Oracle® Hospitality OPERA Exchange Interface
User Manual

October 2017

ORACLE®

Contents

Preface

This document is a generic user 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
- Screenshots 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

In the following document we will refer to the Third Party System as 'External System' and to the OPERA PMS as 'OPERA'. The suggested maintenance and procedures outlined below are only guidelines for our system users. The OPERA Xchange Interface will be referred to as 'OXI'. This document is considered a generic user manual for all OXI interfaces.

The purpose of this document is to assist Hotel Property personnel with OXI and its function at the property. Configuration setup may change from time to time in the OPERA system. These changes need to be reflected in OXI. Various areas in OXI have been outfitted with Reports and Validation functions to assist with those updates. We have provided guidance in the following topics of Maintenance, Daily Procedures, Periodic Procedures, Resynchronization information and Support Case reporting tips.

DISCLAIMER: Please note that the interfaces names on the embedded screenshots are samples only and may not reflect the original interface names that you will be using. If particular standards have to be observed for specific interfaces we will note this accordingly.

2   Maintaining the Interface

Firstly, to access the bulk of OXI, configuration, parameters etc. the system user will require OXI permissions. Located in OPERA PMS' Setup > User Configuration > User. Please note that if OXI is working in a multi-property environment the main user maintaining OXI will need to assign themselves to the OXI permission group at all the properties to manage OXI without logging in separately to each interface.

Switch Interface

To get from one OXI to the next in a multi-property setup without logging in and out per interface type. Go into Switch Interface and see all configured interfaces per OPERA property. In most cases only one interface ID will be displayed for one or more properties.

Sample usage: Upon the initial login you may have logged in to the SPIRIT interface for property ABCD and now need to review SPIRIT conversion details for property XYZZ. Use Switch Interface to change interface and property.
- Shortcut Key F8 is no longer available to toggle between interfaces.
- To change between multiple interfaces go to Switch Interface and select different interface

Sample: Switch Interface screen with many different installed interfaces and properties
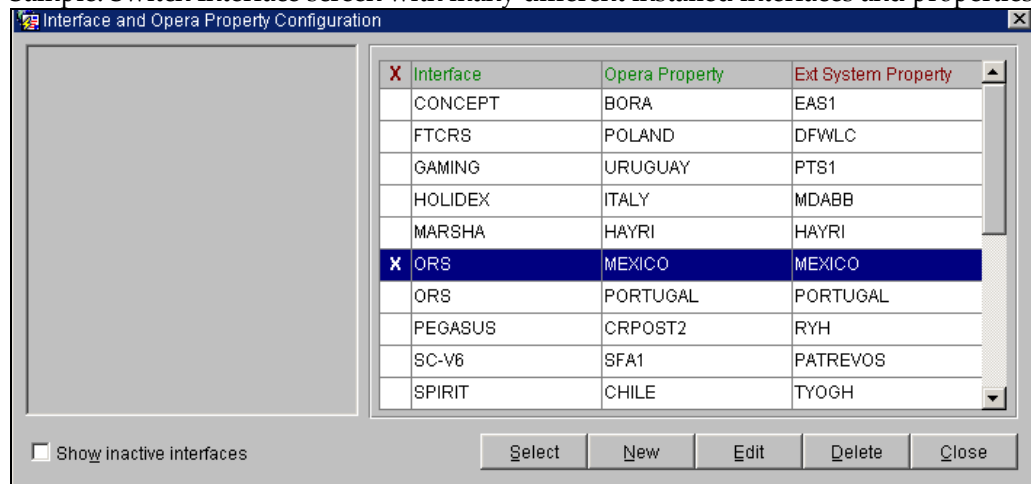
Field/Key	Explanation
Show inactive interfaces	Flag this function to display interfaces that have been deactivated.
SELECT	Select will place 'X' checkmark in the column of the highlighted interface. To choose another interface, highlight the record and hit Select.

NEW	To create a new interface.
EDIT	To modify or view the setup details of the selected interface.
DELETE	To permanently remove the interface from the OXI configuration. Be aware that this will erase all details for this interface from the OXI tables.

Configuration Changes for OPERA and/or External Systems

Configuration changes can happen long after OPERA and OXI products have been installed. Whether due to changing property specifics or business needs. Changes can affect correct information handling for profiles, reservations and stay data, to name a few. The following topics covered are but a few of the Conversion and Default information areas yet are the most important to keep the OXI operating smoothly on a day-to-day basis. Please become familiar with the most important ones following.

When configuration is updated and conversion codes and interface defaults are affected we have provided tools to assist in making the changes as easy as possible. For Conversion Codes, there is a report that can be printed based on each single table or for all active conversions. Interface Defaults has a Validation button to assist in checking for OPERA based values. Please see Periodical Procedures for OXI regarding these tools.

Configuration Change for OPERA and OXI

OPERA PMS has introduced new time-out for application users. Parameter driven, it will log a user out once the screen has been left idle for 'X' amount of time. This setting is in OPERA Application Settings. This will decrease issues with records being locked in OPERA where it was left open on another workstation. It will eliminate the issue of records being locked on machines that are out of range of Front Office staff during late business hours, overnight and weekends.

Go to OPERA > Setup > Application Settings > group GENERAL > function SESSION TIME OUT.
- When the screen(s) have been idle for 'N' minutes then the application will return to the Main Menu.
- Example: if you set the value to '5' minutes, then the total time will be '5' minutes before the 'Main Menu' screen will be displayed instead.
- We recommend: initial setting of '5-10' minutes before the session times-out for any OPERA access.

Conversion Table Activation

At the time of the interfaces installation the required conversion tables were setup and mapping entered. Conversion Code tables can be added later as the system is upgraded and or newer expanded functionality comes available.

For example, the external system can now receive and send 'Titles' in the Profiles, but the values are very different in each system.

- As a system user you see OXI processing Guest Profile for Mr. John Smith. But warnings displayed in OXI are showing that conversion could not be found for the title 'Mr' and the value is not inserted.
- Activate the 'Title' table and enter mapping values.
- Titles will be converted and Guest Profiles in PMS will reflect the new Title information.
- Note if this is a Multi-property this also will require configuration update. Use Switch Interface menu to update all properties as the same time.

Memberships

Keep in mind that as time goes on Memberships may be added, modified or deleted from the OPERA PMS. As that happens the OXI interface will also require updates. Such as when a Membership Loyalty program is phased out totally for example, then the below OXI Conversion Tables will need updating. Please check that expired or new Loyalty programs are handled here. This can also apply to Frequent Flyer programs.

- Membership Type
- Membership Level
- VIP Level

Example Scenario 1: Membership Type is Modified

There is mapping setup for Membership AAA (Automobile Assoc Amer.) and conversion looks like below left. Let's say that the OPERA PMS has changed the format for AAA Membership Type and the new type is (AA) below right. Without changing the conversion below the information is not passed on. OXI will give warnings that conversion could not be found and the data will be ignored.

Existing Data:	Edit OPERA Value to newer (AA):
OPERA Value = External System Value	**OPERA Value = External System Value**
AAA = AAA	AA = AAA

Example Scenario 2: Membership Type is Deleted

There is a mapping setup for Membership GC (Gold Card Loyalty). Later this loyalty program is no longer used and is deleted from OPERA PMS. For our example below this loyalty program came with different levels such as 'Basic Member', 'Classic Member' and 'Gold Member'. The tables that can be cleaned up are 'Membership Type' and 'Membership Level'.

Membership Type Conversion Codes

Existing Data:	Edit OPERA Value:
OPERA Value = External System Value	**OPERA Value = External System Value**
GC = GC	(Value is deleted from Conversion)

Membership Level Conversion Codes

Existing Data:	Edit OPERA Value:
OPERA Value = External System Value	**OPERA Value = External System Value**
Gold = GOLD	(Value is deleted from Conversion)
Classic = CLSS	(Value is deleted from Conversion)
Basic = BASE	(Value is deleted from Conversion)

Payment Methods

Payment Methods in OPERA PMS may be added to long after OXI was installed and running at the hotel property. Should new Payment types be added, update the conversion. (See example 1 below.) If more than one type of Payment Method were being sent by the external system, multiple mapping can be done to a single entry in OPERA PMS. (See example 2 below.)

