

**Oracle® Hospitality OPERA Cloud  
Services**

Release Notes

Release 19.2

**F16567-01**

March 2019

---

Copyright © 2019, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

---

---

# Contents

<b>Preface .....</b>	<b>5</b>
Purpose .....	5
Audience .....	5
Customer Support.....	5
Documentation .....	5
Revision History.....	5
<b>1 Features and Updates.....</b>	<b>6</b>
Redesigned User Interface .....	6
Accounts Receivable .....	6
Block Management .....	6
Bookings.....	7
Client Relations .....	8
Dashboards .....	8
Enterprise .....	8
Exchange .....	10
Exports.....	10
Financials.....	11
Miscellaneous .....	14
Front Desk.....	14
Generic.....	15
Interfaces .....	16
Inventory .....	17
OPERA Controls .....	18
Profiles.....	18
Reports.....	19
Reservations.....	20
Room Management.....	22
Small Form Factor .....	22
Toolbox.....	22
<b>2 Compatibility and Network Bandwidth Requirements .....</b>	<b>24</b>
Compatibility .....	24
Network Bandwidth Requirements .....	24
<b>3 Resolved Issues.....</b>	<b>25</b>
Accounts Receivables .....	25
Block Management .....	25
Bookings.....	26

---

Cashiering .....	28
Dashboard .....	29
Enterprise .....	30
Exchange .....	30
Export .....	31
Financial .....	31
Front Desk .....	32
Interface Setup .....	33
Inventory .....	34
Look To Book .....	34
Miscellaneous .....	34
OPERA Controls .....	36
Profiles .....	36
Reports .....	37
Reservations .....	37
Role Manager .....	39
Room Management .....	39
Toolbox .....	40

---

---

# Preface

Oracle Hospitality OPERA Cloud Services (OPERA Cloud) is an enterprise platform for hotel operations and distribution. It provides property management capabilities that extend to meet the operational needs of hotels ranging from small independent boutiques to large chains.

OPERA Cloud aligns with Oracle Hospitality OPERA Property Management releases to provide version compatibility.

## Purpose

The release notes provide an overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional.

## Audience

This document is intended for OPERA Cloud version 19.2 users.

## 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/>

## Revision History

---

Date	Description of Change
March 2019	<ul style="list-style-type: none"><li>Initial publication.</li></ul>

---

---

---

# 1 Features and Updates

This section describes the new features and enhancements included in this release.

All new functionality is generically available. If functionality is added to meet requirements for specific countries, the release note cites the countries.

## Redesigned User Interface

OPERA Cloud presents a redesigned user interface that follows Oracle's Alta design principles, resulting in a modern layout with simplified, uncluttered pages. A new icon scheme with user assistance patterns provide an intuitive user experience. The new user interface also enables support for a broad range of assistive technology such as screen readers and screen magnifiers for the visually impaired. The redesign was introduced in the 18.3 release.

## Accounts Receivable

- The following changes are made in OPERA Cloud to comply with Government regulations in France:
  - Application parameter 'Delay Days Report' is available under AR Group.
  - Report 'AR Unpaid Invoices' is available.
  - A new field, 'Report Delay Days,' is introduced in the Account Types screen with List of Values (LOV) selection. This field allows you to define days by selecting a value from the list. The list has the values 0, 15, 30, 45, 60, 75, and 90.

## Block Management

- Changes to the Statistics section in the Block Overview provide the following fields:
  - Rooms Booked
  - Rooms Picked Up
  - Room Revenue Booked
  - Room Revenue Picked UP
  - Average Room Rate Booked
  - Average Room Rate Picked Up
  - Event Revenue On The Books
  - Event Revenue Actual (based on events status)
- The print account and print contact check boxes are enabled on the linked profiles panel for blocks. Only one account and one contact at a time can be checked as print account / print contact. The checked account and contact will print on customer facing reports, such as the Contract, Banquet Event Orders, and Banquet Folios.
- The following changes are implemented on the block presentation screen:
  - Block Overview consists of two parts: main block fields and statistics section.
  - OPERA Control CALCULATE BLOCK STATISTICS is exposed in Opera Cloud.

- 
- The Calculate button is available on Block Overview section if block length is higher than the value set for CALCULATE BLOCK STATISTICS.
  - When clicking the Edit button on Block Overview, a full screen for Block Presentation opens.
  - The full block presentation now includes main block section, Room Details section (previously a separate panel), and Catering Details (previously a separate section).
  - The Room Rate panel is turned into a field in the Room Details section.
  - The Ownership panel is turned into three fields: Block Owner, Room Owner, and Catering Owner.
  - If a block or part of it is cancelled, a new link appears on the block business card under the cancelled status, View Cancellation Reason. Clicking on it will open a prompt with a cancellation code, number, reason, and destination.
  - The links from the Notification group are moved to the Block Main group. The Notification group of links no longer exists.
  - Room Details, Catering Details, Rate Codes, Ownership, and Reservation Summary links are removed from the block links.
  - The Block Details link now opens full screen for Block presentation as described in item #5.

## Bookings

- The Look To Book (LTB) feature is enhanced with the following changes:
  - Using Page Composer, you can customize the LTB Book Now page to include additional fields – Tax Type, Reservation Color, and flex fields.
  - You can search Property Availability by Property Type or Package Code.
  - You can search for a block by block code.
- Two additional links are available on the Group Rooms Control screen detail section enabling you to open the Contact presentations screen or the room and rate grid.
- When the function for Simple Events is Active, you can add, edit, and delete notes associated with an Event.
- The Linked Profiles panel is changed to enable adding an Account or Contact to a Block regardless of Profile Type. The panel opens in edit mode by default. A new icon (broken link) is introduced on the business card to indicate when a contact is not related to the account.
- You now have the ability to redeem OPERA Loyalty Awards in OPERA Cloud. This includes Rate, Package, and Upgrade type awards.
- The Room Diary offers the ability to view the scheduled daily events via the Property Calendar directly within the Diary via a right slide out panel accessed from the Day Details button. The Room Diary is redesigned with the following new features:
  - You can now filter by floor.
  - Selection of days is increased on the Gantt Chart to 1, 7, 14, 30, and 60 based on display resolution.
  - Number of rows displayed is increased to utilize full height.

- 
- A new option to group by Room Type is provided.
  - An option is provided to change the color of Gantt results based on reservation status and default color.
  - An icon is implemented to indicate linked reservations.
  - When you select a reservation in the chart result, an overlay appears. The overlay displays the guest business card fragment and reservation overview and hyperlinks for you to launch either the reservation presentation or the profile presentation. The overlay also displays active DETAIL indicators (notes, routing, traces).
  - Contextual actions such as Cancel Reservation, Check In, and so on are provided in the overlay for the reservation you select.

## Client Relations

- The ability to check a Loyalty member's points is added when the OPERA Cloud PMS connects to a separate V5 OPERA OCIS.
- The layout for address entry and update is modified to a tabbed design with all data points showing and is available for update in the panel on the page without needing to scroll. You can customize the address screen.

## Dashboards

- A Block Overview tile is available that displays a summary number of Arriving and In House Blocks and allows for filtering by Owner(s). The Block Overview tile is available for selection from the Add New Tiles link on the dashboard.
- The Departure tile displays a count of scheduled checkouts when the Scheduled Check Out function is active. Clicking the statistics sends you to search results filtered for reservations with a scheduled checkout.
- A Custom Content tile is available that can be configured with an image. You can configure Custom Content tiles with different sizes. You can also add free text giving you further customization options. The Custom Content tile is available for selection from the Add New Tiles link on the dashboard.
- An In House Rooms tile is available for displaying rooms, adults, and children currently in-house. When the Room Class function is active, a Room Class filter is available in the tile properties to filter the results based on the selected room class(es). On drill-down from the rooms figure on the tile, you are directed to the In House reservation search screen. If room class(es) are configured for the tile, the values populate to the Room Class field on the search page. The In House Rooms tile is available for selection from the Add New Tiles link on the dashboard.

## Enterprise

- A new Image Upload component automatically scales and compresses images on upload to the server per the restriction identified in each individual screen. In addition to uploading images, it also enables capturing an image using the device camera when running the OPERA Cloud application on a mobile device. This new component is implemented in all Image Management screens.



- 
- Country Specific - France. When the Country Mode of a Property is configured for France (FR), the Certificate screen within Property Configuration displays the Infocert logo and certificate number associated with OPERA Cloud.
  - OPERA Cloud introduces a new Delete Customization screen for deleting Chain, Hub, and/or Property Level Page Composer customizations and for deleting user personalization. Delete Customization allows users with the appropriate tasks granted to reset panels and tables to their initial state, removing any or all customizations and personalizations.

