, formally known as System Info.

New Interface

If you wish to add a new interface record to an existing OXI installation (e.g. another property that goes online), you can do this here. Go to menu option Interface Configuration > New Interface.

Menu Options	Description
Interface	Select the proper interface ID that you wish to configure. Please note that each certified external vendor has his or her own interface ID. If you are trying to configure an interface for which no interface ID is visible here, please contact the OXI support desk immediately.
Interface Description	The description of the interface will automatically populate when you select a defined interface ID.
OPERA Property	External System Property.
External System Property	The external system ID configured for this interface. You need to enter the correct external system resort ID here.
Data Flow	Define the data flow of your interface and check all boxes that apply. • For all interfaces that receive data from an external system, check 'External System > OPERA'. • For all interfaces that send data from OPERA to an external system, check 'OPERA > External System'. • For all interfaces that creates export files after night audit, check 'Export File OPERA > External'.
Message Format	The message format used by this external system. For OXI Generic this will always be 'XML'.

Delta Mode	Set to 'Y' if the external system does not send the full message for changes. For example, a room type change is sent for a reservation. The external system sending 'delta changes' will only send the mandatory message items together with the changed room type. In this case only the data sent would be updated in OPERA, and all other data will be kept as inserted earlier, also depending on OXI parameters. Set to 'N' if the external system always sends the entire message for changes as well. This is called a 'full overlay' of data. In our example the external system will send a full message with the updated room type for the room type change. In this case ALL data for this record will be deleted and re-entered in OPERA. Based on the interface ID this is already pre-configured for our custom interfaces.
XML Schema Version	XML schema version V4 is used for OPERA as of 4.0 and for all external vendors who already support the extended schema version. There will be many schemas that are not V4, just pick the highest level in each category. Note: Enter the version from Switch Interface > select interface > Edit > XML Version.
Batch Process BE	A new check box is introduced on interface configuration form to activate the BE consolidation logic. Though no logic is implemented to prevent checking this for other interfaces, it will work only for XML interfaces, specifically tested using only these two interfaces. Once the check box is checked, it can be unchecked only if there are no events collected in the batch. Message displayed in that case is translatable.

Deletion Indicator

This area allows you to set indicators for deleting data in the OPERA system from an incoming message. This section is only accessible if Delta Changes is set to 'Y', which indicates that the external system does not always send full data for a change. In this case OXI will leave data that is not sent in the message untouched in OPERA. It is therefore important that the incoming message signals clearly when data shall be deleted, and this is the purpose of setting the deletion indicators.

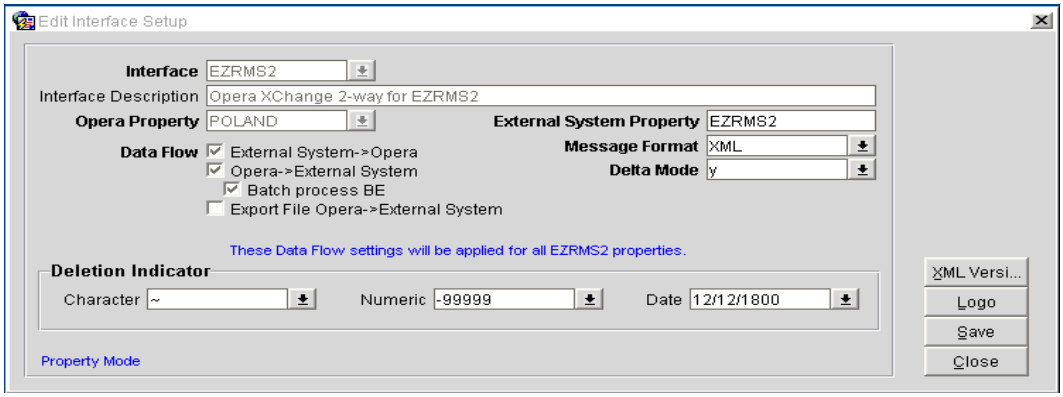
- Character - allows values ~, *, ^
- Numeric - allows value -99999
- Date - allows value 12/12/1800

Note: If you are upgrading from an earlier version such as 2.0.33.01 to current version 4.0+, it is possible that your deletion indicators have formerly been set to NULL, which is no longer possible now. Therefore it is very important after an upgrade that you go into the deletion indicators for your delta interface and select all of them properly again.

Field	Description
LOGO	Pick the hotel chain or property logo for display in OXI. BMP file format can be used.

Edit Interface

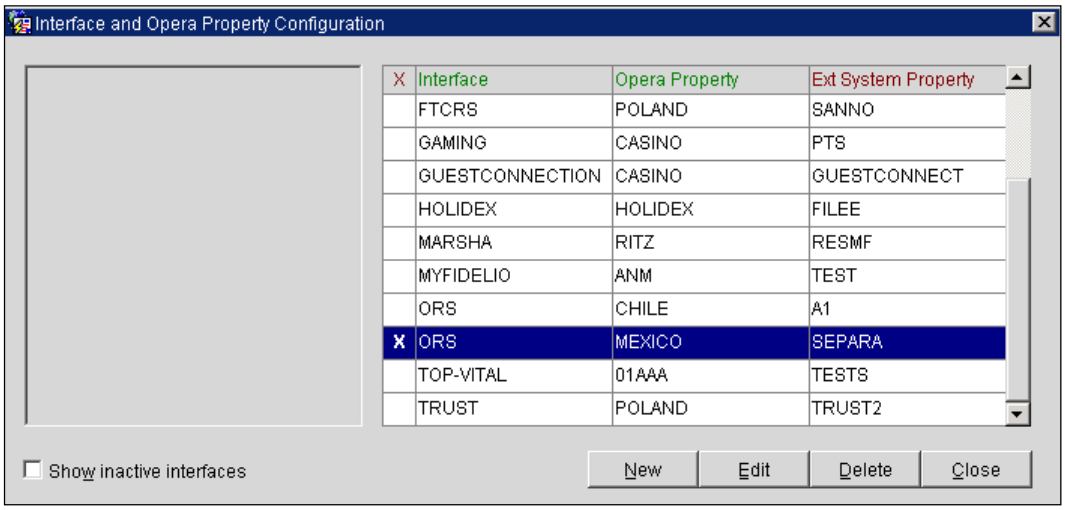
To edit an existing interface, go to Interface Configuration > Edit Interface or go to Menu Option > Switch Interfaces, and then select the interface record.



Switch Interface

Go into Switch Interface and you see all of your configured interfaces (remember the OXI installation wizard will create an interface for each of the configured OPERA properties). In most cases you will only have one interface ID for one or a few properties. Switch Interfaces is used to take the user to a different interface without exiting OXI.

Sample Usage: You have logged in as SPIRIT interface for property FDH and would now like to review your Holidex conversion details for property IHGT. Go to Switch Interface and select alternate OXI choice.



To select another interface, position the cursor on the record and select in the first column on the left until you see a checkmark appear.

Field	Description
Show inactive interfaces	Flag this function to display interfaces that have been deactivated.
New	Create a new interface.
Edit	Change or view the setup details of the selected interface.
Delete	Remove the interface from the OXI configuration. Be aware that this will erase all details for this interface from the OXI tables.

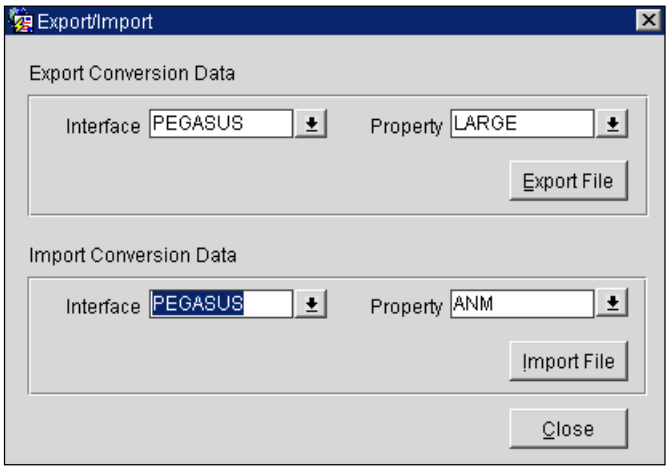
Note: New interface installations only: Delete any redundant interface records that the OXI wizard has created right away, to avoid confusion later.

Export/Import Utility

Go into Utilities > Export/Import. The purpose of this utility is to export and import a full set of configuration data from one interface to another, as for a multi property configuration. This is also useful for hotel chains that standardize their OXI configuration, as one export file can be used as a standard import file for all future OXI

installations within the hotel chain. Setup the first interface fully with all defaults, conversion codes, parameters and profile matching details. Then you can export this configuration as a standard script file and import it into your next newly created interface.

As it is possible that the new interface you are configuring may not have the exact same conversions, it is suggested that you go through the new interface after the import has run, and edit or delete information as required.



Export Conversion Data

Field	Description
Interface	You can select a configured OXI interface. To open the list of values, select the down arrow next to this field.
Property	Shows a list of values with all OPERA properties that have been configured for this interface. This field is automatically populated when the interface was selected first.
Export File	Select this button to create a script file with all configuration data of the interface you have selected. The configuration data will contain the communication settings, defaults, conversion codes, parameter settings and profile matching settings of this interface. Store the created file in a local or network directory.

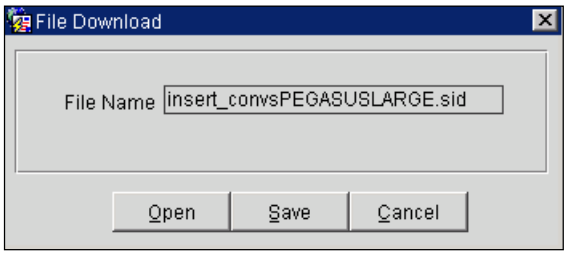
Import Conversion Data

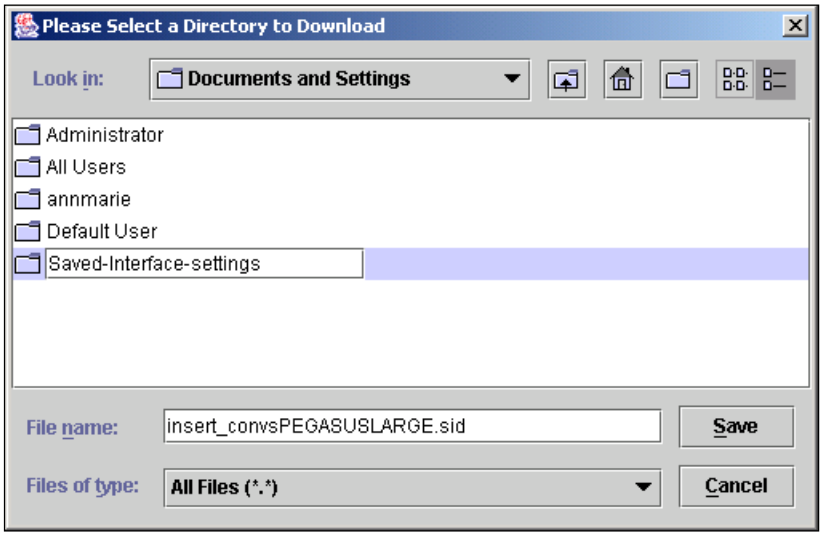
Field	Description
Interface	You can select a configured OXI interface. To open the list of values, select the down arrow next to this field.
Property	Shows a list of values with all OPERA properties that have been configured for this interface. This field is automatically populated when the interface was selected first.
Upload…	This is only visible when OXI is run in thin client. Select this button to upload the locally saved configuration file to the Thin Client server. You will be prompted with a directory dialog from where you can find your saved configuration file.

Import File	Select this button to retrieve the script file with all configuration data of the exporting interface you want to import from. The configuration data will contain the communication settings, defaults, conversion codes, parameter settings, and profile matching settings of the exporting interface. You will be prompted with a directory layout from where you can pick your import file.

To export, do the following:

1. On the Export/Import screen, select the Interface and Resort destination under 'Export Conversion Data'.
2. Select the Export File button.
3. The File Download screen opens on top of the Export/Import Utility screen. Click Save.
4. The 'Please Select a Directory to Download' screen opens and the file is called 'insert_convs.InterfaceNameProperty.sid'.
5. You can select to save to a diskette or choose a folder from the local directory.
6. Select Save. Remember the location where you saved the file for later use.





To import, do the following:

1. On the Export/Import screen, select Interface and Resort destination under 'Import Conversion Data'.
2. Click Import**.** A small screen opens on top of the Export/Import screen. It is called the 'Property - File Upload' screen.

3. Select the file pick-list arrow button to access the floppy disk or file folder on the local hard drive. Select the file that was formerly downloaded, and then click Open.
4. Click OK.

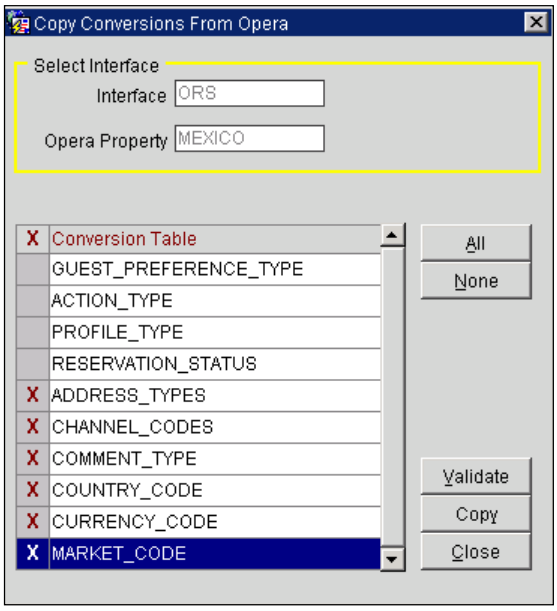
Copy Conversions Utility

Utilities > Copy Conversions.

The purpose of this tool is to copy the conversion codes from OPERA to the interface. The copying is an efficient way to populate the interface conversion codes, instead of manually inputting the codes one by one. An example of an extensive list of conversion codes would be the Countries or Rate Codes. This screen will only copy the conversion codes from OPERA based on the activated conversion codes for this interface. When copying, OPERA and external system values will be populated with the same value in the conversion details.

To select conversion codes for the new interface first, go to Interface Configuration > Conversion Codes.

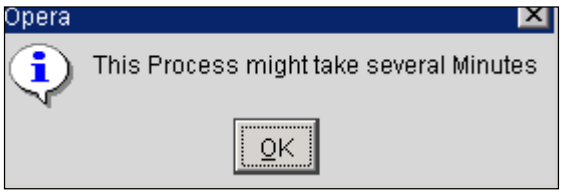
- Select all conversion codes that will be applicable:
  - Except for these conversions: Action Type, Guest Preference Type, Profile Type and Reservation Status.
  - Reason for not selecting them is that they are already pre-populated with standard values. Copying over them will create issues with the messages being processed.
- Once the copying is complete, exit and return to the Conversions screen. Go to Interface Configuration > Conversion Codes and adjust any of the external values in the newly added conversion tables.



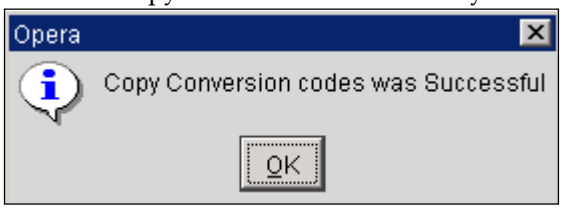
Field	Description

Interface	Select an existing interface from the drop down menu.
OPERA Resort	The resort field is automatically populated when the interface was selected first.
Refresh	Shows all active conversion codes for the selected interface.
Validate	Check for differences between codes in OPERA and OXI that have been inactivated, deleted or changed since the time of setup. This will allow for editing or deletion of codes.
Copy	Copy the OPERA values into the conversion details in OXI. Note: that this will copy ALL values the OPERA tables have stored for that conversion code. Sample: if you have selected rate codes for the copy function and OPERA has 500 rate codes, you will have 500 rate codes in the OXI conversion detail when the copy is completed. Also note that OPERA and external system values will be populated alike with this function.

You can select all tables at once or a few at a time to copy OPERA conversion codes to the interface. It is suggested to do all at once for the initial installation. When you select to copy the conversion codes from the tables in OPERA, the following message will appear. Select OK.



When the copy function was successful you will get this message below. Select OK.



The unique feature of the Copy Conversion functionality is that the conversion codes are not only populating the OPERA columns, but also the external system columns. As many OPERA conversion codes mirror the external system values, this will save time for first time installs. Once the copying is completed, please go to the Interface Configuration > Conversion Codes and update all external system codes as required.

Validation of Conversion Codes

This option verifies whether the current OXI conversion details are still valid and or entries are obsolete and no longer existing in OPERA. Select an interface and the conversion codes to validate. Then select 'Validate'. The result screen will show

discrepancies between existing OPERA codes and current OXI conversion details, which should be corrected.

When a Validation is done:

- You can delete the conversion details in OXI by selecting the result records and selecting 'Delete'.
- Deleting the values here will remove them from the Conversion Codes tables.

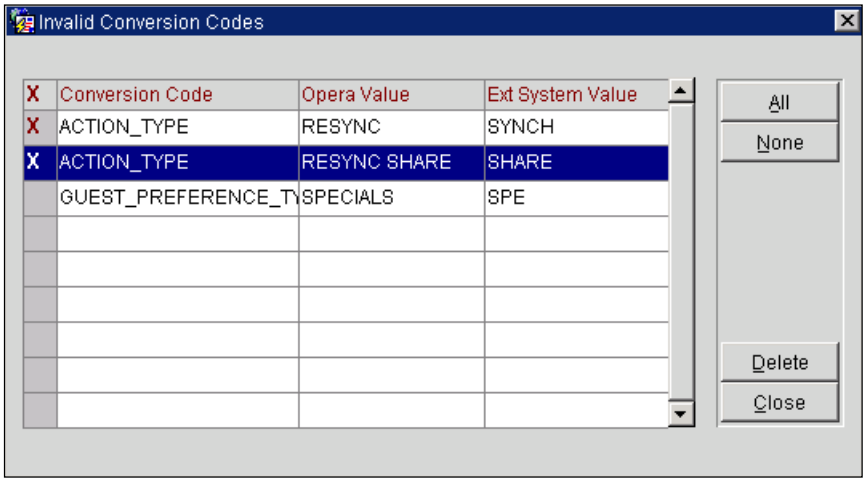
Examples of not deleting after Validation:

Sample 1: In the Invalid Conversion Codes display screen you see that there are a few Rate Codes that no longer exist in the PMS. The External System is sending Rate Codes that still exist but in OPERA are Relabelled or have been created brand new.

- Instead of deleting the value(s) here note the conversion in existance.
- Go to the OXI Conversion Table and Edit the value to other PMS value.

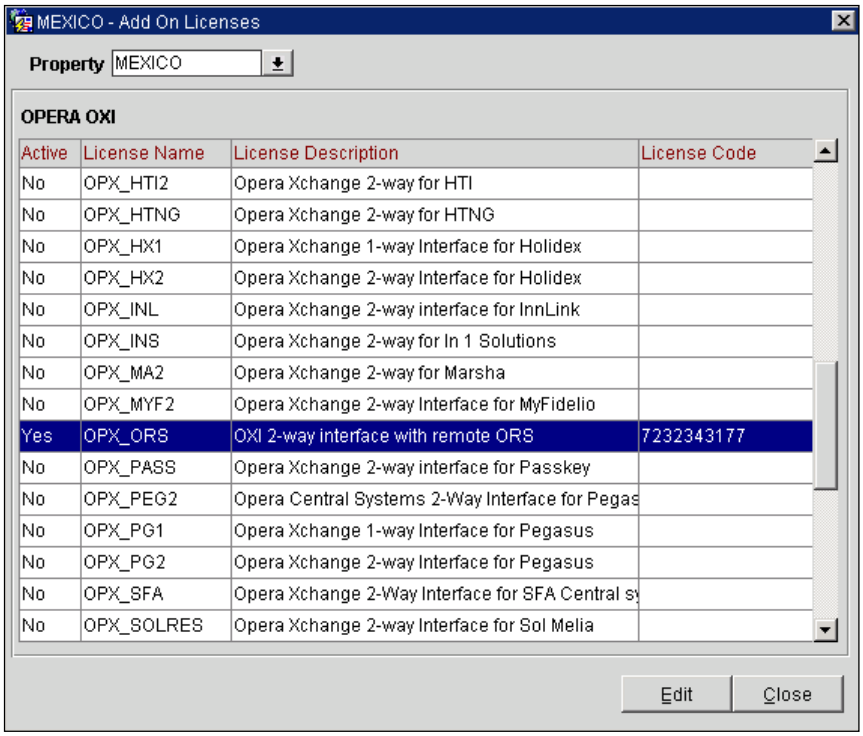
Sample 2: In the Invalid Conversion Codes display screen you see that there are a few VIP Codes that no longer exist in the PMS. The External System is still sending the VIP codes and you do not want to lose this on the guest reservation.

- Insead of deleting the value(s) here, note the ocnversion in existance.
- Go to the OXI Conversion Table and Edit the value to other PMS value.

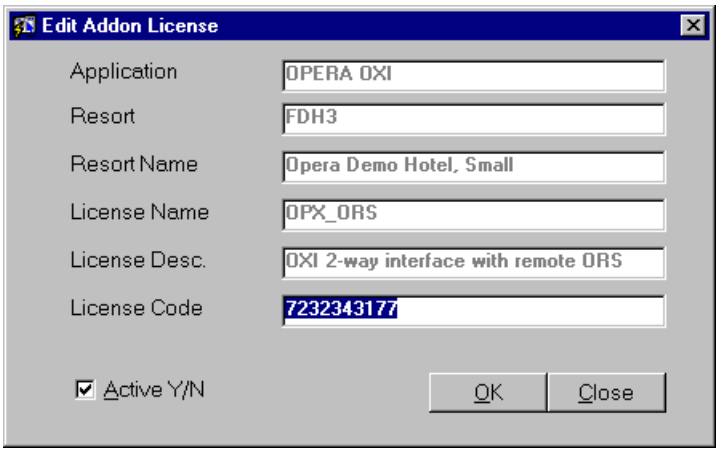


OXI License Codes

A license code has to be entered for each interface and property. If you have not yet entered the OXI license codes from OPERA, you can do this in OXI now. Go to the Interface Configuration > License Codes.



Active	License Name	License Description	License Code
No	OPX_HTI2	Opera Xchange 2-way for HTI	
No	OPX_HTNG	Opera Xchange 2-way for HTNG	
No	OPX_HX1	Opera Xchange 1-way Interface for Holidex	
No	OPX_HX2	Opera Xchange 2-way Interface for Holidex	
No	OPX_INL	Opera Xchange 2-way interface for InnLink	
No	OPX_INS	Opera Xchange 2-way for In 1 Solutions	
No	OPX_MA2	Opera Xchange 2-way for Marsha	
No	OPX_MYF2	Opera Xchange 2-way Interface for MyFidelio	
Yes	OPX_ORS	OXI 2-way interface with remote ORS	7232343177
No	OPX_PASS	Opera Xchange 2-way interface for Passkey	
No	OPX_PEG2	Opera Central Systems 2-Way Interface for Pegas	
No	OPX_PG1	Opera Xchange 1-way Interface for Pegasus	
No	OPX_PG2	Opera Xchange 2-way Interface for Pegasus	
No	OPX_SFA	Opera Xchange 2-Way Interface for SFA Central sy	
No	OPX_SOLRES	Opera Xchange 2-way Interface for Sol Melia	



Once the license code is inserted and the Active Y/N box is checked, you will be prompted with a message to log out and re-log back in. THIS IS NOT NECESSARY within OXI. The message has been adapted from OPERA, where it is necessary to exit and re-enter the system when a license is entered or changed.

Note: In case you have activated a 2-way license code, OXI will further prompt you to activate the external system ID now. DO NOT confirm this with yes unless your interface is fully configured with all communication settings, conversions, defaults, parameters, profile matching, etc. Once the external system ID is activated business events will flow and messages will be sent to the external system. If your interface configuration is not complete, the activation of this would cause a lot of failed messages that cannot be processed by OXI.

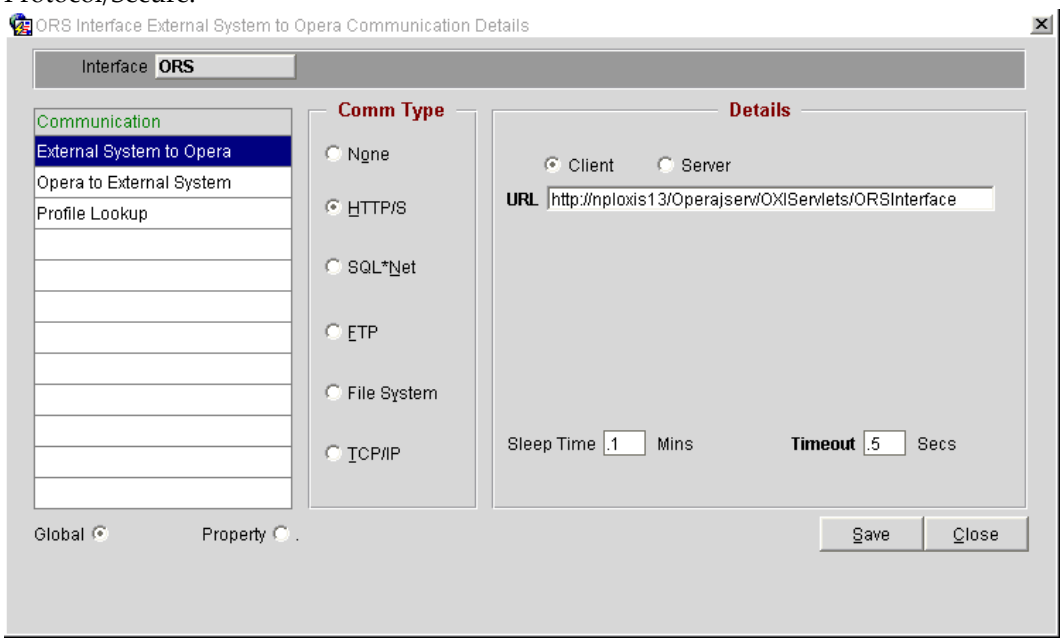
Sample: Prompt to activate the external system ID after activation of a 2-way interface license in OXI.

Communication Methods Setup

Interface Configuration > Comm Methods.
The communication method has to be setup for each interface before it can be activated. The Communication Type defines how the interface receives and sends messages. If there is a multi-property setup Comm Methods will be available for each property. Please check and verify that settings are set accordingly for each property.

HTTP/S Communication Protocol

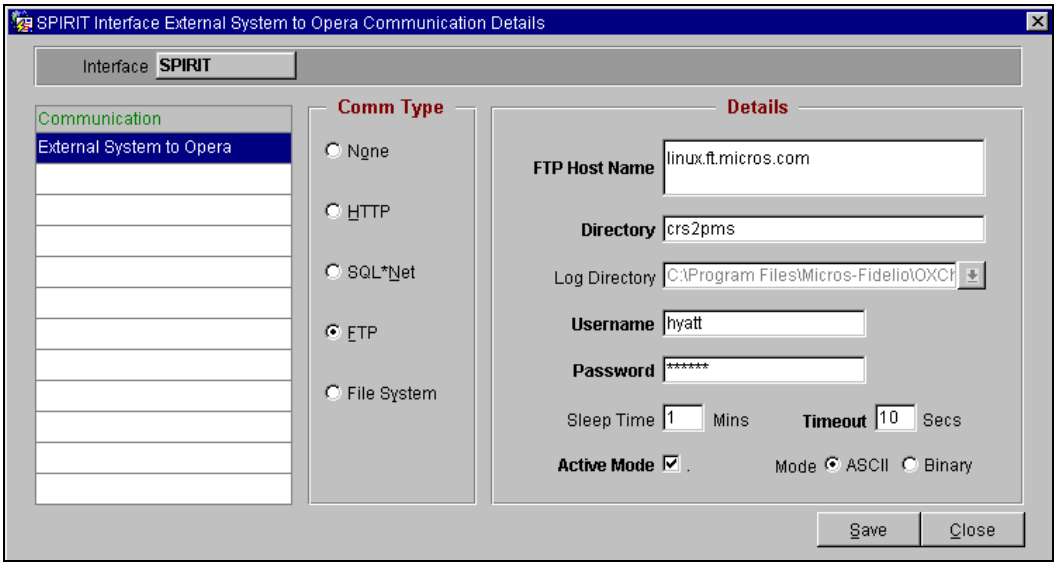
The HTTP protocol is a request/response protocol. HTTP/S = Hyper Text Transfer Protocol/Secure.