- Payment Method
  - Conversion Code table
  - Interface Default for Reservations field

Example Scenario 1: Addition of Payment Method
If Payment Method Direct Billing did not exist before in the list and External System is sending value DIRECT. Because the value did not exist, you would have noticed that Reservation were picking up the interface default instead. How to correct that is to enter the new value into the Payment Method Conversion Table.

OPERA Value	External Value	External > OPERA	OPERA > External
DB	DIRECT	Y	Y

Example Scenario 2: Addition of multiple Payment Methods (Inbound to OPERA)
Payment Method with more than one value coming from external system. Only one mapping can be used both directions in a 2-way interface. Yet you can still have differing values accepted.

OPERA Value	External Value	External > OPERA	OPERA > External
AX	AX	Y	Y
AX	AMEX	Y	Y
MC	MC	Y	Y
MC	MASTER	Y	N
MC	MCARD	Y	N

Products/Packages

Reservations and Products/Packages

When a reservation is sent from the External System, if the reservation carries a package it is attached to the reservation. If the OPERA has any packages attached to the Rate Code, those were also attached to the reservation. Keep in mind the following for how packages are affected.

- Packages that rely on conversion will need the Product conversion table active in OXI.
- Packages are updated according to the OXI Reservation parameter PACKAGE CRS OVER.

Groups using Products/Packages

When a reservation is linked to a group, OXI will now also look into the Allotment Header information. If a package has been attached to the group, that package will be linked to the reservation. Keep in mind the following for how packages are affected.

Go to; OXI > Interface Configuration > Interface Parameters > parameter group OXI_RESERVATIONS.

- Packages that rely on conversion will need the Product conversion table active in OXI.
- The OXI parameter PACKAGE CRS OVER set to Y/N will also affect packages
  - If the parameter is Y, then the Packages will always be overwritten by CRS updates to the reservation. Example: if the reservation has a package attached by the Hotel user but not by the CRS then the update message from the CRS will remove it and only keep the ones from the CRS, in the next update.
  - If the parameter is N, then the Packages that were added from PMS side to existing CRS packages, will be kept in the next update sent from the CRS.

Profiles

Updating the OPERA system where information can affect profile handling in OXI:

- Titles:
  - Conversion Table – add, modify or delete values.
  - Interface Default for Profiles has Title default field – add, modify or delete the value.
- Specials:
  - Conversion Table – Specials are being sent since upgrade to newer version of OPERA. Activate the Specials table and map OPERA to External values.
  - Conversion Table – Specials exist but configuration has changed mapping needs attention – add, modify or delete values.
- Ownership:

- o Interface Default Profile Tab – OPERA PMS Ownership parameter has been activated this field will need population.
  - o Ownership is applied to Travel Agent and Company profiles where property representatives can be linked for handling.
- Memberships: Discussed above in Memberships.

Rate Codes

Updating OPERA or even the External System Rate Codes can affect Rate Code configuration and the Blocks and Reservations that use them.

- Rate Code in OPERA or External System:
  - o Conversion Table – activate and add mapping values (for systems that are not using identical codes).
  - o Conversion Table – modify mapping if the rate code value has shrunk or lengthened.
  - o Conversion Table – delete the mapped value when rate code is not in configuration any longer.
- Rate Code defaults:
  - o Rate Codes are also used for Blocks and Reservations.
  - o Interface Defaults Reservation and Block tabs has Rate Code default field this requires updates:
    - ▪ Rate Code no longer exists (is deleted).
    - ▪ Rate Code has expired (rate details are in the past).
- Rate Codes Resync:
  - o Should rate code details need to be updated Resync functionality is provided.
  - o Resync will work for systems that exchange data back and forth only.
  - o Rate Code resync will not be available for 1-way interfaces inbound to OPERA PMS.
  - o For more information on Resynchronization it is provided in this document.

Reservation Type

- OXI Conversion Table – Update conversion mapped values if OPERA or external system change values.
- Interface Defaults:
  - o Go to OXI > Interface Configuration > Interface Defaults.
  - o Update Reservation Default and Block Default tabs.

Room Types

- OXI Conversion Table – Update conversion mapped values if OPERA or external system has changed.
- Interface Defaults - If any room type is changed in OPERA for Reservation and Blocks:

- Go to OXI > Interface Configuration > Interface Defaults.
- Go to the Reservation and Block tabs and update the Room Type.

3   Daily Procedures for OXI

Start/Stop Processors

OXI functions with OPERA Interface Service and Start/Stop Processors. Message to and from OPERA will not be processed if the service or processors are off. Go to Interface Status > Start/Stop Processors.

To check status:
- With a 1-Way Interface either the UPLOAD or the DOWNLOAD Process Type will be status 'RUNNING'.
- With a 2-Way Interface UPLOAD and DOWNLOAD Process Types will be status 'RUNNING'.
- Some interfaces will have additional processors for LOOKUP and or EXPORT Process Types and status will be 'RUNNING'.

Start/Stop Processors = 'STOPPED'
- Select the 'Start All' button on the Processor screen, processors status is updated to 'RUNNING'.
- If Processors do not go to 'RUNNING' and message prompt is "Please start NT service":
  - Go to the PC that has OXI service. It is labeled as 'OPERA Interface for NAME'. (NAME = Spirit, ORS, TLX, etc.).
  - Start the Service, status will be 'STARTED'.
  - Go back to bullet #1.

Start/Stop Processors = 'WAITING'
- Try the 'Stop All' button on the Processor screen, processors status is updated to 'STOPPED'.
- Restart using 'Start All' button.
- Status will go from 'WAITING' to 'STOPPED' to 'IN PROGRESS' and finally 'RUNNING'.

Start/Stop Processors = 'IN DOUBT'
This status can be due to a few different things. One could be that there are network issues at the property and the communication was interrupted. Another can be that messages are not being delivered every second and the processor is 'sleeping' until time to 'wake up'. Sleep time handled in Communication Methods.
- Try the 'Stop All' button on the Processor screen, processors status is updated to 'STOPPED'.
- Restart using 'Start All' button.
- Status will go from 'WAITING' to 'STOPPED' to 'IN PROGRESS' and finally 'RUNNING':
  - If the status returns to 'IN DOUBT' check the System Error Log for any errors.

- o If there are no errors in the System Error Log try restarting the service on the OXI PC labeled 'OPERA Interface for NAME' and redo bullet #1 and 2 to resolve.
- If the restart of the service did not help establish the status as 'RUNNING' one reason could be the 'Sleep Time' setting is too high.
  - o This status usually happens if the property has message delivery via File System.
  - o Go to Interface Configuration > Communication Methods > External to OPERA and OPERA to External deliveries will be setup.
  - o Update the setting from 'X' minutes to (1) or (.50) and SAVE.
  - o Restart the OXI Start/Stop processors for new setting to take place.
  - o Status 'IN DOUBT' will update to 'RUNNING'.

Start/Stop Processors = 'EXITED'
This status can be due to the OXI License for the interface has been 'inactivated' or the External System setting is 'inactive'.
- Check in OXI itself for active interface license.
  - o Go to OXI > Login > Interface Configuration > License Codes.
  - o If the license is 'inactive', activate it and next check the External System in OPERA PMS.
  - o If the license is 'active, check the External System in OPERA PMS.
- Check OPERA PMS for External System activation.
  - o Go to Setup > System Configuration > Setup > Business Events > External System.
  - o Check that the External System for 'Interface Name' is displayed on the screen.
    - ▪ If the External System is there on the main screen, try to restart OXI Service to correct issue.
  - o If the External System is not on the main screen, select 'Show Inactive' check box and check for interface.
    - ▪ When finding the External System 'inactive', activate.
    - ▪ Restart the OXI Service on the OXI PC, so the interface can run.
    - ▪ The OXI Service on the OXI PC is called "OPERA Interface for 'Interface Name'". For example: 'OPERA Interface for Pegasus'.