When a customization or a personalization is conducted using Page Composer, a custom file is created for storing those changes. Multiple changes made to the same area are stored within the same custom file, and deleting this file deletes all customization or personalization changes.

The Delete Customization screen is available in the User Interface Management menu option under Enterprise in the Administration Menu. Access to Delete Customization and the delete option is controlled by the following new tasks introduced in Role Manager Enterprise Main Tasks:

- Delete Chain Customization: Grants deletion of Chain level customizations.
- Delete Hub/Property Customization: Grants deletion of Hub and Property level customizations.
- Delete Users Personalization: Grants deletion of other user personalization files.
- Delete Personalization: Grants the logged in user to delete your own personalization.

The Delete Customization screen provides a search area with filters for Customization Layer (Chain / Hub / Property / User) and Customization Area.

The Customization Layer provides a single select list of values with options for:

- Chain: Allows deleting of Chain level customization.
- Hub (available only for users logged in at Hub level): A user logged in at Hub level may delete customization at the logged in Hub.
- Property: A user logged in at Hub level may select a Property to delete property level customization. Users logged in at Property level may delete customization for the property in which they are currently logged in.
- User: Users with Delete Users Personalization task may delete their own personalization and other users' personalization. Users with Delete Personalization task may delete their own personalization.

The Results area provides columns for Path, Screen, File Name, User, and Updated Date.

- Path: Shows the breadcrumbs path where customization or personalization was made.
- Screen: Screen or area where the customization or personalization was made.
- File name: Shows the internal file name for the customized or personalized area.
- User: User name of the user who last made a change on the listed area.
- Updated Date: Date and Time when the last change was made on the listed area.

---

Overall, the Delete Customization screen provides users with the option to delete customization and/or personalization files from a central location, therefore enhancing the existing Delete Customization option in panels where customization is available.

- Country Specific – France. A French acronym for Journal des Evenements Techniques; the Journal of Technical Events (JET) stores details for specific events, which must be recorded to be compliant with French law. These internal records are stored in the database and are not visible in the OPERA UI. The following event is added to the existing list:
  - Event Code 270 - Any property configuration changes for Business ID, Business Registration Code, or General Setting Property Tax ID. This event is included in the DAILY\_ARCHIVE and DAILY\_ARCHIVE\_DAY in the AuditTrails section.

## Exchange

- Exchange OXI Message processing logs are captured on the server side with the Interface code as parent folder and Interface-Tenant code as the Log file name.
- Enhancements are made to Shared Security Domain (SSD) to support multiple identical OPERA Cloud or OPERA V5 environments protected behind the same SSD instance based on query string URL parameter (schemamap).
- OPERA Cloud Exchange > Switch Interface screen enables you to set the Default Type Property Interface or Central Interface, Property, and Interface Code. The Interface list shows only the configured interfaces for selection. The set default values are defaulted across Exchange module UI screens at respective fields.
- Nested user groups during user migration are now supported automatically with the SSD provisioning utility to improve the migration experience.

## Exports

- A new country export called IT\_E-INVOICE and IT\_E-INVOICE\_DAY is introduced. This export creates a single XML file for each of the folios created in OPERA Cloud for a given business date. Folios only for certain payee profiles are included, that is, folios having the 6 or 7 characters, a PA code, or the PEC email address.
- A new function allows customers to activate or deactivate access to export General, Membership, and Back Office files in order to view and save them as part of the standard base license code.
- Country Specific – France. A new Grand Totals period exists for Real Perpetual, which represents an indefinite span of time. The Real Perpetual period is created by OPERA automatically when the first Folio is generated after this functionality is implemented. Every time a Folio is generated, the Total Amount for the Real Perpetual period increases or decreases by the total amount of the Folio. For example, a normal Folio has a positive value and will cause the Total Amount to increase; a Credit Bill has a negative value and will cause the Total Amount to decrease.

The Close of Day Totals report (nacloseday) is modified to include a new column for Real Perpetual. As a result, the Grand Totals summarized information include Real

---

Perpetual values for the previous business date section and the current business date section.

The Daily Archive Exports (DAILY\_ARCHIVE and DAILY\_ARCHIVE\_DAY) is modified to include new tags for RealPerpetual. These Exports must be recreated from a template to include the Real Perpetual information.

The RealPerpetual tags are added into multiple sections of the Exports.

- In the <GrandTotalPeriod> section, the <RealPerpetual> tag displays below the existing tag for <Perpetual>. The value represents the amount of the Real Perpetual period at the time when the Daily period was closed for the business date.
- In the <GrandTotalsTicket> subsection <GrandTotalTicket>, the <RealPerpetual> tag displays below the existing tag for <Perpetual>. The value represents the amount of the Real Perpetual period at the time when the corresponding Folio was generated.
- In the <MonthlyArchives> subsection <GrandTotalPeriod>, the <RealPerpetual> tag displays below the existing tag for <Perpetual>. The value represents the amount of the Real Perpetual period at the time when the Monthly period was closed.

In the <YearlyArchive> subsection <GrandTotalPeriod>, the <RealPerpetual> tag displays below the existing tag for <Perpetual>. The value represents the amount of the Real Perpetual period at the time when the Yearly period was closed.

- Properties in ITALY should review the ISTAT exports:
  - The ISTAT\_PUGLIA Export is added and now available from the Country Export Template and can be configured to generate during the End of Day. The ISTAT exports collect data for National Statistics reporting which is obligatory for Hotels in some European Countries.
  - The ISTAT\_WEBTUR Export is added and is now available from the Country Export Template and can be configured to generate during the End of Day. The ISTAT exports collect data for National Statistics reporting, which is obligatory for Hotels in some European Countries.
  - The ISTAT\_TRENTO Export is added and is now available from the Country Export Template and can be configured to generate during the End of Day. The ISTAT exports collect data for National Statistics reporting which is obligatory for Hotels in some European Countries.
- The exp7 parameter form available with the Invoices For Audit export for Hungary is modified to correctly allow selection of a date range and folio number for export data generation.

## Financials

- Rate code approval functionality is added to OPERA Cloud. This functionality allows you to create/edit rate codes without them going into production. A second user needs to review the new rate code or changes and approve or reject the changes.
- A change in the Rate Code Negotiated Profiles screen enables you to search and select multiple profiles while adding negotiated profiles.

- 
- In OPERA Cloud, the void folio functionality was linked to a user task called Manage Financial Postings, which did not independently control the void folio action. To provide better overall control, a separate user task for Void Folio is added in the Financials group to allow users to void folios.
  - You can configure EFT file data in OPERA Controls based on the Commission export license activated for the Property.
  - The Manage Commissions screen is redesigned to display the Summary section on top and the confirmation / external confirmation number against Payment record(s).
  - OPERA Cloud introduces a new configuration screen for Credit Card Types to allow properties creating and maintaining custom credit card types.

The Credit Card Types screen is available in Transaction Management under the Financial menu in Administration. Access is controlled by the Credit Card Types task. With proper tasks assigned, you may select actions to create New, Edit, or Delete custom credit card types.

- Existing SID (System Inserted Data) card types cannot be modified or deleted.
  - Credit Card Types are used to send card information to third party vendors and for mapping a credit card type to a Payment Method for use in OPERA Cloud.
  - This new configuration screen allows properties to be self-sufficient when a new credit card comes out to the market.
- The types of reservations that can be settled in the Batch Folios screen for Auto Folio Settlement are enhanced.

A new Reservation Status LOV and Open Balance check box is added to the search form in the Batch Folios screen. They are visible only when Auto Folio Settlement option is selected.

Using these two fields, you can now search for checked-out reservations and further filter those reservations to get reservations with a pending balance. The results can then be processed through the auto folio settlement process, which is similar to the In House reservations settlement process.

- The following functionality is generically available, but should be reviewed by properties in Germany and Tunisia: When using City Tax functionality, the ability to configure City Tax Ranges from the Administration Rate Management menu is now available.
- Functions are implemented to support KYOTO Inclusive and Exclusive Accommodation Tax functionality. The KYOTO accommodation Tax is calculated based on the rate amount on the reservation. For the tax exempt reservations, Tax Type filed on the reservation is used. The Tax Type Calculation Application setting should be set to "Reservation."
- Functionality for Kanazawa Accommodation Tax is generically available and should be reviewed by properties in Japan. The Kanazawa Accommodation Tax is available as package formulas. The KANAZAWA\_TAX\_EXCL\_Q\_UDF function will calculate the tax for rates exclusive of tax, and KANAZAWA\_TAX\_INC\_Q\_UDF will calculate the tax for rates inclusive of tax. The Accommodation tax amount will be based on the rate amount, where if the rate amount is less than 20,000 JPY, the accommodation Tax will calculate as 200 JPY and any rate amount that is greater than 20,000 JPY will calculate tax of 500 JPY. To handle Tax Exempt reservations, Tax Type functionality

---

must be Active and Tax Type 'EXEMPT' must be configured and added as the Exempt Tax Type on the Tax Package setup and also entered as the Tax Type on the Reservation. See User Guide available on MOS for further details.