Field	Description
Communication	Each data flow direction requires its own setup. Select a communication flow and then the communication type that will apply to it.
Comm Type	HTTP = Hyper Text Transfer Protocol. The HTTP protocol is a request/response protocol. A client sends a request to the server in the screen of a request method, URL, and protocol version, followed by a message containing request modifiers, client information, and possible body content over a connection with a server. The server responds with a status line, including the message's protocol version and a success or error code, followed by a message containing server information, entity meta-information, and possible entity-body content.

URL	Based on the data flow selected, this will be the 'GET URL' or 'POST URL' and defines the web server location where OXI will either get the messages that are waiting for transfer to OPERA, or where it will post the messages to the external system. When the 'CLIENT' radio button is selected, the user is able to place a URL in the fields as in this scenario OPERA is posting the message to the external system. When the 'SERVER' radio button is activated, the external system is polling the OPERA system for any data that is ready to be consumed. In this configuration the user will not be allowed to configure a URL.
Sleep Time in minutes	This is a user definable field in 'Minute' format where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages, then it will not sleep. This field accepts decimals for times smaller than the (1) minute time. Time entered with a dot (.1) will be read as seconds (10 seconds).
Timeout in seconds	This is a user definable field in 'Second' format where the interface tries to establish a connection before treating it as 'timed-out' and creating a log entry. At this time it will go into the 'Sleep Time' before attempting again. The error will be viewable from the System Error Log located in the Interface Status menu.

FTP Communication Protocol

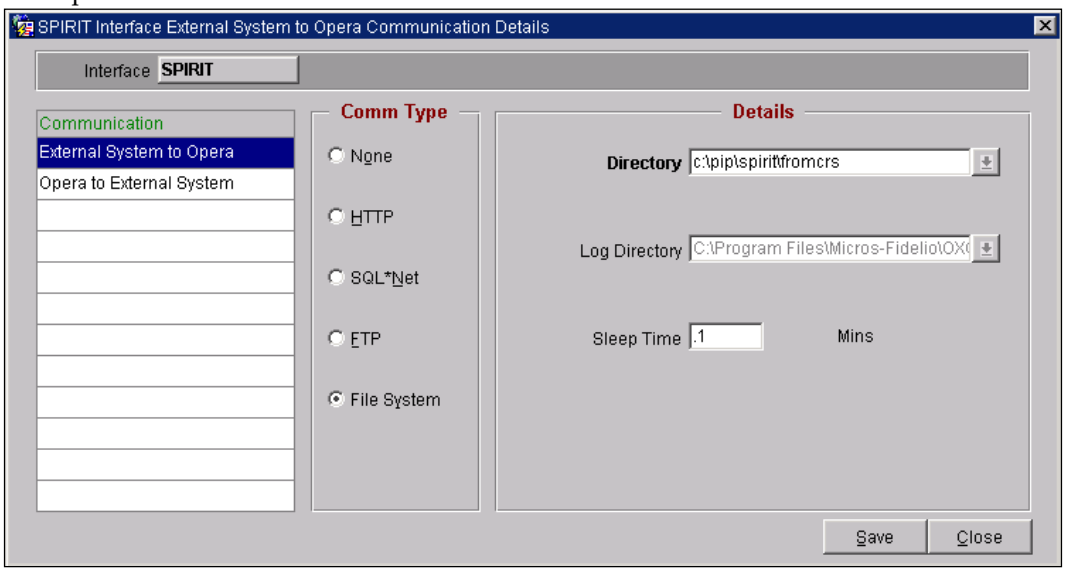


Field	Description

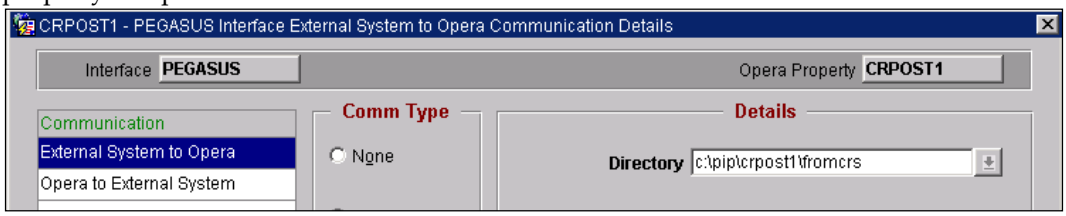
Comm Type	FTP = File Transfer Protocol is a network protocol. It also refers to the method by which data and program files are transferred between computers on the Internet. Computers configured to accept FTP requests are referred to as FTP servers. In an FTP client/server connection, the user's computer is called the client or local computer. The FTP server is called the host or remote computer. Downloading refers to transferring files from the FTP server to the client computer. Uploading refers to transferring files to the FTP server from the client computer.
FTP Host Name	The URL/IP address of the external FTP server where OXI will write messages to the external system.
Directory	Depending on the communication data flow selected, this will be the directory for files transmitted from external system to OPERA (import directory), or for files transmitted from OPERA to external system (export directory).
Log Directory	Directory for the location of log files. Since OXI has created a standard log file directory during the installation under C:\Program Files\Micros-Fidelio\OXchange\OXA, it is not necessary to enter the path here again. The option is currently grayed out.
Username	External System user identification.
Password	External System user password.
Sleep Time in minutes	This is a user definable field in 'Minute' format where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages, then it will not sleep. This field accepts decimals for times smaller than the (1) minute time. Time entered with a dot (.1) will be read as seconds (10 seconds).
Timeout in seconds	This is a user definable field in 'Second' format where the interface tries to establish a connection before treating it as 'timed-out' and creating a log entry. At this time it will go into the 'Sleep Time' before attempting again. The error will be viewable from the System Error Log located in the Interface Status menu. Timeout can handle 3 numeric value (i.e., 999).
Active Mode	This is an internal flag to determine whether the FTP server runs in active or passive mode. Ask the third party vendor of the correct setting here.
Mode	Types of message delivery are selected by radio button. The choices are ASCII and BINARY.

File System Communication Method

The below screen is just a sample. Based on your interface ID you may also see an entry for Export Files.



An OPERA Property will be identified for each File System configured in a multi-property setup.



Field	Description
Comm Type	The File Transfer method is used when the external system is responsible for the communication. In this case there will simply be a defined import and export directory on the network or interface PC at the property.
Directory	Depending on the communication data flow selected, this will be the directory for files transmitted from external system to OPERA (import directory), or for files transmitted from OPERA to external system (export directory). This path must be a path on the server in which the OXI_PROCESSOR_SHELL.EXE has been run, which installs the OPERA Interface for <OXI Interface>.
Log Directory	Directory for the location of log files. Since OXI has created a standard log file directory during the installation under C:\Program Files\Micros-Fidelio\OXchange\OXA, it is not necessary to enter the path here again. The option is currently grayed out.

Sleep Time in minutes	This is a user definable field in 'Minute' format where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages then the interface will not sleep. This field accepts decimals for times smaller than the (1) minute time. Example above is showing the time of (.1) which is tenth of minute or 10 seconds.

Automatic Transmission Schedule (ATS)

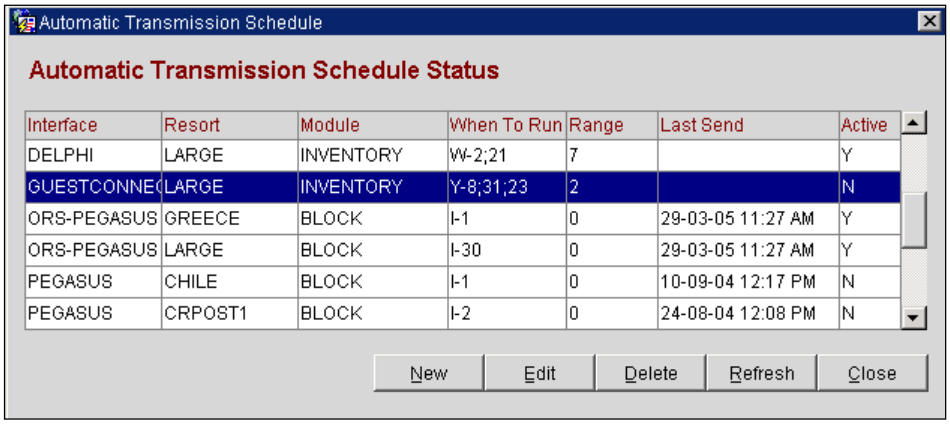
Interface Configuration>Automatic Transmission Schedule.

This utility allows the external system to receive data in pre-definable, regular intervals. At this time we are supporting the modules blocks AR exports, profile request and inventory snapshots. At the time the next transmission kicks in, all data for the selected data module between the last transmission and this transmission is sent with this utility. This does not require OPERA business events, but it does require an OXI 2-way license code. Users can set up as many schedules as will meet the business requirements of the site.

Sample for Blocks:

The automatic transmission interface is set to 2 hours and for 30 days in advance. Once the interface waiting time has elapsed and the next transmission is due, OXI will check all block headers and details. The 'RTAV' message will be generated with all data and sent as a full overlay to the external system.

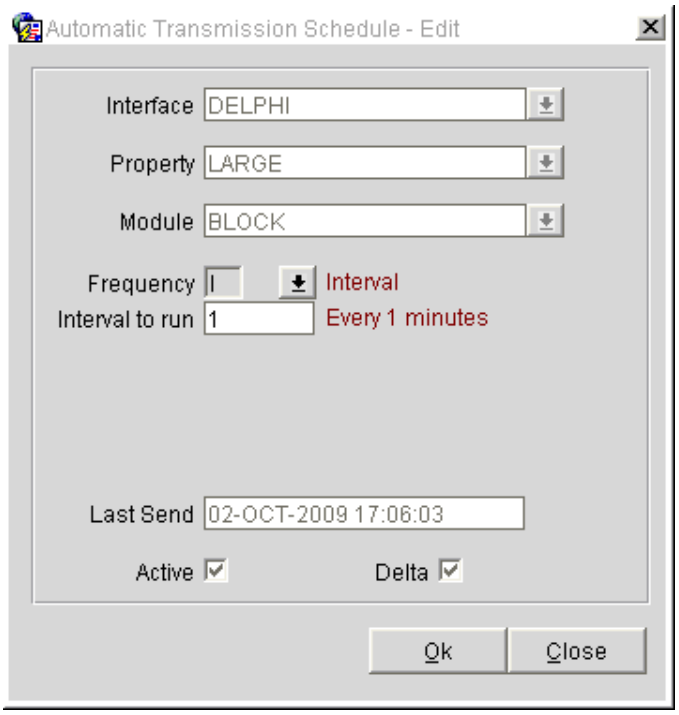
Interfaces that currently utilize this functionality: PEGASUS, SPIRIT and DELPHI



Interface	Resort	Module	When To Run	Range	Last Send	Active
DELPHI	LARGE	INVENTORY	W-2;21	7		Y
GUESTCONNEC	LARGE	INVENTORY	Y-8;31;23	2		N
ORS-PEGASUS	GREECE	BLOCK	I-1	0	29-03-05 11:27 AM	Y
ORS-PEGASUS	LARGE	BLOCK	I-30	0	29-03-05 11:27 AM	Y
PEGASUS	CHILE	BLOCK	I-1	0	10-09-04 12:17 PM	N
PEGASUS	CRPOST1	BLOCK	I-2	0	24-08-04 12:08 PM	N

Property	Description
New	Allows system user to create multiple Transmission schedules based on business requirements.
Edit	Allows the user the ability to modify existing schedule. Interval, Range and Active flag can be updated only.
Delete	Deletes an existing transmission schedule.

Refresh	Refreshes the last send date.



Field	Description
Interface	Interface ID for which the automatic transmission schedule is set.
Property	OPERA property code configured for this interface ID.
Module	The data module for which the automatic transmission schedule is set. Currently, OXI supports the modules Block and Inventory snapshot, Profile Request and AR Export.
Frequency	Choice of Daily, Weekly, Monthly, Yearly and Interval settings for transmissions. Works with 'When to Run' setting.
When to Run	Interval in seconds, minutes and or days between the automatic transmissions. Works with 'Frequency' choice.

Range	Number of days in advance for which automatic transmission shall occur. Sample: If the range is set to 30 days, OXI will send data with start dates from today until 30 days in advance. Automatic Transmission has a message limitation. If the range of days exceeds 30 days, for example 60 days, then the transmission will be 2 RTAV messages of 30 days each. If the range of days is 90, then the transmission will be 3 RTAV messages of 30 days each, etc. Note: For the Block module the 'Range' value is automatically set to zero, which means that only changes that have occurred will be looked for and sent that fall anywhere on or before the Maximum Days in Advance limitation for message delivery. Maximum Days in Advance setting is in OXI Interface Others default screen.
Future	Setting field available when setting up INVENTORY or AR EXPORT transmissions. To set how far into the future the transmission will go.
Last Send	Date when last automatic transmission occurred.
Active	Select to activate the automatic transmission. If this box is not flagged the transmission will NOT take place.

ATS screen selection if done for Blocks:
Delta - Setting to modify how the Block Header and Grid information will be sent.

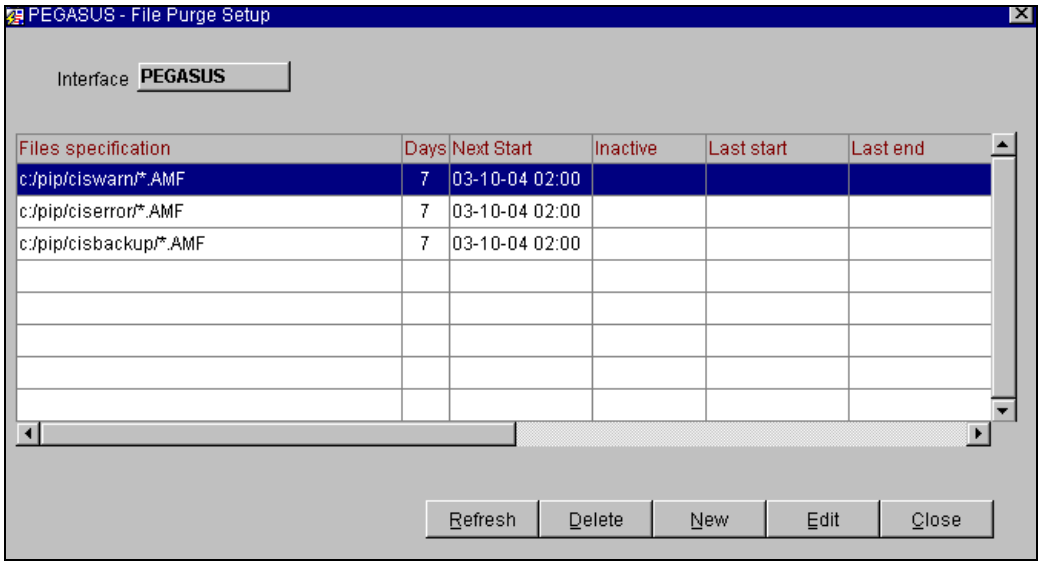
- The default is Delta = Inactive at all times
- If the Delta checkbox is Active, then the data sent is Header and the modified information on the Grid. So that you see only the minimal amount of Grid data in the RTAV message.
- If the Delta checkbox is Inactive, then the data sent is Header and full Grid information. So this would be the full block information sent in the RTAV message.

File Purge Setup

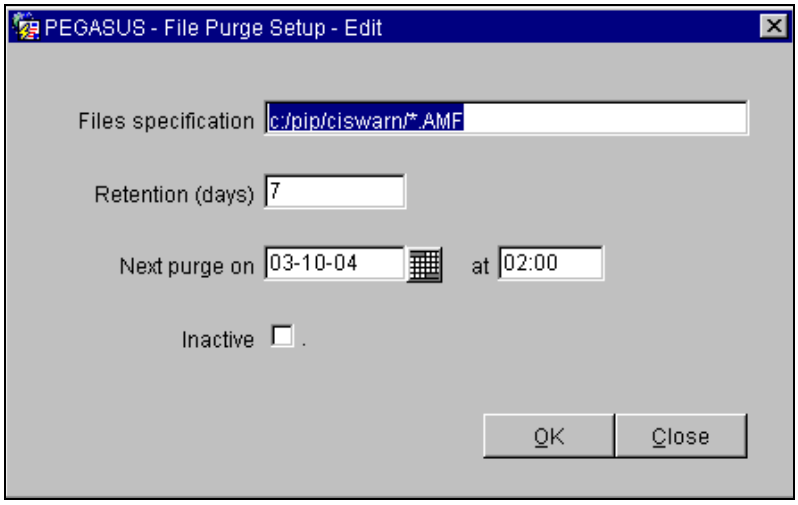
Interface Configuration > Comm Methods.

This setup will be available to all interfaces configured for message delivery type: File Systems. This purge is beneficial for external CRS systems that reuse file naming formats and where files are stored on the local machine after import from the CRS.

- It is here where you will be able to configure the directory path to where the log files are stored.
- Multiple directory paths can be configured in File Purge Setup. For example, directory trees where files are stored in more than one folder.
- These files are identified by extension. For example: (*.AMF).
- You will be able to manually configure Retention Days. Example if you enter (5) days, OXI will delete all files older than (5 days) from the modified date.
- The first date for purges can be manually selected. The purge date will roll forward based on the Retention Days selected.



Field	Description
Delete	Permanent removal of entry.
New	Create a new Files Specification/rule entry.
Edit	Edit the Files Specification/rule entry.



Fields	Description
File Specification	Manual entry field where mapping to log file folders can be configured. See below for examples of File Specification Setup.
Retention (days)	Manual entry field where numeric value (0-99) in days can be configured for how many days' worth of files will be held from current business date. Suggested value = 7.

Next Purge on (calendar date)	Calendar select for start of File Purge. Once entered the date will roll forward according to the Retention value entered on this screen.
At (time)	Time is entered in military format. (I.e. 02:00 for 2am or 18:00 for 6pm).
Inactive parameter	On screen parameter to disable purge rule without permanently removing rule from application.
OK	To save new entry.

Sample of File Specification Setup
These two following examples are taken from *OXI Pegasus* interface that uses the File System type of communication. They also store file messages in a directory tree.

Example 1:
C:/pip/crswarn/*.amf
1 2 3 4
1 – Drive on machine
2 – Root folder name
3 – File folder under root folder
4 – File extension name

With the (*.am) at end of the path you have indicated only files that have been stored with this end extension will be purged from this file folder

Example 2:
C:/pip/crswarn/*.*
With the (***.***) placed at the end of the path you have indicated that all file types and all folders within this main folder will be purged.

The following types of File Purge setups are supported:

- Local drive directories on the same machine as the OXA service.
    - The OXA service will be labeled similarly: (OPERA Interface for 'Interface Name').
- Remote machines mapped to the OXA service machine using mapped drive.
- Remote machines mapped to the OXA service machine using UNC. (Universal Naming Convention).
    - However the permissions must be correct otherwise the directories will not be purged.

Note: There is no stop-check for folder deletions after mapping these File Purge rules. Please double check mapping entered before saving rule. The OXI processors will drive the File Purge process on the scheduled date. If the OXI processors are off then the purge will not happen.

Profile Matching

Go to Interface Configuration > Profile Matching, where you can configure the profile matching merge rules for your interface. In order to use the OXI profile matching functionality, the parameter OXI_PROFILES > PROF MATCH must be set to 'Y'.

Internal Entry Match Criteria

The OXI Profile Matching Module has an internal entry criteria matching system that checks for a primary match based on hard-coded, predefined columns in the name table and its child tables. These entry criteria are not configurable and not visible to the user. It is the base for every following weighing point matching activity. If the entry criteria match fails, no further weighing point match is attempted and the profile is either created newly or rejected based on parameter settings for this interface ID in OXI.

Direct Guests and Contacts

Message displayed to the User	Criteria
Matched on Name Code	Matches on Client ID and Name Type.
Matched on Membership Number	Matches on the Membership Number.
Matched on Credit Card and Name	Matches on the Credit Card Number and the Last Name.
Matched on Passport Number	Matches on the Passport Number.
*Matched on Last and Phone	Matches on the Last Name, Phone Number (stripped of all non-numeric characters), Phone Type.
*Matched On Last, Address1, City	Matches on Last Name, Address line 1, and City.
*Matched On Last and Address1	Matches on Last Name and Address line 1.
*Matched On Last and Postal Code	Matches on Last Name and Postal Code.
*Matched On Last and City	Matches on Last Name and City.

Companies/Travel Agents

Message displayed to the User	Criteria
Matched on Name Code	Matches on Client ID (Name Code) and Name Type.

Direct Guests and Contacts

Matched on Credit Card and Name	Matches on the Credit Card Number and the Last Name.
Matched on Company and Phone	Matches on the Company Name and the Phone Number (stripped of all non-numeric characters), Phone Type.
*Matched on Company, AR number	Matches on Company Name and AR number.
*Matched on Company and Address1	Matches on Company Name and Address line 1.
*Matched on Company, Postal Code	Matches on Company Name and Postal Code.
*Matched on Company, City	Matches on Company Name and City.

The parameter with name DATABASE SIZE is no longer exposed. The value has been hard coded as "small" to allow for the greatest match criteria.

Examples of Entry Match Criteria

When a profile is sent to OPERA through OXI it will search the internal entry match criteria based on the above-mentioned hard coded requirements. When a profile does not meet any of these entry match criteria, it will automatically be created newly if the parameter PROF CREATION ='Y'. If that parameter is set to 'N', the profile match will fail and the profile will not be created.

Entry Match Criteria NOT successful

If a profile is sent with only a first name and last name, it will not even proceed to the weighing points match criteria, as the first name and last name are not sufficient for the entry match criteria. A new profile will be created if the parameter PROF CREATION = 'Y'. If that parameter is set to 'N', the profile match will fail and the profile will not be created.

An exception to the rule: We are preventing the duplication of profiles in case only last/first name are sent for a reservation change. OXI skips the profile match entirely in this case. It searches for the name_ID of the profile in OPERA that is linked to the reservation sent, and if that profile has the same last and first name as the profile sent as part of the reservation change, OXI will update the same profile without applying any further matches.

Entry Match Criteria successful

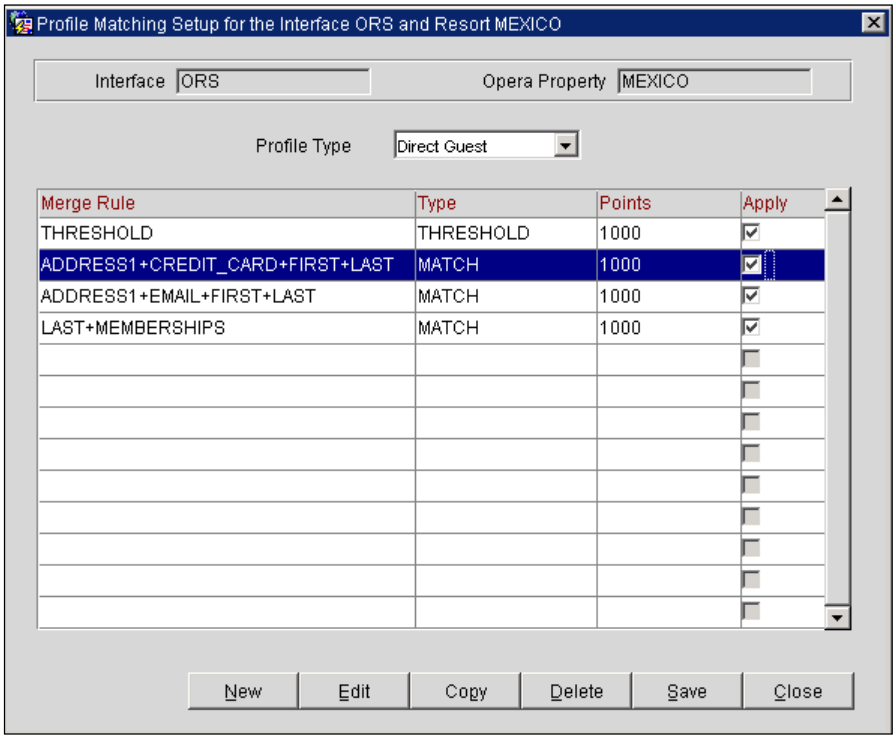
If a profile comes with a last name and a membership number, it will pass the entry match criteria and proceed on to the weighing points match criteria. From here, the

weighing points configured in the OXI profile matching module decide whether the profile will be merged with an existing OPERA profile or not.

Definable Weighing Points Match Criteria

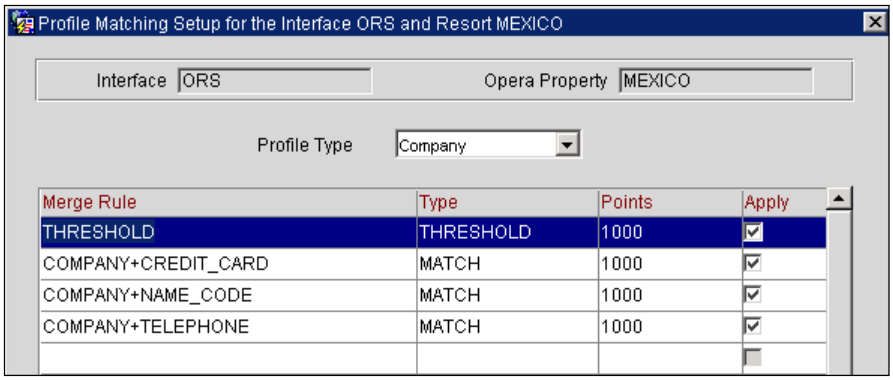
Once the internal entry match was successful, the system will continue matching on the defined weighing points. The configuration of merge rules and weighing points can be done individually for each interface ID/OPERA resort combination in OXI. Each profile type can be configured separately within an interface ID/OPERA resort combination.

You have to consider the best possible approach for distributing weighing points to the merge rules, as these may differ by profile type, geographical location of the property, data accuracy sent by external system, etc. All merge rules selected must add up to, or be above the threshold set. This means if the threshold is set to 1000 points, weighing points must be distributed to merge rules of columns or column combinations to add up to at least 1000 points in total. Otherwise no successful profile match will be made.



Field	Description
Profile Type	The profile type for which merge rules and weighing points are configured. Options are direct guest, company, travel agent, source, and group.

Merge Rule	The 'Threshold' is the initial merge rule that is set automatically when a new interface is being configured. The 'Match' merge rules need to be set manually by you, and can consist of either one data field or a combination of data fields that need to be met to obtain your defined weighing points.
Type	OXI will automatically prompt 'Threshold' first in case no entries have been made into the profile matching setup yet. Once the threshold is set, all other types will become 'Match' as they apply to the merge rules.
Points	Weighing points for the threshold will be the minimum points a profile has to achieve in order to be matched. Weighing points for the matches are defined by you, and would be set according to the data field/combination of data fields that you select. Assume the threshold for minimum points is set to 1000. When you define a merge rule with a single data field entry of Last Name, this will never be eligible to make the full match of 1000 points, so you would probably only give a part of the points to it (e.g. 300). Then you will want to add the next merge rule for another data field that makes the 1000 points complete – like e.g. Memberships - where you would give the remaining 700 points to. You can also opt to add another several merge rules consisting of e.g. Address 1 and City, and give respective weighing points to these in order to make the 1000 points complete. One of the easiest options will be to define a combination of data fields that would meet the necessary 100 points within the same merge rule, as shown in the sample screen above.
Apply	The activation flag for the merge rule. This must be checked in order for the merge rule to be applied. A merge rule can also be created and then temporarily be deactivated by blanking out this flag.
COPY	This option copies a standard set of merge rules from the default system data. This can be used as a starting point for a new interface, as all possible merge rules are created with one data field at a time and without point values. Please make sure that you update the point values for the threshold and the merge rules that shall be used.