Purge Utility

The Purge Utility is a processor that removes the records from the Message Status screen. Its functionality based on an OXI Parameter called PURGE NO DAYS. This parameter is set at time of installation. To get to the parameter go to Interface Configuration > Interface Parameters > group OXI_GENERIC. The Purge Utility screen will display how many days the records in Message Status will be kept. Any message older than 'X' amount of days will be removed. We recommend that the PURGE NO DAYS parameter is set to either 3 or 7 days. But no higher than 7 days unless OPERA Support has directed it to be so.
- Check to see that it is up and running.
- Go to OXI toolbar Utilities > Purge Data.

- There is a text message on the screen that is displayed "Purge is running in the background."
  - If not found running; select START button.
  - If found running, exit out.
- It is important that messages in OXI are reviewed at least once a day. As the messages will be deleted eventually with this processor.

For our clients that have Export Files sent from OPERA to the External System:
- Export Files will be delivered according to the Start Time Delivery in Communication Method setup.
- Export Files that are ready for delivery will be status of 'READY'.
- Export Files will not be deleted if they are not successfully delivered in a timely manner and are older than the setting in the PURGE NO DAYS parameter. *
- Successful status is 'PROCESSED' displayed in Message Status screen.
- Export Files will be deleted along with the regular records only when they have been successfully delivered.

*If the Export Files are not being successfully delivered please check the System Error Log for Export File process records and Error Text details. If there is not enough details, go to the PC where the OXI Processor Logs are and review for detailed information to resolve issue. OXI Processor Logs are located on the OXI PC and a shortcut folder exists on the desktop for easy access.

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. Please see that topic following later in this document of how to access those logs.

Upon every new login to OXI a message prompt will display asking "Do you want to review them now? YES/NO".
- Yes, will take you directly to the System Error Log.
- No, will bypass this log and displays the main Toolbar.
- We recommend checking this log and reviewing the entries when the message prompts during login.
- Errors will be displayed as 'E', Warnings will be displayed as 'W' and Information will be displayed as 'T'.
- Flag entries 'REVIEWED'. The login message prompt will go away when all entries are flagged 'X'. (See screen shot below for example.)

Sample: Example of message prompts when user logs into OXI
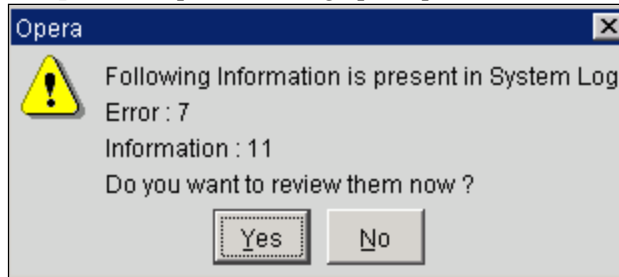
The following screen opens after selecting Yes.

Sample: System Error Log entries populated from OXI Processor Logs
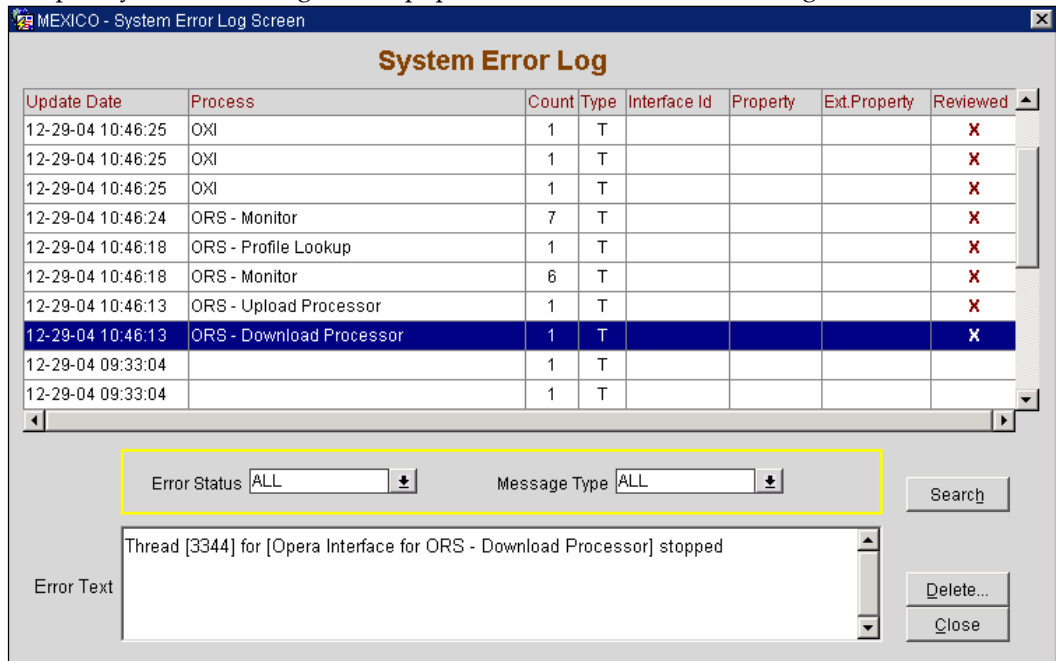
Field	Explanation
Update Date	Date and Time stamp for errors, warnings, and information logged with the newest action at the top of the screen. Older messages will be moved down as new messages are created.
Process Count	Indicates what processor the action came from. The count specifies how many times a processor was started or stopped. It will also count how many messages were dequeued/sent to the external system or messages enqueued/received from external system.
Type	The type of error will be listed as 'E' for Error, 'W' for mandatory warning, and 'T' for informational warning.
Interface ID	The interface name will be logged if the download processor is stopped.

Property	The OPERA property name is identified when the external system sends messages to OPERA or errors occur during message transfer.
Ext Property	The name of the external system property is identified when messages are sent to OPERA
Reviewed	Once you have reviewed messages in the system error log you can check off the messages by selecting in the 'Reviewed' column. Reviewed messages can be saved for later additional review, or can be deleted. They move to the end of the list after being checked.
Error Status	Defaults to 'All' and can also be changed to look at only 'Reviewed' or 'Non Reviewed'.
Message Type	Defaults to 'All' and can also be changed to look at only 'Errors, 'Warnings', 'Information', or 'Errors and Warnings' together.
Error Text	Description of the exact log entry, error, or warning. A list of current error texts is included in Online Help and in the "OXI Troubleshooting Manual" document.

To Delete System Error Log Entries

Entries that have been reviewed and check-marked can then be deleted from the System Error Log. The number of days before a reviewed entry can be deleted is defined in the Delete Screen, example shown below. Select the 'Delete' button and only entries flagged in the 'Review' column will be purged. Entries of the same business day cannot be deleted. Entries that are not flagged in the 'Review' column will not be deleted at this time. We recommend that the System Error Log be reviewed once a week and that entries are deleted after review.

Sample: Delete Screen example with numeric value of '3'

Key	Explanation
DELETE	Delete any entries marked as 'Reviewed' from the System Error Log

Key	Explanation
CANCEL	Cancel deletion action. You are returned to the System Error Log main screen.

OXI Message Status Screen

From main menu Interface Status > Message Status. This screen is the vital part for a running interface and needs to 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 as necessary after configuration errors have been corrected.

Helpful Usage Tips:
1. Shortcut F8 key is for calling Login screen. Use if need to logout and re-login for different user.
2. 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 Shortcut 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.
3. Use exact filters to limit your message output if you are looking for specific messages.
4. 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.
5. 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.
6. 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.
7. The message status screen can be sorted by double-clicking on a particular column within the message status.
8. 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.

9. 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.

Handling Messages – Error or Warning status
The purpose of OXI is of course to insert messages from the External System into OPERA and vice-versa. What do you do with the unsuccessful messages showing status of Failed or Warning? Where do you start if there are many of them and course of action. Below are only recommended guidelines as to best practice to resolve any issues.