- The VAT Offset functionality is introduced for Italy. It is available when VAT Offset OPERA Control is On. When a folio is being settled for a payee profile that is designated as VAT offset eligible, a credit is posted for the entire VAT amount using the payment type defined in the Offset Payment type application setting. The VAT Offset check box will always be available on Profile details in ITALY country mode and when VAT Offset control is On. The PA code field will be available via customization on Profile Details.

Also, the ability to perform Credit Bill for Ricevuta is opened up. Deposit Ricevuta cannot be used for Credit Bill. The ability to link separate credit bill folio types for Fattura and Ricevuta is added on the Folio Type configuration screen and, depending on which one is being credited, a bill number from a respective linked credit bill type is used.

- Country Specific BIR functionality is available when Country Mode is set to Philippines.
  - BIR Parameters and Settings are available in OPERA Controls, Country Specific group.
  - BIR Settings for BIR Document Sequences and BIR Guest Types are available in Administration, Financial if you have the associated Role Manager Tasks. Adjustment codes can be linked to BIR Guest Types and set with a default adjustment amount or percentage, then linked to Transaction Codes when the Cashiering Parameter Transaction Code per Adjustment Code is set to on.
  - In Billing when using Post Adjustments and selecting an Adjustment Code with the same BIR Guest Type and Adjustment Amount/Percentage set, the adjustment screen shows by default the Adjustment Amount/Percentage setup.
  - An Official Receipt is created when a payment is posted for a folio settlement or part of a folio settlement, or if an advance payment/deposit exists and the balance of the window is zero on settlement. The Official Receipt is cancelled if a payment is un-applied. Folio History displays and allows re-printing of Official Receipts. The Reprint number is printed on each re-print. Additionally, if the OPERA Controls, Country Specific Parameter for Generate AR Official Receipt is set to on, an Official Receipt is created when a payment is applied in AR to one or more AR Invoices.
  - An Acknowledgement Receipt is created with a Payment-only transaction or if the user does not complete folio settlement. These can be reprinted from Receipt History.
  - On Guest and Contact Profiles, the BIR Guest Type field is displayed by default on the Profile Overview screen.
  - In Interface Configuration, PHP\_POS IFC Configuration allows any definition of how to post with mix of five basic elements: Serving Period, Revenue Center, Terminal, Payment Number, and UserID.

The following reports are available in the BIR Reports report group:

- 
- Official Receipt Register, Acknowledgement Receipt Report, Person with Disability Report, Senior Citizen Report, Sales Report, Official Receipt Summary, and User Activity Report.
  - The following customizable reports are available for the Philippines: sample\_folio\_philippines, sample\_payment\_philippines, sample\_statement\_philippines.
  - Country Specific – France. A French acronym for Journal des Evenements Techniques; the Journal of Technical Events (JET) stores details for specific events, which must be recorded to be compliant with French law. These internal records are stored in the database and are not visible in the OPERA UI. The event below is added to the existing list.
    - Event Code 270  
Any property configuration changes for Business ID, Business Registration Code, or General Setting Property Tax ID. This event is included in the DAILY\_ARCHIVE and DAILY\_ARCHIVE\_DAY in the AuditTrails section.

## Miscellaneous

- The OPERA requirement to support mutual authentication with a Payment Partner is removed and relies on the Payment Partner mandating the following:
  - In order to achieve this functionality, the General Information panel within EFT and CCW Credit Card Property Interfaces configuration provides a new option for Token Provider Protocol when the Credit Card Vault functionality is enabled.
  - Token Provider Protocol is used to define the type authentication that will take place with the token provider and provides two options:
    - One Way Handshake: select this option when using a trusted store certificate.
    - Two Way Handshake: select this option if using both trusted and key stores certificates.
- Support users with the appropriate task granted are able to download server debug logs to a selected folder on their workstation.
- The layout for address entry and update is modified to a tabbed design with all data points showing and available for update in the panel on the page without needing to scroll. You can customize the address screen.
- The layout of Property Availability screen now adapts when the browser window is resized to show the maximum number of days' worth of data:

## Front Desk

- You can select and mass cancel multiple wake-up calls.
- A new user task is introduced to control Copying Credit Card Payment Method when Creating Reservation, Splitting Multi Room Reservation, Checking In Multi Room Reservation, Copying Reservation, Apply To All for Block Reservation, and Rooming List.
- In the Create Room Keys screen dialog, the Key Machine Location label is renamed to Key Encoder Locations.
- The following changes are made:

- 
- A Reservation Status search filter is provided in the Batch Charges screen. No Show and Cancelled reservation status is controlled by the function No Show and Cancellation Postings.
  - Reservations flagged for Pre Stay charging allow you to post batch charges.
  - When the Advance Check In function is active, a search filter check box for Advance Checked In Only is visible in the search area. You can search for arrival reservations that are flagged as Advance Checked In.
  - A new search field for Block Code is provided. This provides an LOV selection to search and find the block code. You can post batch charges for the reservation containing the block code.
  - Batch charges can be posted for reservations that are flagged as Advance Checked In.
  - The following functionality is available when Country Mode is set to Philippines and should be reviewed by properties in the Philippines:
    - For all payment types during settlement of a folio (Checkout/ Interim Bill/ Advance Bill/ Early Departure/ AR Folio/ Deposit Folio/ Passerby/ Post It) an Official Receipt is printed; no Acknowledgement Receipt will be printed.
    - Payments only made using other processes will continue to print an Acknowledgement Receipt.
  - You can now search by Market Code, Source Code, Room Features, Specials, Floor, Company, Source, Travel Agent, and Group in the Batch Registration Card screen.
  - The following changes are made in billing:
    - The I Want To . . . panel in the Billing page follows a design convention of four columns.
    - The I Want To . . . Action links appear on the page according to the functionality active at the property and based on tasks granted to the user.

## Generic

- The default application layout is changed to full screen mode. The application will display in full screen mode for all new users as well as for the existing users who did not make fixed width mode selections in the past. You are still able to select standard width layout by selecting the Toggle Full Screen link from the side menu.
- Enhancement of the sticky pattern adds the ability to gradually stack sticky elements when scrolling in the steps screens. This allows OPERA Cloud to display the sticky Business Card as soon as you scroll over the details so that business card details are always visible. Steps summary element is added to the sticky bar as you scroll over the steps in the main screen. Additionally, the action buttons in the Check In screen have been moved from the top to the bottom screen and added to the bottom sticky bar.
- A new Children icon replaces an older version icon across the application.
- You can now select the "+" icon to expand the sticky Business Card when scrolling to see full details. You can also select the "-" icon to collapse the sticky Business Card so that it does not take up more than a single line when scrolling.

- 
- The sticky side bar in the presentation screens are hidden on small resolution monitors where it would not fit correctly without taking away the working space, as well as when no panels are displayed for the presentation screen.
  - The ability to configure POS Accounts (PM rooms) for which a different bill numbering sequence will be created when generating bills on settlement was restricted to Portugal country mode previously. The functionality is now generic across all country modes.

## Interfaces

- OPERA Cloud introduces a new IFC8 functionality for handling of Reference Retrieval Number (RRN) sent by a Payment Service Provider (PSP) during the credit card authorization process.
  - A RRN is received by OPERA Cloud as part of the initial authorization on a credit card, and this will be stored as part of that authorization record. The RRN is sent back to the PSP for any additional or incremental authorizations requests sent from OPERA, and the response back from the PSP is stored with that RRN.
  - This process applies for any authorizations made on the same credit card until a payment or settlement is made, where the initial RRN is no longer used until a new authorization is taken and a new RRN is provided by the PSP.
  - This functionality allows the customer to track transactions made on a credit card grouped by the Reference Retrieval Number (RRN).
- You can send confirmation letters via SMS text.
- The NextGenOXI Processor Communication Method URL for External to OPERA and OPERA to External should be configured on the OSB Layer in a standard navigation tree structure like Primarily Interface > Tenant > Property.
- The Interface Status screen in the Toolbox menu now allows you to Start and Stop NextGenOXI Interface Processors for upload and download processes independently.
- When OSB Jars are deployed, it will save customization files. This allows you to re-apply all configuration changes after redeployment when needed.
- The following changes are made:
  - A new Device Areas screen is provided under Interfaces Menu (Path: OPERA Cloud Administration > Interfaces > Device Areas). Using this screen, you can configure device areas and copy device areas to respective properties.
  - Once device areas are configured, you can assign device area to each RFID encoder (Path: OPERA Cloud Administration > Interfaces > Property Interfaces).
  - You can select device area and can see a filtered list of encoders in the Encode Keys screen.
  - The selected device area and its corresponding encoder are saved for the entire user session. If you come back to the Encode Keys screen, you will be presented with last preferred device area and last preferred encoder. You can list all encoders and select an alternate device area and corresponding encoder.
- The following changes are made:
  - The Video Checkout function is available in OPERA Cloud under IFC group.