Thresholds

For the profile matching to work, you have to configure a single threshold. If a profile does not reach the threshold and a match cannot be made, a new profile will be created based on the OXI parameter PROF CREATION.

Merge Rules

The merge rules can be configured either as merge rules for individual data fields or for data field combinations, where the weighing points will only apply if all components in that combination match.

When setting the merge rules, please note the following:

- A direct guest merge rules use 'LAST' for the Last name.
- A Travel Agent merge rule uses 'COMPANY' for the TA name and 'NAME_CODE' for the IATA number.
- A Group merge rule use 'COMPANY' for the group name.
- A Company merge rule uses 'COMPANY' for the company name and 'NAME_CODE' for the Corporate ID.
- A Source merge rule use 'COMPANY' for the source name.

A Contact profile will not require any rules to be set. Instead, the profile will go through Direct Guest rules already setup. (This is only as of OH Version 3.7.0+.)

OXI Parameters and Profile Matching

Several parameters in OXI determine the profile matching results:

PROF MATCHING Profile matching in OXI is only used if set to 'Y'. Profile matching in OXI can be set to 'N' in this scenario. Prior to a go-live of products, the two systems are synched with the profiles going from the OPERA PMS to

the External system. And the External system returns a unique ID, the PMS then stores this ID for primary match and merge. Rendering the use of PMS based match and merge a duplicate effort for the system and therefore inefficient.

PROF CREATION

This parameter determines whether a new profile should be created if the profile match was not successful. This must be set to 'Y' for all interfaces that transmit reservations. If set to 'N', any non-matching profiles will be rejected and not created newly.
Expanded functionality to allow specific profiles to be created only, regardless of being new to the OPERA database. Settings of A, B, C, D, E and F have been linked to the profile type to be created as 'new' profiles. For example: If the value is left out then that profile will not be created. If using these new settings do not specify Y or N as part of the setup as it will be ignored.

MAX PROFILE MATCHES

This setting impacts the search depth for profiles meeting matching criteria, prior to establishing weighted points:
- A lower setting (i.e. 10) will favor execution speed, while correctly matching the vast majority of profiles.
- A higher setting (i.e. 100) will favor even very distinct differentiation, while providing very good execution speed.
- A setting of 1000 can have a negative impact on performance, when reservations are received with limited profile information.
- Leave blank, if you want OXI to always find and weigh all possible matches.

If the value is left blank and you have limited information in the message (i.e. John Smith in New York) and several thousand potential duplicates can be found in the database, processing these reservations may take several minutes. During this time, the OXI Download processor will go into WAITING status and users will be prompted with a warning about the state of the interface

OXI Parameters and Profile Update in OPERA

Several parameters in OXI determine how the profiles are updated in OPERA:

ACCEPT_CENTRAL_MERGE

When profiles subscribed to this property are merged in ORS/OCIS and ORS/OCIS is on Version 4 or higher, OXI_Hub will generate profile updates, which include

the merged profile IDs.
- If this parameter is set to 'Y', OXI will attempt to merge the profiles on the destination. If the merge is successful, OXI will delete the subscriptions in ORS. If the merge is unsuccessful, OXI will update both (or all) profiles using the data provided in the message.
- If this parameter is set to 'N', OXI will update both (or all) profiles using the data provided in the message.

CORP_CRS_OVER

This parameter determines whether a company profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate company data than the OPERA database. Set to 'Y' and the external system profile details for company profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged.
Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.

GROUP_CRS_OVER

This parameter determines whether a group profile shall be overwritten from the external system or not. This may be desirable if the external system sends many details in the group profile while the OPERA database only has the name. Set to 'Y' and the external system profile details for group profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged.
Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.

IND_CRS_OVER

This parameter determines whether an individual profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate guest data than the OPERA database. Set to 'Y' and the external system profile details for individual profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged.
Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES

EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.

INTEREST_CRS_OVER

This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'.
The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface.
If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.
Here is how the parameter works:
If your interface is setup as 'Delta Changes = Y' and no interests are sent by external system in the profile message, this parameter is ignored and the existing OPERA profile interests remain untouched. Otherwise the following parameter rules apply:
If 'Y', interests sent by external system will overwrite existing OPERA profile interests. If 'N', interests sent by the external system will be appended to existing OPERA profile interests.

MAX_PROFILE_MATCHES

This setting impacts the search depth for profiles meeting matching criteria, prior to establishing weighted points:
- A lower setting (i.e. 10) will favor execution speed, while correctly matching the vast majority of profiles.
- A higher setting (i.e. 100) will favor even very distinct differentiation, while providing very good execution speed.
- A setting of 1000 can have a negative impact on performance, when reservations are received with limited profile information.

- Leave blank, if you want OXI to always find and weigh all possible matches.
If the value is left blank and you have limited information in the message (i.e. John Smith in New York) and several thousand potential duplicates can be found in the database, processing these reservations may take several minutes. During this time, the OXI Download processor will go into WAITING status and users will be prompted with a warning about the state of the interface.

NEGRATES_CRS_OVER

This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'.
The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface.
If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.
Here is how the parameter works:
If your interface is setup as 'Delta Changes = Y' and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile negotiated rates remain untouched. Otherwise the following parameter rules apply:
If 'Y', negotiated rates sent by external system will overwrite existing OPERA profile negotiated rates. If 'N', negotiated rates sent by the external system will be appended to existing OPERA profile negotiated rates.

NO_CHANGE_ON_RESV

This parameter determines whether a Profile Type can be modified when a CRS number is present on the reservation.

PHONE/ADDR_CRS_OVER

This parameter determines how the phone/addresses received from the external system update the phone/addresses in OPERA. This parameter will supersede the Delta setting of the interface.
A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.
B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.
C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.
D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.
N = Ignore the phone/addresses received. Do not touch the values in OPERA.

PREF_CRS_OVER

This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'.
The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface.
If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.
Here is how the parameter works:
If your interface is setup as 'Delta Changes = Y' and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing

OPERA profile preferences remain untouched. Otherwise the following parameter rules apply:
If 'Y', preferences sent by external system will overwrite existing OPERA profile preferences. If 'N', preferences sent by the external system will be appended to existing OPERA profile preferences.

PROFCOMMENTS_CRS_OVER This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface.
If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.
Here is how the parameter works:
If your interface is setup as 'Delta Changes = Y' and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile comments remain untouched. Otherwise the following parameter rules apply:
If 'Y', comments sent by external system will overwrite existing OPERA profile comments. If 'N', comments sent by the external system will only overwrite OPERA profile comments where the update_user=interface ID, and the ones that were last changed by the OPERA user remain untouched.

PROF_CREATION If you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either 'Y' or a comma separated combination of the alphabets 'A','B','C','D','E' AND'F'.

Each alphabet stands for specific profile selection:
A- Guest
B- Corporate
C- Group
D- Travel Agent
E- Source
F- Contact
For all interfaces that transmit reservations and blocks, this parameter has to be set to either 'Y' or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to 'N' if you do not transmit blocks and reservations in your interface, and no new profile will be created in case profile match fails.

PROF_MATCHING Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored

RELATIONSHIPS_INCOMING This parameter manages the transfer of relationship associations between OPERA and External.
None - When active, no relationship data will be sent to, or received from External system.
All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.
Global - Only relationship flagged as global will be exchanged .Any local relationships will not be exchanged or updated.

RELATIONSHIPS_OUTGOING This parameter manages the transfer of relationship associations between OPERA and External.
None - When active, no relationship data will be sent to, or received from External system.
All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.
Global - Only relationship flagged as global will be exchanged .Any local relationships will not be exchanged or updated.

SOURCE_CRS_OVER	This parameter determines whether a source profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate data on the source or wholesaler than the OPERA database. Set to 'Y' and the external system profile details for source profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, and PROFCOMMENTS EXT SYS OVER.
TA_CRS_OVER	This parameter determines whether a travel agent profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate agent data than the OPERA database. Set to 'Y' and the external system profile details for agent profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, and PROFCOMMENTS EXT SYS OVER.
UPDATE_SALUTATION	- When this parameter is set to 'Y', OXI will update the salutation of a profile based on the profile's title handling, each time a PROFILE message is received. - When this parameter set to 'N', OXI will insert salutation when inserting a new profile, but will then not update this salutation, to allow users to maintain custom salutations in OPERA.

Profile Lookup

Profile Lookup in OPERA - for ORS

Below is described how OXI will handle lookup requests:

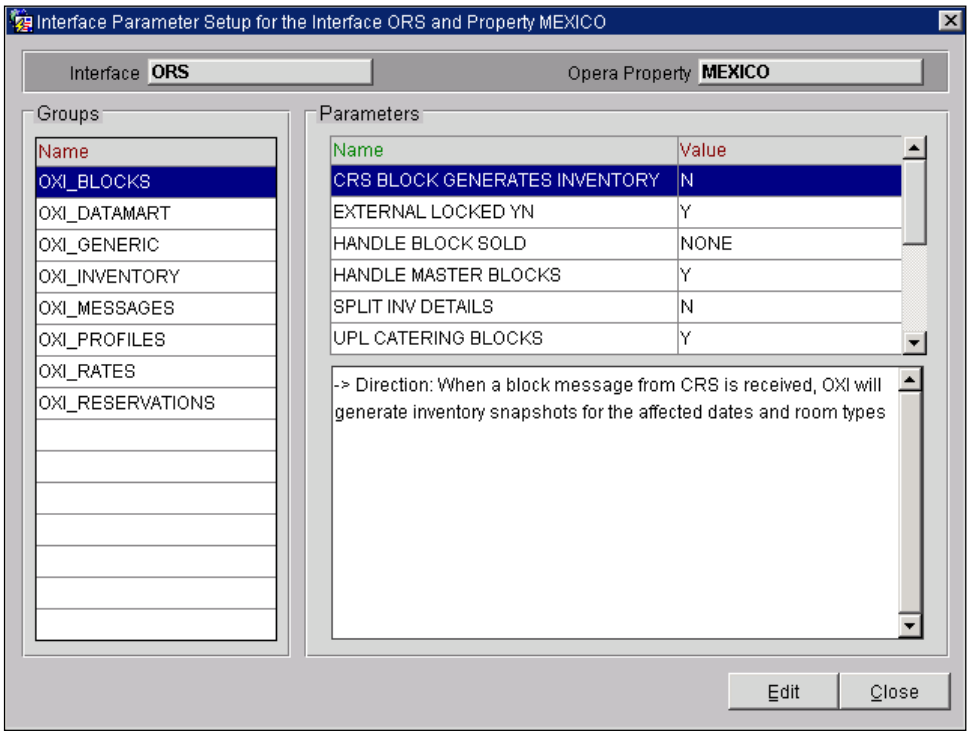
- On the OXI Message Status screen ‘From external system’, the Process Status column will show ‘LOOKUP’ when the profile is sent from the CIS database in the CRS.

- When the profile is a brand new one, OPERA will send a result message back to CRS. It will have the CRS ID and the OPERA ID and this will allow the property subscription to be inserted in the profile in the CIS database.
- When the profile already exists in the OPERA database and is updated, OPERA will send an 'Update Profile' message to the CRS instead of a result message. The 'Update Profile' will include any new information that is acquired when the Profile Lookup was used.
- To avoid duplication of a profile, the profile goes through a match process using the CRS ID.
- Profile Lookup is also a service. Accessible under Interface Status > Start/Stop Processor > Profile Lookup.

Interface Parameters

Parameter Group OXI_BLOCKS

Block parameters apply if your interface transmits blocks.



Parameter Name	Parameter Values	Direction of transmission where parameter applies	Parameter Description	Recommended Setting

EXT SYS BLOCK GENERATED INVENTORY	Y/N	Direction: Data from external system to OPERA. When a block message from External System is received, OXI will generate inventory snapshots for the affected dates and room types. Example: use when Blocks data is not being sent back to the originating system and the 'snapshot' is needed for updating the originating system to keep inventory balanced.	System default is N. Set according to system functionality.
EXTERNAL LOCKED Y/N	Y/N	Direction: Data from external system to OPERA. The system creating the block can remain the owner of it, which means the block can only be modified by the originating system. Set this parameter to 'Y' if the block created by the external system shall be locked in OPERA and cannot be modified by OPERA users. Set to 'N' if the block created by the external system shall be fully changeable in OPERA.	Set to 'Y' in case blocks are sent both ways and both systems wants to retain ownership of their blocks.

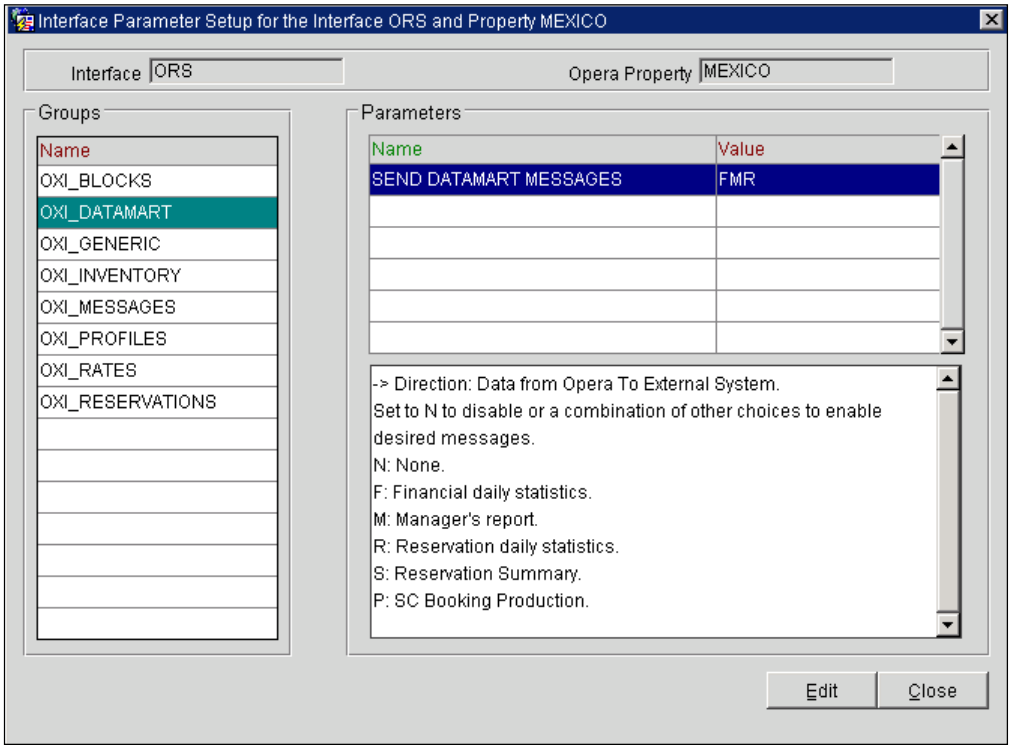
HANDLE BLOCK SOLD	EXT_SYS -OPERA	Direction: Data from external system to OPERA (EXT_SYS > OPERA). Update block sold count from external system when sent to OPERA. This assumes that the external system has all block reservations but OPERA not. In this case we need a sold count update as part of the block messages.	Setting depends on the situations described.
	NONE	Direction: Data both ways between external system and OPERA (NONE). Block sold counts will not be transmitted between the systems. Use this if both systems transmit full reservations both ways, including block reservations. In this case an additional sold count update in the block message is not necessary.	
	OPERA-EXT_SYS	Direction: Data from OPERA to external system (OPERA- EXT_SYS). Send block sold counts from OPERA to external system. This assumes that OPERA has all block reservations but external system has not. In this case we need to send a sold count update as part of the block messages.	
	TRANSM IT_BOTH _ WAYS	Direction: Data both ways between external system and OPERA (TRANSMIT_BOTH_WAYS). Update block sold counts from external system when sent to OPERA, and also return sold counts to external system. Use this if block reservations are not transmitted between the systems at all. In this case the block messages must mutually update the sold counts.	
SPLIT INV DETAILS	Y/N	Direction: Data from OPERA to external system. If 'Y', OXI will split the block inventory detail message into multiple chunks of size less than 32K. If 'N', OXI will send the entire inventory detail message to the external system.	Set to 'N' as most external systems are setup with Comm Methods of HTTP delivery.

UPL CATERING BLOCKS	Y/N	Direction: Data from OPERA to external system. Blocks can be flagged as 'Catering' in OPERA. Set this parameter to 'Y' if you wish to send catering only blocks to the external system. If set to 'N', catering only blocks will be suppressed from sending to the external system.	Set to 'N' if OPERA is a PMS. You may consider setting to 'Y' if OPERA is an S&C.
UPL DED ONLY	Y/N	-> Direction: Data from OPERA to external system. If the external system does not distinguish between deductible and non-deductible blocks, you may want to suppress non-deductible blocks from sending, as these would affect the other system's inventory directly and cause inventory imbalances. In such a case you would set this parameter to 'Y' and OXI will only send deductible blocks. If the external system has a similar concept of handling deductible and non-deductible blocks, you can set this parameter to 'N' and OXI will send all blocks regardless of their status. In OPERA, the block status code determines whether a block is considered deductible. Please check the OPERA block status configuration for further information...	Set to 'N' if external system handles deductible and non-deductible blocks. Otherwise set to 'Y'
UPL OPEN ONLY	Y/N	Direction: Data from OPERA to external system. If the external system does not have a concept of 'open for pickup' blocks, you may want to suppress non-open blocks from sending, as these would still allow pickup in the other system and cause inventory imbalances when a reservation is sent to a non-open block in OPERA. In such a case you would set this parameter to 'Y' and OXI will only send open for pickup blocks. If the external system has a similar concept of open for pickup blocks, you can set this parameter to 'N' and OXI will send all blocks regardless of their status. An open for pickup block is defined by its status. Please check the OPERA block status configuration for further information.	Setting depends on whether all block should be known to external system or only deductible ones.

WAIT FOR BLOCK EXT REF	Y/N	Direction: Data from OPERA to external system. If a block is created in OPERA, OXI can send the block header first and expect a result message with the external system's confirmation number. Only once this confirmation is received would OXI send the block details, as it is now safe to assume that the block details would be accepted by the external system as well. This external confirmation can even be displayed on the block header as of OPERA 33.02, ensuring OPERA users that they can pick up reservations from a block without problems, as the external system knows the block as well. Set the parameter to 'Y' if block transmissions shall be handled like this. Set the parameter to 'N' if the external system does not return a response, or if it can safely handle block header and details at the same time.	Set to 'N' unless there is an explicit need that OXI should wait for the returned block confirmation number.

Parameter Group OXI_DATAMART

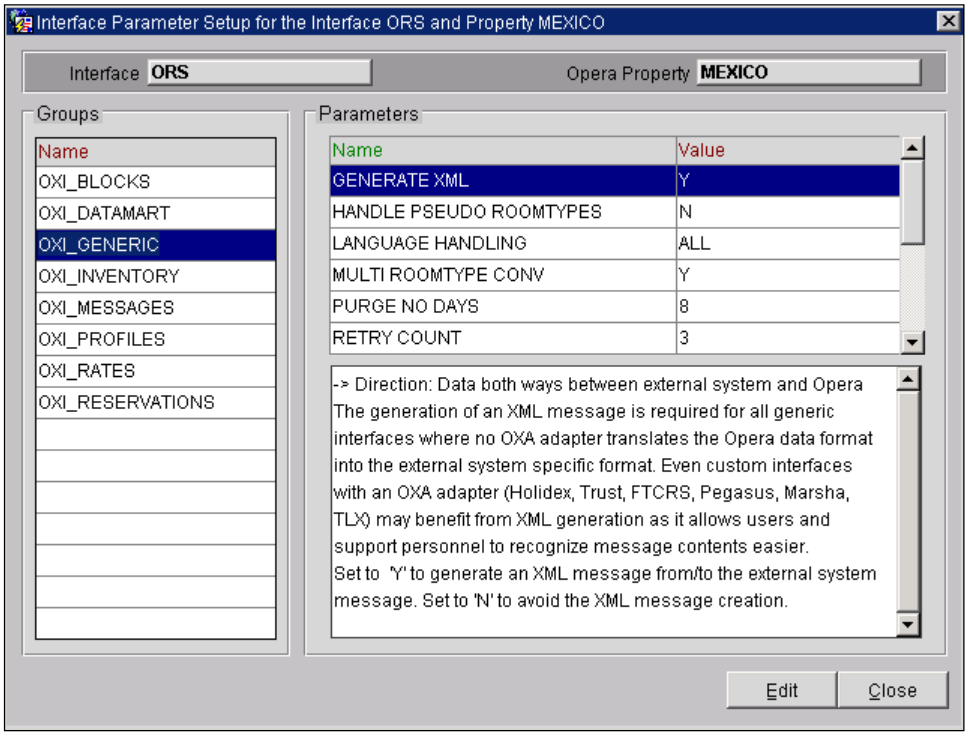
Data Mart parameters apply if your interface transmits reports to receiving ORS Central System.



Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting
SEND DATAMART MESSAGES	N,F,M,R,S,P	Direction: Data from OPERA To External System. Direction: Data from OPERA To External System. Set to N to disable or a combination of other choices to enable desired messages. N: None. F: Financial daily statistics. M: Manager's report. R: Reservation daily statistics. S: Reservation Summary. P: SC Booking Production.	Leave default of 'null' if not sending to ORS that can receive these reports.

Parameter Group OXI_GENERIC

Generic parameters apply to all interfaces.



Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting

Default Printer	network path	Direction: no direction. The name of the physical printer device configured in OPERA. Used for OXI back-end printouts.	Used for reports that are not manually selected for printing. Network path is to be set to local machine easily accessed by users. Example of usage: Holidex OXI Automated Inventory Balancing Report.
Generate Xml	Y/N	Direction: Data both ways between external system and OPERA. The generation of an XML message is required for all generic interfaces where no OXA adapter translates the OPERA data format into the external system specific format. Even custom interfaces with an OXA adapter (Holidex, Trust, FTCRS, Pegasus, Marsha, TLX) may benefit from XML generation as it allows users and support personnel to recognize message contents easier. Set to 'Y' to generate an XML message from/to the external system message. Set to 'N' to avoid the XML message creation.	Set to 'Y' for all interfaces using the XML message format. All other interfaces can be set either way.
Handle Pseudo Roomtypes	Y/N	Direction: Data both ways between external system and OPERA. If this parameter is set to 'Y', the interface will accept and send room types flags as pseudo in the data transmission for reservations, blocks, and rates. The OXI room type conversion table will allow the selection of pseudo room types. Set this parameter to 'N' if pseudo room types shall be suppressed from data transmission. This would be the case if the external system has no pseudo room types configured and message would lead to failures, or conversion could be setup falsely.	Set to 'Y' for all interfaces that support pseudo room types.

Language Handling	1. ALL 2. ENGLISH ONLY 3. SINGLE BYTE ONLY	Direction: Data both ways between external system and OPERA. This parameter controls the way OXI handles the data in multi-language systems. See the list of values for available options and details. ALL: Transfer all data irrespective of the Language. ENGLISH ONLY: Transfer data having language code E (English) or unspecified language code. SINGLE BYTE ONLY: Transfer data consists of single byte characters.	GENERIC: ALL

Multi Roomtype Conv	Y/N	Direction: Data both ways between external system and OPERA. This parameter should always be set to ‘N’ in a 2-way interface bases on reasons described below. It can be used for a 1-way interface. If set to 'N', OXI will mandate a one-to-one room type conversion between external system and OPERA to keep the inventory in balance. This is very important if the interface uses block or rate messages, as it is not possible to convert one-to-many room types for blocks and rates, and this would result in severe imbalances. You should only set this to 'Y' for interfaces that transmit only reservations, as one-to-many room type conversion could then be allowed to give flexibility. Please note that a one-to-many room type conversion must be very carefully considered as it can lead to differences in room type usage between the systems. **Sample:** OPERA has only room type KING and the external system converts both KNG and QUE into KING in the OXI room type conversion table. This is possible with the conversion defaults and in this case the OPERA->external default is set to N for the record KNG<->KING and set to Y for the record QUE<->KING. If the external system sends a reservation with KNG, this will map to KING when entering OPERA. If the OPERA user now changes the reservation, the room type will be converted into QUE when sending to external system, as QUE is flagged as OPERA->external default in this multi-to-one room type conversion table. The result is that the same reservation exists as QUE in one system and as KING in the other, which may lead to confusion and questions.	Set to ‘N’ for all 2-way interfaces.

Purge No Days	Numeric Value	Direction: irrelevant as this applies to data within OXI. The number of day's messages are kept in the OXI status tables before they are purged. The contents of these status tables can be seen on the OXI message status screen. Please consider that multi-property installations have the number of messages multiplied by properties.	Set this value to a number of days that you would still like to review old messages after their transmission. We recommend 30 days for single properties as this helps us supporting your hotel in case issues are reported that date a number of days back.
Send Comment With Conversion	Y/N	Direction: OPERA to external system. If set to 'Y', non-internal comments with conversion code exist only send to external system. If set to 'N', all the non-internal comments will be sent to the external system. Internal comments will not be sent out always.	N

Send IFC Created Only	Y/N	Direction: Data from OPERA to external system. If set to 'Y': -Reservations: If set to 'Y', changes and updates made to a record will be sent to this external system only if the record originated in this external system. -Rates (Ext Sys must handle rates): When this Parameter is set to 'Y' AND Rate Code Conversion is active: Only Rates for which a conversion has been defined will be sent to this external system. Rates that do not have a defined conversion will not be sent to this external system. If Rate Code Conversion is inactive: All Rates will be sent to this external system. -Products/Packages (Ext Sys must handle products): When this Parameter is set to 'Y' AND Product Conversion is active: Only Products for which a conversion has been defined will be sent to this external system. Products that do not have a defined conversion will not be sent to this external system. If Product Conversion is inactive: All Products will be sent to this external system. If set to 'N': External System will receive all Reservations, Rates and Products, irrespective of Conversions configuration.	Set to N if external system is handling External and OPERA based data regardless of origin. Set to Y if external system will only handle specific data originated in external system. See conditions, left, for this to work. (In addition, when set to 'Y', the OPERA PMS setup configuration for Rates and Packages is activated. See notes below grid for full details.) We recommend setting to 'N' value.

Warning as Traces	Y/N	Direction: Data from external system to OPERA. Warnings that occur when reservations are sent to OPERA can be added to these reservations as traces. Users are then prompted with the trace in due time before the guest arrives, and could update the record accordingly. A sample for a reservation warning would be if OXI uses a default instead of converted the incoming value. This warning would indicate to users that the conversion table is incomplete. Set this parameter to 'Y' and OXI will create traces for each mandatory warning that occurred on the reservation. These traces are created for the trace department selected in the OXI 'Other Defaults' for 'Trace warning'. If set to 'N', no traces will be generated for warnings. Please note that this applies only to reservations.	Set to 'Y' if you would like to keep track of your warnings within the reservations where they have occurred.

SEND IFC CREATED ONLY = Y, enhanced functionality:
This parameter has been enhanced for those clients that cannot take advantage of accepting all changes regardless of originator but only Rate Codes and Products.
Functionality:

- For the mentioned above the following enhancements become available.
    - OPERA PMS Rate Code and Package setup screens will have new configuration button OXI.
    - OXI configuration will only be available when OXI Conversion Code table Rate Code and Products are 'active'. Otherwise, configuration will not be possible.
    - Configuration from OPERA's OXI button will, by default, flag all values as accepted both directions.
    - If new Rate Code or Product is not mapped into OXI's conversion tables from here they will not be entered into OXI automatically when completed.
- For the IFC Created Only = Y, when the Rate Codes conversion table is active, then Restrictions will be sent since it is not always interface created during a synchronization request.
- Please note, if the conversion code table for Rate Code or Products is 'inactive', then the Rate Codes and or Products will be sent the External System. No conversion will be attempted, the values will be sent as configured.