Upon finding message with Status of 'FAILED':
1. Use the Search Filters to help find all related messages.
    a. Populate the Module field with message type (i.e., Reservation, Result and or Rate, etc.).
    b. Populate the Interface ID field with interface name if you have more than one OXI interface (i.e. Trust, ORS, etc.).
    c. In the case of Reservations and or Allotments to narrow related messages, use the Ext Ref No field for external confirmation numbers and or the Allotment's block code.
2. Select Search to find those related messages before selecting to have OXI 'REPROCESS' all of them.
    a. There may be messages that are delivered earlier that have not been resolved.
    b. There may be messages that are linked together over a couple of days that have not been resolved.
3. Now that all related messages have been found:
    a. Note down the Error and or Warning message provided.
    b. Check OXI's Online Help for Troubleshooting on Errors.
    c. Or check the OXI Troubleshooting Manual document for list of Errors and or Warnings provided to hotel at time of installation.
4. Determine what caused the message to Fail in the first place:
    a. Was the Reservation failed due to Rate Code and Room type unavailability?
    b. Was the Profile failed due to missing necessary data, such as the First Name or even Last Name?
    c. Was any message failed due to 'Record is locked'?
    d. Was any message failed due to Property Restrictions at House level being closed?
5. Can you resolve the issue easily by updating the OXI Conversion Codes, Interface Defaults, checking OXI Processors are up and running?
6. Can you resolve the issue by updating OPERA; such as extending Rate Details that may have expired in the future? Etc.

Upon finding message with Status of 'WARNING':
Follow bullet points 1, 2 and 3 from the previous 'FAILED' message scenario above.
1. Determine what caused the message to get Warnings in the first place:
    a. Was the message flagged due missing conversions?
    b. Was the message flagged due to interface defaults taken?

2. Can the message be Reprocessed once conversions have been updated or added?

Using the Message Status onscreen parameter 'Optional Warnings':
When this parameter is active, additional records will display in the Errors and Warning area. Will give information of missing conversion data, why defaults were taken instead for the message.
1. Recommended practice to make resolution efficient.
2. Activate the 'Optional Warnings' screen parameter.
3. Use the Search filters on the screen to target either Failed or Warning type messages.
4. Run the Search screen report from 'PRINT' button supplied.
    a. List of all records, based on the filter, will be available.
    b. Will list all warnings, errors or information entries per record.
    c. Will make fixing the interface's conversions, defaults and some OPERA settings easier.
    d. Once all changes have been done. Save any new settings.
    e. Restart the processors; go to Interface Status > Start/Stop Processors.

Note**:** For full detail explanation of the Message Status screen please see the "*OXI Configuration Manual*".

Reports Menu

Export Conversion Codes and Defaults Report

(To assist installers or site users just after Go Live)
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. To include conversion and defaults in report format for example: Market Code, Source Code, Currency Codes, Package Codes, Reservation Types, Preference Codes, Country, Region, Channel and Rates.

Sample: example of File Naming convention for report
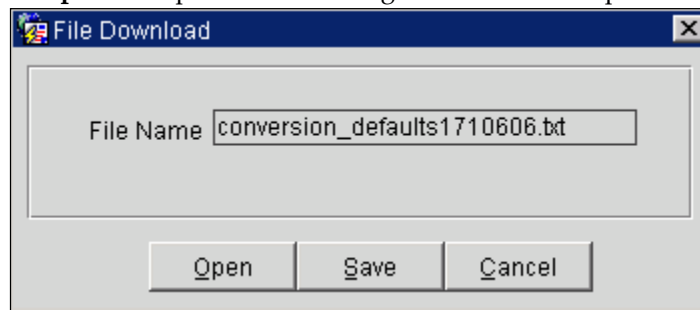
Sample of the (.CSV) type of report:
Header: [RESORT,OXI-INTERFACE, CONVERSION_CODE, DESCRIPTION,
CC_LABEL, CC_ACTIVE, DTL_ACTIVE, DTL_PMS_VAL,DTL_EXT_VAL,
DTL_PMS_DFL, DTL_CRS_DFL, DFLT_PMS, DFLT_EXTERNAL,
DFLT_GLOBAL_ACTIVE,]
Details Line 1: [MEXICO,ORS,ACTION_TYPE,,Reservation Action
Type,Y,Y,CANCEL,CANCEL,Y,Y,,,,   ]
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	Descrip.	CC Label	CC Active	DTL Active	DTL PMS Value	DTL EXT Value	DTL PMS DFL	DTL CRS DFL	DFLT PMS	DFLT CRS	DFLT Global
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

Key	Explanation
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:

- 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	Description
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.
MessageID From	Use lowest unique ID number assigned to each record received in Message Status to filter with.
MessageID 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: Incoming and Outgoing screen shots with warning text populated in 'Msg. Contains' field

Sample: Report Header and data from an Incoming Report
Report header is displayed with comma between each column. For each record found with errors or warnings matching data entered into the 'Msg. Contains' field will be included.

RESORT,INTERFACE,OCCURED,ERR_TYPE,ERROR,MESSAGE_ID,INCOMING_OUT
GOUNG
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

Filter Options	Description
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.
INCOMING_OUTGOING	Direction the record is going in. Incoming is External to OPERA and Outgoing is OPERA to External.

Sample: No Response Report
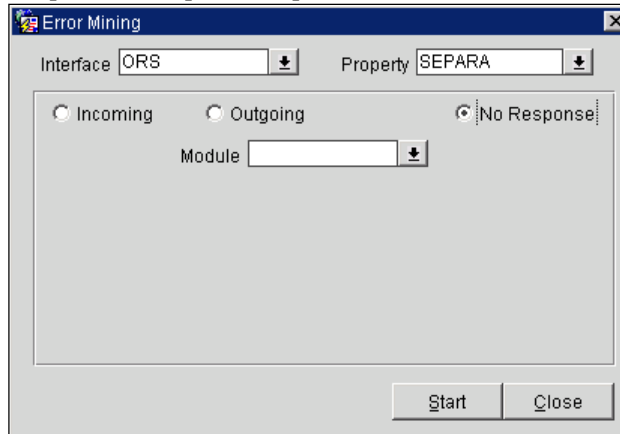
Sample: of No Response generated report

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	

OXI Processor Logs

OXI Processor Logs record Start/Stops of the OXI Processors, errors in connectivity to the network, issues in processing messages between OXI and the External System. The logs also have Statistics on how many messages processed per hour. From the OXI Logs we populate the System Error Log with summary of processed messages. See that topic System Error Log.

Where to find OXI logs:
- OXI Logs are created on the Database or Application PC. Also recognized as the PC where the OXI service resides.
- Logs are kept for 7 days.
- Older logs are removed as the date rolls forward.
- Logs are generated each day and are similar in labeling:
  - Log labeling sample: (HOLIDEX.20050725.log.xml).
  - Naming convention (InterfaceName.YYYYMMDD.log.xml).

4   Periodical Procedures for OXI

The below procedures are only guidelines to keep the interface in top form long after it has been installed. As the hotel property configuration can be updated, often the interface setup is overlooked. Updating the settings will keep the interface processing messages smoothly and keep the amount of Errors and Warnings displayed in OXI to a minimum. We provide Reports and Validation functionality to assist system users in updating their interfaces. We recommend that every few months or six months a check is done for the interface.

Main areas of concern after OPERA Configuration updates:
- Conversion Codes – review topics explained earlier Configuration Changes for OPERA and or External Systems.
- Interface Defaults – same as bullet point above.

Reports

Conversion Codes

For Conversion Codes go to OXI toolbar select Interface Configuration > Conversion Codes. User will require OXI permissions to access configuration areas of OXI. The first active conversion code table is highlighted when the screen opens. The PRINT button is provided on the bottom right-hand side. Conversion codes can be printed just by table or for all tables.