- 
- The Video Check Out Start Time setting is available in OPERA Cloud under IFC Group.
  - The Video Check Out Stop Time setting is available in OPERA Cloud under IFC Group.
  - A new setting, Video Check Out Email, is created under the IFC Group.

Video Checkout allows guests to view their folio and check out from their room via the in-room television.

When the Video Checkout function is active, you can use Video Checkout functionality. Settings such as Video Check Out Start Time, Video Check Out Stop Time, and Video Check Out Email are visible.

In order to use the Video Checkout feature, the property must have a Video Systems Interface (e.g., On Command Video, Pacific Pay Video, CableCom) license that supports the video check out functionality.

The functions and settings exposed or created are defined at the property level and not at the Hub level.

Video Checkout is permissible when:

- The departure date is equal to the current business date, and the guest folio balance is zero.
- The departure date is equal to the current business date, and the reservation payment type is a credit card, direct bill, or comp payment.

Video checkout is not available for early departure reservations.

A cash payment type is allowed for video checkout if the folio balance is zero.

When a guest checks out via Video Interface, the housekeeping status of the room automatically changes to dirty. This is to eliminate the discrepancy and operational issues of the hotel.

On video checkout of a reservation, copy of folios are emailed to a specified hotel email account.

- If the Video Checkout Email setting has email configured, then on Video Checkout of a reservation, copies of folios are emailed based on the configured email.
- If the Video Check Out Printer and the Video Checkout Email settings are not configured, the error, "Destination/comm method is not set" is shown.
- If the Video Checkout Email setting is not configured, but Video Check Out Printer is configured, then copies of folios will be printed.
- If both the Video Check Out Printer and the Video Checkout Email settings are configured, copies of folios are emailed and printed.

## Inventory

- The following changes are made for the Room Types configuration screen in OPERA Cloud Administration section:
  - If the room type being edited has rooms with unresolved maintenance records and an attempt is made to uncheck the Maintenance check box, you are notified

---

with a message stating there are unresolved maintenance records for this room type.

- If the room type being edited has rooms with unresolved housekeeping records and an attempt is made to uncheck the Housekeeping check box, you are notified with a message stating there are unresolved Out of Order/Out of Service records for this room type.
- You can now enter decimal values in the target credit/max credits/credit value field in the following configuration pages:
  - Housekeeping Section Codes
  - Housekeeping Section Groups
  - Generate Task Sheets
  - Search and Select - Task
  - Building Groups
  - Building
  - Manage Task
  - Credit Rules
- Attendant in Room and Attendant on Break indicators are added to the Task Sheets screens. When an attendant commences a room within the Task Companion, the Task Sheets screens indicate a feather-duster icon in the Status columns indicating that an attendant is currently cleaning that room. When hovering over the icon, the Attendant name along with the time the attendant started cleaning that room appear. You can also filter the Task Sheets screen by Attendant in Room using the new 'Attendant in Room only' check box in the Filter Options popup.

The Task Sheet Summary/Detail and Task Sheets screens will display a coffee cup icon at the top of the task sheet indicating that the attendant assigned to task sheet has activated the 'Go On Break' toggle in the Task Companion. Hovering over the icon displays the time the attendant started the break and the user name.

## OPERA Controls

- The following OPERA Controls are Hidden and Inactive in PMS.
  - BLOCKS - BLOCK RANKING (RANKING)
  - BLOCKS - LOWEST RATE GUARANTEED (RATE\_PROTECT)
  - BLOCKS - NON COMPETE (NON\_COMPETE)
  - BLOCKS - CONVERSION (CONVERSION)
- A new setting in the Room Management group is available when the Housekeeping Credits setting is set to either ROOM or FACILITY. The Traveling Task Credits setting defines the number of credits that are being added to a task sheet with rooms from multiple floors. The number of credits entered are added for each additional floor.

## Profiles

- A Quick Profile Search and Creation module is created for adding accounts and contacts to blocks in an efficient manner. This module allows a combined search for

---

accounts and contacts using search criteria for both profile types. It is also possible to create an account and contact in one combined process.

- The following changes are implemented in profile search for Company, Travel Agent, and Source profiles when in List View:
  - When a profile search result is expanded, it shows Owner, Master Sub Account, Priority, Business Segment, Industry, Account Type, and Territory; Company, VIP, Membership Type, Membership Level, Membership, Last Visit, Last Room.
- When Profile > Contact global OPERA Control is active, you can access all the contacts linked to an account from a panel in the Profile Presentation screen. New contacts can be created using New action link present in the manage contacts screen.
- Administrators can configure the Department in which a user works, the Employee ID, and the associated Job Title for tasks, correspondence, and stationery use.
- Membership info links are added to the profile business card and reservation presentation screen to make viewing a member's loyalty points more accessible.
- The following is generically available and should be reviewed by Properties in Morocco and Saudi Arabia:

The Expiry Date for ID Documents is available for profiles in the ID Documents section (ID\_EXPIRATION\_DATE through Screen Painting) and is added to the report POLICE\_REPORT2. In addition, the merge codes ID\_EXPIRATION\_DATE and ID\_EXPIRATION\_DATE\_ISO are added on the following customizable reports:

- sample\_folio
- sample\_guest\_confirmation
- sample\_kiosk\_confirmation
- sample\_registration\_card

## Reports

- The ORMS Report and Report group are removed from OPERA Cloud as ORMS is no longer available.
- Sample Cont Merge exposes the existing V5 BI Report sample\_cont\_merge.rep and rep\_cont\_merge.rep in OPERA Cloud for a property that has the OPERA\_CLOUD\_SC license available. It is available under Business Block group.
- A Property\_overview report is available that displays Daily Statistics (Today, Yesterday, and MTD), Weekly Forecast (Arrival Rooms, Departure Rooms, Total Rooms, ADR, and Occupancy), and a detailed arrival, in house, and departure reservation listing.
- A Cycle radio button is added to the parameter form of the Vacant Rooms report (hkvacrooms). When you select Cycle and enter the number of days in the cycle value, the report displays the rooms that have been vacant for the defined number of nights in the cycle. For example, if the number of days in the cycle is set to 7, the report will display the rooms that have been vacant for the number of nights, which are multipliers of 7 (for example, 7, 14, 21, 28, and so on).
- The following reports are generically available, but should be reviewed by properties in the Maldives:

---

Total Tax Collected report and Maldives Green Tax Report report.

NOTE: Fields listed should be available for correct data to appear on these reports.

Total Tax Collected report displays the following:

- Bill Date (current departure date of guest), Arrival (Arrival Date), Departure (Departure Date), Name (of Payee - First Name, Last Name), Folio No, Invoice No, Confirmation No (Reservation confirmation number), Invoice Amount (Total of folio, including all taxes), Green Tax (TAX BUCKET 3), Service Charge (TAX BUCKET 1 ), GST 12% (TAX BUCKET 2 ), and Invoice Revenue (All charges less taxes and Service Charge)

Maldives Green Tax report displays the following:

- Guest Registration No (field REGISTRATION\_NUMBER on Reservation > Stay Details), Name of Guest (First Name, Middle Name, Last Name of guest combined), Category (field GUEST\_TYPE on Reservation > Stay Details), Identification No (Passport number or Local ID number), Nationality (Guest Nationality Description), Booking Method (TA Profile field TA\_TYPE), Check In Date (Arrival Date), Check In Time (Check in time), Check Out Date (Departure Date or current departure date if not checked out), and Check Out Time (Check out time. If guest is not checked out default value to 12:00hrs noon)
- NOTE: TA\_TYPE field should be available when: Profiles, (Global) Function of IATA Company Type [IATA\_COMP\_TYPE\_ACTIVE] = ACTIVE, and User has associated Role Manager Tasks for Travel Agent Types.
- The Immigration Report (immigration\_report) is now available generically, but should be reviewed by properties in Thailand. This report can be generated for the current or past date and filtered by reservation statuses Arrivals, Arrived, Due Outs, Departures and Stay Overs.

## Reservations

- Guests still have the chance to use a Loyalty based room upgrade if they did not use it when the reservation was originally booked.
- The check-out process now notifies you if a reservation is already being edited by another user or already in the check-out process by another user. The check-out process now prevents any additional postings to a reservation after the final Check Out Now button is selected.