Advantages of this new enhancement:

- For clients in a multi-OXI environment, it is possible to configure multiple interfaces.
- Efficient way to configure for high configuration change properties.

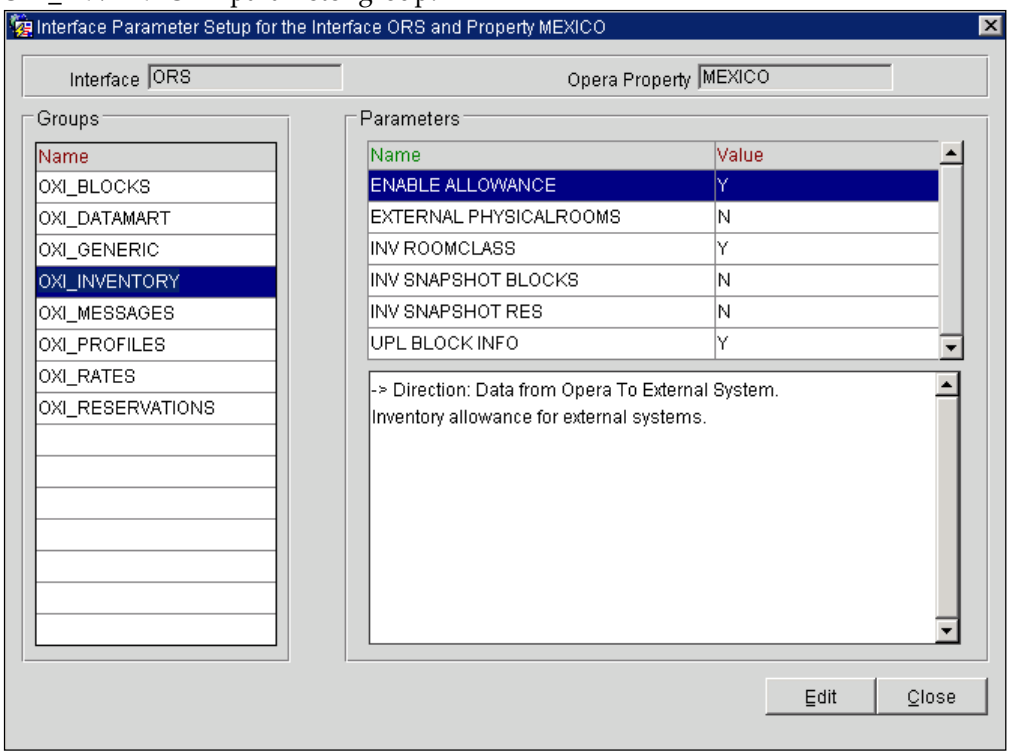
- Eliminates issue of forgetting to setup new conversions in OXI, the converted value is inserted from OPERA PMS into OXI.
- The newly configured Rates and Products are not sent to the External System unless conversion is entered.

Parameter Group OXI_INVENTORY

In case your interface does not transmit full reservations and blocks both ways, inventory may be out of sync in either system. With the help of an inventory snapshot this can be adjusted. This is mostly sent from OPERA PMS to a CRS to update the CRS with inventory changes at the property that have not been transmitted through the interface. This inventory snapshot contains the total sold count, overbooking level, and out of order rooms per day per room type. It further splits the sold counts into transient and block bookings, as well as definite and tentative bookings.

OPERA PMS receives reservations from CRS only and does not send its own reservations back. This means CRS does not know what the exact availability in OPERA PMS is. To make sure CRS has exact sold counts and does not mistakenly overbook the hotel, OPERA PMS will send an inventory snapshot to CRS, containing full reservation and block counts. When the external CRS receives this inventory snapshot it should directly update the availability tables for transient reservations and blocks for this property to have an accurate picture of the number of rooms still available. The exact handling of received snapshots depends on the abilities of the external system.

OXI_INVENTORY parameter group.

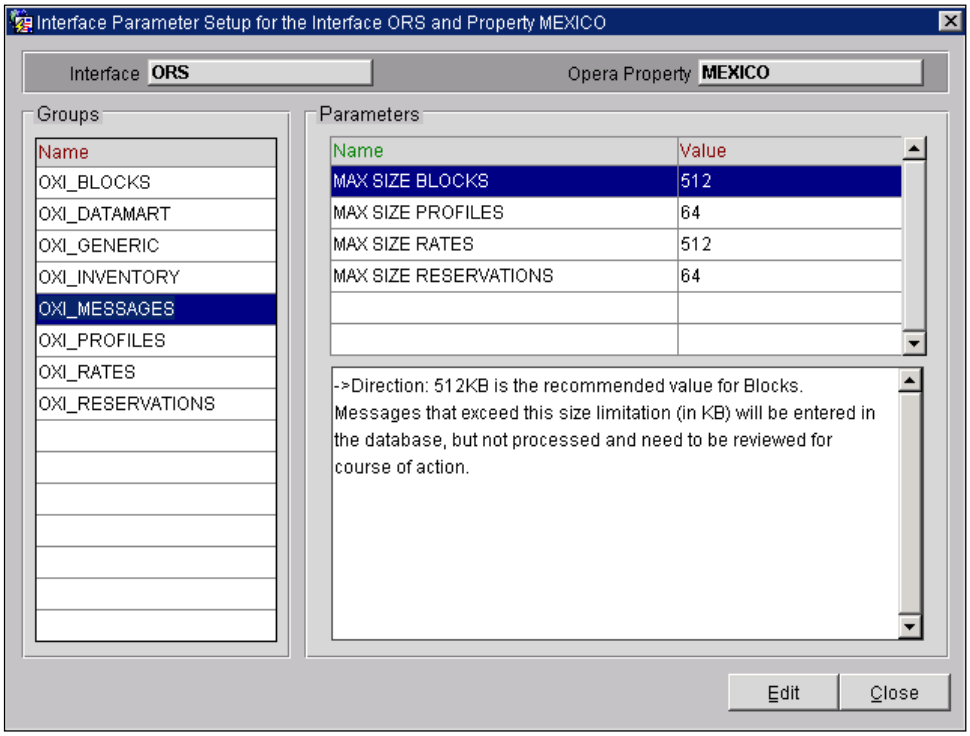


Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting
ENABLE ALLOWANCE	Y/N	Direction: Data from OPERA To External System. Inventory allowance for external systems.	Default is N.
EXTERNAL PHYSICAL ROOMS	Y/N	Direction: Data from external system to OPERA, applies mainly to OPERA S&C in this case. The hotel may not allow OPERA S&C to sell its full physical room capacity. Although the hotel has 100 rooms it may allow only 50 rooms to be sold by the S&C. In this case the physical rooms should be calculated from the inventory snapshot the external system sends to S&C to make sure only 50 rooms are considered. In this case the parameter would be set to 'Y'. Set it to 'N' if OPERA S&C has the entire physical room inventory from which the sold counts shall be calculated.	If your OPERA is an S&C standalone install, physical room inventory may not be configured and should be updated by the external system.
INV SNAPSHOT BLOCKS	Y/N	Direction: Data from external system to OPERA, applies mainly to OPERA S&C in this case. If blocks are not transmitted both ways in this interface but the external system creates blocks that affect its inventory, this parameter should be set to 'Y'. In this case block inventory will be updated in the OPERA S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to 'N' if it is not necessary to update the OPERA S&C block inventory from the snapshot. This would be the case if blocks are transmitted fully both ways, or if the external system does not create any blocks at all.	If your OPERA is an S&C standalone install, set accordingly.

INV SNAPSHOT RES	Y/N	Direction: Data from external system to OPERA, applies mainly to OPERA S&C in this case. If reservations are not transmitted both ways in this interface but the external system creates reservations that affect its inventory, this parameter should be set to 'Y'. In this case transient reservation inventory will be updated in the OPERA S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to 'N' if it is not necessary to update the OPERA S&C reservation inventory from the snapshot. This would be the case if reservations are transmitted fully both ways, or if the external system does not create any reservations on its own.	If your OPERA is an S&C standalone install, set accordingly.
UPL BLOCK INFO	Y/N	Direction: Data from OPERA to External System. Set it to 'Y' if OXI needs to send the block information (block code, ded type, and blocked/sold count) to the external system. Set it to 'N' if OXI need not send the block information to the external system.	Set as Y/N according to system needs.*

*UPL BLOCK INFO parameter is currently being used for upload of RTAV messages to the CRS, for the central system that cannot decrement inventory by the use of reservations. For this parameter to work you will need to have the OPERA business events active; in Availability select Summary Totals.

Parameter Group OXI_MESSAGES



Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting
Max size blocks	512	Direction: 512KB is the recommended value for Blocks. Messages that exceed this size limitation (in KB) will be entered in the database, but not processed and need to be reviewed for course of action.	We recommend the default setting to be left as displayed.
Max size profiles	64	Direction: 32-64KB is the recommended value for Profiles. Messages that exceed this size limitation (in KB) will be entered in the database, but not processed and need to be reviewed for course of action.	We recommend the default setting to be left as displayed.
Max size rates	512	Direction: 512KB is the recommended value for Rates. Messages that exceed this size limitation (in KB) will be entered in the database, but not processed and need to be reviewed for course of action.	We recommend the default setting to be left as displayed.

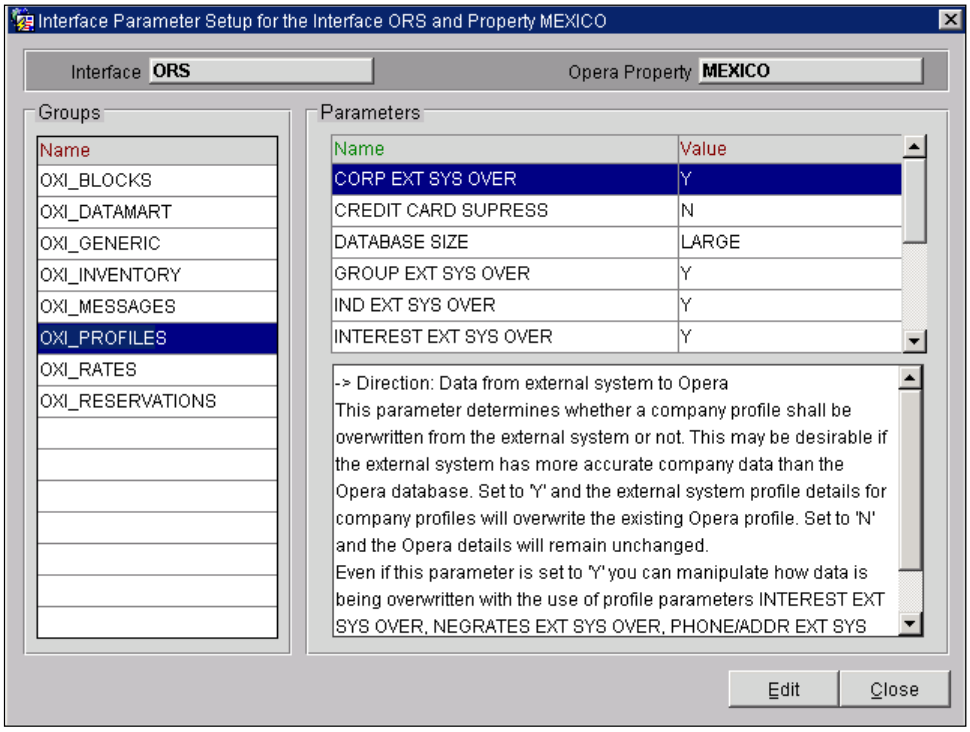
Max size reservations	64	Direction: 64KB is the recommended value for Reservations. Messages that exceed this size limitation (in KB) will be entered in the database, but not processed and need to be reviewed for course of action.	We recommend the default setting to be left as displayed.

Increasing Parameter Values:
The default values set in the above parameters can be increased to allow larger messages through without staging in the OXI message status screen. Although entered into the database they are not processed. When a message is 'HALTED' for review, one of two things is to be taken into account. One, is it just a huge message from the external system and parameter needs to be updated. Or two, is it a 'junk' type message being sent from the external system that should be ignored.

Example: Blocks message is staged.
MAX SIZE BLOCKS parameter is defaulted to 512KB and a group from Property AAA2 is sent and is staged. Information for the group is spanning a few months and has huge inventory reserved. After validating that the message needs to be processed, without having to take the data and manually insert into ORS, this message can be reprocessed.

- Go to Interface > login > Interface Configuration >Interface Parameters > OXI_MESSAGES group.
- Increase the value, and SAVE.
- Restart the OXI processors. This restart will register the parameter change.
- Reprocess the staged message.

Parameter Group OXI_PROFILES



Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting
CORP EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether a company profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate company data than the OPERA database. Set to 'Y' and the external system profile details for company profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.

CREDIT CARD SUPPRESS	Y/N	Direction: Data both ways from external system to OPERA. Due to privacy laws, credit card(s) information will not be exchanged - if the parameter set to 'Y'.	Default is N. Set accordingly.
DATABASE SIZE	SMALL MEDIUM LARGE	Direction: Data from external system to OPERA. This parameter determines what internal profile match criteria shall be used based on the size of the database. If the OPERA database is small, OXI will use more profile entry match criteria as it is assumed that the traffic through the interface is moderate and more time can be spent on proper profile matching. If the OPERA database is medium or large, OXI will apply less profile entry match criteria, as the volume of transactions will not allow for additional processing time on profile matching.	Setting is based on OPERA PMS size. Please set accordingly. Suggest 'SMALL' for best matching purposes.
GROUP EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether a group profile shall be overwritten from the external system or not. This may be desirable if the external system sends many details in the group profile while the OPERA database only has the name. Set to 'Y' and the external system profile details for group profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.

IND EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether an individual profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate guest data than the OPERA database. Set to 'Y' and the external system profile details for individual profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to ‘Y’ you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to ‘Y’ if external system shall be allowed to update.

INTEREST EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no interests are sent by external system in the profile message, this parameter is ignored and the existing OPERA profile interests remain untouched. Otherwise the following parameter rules apply: If 'Y', interests sent by external system will overwrite existing OPERA profile interests. If 'N', interests sent by the external system will be appended to existing OPERA profile interests.	Determine whether values shall overwrite or append and select your setting accordingly.

MAX PROFILE MATCHES	Numeric Value	Direction: Data from external system to OPERA. Maximum number of matches considered. This parameter determines the count of profiles selected by each matching condition - before merging. Set to any specific count of records or just leave it blank for search of all available profile records.	Default is 'null' for all available profiles to be considered. For consideration; if the database is large set to low level of profile matches such as 50.

NEGRATES EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If 'Y', negotiated rates sent by external system will overwrite existing OPERA profile negotiated rates. If 'N', negotiated rates sent by the external system will be appended to existing OPERA profile negotiated rates.	Determine whether values shall overwrite or append and select your setting accordingly.

PHONE/ADDR EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no phones or addresses are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile phones and addresses remain untouched. Otherwise the following parameter rules apply: If 'Y', phones and addresses sent by external system will overwrite existing OPERA profile phones and addresses. If 'N', phones and addresses sent by the external system will only overwrite OPERA profile phones and addresses where the update_user=interface ID, and the ones that	Determine whether values shall overwrite or append and select your setting accordingly.

		were last changed by the OPERA user remain untouched.	
PREF EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile preferences remain untouched. Otherwise the following parameter rules apply: If 'Y', preferences sent by external system will overwrite existing OPERA profile preferences. If 'N', preferences sent by the external system will be appended to existing OPERA profile preferences.	Determine whether values shall overwrite or append and select your setting accordingly.

PROFCOMMENTS EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile comments remain untouched. Otherwise the following parameter rules apply: If 'Y', comments sent by external system will overwrite existing OPERA profile comments. If 'N', comments sent by the external system will only overwrite OPERA profile comments where the update_user=interface ID, and the ones that	Determine whether values shall overwrite or append and select your setting accordingly.

		were last changed by the OPERA user remain untouched.	
PROF CREATION	Y/N	Direction: Data from external system to OPERA. if you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either 'Y' or a comma separated combination of the alphabets 'A','B','C','D','E' AND'F'. Each alphabet stands for specific profile selection: A- Guest B- Corporate C- Group D- Travel Agent E- Source F- Contact For all interfaces that transmit reservations and blocks, this parameter has to be set to either 'Y' or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to 'N' if you do not transmit blocks and reservations in your interface, and no new profile will be created in case profile match fails.	This must be set to ‘Y’ if the interface transmits reservations and blocks. Only set the alpha combination if there are certain profiles not to be created as new in the profile database.
PROF MATCHING	Y/N	Direction: Data from external system to OPERA. Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored.	Must be set to ‘Y’ if profile matching is required.

SOURCE EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether a source profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate data on the source or wholesaler than the OPERA database. Set to 'Y' and the external system profile details for source profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to ‘Y’ you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to ‘Y’ if external system shall be allowed to update.
TA EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether a travel agent profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate agent data than the OPERA database. Set to 'Y' and the external system profile details for agent profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to ‘Y’ you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to ‘Y’ if external system shall be allowed to update.

UPDATE SALUTATION	Y/N	-> Direction: Data from external system to OPERA. Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored.	Default is ‘N’.

NEGRATES EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If 'Y', negotiated rates sent by external system will overwrite existing OPERA profile negotiated rates. If 'N', negotiated rates sent by the external system will be appended to existing OPERA profile negotiated rates.	Determine whether values shall overwrite or append and select your setting accordingly.

PHONE/ADDR EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no phones or addresses are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile phones and addresses remain untouched. Otherwise the following parameter rules apply: If 'Y', phones and addresses sent by external system will overwrite existing OPERA profile phones and addresses. If 'N', phones and addresses sent by the external system will only overwrite OPERA profile phones and addresses where the update_user=interface ID, and the ones that	Determine whether values shall overwrite or append and select your setting accordingly.

		were last changed by the OPERA user remain untouched.	
PREF EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile preferences remain untouched. Otherwise the following parameter rules apply: If 'Y', preferences sent by external system will overwrite existing OPERA profile preferences. If 'N', preferences sent by the external system will be appended to existing OPERA profile preferences.	Determine whether values shall overwrite or append and select your setting accordingly.

PROFCOMMENTS EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile comments remain untouched. Otherwise the following parameter rules apply: If 'Y', comments sent by external system will overwrite existing OPERA profile comments. If 'N', comments sent by the external system will only overwrite OPERA profile comments where the update_user=interface ID, and the ones that	Determine whether values shall overwrite or append and select your setting accordingly.

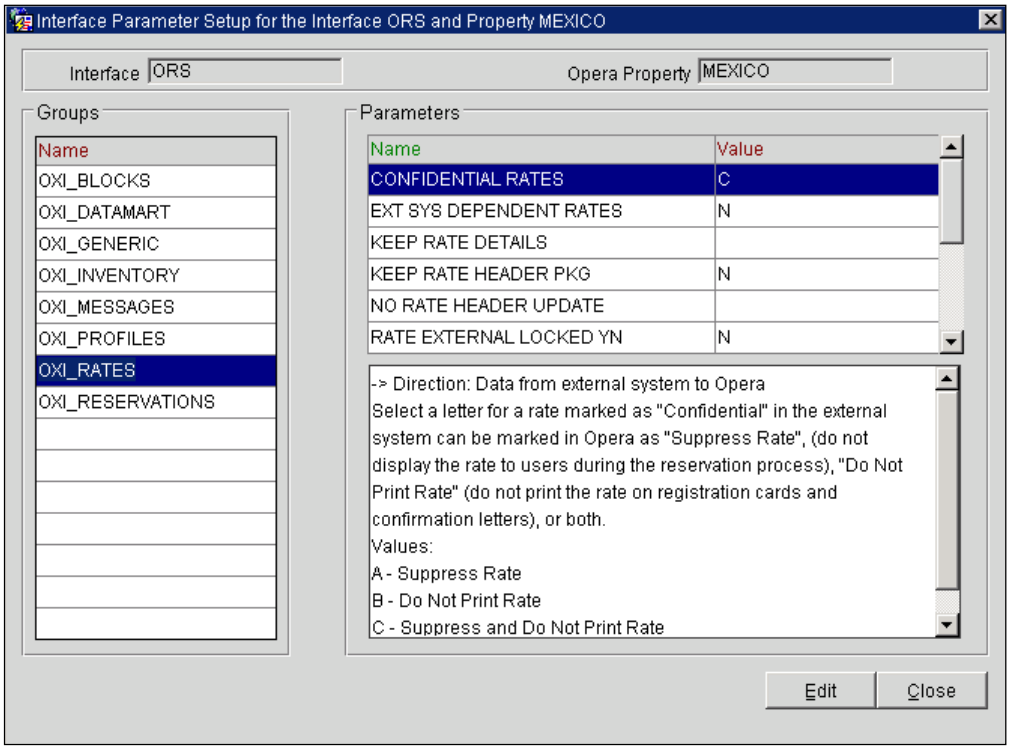
		were last changed by the OPERA user remain untouched.	
PROF CREATION	Y/N	-> Direction: Data from external system to OPERA. if you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either 'Y' or a comma separated combination of the alphabets 'A','B','C','D','E' AND'F'. Each alphabet stands for specific profile selection: A- Guest B- Corporate C- Group D- Travel Agent E- Source F- Contact For all interfaces that transmit reservations and blocks, this parameter has to be set to either 'Y' or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to 'N' if you do not transmit blocks and reservations in your interface, and no new profile will be created in case profile match fails.	This must be set to 'Y' if the interface transmits reservations and blocks. Only set the alpha combination if there are certain profiles not to be created as new in the profile database.
PROF MATCHING	Y/N	-> Direction: Data from external system to OPERA. Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored.	Must be set to 'Y' if profile matching is required.

SOURCE EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether a source profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate data on the source or wholesaler than the OPERA database. Set to 'Y' and the external system profile details for source profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to ‘Y’ you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to ‘Y’ if external system shall be allowed to update.
TA EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether a travel agent profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate agent data than the OPERA database. Set to 'Y' and the external system profile details for agent profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to ‘Y’ you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to ‘Y’ if external system shall be allowed to update.

UPDATE SALUTATION	Y/N	-> Direction: Data from external system to OPERA. Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored.	Default is 'N'.

Parameter Group OXI_RATES

Rate parameters apply if your interface transmits rates.



Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting

CORP EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether a company profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate company data than the OPERA database. Set to 'Y' and the external system profile details for company profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, and PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.
CREDIT CARD SUPPRESS	Y/N	Direction: Data both ways from external system to OPERA. Due to privacy laws, credit card(s) information will not be exchanged - if the parameter set to 'Y'.	Default is N. Set accordingly.
DATABASE SIZE	SMALL MEDIUM LARGE	Direction: Data from external system to OPERA. This parameter determines what internal profile match criteria shall be used based on the size of the database. If the OPERA database is small, OXI will use more profile entry match criteria as it is assumed that the traffic through the interface is moderate and more time can be spent on proper profile matching. If the OPERA database is medium or large, OXI will apply less profile entry match criteria, as the volume of transactions will not allow for additional processing time on profile matching.	Setting is based on OPERA PMS size. Please set accordingly. Suggest '**SMALL**' for best matching purposes.

GROUP EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether a group profile shall be overwritten from the external system or not. This may be desirable if the external system sends many details in the group profile while the OPERA database only has the name. Set to 'Y' and the external system profile details for group profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.
IND EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether an individual profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate guest data than the OPERA database. Set to 'Y' and the external system profile details for individual profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.

INTEREST EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no interests are sent by external system in the profile message, this parameter is ignored and the existing OPERA profile interests remain untouched. Otherwise the following parameter rules apply: If 'Y', interests sent by external system will overwrite existing OPERA profile interests. If 'N', interests sent by the external system will be appended to existing OPERA profile interests.	Determine whether values shall overwrite or append and select your setting accordingly.

MAX PROFILE MATCHES	Numeric Value	Direction: Data from external system to OPERA. Maximum number of matches considered. This parameter determines the count of profiles selected by each matching condition - before merging. Set to any specific count of records or just leave it blank for search of all available profile records.	Default is 'null' for all available profiles to be considered. For consideration; if the database is large set to low level of profile matches such as 50.

NEGRATES EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If 'Y', negotiated rates sent by external system will overwrite existing OPERA profile negotiated rates. If 'N', negotiated rates sent by the external system will be appended to existing OPERA profile negotiated rates.	Determine whether values shall overwrite or append and select your setting accordingly.

PHONE/ADDR EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no phones or addresses are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile phones and addresses remain untouched. Otherwise the following parameter rules apply: If 'Y', phones and addresses sent by external system will overwrite existing OPERA profile phones and addresses. If 'N', phones and addresses sent by the external system will only overwrite OPERA profile phones and addresses where the update user=interface ID, and the ones that were	Determine whether values shall overwrite or append and select your setting accordingly.

		last changed by the OPERA user remain untouched.	
PREF EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile preferences remain untouched. Otherwise the following parameter rules apply: If 'Y', preferences sent by external system will overwrite existing OPERA profile preferences. If 'N', preferences sent by the external system will be appended to existing OPERA profile preferences.	Determine whether values shall overwrite or append and select your setting accordingly.

PROFCOMMENTS EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be set to 'Y'. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile comments remain untouched. Otherwise the following parameter rules apply: If 'Y', comments sent by external system will overwrite existing OPERA profile comments. If 'N', comments sent by the external system will only overwrite OPERA profile comments where the update user=interface ID, and the ones that were	Determine whether values shall overwrite or append and select your setting accordingly.

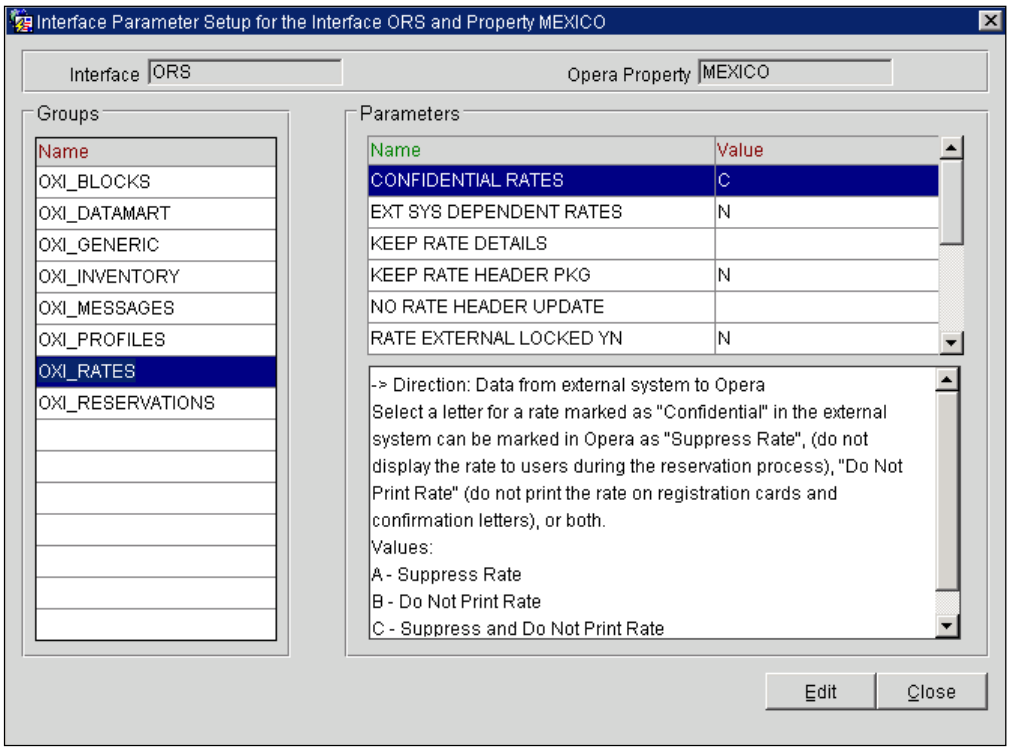
		last changed by the OPERA user remain untouched.	
PROF CREATION	Y/N	Direction: Data from external system to OPERA. If you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either 'Y' or a comma separated combination of the alphabets 'A','B','C','D','E' AND'F'. Each alphabet stands for specific profile selection: A- Guest B- Corporate C- Group D- Travel Agent E- Source F- Contact For all interfaces that transmit reservations and blocks, this parameter has to be set to either 'Y' or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to 'N' if you do not transmit blocks and reservations in your interface, and no new profile will be created in case profile match fails.	This must be set to ‘Y’ if the interface transmits reservations and blocks. Only set the alpha combination if there are certain profiles not to be created as new in the profile database.
PROF MATCHING	Y/N	Direction: Data from external system to OPERA. Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored.	Must be set to ‘Y’ if profile matching is required.