Message Prompt: "*Do you want to print the details for ALL Conversion Codes*?"
- Select No, if you only want to print the conversions for the highlighted table on display.
- Select Yes, if you want every conversion table to be printed out, even though one table is highlighted.
- We recommend doing a print out for conversions so that OPERA and or External System values can be compared and updated over deleting them totally when using the Copy Conversion Utility validation function. (*See explanation of Validation on Conversion codes following.*)

Errors Mining

A new Report tool called Errors Mining can assist users in adjusting out of date conversion. Go to OXI > Reports > Errors Mining.

Introduced in OH V3.7 patch 7, it's use is to currently assist users in resolving messages that have not been processed or have relied heavily on defaults to get into OPERA PMS. With this report based on errors generated on messages either inbound or outbound we can see what conversion is missing or needs to be updated. Getting the optimal efficiency out of the interface being key this report can be run periodically without having to manually track down issues through each separate record.

Please see earlier description and functionality: Errors Mining Report.

Validation

Validation is provided only against OPERA PMS values. We cannot compare against any of the existing External Values setup here.

For Conversion Codes we provide validation through the Copy Conversion Utility. Go to Utilities > Copy Conversions.
- We recommend that when the validation is done that the values are not deleted yet.
- Note the conversion table that the values reside in.
- Check if the OPERA Values can be updated instead so that existing External Values are not lost.
- If the values can be determined as no longer in use for both sides select the value(s) and delete.
- Deletes done here will remove the record(s) from the conversion table setup.

For Interface Defaults we provide validation directly in the Defaults screens. From OXI toolbar select Interface Configuration > Interface Defaults.
- OXI screen defaults automatically to Reservations.
- The VALIDATE button is on the bottom right-hand side of the screen.
- Validation will also check on certain OPERA PMS parameter settings:
  - OWNER parameter in OPERA will affect whether you require the Profile Owner and Block Owner default.
  - RATE CODE MANDATARY parameter in OPERA will affect whether you require Reservations Rate Code and Block Rate Code defaults.
- The functionality will validate against ALL the default tabs. You will not need to validate on each default tab.
- Successful validations will see message "Validation OK."
- Validations against OPERA where parameter settings have changed will prompt you to the appropriate Default Tab and field. A message prompt will let one know what requires updating.
  - Any changes will require 'SAVE' button to be selected so the changed value is updated.

5   Resynchronization of Data

Generic Resync of data to the External System at any time

The Resync options can be run individually and in no particular sequence at any time if you simply wish to resync specific data to the external system. The reason for this can be e.g. to send all reservations that have not received an external system number during the original transmission. Again it is recommended that reservations be only resynced once it is certain that the respective rate codes, blocks, and profiles have been built in the external system.

Recommendations:
- We do not recommend resyncs for large periods of time during peak work hours.
- We suggest a resync be done in the late to early morning hours where Night Management or Night Audit can run resync without system performance slow down.
- Resyncs can be done during the day – keep in mind:
  - Choose short time frames.
  - Choose the necessary records to resync over hundreds of records at a time.

Go to Utilities > Resync.

Option 1 – Reservation

You have to select either a date range or one of the confirmation number options (external or OPERA) in order to resync reservations.

Sample: Reservation screen

Field/Key	Explanation
Arrival Date… from	Select the first arrival date for the reservation resync.
Arrival Date… to	Select the last arrival date for the reservation resync.
Ext System Number…from	Specify an external system confirmation number to resync. You can enter a single number or multiple numbers separated by comma.
Ext System Number…to	This field contains the external system confirmation in case you want to specify a range from number/to number.
OPERA Number…from	Specify an OPERA confirmation number to resync. You can enter a single number or multiple numbers separated by comma.
OPERA Number…to	This field contains the OPERA confirmation in case you want to specify a range from number/to number.
All Active Records	Select if no other conditions are to be met except resyncing active records.
Include No Shows	Select if you wish to include no shows in your resync.
Include Cancels	Select if you wish to include the cancels in your resync.
Include Checked In	Select if you wish to include the checked-in guests in your resync.
Reservations without external system confirmation number only	Select if you wish to resync only reservations without external system confirmation number. If this is unchecked, all reservations will be resynced.

RESYNC HISTORY	Select this button to view when the resync option had last been executed and its status. This will display all resync options that have been executed.
RESYNC	Select this button to start the resync process. This will execute the resync according to the filters you have set.

Option 2 – Blocks

Sample: Resync from ORS OXI

Field/Key	Explanation
From Start Date	Select the first restriction start date for the resync.
To Start Date	Select the last restriction start date for the resync.
Block Codes Like	Enter a specific block code or a starting letter following by a % in order to filter your search.
All Active Records	Select if no other conditions are to be met except resyncing active records.
Include Pickup Counts	Select only if the external system requires the pickup counts within the block message. This would be the case if you were resyncing a block without resyncing all its reservations afterwards. For initial cutover resync we do not recommend including the pickup counts, as reservations may be subsequently resynced and this automatically updates the pickup count in the blocks.

|	
Include Cancelled Blocks	Select to include canceled blocks. This could be needed for initial cutover resyncs where both systems should have all blocks including the cancelled ones, in case these may be reinstated.
Total Count	Shows how many active blocks you have in the OPERA database. Once you have selected a date range the count is adjusted to match the number of blocks that fall into your selected date range.

You can select the block codes for your resync individually by checking the respective record.

Option 3 – Profiles

Sample: Resync from ORS OXI
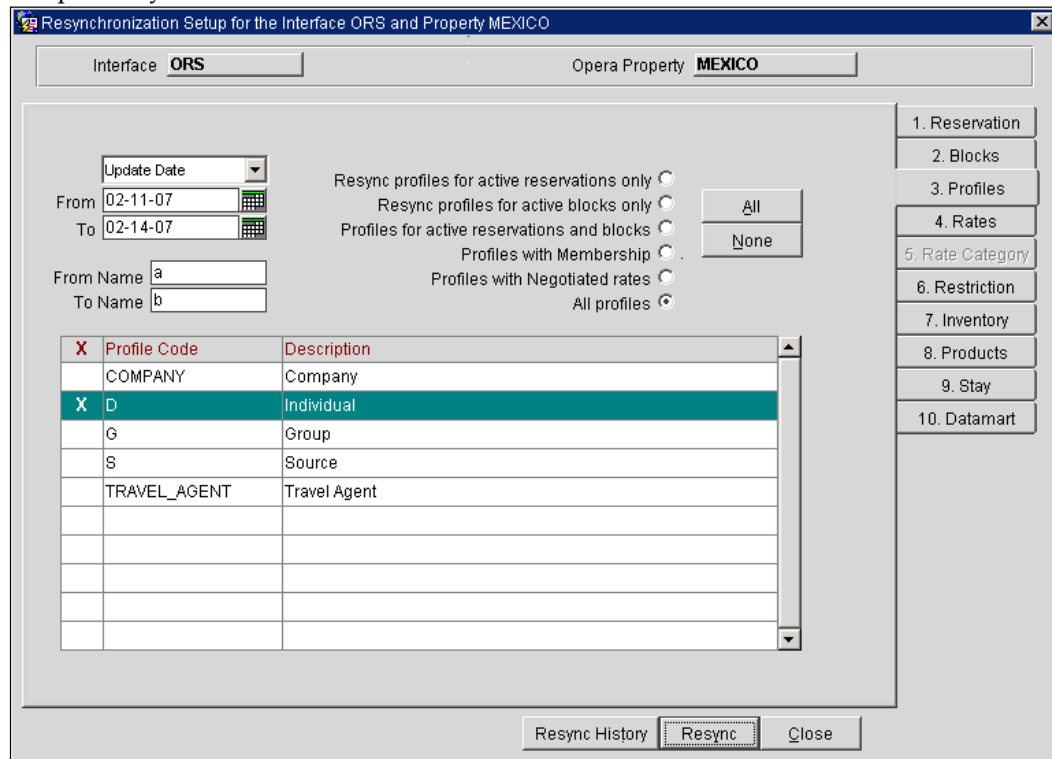
Field/Key	Explanation
From and To	The 'From' and 'To' fields with calendar icon are for specification of date range. To limit the amount of unnecessary profiles being sent to the receiving system. There are two options of Update Date and Create Date resync for the Profiles. If no results are returned for the date frame issued for Update Date selection consider doing a Create Date resync instead.