If a reservation is being edited, the message "This record is currently locked by USER. Do you want to break the lock?" appears when a different user begins the check-out process.

- If you select Cancel to the lock message, you remain on the screen.
- If you select Break Lock to the lock message, you can proceed and begin the check-out process.

If a reservation is in the check-out process, the message, "This record is currently locked by USER. Do you want to break the lock?" appears when a different user begins the check-out process.

- If you select Cancel to the lock message, you remain on the screen.

- 
- If you select Break Lock to the lock message, you can proceed and begin the check-out process.

If a reservation is being edited, the message, "This record is currently locked by USER. Do you want to break the lock?" appears when a different user clicks the Check Out Now button to complete the check-out process.

- If you select No to the lock message, you remain on the screen.
- If you select Yes to the lock message, you can proceed and complete the check-out process. The message "Check Out completed" appears when the process is complete.

If a reservation is in the check-out process, the message "This record is currently locked by USER. Do you want to break the lock?" appears when a different user clicks the Check Out Now button to complete the check-out process.

- If you select Cancel to the lock message, you remain on the screen.
- If you select Break Lock to the lock message, you can proceed and complete the check-out process.

If Check Out Now is selected for a reservation, but the Status of the reservation is not yet changed to Checked Out, then the message "This record is currently locked by USER. Check Out is in progress." appears when any action is attempted to alter/post to the reservation.

- A change in Reservation advance search enables the display of Market Code and Source Code filters. You can search for reservations based on one or more market code(s) or source code(s).
- A change in the Reservation Presentation screen enables the display of Effective Rate (Base Rate + Add-on Package Amount).
- A change is made to the Queue link indicator on the reservation search result grids, the Reservation Presentation screen, and the Check In Reservation screen. The link now shows Queue (Priority 2), indicating that the number is the priority.
- The room number information overlay screen displays the following information:
  1. Room Dimensions
  2. Min/Maximum Occupancy
  3. Connecting Room Information
  4. Room Image
  5. Smoking Preference
  6. Floor
  7. Room Features Descriptions

The room number information overlay screen can be launched from the following screens displaying the room number:

1. Room Diary
2. Search Results for Manage Reservation
3. Reservation Presentation - Overview/Details Panel
4. Room Search Result
5. Billing

- 
- Membership Type is prompted or auto-populated to a reservation based on the configuration actions for Create Reservation, Update Reservation, Check In, and Check Out activity. Multiple membership types can also be linked to a single reservation, one per member class.
  - The Payment Instructions panel is enhanced to provide a new action link for View Routing Instructions in properties where Routing functionality is active. Upon selection of View Routing Instructions link, the routing instructions panel pops up and you can view, create, edit, and delete Routing Instructions based on tasks assigned to the user's role. Any update made to routing instructions is visible in the Routing Instructions section within Payment Instructions.

## Room Management

- Task Sheet esthetic changes, including spacing, font bolding, and padding adjustments, are completed.
  - An option to select a task sheet number is provided; this way, nonconsecutive task sheets can be on the screen next to each other so rooms can be easily moved from one sheet to another.
  - Adaptive breakpoints are implemented to display as many sheets as possible while in card view.
  - The Sort By option is separated from the Filter Options, and the Default Order is renamed as Room Number.
- An Attendant in Room indicator is added to all the Room Assignment screens. When an attendant starts cleaning a room within the Task Companion, the Room Assignment screens shows a feather duster icon in the Status columns indicating that an attendant is currently cleaning that room. When hovering over the icon, the Attendant name, along with the time the attendant started cleaning that room, appear.

An Attendant in Room Only check box is available in the search area of the Room Assignment screens to filter your search by rooms being actively cleaned.

## Small Form Factor

- Native/Mobile picker implemented for single Select LOV.
- The following usability issues are addressed for tablets:
  - Pages display correctly regardless of pixel density ratio of device (for example, retina displays).
  - You are not prompted with auto-suggest or auto-corrects for fields.
  - Contextual Keyboard is displayed based on field types..

## Toolbox

- External database codes for the selected Interface can be reviewed, created, and edited during Interface Setup.
- The Imbalance Analysis utility is improved to handle additional imbalance scenarios.

- 
- The Provisioning utility now sends a detailed confirmation email once deployment is complete so that the new ChainAdmin user has clear instructions for next steps.

---

---

## 2 Compatibility and Network Bandwidth Requirements

### Compatibility

Refer to the *OPERA Cloud Client Compatibility Matrix* document on the Oracle Help Center for information.

### Network Bandwidth Requirements

Refer to the *Network and Communications Guidelines* document on the Oracle Help Center for information.



---

---

## 3 Resolved Issues

This section shows issues that have been fixed since the last release.

### Accounts Receivables

Bug ID	Description
29286924	Country Specific - THAILAND. A change ensures that the payment transaction codes configuration screen has the Payment Tax Invoice check box available. When this check box is unchecked, the 'Cashier Payments', 'Deposit Payments', and 'AR Payments' check boxes are disabled.
29278404	For properties in France, the Infocert Logo and Official Certification Number (0322) appear on the Certificate tab of the Help screen.
29264743	The Credit Limit and Statement Name fields on the Account Types screen are extended to accommodate and display values correctly.
29245190	Batch Reminder functionality successfully generates reminders for the selected AR accounts.
29121389	In Accounts Receivable, Manage Account Invoices, selecting the Make Payment or Apply Payment action allows you to add a payment method. Selecting the Post Payment button, correctly applies a payment to the selected invoice(s) or applies it as an unallocated payment.
29061224	When the Sample Folio report (sample_folio.rtf) is generated for an Accounts Receivables Folio, the folio will display the information correctly.
28794265	Country Specific – THAILAND. A change is made to ensure that OPERA generates a credit note correctly if the VAT allocated to a payment is more than the generates attached to the transaction code.

### Block Management

Bug ID	Description
29311959	Changes are made to the super search web services to allow filtering the searched results by Arrival, Departure, and Status on the Manage Block screen.
29291064	Changes are made to the Dashboard Block Overview tile to filter the blocks by selected owner (block, room, and catering).
29262905	Trace code functionality should not be available when the S&C license is inactive.
29248480	The Auto Search task flow for blocks is created to return the results and collapse the search area by default in case mandatory fields are pre-populated.
29217010	A change to Console View in block search avoids an error message.
29168239	When a note is added or edited via the Notes popup screen, you can access the I Want To menu to perform additional actions or navigate to a different screen.

Bug ID	Description
29168187	When you try to book an event in a different property than the block property, you no longer get an ORA_02291: integrity constraint error.
29167410	Contact type shows correctly now; the borders between the profiles display correctly.
29138985	The Owner field list of values (LOV) on the block search screen displays all owners linked to the current chain.
29121283	From Stay Details, selecting to change the Room Type on a reservation that is part of block allows you to save the change if there is allocation availability or if you go to the Look To Book Sales screen to search for availability and borrow from a different room type.
29061429	Membership Type prompts/attaches to the Reservation when you edit and update the stay details from the Reservation overview section.
29036678	For Block Reservations, the Apply All function changes screen prompts to apply changes to other reservations within the Block when you make changes from search results on the Manage Reservation screen.
28932267	The Block Name field allows for entry of up to 40 characters.
28917709	Search performance for block room & rate grid searches is improved.
28855827	The Sales Information panel remains on the account / contact presentation screen when selected in Customize View even if the page is refreshed.
28795312	The following changes are implemented to View Changes Log when accessed from Bookings > Blocks > Manage Block > open a block > I Want To > View Changes Log: <ul style="list-style-type: none"> <li>- Activity Group defaults to BLOCK when called from a block</li> <li>- The Date range defaults from creation date of the block (From Date) to current system date (To Date)</li> <li>- When no Activity type is selected, all changes for the block that fall into the other filter criteria appear (Activity Type is not mandatory)</li> <li>- Time always shows correctly for all changes in OPERA Cloud.</li> </ul>
28644571	The Master/Sub Block and Master /Sub Allocation tabs on block presentation now show the correct titles and display the filed labels in the correct font.
27802452	A change on the Block search screen Created By filter allows you to select a user even when searching by partial value.

## Bookings

Bug ID	Description
29344893	The Room Diary displays search results correctly per the entered date.