SOURCE EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether a source profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate data on the source or wholesaler than the OPERA database. Set to 'Y' and the external system profile details for source profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.
TA EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether a travel agent profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate agent data than the OPERA database. Set to 'Y' and the external system profile details for agent profiles will overwrite the existing OPERA profile. Set to 'N' and the OPERA details will remain unchanged. Even if this parameter is set to 'Y' you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT SYS OVER, NEGRATES EXT SYS OVER, PHONE/ADDR EXT SYS OVER, PREF EXT SYS OVER, PROFCOMMENTS EXT SYS OVER.	Set to 'Y' if external system shall be allowed to update.

UPDATE SALUTATION	Y/N	Direction: Data from external system to OPERA. Set to 'Y' in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, e.g. if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to 'N'. The OXI Profile Matching routine will then be ignored.	Default is 'N'.

Parameter Group OXI_RATES

Rate parameters apply if your interface transmits rates.



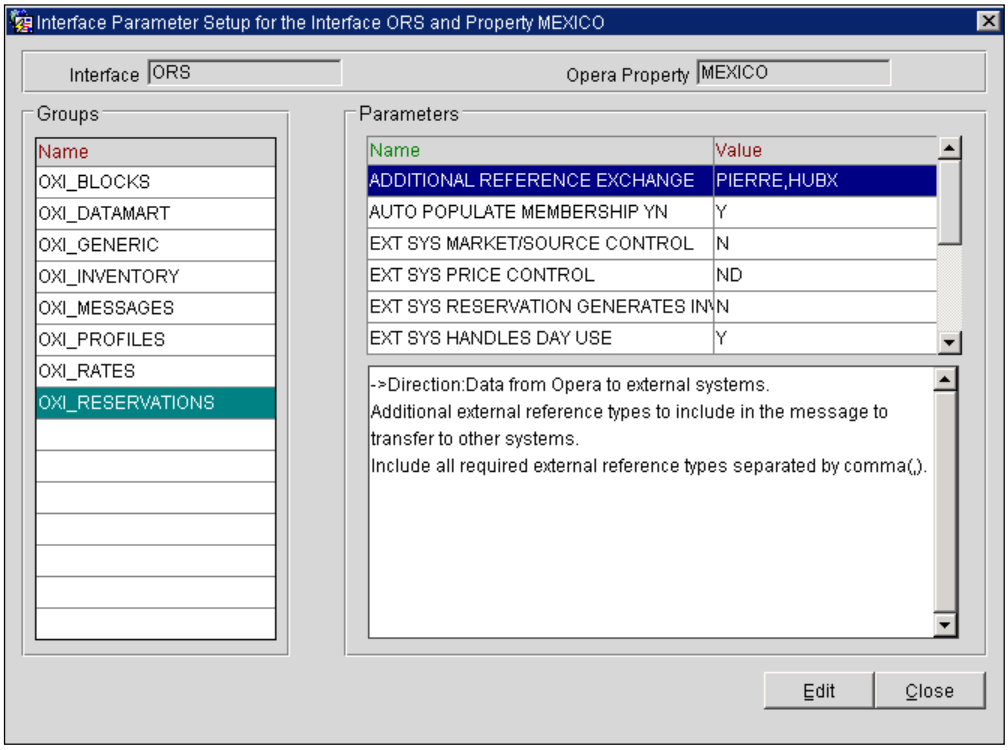
Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting

CONFIDENTIAL RATES	Direction: Data from external system to OPERA. Select a letter for a rate marked as "Confidential" in the external system can be marked in OPERA as "Suppress Rate", (do not display the rate to users during the reservation process), "Do Not Print Rate" (do not print the rate on registration cards and confirmation letters), or both. Values: A - Suppress Rate B - Do Not Print Rate C - Suppress and Do Not Print Rate	CRS will send flag for confidential in message. Please set according to PMS needs.
EXT SYS DEPENDENT RATES	Direction: The external system is capable of handling dependent rates. If set to 'Y', only the modified rate will be sent to the external system, if set to 'N', the resulting recalculated dependent rates will be sent to the external system.	Default is 'null'.
KEEP RATE DETAILS	Direction: Data from external system to OPERA. This parameter determines whether the Market code, Source Code, Package Elements and Yield Adjustment information of rate code details will be overwritten by an external system update or not. This parameter can be set to a single value or a comma separated combination of following : M: Market Code S: Source Code P: Package Elements Y: Yield Adjustments For example if we don't want any modifications to any of these we will set this parameter as 'M,S,P,Y'. To allow updating of this column information just don't set any value in the parameter list.	Default is 'null'.

KEEP RATE HEADER PKG	Direction: Data from external system to OPERA. This parameter determines whether package elements attached to the OPERA rate code will be overwritten by an external system update or not. Set to 'Y' and only package elements attached to the rate header where the update_user = external system ID will be updated. This means that package elements created by an OPERA user will not be overwritten. If this parameter is set to 'N', all package elements will be overwritten by changes from the external system, regardless where they have been created.	Set to Y if OPERA package elements should be kept.
RATE EXTERNAL LOCKED	Direction: Data from external system to OPERA. If this parameter is set to 'Y' the rate code created by the external system will be locked in OPERA and cannot be modified by OPERA users. If set to 'N' the rate code created by the external system will fully changeable in OPERA.	Set to Y, if external system will have control.
RESTRICTION CODES	Direction: Data both ways. Restriction Codes in the Rate Availability and Rate Strategy screens that are supported for the Interface.	Default is null. Setting to 'Select All' or 'null' is the same thing, either will send all Restrictions to receiving system that can handle them.
SUPPORTED CHANNELS	Direction: Definition of channels. Allowed definition of channels for which restrictions are to be sent through specified interface.	Current list of values: 1P, Expedia, Micros

NO RATE HEADER UPDATE	Direction: Data from external system to OPERA. Select the letters for the rate header columns that shall not be updated by rate change messages from external systems. Values: A - Rate Description B - Rate Category C - Folio Text D - Market Code E - Source Code F - Commission G - Minimum Stay Through H - Maximum Stay Through I - Advance Booking J - Suppress Rate K - Print Rate L - Long Info M - Short Info N- Transaction Code	Select all letters that apply. This highly depends whether a GDS interface is installed at the OPERA level, in which case the update of most rate header columns sent by external system should be prevented.

Parameter Group OXI_RESERVATIONS



Parameter COMMENTS AS TRACES has been removed as of 2.5+.

For those who require the creation of a trace without this parameter it can still be handled. Traces can be setup in the Others Default screen. Traces can be setup for a maximum of 2 Trace departments.
Go to Others Default setup: From OXI main toolbar Interface Configuration > Interface Defaults > Others Tab > Trace Depts.
For example, for FTCRS OXI, the comment type RESERVATION, can be converted to TRACE1, which means that the comment in the reservation will use first trace department setup in the others screen to insert the trace. This will be the same for the second Trace department. FTCRS conversion will need to be setup for Comment Type for those Traces to be inserted.

Parameter Name	Parameter Values	Direction of transmission where parameter applies Parameter Description	Recommended Setting
ADDITIONAL REFERENCE EXCHANGE		Direction: Data from OPERA to external systems. Additional external reference types to include in the message to transfer to other systems. Include all required external reference types separated by comma (,).	N/A
AUTOPOPULATE MEMBERSHIP	Y/N	Direction: Data from external system to OPERA. If 'Y' populate selected memberships from the reservation message based on the membership configuration rules in OPERA. If 'N' then populate only the selected memberships from the reservation message.	Set to ‘Y’ to allow the same functionality as if OPERA user enters a membership directly.

EXT SYS MARKET/SOURCE CONTROL	Y/N	Direction: Data from external system to OPERA. This parameter determines if OXI shall convert the incoming market and source code, or if it should first use the market and source codes linked to the OPERA block or rate code. This needs to be considered carefully as the property might want to determine what market/source codes are being used. If set to 'Y', the market and source codes sent from the external system will be converted immediately if conversion is active. If conversion fails, the OXI defaults will be used. If conversion is not active, OXI will check if a default can be used and if not, validate the sent values. If the values are valid, OXI will insert them into the reservation. Should this validation fail, OXI will fail the entire message, as market and source codes are mandatory for a reservation. Set this parameter to 'N' and the market and source codes sent from the external system will be linked from of one of the following options in the sequence described: 1. If the block header has market/source codes, these will be inserted into the reservation. 2. If the rate code detail has market/source codes, these will be inserted into the reservation. 3. If the rate code header has market/source codes, these will be inserted into the reservation. 4a. If all above options fail and conversion is active, the value will be converted and if it fails, the OXI default is applied. If a default cannot be applied either, the reservation will be rejected as market and source codes are mandatory. 4b. If conversion is not active, OXI will validate the external system value and insert if valid. If this validation fails, the reservation will be rejected as market and source codes are mandatory.	Set to ‘N’ if you would like to link market/source codes to the block or rate code used in your reservation. Set to ‘Y’ if you wish to convert regardless of the relationship between market/source codes and the block or rate code.

EXT SYS RESERVATION GENERATES INVENTORY	Y/N	Direction: Data from external system to OPERA. When a reservation message from an external system is received, OXI will generate inventory snapshots for the affected dates and room types.	Set to 'Y' if not using full 2-way functionality where updates are sent back to the originator. Also set to 'Y' if no using full 2-way functionality where and not using Automatic Transmission Scheduler for Inventory. Set to 'N', if full 2-way functionality exchange is done.
EXT SYS PRICE CONTROL	Y/N	Direction: Data from external system to OPERA. Y - External system amount will be used for the reservation. The rate difference handling depends on the OPERA function FIXED RATES. If that is flagged, OXI will flag the rate fixed column in the reservation screen after inserting the rate amount sent by external system. This means that the rate amount will be fixed in the reservation and will not be changed again unless someone released the rate_fixed flag. If OPERA function FIXED RATES is unflagged, OXI will insert the difference between the external system rate amount and the OPERA rate amount for that rate code into the reservation column discount_amount. A default discount reason will be set as well. The advantage here is that users can see the rate difference that was charged. N - OPERA rate amount defined for the same (or converted) rate code will be used for the reservation in OPERA, and the external system rate amount will be disregarded. A warning in OXI will be displayed accordingly. F - OXI will bypass all rate difference calculation, apply the external systems rate and fix every reservation.	Set to 'Y' as external system has already sold the rate amount, and therefore it should be confirmed in OPERA as well. Set to N, if the external rate is to be ignored and OPERA rate to prevail. Set to F, to fix all 'reserved' bookings and apply external rate.

EXT SYS HANDLES DAY USE	Y/N	- Direction: External System handles day use reservations. When parameter value = Y, handling day use rooms has no difference. When parameter value = N, OXI will send a cancellation message to the external system when OPERA reservation has an external reference number and the number of nights equals 0.	Default is 'N'.
FULL OPERA SHARES	Y/NS/NU	-Direction: Data both ways between external system and OPERA. Following rules apply to both incoming and outgoing messages. Y: Any update on one individual reservation will be reflected in one reservation XML message. Any share related action (combine/break) will be reflected in appropriate share reservation message with only the key information about the reservations involved. NS: Any update, including share related on any of the reservations will be reflected in a reservation XML message containing information about all the relevant shares. External reference of all the share reservations in OPERA will be updated from the incoming result message. NU: Similar to NS, but external reference of only those reservations in OPERA mentioned in the result message will be updated from the incoming result message.	Set to according to business needs.

INHERIT CONFIRMATION NUMBER	Y/N	Direction: External System to OPERA only. When set to 'Y', OPERA will inherit the external system's confirmation number as its own, which will allow passing of the originating (Guest) confirmation number to PMS systems that do not have the capability of processing and storing multiple external references. When set to 'N', OPERA will store the external system's confirmation number, assign the OPERA confirmation number and pass it along to the receiving system. This parameter is subjected to the following restrictions: - The parameter can be set to 'Y' for only one external system across the entire OPERA system - For this one system it can be selected for any number of resorts - For resorts, where the parameter is set to 'Y', the parameter SEND IFC CREATED ONLY must be set to 'Y' as well The restrictions serve to limit the possibility of colliding confirmation numbers between multiple external systems and OPERA. It is however the Operator's responsibility to set the confirmation number sequences such that this never occurs.	Default is 'N'. Note and Review: The restrictions noted in the description part of the parameter.
PACKAGE EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether package elements sent by external system shall overwrite OPERA package elements or not. This may not be desired as the property may want to decide what packages the guest has in this reservation. Set to 'Y' and reservation packages will always be overwritten by external system packages. Set to 'N' and package elements sent by external system will be appended to existing ones in OPERA.	Set to 'N' if you would like to keep the OPERA packages.

RESCOMMENTS EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether reservation comments sent by external system shall overwrite OPERA comments or if they shall be appended to existing ones. If set to 'Y' the OPERA reservation comments will always be overwritten by the external system comments. If set to 'N', only comments where the update user = external system ID in the OPERA database will be updated.	Set to 'N' if you would like to keep OPERA changes intact
SHARER REMOVAL CODE	CANCEL DELETE NEITHER	Direction: External system to OPERA only. Applicable only when FULL OPERA SHARES=N. This parameter determines how OXI should handle share reservations those found in OPERA but not coming in the message. CANCEL: Cancels any sharer present in OPERA which does not appear in the incoming message. DELETE: Deletes any sharer present in OPERA which does not appear in the incoming message. NEITHER: Leaves sharer(s) those present in OPERA untouched, even if they don't appear in the message.	Applicable only when FULL OPERA SHARES=N.
SHARER RATE CALC METHOD	ENTIRE FULL INACTIVE SPLIT	Direction: Data from external system to OPERA. • 'INACTIVE' = When OXI Parameter OPERA FULL SHARES is set to Y, behavior is INACTIVE, regardless of parameter value. • When 'FULL OPERA SHARES' is set to N, OPERA determines the share amount as follows: o SPLIT: Each sharer will carry an equal portion of the total rate amount. o FULL: Each sharer will have the full rate amount. o ENTIRE: First sharer will be determined as the primary and carry the entire rate amount, all other sharers will have a zero rate amount.	Defaults to INACTIVE Works with FULL OPERA SHARES parameter, see explanation before setting.

SPECIALS EXT SYS OVER	Y/N	Direction: Data from external system to OPERA. This parameter determines whether special requests sent by the external system will overwrite the ones in OPERA, or if they will be appended to existing ones. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration > edit interface), the external system can send reservation changes only and does not need to send the full reservation every time a small change to a reservation occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA reservation. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If set to 'Y' and the interface is setup as 'Delta Changes = 'Y', ONLY the specials originally inserted by the external system will be overwritten. If set to 'Y' and the interface is setup as 'Delta Changes = 'N', all reservation specials in OPERA will be overwritten by the external system specials. If set to 'N', new specials will be appended to existing ones in OPERA, regardless whether the interface works in delta mode or not.	Determine whether values shall overwrite or append and select your setting accordingly.

UPDATE FEATURE	A, B, C, D, or N	Direction: Data from external system to OPERA. This parameter determines how the features received from the external system updates the features in OPERA. A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA. B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA. C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA. D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA. N = Ignore the features received. Do not touch the values in OPERA.	Suggested setting 'D'
UPDATE INHOUSE RES	Y/N	Direction: Data from external system to OPERA. With this parameter OXI allows you to update reservations that are flagged as 'checked in' in OPERA PMS. If set to 'Y', OXI will accept changes to checked in reservations in OPERA except for arrival date and room type changes. If set to 'N', OXI will reject any changes to a checked in reservation in OPERA.	Set to 'Y' if you would like your in-house reservations updated further by the external system.

UPDATE SHARE RES	Y/N	Direction: Data from external system to OPERA. This parameter allows external systems to update a share reservation in OPERA. If set to 'Y', OXI will accept changes to shared reservations in OPERA based on a strict set of rules: 1) Based on the OXI parameter UPDATE INHOUSE RES, the external system can send changes to checked-in sharers except for changes to the arrival date and room type. 2) In case the external system sends a change to the departure date, OXI will check if the room number assigned to the guest is still available for the extended stay. If not, the change will be rejected with an explicit error message. The currently assigned room number will not be removed. OXI will log all warnings in its status tables, visible to the user 3) Changed reservation data will be updated equally for all sharers. If for example an update to market code, booker, comment, etc. are sent in the reservation change message, OXI will update the same data equally in all share reservations. 4) All changes to the reservation will be applied to all sharers alike except for the data mentioned in the following bullet points. This means that formerly inserted changes to the share reservations in OPERA are overwritten. 4a) Rate changes: OXI will apply the rate amount change to the primary sharer, which is identified by the lowest OPERA confirmation number. 4b) If changes to the membership details are sent by the external system, this will only be applied to the primary sharer reservation and profile. For data from OPERA to an external system, OXI will only send changes to non-inventory fields if these changes have occurred on the 'primary sharer', the	Set to 'Y' if you would like your shared reservations updated further by the external system.

		reservation with the lowest OPERA confirmation number. If this parameter is set to 'N', OXI will reject any changes to shared reservations in OPERA.	
UPL DED RES ONLY	Y/N	Direction: Data from external system to OPERA. If set to 'Y', only deductible reservations will be sent to the external system. In a reservation this is determined by the reservation type and means that only reservations with deductible reservation types would be sent. This is desirable if the external system does not have a concept of tentative and definite reservations and would regard all bookings equally deductible regardless of their status. Set to 'N' if all reservations should be sent to the external system irrespective of the reservation type.	Set to 'N' if external system handles deductible and non-deductible reservations. Otherwise set to 'Y'.

Interface Default Settings

Go to Interface Configuration > Interface Defaults. Default values are crucial for the interface functionality. The values configured here will be used as defaults for incoming and outgoing messages in case no matching conversion value from the conversion tables can be applied during data transmission, or if conversions are not activated.

Relationship between Defaults and Conversion Codes – Data from External System to OPERA

If the conversion table for a data element is activated:

- Check if property-specific conversions exist and convert value.
- If fails and property default exists, use property default.
- If fails OXI will validate the data element against valid OPERA codes and if that validation passes, insert the original code.
- If fails OXI will fail the message in case the data element is mandatory (e.g. room type), or ignore element in case the data element is optional. In this case the message will still be processed but this data element will be ignored.

If the conversion table for a data element is NOT activated:

- Check if property default exists, use property default.
- If fails OXI will validate the data element against valid OPERA codes and if that validation passes, insert the original code.
- If fails OXI will fail the message in case the data element is mandatory (e.g. room type), or ignore element in case the data element is optional. In this case the message will still be processed but this data element will be ignored.

Relationship between Defaults and Conversion Codes – Data from OPERA to External System

If the conversion table for a data element is activated:

- Check if conversions exist and convert value.
- If fails OXI will validate the data element against valid OPERA codes and if that validation passes, insert the original code.
- If fails and an OXI default exists, use default.
- If fails OXI will fail the message in case the data element is mandatory (e.g. room type), or ignore element in case the data element is optional. In this case the message will still be processed but this data element will be ignored.

If the conversion table for a data element is NOT activated:

- Validate the data element against valid OPERA codes and if that validation passes, insert the original code.
- If fails check if an OXI default exists, use default.
- If fails OXI will fail the message in case the data element is mandatory (e.g. room type), or ignore element in case the data element is optional. In this case the message will still be processed but this data element will be ignored.

Validate Default Settings

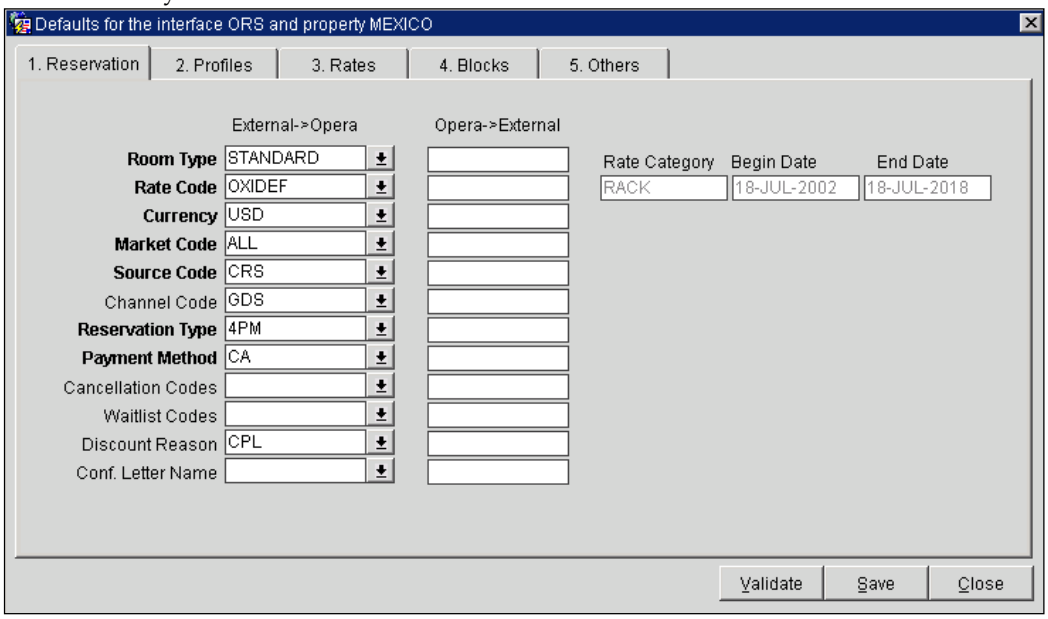
Validate defaults functionality is available for OPERA PMS dependent fields. The **Validate** button has been added to each default tab screen. The validation will be on Reservations, Profile, Blocks and others default screens only. As soon as it is applied, OXI will display a message prompt. If you select *YES* to run the validation, the following will happen.

- Check if OPERA parameter for RESERVATIONS > MANDATORY RATE CODE for that property is set.
    - If set to Y, and default is empty you will be prompted to set default value.
    - Otherwise it can be set or not.
- Check if OPERA parameter for RESERVATIONS > METHOD OF PAYMENT MANDATORY for that property is set.
    - If set to Y, and default is empty you will be prompted to set default value.
    - Otherwise it can be set or not.
- Check if OPERA function for GENERAL > OWNER for that property is set.
    - If set to Y, check OXI profile and block defaults. If default is empty you will be prompted to set default value.
    - Otherwise it must be blank as the field will not be supported.
- Check if OPERA setting for BLOCKS > MANDATORY RATE CODE BLOCKS for that property is set.
    - If yes, check OXI block defaults. A rate code default has to be set.
    - Otherwise it can be set or not.

- Check if OPERA setting RESERVATIONS > RESERVATION TRACES for that property is set.
    - If yes, check OXI other defaults. Trace departments can be populated. Otherwise they must be blank as the field will not be supported.

Defaults Reservations

The first default page is the reservation default page. The items shown in bold are mandatory and need to be specified. The OPERA values can be selected by select the button seen alongside the text entry field. A list of configured and valid OPERA values for this item displays. The external system values have to be inserted in a free-format style, but need to be valid for the external system to accept the record. Please be aware of case sensitivity.



When setting the default rate code, you will notice that the rate category with the start and end dates of this rate code will automatically show as well.

Recommended Default Settings

Room Type	Select a room type that is readily available with high inventory.
Rate Code	Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions that either close the rate and or room types depending on hotel occupancy, we strongly suggest making an 'OXI Default' rate code and insert this value. Setup of the default Rate: • This rate code is to be setup with all viable room types and a single rate detail, at $0.00, that will have all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead.

- This rate code should not be subject to restrictions as other rates are. This will decrease the amount of reservations that are rejected by OPERA.

Points to consider:

- In the event that certain CRS booked reservations are allowed into rates that are flagged restricted or out of inventory on the hotel side, this default will be used to allow that booking in. Warnings in OXI will alert hotel users that the reservation was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to adjust the booking accordingly.
- This default will maximize the hotel's efficiency regarding having all bookings in the hotel system. Limiting the scenario of missing reservations, due to closeouts that OXI cannot bypass.
- This default will lessen the hotel's need to monitor OXI interface on a rigorous schedule.
- To make it easier to see these types of defaults being used within the OPERA PMS, we suggest the use of OXI parameter WARNING AS TRACES = Y.
    - This setting is highly recommended. Although OXI offers a warnings report, if system users do not have permission to be in the OXI to run the report then this is an alternate solution. Excellent choice for the smaller hotel with fewer resources in the evenings where Reservations Department may have gone for the day.
    - OXI will enter only mandatory warnings generated into Traces. A Trace 'lamp' will be lit on the reservation when viewed.
    - This parameter also requires that the others default field 'Trace Warning' is set to a monitoring department; either Front Office or Reservations.
- OPERA also offers a 'Trace Report'. Which will allow a full overview of all reservations where Traces have been created.

Currency	OPERA property currency code that should be used as default for a reservation in case no currency code is sent or the code cannot be converted.
Market Code	Select the standard market code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a market code. This is in direct relation to the OXI RESERVATION parameter EXT SYS MARKET/SOURCE CONTROL.
Source Code	Select the standard source code that should be used in case conversion is not possible, or if the associated block code/rate

code for the reservation do not contain a source code. This is in direct relation to the OXI RESERVATION parameter EXT SYS MARKET/SOURCE CONTROL.

Reservation Type — The reservation type in OPERA determines whether the booking is deductible from inventory or not. Select your default according to your needs and we highly recommend maintaining proper conversion for this data element as well.

Payment Method — This is the default payment method used by OXI for a reservation in case no payment method is sent or conversion fails. We highly recommend to select this default carefully and to maintain proper conversion for this data element as well.

Discount Reason — Select a default discount reason that OXI will apply in case the external system rate overwrites the OPERA rate code amount and a discount amount is entered into the reservation in OPERA. This is only needed if the OPERA function FIXED RATES is NOT used.

Conf. Letter Name — The default letter name to be used in the Confirmation field on the PMS reservation screen. For hotels that do not want to use this functionality the field would be left blank.

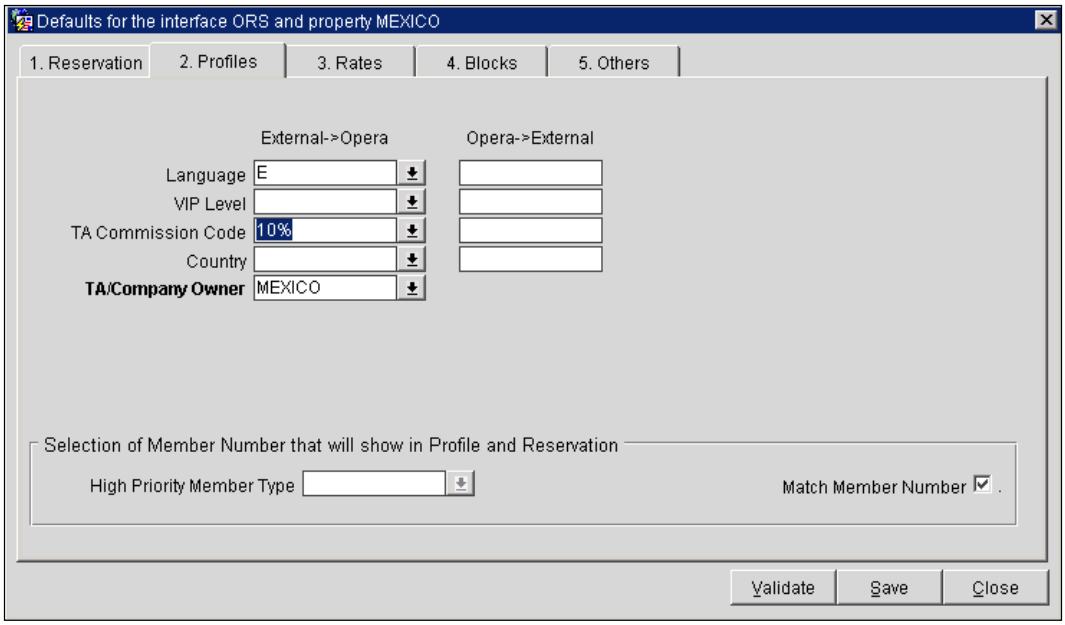
Please select other defaults according to your needs.
The external system defaults can be set in case no conversion occurs on external system.