From Name	Type the specific name of the profile to be resynced. NOTE: When used in conjunction with "To Name" with the same entry in both fields, the resync will only send profiles with exactly that name.
To Name	Type the specific name of the profile to be resynced. The query takes all names BETWEEN the letters in "From Name" and "To Name". Sample: You have typed 'A' into "From Name" and 'G' into "To Name". That means that e.g. GA would not be taken into account anymore and the resync would only include the latest name with F (e.g., FZ).

Resync profiles for active reservations only:
Selecting this check box will send only profiles that are attached to active reservations.

Resync profiles for active blocks only:
Selecting this check box will send only profiles that are attached to active blocks.

Profiles for active reservations and blocks:
Selecting this check box will send profiles that are attached to active reservations and blocks.

All Profiles:
Selecting this check box will resync all profiles, regardless whether they are linked to active reservations and blocks or not.

Please select the proper "Profile Code" for your resync to minimize the data flow, as the hotel could have a huge profile database that would lead to a very long resync process.

Option 4 – Rates

You have to select either a date range or check the rate codes in order to resync rates. A 'Total Count' of all active Rate Codes during the time frame entered will be displayed. User has the option to choose each rate code or all if necessary for resync to an external system.

Recommendations:
- o We do not recommend resyncs for large periods of time during peak work hours.
- o We suggest a resync be done in the late to early morning hours where Night Management or Night Audit can run resync without system performance slow down.
- o If a resync is needed during peak hours we recommend only choosing a few rate codes to be synched to resolve updates to Rate Header and Rate Details.

Sample: Resync of Rates from ORS OXI
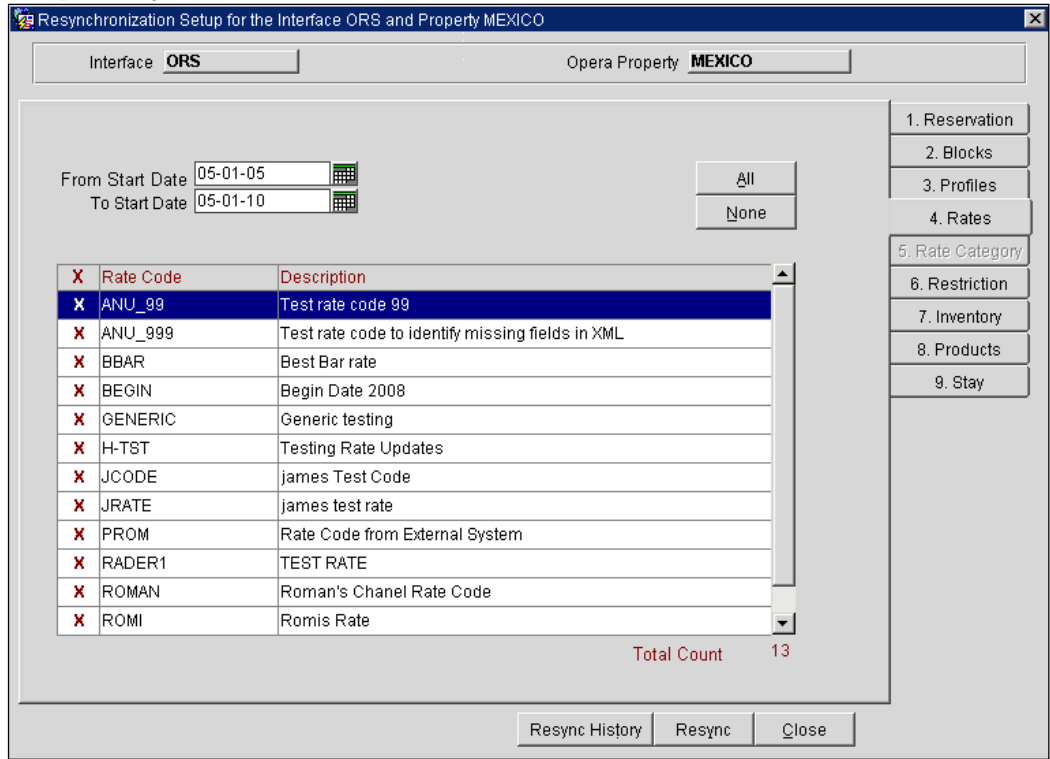
Field/Key	Explanation
From Start Date	Select the first rate code start date for the resync. Only rate codes valid for this date will be shown.
To Start Date	Select the last rate code start date for the resync. Only rate codes valid for this date will be shown.
Total Count	Text label shows how many active rate codes you have in the OPERA database. Once you have selected a date range the count is adjusted to match the number of rate codes that fall into your selected date range. You can select the rate codes for your resync individually by select the respective record.
ALL	Select all rate codes on the screen.
NONE	Deselect all rate codes on the screen.

Option 5 - Rate Category

N/A

Option 6 - Restrictions

You have to select a date range in order to resync rate restrictions.

Example of Block Restrictions from OPERA PMS to ORS
OXI can now send restrictions created from OPERA Blocks application. These restrictions set on the blocks can also be resynced through the Restrictions resync, by selecting the option for Date Ranges and setting Blocks. The resync offers a multi-pick list of blocks that may have restrictions set on them for selection. For Block Restrictions to work Business Events in OPERA have to be set.

For OPERA PMS and ORS:
Go to OPERA > Setup > System Configuration > Setup > Business Events > Configuration > select External System > select module BLOCK > business event BLOCK RESTRICTIONS select data elements for this to work.
For Restrictions made in OPERA PMS to be visible and active for use in ORS, this function setting in the BLOCKS group needs to be set Y (yes): SET BLOCK PICKUP RESTRICTIONS.

To set restrictions in OPERA PMS Block select the Group > select OPTIONS button > select Restrictions.

Options from OPERA PMS to ORS:
- OPEN
- CLOSED
- OPEN for Arrival (*ORS will store these restrictions*)
- CLOSED for Arrival (*ORS will store these restrictions*)

To set restrictions in ORS go to Block and select the Property > SEARCH > select group > select Options > select Restrictions.
Options from ORS to OPERA PMS:
- OPEN
- CLOSED

To Resync from OPERA PMS go to OXI > Utilities > Resync > select tab Restrictions. At this time there is no resync of Block Restrictions available from ORS to OPERA PMS.