---

29330803	Changing the Guest Name from the Book Now popup and tabbing out quickly to click the New Profile link should cancel the New Profile link event until the Guest Name change shows in the Profile Search List of Values. Within the Book Now popup, for example, within the Look to Book Sales Screen booking workflow, should a name or partial name be typed into the Name field and then the New Profile link is selected, an error no longer appears. Instead, the expected New Profile screen displays.
29324076	Loading more blocks works even if additional blocks have been created in another session for the same search criteria. Rooming list creation is working correctly. When executed, Block search finds the correct records each time.
29296186	The Lead Status flag in status configuration is now hidden.
29284467	<p>Within the Room Diary, the Assign Room task flow shows correctly for the following:</p> <ul style="list-style-type: none"> <li>- Dragging and dropping a reservation with a room assigned but not yet checked-in.</li> </ul> <p>Move Room task flow shows correctly for the following:</p> <ul style="list-style-type: none"> <li>- Dragging and dropping a checked-in reservation.</li> </ul>
29262951	Simple Diary should only be visible for PMS properties when the Simple Event application function is active.
29261047	An exception error is resolved when linking In House Reservation through Look To Book.
29259477	An Exception when creating a profile through the Look To Book popup is resolved.
28918063	A change enables you to add business event conditions to existing or new business event configurations.
28841465	<p>The following changes are implemented:</p> <ol style="list-style-type: none"> <li>1. No warning message, such as Reservation needs to be checked in, is shown when you perform a room move for an arrival reservation.</li> <li>2. The I Want To... action link now responds to your clicks.</li> </ol>

---

---

## Cashiering

---

Bug ID	Description
29426491	<p>The following changes to Batch Charges are made:</p> <ul style="list-style-type: none"><li>• Reservation Status List of Values (LOV) showing two columns is consistent with Reservation Status LOV in Manage Reservations screen.</li><li>• Setting the Reservation Status List of Values (LOV) to CHECKED OUT shows results per the search criteria.</li><li>• Reservation Status column shows the status of reservations not yet checked in.</li><li>• Include No Post column shows only the check box</li><li>• Selecting the Post Charge button without selecting any reservations returns a message to select a reservation.</li><li>• Reservation Status List of Values (LOV) defaults to IN HOUSE &amp; CHECKED IN</li><li>• Reservation Status column shows the reservation type for reserved reservations.</li><li>• "Include No Post" column is labeled as "No Post" in the Results area.</li></ul>
29382929	<p>You can create, update, and delete room routing instructions on a reservation, whether or not the payee profile on the target reservation has a first name.</p>
29375228	<p>The Transaction Code description appears alongside the transaction code when transaction code is selected from the list of values while posting charges in the Batch Charges screen.</p>
29322054	<p>In the Telephone Operator screen, the property LOV is multi select when the user's login context is at a Hub level.</p>
29292282	<p>A change is made in the Guest Messages panel to display the correct delivery status of the Guest message records.</p>
29278864	<p>Without an assigned Cashier ID, you are able to search for Cashier Reports records without error.</p>
29265155	<p>Manually attached packages extend based on the Reservation Nights changes.</p>
29264829	<p>Newly Created Email addresses are added to the Reservation from the Report Destination form and displayed on the screen.</p>
29264787	<p>A change is made to ensure that the error message screen has an X on the top right corner allowing you to close the window.</p>
29235144	<p>The default Authorization Rule record is available for selection in Authorization Rules under the Cashiering Management menu option in the Administration menu.</p>
29227366	<p>A change ensures that the Business Card on the Billing screen remains at the top of the billing screen when you scroll down.</p>
29203315	<p>A change ensures that the cashier closure screen does not populate the posted cash amount(s) during closure when the "Blind Cashier Drop" application setting is enabled.</p>

<b>Bug ID</b>	<b>Description</b>
29060886	Country Specific – France. When a Post It Folio is generated, the Folio Number populates correctly. You can generate a copy of a Post It Folio via Quick Print Folio on the Folio History screen.
29060726	When you are configured with a Cashier ID longer than three digits, the Cashier ID will display without a comma on screens where a Cashier ID is visible.
29060688	When a Deposit Folio is generated, the financial details are included on the folio.
29025884	The correct Folio Type will appear in the following situations: <ul style="list-style-type: none"> <li>• When an Advance Bill is generated where a Deposit Folio payment was transferred (for example, after check-in) to the Balance of an in-house Reservation for an amount equal to the room &amp; tax posted by the Advance Bill.</li> <li>• When a Folio is generated via Post It.</li> <li>• When a Folio is generated via Passerby.</li> </ul>
28957636	A change ensures that the zero balance reservations are successfully checked out when you perform a "Check Out Zero Balance Departures" using the Quick Check Out functionality.
28957028	When Checking Out a guest, the business card displaying the Guest's Name and primary details now remains visible as you scroll vertically through the checkout steps.
28944599	All In House reservations are shown when the All Guests folio option and required property are selected and search is initiated in the Batch Folios screen.
28849041	The timeout for processing credit card authorizations, payments, and/or settlements is based on the Timeout value set in the Primary Information panel within the Credit Card Interface configuration.
28839182	Credit card authorization reversal for checked out reservations with Post Stay Charging privileges is completed during the end of day process of the check-out day.
28839027	The timeout for processing of credit card authorizations, payments, and/or settlements is based on the Timeout value set in the Primary Information panel within the Credit Card Interface configuration.

## Dashboard

<b>Bug ID</b>	<b>Description</b>
29376646	The Reservation Activity Tile should show the correct count of In House Reservations.
28931078	When configuring a new dashboard tile at the hub level, you can click through the tile to navigate to the applicable screen only when the tile has already been set up with required parameters.

---

## Enterprise

---

Bug ID	Description
29176770	The Property now displays the appropriate logo configured for the property.
29056378	<p>A French acronym for Journal des Evenements Techniques; the Journal of Technical Events (JET) stores details for specific events, which must be recorded to be compliant with French law. These internal records are stored in the database and are not visible in the OPERA UI. The events are listed below with their corresponding Event Codes.</p> <ul style="list-style-type: none"><li>• Event Code 400 For a property in France country mode, when you change the Fiscal Year Begin Month and/or Day, an entry is recorded in the JET_EVENTS table with Event Code 400.</li><li>• Event Code 190 When a Credit Bill is generated, an entry is recorded in the JET_EVENTS table with Event Code 190.</li><li>• Event Code 410 When a transaction is Quick Split by Amount or Percentage, an entry is recorded in the JET_EVENTS table with event code 410.</li><li>• Event code: 999 When a transaction is transferred via Transfer Posting, only a single entry is recorded in the JET_EVENTS table with event code 999.</li></ul>

---

## Exchange

---

Bug ID	Description
29415224	The Resync Products LOV shows active products with the current business date and into the future regardless of being linked to a rate code.
29366279	The V5 OXI Processor threads can be Stop or Start for the selected Interface Processor. Windows Service must be in Running to start/stop from the UI. Only Threads can be controlled to stop/start from the OPERA Cloud UI when JMS Queue Flag (system internal) is set with No, which means V5 Processors are supported for the Cloud Environment.
29359292	<p>Exchange Communication Method allows you to configure Global (Chain) or Property Level based on JMS Queue Flag set to Y or N, which is an Internal System Global Parameter.</p> <p>When JMS Flag is set to N, V5 OXI Processor manages the message communication flow, and the Communication Method screen allows you to configure communication details the same as in V5.</p> <p>When JMS Flag is set to Y, NextGenOXI Processor manages the message communication flows, and the Communication Method screen allows to you to configure communication details limited to Client or Server for the Upload and Download Processes. In this case, Communication URLs, credentials, and certificates are required to configure on the OSB layer by the AMS team.</p>

Bug ID	Description
29346703	The Exchange Interface Controls Reservation Group Settings: EXT SYS MARKET/SOURCE CONTROL was shown as a Parameter to Turn-on/off and is rectified as a Setting for text entry with required options.
29343173	Toolbox > System Setup > External Database screen shows the Properties under Available list when its OPX_MYF2 (MYFIDELIO) OXI License is activated on selection of the MYFIDELIO interface from the LOV.
29286772	The Business Event Monitoring screen is available for users who have the Role Task of Business Event Queue.
29286665	When filtered by the Property field, Queue Setup for Delivery methods display just one property by name, regardless of multiple Delivery methods configured.
28965922	Title for Business Event Configuration is displayed on screen.
28929697	Code is reverted to restore the CALCULATE_BLOCK_STATISTICS parameter, which was deleted during inclusion of the new parameter OXI Message Purge Retain Days under Environment Controls.
28906930	The race condition for OXI DAO builds is removed.
28408024	The Match Rules list is corrected to display per V5 list, except the CREDIT_CARD option as this element is not expected to expose credit card values for Rule and Merge.

## Export

Bug ID	Description
29312448	A new function name of General Exports and the following description are created to better convey its purpose: "Function allows access to export General, Membership, and Back Office files to view and save."
28982271	Field Separator is updated to include pipe ' ' and semicolon ';' as available options.