Explanation of Keys:

Validate — User is able to check default settings against OPERA PMS parameters that may require certain fields to be populated. Once all entered and SAVE is selected message prompts will alert user to any fields that are missing default settings or if some are set with defaults that are not needed.

Defaults Profiles

The second default page is the profile default page. The OPERA values can be selected by select the button seen alongside the text entry field. A list of configured and valid OPERA values for this item displays. The external system values have to be inserted in a free-format style, but need to be valid for the external system to accept the record. Please be aware of case sensitivity.



Recommended default settings:

TA Commission Code	Please select a default for commission codes when Travel Agent profiles are transmitted and you would like to apply a default commission code to new TA profiles.
TA/Company Owner	This is no longer mandatory but depending on the OPERA function OWNER. (Setup > Application Parameters > General > Functions > Owner). If this function is flagged, a profile owner must be set in order to update an account profile in OPERA. Select the sales associate or owner for a profile from the external system. Ownership by sales associates, as pertains to groups and conferences, will then be default populated when a new Company or Travel Agent profile is sent. If OPERA general function OWNER is not checked, OXI can ignore owner default and no warning will be needed.

Selection of Member Number that will show in Profile and Reservation

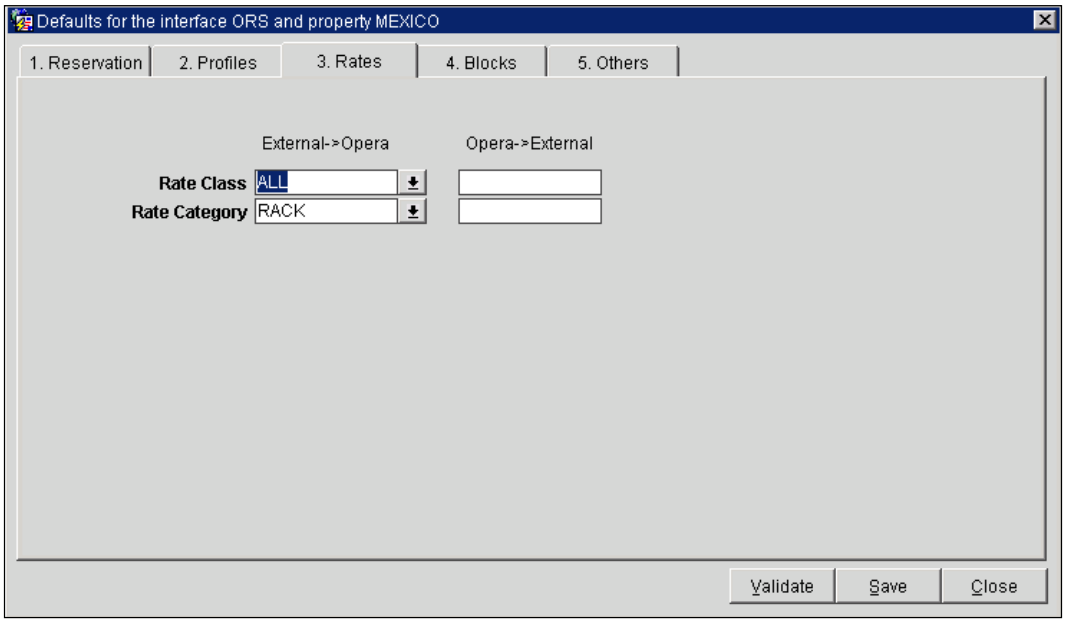
You can select a high priority member type or determine that the member number that made the profile match will be shown on top of the guest profile memberships and the reservation membership screen. These columns are mutually exclusive but you can also leave both columns blank if you don't have a preference for the member number to show.

High Priority Member Type - Select a member type from a list of OPERA values. If a membership record with this member type exists for the profile, or is created during profile download, the member number linked to this member type will be inserted as the first record in the OPERA memberships table. It will be visible on top of the reservation screen and as first record in the profile memberships.

Match Member Number - Check this option if you want to give priority to the profile matching member number rather than a specific member type. During download the profile-matching module attempts to find an existing OPERA profile to merge the incoming data with. If the match can be made based on a member number that is linked to an existing profile, this member number will be visible on top of the reservation screen and as first record in the profile memberships.

Defaults Rates

This default page is the rate default page. The OPERA values can be selected by select the button seen alongside the text entry field. A list of configured and valid OPERA values for this item displays. The external system values have to be inserted in a free-format style, but need to be valid for the external system to accept the record. Please be aware of case sensitivity.

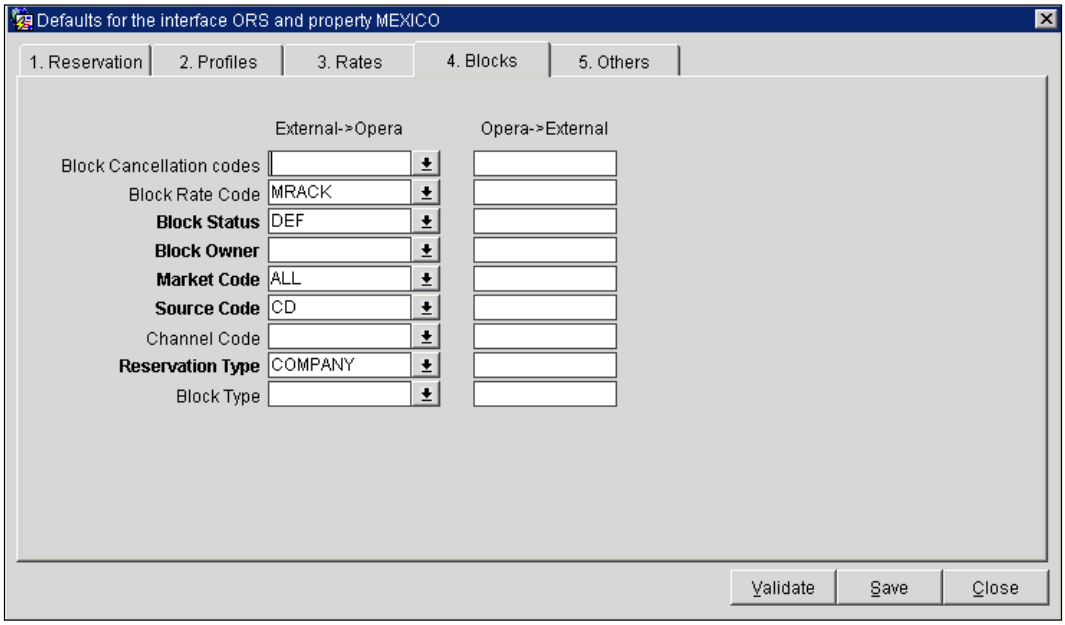


Recommended default settings:

Rate Class	Can be left blank if a rate category default is selected, as the rate category automatically determines the rate class linked.
Rate Category	This default will be used for all rates codes from the external system if no conversion of the rate category is possible, or if no rate category is sent.

Defaults Blocks

This default page is the block default page. The OPERA values can be selected by select the button seen alongside the text entry field. A list of configured and valid OPERA values for this item displays. The external system values have to be inserted in a free-format style, but need to be valid for the external system to accept the record. Please be aware of case sensitivity.



Recommended default settings:

Block Rate Code

Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions that either close the rate and or room types depending on hotel occupancy, we strongly suggest making an 'OXI Default' group rate code and insert this value.

- This rate code is to be setup with all viable room types and a single rate detail, at $0.00, that will have all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead. Remember to include the PM room type as groups require this before booking reservations.
- This rate code should not be subject to restrictions as other rates are.
- In the event that CRS allotted groups are setup for rates that are flagged restricted or out of inventory on the hotel side, this default will be used to get the group inserted.
- Warnings in OXI will alert hotel users that the allotment was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to update the group accordingly.

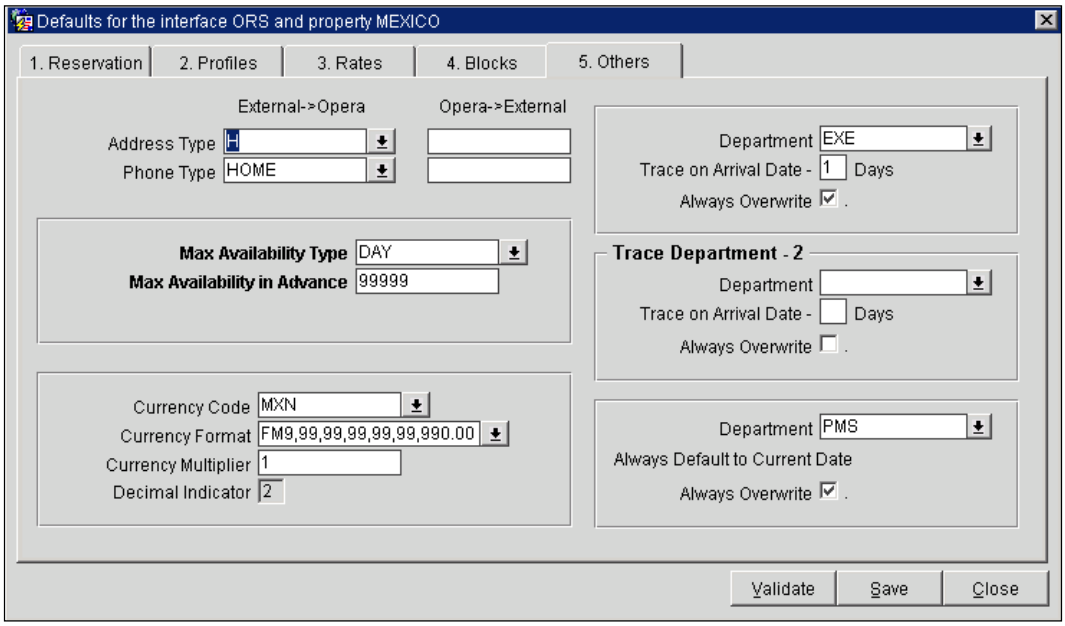
- To see any warnings where a default was substituted then OXI offers a warnings 'Report'. Go to Interface Status > Message Status. Select the tab for direction of messages and then set the search filters for Interface Id and Module to narrow the report down. Select the Print button to generate the report for review.

Block Status — OXI will only show the deductible block status types in this list of values as all received blocks from external systems are automatically considered deductible. This is a crucial element for the creation of a block and has to be set.

Block Owner — This is no longer mandatory but depending on the OPERA function OWNER. If this is flagged, a block owner must be set in order to update the block in OPERA.

Defaults Others

This default page is the other default page. The OPERA values can be selected by select the button seen alongside the text entry field. A list of configured and valid OPERA values for this item displays. The external system values have to be inserted in a free-format style, but need to be valid for the external system to accept the record. Please be aware of case sensitivity.



Maximum Availability in advance

This section defines for how long in advance you can receive or send messages for data modules that affect the inventory. If you want to restrict your reservations to the external system to e.g. 720 days in advance and not send any reservations beyond that inventory time span, you would select availability type 'Day' and availability in advance for '720' (days).

Maximum Availability Type by Week	Setting of the availability types either in Days or
Maximum Availability in Advance	Setting of the number of days/weeks availability in advance will be allowed.
Start Day of the Week	Day of the week from which the time format will be calculated

Note: If any value for the 'Maximum Availability in Advance' is changed, the OXI Services have to be restarted in order to activate the new settings.

External System Currency Details

Currency Code	The currency code the external system is sending and expecting.
Currency Format	Select the format mask matching the external system currency code.
Currency Multiplier	Currencies that have denominations without decimals need to be set to convert correctly for messages from the external system. Amounts sent by external systems will be multiplied by this value when set.
Decimal Indicator	Auto populated once the Currency Format is selected. Based on the currency format set in OPERA.

Note: If any value for the 'External System Currency Details' is changed, the OXI Services have to be restarted in order to activate the new settings.

Trace Department

A maximum of two default trace departments can be selected and configured.

	Trace Department 1 or 2Select by select the button seen alongside the text entry field. A list of valid OPERA trace departments appears.
Trace on Arrival Date –	Set the trace start date in OPERA by inserting the number of days prior to the arrival of the guest.
Always Overwrite	If this box is checked, new traces sent by the external system will always overwrite existing traces for the same trace department in the reservation. If this box is blank, new traces sent will be appended to existing traces in the reservation and will not be overwritten.

Trace Warning

You can decide to capture all mandatory interface warnings as traces in the respective reservation they belong to. To do so, the OXI_GENERIC parameter WARNINGS AS TRACES must be set to 'Y'. All warnings that have occurred during the download of a reservation will be registered as traces with a start date equal to the current system date.

Trace Warning	Select by select the button seen alongside the text entry field. A list of valid OPERA trace departments appears.
Always Overwrite	If this box is checked, new warnings will always overwrite existing warnings in the reservation. If this box is blank, new warnings will be appended to existing warnings in the reservation and will not be overwritten.

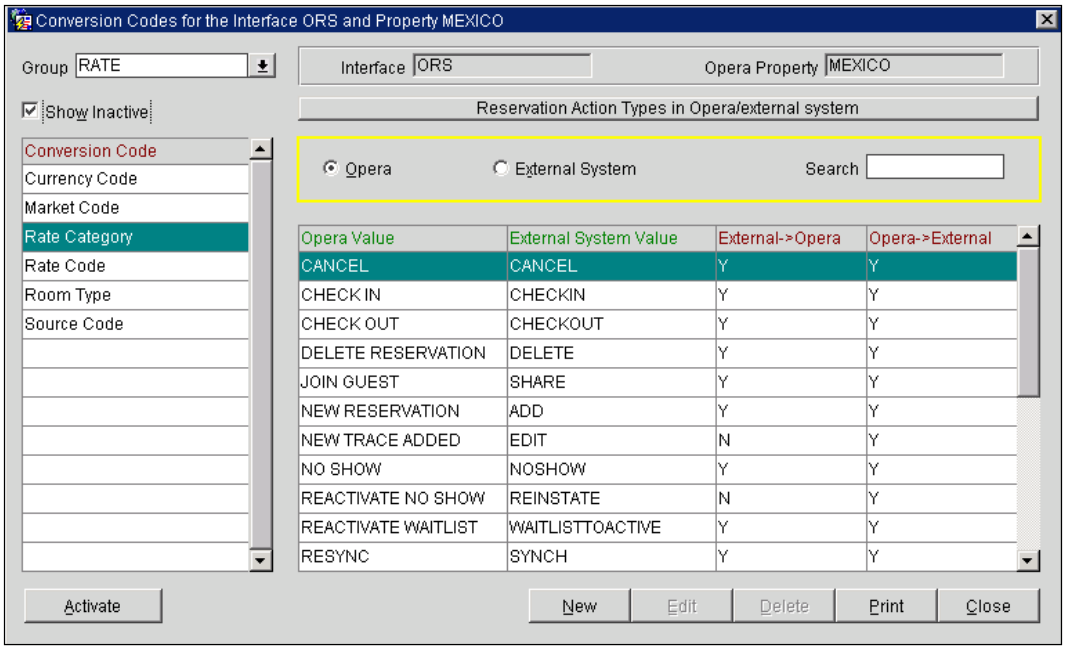
Conversion Codes

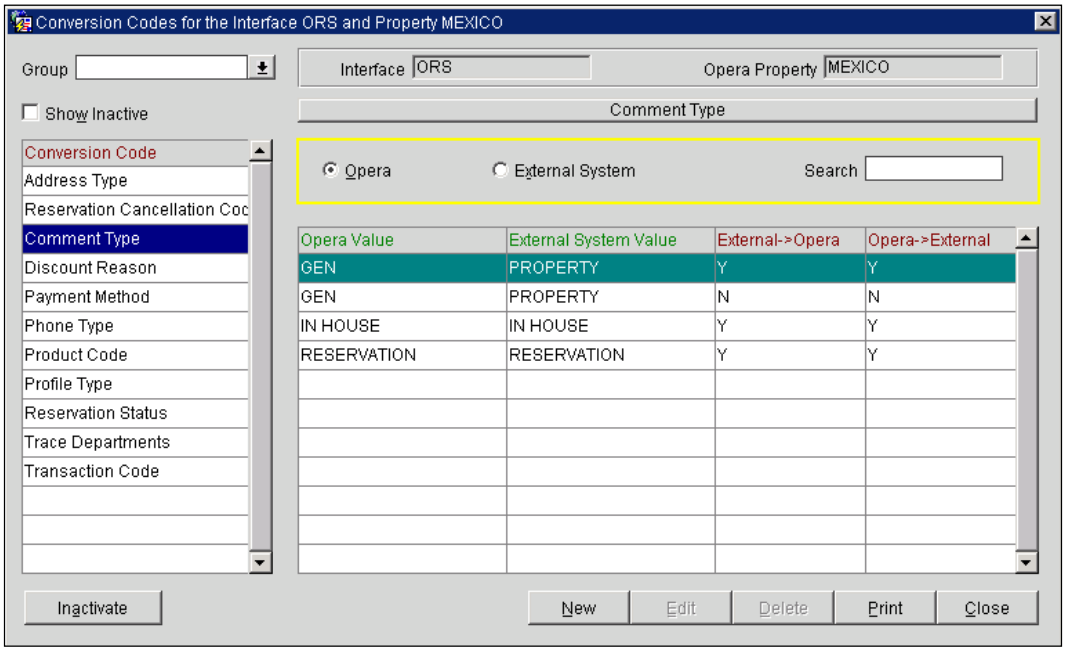
Go to Interface Configuration > Conversion Codes. From here you can activate the conversion tables that should be used for this interface. A few conversion codes will be activated and populated through the OXI installation wizard, as they contain the same values for all interfaces and are never changing. These conversion codes are Reservation Status, Reservation Action Types, Profile Types, and Guest Preference Types.

For first time activation of the conversion table select the 'Show Inactive' check box. Highlight the conversions that will be used and select the ACTIVATE button. To deactivate a conversion code, uncheck the 'Show Inactive' box, highlight a conversion code, and press INACTIVATE.

Be careful that you are positioned on the screen with the 'Show Inactive' flag UNCHECKED before entering conversion values.

Conversion for *Comment Type* is available, works for OPERA to OPERA transmissions.





Field	Description
Group	Pick-list where conversion codes can be filtered by the type of group they belong to in terms of conversion.
Show Inactive	If checked this box shows all currently inactive conversion codes. If unchecked this box displays all currently active conversion codes. Unchecked is the standard setting.
Interface	Displays the interface ID that is currently selected.
OPERA Property	Displays the OPERA property for this interface that is currently selected.

OPERA/External System	Radio button to switch the conversion code order between OPERA and external system values. Toggle between these buttons to display the codes in respective alphabetic order.
Search	Allows you to search for a specific conversion value. Depending on the OPERA/external system radio button setting, the search entry will display conversion code values from the respective column in the table.
OPERA Value	You can select OPERA values by select the drill-down button seen alongside the text entry field. A list of all configured and valid OPERA values for this item displays.
External System Value	The external system value is entered manually. Please be aware of case sensitivity.
External > OPERA Default	A check mark indicates what OXI will use as default in case of multiple same entries in the external system value column. It can happen that more OPERA values than external system values exist for a conversion code. In this case the external system values would need to be duplicated and will occur more than once in the external system value columns. Only ONE of the duplicate external system values can be set as an External > OPERA Default 'Y', and this will be the record that OXI uses when processing data from the external system to OPERA. All other duplicate codes will be set to 'N'. OXI will automatically warn you if a record has already been set to 'Y' as a default, and you are trying to flag another record with the same external system value the same way.
OPERA > External Default	A check mark indicates what OXI will use as default in case of multiple same entries in the OPERA value column. It can happen that more external system values than OPERA values exist for a conversion code. In this case the OPERA values would need to be duplicated and will occur more than once in the OPERA value columns. Only ONE of the duplicate OPERA values can be set as an OPERA-External Default 'Y', and this will be the record that OXI uses when processing data from OPERA to the external system. All other duplicate codes will be set to 'N'. OXI will automatically warn you if a record has already been set to 'Y' as a default, and you are trying to flag another record with the same external system value the same way.

Sample for OPERA > External Default setting in multi-to-one conversions.
Let's assume that the external system has more market codes than OPERA, and that some of the OPERA market codes have to be entered multiple times in the conversion code. If a reservation with such a market code is sent by OPERA, OXI has to know, which conversion record to use. The 'OPERA > External Default' is the identifier for the correct conversion record.

OPERA Value	External System Value	External > OPERA	OPERA > External

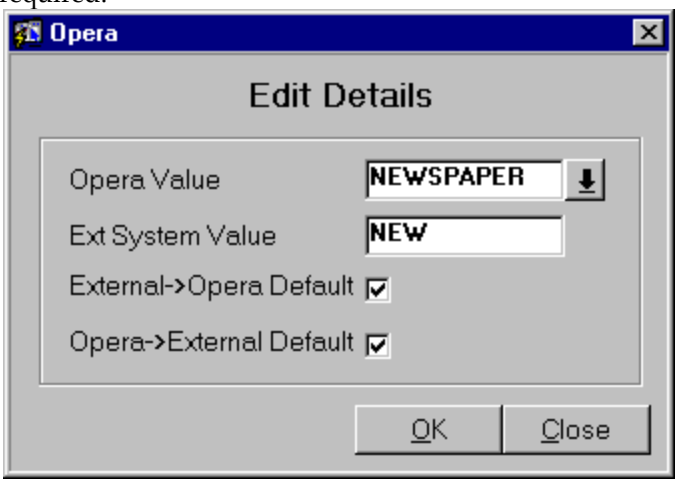
GRP	GROUP	Y	Y
GRP	LEIS	Y	N
IND	INDIVIDUAL	Y	N
IND	TRANSIENT	Y	Y

In the above example, a reservation made in OPERA with market code GRP will convert into 'GROUP' when sent to the external system, as this is the OPERA > External System default set to 'Y' for this case.
If the reservation in OPERA is made with market code IND, OXI will send it converted into 'TRANSIENT' to the external system, as this is the default set for this case.

Please note that the external system can send market codes 'GROUP' and 'LEIS', which will both convert into market code 'GRP' in OPERA. When OPERA now changes the reservation again, the OPERA market code 'GRP' is converted back into 'GROUP' when sent to the external system, which could lead to a change in the original market code that the external system has used.

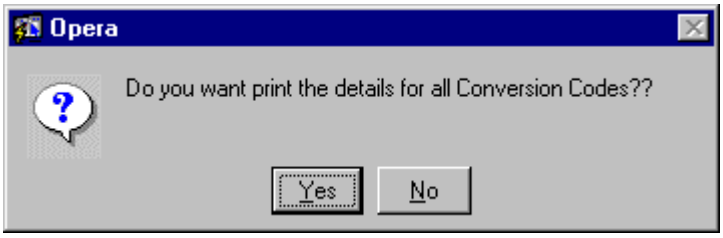
This is the danger of a multi-to-one conversion table and you have to be aware of this. We therefore recommend using one-to-one conversions wherever possible, which means each central code must have an equivalent conversion code on the external system side so that no duplicates are required.

Once you have activated your conversion codes you will start entering new conversion details, or update existing ones. Select EDIT on any of your conversion details and you will see a screen as below. The OPERA value can be selected from a list of values. The external system value has to be entered in free format in the proper case and spelling required.



Explanation of Keys for the Conversion Code Edit Details
OK Save the entry made

Explanation of Keys for the Conversion Code Screen
PRINT Report will generate the details of one specific or all conversion codes



List of standard conversion code settings that apply to ALL interfaces:

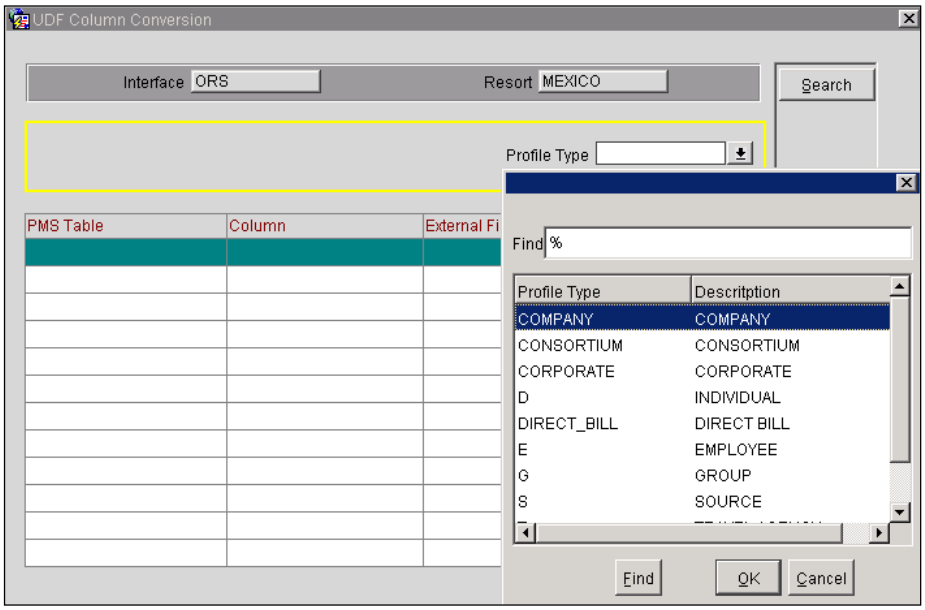
Conversion Table	OPERA Value	External System Value	External > OPERA	OPERA > External
Reservation Action Type	CANCEL	CANCEL	Y	Y
	CHECK IN	CHECKIN	Y	Y
	CHECK OUT	CHECKOUT	Y	Y
	DELETE RESERVATION	DELETE	Y	Y
	JOIN GUEST	SHARE	Y	Y
	NEW RESERVATION	ADD	Y	Y
	NO SHOW	NOSHOW	Y	Y
	REACTIVATE NO SHOW	REINSTATE	N	Y
	REACTIVATE WAITLIST	REINSTATE	Y	Y
	REVERSE CHECK IN	CNXCHECKIN	Y	Y
	REVERSE CHECK OUT	CNXCHECKOUT	Y	Y
	ROLLBACK CANCEL	REINSTATE	Y	Y
	SEPARATE GUEST FROM	ADD	N	Y
	UPDATE RESERVATION	EDIT	Y	Y
Guest Preference Type	NEWSPAPER	NEW	Y	Y
	ROOM_FEATURES	FEA	Y	Y
	SMOKING	PRS	Y	Y
	SPECIALS	SPE	Y	Y
Profile Type	COMPANY	CORPORATE	Y	Y
	D	GUEST	Y	Y
	G	GROUP	Y	Y
	S	WHOLESALER	Y	Y
	TRAVEL_AGENT	TRAVEL	Y	Y
	CONTACT	CONTACT	Y	Y
Reservation Status	CANCELLED	CANCELED	Y	Y
	CHECKED IN	INHOUSE	Y	Y
	CHECKED OUT	CHECKEDOUT	Y	Y
	NO SHOW	NOSHOW	Y	Y
	PROSPECT	REQUESTED	Y	Y
	RESERVED	RESERVED	Y	Y
	WAITLISTED	WAITLISTED	Y	Y

UDF Conversion

Go to Interface Configuration > UDF Conversion. From here UDF's inserted, by the interface and or manually by a user, are displayed by profile type. UDF Conversion is handled separately of the normal Conversion Codes as the information is not handled by defaults for passage but has to show possible external values and the insertion user.