Sample: Restrictions from an ORS OXI interface
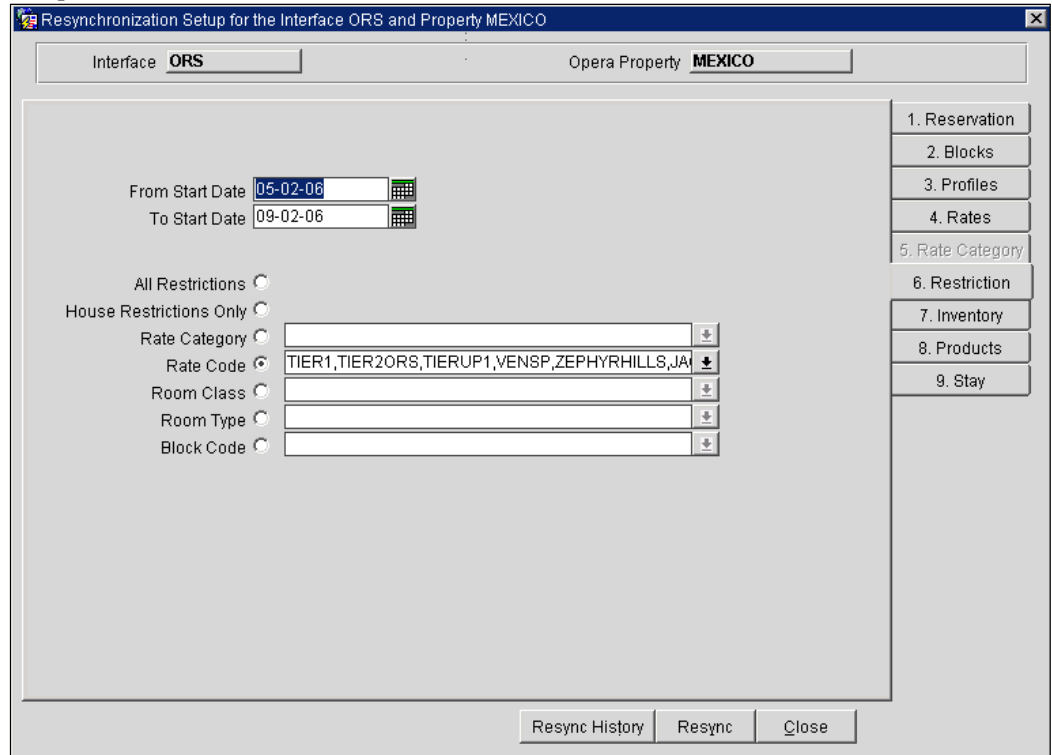
Field	Explanation
From Start Date	Select the first restriction start date for the resync.
To Start Date	Select the last restriction start date for the resync.
All Restrictions	Select this restriction for all existing restriction types to be sent to external system.
House Restrictions Only	Select this restriction set on House, such as (Open, Close) to be sent to external system.
Rate Code	A multi-select list of configured rate codes opens when you select this option.
Room Class	A multi-select list of configured room class opens when you select this option.
Room Type	A multi-select list of configured room types opens when you select this option.
Block Code	A multi-select list of configured block codes opens when you select this option.

Option 7 - Inventory

Sample: Resync from ORS OXI

Field	Explanation
From Start Date	Select the first restriction start date for the resync.
To Start Date	Select the last restriction start date for the resync.
Room Type	A multi-select list of configured room types opens when you select this option.
Room Class	A multi-select list of configured room classes opens when you select this option.

You can select between an 'Overbooking' or 'Out Of Order' resync by checking one of the radio buttons. Once you select the Out Of Order radio button, the 'Room Class' is removed from the screen.

Option 8 - Products

Products can be sent from OPERA to ORS.

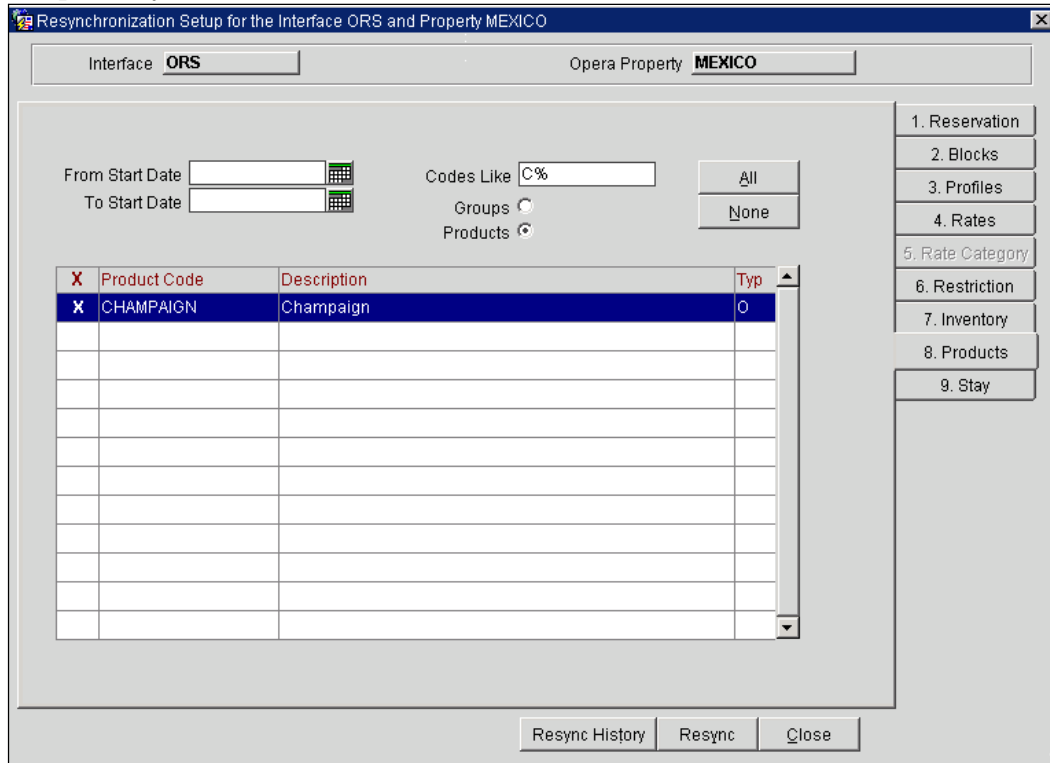**Sample:** Resync from ORS OXI

Field	Explanation
From Start Date	Select the first restriction start date for the resync.
To Start Date	Select the last restriction start date for the resync.
Codes Like	A free format text to enter whole or partial value for package to search for.
Groups/Products	Radio button filters automatically default to just Products but a sync can be done for products that are only attached to a Group/Allotment.

Option 9 – Stay

Stay files can be created for some interfaces after the guest has checked out and the OPERA night audit has run.

Sample: Resync from ORS OXI

Field	Explanation
From Departure Date	Select the first restriction start date for the resync.
To Departure Date	Select the last restriction start date for the resync.
Last Name	Type the specific last name of guest whose stay data shall be resynced.
First Name	Type the specific first name of guest whose stay data shall be resynced.

Resynchronization History

For any resync that is executed a record is created in the Resync History screen. This history record will assist you in keeping track of all resyncs done and what their status is/was. The Remarks column will display text for records found and processed. When the Remarks is populated with (-1) then 1 or more messages failed to be sent to the External System successfully.

How to Utilize History and find unsuccessful records:
- Finding resync messages that did not make it, check and note the Start Date and Start Time.
- Go to Message Status tab 2. Messages to External System.

- Use the Search Filters to narrow down the messages you are looking for; Populate Module type (i.e. Reservation, Profile, etc.), Created From and Created To for the day of business and Message Type value.

Sample: Resync History screen will display the most recent on top

Module	Status	Start Date	Start Time	End Time	Remarks
INVENTORY	COMPLETE	28-APR-2006	02:39:47	02:39:54	Processed 0/0 records.
INVENTORY	COMPLETE	28-APR-2006	02:35:10	02:35:13	Processed 0/0 records.
INVENTORY	COMPLETE	28-APR-2006	02:27:38	02:27:43	Processed 0/0 records.
INVENTORY	COMPLETE	28-APR-2006	02:24:26	02:24:33	Processed 0/0 records.
INVENTORY	COMPLETE	28-APR-2006	02:20:49	02:20:50	Processed 0/0 records.
INVENTORY	COMPLETE	28-APR-2006	02:19:39	02:19:44	Processed 0/0 records.
INVENTORY	COMPLETE	28-APR-2006	02:17:19	02:17:30	Processed 0/0 records.
RATE CODE	COMPLETE	27-APR-2006	03:55:37	03:56:04	Processed 1/1 records.
RESERVATION	COMPLETE	20-APR-2006	09:01:11	09:01:59	Processed 1/1 records.
STAY	COMPLETE	29-MAR-2006	06:32:45	06:32:47	

Field/Key	Explanation
Module	Resync module that was used.
Status	Status of resync. Options are: • NEW: resync has just started. • IN PROGRESS: resync is currently being processed. • COMPLETE: resync is complete and reservations will be sent to external system if resync filters have found any records.
Start Date	System date that the resync was run on.
Start Time/End Time	The time stamps showing full span of time to for the resync to process.
PURGE	Manual deletion of all resync history. Only resyncs that have not been completed yet will be excluded from the deletion. A warning occurs that has to be confirmed before the purge is performed.
REFRESH	To see the latest status of all resync activities.