## Financial

Bug ID	Description
29422076	A change is made to ensure that within Rate Code Configuration, any package additions display within the Rate Code's pricing schedule panel.
29421932	A fix is applied so that a package can be successfully attached to a Rate Code using the posting rhythm "Custom Posting Schedule (Based on Night)" and with one or more "Nights" check boxes unchecked.
29273016	The Generates panel is hidden on the PAYMENT and WRAPPER transaction Groups and Transaction Subgroups configuration.
29265320	A change ensures that generates cannot be attached to transaction codes associated to a Payment or Wrapper type group.

Bug ID	Description
29135047	On the Transaction Codes screen, when the transaction code is edited and subgroup is changed to another value, the Transaction Type field is nullified allowing you to select the appropriate transaction type.
29043570	A change is made to ensure that you can edit package details when they are attached to a rate code and when the ADVANCED GENERATES application function is active.
29005965	Country Specific – THAILAND. A change is made to ensure that a payment transaction code can be configured correctly in THAILAND country mode. When creating a new payment transaction code, the Payment Tax Invoice check box should be checked. If a payment transaction code has the 'Payment Tax Invoice' flag unchecked, then the code is set aside for POS postings only and cannot be used in OPERA PMS. For Thailand, all payment methods used from within OPERA (billing, deposits etc.) should have this check box marked as Y by default.
28079754	Changes to Day Types setup allow the use of decimal places in the multiplier field.
28930015	In End of Day Reports, selecting 'Regenerate and Send' or 'Preview' end of day reports for previous dates opens the pdf viewer showing the selected report(s) for the searched dates.
28719621	In the Payment Methods configuration page within Financial menu in Administration, searching for records return all payment methods configured for the property.
28496168	A change in the Bank Account Creation screen enables the display of the EFT payment method only when any one of the EFT licenses (OPP_EGS, OPP_HCC, OPP_INF, OPP_NPC, or OPP_WTP) is active. When one of the above licenses is active, the payment method LOV will display EFT and you can create a bank account with EFT payment method.

## Front Desk

Bug ID	Description
29377274	A change is made to the Room Assignment screen in Card View. The change ensures that the Assign Room link is properly working and sends you to the correct screen to assign a room to the reservation.
29338539	When you select Check Out Now to complete the check-out process and the status of the reservation has not yet become Checked Out, any charges or payments posted during that time will not post to the reservation.
29232018	The Task Companion Traces setting is renamed to Housekeeping Traces and is also used for the Task Sheet Report Trace Departments.
29213237	A change to the Room Assignment screens ensures that conducting a search with only the Attendant in Room Only check box selected successfully returns the correct results.
29160848	Checking out zero balance departures is functioning correctly.



<b>Bug ID</b>	<b>Description</b>
29116632	A change is made to the Room Assignment screen. The change ensures that in a property where the Component Suites function is inactive, you can successfully search for and select rooms on the Room Assignment screens.
29054688	Unnecessary dashes are removed from the Housekeeping and Payment Instructions panels on the reservation presentation screen.
29048788	During Check In, selecting Advance Check In causes the Create Room Keys popup screen to appear automatically.
29017089	A change in the Reservation Share screens ensures you can select specific share reservation records and take necessary actions.
28964377	A change ensures the primary email address is saved in the Profile screen when the Email ID is specified during the Check In.
28945948	A change is made to the Room Assignment screen. The change implements the Load 20 More Results button when more than 20 rooms are returned. This improves performance as only 20 records are fetched when entering the screen.
28938050	A change in the process of assigning rooms when Component Rooms are involved ensures that departing component rooms are considered when the Include Departures check box is checked on the room assignment screens.
28924809	A change is made to the room assignment screens to ensure that rooms can be successfully assigned.
28720184	A change is made in Front Desk Menu Items to not conduct auto search but instead allow users to enter criteria.

## Interface Setup

<b>Bug ID</b>	<b>Description</b>
29424772	<p>Encrypted Device configuration is available for Credit Card Reader Devices when a CCW Payment Interface is configured and the CC Vault Function check box is checked.</p> <p>Swiping credit cards using an encrypted or non-encrypted card reader device reads and parses the credit card data to the respective fields in the payment component throughout OPERA Cloud.</p>
29121734	Enhanced the Property Interfaces Rooms Panel to better handle the import room functionality.
29005936	After swiping a credit card at check in and completing the check-in process, a Swiped check mark shows next to the Card Number field when editing Payment Instructions. Credit Card History also shows a check mark in the Swiped column.
28817918	The Property Interfaces Configuration Custom Data Panel is enhanced to mask the passwords configured for functionality.
28813139	Improvements are made to the Property Interfaces Translation Panel to better handle the Language Code and Key Options configuration.

---

## Inventory

Bug ID	Description
28989024	The Departure Day Only option is now available within the Task Schedule configuration, independent of the schedules' task.
27705923	The Hold Minutes field is now available for the codes Hold1, Hold2, Hold3, and Hold4 within the property level configuration. Only these four codes have the Hold Minutes field. The field is only available on the property level and is not available on the 'New' screen.
29457158	A change is made in the Room Maintenance configuration screen. The change ensures that the first room maintenance code can be successfully configured for a chain/property.

## Look To Book

Bug ID	Description
29338561	The Out Of Order Rooms Y/N parameter from the FetchInventoryStatisticsRQ is removed as the parameter was getting populated with a 'Y' value from the back end, making no impact when sent through the request.

## Miscellaneous

Bug ID	Description
29424607	If you create a Deposit Rule for a reservation, and it does not populate the field for Due Date, then the field for Due Date will display the following error text: "A value is required." You must enter a value to Save.
29423609	The calendar appears correctly in front of any popup (before this change, the calendar would appear behind the popup), and you can select a date from the calendar.
29416696	Refresh/Clear logs function works as expected.
29416049	Key Encoders, which are not mapped to device areas, appear under one tab labeled "No Device Area Configured."
29377375	Support users can now change the location and switch to a property after the initial default selection is made.
29377015	An Application Access Denied error message appears on log in when you do not have tasks granted. You can log out from the application using the Exit Application button.
29376328	Improved error handling allows you the option to either reload the application to the home page or log out as desired directly from the detailed error popup.
29350691	For the Administration Application, your screen mode selection (normal or full screen) is saved when switching the applications and when logging out/logging in from any screen or application.

<b>Bug ID</b>	<b>Description</b>
29344671	<p>Mobile device changes include:</p> <ol style="list-style-type: none"> <li>1. The Activities Tile screen fits better by reducing space around dropdown for iPad and Android.</li> <li>2. The iPad high importance exclamation is displayed as expected.</li> </ol>
29335889	You can edit reports in Manage reports successfully.
29325322	Clear cache enhancements allow for better flow after making changes. You can now make more changes at once and save with one click. Screen reload is improved for better performance and usability.
29306028	A new deployment parameter is added to configure Websocket connection timeout.
29291771	Opera users and Support users have additional details on exceptions (depending on role) to improve response time in ticket resolution and productivity.
29246572	In the Delete Customization screen, searching for the User Customization Layer returns customization records for the selected user.
29237047	Selecting reservations in Card View or Console View in the Track It workflow works as expected.
29132879	A performance enhancement improves the response time of an in-memory log viewer screen.
29129200	The Application Initialization step response time is improved.
28932636	If the same IFC machine names exist in a cloud environment, messages will be polled from IFC_MESSAGES for the running property interfaces.
28709453	<p>Page Composer customization fields provide a new tab for adding a Custom Validator or Regular Expression Validator (RegEx). Selecting Custom Validator presents you with the Custom Validator list of values with predefined validators generically available in OPERA Cloud for specific validations used in some countries:</p> <ol style="list-style-type: none"> <li>1. O9CUST_ABN</li> <li>2. O9CUST_ACN</li> <li>3. O9CUST_BRAZIL_CNPJ</li> <li>4. O9CUST_BRAZIL_CPF</li> <li>5. O9CUST_BRAZIL_IE</li> <li>6. O9CUST_VAT</li> </ol> <p>Selecting Regex Validator presents a text field where you can add a regular expression to validate the input data on a field such as alphabetic, numeric ranges, or character case among others.</p>