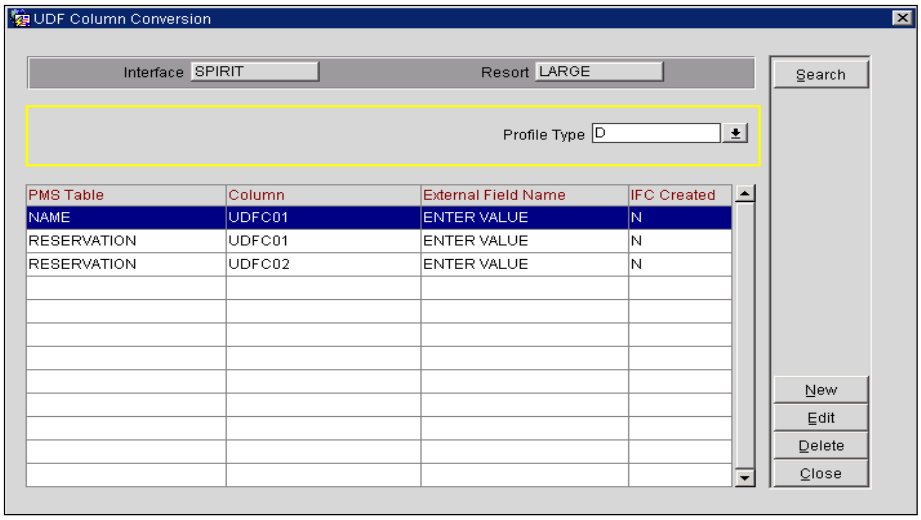
UDF Conversion for Generic OXIs

UDF Conversion setup manually would be for clients that have any other external system, i.e. GDS, CRS etc., than the Micros-Fidelio ORS system. Conversions are to be setup for those profile types that the client is expecting to send and receive. When the client is using OPERA to OPERA applications, i.e., OPERA PMS to an ORS Central system, then the values will be automatically inserted via the interface.



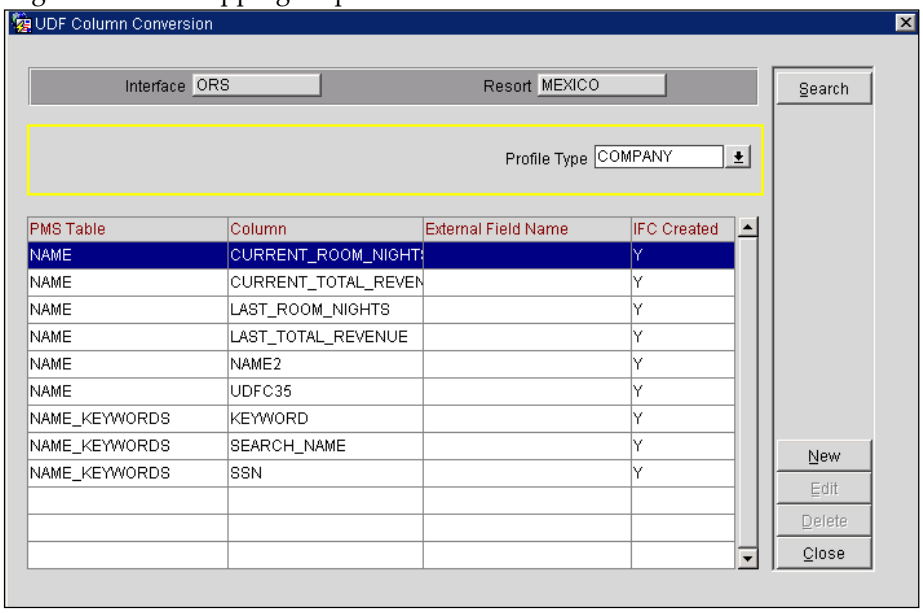
The example screen shot below is highlighted to show a manual entry as compared against interface inserted entries. All entries for either manual or interface insertion will be flagged accordingly.

- Manual entries will need to have the column External Field Name populated.
- Manual entries will have the IFC Created column flagged with 'N'.
- Interface entries will have no value in the External Field Name column.
- Interface entries will have the IFC Created column flagged with 'Y'.



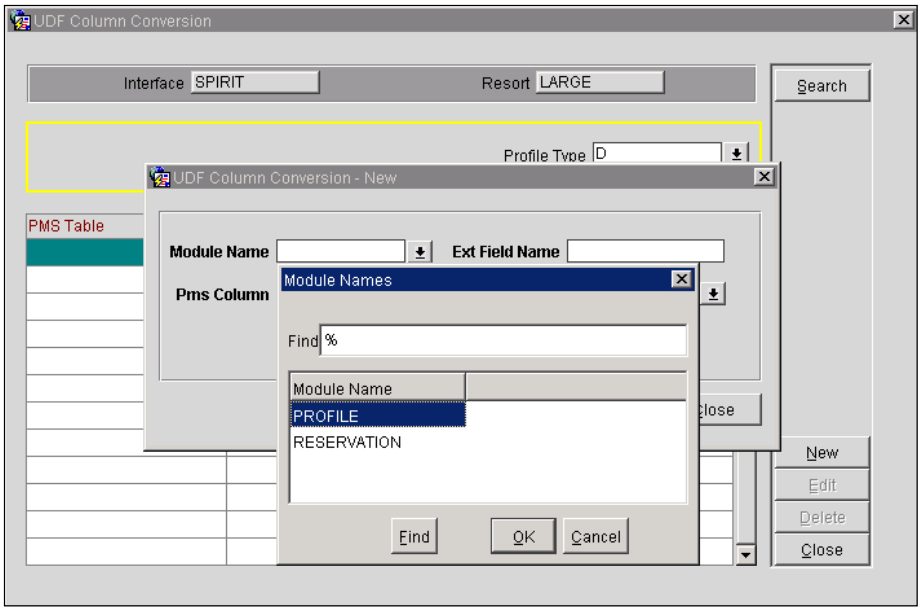
UDF Conversion for ORS OXIs

The unique UDF mapping that is done in OXI_HUB for the Interface Rules will also be reflected here. As values are added and the XML Schema version is updated. The mapping is not just limited to UDFs but will show more generic field mappings. Example of generic field mappings is provided below for reference.



Setting up UDF Conversions Manually

Mapping is undertaken for only Profiles and Reservations. Manual entries will need to include Module Name, Ext Field Name, PMS Column and Profile Type. Mappings can be made active or inactive by a simple change of the 'Active' checkbox without having to delete the record if needed at a later date. Inactive entries will not conflict with normal day-to-day message processing.

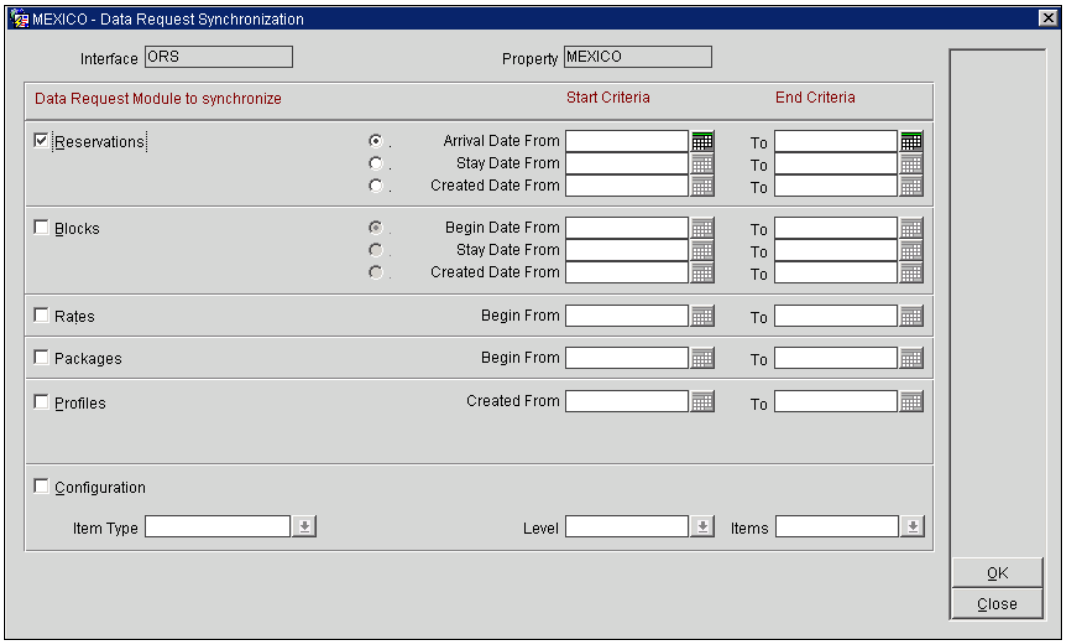


Data Request in OXI

Go to login to OXI > select interface type > select property > Utilities > Data Request.
The purpose for Data Request Utility is to have inventory, data and or configuration synched between ORS and OPERA PMS. Data Request differs from the Resync Utility is that it is requesting data from the external system, not sending data to the external systems from OPERA. Offered requests are Reservations, Blocks, Rates, Packages, Profiles and limited Configuration. Multiple modules can be flagged for requests together just by selecting the tick box by each and populating the request criteria columns.

- Data Request will only be available when the interface is Message Type equal to 'XML'.
  - The message type is found in Interface Configuration > Edit Interface.
- Data Request is currently working between OPERA to ORS.

For the Reservations and Block requests the options to request data are activated by the radio buttons to the left of the date fields.



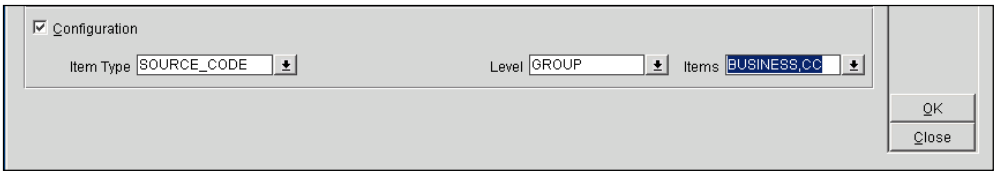
The limited Configuration requests require selection filtered by Item Type, Level and or by Items.

- Requests can be done for Market Group, Market Codes, Source Groups, Source Codes, Room Classes and Room Types.
- Levels are 'ALL', 'GROUPS' and 'SPECIFIC'. Not all Item Types have 'GROUP' Levels, and will be filtered accordingly in the pick-list.
- Requests where the Level is equal to 'ALL' will not have to select from the Items pick-list. That field will be removed at time of selection.
- Requests where the Level is equal to 'SPECIFIC', the Items pick-list will display all values already in Configuration to select from.

Requests where any Level type is selected will be able to free type a single configuration value in the Items field (see example below).
Example: Select Item Type = MARKET CODE and Level is = SPECIFIC. A Market Code of 'XYZ' has been noted in messages but does not exist in the ORS configuration. Defaults have been substituted in place of this value. By free typing text 'XYZ' and selecting the **OK** button, a message will be sent to the external system requesting that specific data. A message is returned from the external system containing the Market Group and Market Code information. This will be populated to the Market Code Template and the Property level Market Codes grid.

When selecting a request where Level is = 'SPECIFIC':

- We recommend to <u>NOT</u> selecting all displayed values, instead use Level = 'ALL' for that purpose.
- Limitation to select no more than 75 values; as the message detail is going to be too big for the interface to process.



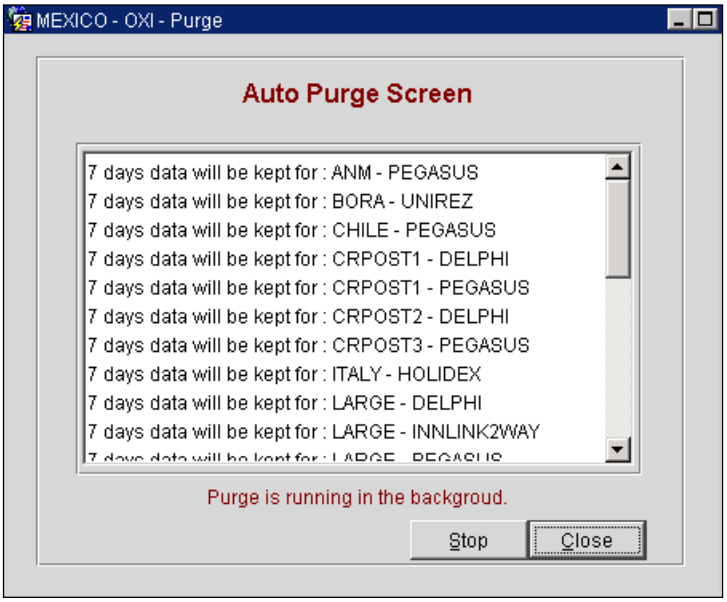
Purge Data Utility

Go to Utilities > Purge Data

The purpose of the Auto Purge Screen is a quick reference of configured interfaces and the amount of days that the messages in the OXI message status tables will be kept before being purged permanently. The activation of the purge data is only required once and should be set to 'Start' on the day your hotel goes live with OXI.

To setup OXI for automatic purging, go to the Interface Configuration > Interface Parameters. Go to OXI_GENERIC parameter PURGE NO DAYS. Highlight the parameter and select the Edit button. Enter the number of days after which messages in the message status tables should be purged. We suggest no more than 7 days.

The screen below is an example of an OXI installation that has two interfaces configured and you can see how often the purge will take place. Below the interfaces is a standard message line announcing that Purge is either running or not. Although the auto purge only needs to be started once, it can be stopped at any time and restarted if so required.

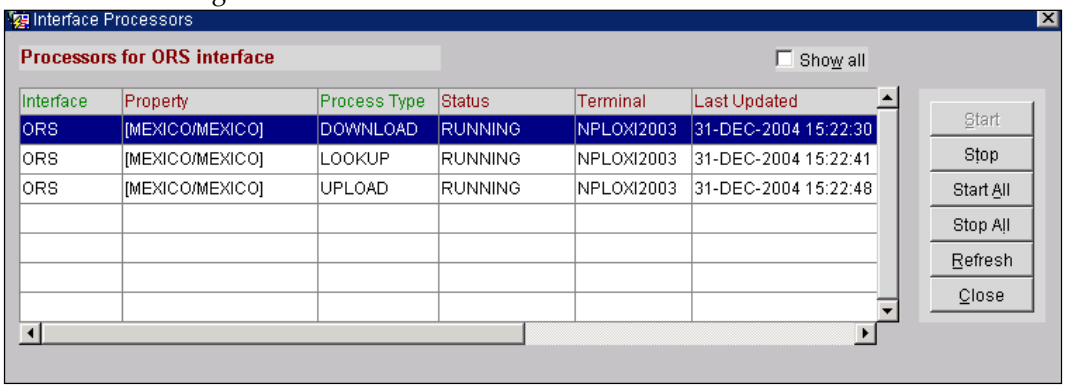


Explanation of keys

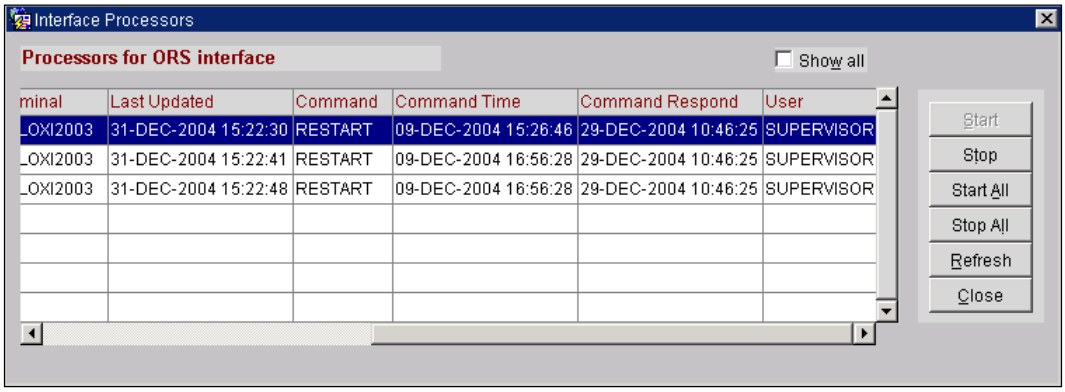
STOP/START - If the auto purge is currently running, you can stop the purge cycle that was originally started. If the auto purge is currently stopped, you can start it now.

Start/Stop Process

Go to Interface Status > Start/Stop Process.
Please note that the processor will be started or stopped for all configured properties of that interface.
This will look different for each interface and depends on your settings for 'Data Flow' in the interface configuration.



A few more fields are visible when moving the status bar to the right



Explanation of fields

Show All	Shows all processors for all configured interface IDs and their statuses. This is normally disabled but may be useful to look at if you have several interface IDs installed.
Interface	Interface ID for which the process runs.
Property	List of all external system resort IDs that have been started with the processor start.
Process Type	Each type of communication is listed: Download, Lookup and Upload processes.
Status	Status of the processors: *Running:* the process is active and running *Stopped:* the process is stopped

	Waiting: the status of the process is currently changing
Terminal	Name of the terminal where the process is running from.
Last Updated	Date when the process last reported its 'alive' time. This should be updated every five minutes.
Command	The last command that was executed for this process.
Command Time	The last command time. In the sample above, this is the time when the 'Start' command was executed.
Command Response	Time between command execution and actual process response. It shows how long the processor needs to respond on a command.
User	User logged into OXI at the time command was executed

Explanation of keys

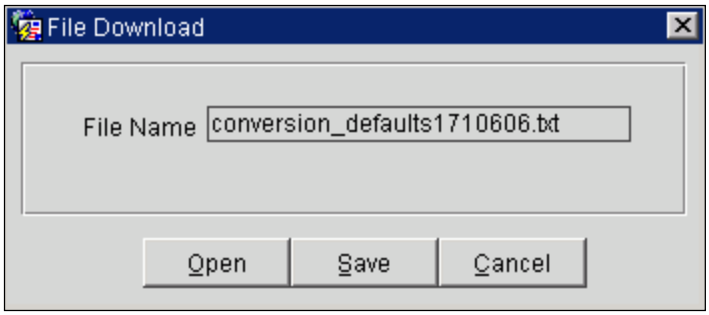
START	Start the single process highlighted by the cursor.
STOP	Stop a single process highlighted by the cursor.
START ALL	Start ALL processes for that interface ID at the same time.
STOP ALL	Stop ALL processes for that interface ID at the same time.

Reports Menu

Export Conversion Codes and Defaults Report

This report will include all active OXI Conversion Codes and applicable Default information. This report is not required for day-to-day use at the property. Generation of this report is utilized for DMU migration interface for our clients upgrading from V6 PMS to the OPERA PMS. It will be presented as a (.CSV) text type file.

Values included in report format for example:
Market Code, Source Code, Currency Codes, Package Codes, Reservation Types, Preference Codes, Country, Region, Channel and Rates.



Sample of the (.CSV) type of report:

Header: [RESORT,OXI-INTERFACE, CONVERSION_CODE, DESCRIPTION, CC_LABEL, CC_ACTIVE, DTL_ACTIVE, DTL_PMS_VAL,DTL_EXT_VAL, DTL_PMS_DFL, DTL_CRS_DFL, DFLT_PMS, DFLT_EXTERNAL, DFLT_GLOBAL_ACTIVE,]

Details Line 1: [MEXICO,ORS,ACTION_TYPE,,Reservation Action Type,Y,Y,CANCEL,CANCEL,Y,Y,,,,]

Details Line 2: [MEXICO,ORS,ACTION_TYPE,,Reservation Action Type,Y,Y,CHECK IN,CHECKIN,Y,Y,,,,]

Details continue on…….

Sample of layout of the report if it was to be laid out in grid format:

Resort	OXI-Int.	Conv. Code	Desc	CC Label	CC Active	DTL Active	DTL PMS Value	DTL EXT Value	DTL PMS DFL	DTL CRS DFL	DFLT PMS	DFLT CRS	DFLT Global Active
ABC	ORS	Market	Market	Y	Y	Y	ALL	ALLMKT	Y	Y	null	null	null
ABC	ORS	Profiles	Profile	Y	Y	Y	G	GROUP	Y	Y	null	null	null

Explanation of keys

OPEN — Conversion and Defaults Report will be opened that has been generated. It is best to save it and then review data.

SAVE — Save to network or local directory the Conversion and Default values Report for later retrieval.

Errors Mining Report

The Errors Mining Report was created to assist OXI system users into targeting and resolving errors and warnings generated on messages, within Message Status screen. This is to be used on a day-to-day basis. We recommend using these reports multiple times daily when possible. These reports are to alleviate issue of having to scroll through multiple records and manually track each record for resolution. The following three screen shots and sample reports show results possible for Incoming, Outgoing and No Response report options.

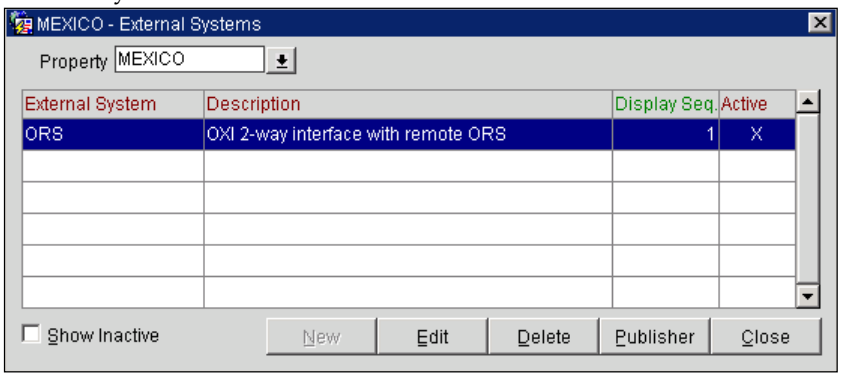
For more information, see Errors Mining Report

5 Activation for Live Cutover

In order to take a 2-way interface live, you have to activate the external system ID in OPERA. This must only be done once your OXI configuration including communication, conversion, defaults, parameters, profile matching is entirely completed.

Business Events - External Systems Setup

In OPERA go to Setup > Configuration > Setup > Business Events > External Systems. Each 2-way interface has to be setup as external system in OPERA. As soon as the 2-way license code has been entered, the external system is visible in this screen and can be activated. You need the business events setup so that messages go from OPERA to this external system.



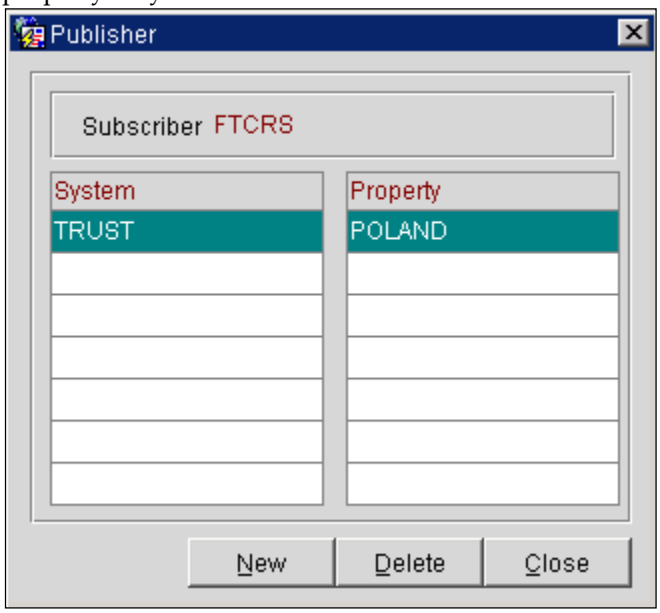
Note: As this will allow the business events to be generated, make sure you ONLY activate this once you are ready to go live. Any activation prior to live cutover will result in many redundant events in the 'Business Event Queue Table', and these will fail when sent to external system. You can prepare for live cutover through configuring the business events and data elements you need (if that was not automatically done by the OXI installation wizard).

Explanation of keys

NEW	Enter a new external system ID – this is only necessary in case the OXI 2-way license code has not automatically presented the external system ID for use.
DELETE	Remove the external system from the setup – this should NEVER be used. If you don't want to run an interface, simply deactivate the external system ID, but do not delete it.
PUBLISHER	This option is used if the external system is also receiving transactions from another system than OPERA. For example, you have a 2-way interface between OPERA and external system and a 1-way interface from a second external system to OPERA. All

transactions that the 1-way is downloading to OPERA shall be uploaded to the 2-way as well. This can be achieved by configuring the 1-way external system as 'Publisher' to the 2-way. The 2-way would act as 'Subscriber' in this case, as it subscribes to data that originally came from the 1

Note: Data transmission from OPERA happens automatically as soon as business events are configured and the external system for the 2-way is activated. The **publisher** is only used to enable the data from an additional external system to be sent to your 2-way as well.
Sample: of TRUST 1-way as publisher to FTCRS 2-way. The FTCRS external system has been setup to receive messages that external system called Trust has sent to same property they share.



Activating the OXI Services

1. Make sure that ALL of the configuration described in the earlier sections is completed.
2. Go to the interface PC where the OXI service is installed and start the OXI Windows service. Note that you MUST have administrator rights for login so that the services can access the OXI database.
    - In Microsoft Windows NT you will find this under Start > Settings > Control Panel > Services.
    - In Microsoft Windows 2000 you will find this under Start > Settings > Control Panel > Administrative Tools > Services.
3. Set the status of the Startup Type to 'Automatic', so that the services will restart automatically when the server is back up and running.
4. Go to OXI and into Interface Status > Start/Stop Process and start all applicable OXI processors for your interface.

How does a 2-way interface receive messages from another external system that is setup as 1-way?

In our example, you have FTCRS as 2-way sending and receiving messages from OPERA. Your second interface is a TRUST 1-way. Both are installed in OXI as separate interface records with different communication settings, parameters, etc. How do you make sure that FTCRS not only receives reservations made directly in OPERA, but also those made through the TRUST 1-way interface?

1. Verify with your customer what data from the 1-way should be sent to the 2-way. In our sample with FTCRS and TRUST this would only be used for reservations.
2. Activate the OXI licenses for both interfaces, FTCRS and TRUST
3. Check that business events for your FTCRS 2-way are fully configured
4. In OPERA, go into Setup > System Configuration > Setup > Business Events > External Systems > FTCRS 2-Way interface > select 'Publisher'>add TRUST 1-way as publisher.
5. Activate both external systems in OPERA once the OXI licenses are entered and activated. NOTE: OXI will not prompt you to activate the TRUST external system after having entered the license code, as TRUST is not a 2-way interface and would normally not require an active external system.
6. All reservations coming from the TRUST 1-way will now automatically be uploaded to the FTCRS 2-way as well.

Initial Resync of Data to the External System after Live Cutover

Once the OXI configuration is completed you are ready for data synchronization. To access the Resync option for 2-way interfaces go to Utilities menu and select submenu Resync.

After a new system installation, data synchronization between the external system and OPERA is necessary. For this purpose you need to decide whether OPERA or the external system is the 'master' and has the more accurate data. If OPERA were the master, you would consider an initial resync of all OPERA data to the external system via OXI to establish an equal inventory in both systems. In this case the Resync should be run one option after another in the following sequence:

1. Rate Codes
2. Rate Restrictions
3. Inventory (Overbooking Levels/Out of Order)
4. Profiles
5. Blocks
6. Reservations
7. Stay

OXI Message Status

From main menu Interface Status > Message Status. This screen is the vital part for a running interface and will be reviewed often to identify failed messages or other transmission problems. You will use it to view the status of transmitted messages and to review details of the original External and XML message formats. All errors and warnings that occurred during message processing are visible and traceable here. A message can also be reprocessed if necessary after configuration errors have been corrected.