6 Support Cases – To Report Issues

Help Topics

Help is accessed from OXI toolbar Help > OPERA Help. Online Help while on a specific OXI screen, is also available. Once a user reaches a specific OXI screen and needs more information regarding that area of the application, hit the shortcut key **F1.** The related topic will open displaying detailed information. Hyperlinks to related topics are provided at the bottom of the topic page.

Check to see if the answer to setup or usage questions is answered here. Troubleshooting for errors and warnings in OXI is also provided in online help.

7   Business Rules for Interfaces

Generic Business Rules for CRS to OPERA PMS

External Reference Responses

When a booking or group is created in OPERA PMS and sent to the external system, the system sends a response carrying the External Confirmation number or Group booking ID. When the initial download response cannot update due to user locking the record the OXI interface will attempt a Retry. The retry will be based on OXI parameters. These can be set manually and they are located under Interface Configuration > Interface Parameters > OXI_GENERIC group > parameters RETRY COUNT and RETRY INTERVAL. These parameters are there to allow the OXI to do updates without manual intervention. Should a user lock the record indefinitely that the parameters have used all values then the message will fail and the message will have to be processed manually from the Message Status screen.

Reservations

- Traces
    - o Scenario: Delta mode Active
        - ▪ Delta mode setting is active for OXI and OXI_HUB interfaces. Where only sent data is changed. Reservation existing in OPERA and is inserted into Central System. There is a reservation trace is that is updated and the reservation change is sent to the hotel. Next the trace is deleted but the trace is not deleted at the property level. At this time the data cannot be sent as an update and so the property level trace is still intact. For traces to be resolved when in 'Delta mode', the trace must be 'Resolved' instead of deleted.
    - o Scenario: Delta mode Inactive (Full overlay)
        - ▪ Delta mode setting is not active for OXI and OXI_HUB interfaces. Full overlay of data is done. Reservation existing in OPERA and is inserted into Central System. The reservation carries a trace and this trace is updated and the change is sent to the hotel. A deletion of the Trace from central will not be sent down. That kind of change will only be modified in the PMS if the reservation is modified is some other fashion. Then the Trace will be removed from the PMS at that time.
- Reservations Credit Card information is now masked. (i.e., MC XXXXXXXXXXXXXXXX Exp: XX/XX/XX.) This is from version 3.0.1 patch13 and version 3.6.0 patch03 and higher, to comply with privacy laws
- Comments and Traces: There are 3 types of Comments RESERVATIONS, BILLING, CASHIERING.
    - o If Comment Type conversion table is active comments will be converted and inserted.
    - o IF Comment Type conversion table is inactive comments will be inserted after validation on the OPERA database.

- o If Comment Type conversion table is inactive but comment is sent as 'RES' it will be inserted as a comment type RESERVATION.
  - o If Trace Department conversion table is active and the Comment Type 'RES' is the same value as the Trace Dept, then the comment will become a Trace.
  - o If Trace Department conversion table is inactive and the Comment Type is also same as the Trace Dept then the Comment will be inserted as a Trace.

Profiles
- Profile credit cards will be masked in the OXI interface. (i.e., MC XXXXXXXXXXXXXXXX Exp: XX/XX/XX.) This is from version 3.0.1 patch13 and version 3.6.0 patch03 and higher, to comply with privacy laws
- AR numbers will only be exchanged between OPERA to ORS systems, specific to resort, when the Interface's XML Schema for 'Profile' is set to V3. Then the value will be exchanged; it can be seen in the XML message as <mfARNumber>. *(available as of v4.0.3.03).*
  - o This behavior is dependent on the OPERA application setting CASHIERING > ACCOUNTS RECEIVABLES and assumes that a profile is received with Central AR# and Resort AR#, unless otherwise specified.
  - o ACCOUNTS RECEIVABLE = N
    - -Central AR # inserted (OPERA will reflect this as the Resort AR #).
    - -Resort AR # inserted, when no Resort AR # present.
    - -If Resort AR # is present and Resort AR # is sent in the message, then no change is made to the number and it is left intact.
    - -If Resort AR # is present and no Resort AR # is sent in message, then Resort AR # is not deleted.

  - o ACCOUNTS RECEIVABLE = Y
    - -Central AR # inserted.
    - -Resort AR number not inserted or modified.
- OXI will allow Notes with 2000 character limit if version is lower than V4.0.3.04.
  - o All interfaces.
- OXI will allow Notes with 4000 character limit if version is V4.0.3.04 or higher
  - o Allowed for interfaces V6, V7, ORS OXI.
  - o All other interfaces will be limited to 2000 characters.

Blocks
- Cutoff date handling has been changed. Previous handling was to move past date Cutoffs to end of block.
- Cutoff dates in the past when received in OXI to PMS will be left alone and inserted as sent.
- Owners on an Allotment header will be exchanged *(available as of v4.0.3.03).*
- Owners rely on ORS or OPERA PMS parameter to be active, called OWNER in Application Settings > BLOCKS > Parameter.
- Owner values are populated on application user profiles called 'Owner' field.

- The owner value will be inserted if it is existing in the receiving system, otherwise the Owner Default from the OXI_HUB, if populated, will be used to insert. If the default is not populated then the Owner value will be ignored.

Generic Business Rules for OPERA PMS to CRS

Profiles
- Updates in Multi-property scenario: If more than one PMS property utilizes a profile the last property to update the profile will send a message response to the external CRS system. Previous functionality was that each property that had used this profile would send an update to the external CRS system. This business rule eliminates the flooding of the receiving interface and staged profiles in external CRS system.
- Profile credit cards will be masked in the OXI interface. (i.e., MC XXXXXXXXXXXXXXXX Exp: XX/XX/XX.) This is from version 3.0.1 patch13 and version 3.6.0 patch03 and higher, to comply with privacy laws.
- AR numbers will only be exchanged between OPERA to ORS systems, specific to resort, when the Interface's XML Schema for 'Profile' is set to V3. Then the value will be exchanged; it can be seen in the XML message as <mfARNumber>. *(available as of v4.0.3.03):*
  - This behavior is dependent on the OPERA application setting CASHIERING > ACCOUNTS RECEIVABLES and assumes that a profile is received with Central AR# and Resort AR#, unless otherwise specified.
  - ACCOUNTS RECEIVABLE = N
    - -Central AR # inserted (OPERA will reflect this as the Resort AR #)
    - -Resort AR # inserted, when no Resort AR # present.
    - -If Resort AR # is present and Resort AR # is sent in the message, then no change is made to the number and it is left intact.
    - -If Resort AR # is present and no Resort AR # is sent in message, then Resort AR # is not deleted.

  - ACCOUNTS RECEIVABLE = Y
    - -Central AR # inserted.
    - -Resort AR number not inserted or modified.
- OXI will allow Notes with 2000 character limit if version is lower than V4.0.3.04:
  - All interfaces.
- OXI will allow Notes with 4000 character limit if version is V4.0.3.04 or higher:
  - Allowed for interfaces V6, V7, ORS OXI.
  - All other interfaces will be limited to 2000 characters.

Reservations
- Reservations Credit Card information is now masked. (i.e., MC XXXXXXXXXXXXXXXX Exp: XX/XX/XX.) This is from version 3.0.1 patch13 and version 3.6.0 patch03 and higher, to comply with privacy laws.

Blocks

- Owners on an Allotment header will be exchanged *(available as of v4.0.3.03)*.
- Owners rely on ORS or OPERA PMS parameter to be active, called OWNER in Application Settings > BLOCKS > Parameter.
- Owner values are populated on application user profiles called 'Owner' field.
- The owner value will be inserted if it is existing in the receiving system, otherwise the Owner Default from the OXI_HUB, if populated, will be used to insert. If the default is not populated then the Owner value will be ignored.