---

## OPERA Controls

Bug ID	Description
29350060	<p>The OPERA Controls "Rate Code Upload to Oracle Distribution" function in Rate Management is available when OPX_ORIS or OPX_MYF2 add-on licenses are active for the property.</p> <p>The Channel Allowed checkbox on Rate Controls and Distribution on Rate Codes is available if the Myfidelio license (OPX_MYF2 add-on license) is active or an Active OXI Interface to MYFIDELIO exists for the property.</p>
29282904	<p>The FOREIGN CURRENCY LIMITS parameter is visible in OPERA PMS (V5) when Opera Cloud is integrated with the same instance.</p>
28944571	<p>Membership Exceptions is available only when the O90-Loyalty license is On.</p>
28872770	<p>OPERA Cloud introduces a new OPERA Control for Include Payments for Automatic Credit Card Authorizations. This is a property specific parameter set to Off by default and is dependent on the Automatic Authorizations parameter located in the Credit Card group.</p> <p>When the Include Payments for Automatic Credit Card Authorizations parameter is On, credit card authorizations processing is based on a folio window balance and the authorization rule incidental amount set for the credit card on that folio window. This logic applies when credit card authorization is initiated from the Credit Card Authorizations screen and/or Scheduled Authorizations.</p>

## Profiles

Bug ID	Description
29363033	<p>Corrected an error with creating new profiles and selecting profiles from profile search.</p>
29219960	<p>Selecting a Global Preference is now saved and appears correctly on the Profile and Reservation.</p>
29273119	<p>Updating Profile details from the Profile Details link is now working as expected when going to Client Relations -&gt; Manage Profile -&gt; I Want To -&gt; selecting a profile -&gt; clicking the Profile details link -&gt; Modify Last name/First Name -&gt; click Save. Changes are being reflected.</p>
29173308	<p>The Membership Type screen prompts you to make a selection if the reservation profile configured with Auto attach action has two Membership Types from the same Membership class.</p>
29139200	<p>Profile Search performance is improved.</p>
28985456	<p>The ability to perform Profile lookup while logged into OPERA Cloud is added.</p>
28950487	<p>A change is made to guest profile functionality to prevent errors when changing/updating the Profile Overview or Profile Details.</p>
28894116	<p>Opening 'Scheduled Activities' from profiles launches as expected.</p>

<b>Bug ID</b>	<b>Description</b>
28693288	When adding, modifying, or deleting a negotiated rate on a profile, an Update Profile business event is generated with the negotiated rate data elements information.
28284809	The Alternate Name and Incognito icon in the Profile Business Card now appear only when the functionality is active and value populated. The Alternate Name link and Incognito icon will appear in the Profile Details panel only when the functionality is active.
22935005	The Communications panel layout is standardized when accessed throughout the application.

## Reports

<b>Bug ID</b>	<b>Description</b>
29384327	The Transportation Requests Report can be configured through the Manage Reports screen.
29297957	You can now delete more than one created report per session.
29245268	Customized Reports open successfully with Microsoft Word.
28983738	Multi property reports now execute successfully.
28214770	A change is made to the Task Sheet Reports to ensure that when previewing the Task Sheet Report, the Attendant, Room, and Task Instructions are correctly showing on the report.

## Reservations

<b>Bug ID</b>	<b>Description</b>
29391171	The Membership Info link is available in Reservation Overview if the OPERA_OIS license is active or the OCIS_MEM_CONF parameter is active and the Membership No. is attached to the Reservation.
29390768	In Reservation Stay Details, save changes are not allowed for Zero Adults and Zero Children if the reservation is not a Shared Reservation.
29363337	A change is made to the Room Assignment screen in Card/Console view. The change ensures that you are able to un-assign rooms successfully.
29357745	You should be able to clear Tax Type from Reservation Stay Details.
29343508	When no default Web Registration Card is configured, the Save button in the E-Sign Registration Card popup is disabled and information text displays a path to the Web Registration Card configuration screen. Language drop-down is filtered to show only the languages that have the web registration card template configured.
29304855	Duplicate Reservations are filtered if you click the Load More Results button to view additional Reservations from the In House Search Results page.

<b>Bug ID</b>	<b>Description</b>
29292315	Clicking on Open Folios from the Reservation Statistics tile brings you to Manage Reservation Search without any errors.
29279824	You can perform Mass Cancellation of Arrival and Future Reservation from Card view and Console view.
29265340	Search reverts to the Advanced view when expected.
29259705	You should be able to add Membership Details from Reservation Presentation screen.
29259450	Selecting a reservation pre-defined search options shows search tokens to indicate that search was performed.
29244783	A change is made to populate the upgraded room type in the Room Assignment screen while checking in a reservation.
29235415	The Department list of values (LOV) in Reservation Traces shows unique codes.
29232093	The Insert Quick Text list of values (LOV) appears as expected when you select the Insert Quick Text hyperlink in the application.
29220621	A change is made in the Reservation Daily Details screen to calculate discounts correctly.
29186465	A change is made in the Cancellation Reasons list of values (LOV) to show only those cancellation reason records you created.
29179184	Reservation search with Room Type, Room Class, and Rate code fields filtered is improved.
29151726	Adding multiple preference codes of the same type using OPERA Cloud ChangeReservation WS operation prompts a warning: "Duplicated preference code was removed."
29043574	A change is applied to the Housekeeping panel on the Reservation Presentation screen. The Instructions field is renamed as Room Instructions.
29042654	Same day reservations do not show up in the departures LOV if they are not checked in.
29011760	Arrival Reservations display their status as Arrival. Future Reservations display status as Reserved on the Reservation Presentation and Billing screens.
28945953	Performance is improved when selecting the Back button from the Reservation Presentation screen to return to the Search Results screen.
28957462	Adding and/or updating fields using Customize correctly saves any changes you make at the Chain, Hub, or Property levels.
28945331	Changes are saved as expected when you attempt to update details in the Reservation Overview panel.
28945269	Save and Cancel buttons shows as sticky buttons when you edit the Reservation overview screen.
28420124	Attaching a Block code to a reservation updates the reservation to also inherit the Block's linked profiles.

Bug ID	Description
28336080	You can now assign a room number to an arrival reservation if it is a departure for that date. You are no longer able to check in an arrival reservation while the departure reservation for the assigned room is still checked in.
28108198	The upgraded room type populates in the Room Assignment screen when you check in a reservation.
28056057	When reservations being created in parallel are being updated, one of the users receives the message "Record is locked" to ensure data integrity on the reservation details.

## Role Manager

Bug ID	Description
29279989	Owner initials on users cannot be removed or changed after you create records that carry those owner initials (profiles, blocks, activities).
28855201	The middle name from OID now appears in Role Manager.

## Room Management

Bug ID	Description
29261117	A change to the Task Companion ensures that you can successfully activate the Go on Break functionality when working on a Turndown task sheet.
29259162	A change to the Room Discrepancy screen ensures that once a record is selected, the Update Room Status link shows as the primary action in the Actions ribbon.
29235396	Navigating back to the Task Sheets screen works as expected when rooms are added to task sheets.
29121978	The Supplies popup on Task Sheets is updated to correctly show the supplies configured for the task schedule, including the description and number of items.
29043614	A change is made to the Generate Task Sheets screen. The configured task instructions from configuration are now auto populated into the Task Instructions field on the Generate Task Sheets screen for the selected tasks.
29043567	A change is made to the Task Edit/New configuration screens. The Instructions field is re-labeled Task Instructions.
29043561	The Task field and LOV on the Task Sheet Report parameter form is renamed as Task Sheets.
29043474	On the Task Sheets screen, the New link in the action ellipsis is now a primary action and is available outside of the action ellipsis.
29043469	The Task field name on the Task Sheets screen is changed to Task Sheets.
29025567	A change is made to the new Task Sheets screen (for new, manual task sheets). The New screen is now a popup and standardized.
28936418	The Supplies link on the Task Sheet is standardized.

---

<b>Bug ID</b>	<b>Description</b>
28895063	Aesthetic issues are corrected on the Task Sheet screen. Also, you can now drag and drop rooms from one sheet to another in Card view.
28855099	A change applied to the Room Conditions screen ensures that records in the results grid show the correct Reservation Status and enables you to search successfully by Reservation Status.
28843516	A change to the Update Room Status popup ensures that Turndown options appear only when rooms with a reservation attached are selected.
28753995	The Generate Task Sheets process is changed. The change ensures that when you do not pick a Room Assignment status in the Room Criteria panel of the screen, the application will behave as if both options are selected.
28557086	Performance is improved on the Task Sheets screens.

---

## Toolbox

<b>Bug ID</b>	<b>Description</b>
29236250	SID reports are populated in OPERA Cloud when a property is created from the Standard Shell.
29235153	When creating a new property in OPERA Cloud, the PAYMENT_TYPES_PER_WINDOW parameter is set to 'Y'.
29178617	In Toolbox > System Setup > OPERA License, the Expiry Date field is no longer presented.
29127771	Country Specific – France. When you perform Validate Electronic Signatures, any records identified by OPERA Cloud are recorded in the JET with Event Code 280 and a short description of Tax audit operation.
29028906	The Reset Data Utility now deletes data from the tables as expected.
28997362	New Chain \ Property provisioning is successful when utilizing the provisioning utility.

---