Helpful Usage Tips

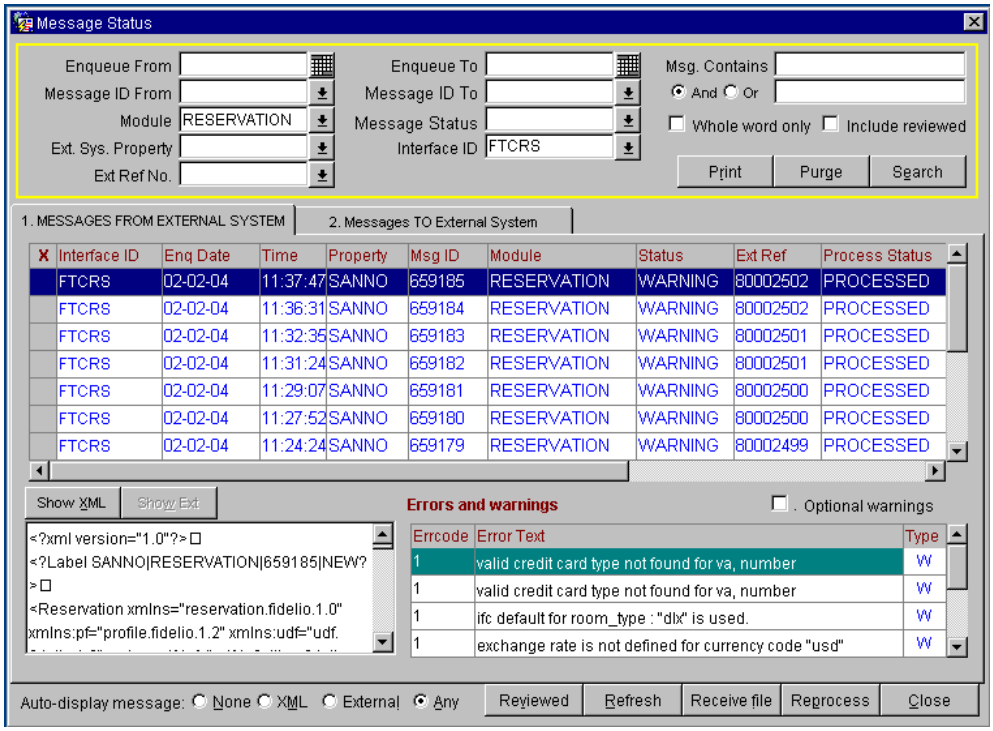
1. Since the OXI message status screen is the most commonly used screen in OXI, you can set this as a default login screen. Open the message status screen and then press F7.
    a. A message prompt will display telling what default screen you have set for that login name.
    b. The next time you log with that user/password the Message Status screen will automatically be displayed.
2. Use exact filters to limit your message output if you are looking for specific messages.
3. Once filters are set they remain active when you toggle between “Messages from external system” and “Messages to external system”. The filters will only be removed once you are hitting the REFRESH button as this serves as a reset. If you wish to keep the filters active, select the SEARCH button to refresh your screen.
4. You can ‘Double-Click’ on any record and you will see the XML or external message with ALL details, ALL warnings and errors that have occurred. This will help for troubleshooting as the entire message with its errors can be saved and sent to support.
5. Note that the message status screen has grown ‘longer’ and that you can move the bar underneath the middle part of the screen to view additional information in your message.
6. The message status screen can be sorted by double-clicking on a particular column within the message status.
7. Since OXI stores the original external system ID for incoming and outgoing messages, you can easily find out which OXI result belongs to which incoming message: compare the Msg Id from the “Messages from external system” with the Msg ID on the “Messages to external system”. You have a match, as these are the same.
8. Users can select multiple messages and use the REPROCESS button. Or mass reprocess can be done by selecting Search Filters to narrow selection without selecting each record individually.
9. For the installer, the ‘Receive File’ button is provided on Tab “1. Messages from External System”. This will allow a test XML file message to be pushed through. So that configuration, defaults and parameters can be tweaked before going live. (This function can also be used when property is live to have a Test message

pushed through when testing for reported issues. Please modify the XML accordingly so the Test message can be easily spotted in OPERA.)

10. For the installer, the 'Transfer File' button is provided on Tab "2. Message to External System". This will allow a test XML file message to be pushed through to external system. So that configuration, defaults and parameters can be tweaked before going live. (This function can also be used when property is live to have a Test message pushed through when testing for reported issues. Please modify the XML accordingly so the Test message can be easily spotted by the External System analyst.)

Messages from External System

An OXI message status screen for 'Messages from external system'. This tab is visible for all interfaces.



The upper part of the "Messages Status" screen contains a search section framed in yellow. Here you can filter out specific messages you would like to see on the status screen. Search fields will work with lower or Upper case entries. Also partial string entries will be used for best match in existing pick-list and be auto-populated if available.

Explanation of search fields

Enqueue from	Start date for transmitted messages.
Enqueue to	End date for transmitted messages.
Msg Contains	Powerful new search tool that allows you to use for content search. 1. It requires a Module and an Interface ID to use for content search.

	2. This tool further offers an 'And' and 'Or' condition where you can type in a content string into the first line, select the condition, and type the other content string into the second line. 3. When searching for only the Whole word and not within possible existing words activate the Whole word only checkbox. 4. The search is on the XML type of message. Will not search on external type messages (i.e., TPI, RDR, AMF). 5. The search is case sensitive, which means the content entered here must have exactly the same case as it is in the message. 6. For a total view of a longer search string, you can double-click on one of the search lines and a window will open that allows up to 1000 character or search string.
Message ID from	Starting message ID for this display filter.
Message ID to	Ending message ID for this display filter.
Module	Module the filter should be set for. This option shows a list of all available interface modules, e.g. reservations, profiles, results, etc. A module would only be shown if a message for that module has already been processed. Please note that the module is required when using the 'Msg contains' search and you have multiple interfaces active.
Message Status	Filter for a message status such as FAILED, SUCCESS, and WARNING.
Ext System Property	The property ID provided by the external system.
Interface ID	Interface ID for the filter. This is useful when you have multiple interfaces running at the same time and would like to display only the messages of one interface. Please note that the interface ID is required when using the 'Msg contains' search and you have multiple interfaces active.
Ext Ref No	External system confirmation numbers for all processed reservation messages are available in this display filter.
Include reviewed	If you have messages checked as reviewed by double-clicking on the very first column to the left within a message line, you can set this flag to include them in the view or not. Messages would be checked as reviewed if

they contain errors and warnings, and have been verified or resolved. The review check would indicate to others that this errors/warning has already been taken care of and does not need further attention.

Explanation of Search Keys

PRINT - Works with a minimum of one sort filter to allow you to print a report of all Errors & Warnings for the interface. This report can even be narrowed down further by using the sort fields Module and Enqueue From/To.

PURGE - This is the manual purge option for OXI status table entries. The purge is based on the filter criteria selected. This option can be used if an immediate cleanup of the files in the status table is desired. Note: if the purge is used without any filter, all messages will be removed from the message status tables. A warning message will appear with the default set to NO.

The middle part of the "Messages from External System" screen is the real message status screen and shows the process status of transmitted messages. The Search Filter can be set to help find certain messages in this status screen.

Explanation of fields in the Message Status Screen

X	Select one or multiple records for reprocessing at the same time.
Interface ID	The interface ID this message was created for. This is useful in case you have multiple interfaces running.
Enq Date download process	Date when the message was enqueued by the OXI.
Enq Time download process	Time when the message was enqueued by the OXI.
Property	External system property ID this message was sent from.
Msg ID	Unique ID in sequential order that the external system gives to each message when sending it to OXI. Note: some external systems may not send the unique number but it will not hinder OXI being able to process the message.
Module	Data module of incoming message. This identifies the kind of message received, e.g. reservation, profile, rate, allotment, rate restriction, inventory, result.
Status	Shows the status of the message transmission: • SUCCESS - shown in case of a successfully processed message.

- FAILED - shown in case the message was rejected by OXI. Possible reasons for failure can be viewed in the Appendix B 'Error Messages'.
- WARNING - shown in case the message has produced mandatory warnings.

Ext Ref	This column contains the external system confirmation number. It shows the reservation number for a reservation or the block reference number for a block message. For all other modules it remains blank.
Process Status	Shows the status of the message processing: • PROCESSED means that the message was processed successfully into OPERA. • REPROCESS shows if you have used the 'Reprocess' button to enqueue the message again after error correction or similar.
Retry Count	Move the status bar on the message status screen further to the right and you see a few more columns. Retry Count Shows whether the processing of this message was retried and how many times. Retry counts and intervals depend on OXI parameters RETRY COUNT and RETRY INTERVAL under the parameter group OXI_GENERIC. A retry of a message would be attempted if the original processing attempt failed due to, e.g. a locked record.
Primary Info	This column shows 'key information' that we obtain in a message such as the guest last/first name from a reservation message or the block code from a block message. The purpose is to make the data comparison between OXI and OPERA easier.
OXI ID	OXI creates a unique sequential ID for each received message, which will be used for tracking and error handling internally.

The lower part of the Messages from External System is split into a 'Show XML/Show Ext' for the messages and a part for 'Errors and Warnings'.

The Show XML/Show Ext. allows viewing of the original external system format and the XML message format.
The Errors and Warnings part shows details of all errors and warnings that have occurred during message transmission.

Explanation of Keys in Lower Left

Show XML	Shows the XML message details. After select this tab only a part of the message appears. You can double-click into the message to fully view it with your linked browser. In a thick client environment a browser can be linked through the registry settings under FORMS60_EDITOR. Our suggestion is to use Microsoft Internet Explorer here.
Show Ext	This option is available for external systems that do not directly create XML messages. In that case, the original message format before conversion into XML can be viewed here.
Auto-display message	Select the automatic view format that should be used when you are browsing with your cursor through records on the message status screen. Options are: • NONE does not show any message format. • XML shows the XML format of the message wherever it can be applied. • EXTERNAL shows the original format from the external system. • ANY to let OXI decide which format should be applied. OXI will try to show the external format and if that is not applicable, show the XML format. This should be your standard setting.

Explanation of fields in the error and warning part

Optional Warnings	This box can be flagged if you wish to see warnings of type 'T' (tentative) that have occurred during message transmission. These warnings normally indicate that conversion could not be applied or that a default has been used. These warnings are not critical and can therefore be suppressed by blanking out this flag. It is however recommended to clean up conversions and default problems in OXI to achieve absolute data accuracy.
Errcode	Error code in case the selected message has returned a warning or an error: A positive number identifies a warning, e.g. 1. A negative number identifies an error, e.g. (-) 99.
Error Text	The explicit description of the warning or error that occurred for the selected message. Please refer to the appendixes at the end of this document for more details.
Type	Type of error or warning for selected message. This will display from Highest to Lowest severity on the screen.

- Type 'E' indicates the Highest Error Level. This error type will be highlighted in RED text.
- Type 'O' indicates an Oracle Error. This error type will be highlighted in RED text.
- Type 'W' indicates a Low Level Warning. This error type will be highlighted in BLUE text.
- Type 'T' indicates an Optional Warning. This error type will be highlighted in BLACK text.

Warning Type

1. Type T (optional) - just an information type of message usually carrying additional information for missing conversion, or the reason for applied defaults. An optional warning is not fatal and the message is still being processed. Action required based on these warnings would be a check and correction on conversion codes, defaults, and parameters.
2. Type R (result) – this is the response from an external system for a message sent by OXI. Results indicate whether the other system has received the message properly or if any problems have occurred. Action required is based on the result.
3. Type W (warning) - necessary alert to notify that some information requires attention. This mandatory warning is applied when OXI had to change vital information in order to process the message successfully. The warning could be about missing conversion codes, false defaults, or omissions of certain data elements. Action required is a correction in the OXI configuration.
4. Type E (error) and O (oracle) – these errors are fatal and OXI fails the message if these occur. Oracle or system errors apply for severe problems, such as missing parts in the XML message received, database access, or communication problems. Errors and Oracle errors require immediate attention as the rejected message may lead to inventory imbalances between the two systems.

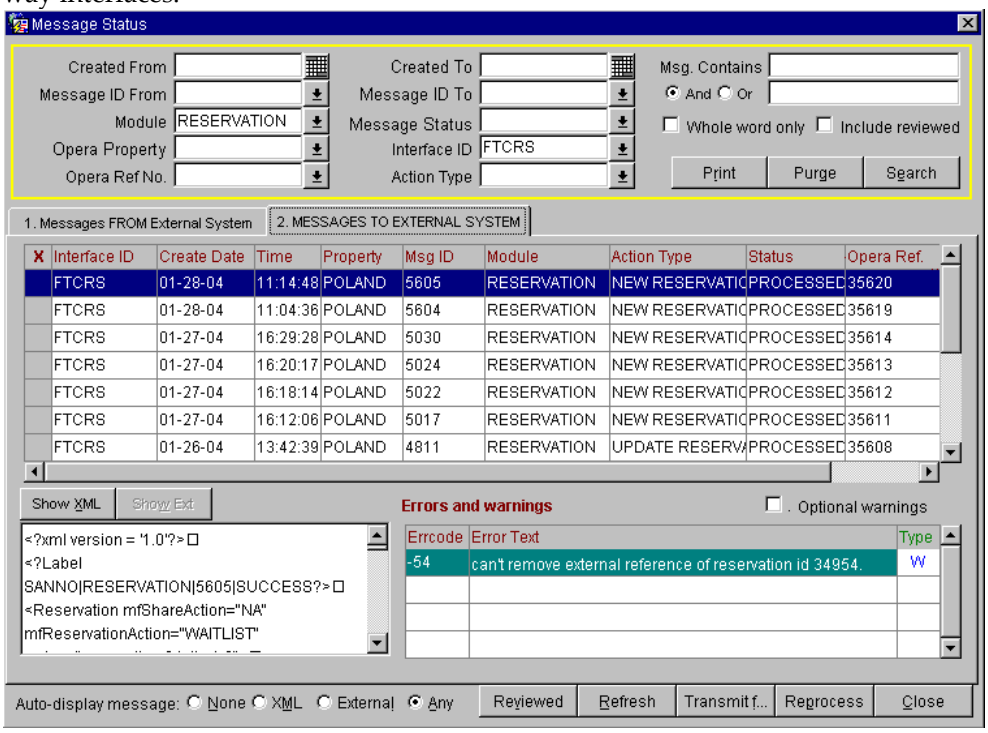
Explanation of keys on the bottom of the screen

REVIEWED	Mark a message as reviewed after you have verified an error or warning. Select this button and the record will be marked as reviewed and disappear from the screen. In order to include reviewed records into the screen output, make sure that the 'Include reviewed' search option is checked.
RECEIVE FILE	Pick up a file manually from a directory to receive it into OXI. This is a helpful tool when testing an XML message download directly from within OXI.
REPROCESS	Reprocess a specific message. This is useful in case the original transmission was unsuccessful. You can correct the error, e.g. by adding the necessary code to the conversion table, and reprocess the same message again from this screen. If the download problem cannot be solved through user correction at this stage, the message

needs to be corrected in the external system and has to be sent again.

Messages to External System

An OXI message status screen for ‘Messages to external system’. This tab is visible for 2-way interfaces.



The upper part of the “Messages to External System” screen contains a search section framed in yellow. Here you can filter out specific messages you would like to see on the status screen.

Explanation of search fields

Created from	Start creation date for transmitted messages.
Created to	End creation date for transmitted messages.
Msg Contains	Powerful new search tool that allows you to use for content search. 1. It requires a Module and an Interface ID to use for content search. 2. This tool further offers an 'And' and 'Or' condition where you can type in a content string into the first line, select the condition, and type the other content string into the second line.

	3. When searching for only the Whole word and not within possible existing words activate the Whole word only checkbox. 4. The search is on the XML type of message. Will not search on external type messages (i.e., TPI, RDR, AMF). 5. The search is case sensitive, which means the content entered here must have exactly the same case as it is in the message. 6. For a total view of a longer search string, you can double-click on one of the search lines and a window will open that allows up to 1000 character or search string.
Message ID from	Starting message ID for this display filter.
Message ID to	Ending message ID for this display filter.
Module	Module the filter should be set for. This option shows a list of all available interface modules, e.g. reservations, profiles, results, etc. A module would only be shown if a message for that module has already been processed. Please note that the module is required when using the 'Msg contains' search and you have multiple interfaces active.
Message Status	Status of the message that was transmitted to the external system. Options are FAILES, PROCESSED, REJECT, RESULT FAILED, RESULT SUCCESS, SUCCESS, and WARNING.
OPERA Property	The OPERA property ID.
Interface ID	Interface ID for the filter. This is useful when you have multiple interfaces running at the same time and would like to display only the messages of one interface. Please note that the interface ID is required when using the 'Msg contains' search and you have multiple interfaces active.
OPERA Ref No	OPERA confirmation number for all processed reservation messages.
Action Type	The OPERA business event or other action that has triggered the creation of the upload message. Contents will show all action types for which messages exist in the OXI queue tables.

Explanation of search keys

PRINT	Works with a minimum of one sort filter to allow you to print a report of all Errors & Warnings for the interface. This report can even be narrowed down further by using the sort fields Module and Enqueue From/To.
PURGE	This is the manual purge option for OXI status table entries. The purge is based on the filter criteria selected. This option can be used if an immediate **cleanup** of the files in the status table is desired. NOTE: if the purge is used without any filter, all messages will be removed from the message status tables. A warning message will appear with the default set to NO.

The middle part of the "Messages from External System" screen is the real message status screen and shows the process status of transmitted messages. The Search Filter can be set to help find certain messages in this status screen.

Explanation of fields in the Message Status Screen

X	Select one or multiple records for reprocessing at the same time.
Interface ID	The interface ID this message was created for. This is useful in case you have multiple interfaces running.
Create Date	Date when the message was created by OXI.
Time	Time when the message was created by OXI.
Property	OPERA property this message was sent from.
Msg ID	Internal action ID from OPERA for each created message.
Module	Data module of outgoing message. This identifies the kind of message sent, e.g. reservation, profile, rate, block, rate restriction, inventory, and result.
Action Type	The action type is equal to the business event that has generated the data in OPERA. Some additional action types exist for cases where the messages were not initiated by business events directly.
Status	The status of a sent message from OXI. Options are: • FAILED – the message has failed in the external system during upload. The exact reasons depend on the specific system and can be reviewed in the 'errors and warnings' part of the screen.

- PROCESSED – simply notifies that the message was processed by OXI. It has still not been delivered by the service, at which time it would turn into SUCCESS. If the messages status does not change from PROCESSED into SUCCESS make sure that your OXI service is running and that the communication details are set correctly.
- REJECT – shown in case OXI rejects the message from upload since vital data is missing or the upload file cannot be built.
- RESULT FAILED - the external system has sent a result for this message and has informed that the message was unsuccessful on external system side. The exact reasons depend on the specific system and can be reviewed in the 'errors and warnings' part of the screen.
- RESULT SUCCESS – the external system has sent a result for this message and has informed that the message was successfully updated on external system side.
- SUCCESS – Message has been delivered to the external system by the OXI service.
- WARNING - The message has been processed successfully but still created a mandatory warning that needs to be reviewed in the 'errors and warnings' part of the screen.

OPERA Ref.	This column is for the OPERA reservation confirmation number. This shows a reservation number or a block reference number. For all other modules it remains blank.
OXI ID	OXI creates a unique sequential ID for each outgoing message, which will be used for tracking and error handling internally.

The lower part of the Messages from External System is split into a 'View Part' for the messages and a part for 'Errors and Warnings'.

The view part allows viewing of the original external system format and the XML message format.
The errors and warnings part shows details of all errors and warnings that have occurred during message transmission.

Explanation of fields in the view part

Show XML	Shows the XML message details. After select this tab only a part of the message appears. You can double-click

into the message to fully view it with your linked browser. In a thick client environment a browser can be linked through the registry settings under FORMS60_EDITOR. Our suggestion is to use Microsoft Internet Explorer here.

Show Ext	This option is available for external systems that do not directly create XML messages. In that case, the original message format before conversion into XML can be viewed here.
Auto-display message	Select the automatic view format that should be used when you are browsing with your cursor through records on the message status screen. Options are: • NONE does not show any message format. • XML shows the XML format of the message wherever it can be applied. • EXTERNAL shows the original format from the external system. • ANY to let OXI decide which format should be applied. OXI will try to show the external format and if that is not applicable, show the XML format. This should be your standard setting.

Explanation of fields in the error and warning part

Optional Warning	This box can be flagged if you wish to see warnings of type 'T' (tentative) that have occurred during message transmission. These warnings normally indicate that conversion could not be applied or that a default has been used. These warnings are not critical and can therefore be suppressed by blanking out this flag. It is however recommended to clean up conversions and default problems in OXI to achieve absolute data accuracy.
Errcode	Error code in case the selected message has returned a warning or an error: A positive number identifies a warning, e.g. 1. A negative number identifies an error, e.g. (-) 99.
Error Text	The explicit description of the warning or error that occurred for the selected message. Please refer to the appendixes at the end of this document for more details.
Type	Type of error or warning for selected message. This will display from Highest to Lowest severity on the screen. • Type 'E' indicates the Highest Error Level. This error type will be highlighted in RED text.

- Type ‘O’ indicates an Oracle Error. This error type will be highlighted in RED text.
- Type ‘W’ indicates a Low Level Warning. This error type will be highlighted in BLUE text.
- Type ‘T’ indicates an Optional Warning. This error type will be highlighted in BLACK text.
- Type ‘R’ indicates a result message from the external system, which OXI displays as a mandatory warning to notify OXI users of the same.

Errors Mining Report

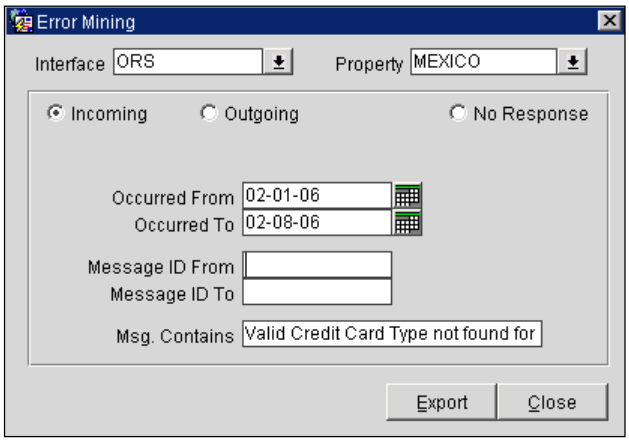
(To assist installers or site users just after Go Live)
The Errors Mining Report was created to assist OXI system users into targeting and resolving errors and warnings generated on messages, within Message Status screen. This is to be used on a day-to-day basis. We recommend using these reports multiple times daily when possible. These reports are to alleviate issue of having to scroll through multiple records and manually track each record for resolution. The following three screen shots and sample reports show results possible for Incoming, Outgoing and No Response report options.

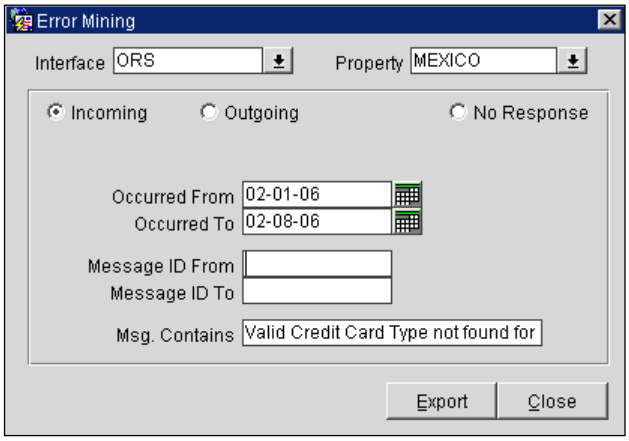
- To target reservations, profiles, allotments, etc., that have failed to process or relied on defaults, due to configuration or availability issues.
- User has the ability to analyze issue and resolve with changes to conversion codes, defaults, addition of needed defaults to correct issue reported.
- Using existing errors, warnings or information warnings on processed records to form the base of the report. Date spans and message types narrow the reporting feature.
- Incoming report is for targeting messages received from the External System
- Outgoing report is for targeting messages generated by OPERA and sent to the External System.
- The No Response Report displays messages generated by OPERA and sent to External System that have not received any response in return.
- Incoming and Outgoing Reports will be generated as Text File type and No Response Report will be generated in Adobe PDF style.

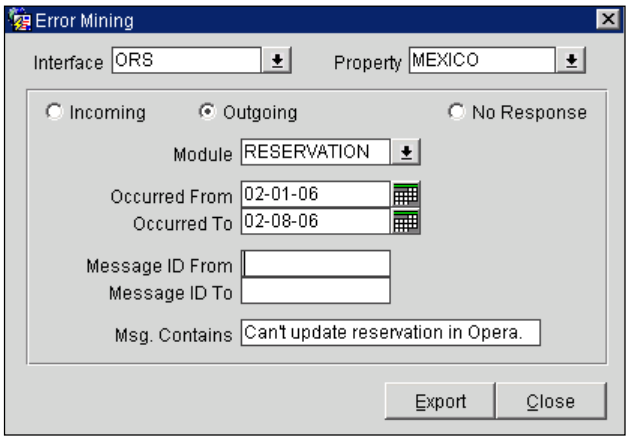
Filter Options

Module	Type of message to filter search on. Only provided for Outgoing and No Response reports.
Occurred From	Start date for report to filter with, based on data still held in OXI message status screen.
Occurred To	End date for report to filter with, only up to current business date.
Message ID from	Use lowest unique ID number assigned to each record received in Message Status to filter with.

Message ID to	Use higher unique ID number assigned to each record received in Message Status to filter with.
Msg. Contains	Free format field to add choice of: errors, warnings or just optional information data from records processed. This will be the basis of the report being generated.



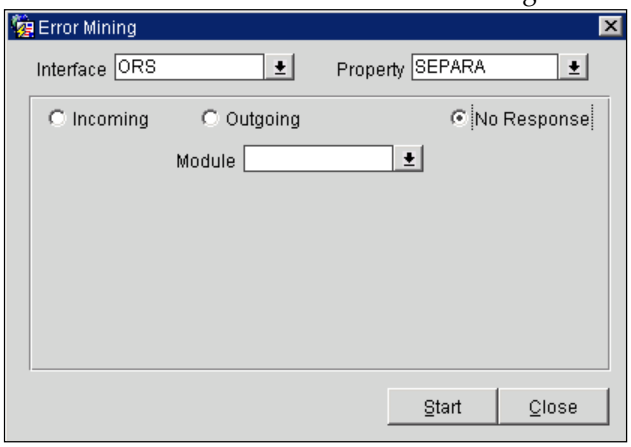




Sample: Report Header and data from an Incoming Report

```
RESORT,INTERFACE,OCCURED,ERR_TYPE,ERROR,MESSAGE_ID,INCOMING_OUTGO
UNG
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112961,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112961,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112962,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112962,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112963,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112963,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112964,INCOMING
MEXICO,ORS,2006-FEB-07,W,"Valid Credit Card Type not found for BI, Number
4012888888881881",112964,INCOMING
```

RESORT	Name of the property the report was pulled for.
INTERFACE	Name of the OXI interface the report pulled for.
OCCURRED	Business Date that the records were processed on.
ERR_TYPE	Type of error or warning identified. Error is 'E', Warning is 'W' and Information warnings are 'T'.
ERROR	Description of the error or warning generated.
MESSAGE_ID	Unique ID that is given each processed record inbound or outbound on Message Status screen.



Sample of No Response generated report.

02/08/06 13:41

OXI - Messages to external system - Without response

Resort	Interface Id					Total: Messages / Reviewed
MEXICO	ORS					8 / 0
Created	Message Id	Module	Action Type	Status	OXI Id	Reviewed
06-FEB-06 14:27:31	302756	RESERVATION	RESYNC	PROCESSED	1309428	N
06-FEB-06 14:27:32	302757	RESERVATION	RESYNC	PROCESSED	1309429	N
06-FEB-06 14:28:38	302762	RESERVATION	RESYNC	PROCESSED	1309433	N
06-FEB-06 14:28:38	302763	RESERVATION	RESYNC	PROCESSED	1309434	N
06-FEB-06 14:29:45	302767	RESERVATION	RESYNC	PROCESSED	1309437	N
06-FEB-06 14:29:45	302768	RESERVATION	RESYNC	PROCESSED	1309438	N
06-FEB-06 14:31:11	302772	RESERVATION	RESYNC	PROCESSED	1309441	N
06-FEB-06 14:31:11	302773	RESERVATION	RESYNC	PROCESSED	1309442	N